



CITY of NOVI CITY COUNCIL

Agenda Item Q
August 14, 2017

SUBJECT: Approval to award a three-year contract to AT&T for two Primary Rate Interface (PRI) phone line in the amount of \$842 per month using a competitively bid contract through the State of Michigan MiDEALS extended purchasing program. Subject to final review and approval of the form and agreement by the City Manager's office and the City Attorney.

SUBMITTING DEPARTMENT: Integrated Solutions Team – Information Technology

CITY MANAGER APPROVAL: 

EXPENDITURE REQUIRED	\$10,104 per year
AMOUNT BUDGETED	\$206,200
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	101-xxx.00-851.000 Telephone Expense for multiple departments.

BACKGROUND INFORMATION:

The City of Novi currently contracts with XO Communications on a month to month basis after the expiration of their contract for the above services. This method was entered into as we were made aware that the State of Michigan was in the process of conducting a competitive bid through their MiDEALS program for voice services. The City contracts for two voice circuits commonly referred to as PRI's for voice services. The State of Michigan competitively bid contract provides a saving over our existing provider while still maintaining the highest quality of service. The information Technology Department recommends AT&T be awarded this contract.

RECOMMENDED ACTION: Approval to award a three-year contract to AT&T for two Primary Rate Interface (PRI) phone line in the amount of \$842 per month using a competitively bid contract through the State of Michigan MiDEALS extended purchasing program. Subject to final review and approval of the form and agreement by the City Manager's office and the City Attorney.



ISDN PRIME (ISDN PRI) SERVICE WITH DS1 SERVICE
AT&T ILEC Service Agreement Provided Pursuant To Custom Rates and Terms
Illinois, Indiana, Michigan, Ohio, Wisconsin

Customer	AT&T
City of Nov Street Address: 45175 Ten Mile Road City: Novi State/Province: MI Zip Code: 48375 Country: USA	AT&T ILEC Service-Providing Affiliate
Customer Contact (for Notices)	AT&T Contact (for Notices)
Name: Patrick Oleszkowicz Title: Computer Support Specialis Street Address: City: State/Province: Zip Code: Country: USA Telephone: Fax: Email: poleszkowicz@cityofnovi.org Customer Account Number or Master Account Number:	Name: JackTylus Street Address: City: State/Province: Zip Code: Country: USA Telephone: Fax: Email: jt5824@att.com Sales/Branch Manager: Isaiah Bzoscie SCVP Name: Dino Perone Sales Strata: LGEM Sales Region: NE <u>With a copy (for Notices) to:</u> AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) <input type="checkbox"/>	
Name: Company Name: Agent Street Address: City: State: Zip Code: Telephone: Fax: Email: Agent Code	

This ISDN Prime Service with DS1 Service Agreement, ("Service Agreement") includes the attached Pricing Schedule and General Terms, for the services identified in Section 1 ("Services") and incorporates the rates, terms and conditions in applicable Tariffs and/or Guidebooks identified in Section 1 (collectively with this Service Agreement, the "Agreement").

Customer requests that its identity be kept confidential and not be publicly disclosed by AT&T or by any regulatory commission, unless required by law.

The Effective Date of this Service Agreement is the date signed by the last party, unless a later date is required by law or regulation.

Customer (by its authorized representative)	AT&T (by its authorized representative)
By:	By:
Printed or Typed Name:	Printed or Typed Name:
Title:	Title:
Date:	Date:

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Pricing Schedule and General Terms

1. SERVICE, SERVICE PROVIDER and SERVICE PUBLICATION

Service	ISDN Prime (PRI) Service (with DS1 Service)	
Service Provider (Check one option only)	Service Publication (incorporated by reference)	Service Publication Location
<input type="checkbox"/> AT&T Illinois	AT&T Illinois Guidebook, including Part 17 Section 2 and Part 15, Section 3	http://cpr.att.com/guidebook/il/index.html
<input type="checkbox"/> AT&T Indiana	AT&T Indiana Guidebook, including Part 17, Section 2 and Part 15, Section 3	http://cpr.att.com/guidebook/in/index.html
<input checked="" type="checkbox"/> AT&T Michigan	AT&T Michigan Guidebook, including Part 17, Section 2 and Part 15, Section 3	http://cpr.att.com/guidebook/mu/index.html
<input type="checkbox"/> AT&T Ohio	AT&T Ohio Guidebook, including Part 17, Section 2 and Part 15, Section 3	http://cpr.att.com/guidebook/oh/index.html
<input type="checkbox"/> AT&T Wisconsin	AT&T Wisconsin Guidebook, including Part 17, Section 2 and Part 15, Section 3	http://cpr.att.com/guidebook/wg/index.html

2. PRICING SCHEDULE TERM and EFFECTIVE DATES

Pricing Schedule Term	36 months
Pricing Schedule Term Start Date	When only New Service is included in this Agreement: at Cutover of the first Service Component Existing Services are included: on the Effective Date (This applies even when new Service Components are added.)
Effective Date of the Rates and Discounts	Pricing Schedule Term Start Date
Expiration Date of the Rates and Discounts	Upon termination or expiration of the Pricing Schedule Term
Rates Following Expiration or Termination of Pricing Schedule Term	Service Publication monthly rates in effect at time of expiration or termination of Pricing Schedule Term

3. MINIMUM PAYMENT PERIOD

Service Components	Percentage of Monthly Fee Applicable to Calculation of Early Termination Charges	Minimum Payment Period per Service Component
All (except DID numbers)	50%	Until end of Pricing Schedule Term

4. CUSTOMER'S CURRENT ORDER

4.1 Order

Order: (Select one)	<input checked="" type="checkbox"/> New install(s) Only (All Service Components under this Pricing Schedule are new installs) Requested installation date(s)*: ASAP
	<input type="checkbox"/> Existing Service Included (Some or all Service Components under this Pricing Schedule already installed) Existing Circuit ID(s): <input type="checkbox"/> Requested Installation Date(s)* for new Service Components, if applicable: <input type="checkbox"/> If applicable, this Pricing Schedule supersedes and replaces in its entirety that certain agreement dated _____, entitled _____.

*Except as otherwise provided in this Pricing Schedule, requested installation date(s) for all new Service(s) purchased under this Agreement shall be no later than 90 days after the Effective Date of this Agreement, unless Customer is an E-Rate Applicant for the Services or AT&T causes delay.

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Host/Remote, Service Number Portability or Foreign Exchange (FX)	<input type="checkbox"/> Yes# <input checked="" type="checkbox"/> No #If Yes, Central Office CLLI Serving the Circuit Site Address: [Enter 11 Digit CO CLLI Code] #If Yes, DS1 Channel Mileage Terminations and DS1 Channel Mileage (per mile) as listed in section 4.2 below must apply.
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4.2 Service Components, Quantities and Rates

Service Component (USOC)	Total Quantity	Unit Monthly Recurring Charge (MRC)	Total Monthly Recurring Charge (MRC X Quantity)	Non-recurring Charge
ISDN PRI Port (ZPQZD)	2	\$228.00	\$456.00	\$0.00
Unlimited Local Usage (Switch Utilization) (UTW)	2	\$60.00	\$120.00	\$0.00
DS1 Local Distribution Channels (LDCs) (TZ4X1/2/3 - IN, MI, OH, WI)	2	\$112.00	\$224.00	\$0.00
DS1 Channel Mileage (per mile), if applicable (1YZX1/2/3 - IN, MI, OH, WI)	0	\$0.00	\$0.00	\$0.00
DS1 Channel Mileage Termination, (applies only when interoffice mileage is applicable; 2 required per DS1) ([Select One])	0	\$0.00	\$0.00	\$0.00
ISDN Calling Name ID (NM1PG)	0	\$10.00	\$0.00	\$0.00
DID Numbers, per number (LTG6X)	411	\$0.10	\$41.10	\$0.00
Total Charges for ISDN PRI Ports, Unlimited Local Usage, LDCs, Calling Name ID and DID Numbers:			\$841.10	\$0.00
In the event that any total amounts conflict with any per-unit rates in the table above, the per-unit rates shall control.				

4.3 Subsequent DID Numbers, Calling Name ID and/or Caller ID. Customer and AT&T may agree to add DID Numbers and/or ISDN Calling Name ID under the rates in this Pricing Schedule after Cutover of the associated ISDN PRI Service Component(s), but only if the Customer requested installation date is more than 90 days before the end of the Pricing Schedule Term.

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4.4 Service Sites and Circuit Quantity. Service may not be installed outside the territory that the Service Provider is authorized to provide the Service, or at a carrier hotel, a collocation cage or any similar location. The demarcation point for Service at each Customer Site must be within 60,000 feet of the AT&T serving central office.

Site	Quantity of Circuits per Site	Service Site – Street address	City (in same state as Service Provider in Section 1)
1	1	45175 Ten Mile Road	Novi
2	0	[N/A or Enter Service Location address]	[N/A or Enter City]
3	0	[N/A or Enter Service Location address]	[N/A or Enter City]
4	0	[N/A or Enter Service Location address]	[N/A or Enter City]
5	0	[N/A or Enter Service Location address]	[N/A or Enter City]
6	0	[N/A or Enter Service Location address]	[N/A or Enter City]
7	0	[N/A or Enter Service Location address]	[N/A or Enter City]
8	0	[N/A or Enter Service Location address]	[N/A or Enter City]
9	0	[N/A or Enter Service Location address]	[N/A or Enter City]
10	0	[N/A or Enter Service Location address]	[N/A or Enter City]

(If additional locations apply, please attach on a separate page. BTNs and CLLI may be attached separately instead of addresses.)

5. ADDS

Customer may order Service Components at the same Site(s) as the Service Components identified in section 4.2, in excess of quantities listed in Section 4.2, if installed no later than 6 months after the Effective Date; except, Service Components identified in Section 4.3 may be installed until 90 days prior to end of the Pricing Schedule Term.

6. USE OF SERVICE

Customer may not use the Service to bypass the switched access charges that must be paid to a local telecommunications company for the termination or origination of international, interLATA or intraLATA calls. If Customer uses the Service to bypass such switched access charges, Customer must compensate AT&T for any resulting switched access charges that AT&T is obligated to pay or entitled to collect. This Customer obligation shall not be capped or limited in any fashion.

7. GENERAL TERMS

a. If agreed to by the parties, this Agreement may be superseded and replaced by a new term agreement that includes all the Service Components then being purchased by Customer under this Agreement and no early termination charges shall apply, if the new term agreement also includes:

- (i) an effective date within 180 days before the expiration of the Pricing Schedule Term; or,
- (ii) (a) a term equal to or greater than the remainder of the Pricing Schedule Term, and (b) the Service Components, Quantities and Rates for replacement agreement are equal to or greater than the Service Components, Quantities and Rates in this Pricing Schedule.

b. Service Publications: AT&T may revise Tariffs and Guidebooks (collectively "Service Publications") at any time and may redirect the websites listed above. The order of priority of the documents is: this Service Agreement, then the applicable Service Publication; except Tariffs will be first wherever contract terms may not take precedence over inconsistent Tariff terms. This Agreement continues after the Pricing Schedule Term until Services no longer are provided, at which point the Agreement is terminated.

c. Services: AT&T will provide or arrange to have its affiliate provide Services to Customer, subject to the availability and operational limitations of systems, facilities and equipment. Where required, an AT&T affiliate authorized by the appropriate regulatory authority will be the service provider. Customer may not resell the Services or rebrand the Services for resale to third parties. Customer will cause Users (anyone who uses or accesses any Service provided to Customer) to comply with this Agreement and is responsible for their use of any Service.

d. Access: Customer will allow AT&T timely access or will at Customer's expense obtain timely access to property (other than public property) and to equipment reasonably required for the Services. Access includes information, the right to construct, install, repair, maintain, replace and remove access lines and network facilities and the right to use ancillary equipment space within the building for Customer's connection to

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AT&T's network. Customer will furnish any conduit, holes, wireways, wiring, plans, equipment, space, power/utilities and other items reasonably required for the Services and will obtain any necessary licenses, permits and consents (including easements and rights-of-way).

e. Safe Environment: Customer will ensure that the location where AT&T installs, maintains or provides Services ("Site") is a suitable and safe working environment, free of any substance or material that poses an unreasonable risk to health, safety or property or whose use, transport, storage, handling, disposal or release is regulated by any law related to pollution, to protection of air, water or soil or to health and safety. If AT&T encounters hazardous materials, AT&T may terminate any affected component of a Service ("Service Component") or suspend performance.

f. AT&T Equipment: Services may be provided using AT&T-owned equipment located at the Site ("AT&T Equipment"). Title to AT&T Equipment remains with AT&T. Customer must provide electric power for and keep all AT&T Equipment physically secure and free from liens and encumbrances. Customer bears the risk of loss or damage (other than ordinary wear and tear) to all AT&T Equipment.

g. Pricing Schedule Term: Except as stated in the Pricing Schedule, the prices listed in this Service Agreement are stabilized for the Pricing Schedule Term and apply in lieu of the corresponding prices set forth in the applicable Service Publication, and no promotion, credit, discount or waiver set forth in a Service Publication applies. After the Pricing Schedule Term, Customer may continue Service (subject to any applicable notice or other requirements in a Service Publication for Customer to discontinue a Service Component) under a month-to-month service arrangement.

h. Taxes: Prices are exclusive of and Customer will pay all taxes, regulatory surcharges, recovery fees, customs clearances, duties, levies, shipping charges and other similar charges relating to the sale, transfer of ownership, installation, license, use or provision of the Services.

i. Billing, Payments, Deposits and MARC: Unless a Service Publication specifies otherwise, Customer's obligation to pay for a Service Component begins upon availability of the Service Component to Customer ("Cutover"). Payment is due 30 days after the invoice date (unless another date is specified in an applicable Service Publication) and must refer to the invoice number. Restrictive endorsements or other statements on checks are void. If Customer does not dispute a charge in writing within 6 months after the invoice date, Customer waives the right to dispute the charge. AT&T may recover all costs (including attorney fees) of collecting delinquent or dishonored payments and may charge late payment fees at the lowest of 1.5% per month (18% per annum), the rate specified in the Service Publication or the maximum rate allowed by law. If the Pricing Schedule includes a Minimum Annual Revenue Commitment ("MARC") and Customer's MARC-Eligible recurring and usage charges (after deducting discounts and credits) in any applicable 12-month period are less than the MARC, Customer will pay the shortfall, and AT&T may withhold contractual credits until Customer pays the shortfall charge.

j. Termination and Suspension: Either party may terminate this Agreement immediately upon notice if the other party becomes insolvent, ceases operations, is the subject of a bankruptcy petition or makes an assignment for the benefit of its creditors. AT&T may terminate or suspend an affected Service or Service Component and, if the activity implicates the entire Agreement, terminate or suspend the entire Agreement, immediately upon notice if Customer: (i) commits a fraud upon AT&T; (ii) uses the Service to commit a fraud upon another party; (iii) unlawfully uses the Service; (iv) abuses or misuses AT&T's network or Service; or (v) interferes with another customer's use of AT&T's network or services. Customer may terminate an affected Service Component for material breach by AT&T if such breach is not cured within 30 days of notice. AT&T may terminate or suspend (and later terminate) an affected Service Component for material breach by Customer if such breach is not cured within 30 days of notice.

k. Termination Charges: If prior to Cutover Customer terminates a Service Component other than for cause or AT&T terminates a Service Component for cause, Customer will reimburse AT&T for time and materials, including any third-party charges, incurred prior to the effective date of termination. Thereafter, if Customer terminates a Service Component for Customer's convenience or AT&T terminates a Service Component for cause, Customer must pay: (i) 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated Service Component multiplied by the months remaining in an applicable Minimum Payment Period specified in the Pricing Schedule or Service Publication, and (ii) any access facilities cancellation charges and other third-party charges incurred by AT&T due to the termination. If the Pricing Schedule includes a MARC and Customer terminates other than for cause or AT&T terminates for cause, Customer must pay an amount equal to 50% of the unsatisfied MARC for the balance of the Pricing Schedule Term. In addition, Customer may terminate an affected Service Component without incurring termination charges if (i) AT&T revises a Service Publication and the revision has a materially adverse impact upon Customer; (ii) Customer gives 30 days' notice of termination to AT&T within 90 days of the date of the revision; and (iii) AT&T does not remedy the materially adverse impact prior to the effective date of termination. "Materially adverse impacts" do not include changes to non-stabilized pricing, changes required by governmental authority or assessment of or changes to recovery fees, surcharges or taxes.

l. Limitations of liability and Disclaimers:

(1) AT&T MAKES NO EXPRESS OR IMPLIED WARRANTY; DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT; AND DISCLAIMS ANY WARRANTIES ARISING BY USAGE OF TRADE OR BY COURSE OF DEALING. AT&T ALSO MAKES NO WARRANTY THAT TELEPHONE CALLS OR OTHER TRANSMISSIONS WILL BE ROUTED OR COMPLETED WITHOUT ERROR OR INTERRUPTION (INCLUDING 911 CALLS). AT&T MAKES NO WARRANTY REGARDING: NETWORK SECURITY; ENCRYPTION EMPLOYED BY ANY SERVICE; INTEGRITY OF ANY DATA THAT IS SENT, BACKED UP, STORED OR LOAD BALANCED; THAT AT&T'S SECURITY PROCEDURES WILL PREVENT THE LOSS OR ALTERATION OF OR IMPROPER ACCESS TO CUSTOMER'S DATA AND INFORMATION; OR THAT SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. AT&T IS NOT LIABLE FOR ANY DAMAGES RELATING TO: INTEROPERABILITY, ACCESS OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, DATA, EQUIPMENT, SERVICES, CONTENT OR NETWORKS PROVIDED BY CUSTOMER OR OTHERS; SERVICE DEFECTS, SERVICE LEVELS, DELAYS, SERVICE ERRORS OR INTERRUPTIONS, INCLUDING INTERRUPTIONS OR ERRORS IN ROUTING OR COMPLETING ANY 911

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CALLS OR ANY OTHER CALLS OR TRANSMISSIONS (EXCEPT FOR LIABILITY EXPLICITLY SET FORTH HEREIN); LOST OR ALTERED TRANSMISSIONS; OR UNAUTHORIZED ACCESS TO OR THEFT, ALTERATION, LOSS OR DESTRUCTION OF CUSTOMER'S OR OTHERS' APPLICATIONS, CONTENT, DATA, PROGRAMS, INFORMATION, NETWORKS OR SYSTEMS.

(2) AT&T'S ENTIRE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR DAMAGES ARISING OUT OF AT&T'S BREACH OF THIS AGREEMENT AND NOT DISCLAIMED UNDER THIS AGREEMENT SHALL NOT EXCEED THE APPLICABLE CREDITS SPECIFIED IN THE SERVICE PUBLICATION OR, IF NO CREDITS ARE SPECIFIED, AN AMOUNT EQUAL TO THE TOTAL NET CHARGES TO CUSTOMER FOR SERVICE TO WHICH SUCH BREACH RELATES DURING THE PERIOD IN WHICH SUCH BREACH OCCURS AND CONTINUES. IN NO EVENT SHALL ANY OTHER LIABILITY ATTACH TO AT&T. THIS LIMITATION WILL NOT APPLY TO BODILY INJURY, DEATH OR DAMAGE TO REAL OR TANGIBLE PROPERTY DIRECTLY CAUSED BY AT&T'S NEGLIGENCE OR INTENTIONAL MISCONDUCT. NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY UNDER ANY CIRCUMSTANCES FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES.

(3) These disclaimers and limitations will apply regardless of the form of action, whether in contract, tort, strict liability or otherwise, of whether damages were foreseeable and of whether a party was advised of the possibility of such damages. These disclaimers and limitations of liability will survive failure of any exclusive remedies provided in this Agreement.

m. Infringement: AT&T agrees at its expense to defend and either to settle any claim against Customer, its corporate affiliates and its and their employees and directors or to pay all damages finally awarded against such parties if the claim alleges that a Service infringes any patent, trademark, copyright or trade secret, except if the claim arises out of: (i) Customer's or a User's content; (ii) modifications to the Service by Customer or third parties or combinations of the Service with any non-AT&T services or products; (iii) AT&T's adherence to Customer's written requirements; or (iv) use of the Service in violation of this Agreement. AT&T at its option may either procure the right for Customer to continue using the Service or may replace or modify the Service so that it is non-infringing or may terminate the Service without liability to Customer. Customer agrees at its expense to defend and either to settle any claim against AT&T, its affiliates and its and their employees, directors, subcontractors and suppliers or to pay all damages finally awarded against such parties if: (i) the claim alleges that a Service infringes any patent, trademark, copyright or trade secret and falls within the exceptions under (i)-(iv) of the preceding paragraph; or (ii) the claim alleges a breach by Customer, its affiliates or Users of a software license agreement governing software provided with the Services.

n. ARBITRATION: ALL CLAIMS AND DISPUTES ARISING FROM THIS AGREEMENT SHALL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES (SUBJECT TO THE REQUIREMENTS OF THE FEDERAL ARBITRATION ACT). ANY JUDGMENT ON ANY AWARD RENDERED MAY BE ENTERED AND ENFORCED IN A COURT HAVING JURISDICTION. THE ARBITRATOR SHALL NOT HAVE THE AUTHORITY TO AWARD ANY DAMAGES DISCLAIMED BY THIS AGREEMENT OR IN EXCESS OF THE LIABILITY LIMITATIONS IN THIS AGREEMENT, SHALL NOT HAVE THE AUTHORITY TO ORDER PRE-HEARING DEPOSITIONS OR DOCUMENT DISCOVERY, BUT MAY COMPEL ATTENDANCE OF WITNESSES AND PRODUCTION OF DOCUMENTS AT THE HEARING. THE PARTIES WAIVE ANY RIGHT TO TRIAL BY JURY AND WAIVE ANY RIGHT TO PARTICIPATE IN OR INITIATE CLASS ACTIONS; IF THE PARTIES CANNOT WAIVE THESE RIGHTS, THIS ENTIRE SECTION IS VOID.

o. General Provisions: This Agreement and any pricing or other proposals are confidential to AT&T. Neither party may publicly disclose any confidential information of the other party without the prior written consent of the other, unless authorized by applicable law, regulation or court order. Until directed otherwise by Customer in writing, if AT&T designates a dedicated account representative as Customer's primary contact with AT&T, Customer authorizes that representative to discuss and disclose Customer's customer proprietary network information to any employee or agent of Customer without a need for further authentication or authorization. Each party will comply with all applicable laws and regulations and with all applicable orders issued by courts or other governmental bodies of competent jurisdiction. This Agreement may not be assigned by either party without the prior written consent of the other party, which consent will not be unreasonably withheld or delayed, except that AT&T may: (i) assign in whole or relevant part its rights and obligations under this Agreement to an AT&T affiliate, or (ii) subcontract work to be performed under this Agreement, but AT&T will in each such case remain financially responsible for the performance of such obligations. Any claim or dispute arising out of this Agreement must be filed within two (2) years after the cause of action arises. This Agreement does not provide any third party (including Users) the right to enforce it or to any remedy, claim, liability, cause of action or other right or privilege. Unless a regulatory agency with jurisdiction over the applicable Service applies a different law, this Agreement will be governed by the law and regulations of the State set forth above for Customer's address, without regard to its conflict of law principles. This Agreement is limited to Services to be provided in the United States. The United Nations Convention on Contracts for International Sale of Goods will not apply. Except for payment of amounts due, neither party will be liable for any delay, failure in performance, loss or damage due to causes beyond such party's reasonable control, including strikes and labor disputes. Customer must send any notice required or permitted under this Agreement in writing to the AT&T address set forth above. This Agreement constitutes the entire agreement between the parties concerning its subject matter and supersedes all previous agreements, whether written or oral. This Agreement may not be modified or supplemented without a writing signed by authorized representatives of both parties.

8. NOTICE OF WITHDRAWAL

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Service and Service Component Withdrawals during Service Agreement Term	
Prior Notice Required from AT&T to Withdraw and Terminate a Service	12 months
Prior Notice Required from AT&T to Withdraw and Terminate a Service Component	120 days

<i>For AT&T internal use only</i>	
Billing Telephone Number for Existing service, if applicable:	
SDA Code:	BIGE22
ECATS/AT&T Contract ID No.:	



**STATE OF MICHIGAN
ENTERPRISE PROCUREMENT**

Department of Technology, Management, and Budget
525 W. Allegan, Lansing MI 48913
P.O. Box 30026, Lansing, MI 48909

NOTICE OF CONTRACT

NOTICE OF CONTRACT NO. **071B7700004**

between
THE STATE OF MICHIGAN
and

CONTRACTOR	AT&T Corp
	One AT&T Way
	Bedminster, NJ 07921-2694
	Chuck Bonner
	616-724-7755
	cb3168@att.com
	74-2782655

STATE	Scott Hall	DTMB
	517-241-4255	
	halls9@michigan.gov	
	Michael Breen	DTMB
	517-284-7002	
	breenm@michigan.gov	

CONTRACT SUMMARY			
DESCRIPTION: Statewide contract for local, long distance and toll free voice services.			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
11/1/2016	10/31/2021	5 one year options	7/26/2021
PAYMENT TERMS		DELIVERY TIMEFRAME	
Net 45		NA	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input checked="" type="checkbox"/> P-card <input checked="" type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
NA			
MISCELLANEOUS INFORMATION			
NA			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION			\$14,300,000.00

FOR THE CONTRACTOR:

AT&T
Company Name


Authorized Agent Signature


Patrick J. Gleason

Sr. Customer Contracts

Authorized Agent (Print or Type)

Nov 9 2016
Date

FOR THE STATE:


Signature

William Pemble IT Division Director

Name & Title

DTMB
Agency

11/17/16
Date

Schedule A - Scope of Work (SOW)

1.000 Project Identification

1.001 PROJECT REQUEST

The State of Michigan (SOM) through the Michigan Department of Technology, Management, and Budget (MDTMB), issued a Request for Proposal (RFP) to obtain proposals, complying with all terms and conditions described in the RFP, from technically qualified Telecommunications Contractors to provide Voice Services to include, but not be limited to local, Long Distance and Toll-Free, for the SOM, including all SOM-owned and/or leased facilities. The Contractor shall provide all of the recommended hardware, software, circuits, consulting, installation, testing, maintenance, and support of necessary Services as specified herein

Along with an effort to reduce and control the telecommunications voice services costs consumed by the SOM, the principal objectives of the RFP was to acquire and implement traditional as well as new voice technologies and introduce a more reliable service model to simplify operations and drive efficiencies.

1.002 BACKGROUND AT TIME OF RFP

The SOM's vendor provided voice network services include a combination of:

1. Traditional Incumbent Local Exchange Carrier (ILEC) services
2. Traditional Inter-Exchange Carrier (IXC) services supporting Long Distance and Toll-Free access
3. Calling Name and Number Identification Services
4. Vendor-hosted Interactive Voice Response (IVR) services
5. Enhanced Call Services IVR
6. Over-the-Phone Interpretation (OPI) Services
7. Directory Services

ILEC Services

SOM facilities use a variety of local Central Office (CO)-based services. The SOM currently has contracts with AT&T and Frontier for local CO-based services supporting approximately 90% of overall yearly outbound usage. Average annual outbound usage for AT&T and Frontier is approximately 500,000 Minutes of Use (MOU). Below is a partial list of local CO-based Services currently being utilized by the SOM:

- 1MBs and features
- Private Branch Exchange (PBX) trunks
- Session Initiation Protocol (SIP) trunks
- Direct Inward Dial/Direct Outward Dial (DID/DOD) lines and numbers
- Digital Signal 0 (DS0)
- Digital Signal 1 (DS1)
- Digital Signal 3 (DS3)
- Optical Carrier-x (OC-x)
- Foreign Exchange (FX) Service
- Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)
- ISDN Primary Rate Interface (PRI)

IXC Services

The SOM's current primary Long Distance service provider is CenturyLink. The SOM averages approximately four million Minutes of Use (MOU) per month. Presently the SOM has approximately 300 T1 lines, about 280 of which are used as PRI's and the remaining provide interconnectivity between PBXs.

The SOM's current Toll-Free service provider is CenturyLink. CenturyLink provides domestic switched and dedicated Toll-Free services which are available from anywhere in the continental United States. The SOM averages approximately 14 million MOU per month.

Vendor-Hosted IVR

Hosted IVR is a network-integrated interactive voice response (IVR) and voice-recognition solution for inbound contact center applications.

Enhanced Call Services IVR

Enhanced Call Services IVR is an enhanced Toll-Free feature that provides users with the ability to build and modify interactive voice response (IVR) prompt and route applications in minutes using a web-based wizard.

Over-the-Phone (OPI) Interpretation Services

This feature enables customers scheduled and unscheduled OPI interpretation services for non-English speaking individuals 24 hours per day, seven days per week.

Directory Services

Directory Services is an interstate, intrastate and nationwide residential and business number look-up service.

1.100 Scope of Work and Deliverables

1.101 IN SCOPE

Parties identified in this Contract are defined to be the State of Michigan (SOM) and AT&T (Contractor).

This Contract is for the provision of a solution(s) that will include hardware and software which will make up the Local, Long Distance and Toll-Free Services along with the support and maintenance services used to sustain the solution. The State reserves the right to select and approve any products, including hardware and software, which will be used to construct and maintain any portion of the solution. The Contract consists of the following scope:

- A. Local Services
 - 1. Service Definition
 - 2. Contract Transition Plan
 - 3. Service Ordering
 - 4. Support Services
 - 5. Optional Services
 - 6. Service Level Agreements
 - 7. Reports

- B. Long Distance and Toll-Free Services
 - 1. Service Definition
 - 2. Contract Transition Plan
 - 3. Service Ordering
 - 4. Support Services
 - 5. Optional Services
 - 6. Service Level Agreements
 - 7. Reports

A more detailed description of the software, services (work) and deliverables required in the Contract are provided in Schedule A, Section 1.104, Work and Deliverables.

1.102 OUT OF SCOPE