



FULLY EXECUTED
Contract Number: 4400017601
Original Contract Effective Date: 11/22/2017
Valid From: 01/01/2018 To: 12/31/2027

All using Agencies of the Commonwealth, Participating Political
Subdivision, Authorities, Private Colleges and Universities

Purchasing Agent

Name: OA Central
Phone: 717-787-8191
Fax: 717-783-4429

Your SAP Vendor Number with us: 165236

Supplier Name/Address:
MCI COMMUNICATIONS SERVICES LLC
DBA VERIZON BUSINESS SERVICES
MCI WORLDCOM
979 E PARK DR
HARRISBURG PA 17111-2810 US

Supplier Phone Number: 717-565-7500

Please Deliver To:

To be determined at
the time of the Purchase Order
unless specified below.

Contract Name:
Unified Communications & Voice Services

Payment Terms
NET 30

Solicitation No.: _____ Issuance Date: _____
Supplier Bid or Proposal No. (if applicable): _____ Solicitation Submission Date: _____

This contract is comprised of: The above referenced Solicitation, the Supplier's Bid or Proposal, and any documents attached to this Contract or incorporated by reference.

| Item | Material/Service Desc | Qty | UOM | Price | Per Unit | Total |
|------|--------------------------|-------|------|-------|----------|-------|
| 1 | Telecom Managed Services | 0.000 | Each | 0.00 | 1 | 0.00 |
| 2 | Telephony Equipment | 0.000 | Each | 0.00 | 1 | 0.00 |

General Requirements for all Items:

Information:

Supplier's Signature _____
Printed Name _____

Title _____
Date _____



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Header Text

The contract was created as a result of the award of RFP#6100039274 for Unified Communications & Voice Services.

This contract provides Unified Communications and VoIP telephony services, as well as support for traditional voice services.

- Provides an integrated Skype for Business and hosted VoIP platform that is federated with the Commonwealth's O365 and Skype for Business users.
- Unified Messaging
- Hosted VoIP service with PSTN connectivity. This includes voice mail, auto attendant, 911 services, call handling, conferencing, safety & security, hardware and main line services.
- Conferencing to support PSTN to MS Skype for Business
- Integration between VoIP and Skype for Business
- User endpoint hardware (phones, soft phone devices, conference)
- Toll free services
- Trunk lines – for existing PBX and Key systems
- POTS lines for emergency phones, equipment monitoring support, payphones, etc.
- Centrex service and features (to include voice mail, auto attendant, 911 services, call handling, conferencing, safety and security, hardware and main line services)
- Supplier's service desk service connected to the Enterprise Service Desk supplied by the RFP 2 Supplier (Level 3 Communications - contract #4400017600).

06/18/20- Amendment 1 has been added. JML

09/01/22 - Renewal exercised for 5 years. No renewals remain on this contract. AJL

No further information for this Contract

Information:



August 28, 2022

MCI Communication Services LLC
D/B/A Verizon Business Services
777 E. Park Dr.
Harrisburg, PA 17111

SUBJECT: Renewal of Contract: Unified Communications & Voice Services
Contract Number: 4400017601
Term of Renewal: January 1, 2023 – December 31, 2027

Dear Contractor:

Per an approved contract extension request, the Commonwealth is considering renewing this contract for an additional 5-year term.

We are, therefore, requesting your concurrence to renew the above referenced Contract. If you agree to the renewal, please complete the bottom section of this letter and return it via e-mail to the e-mail address listed below.

If the Commonwealth renews the contract, the Bureau will issue a revised contract document to reflect the renewed contract period.

Thank you for your immediate response. If you have any questions, please feel free to contact me.

Amy Layman
(717) 717-346-3826
alayman@pa.gov

I agree to the renewal of the above referenced Contract for the above stated Term of Renewal. All terms and conditions remain the same as in the current contract.

Yes _____ No _____

Signature Anthony Recine Title SVP

Date 08/31/2022

(Person signing this renewal agreement must have the power to bind their company by their signature.)



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| ----- | | | | | | |
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- Supplier's service desk service connected to the Enterprise Service Desk supplied by the RFP 2 Supplier (Level 3 Communications - contract #4400017600).

No further information for this Contract

Information:

Contract Between

**COMMONWEALTH OF PENNSYLVANIA
GOVERNOR'S OFFICE OF ADMINISTRATION**

and

**VERIZON BUSINESS NETWORK SERVICES INC.
ON BEHALF OF MCI COMMUNICATIONS SERVICES, INC.
DBA VERIZON BUSINESS SERVICES**

for

Unified Communications & Voice Services

CONTRACT NO. 4400017601

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THIS CONTRACT (“Contract”) is entered into by and between the Commonwealth of Pennsylvania (“Commonwealth”), acting through its Governor’s Office of Administration (“OA”), and Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc. dba Verizon Business Services, with offices located at 777 East Park Drive, Harrisburg, Pennsylvania 17111 (“Contractor” or “Verizon”).

WITNESSETH:

WHEREAS, the Office of Administration issued a Request for Proposals, RFP No. 6100039274 (the “RFP”), for Unified Communications & Voice Services (“Services”); and,

WHEREAS, the Contractor submitted a proposal in response to the RFP (the “Proposal”); and,

WHEREAS, after taking into consideration all of the evaluation factors set forth in the RFP, the Commonwealth determined that the Proposal was the most advantageous to the Commonwealth; and,

WHEREAS, the Contractor was selected for contract negotiations; and,

WHEREAS, the Commonwealth and the Contractor negotiated this Contract as their final and entire agreement with respect to the Services.

NOW THEREFORE, intending to be legally bound hereby, the Commonwealth and the Contractor agree as follows:

1. DEFINITIONS.

- (a) Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this Contract, that entity to extent feasible shall also be identified as “Agency.”
- (b) Contract: The integrated documents as defined in **Section 11, Order of Precedence**.
- (c) Contracting Officer. The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- (d) Data. Any recorded information, regardless of the form, the media on which it is recorded or the method of recording.
- (e) Days. Calendar days, unless specifically indicated otherwise.
- (f) Developed Works. All of the fully or partially complete property, whether tangible or intangible prepared by the Contractor for ownership by the Commonwealth in

fulfillment of the requirements of this Contract, including but not limited to: documents; sketches; drawings; designs; works; papers; files; reports; computer programs; documentation; data; records; software; samples; literary works and other works of authorship. Developed Works include all material necessary to exercise all attributes of ownership or of the license granted in **Section 50, Ownership of Developed Works**.

- (g) Documentation. All materials required to support and convey information about the Services or Supplies required by this Contract, including, but not limited to: written reports and analyses; diagrams maps, logical and physical designs; system designs; computer programs; flow charts; and disks and/or other machine-readable storage media.
- (h) Expiration Date: The last valid date of the Contract, as indicated in the Contract documents to which these IT Contract Terms and Conditions are attached.
- (i) Management Procedures Manuals. Mutual agreed upon document(s) which outline the description of services and obligations of the parties with regards to those services which are deemed to require additional detail or were not originally a part of the Contractors proposal.
- (j) Process and Procedures Manuals. That document that will include specific process flows and procedural requirements that will be used to guide the behavior of the Contractor and operational interfaces between the Contractor and the Commonwealth on a daily basis
- (k) Proposal. Contractor's response to the Solicitation issued by the Issuing Agency, including the clarifications and the Best and Final Offer and all revisions made through contract negotiations, as accepted by the Commonwealth.
- (l) Purchase Order: Written authorization for Contractor to proceed to furnish Supplies or Services.
- (m) Services. All Contractor activity necessary to satisfy the Contract. For Lot 1, Contractor will be providing support for the Commonwealth's Microsoft Skype for Business ("SfB") Services as set forth in Contractor's Proposal.

With regards to Lot 1, Services do not include Microsoft Skype for Business (SfB) branded (and other SfB-integrated Office 365) licenses. Sfb Services licenses will be procured outside of this Contract. For purposes of the licenses, Microsoft is not a subcontractor of Contractor.

- (n) Software. A collection of one or more programs, databases or microprograms fixed in any tangible medium of expression that comprises a sequence of instructions

(source code) to carry out a process in, or convertible into, a form executable by an electronic computer (object code).

- (o) Solicitation. Request for Proposals, Number 6100039274, issued by the Office of Administration for Unified Communications & Voice Services, including all attachments and addenda thereto.
- (p) Supplies. All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.
- (q) Transition Services. The transition and migration tasks necessary for the Contractor to meet the timetable and the Transition Milestones set forth in the Detailed Transition Plan.

2. TERM OF CONTRACT

- (a) Term. The term of the Contract shall commence on the Effective Date and will end after 5 years, subject to the other provisions of the Contract. The Commonwealth may renew the Contract for up to an additional five (5) years. Renewal terms may be executed in single or multiple year increments.
- (b) Effective Date: The Effective Date shall be one of the following:
 - (i) the date the Contract has been fully executed by the Contractor and all approvals required by Commonwealth contracting procedures have been obtained; or
 - (ii) the date stated in the Contract, whichever is later.

3. COMMENCEMENT OF PERFORMANCE

- (a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any supply furnished or work performed or expenses incurred, until both of the following have occurred:
 - (i) the Effective Date has occurred; and
 - (ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.
- (b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the commencement of any Service or delivery of any Supply under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Service performed or Supply delivered prior to the date performance may commence.

4. EXTENSION OF CONTRACT TERM

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

5. ELECTRONIC SIGNATURES

- (a) The Contract and/or Purchase Orders may be electronically signed by the Commonwealth.
 - (i) *Contract*. “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been obtained. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.
 - (ii) *Purchase Orders*. The electronically-printed name of the purchasing agent on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.

- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) *Written signature not required*. No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.
 - (ii) *Validity; admissibility*. The parties agree that no writing shall be required in order to make the Contract or Purchase Order legally binding, notwithstanding contrary requirements in any law or regulation. The parties hereby agree not to contest the validity or enforceability of the Contract executed electronically, or acknowledgement issued electronically, under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement executed or issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.

- (iii) *Verification.* Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

6. PURCHASE ORDERS

- (a) Purchase Orders. The Commonwealth may issue Purchase Orders against the Contract or issue a Purchase Order as the Contract. These Purchase Orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to, and including, the Expiration Date of the Contract are acceptable and must be performed in accordance with the Contract. **Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.**
- (b) Electronic transmission. Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor.
- (c) Receipt. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of a Purchase Order.
- (d) Received next business day. Purchase Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.
- (e) Commonwealth Purchasing Card. Purchase Orders under \$10,000 in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number and expiration date of the card. The Contractor agrees to accept payment through the use of a Commonwealth Purchasing card. If an Agency intends to make frequent and/or recurring payments through a Purchasing Card, the Agency will, if practicable, enroll in an autopay recurring payment arrangement with Contractor.

7. CONTRACT SCOPE

The Contractor agrees to furnish the requested Services and Supplies to the Commonwealth as such Services and Supplies are defined in this Contract.

8. ACCESS TO COMMONWEALTH FACILITIES.

If the Contractor must perform work at a Commonwealth facility outside of the daily operational hours set forth by the Commonwealth, it must make arrangements with the Commonwealth to assure access to the facility and equipment. No additional payment will be made on the basis of lack of access.

9. NON-EXCLUSIVE CONTRACT

The Commonwealth reserves the right to purchase Services and Supplies within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

10. INFORMATION TECHNOLOGY POLICIES

- (a) General. The Contractor shall comply with the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (located at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>), including the accessibility standards set out in IT Policy ACC001, *Accessibility Policy*. The Contractor shall ensure that Services and Supplies procured under the Contract comply with the applicable standards. As of the Effective Date, the Commonwealth and Contractor have determined the ITPs listed in **SCHEDULE 8 (Information Technology Policies Deemed N/A)** are not applicable to this Contract. In the event an IT standard or policy changes during the Contractor's performance, and the Commonwealth requests that the Contractor comply with the changed standard, then any incremental costs incurred by the Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.
- (b) Waiver. The Contractor may request a waiver from an ITP by providing detailed written justification as to why the ITP cannot be met. The Commonwealth may either waive the ITP in whole or in part, or require that the Contractor provide an acceptable alternative. Any Commonwealth waiver of the requirement must be in writing.

11. ORDER OF PRECEDENCE

If any conflicts or discrepancies should arise in the terms and conditions of this Contract, or the interpretation thereof, the order of precedence shall be:

This Contract (first, the signed Contract including the terms and conditions; second, the Schedules; third, the Statements of Work); then

- (a) The Contractor's Proposal, as accepted by the Commonwealth; and then
- (b) The Solicitation.

12. CONTRACT INTEGRATION

- (a) Final contract. This Contract constitutes the final, complete, and exclusive Contract between the parties, containing all the terms and conditions agreed to by the parties.
- (b) Prior representations. All representations, understandings, promises, and agreements pertaining to the subject matter of this Contract made prior to or at the time this Contract is executed are superseded by this Contract.

- (c) Conditions precedent. There are no conditions precedent to the performance of this Contract except as expressly set forth herein.
- (d) Sole applicable terms. No contract terms or conditions are applicable to this Contract except as they are expressly set forth herein.
- (e) Other terms unenforceable. The Contractor may not enforce upon the Commonwealth or any user of the Services or Supplies acquired within the scope of this Contract any terms associated with use of or interaction with those Services and/or Supplies, including but not limited to a click-through agreement, unless the Commonwealth has approved the terms in writing in advance under this Contract, and the terms are consistent with this Contract. Further, changes to terms may be accomplished only by processes set out in this Contract; no quotations, invoices, business forms or other documentation, or terms referred to therein, shall become part of this Contract merely by their submission to the Commonwealth or their ordinary use in meeting the requirements of this Contract. Any terms imposed upon the Commonwealth or a user in contravention of this **Subsection 12(e)** shall not be enforced or enforceable against the Commonwealth or the user. For clarity, this provision does not apply to the licenses which the Commonwealth is procuring directly from Microsoft or the authorized Microsoft reseller.

13. SERVICES

- (a) The Contractor agrees to provide the services to the Commonwealth as such services are defined in this Contract, the RFP and the Contractor's Proposal, and in accordance with the terms of this Contract.
- (b) The services set forth in (a) above shall be collectively referenced as the "Services," as they may evolve during the Term of the Contract or be supplemented, enhanced, modified or replaced pursuant to the terms hereof.
- (c) The Services provided under this Contract are not exclusive to Contractor. The Commonwealth may in-source or re-procure any or all of the Services.
- (d) The Commonwealth may request a change to the Services to increase or decrease the amount of the Services provided under this Contract, according to Commonwealth's demand for the Services. The parties shall use the Change Control Procedures to implement the change and revise the fees as applicable.
- (e) Except as may be necessary on an emergency basis to maintain the continuity of the Services or in the event of a declared disaster, Contractor shall not, without Commonwealth's written consent, modify (1) the composition of the Services, (2) the manner in which the Services are to be provided or delivered if such modification would have an adverse effect on the operations of Commonwealth, or (3) the applicable Services Levels.

- (f) Contractor shall not, without Commonwealth's written consent, modify (1) the composition of the Services, or (2) the manner in which the Services are to be provided or delivered if such modification would have an adverse effect on the operations of Commonwealth. Notwithstanding the above, the parties recognize the inherent evolutionary nature of technology and agree in the event a component of the Service or a service is no longer commercially available or becomes unsupportable, a comparable replacement service or technology will be negotiated and implemented in a timely manner utilizing the Change Control Procedures. Contractor shall be required to: (i) notify the Commonwealth in writing of the intended discontinuance; and (ii) continue to offer the discontinued service for the greater of: a) the best terms offered by Contractor to any other customer, or b) not less than twelve (12) months from the date of notice; and (iii) at Commonwealth's option the Contractor shall provide the Commonwealth with a replacement service or migration path with equivalent functionality at no additional charge or provide increased functionality at a mutually agreed upon cost. For Base Hardware, the Contractor shall be required to: (i) provide the notice required under the paragraph above, to the entities described within ten (10) business days of Contractor receiving notice from the Base Hardware manufacturer, and (ii) include in such notice the period of time from the date of notice that the Base Hardware manufacturer will continue to provide Product or withdraw support.
- (g) Except as otherwise expressly provided in this Contract, Contractor is responsible for providing, and is financially and operationally responsible for, the facilities, personnel, equipment, materials, technical knowledge, expertise and other resources necessary to provide the Services (including all upgrades, improvements, replacements and additions to such resources).
- (h) As part of the Services, Contractor is responsible for obtaining, and has financial responsibility for, all necessary licenses, consents, approvals, permits and authorizations that are legally required to be obtained in order for Contractor to perform the Services. Commonwealth shall reasonably cooperate with and assist Contractor in obtaining any such licenses, consents, approvals, permits and authorizations. For clarity, this provision does not apply to any SfB licenses provided by Microsoft.
- (i) Each party shall identify, and notify the other party of, any changes in applicable statutes, regulations, or policies that may directly or indirectly relate to Contractor's performance of the Services. Contractor and Commonwealth shall work together to identify any impact of such changes upon Commonwealth's use, or Contractor's delivery, of the Services. Contractor shall be responsible for any fines and penalties arising from its noncompliance with any such identified statutes, regulations, or policies relating to the business of providing the Services and shall not be responsible for any fines and penalties assessed against Commonwealth by federal governmental entities from Commonwealth's noncompliance with any federal legislative enactments or federal regulatory requirements relating to Commonwealth's operations that does not result from Contractor's actions or inactions under this Contract. As part

of the Services, Contractor shall, if possible, perform the Services regardless of changes in legislative enactments or regulatory requirements. If such changes prevent Contractor from performing any of its obligations under this Contract or increase Contractor's costs in connection therewith, Contractor shall provide written notice thereof to Commonwealth within five (5) days of learning of the change and, if possible, will develop and implement a suitable workaround until such time as Contractor can fully perform its obligations under this Contract without such workaround. Contractor shall bear any costs relating to any legislative enactments and regulatory requirements relating to its business, and Commonwealth shall bear all reasonable out of pocket expenses, excluding attorney's fees, incurred by Contractor relating to legislative enactments and regulatory requirements that require modification of the Services by Contractor. If the parties are unable to agree as to the allocation of such costs, the changes and costs that are the subject of this **Section 13(g)** shall be subject to the Change Control Procedures.

14. TRANSITION

- (a) Transition. Contractor shall perform the Transition Services, including provision of any deliverables described in the Transition Plan. Contractor shall accomplish the Transition in a transparent, seamless, orderly, and uninterrupted manner. Contractor's responsibilities with respect to the transition include:
- (1) Transfer of the Services to Contractor and subsequent transition of the Services to realize any planned cost reductions and Service performance improvements in accordance with the Transition Plans agreed to by Commonwealth and including a number of Transition Milestones;
 - (2) Performing the transition without unscheduled disruption to Commonwealth's operations as agreed upon in the Detailed Transition Plan;
 - (3) Assuming responsibility for all costs associated with the Transition Services; and
 - (4) Otherwise performing such transition and migration tasks as are necessary to enable Contractor to provide the Services in accordance with the terms of the Contract, including the applicable Service Levels.
- (b) Transition Plan. The preliminary Transition Plan is attached to this Contract as part of Contractor's Proposal. Contractor shall complete, and submit to Commonwealth for review a final Detailed Transition Plan on or before the date set forth in **SCHEDULE 6 (Transition Milestones)**. If a Transition Plan submitted by Contractor is not acceptable to Commonwealth, Contractor will address and resolve

any questions or concerns Commonwealth may have and will promptly incorporate any modifications, additions or deletions requested by Commonwealth. Contractor will revise and resubmit the Transition Plan until accepted by Commonwealth. Upon Commonwealth's acceptance, the Transition Plan shall automatically be incorporated into this Contract and shall supersede and replace all prior transition plans. The Transition Plan shall detail the specific activities to be performed by each party, and, unless otherwise requested by Contractor and agreed to by Commonwealth in its sole discretion, shall be consistent in all material respects with any preliminary Transition Plan, including with respect to the activities, Deliverables, Transition Milestones, and Transition Milestone Credits described therein.

The parties recognize and agree that timeliness is important for a successful Transition and have designated certain actions and projects in the Detailed Transition Plan as Transition Milestones ("Transition Milestones"). Contractor shall achieve all such Transition Milestone by the date corresponding thereto in **SCHEDULE 6 (Transition Milestones)**. Without limiting the foregoing, the Detailed Transition Plan shall specify, among other things:

- (1) the Deliverables to be completed by Contractor,
- (2) the date(s) by which each such activity or Deliverable is to be completed (the "Transition Milestones"),
- (3) a process and set of standards to which Contractor shall adhere in the performance of the Transition Services and that shall enable Commonwealth to determine whether Contractor has successfully completed the transition and the activities and Deliverables associated with each Transition Milestone,
- (4) any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth Customers,
- (5) any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor, and
- (6) a detailed description of the processes and procedures that Contractor will implement (and associated implementation schedules) to effect the seamless integration and coordination of the Services with related services to be provided by other Commonwealth contractors.

The Transition Plan shall identify any related documents defined by this Contract and/or required to effectuate the transition that shall be executed by either of the parties.

- (c) Performance. Contractor shall perform the Transition Services in accordance with the timetable and the Transition Milestones set forth in the Detailed Transition Plan. Contractor shall assist Commonwealth in connection with Commonwealth's evaluation or testing of the Deliverables set forth in the Detailed Transition Plan. Except as otherwise expressly stipulated in the Detailed Transition Plan, Contractor shall perform the Transition Services in a manner that shall not (i) disrupt or have an unnecessary adverse impact on the activities or operations of Commonwealth or the Commonwealth Customers, (ii) materially, as reasonably determined by the Commonwealth, degrade the Services then being received by Commonwealth or the Commonwealth Customers or (iii) materially, as reasonably determined by the Commonwealth, disrupt or interfere with the ability of Commonwealth or the Commonwealth Customers to obtain the full benefit of the Services. In Contractor's performance and completion of Transition Services, no functionality of Commonwealth's then current business operations or environment will be discontinued until Contractor demonstrates to Commonwealth's reasonable satisfaction that the affected processes and operations have been successfully migrated to Contractor's target environment and are functioning properly in that environment.

Without limiting its obligations or responsibilities, prior to undertaking any transition activity, Contractor shall discuss with Commonwealth and the relevant Commonwealth Customers all known Commonwealth and Commonwealth Customer-specific material risks and shall not proceed with such activity until Commonwealth is reasonably satisfied with the plans with regard to such risks (provided that, neither Contractor's disclosure of any such risks to Commonwealth, nor Commonwealth's acquiescence in Contractor's plans, shall operate or be construed as limiting Contractor's responsibility under this Contract). Contractor will, at Commonwealth's request, participate in transition meetings with other Commonwealth contractors. Commonwealth reserves the right to monitor, test and otherwise observe and participate in transition. Contractor will notify Commonwealth without delay if any Commonwealth monitoring, testing or participation has caused (or Contractor expects it to cause) a problem or delay in transition and work with Commonwealth to prevent or circumvent the problem or delay.

- (d) Reports. Beginning on the Effective Date, Contractor shall meet at least weekly with the Commonwealth to report on Contractor's progress in performing its responsibilities and meeting the timetable and Transition Milestones set forth in the Transition Plan. Contractor also shall provide written reports to Commonwealth at least weekly regarding such matters, and shall provide oral reports more frequently if requested by Commonwealth. Promptly upon receiving any information indicating that Contractor may not perform its responsibilities or meet the timetable or Transition Milestones set forth in the Detailed Transition Plan, Contractor shall notify Commonwealth of such delays and shall identify for Commonwealth's consideration and approval specific measures to address such delays and mitigate the risks associated therewith.

- (e) Notification of Problems. Contractor shall provide to Commonwealth written notice of any acts or omissions (whether by Commonwealth, a Commonwealth contractor, Subcontractor or any Third Party), any failure to perform any of each such party's obligations under the Contract and any other events that may affect Contractor's performance of the Transition Services. Contractor shall provide such written notice within thirty (30) days after Contractor first knew or reasonably should have known of such acts, omissions, or failures or other events. Such written notice shall describe in reasonable detail such acts, omissions, failures or other events and the manner in which the foregoing may affect Contractor's performance.
- (f) Corrective Action Plan. In the event that either (1) the Commonwealth determines that Contractor has failed or is reasonably likely to fail to deliver the Transition Services, or (2) Contractor has determined that it has failed or is reasonably likely to fail to deliver the Transition Services, then Commonwealth or Contractor, as applicable, will notify the other party of such failure (a "Transition CAP Notice"). Concurrently with such notice, Contractor will:
- (1) immediately take steps to mitigate any harmful effects of such failure, and
 - (2) promptly (and in any event as soon as reasonably practical) perform a Root Cause Analysis and prepare a corrective action plan with respect to such failure, and
 - (3) take all actions necessary to prevent its recurrence, including, without limitation, providing all additional resources necessary to resolve such failure.

If Commonwealth determines that any such corrective action plan is not adequately addressing the failure, Contractor shall revise the corrective action plan until it is accepted by the Commonwealth, which such acceptance shall not be unreasonably withheld. In the event that Contractor is unable to complete the Transition Services on or before the dates specified in the Detailed Transition Plan (a "Transition Failure Event"), then Contractor will meet with Commonwealth to develop a workaround plan to address the Transition Failure Event, which plan, unless such Transition Failure Event was caused by Commonwealth, may include, at Commonwealth's option, obtaining the services to work around the Transition Failure Event from another Commonwealth contractor.

- (g) Failure to Meet Transition Milestones. Neither the Transition Services nor the activities and Deliverables associated with individual Transition Milestones shall be deemed complete until Commonwealth's acceptance of such activities and Deliverables. If Contractor fails to meet a Transition Milestone, Contractor shall pay Commonwealth the applicable Milestone Credits specified in ***SCHEDULE 6***

(**Transition Milestones**) or in the Detailed Transition Plan that are associated with such Transition Services. If Contractor fails to meet a Transition Milestone and does not satisfy the earn back criteria, the Commonwealth will enter the Contractor into the Commonwealth's Contractor Responsibility Program (CRP).

- (h) Additional Remedies. In the event that Contractor fails to identify problems and resolve any problems attributable to Contractor that may impede or delay the timely completion of each task in the Transition Plan, without prejudice to Commonwealth's other rights and remedies under the Contract or at law or equity, (i) Contractor will provide, at its sole cost and expense, all such additional resources as are necessary to identify and resolve any problems that may impede or delay the timely completion of each task in the Transition Plan, and (ii) Commonwealth may equitably reduce the fees in an amount reasonably estimated by Commonwealth to account for the Services that Commonwealth is not receiving or did not receive.
- (i) Suspension or Delay of Transition Services. Commonwealth reserves the right, in its sole discretion, to suspend or delay the performance of the Transition Services and/or the transition of all or any part of the Services. If Commonwealth elects to exercise this right and Commonwealth's decision is based in material part on concerns about Contractor's ability to perform material aspects of the Transition Services or Contractor's failure to perform its material obligations under this Contract, the Commonwealth shall not incur any additional fees or reimbursable expenses in connection with such decision, provided that Commonwealth shall work in good faith with Contractor to minimize the period of any such suspension or delay.

15. PERIOD OF PERFORMANCE

The Contractor, for the term of this Contract, shall complete all Services and provide all Supplies as specified under the terms of this Contract. In no event shall the Commonwealth be responsible or liable to pay for any Services or Supplies provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such Services or Supplies.

16. INDEPENDENT PRIME CONTRACTOR

- (a) Independent contractor. In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth.
- (b) Sole point of contact. The Contractor will be responsible for all Services and Supplies in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

17. SUBCONTRACTS

The Contractor may subcontract any portion of the Services or Supplies described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of subcontractor(s) together with the scope of work to be subcontracted in its Proposal, award of the Contract is deemed approval of all named subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon written request of the Commonwealth and Subject to **Section 35**, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor. The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

18. OTHER CONTRACTORS

- (a) The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Services and/or its provision of Supplies with such additional work as may be required. Unless directed by the Commonwealth in the course of performing the Services, the Contractor shall not commit or permit any act that will impede the performance of work by any other contractor or by Commonwealth employees. In the event cooperation impacts Contractor's ability to meet Service Levels, upon notice to and agreement by the Commonwealth, the impacted Service Levels will not apply during the period of cooperation. This **Section 18** shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate.
- (b) Given the interdependencies between this Contract, Contract #4400017600 for Enterprise Network and Shared Services, and the Microsoft SfB licensing provided for outside of this Contract, the Commonwealth shall provide oversight and governance throughout the onboarding, transition and steady-state to ensure cooperation among the applicable contractors and the Microsoft-authorized reseller.
- (c) Once determined, the Commonwealth will establish an IT standard or policy to govern the process and procedures for the system interfaces between the IT Service Management, Enterprise Service Desk and the various Vendor Service Desks.
- (d) The Commonwealth shall equitably enforce this **Section 18** as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

19. KEY POSITIONS/CONTRACTOR PERSONNEL

- (a) Commonwealth shall appoint an individual (the “Commonwealth Project Manager”) who, from the Effective Date of the Contract, shall serve as the primary Commonwealth representative under the Contract. The Commonwealth Project Manager shall:
 - (1) Have overall responsibility for managing and coordinating the performance of Commonwealth’s obligations under the Contract; and
 - (2) Be authorized to act for and on behalf of Commonwealth with respect to all matters relating to the Contract.

Notwithstanding the foregoing, the Commonwealth Project Manager may, upon notice to the Contractor Project Manager, delegate such of his or her responsibilities to other Commonwealth employees or third parties, as the Commonwealth Project Manager deems appropriate.

- (b) Contractor shall appoint an individual (the “Contractor Project Manager”) who, from the Effective Date of the Contract, shall serve, on a full time basis, as the primary Contractor representative under the Contract. The Contractor Project Manager shall be a Key Position and the initial appointment and subsequent replacement of the Contractor Project Manager shall be subject to all procedures related to Key Positions. The Contractor Project Manager shall:
 - (1) Have overall responsibility for managing and coordinating the performance of Contractor’s obligations under the Contract; and
 - (2) Be authorized to act for and on behalf of Contractor with respect to all matters relating to the Contract.
- (c) Contractor acknowledges that certain of the Contractor employees and subcontractors are critical to the provision of the Services hereunder (“Key Positions”). With respect to Key Positions, the Parties agree as follows:
 - (1) Each individual in a Key Position shall be dedicated to the Commonwealth account in accordance with the requirements set out in the Solicitation;
 - (2) Before assigning an individual to a Key Position, whether as an initial assignment or as a replacement, Contractor shall:
 - (i) Notify Commonwealth of the proposed assignment;
 - (ii) Introduce the individual to appropriate representatives of Commonwealth;

- (iii) Provide Commonwealth with a resume and any other information regarding the individual that may be reasonably requested by Commonwealth;
- (iv) Allow Commonwealth to interview the individual; and
- (v) Obtain Commonwealth's approval for such assignment, which approval will not be unreasonably withheld.

Contractor shall only assign an individual to a Key Position who is mutually agreed upon by Commonwealth and Contractor;
Contractor retains exclusive direction and control as to hiring, termination, and right to discipline or reward such individuals in connection with their employment;

- (3) Contractor shall not replace or reassign individuals in Key Positions (except as a result of voluntary resignation, transfer for a promotion or to a developmental position, involuntary termination for cause, serious illness, disability or death) for the applicable time period set out in the Solicitation following the date of his or her assignment to the Commonwealth account unless Commonwealth consents in writing to such reassignment or replacement or such individual in such Key Position which such consent will not be unreasonably withheld;
- (4) If Commonwealth decides that any individual in a Key Position should not continue in that position, then Commonwealth may, in its sole discretion and upon notice to Contractor, require removal of such individual in the Key Position from the Contractor Personnel in accordance with the following:
 - (i) If requested by the Contractor, Contractor shall have thirty (30) days for the individual in the Key Position to cure any deficiencies leading to the request for removal. If the Commonwealth does not rescind its request to remove the individual after the cure period, Contractor shall, as soon as reasonably practicable, replace such individual in the Key Position with another person of suitable ability and qualifications in accordance with procedures set forth above; and
 - (ii) In the event that an individual in a Key Position is convicted of criminal conduct or is in breach of Contractor's obligations, Contractor shall immediately remove and replace such individual with another person of suitable ability and qualifications in accordance with the procedures set forth above.

- (5) Contractor shall not without Commonwealth consent replace or reassign greater than twenty percent (20%) of individuals in Key Positions in any rolling six (6) month period.
- (d) All of the individuals that Contractor appoints as Contractor Personnel will be dedicated to the Commonwealth account and have suitable training and functional and language skills necessary to perform the Services assigned to such individuals. Except as otherwise approved by Commonwealth (in its sole discretion), those Contractor Personnel located at a Commonwealth Services Location may only provide services on such premises in relation to the Services. Contractor will notify Commonwealth as soon as possible after dismissing or reassigning any member of the Contractor Personnel whose normal work location is at a Commonwealth Services Location. Commonwealth will have the right from time to time to require Contractor to remove any member of the Contractor Personnel from working on the Commonwealth account with or without cause, provided that Contractor may request to have a discussion regarding such removal, which discussion must be held within a reasonable time period, not to exceed five (5) days. At the end of such period, if Commonwealth desires the person to be removed, Contractor will complete such removal within twenty-four (24) hours, or as agreed by the Parties, and replace such individual as soon as practicable at no cost to Commonwealth.
- (e) It is the express intent of the Parties that all Contractor Personnel will be at all times exclusively employees of the Contractor or a Subcontractor authorized under this Contract. Nothing in this Contract will in any way be construed to provide that Contractor Personnel are agents, employees or representatives of Commonwealth, and personnel designated by the Contractor hereunder shall be treated, at all times, as under the authority, direction, supervision and control of the Contractor. Contractor shall cause Contractor Personnel to comply at all times with all applicable Commonwealth policies and procedures.
- (f) The Contractor will be responsible for all labor obligations derived from the relationship with its employees and any Contractor Personnel, and in no case shall Commonwealth be deemed a direct or substitute employer of said employees.
- (g) Contractor shall:
 - (1) Enter into, or shall have entered into, a non-disclosure agreement with each Contractor Personnel prior to assigning such employee to the Commonwealth account, and cause each Contractor Personnel to maintain and enforce the confidentiality provisions of the Contract both during and after their assignment to the Commonwealth account; and
 - (2) Enter into, or shall have entered into, an agreement with each Contractor Personnel which assigns, transfers and conveys to

Contractor all of such employee's right, title and interest in and to any materials created pursuant to the Contract, including all rights of patent, copyright, trade secret or other proprietary rights in and to such materials.

- (h) If Commonwealth reasonably determines that the turnover rate of Contractor Personnel is unacceptable and so notifies Contractor, Contractor shall within ten (10) business days:
 - (1) Provide Commonwealth with data concerning Contractor's turnover rate; and
 - (2) Meet with Commonwealth to discuss the reasons for the turnover rate; and
 - (3) Submit a proposal for reducing the turnover rate for Commonwealth's review and approval.

Notwithstanding any transfer or turnover of Contractor Personnel, Contractor shall remain obligated to perform the Services without degradation and in accordance with the Service Levels.

20. ENHANCED MINIMUM WAGE

- (a) Enhanced Minimum Wage. Contractor/Lessor agrees to pay no less than \$10.15 per hour to its employees for all hours worked directly performing the services called for in this Contract/Lease, and for an employee's hours performing ancillary services necessary for the performance of the contracted services or lease when such employee spends at least twenty per cent (20%) of their time performing ancillary services in a given work week.
- (b) Adjustment. Beginning January 1, 2017, and annually thereafter, Contractor/Lessor shall pay its employees described in **Subsection 20(a)** above an amount that is no less than the amount previously in effect; increased from such amount by the annual percentage increase in the Consumer Price Index for Urban Wage Earners and Clerical Workers (United States city average, all items, not seasonally adjusted), or its successor publication as determined by the United States Bureau of Labor Statistics; and rounded to the nearest multiple of \$0.05. The applicable adjusted amount shall be published in the Pennsylvania Bulletin by March 1 of each year to be effective the following July 1.
- (c) Exceptions. These Enhanced Minimum Wage Provisions shall not apply to employees:
 - (i) exempt from the minimum wage under the *Minimum Wage Act of 1968*;

- (ii) covered by a collective bargaining agreement;
 - (iii) required to be paid a higher wage under another state or federal law governing the services, including the *Prevailing Wage Act* and *Davis-Bacon Act*; or
 - (iv) required to be paid a higher wage under any state or local policy or ordinance.
- (d) **Notice.** Contractor/Lessor shall post these Enhanced Minimum Wage Provisions for the entire period of the contract conspicuously in easily-accessible and well-lighted places customarily frequented by employees at or near where the contracted services are performed.
- (e) **Records.** Contractor/Lessor must maintain and, upon request and within the time periods requested by the Commonwealth, furnish all employment and wage records necessary to document compliance with these Enhanced Minimum Wage Provisions.
- (f) **Sanctions.** Failure to comply with these Enhanced Minimum Wage Provisions may result in the imposition of sanctions, which may include, but shall not be limited to, termination of the contract or lease, nonpayment, debarment or referral to the Office of General Counsel for appropriate civil or criminal referral.
- (g) **Subcontractors.** Contractor/Lessor shall include the provisions of these Enhanced Minimum Wage Provisions in every subcontract so that these provisions will be binding upon each subcontractor.

21. COMPENSATION

- (a) **General.** The Contractor shall be required to perform at the price(s) quoted in the Contract. All items shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for items supplied and Services performed to the satisfaction of the Commonwealth.
- (b) **Travel.** The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract.

22. BILLING REQUIREMENTS

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- (a) Vendor name and “Remit to” address, including SAP Vendor number;

- (b) Bank routing information, if ACH;
- (c) SAP Purchase Order number;
- (d) Delivery Address, including name of Commonwealth agency;
- (e) Description of the supplies/services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- (f) Quantity provided;
- (g) Unit price;
- (h) Price extension;
- (i) Total price; and
- (j) Delivery date of supplies or services.

If an invoice does not contain the minimum information set forth in this **Section 22**, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

23. PAYMENT

- (a) Payment Date. The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is:
 - (i) the date on which payment is due under the terms of the Contract;
 - (ii) thirty (30) days after a proper invoice actually is received at the “Bill To” address if a date on which payment is due is not specified in the Contract (a “proper” invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or
 - (iii) the payment date specified on the invoice if later than the dates established by **Paragraphs 23(a)(i) and (ii)** above.
- (b) Delay; Interest. Payment may be delayed for disputed charges until resolution of such dispute or if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date for undisputed charges, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 and regulations promulgated pursuant thereto, [72 P. S. § 1507](#), (relating to

interest penalties on Commonwealth accounts) and accompanying regulations [4 Pa. Code §§ 2.31—2.40](#).

- (c) Payment should not be construed by the Contractor as acceptance of the Service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications.
- (d) Electronic Payments
 - (i) The Commonwealth will make contract payments through the Automated Clearing House (ACH). Within **ten (10) days** of award of the Contract, the Contractor must submit or must have already submitted its ACH information within its user profile in the Commonwealth's procurement system (SRM).
 - (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth's ACH remittance advice to enable the Contractor to properly apply the state agency's payment to the invoice submitted.
 - (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

24. ASSIGNABILITY

- (a) Subject to the terms and conditions of this **Section 24**, the Contract is binding upon the parties and their respective successors and assigns.
- (b) This Contract may not be assigned by Contractor, either in whole or in part without the prior written consent of the Commonwealth, which consent shall not be unreasonably withheld, conditioned, or delayed. Transfer of the majority of the stock or the majority of the assets of a corporation, or other change of ownership will be deemed an assignment. In the event that Contractor requests the right to assign this Contract, including an assignment to an affiliate or subsidiary, Contractor will provide the Commonwealth with copies of the following documents (to the extent they exist): most recent audited financial statements, Public Utility Commission Certificate of Public Convenience approval, proof of interconnection agreements with necessary carriers within the Commonwealth, copies of PUC approved tariffs, and such other documents as Commonwealth reasonably deems necessary. Within thirty (30) days of such notice, the Commonwealth shall provide its written decision regarding the requested assignment. In no event will an assignment be effective if the assignee has been found to be not responsible upon review of the Commonwealth Contractor Responsibility file.

- (c) Subject to the terms and conditions of this **Section 24**, the Contract is binding upon the parties and their respective successors and assigns.
- (d) Any assignment consented to by the Commonwealth shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- (e) Notwithstanding the foregoing, the Contractor may, without the consent of the Commonwealth, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Commonwealth together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of the Contract.
- (f) A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, is not considered to be an assignment. The Contractor shall give the Commonwealth written notice of any such change of name.

25. INSPECTION AND ACCEPTANCE

- (a) Developed Works and Services:
 - (i) Acceptance. Acceptance of any Developed Work will occur in accordance with an acceptance plan (Acceptance Plan) submitted by the Contractor and approved by the Commonwealth. Upon approval of the Acceptance Plan by the Commonwealth, the Acceptance Plan becomes part of this Contract. Unless otherwise set forth in a Statement of Work, acceptance of a Service will occur and billing shall commence upon Commonwealth acceptance.
 - (ii) Software Acceptance Test Plan. For contracts where the development of Software, the configuration of Software or the modification of Software is being inspected and accepted, the Acceptance Plan must include a Software Acceptance Test Plan. The Software Acceptance Test Plan will provide for a final acceptance test, and may provide for interim acceptance tests. Each acceptance test will be designed to demonstrate that the Software conforms to the functional specifications, if any, and the requirements of this Contract. Contractor shall notify the Commonwealth when the Software is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.
 - (1) If software integration is required at the end of the project, as set out in the Solicitation, the Commonwealth's acceptance of the Software shall be final unless at the time of final acceptance, the Software does not meet the acceptance criteria set forth in the Contract.

- (2)□ If software integration is not required at the end of the project, as set out in the Solicitation, the Commonwealth's acceptance of the Software shall be complete and final.

- (iii)□ Certification of Completion. Contractor shall certify, in writing, to the Commonwealth when an item in the Acceptance Plan is completed and ready for acceptance. Unless otherwise agreed to by the Commonwealth in the Acceptance Plan, the acceptance period shall be **10 business days** for interim items and **30 business days** for final items. Following receipt of Contractor's certification of completion of an item, the Commonwealth shall, either:
 - (1)□ Provide the Contractor with Commonwealth's written acceptance of the work product; or
 - (2)□ Identify to Contractor, in writing, the failure of the work product to comply with the specifications, listing all such errors and omissions with reasonable detail.

- (iv)□ Deemed Acceptance. If the Commonwealth fails to notify the Contractor in writing of any failures in the work product within the applicable acceptance period, the work product shall be deemed accepted.

- (v)□ Correction upon Rejection. Upon the Contractor's receipt of the Commonwealth's written notice of rejection, which must identify the reasons for the failure of the work product to comply with the specifications, the Contractor shall have **15 business days**, or such other time as the Commonwealth and Contractor may agree is reasonable, within which to correct all such failures, and resubmit the corrected item, certifying to the Commonwealth, in writing, that the failures have been corrected, and that the items have been brought into compliance with the specifications. Upon receipt of such corrected and resubmitted items and certification, the Commonwealth shall have **30 business days** to test the corrected items to confirm that they are in compliance with the specifications. If the corrected items are in compliance with the specifications, then the Commonwealth shall provide the Contractor with its acceptance of the items in the completed milestone.

- (vi)□ Options upon Continued Failure. If, in the opinion of the Commonwealth, the corrected items still contain material failures, the Commonwealth may either:
 - (1)□ Repeat the procedure set forth above; or

- (2)□ Proceed with its rights under **Section 31, Termination**, except that the cure period set forth in **Section 31(c)** may be exercised in the Commonwealth's sole discretion.

(b)□ Supplies.

- (i)□ *Inspection prior to Acceptance.* No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies.

- (ii)□ *Defective Supplies.* Any Supplies discovered to be defective or that fail to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection.

- (1)□ The Contractor shall remove rejected item(s) from the premises without expense to the Commonwealth within **15 days** after notification.

- (2)□ Rejected Supplies left longer than **30 days** will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies.

- (3)□ Upon notice of rejection, the Contractor shall promptly replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth may procure, in such manner as it determines, supplies similar or identical to the those that Contractor failed, neglected or refused to replace, and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

26. **DEFAULT**

- (a)□ The Commonwealth may, subject to the provisions of **Section 27, Notice of Delays**, and **Section 71, Force Majeure**, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in **Section 31, Termination**) the whole or any part of this Contract for any of the following reasons:

- (i)□ Failure to begin Services within the time specified in the Contract or as otherwise specified in writing;

- (ii) Failure to perform the Services with sufficient labor, equipment, or material to insure the completion of the specified Services in accordance with the Contract terms;
- (iii) Unsatisfactory performance of the Services;
- (iv) Failure to meet material requirements within the time periods(s) specified in the Contract;
- (v) Multiple failures over time of a single service level agreement or a pattern of failure over time of multiple service level agreements;
- (vi) Failure to provide a Supply or Service that conforms with the specifications referenced in the Contract;
- (vii) Failure or refusal to remove material, or remove, replace or correct any Supply rejected as defective or noncompliant;
- (viii) Discontinuance of Services without approval;
- (ix) Failure to resume a Service, which has been discontinued, within a reasonable time after notice to do so;
- (x) Insolvency;
- (xi) Assignment made for the benefit of creditors;
- (xii) Failure or refusal, within **30 days** after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due subcontractors for materials furnished, labor supplied or performed, for equipment rentals or for utility services rendered;
- (xiii) Failure to protect, repair or make good any damage or injury to property;
- (xiv) Material breach of any provision of this Contract;
- (xv) Any breach by Contractor of the security standards or procedures of this Contract;
- (xvi) Failure to comply with representations made in the Contractor's Proposal;
or
- (xvii) Failure to comply with applicable industry standards, customs and practice.

27. NOTICE OF DELAYS

Whenever the Contractor encounters any difficulty that delays or threatens to delay the timely performance of this Contract (including actual or potential labor disputes), the Contractor shall promptly give notice thereof in writing to the Commonwealth stating all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the Commonwealth of any rights or remedies to which it is entitled by law or pursuant to provisions of this Contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay. If an extension of the delivery schedule is granted, it will be done consistent with **Section 30, Changes**.

28. CONDUCT OF SERVICES

- (a) Following the Effective Date of the Contract, Contractor shall proceed diligently with all Services and shall perform such Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.

- (b) In determining whether or not the Contractor has performed with due diligence under the Contract, it is agreed and understood that the Commonwealth may measure the amount and quality of the Contractor's effort against the representations made in the Contractor Proposal. The Contractor's Services hereunder shall be monitored by the Commonwealth and the Commonwealth's designated representatives. If the Commonwealth reasonably determines that the Contractor has not performed with due diligence, the Commonwealth and the Contractor will attempt to reach agreement with respect to such matter. Failure of the Commonwealth or the Contractor to arrive at such mutual determinations shall be a dispute concerning a question of fact within the meaning of **Section 33, Contract Controversies**.

29. STEP-IN RIGHTS

- (a) In the event that Contractor is failing to deliver all or part of the Services, the Commonwealth shall give the Contractor notice of the failure. The Contractor shall have ten (10) days to provide the Commonwealth with a correction plan. If the correction plan is not received within ten (10) days or the failure is not corrected within twenty (20) days of the notice provided under this paragraph, Commonwealth may assign Commonwealth staff or third parties to step in and perform failing elements of the Services until such time as Contractor can demonstrate the ability to resume provision of such Services. Provided, however, that if in the Commonwealth's sole discretion the failure creates an emergency, no notice is required for the Commonwealth to exercise its rights under this paragraph.
- (b) All costs associated with the exercise of such step-in rights shall be borne by Contractor.

- (c) Commonwealth's exercise of its step-in rights shall not constitute a waiver by Commonwealth of any termination rights or rights to pursue a claim for damages arising out of the failure that led to the step-in rights being exercised.

30. CHANGES

- (a) At any time during the performance of the Contract, the Commonwealth or the Contractor may request a change to the Contract. Contractor will make reasonable efforts to investigate the impact of the change request on the price, timetable, specifications, and other terms and conditions of the Contract. If the Commonwealth is the requestor of the change, the Contractor will inform the Commonwealth of any charges for investigating the change request prior to incurring such charges. If the Commonwealth and the Contractor agree on the results of the investigation and any necessary changes to the Contract, the parties must complete and execute a change order to modify the Contract and implement the change. The change order will be evidenced by a writing in accordance with the Commonwealth's change order procedures. No work may begin on the change order until the Contractor has received the executed change order. If the parties are not able to agree upon the results of the investigation or the necessary changes to the Contract, a Commonwealth-initiated change request will be implemented at Commonwealth's option and the Contractor shall perform the Services; and either party may elect to have the matter treated as a dispute between the parties under **Section 33, Contract Controversies**. During the pendency of any such dispute, Commonwealth shall pay to Contractor any undisputed amounts.
- (b) Changes outside the scope of this Contract shall be accomplished through the Commonwealth's procurement procedures, and may result in an amended Contract or a new contract. No payment will be made for services outside of the scope of the Contract for which no amendment has been executed.
- (c) Without limiting any other provision of this Contract, the following Schedules may be modified through the Change Control Procedures set forth in this **Section 30**:
 - (i) Schedule 3 – Cost Matrix
 - (ii) Schedules 4.1 and 4.2 – Service Level Agreements
 - (iii) Schedule 6 – Transition Milestones
 - (iv) Schedule 8 – Information Technology Policies Deemed N/A
 - (v) Schedule 9 – Process and Procedures Manual
 - (vi) Schedule 10 – Management Procedures Manual

31. TERMINATION

- (a) For Convenience
 - (i) The Commonwealth may terminate the Contract or a Purchase Order issued against the Contract, in whole or in part, without cause by giving Contractor

30 days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience). Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance under this Contract is terminated either in whole or in part and the date on which such termination becomes effective.

Orders placed for Base Hardware may not be terminated for convenience.

Unless otherwise specified in a Statement of Work, in the event of termination hereunder, Contractor shall receive payment for the following:

- (1) all Services performed consistent with the terms of the Contract prior to the effective date of termination;
- (2) all actual and reasonable costs incurred by Contractor as a result of the termination of the Contract;

In no event shall the Contractor be paid for any loss of anticipated profit (by the Contractor or any subcontractor), loss of use of money, or administrative or overhead costs.

Failure to agree on any termination costs shall be a dispute handled in accordance with **Section 33, Contract Controversies**, of this Contract.

- (ii) The Contractor shall cease Services as of the date set forth in the Notice of Termination, and shall be paid only for such Services as have already been satisfactorily rendered up to and including the termination date set forth in said notice, or as may be otherwise provided for in said Notice of Termination, and for such services performed during the **30-day** notice period, if such services are requested by the Commonwealth, for the collection, assembling, and transmitting to the Commonwealth of at least all materials, manuals, magnetic media, studies, drawings, computations, maps, supplies, and survey notes including field books, which were obtained, prepared, or developed as part of the Services required under this Contract.
- (iii) The above shall not be deemed to limit the Commonwealth's right to terminate this Contract for any reason as permitted by the other provisions of this Contract, or under applicable law.

(b) Non-Appropriation

Any payment obligation or portion thereof of the Commonwealth created by this Contract is conditioned upon the availability and appropriation of funds. When

funds (state or federal) are not appropriated or otherwise made available to support continuation of performance or full performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract in whole or in part. The Commonwealth shall provide notice as is reasonably practicable in the event of a termination under this **Subsection 31(b)**. The Contractor shall be reimbursed in the same manner as that described in **Subsection 31(a)** to the extent that appropriated funds are available.

(c) Default

The Commonwealth may, in addition to its other rights under this Contract, terminate this Contract in whole or in part by providing written notice of default to the Contractor if the Contractor materially fails to perform its obligations under the Contract and does not cure such failure within **30 days** or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period or such longer period as the Commonwealth may specify in the written notice specifying such failure, and diligently and continuously proceed to complete the cure. The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations.

- (i) Subject to **Section 42, Limitation of Liability**, in the event the Commonwealth terminates this Contract in whole or in part as provided in this **Subsection 31(c)**, the Commonwealth may procure services similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth for the difference between the Contract price for the terminated portion of the Services and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this **Section 31**.
- (ii) Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises out of causes beyond the control of the Contractor. Such causes may include, but are not limited to, acts of God or of the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, work stoppages, freight embargoes, acts of terrorism and unusually severe weather. The Contractor shall notify the Contracting Officer promptly in writing of its inability to perform because of a cause beyond the control of the Contractor.
- (iii) Nothing in this **Subsection 31(c)** shall abridge the Commonwealth's right to suspend, debar or take other administrative action against the Contractor.

- (iv) If it is later determined that the Commonwealth erred in terminating the Contract for default, then the Contract shall be deemed to have been terminated for convenience under **Subsection 31(a)**.
- (v) If this Contract is terminated as provided by this **Subsection 31(c)**, the Commonwealth may, in addition to any other rights provided in this **Subsection 31(c)**, and subject to the terms of this Contract, require the Contractor to deliver to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such Software, Data, Developed Works, Documentation and other materials as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract as has been terminated.
- (d) The rights and remedies of the Commonwealth provided in this **Section 31** shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- (e) The Commonwealth's failure to exercise any rights or remedies provided in this **Section 31** shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- (f) Following exhaustion of the Contractor's administrative remedies as set forth in **Section 33, Contract Controversies**, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

32. BACKGROUND CHECKS

- (a) The Contractor, at its expense, must arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth IT facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access and on an annual basis thereafter.
- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that an employee of the Contractor or an employee of a subcontractor of the Contractor has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to

the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this **Section 32** on more than one occasion or Contractor's failure to cure any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct or require background checks over and above that described herein.
- (d) Notwithstanding the above, in the event an onsite visit is required by a Contractor employee or subcontractor who is newly assigned to the Commonwealth or is assigned temporarily and who has not had the Commonwealth required background check performed, the Commonwealth, to the extent practicable and in the Commonwealth's sole discretion, agrees to provide escorted access.

33. CONTRACT CONTROVERSIES

- (a) All disputes between the parties arising under or relating to this Contract shall initially be referred in writing by either party to the Contractor Project Manager and the Commonwealth Project Manager. If the Contractor Project Manager and the Commonwealth Project Manager are unable to resolve the dispute within ten (10) Commonwealth business day(s) after referral of the matter to them or upon the earlier request by either the Contractor Project Manager or the Commonwealth Project Manager, the parties shall submit the dispute to the senior managers of each party ("Management") for immediate review. Within ten (10) Commonwealth business days after any dispute between the parties is submitted to the Management pursuant to Subparagraph 30(a), the Management shall meet for the purpose of attempting to resolve such dispute. At any meeting of the Management at which more than one (1) dispute will be considered, Commonwealth may establish the order in which such disputes shall be addressed. If the Management is unable to resolve a dispute within fifteen (15) Commonwealth business days after the date of the initial meeting of the Management during which such dispute was considered, the Management shall immediately notify Contractor and Contractor may proceed with claim pursuant to **Subsection 33(b)**.
- (b) Pursuant to Section 1712.1 of the [Commonwealth Procurement Code](#), 62 Pa. C. S. § 1712.1, in the event of a claim arising from the Contract, the Contractor, within **six (6) months** after the cause of action accrues, must file a written claim with the Contracting Officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within **60 days** thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

- (c) If the Contractor or the Contracting Officer requests mediation, and the other party agrees, the Contracting Officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required **120 days** after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the Contracting Officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within **120 days** of the receipt of the claim, unless extended by consent of the Contracting Officer and the Contractor. The Contracting Officer shall send his/her written determination to the Contractor. If the Contracting Officer fails to issue a final determination within the **120 days** (unless extended by consent of the parties), the claim shall be deemed denied. The Contracting Officer's determination shall be the final order of the purchasing agency.

- (d) Within **15 days** of the mailing date of the determination denying a claim or within **135 days** of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

34. DATA SECURITY

- (a) As part of the Services, Contractor shall implement and maintain the Commonwealth's safeguards against the disclosure, destruction, loss or alteration of the Commonwealth Data in the possession of Contractor in accordance with the terms of this Contract and with Commonwealth's other security policies and procedures provided, in writing, to Contractor. In any event, Contractor, as part of the Services, is required to meet or exceed the most stringent of any applicable federal or state law, statute, rule or regulation applicable to Contractor's and/or Contractor's Subcontractor's possession of, or access to, any Commonwealth Data (which includes **Section 34(d)**, herein). All changes or additions to any such Commonwealth security policies or procedure or any changes to any applicable federal or state law, statute, rule or regulation shall be implemented by Contractor. Any changes or additions which result in a material additional cost to Contractor shall be subject to the Change Control Procedures. To the degree such change applies to other Contractor customers, Contractor will mitigate the Commonwealth's economic exposure to additional cost by equitably spreading the additional cost of compliance to its multiple customers.

- (b) All of Contractor's activities relating to the safeguarding of Commonwealth Data shall be subject to periodic review and monitoring by Commonwealth and related federal agencies, and Contractor shall cooperate fully with all such reviews and monitoring. In addition to, and not in limitation of, any restrictions set forth elsewhere in this

Contract, Contractor shall have operational access to the Commonwealth Data only on an as-needed basis.

- (c) At no cost to the Commonwealth, and as part of the Services, Contractor shall, upon request at any time during the term of this Contract, or upon termination, cancellation, cessation of Termination Assistance, expiration or other conclusion of the Contract, Contractor shall (1) promptly return to the Commonwealth, in a form that is freely accessible to the Commonwealth and not in a Contractor proprietary format, all or the requested portion of the Commonwealth Data then in Contractor's possession or under its control, or (2) erase or destroy such Commonwealth Data. If the Commonwealth requests Contractor to destroy the Data, the Commonwealth shall have the right to conduct an audit to ensure the Data has been destroyed. This provision shall also apply to all Commonwealth Data that is in the possession of Subcontractors of Contractor. Contractor shall complete such return or destruction within ten (10) days of the request or after the conclusion of this Contract. Within such ten (10) day period, Contractor shall certify in writing to Commonwealth that such return or destruction has been completed. Contractor shall make available to the Commonwealth for a complete and secure (i.e. encrypted and appropriately authenticated) download file of the Commonwealth Data in XML format, or such other format as specified by the Commonwealth, including all schema and transformation definitions and/or delimited text files with documented, detailed schema definitions along with attachments in their native format. Contractor shall be available to answer questions about data schema, transformations, and other elements required to fully understand and utilize the Commonwealth's Data file. Unless the Commonwealth agrees or specifies otherwise, the Contractor shall also deliver to the Commonwealth any copies, duplicates, summaries, abstracts or other representations of any such Commonwealth Data or any part thereof, in whatever form, then in the Contractor's possession or control in accordance with the "NIST Guidelines for Media Sanitization" (SP 800-88).
- (d) At all times during the Term, Contractor shall provide all Services, and use all resources related thereto, in accordance with the Commonwealth's security requirements, including the prevention and detection of fraud, abuse, or other inappropriate use or access of systems and networks by all appropriate means, including network management and maintenance applications and tools, and the use of appropriate encryption technologies. If the Contractor incurs additional costs as a result of changes to Commonwealth's security requirements, it may follow the process set out in **Section 30, Changes** of this Agreement. In addition, all Contractor Personnel (including personnel of any Subcontractors) shall be subject to and shall at all times conform to the Commonwealth's laws, rules, and requirements for the protection of premises, materials, equipment, and personnel, as they have been previously disclosed to Contractor in writing, including those set forth in the *Appendices* to the Solicitation. Any violations or disregard of these rules shall be cause for denial of access by such personnel to the Commonwealth's property. Contractor shall exercise due care and diligence to prevent any injury to person or damage to property while on the Commonwealth's premises.

35. CONFIDENTIALITY, PRIVACY AND COMPLIANCE

- (a) General. The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. Information is deemed confidential only when the party claiming confidentiality designates the information as "confidential" in such a way as to give notice to the other party (for example, notice may be communicated by describing the information, and the specifications around its use or disclosure, in the Solicitation or in the Proposal). Neither party may assert that information owned by the other party is such party's confidential information. Notwithstanding the foregoing, all Commonwealth Data is Confidential Information unless otherwise indicated.

- (b) Copying; Disclosure; Termination. The parties agree that confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract or any license granted hereunder, the receiving party will return to the disclosing party, or certify as to the destruction of, all confidential information in the receiving party's possession, other than one copy (where permitted by law or regulation), which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions. A material breach of these requirements may result in termination for default pursuant to **Subsection 31(c)**, in addition to other remedies available to the non-breaching party.

- (c) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this **Section 35** do not apply to information:
 - (i) already known to the recipient at the time of disclosure other than through the contractual relationship;
 - (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
 - (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
 - (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or

- (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

- (d) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (i) Prepare and submit an un-redacted version of the appropriate document;
 - (ii) Prepare and submit a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret. The Contractor shall use a redaction program that ensures the information is permanently and irreversibly redacted; and
 - (iii) Prepare and submit a signed written statement that identifies confidential or proprietary information or trade secrets and that states:
 - (1) the attached material contains confidential or proprietary information or trade secrets;
 - (2) the Contractor is submitting the material in both redacted and un-redacted format, if possible, in accordance with [65 P.S. § 67.707\(b\)](#); and
 - (3) the Contractor is requesting that the material be considered exempt under [65 P.S. § 67.708\(b\)\(11\)](#) from public records requests.
- (e) Disclosure of Recipient or Beneficiary Information Prohibited. The Contractor shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from Services under the Contract for any purpose not connected with the Contractor's responsibilities, except with consent pursuant to applicable law or regulations. All material associated with direct disclosures of this kind (including the disclosed information) shall be provided to the Commonwealth prior to the direct disclosure.
- (f) Compliance with Laws. Contractor will comply with all applicable laws or regulations related to the use and disclosure of information, including information that constitutes Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act (HIPAA). Further, by signing this Contract, the Contractor agrees to the terms of the Business Associate Agreement,

which is incorporated into this Contract as Exhibit A. It is understood that Exhibit A is only applicable if and to the extent indicated in the Contract.

- (g) If the Commonwealth, an agency, or other eligible contract participant, is a Covered Entity as defined in HIPAA, and the Contractor is performing the work of a Business Associate, the contract participant will fill in the blanks in the attached Exhibit. It is understood that Exhibit A is only applicable if the Contract Participant indicates in writing to Contractor, specifying the work and scope intended to be subject to a Business Associates Agreement, and only to the extent that Contractor and the contract participant agree in writing as to the specific application of Exhibit A and the Business Associate Agreement. Exhibit A is only applicable with respect to the internal entities indicated by the contract participant and agreed to by the Contractor.
- (h) Additional Provisions. Additional privacy and confidentiality requirements may be specified in the Contract.
- (i) Restrictions on Use. All Data and all intellectual property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract shall be used only for the work of this Contract. No Data, intellectual property, Documentation or Developed Works may be used, disclosed, or otherwise opened for access by or to the Contractor or any third party unless directly related to and necessary under the Contract.
- (j) While the Services do not request personal information about individuals including PII and PHI, it is possible for voicemails to contain this type of information (“Sensitive Personal Information” or “SPI”). Contractor intends that SPI not be stored within the voicemail platform. To the extent the Commonwealth does store SPI within the voicemail platform, the Commonwealth does so entirely at its own risk.

36. PCI SECURITY COMPLIANCE

- (a) General. By providing the Payphone Service under this Contract, the Contractor may create, receive, or have access to credit card records or record systems containing cardholder data including credit card numbers (collectively the “Cardholder Data”). No other services in the proposal will create, receive, or have access to Cardholder Data. For Payphone Service and any additional services in the future which require the Contractor to create, receive, or have access to Cardholder Data, Contractor shall comply with the Payment Card Industry Data Security Standard (“PCI DSS”) requirements for Cardholder Data that are prescribed by the payment brands (including but not limited to Visa, MasterCard, American Express, and Discover), as they may be amended from time to time, provided that for additional services such required compliance shall be set forth in writing in accordance with the Change Control Procedures. Contractor acknowledges and agrees that Cardholder Data may only be used for assisting in

completing a card transaction, for fraud control services, for loyalty programs, or as specifically agreed to by the payment brands, for purposes of this Contract or as required by applicable law or regulations.

- (b) Compliance with Standards. For those services identified as requiring PCI compliance, Contractor shall conform to and comply with the PCI DSS standards as defined by The PCI Security Standards Council at: https://www.pcisecuritystandards.org/security_standards/index.php. Contractor shall monitor these PCI DSS standards and will promptly notify the Commonwealth if its practices should not conform to such standards. At the Commonwealth's request, on an annual basis during the term of the services which require PCI compliance, Contractor will provide the Commonwealth PCI Attestation of Compliance currently produced, received or provided by Contractor if applicable to the Services purchased by the Commonwealth hereunder.

37. DATA BREACH OR LOSS

- (a) Contractor shall comply with all applicable data protection, data security, data privacy and data breach notification laws, including but not limited to the [*Breach of Personal Information Notification Act*](#), as amended, 73 P.S. §§ 2301—2329.
- (b) For Data and Confidential Information in the possession, custody, and control of the Contractor or its employees, agents, and/or subcontractors:
 - (i) The Contractor shall report unauthorized access, use, release, loss, destruction or disclosure of Data or Confidential Information (“Incident”) to the Commonwealth within **two (2) hours** of when the Contractor knows of or reasonably suspects such Incident, and the Contractor must immediately take all reasonable steps to mitigate any potential harm or further access, use, release, loss, destruction or disclosure of such Data or Confidential Information.
 - (ii) Contractor shall provide timely notice to all individuals that may require notice under any applicable law or regulation as a result of an Incident. The notice must be pre-approved by the Commonwealth. At the Commonwealth's request, Contractor shall, at its sole expense, provide credit monitoring services to all individuals that may be impacted by any Incident requiring notice.
 - (iii) Contractor shall be solely responsible for any costs, losses, fines, or damages incurred by the Commonwealth due to Incidents.
- (c) As to Data and Confidential Information fully or partially in the possession, custody, or control of the Contractor and the Commonwealth, the Contractor shall diligently perform all of the duties required in this **Section 37** in cooperation with the Commonwealth, until the time at which a determination of responsibility for the Incident, and for subsequent action regarding the Incident, is made final.

38. INSURANCE

- (a) General. Unless otherwise indicated in the Solicitation, the Contractor shall maintain at its expense and require its subcontractors to procure and maintain the same types of coverage as required of the Contractor, the following types and amounts of insurance, issued by companies acceptable to the Commonwealth and authorized to conduct such business under the laws of the Commonwealth:
- (i) Workers' Compensation Insurance for all of the Contractor's employees in accordance with the *Worker's Compensation Act*, 77 P.S. §§ 1—2708, as amended.
 - (ii) Commercial General Liability insurance to protect the Commonwealth, the Contractor from claims for damages for bodily injury, sickness or disease, accidental death, and damage to property, including loss of use arising out of or resulting from the Contractor's use and occupancy of the premises and the operations conducted thereon. The limits of such insurance shall be in an amount of \$5,000,000 and \$5,000,000 general aggregate including products/completed operations, contractual liability and personal and advertising injury combined. Such policies shall be occurrence based rather than claims-made policies and shall include the Commonwealth of Pennsylvania as an additional insured, as its interests may appear under this Contract. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.
 - (iii) Telecommunications, Media & Technology Errors & Omissions Liability Insurance including Network Security and Cyber Liability with a limit of \$10,000,000 per claim and aggregate covering the negligent acts, errors and/or omissions of Contractor in the performance of professional services under this Contract.
 - (iv) Comprehensive crime insurance in an amount of not less than \$5,000,000 per claim.
- (b) Certificate of Insurance. Prior to commencing Services under the Contract, and annually thereafter, the Contractor shall provide the Commonwealth with a copy of each current certificate of insurance. Upon receipt of notice from its insurer(s) Contractor shall provide the Commonwealth with **30 days** prior written notice of cancellation has been given to the Commonwealth.
- (c) Insurance coverage length. The Contractor agrees to maintain such insurance for the life of the Contract.

39. CONTRACTOR RESPONSIBILITY PROGRAM

- (a) The Contractor certifies, for itself and all its subcontractors, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any subcontractors, nor any suppliers are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid, a written explanation of why such certification cannot be made.
- (b) The Contractor must also certify, in writing, that as of the date of its execution of this Bid/Contract, it has no tax liabilities or other Commonwealth obligations.
- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within fifteen (15) days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth, which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the internet at <http://www.dgs.state.pa.us> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No. (717) 783-6472
FAX No. (717) 787-9138

40. OFFSET PROVISION FOR COMMONWEALTH CONTRACTS

The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

41. TAXES-FEDERAL, STATE, AND LOCAL

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-7400001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this **Section 41** is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

All pricing is exclusive of taxes, tax-like charges, and tax-related and other surcharges. Applicable taxes and surcharges are based on the location of the services and the current applicable tax and surcharge rates. Contractor applies taxes and surcharges in accordance with applicable law, and therefore, such taxes/surcharges are subject to change. □

42. LIMITATION OF LIABILITY

(a)□ General. The Contractor’s liability to the Commonwealth under this Contract shall be limited to the aggregate amounts paid by the Commonwealth to Contractor under this Contract (including any amendments) as of the date of the claim. This limitation will apply, except as otherwise stated in this **Section 42**, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to any damages:

- (i)□ for bodily injury;
- (ii)□ for death;
- (iii)□ for intentional injury;
- (iv)□ for damage to real property or tangible personal property for which the Contractor is legally liable;

- (v) under **Section 46, Patent, Copyright, Trademark and Trade Secret Protection**;
 - (vi) under **Section 37, Data Breach or Loss**; or
 - (vii) under **Section 45, Virus, Malicious, Mischievous or Destructive Programming**.
- (b) The Contractor will not be liable for consequential, indirect, special, punitive, exemplary or incidental damages, except for damages as set forth in **Section 42(a)**, or as otherwise specified in the Contract.

43. COMMONWEALTH HELD HARMLESS

- (a) Except as set out in **Section 46 (PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET PROTECTION)**, The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the [*Commonwealth Attorneys Act*](#), 71 P.S. § 732-101—732-506, as amended, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.
- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

44. SOVEREIGN IMMUNITY

No provision of this Contract may be construed to waive or limit the sovereign immunity of the Commonwealth of Pennsylvania or its governmental sub-units.

45. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING

- (a) The Contractor shall be liable for any damages incurred by the Commonwealth if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards. The Commonwealth must demonstrate that the Contractor or any of its employees, subcontractors or

consultants introduced the virus or malicious, mischievous or destructive programming. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.

- (b) The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that results from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.).
- (c) In the event of destruction or modification of Software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages.
- (d) The Contractor shall be responsible for reviewing Commonwealth software security standards and complying with those standards.
- (e) The Commonwealth may, at any time upon five (5) days written notice, audit, by a reasonable means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the Commonwealth for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made.
- (f) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing services to the Commonwealth. It is understood that the Contractor may not install the software on any computing device not being used to provide services to the Commonwealth, and that all copies of the software will be removed from all devices upon termination of this Contract.
- (g) The Commonwealth will not be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

46. PATENT, COPYRIGHT, TRADEMARK AND TRADE SECRET PROTECTION

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States or foreign patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor, and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth Attorneys Act](#), as amended, 71 P.S. § 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG, however, in its sole discretion and under the terms it deems appropriate, may delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement that prevents the Commonwealth from continuing to use the Developed Works as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify ceases. The Contractor, at its expense, will provide whatever cooperation OAG requests in the defense of the suit.

- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise due diligence to ensure that all works produced under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that work produced for the Commonwealth under this contract shall be free and clear from all claims of any nature.

- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.

- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's

obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.

- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:
 - (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.
- (g) Notwithstanding the above, the Contractor shall have no obligation for:
 - (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or

- (vii) □ the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (h) □ The obligation to indemnify the Commonwealth, under the terms of this Section 46, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

47. CONTRACT CONSTRUCTION

The provisions of this Contract shall be construed in accordance with the provisions of all applicable laws and regulations of the Commonwealth. However, by executing this Contract, the Contractor agrees that it has and will continue to abide by the intellectual property laws and regulations of the United States of America.

48. USE OF CONTRACTOR AND THIRD PARTY PROPERTY

- (a) □ Definitions.
 - (i) □ "Contractor Property" refers to Contractor-owned tangible and intangible property.
 - (ii) □ "Third Party" refers to a party that licenses its property to Contractor for use under this Contract. For clarity, does not apply to Microsoft with regards to SfB licenses.
 - (iii) □ "Third Party Property" refers to property licensed by the Contractor for use in its work under this Contract.
- (b) □ Contractor Property shall remain the sole and exclusive property of the Contractor. Third Party Property shall remain the sole and exclusive property of the Third Party. The Commonwealth acquires rights to the Contractor Property and Third Party Property as set forth in this Contract.
 - (i) □ Where the Contractor Property or Third Party Property is integrated into the Supplies or Services which are not Developed Works), or the Contractor Property is otherwise necessary for the Commonwealth to attain the full benefit of the Supplies or Services in accordance with the terms of the Contract, the Contractor hereby grants to the Commonwealth a non-exclusive, fully-paid up, worldwide license to reproduce, distribute, publicly perform, display, view, access and use the Contractor Property. These rights are granted for a duration and to an extent necessary to meet the requirements under this Contract. If the Contractor requires a separate license agreement, such license terms shall include the aforementioned rights, be acceptable to the Commonwealth and include the applicable provisions set forth in these terms at **Exhibit B, Software License Requirements Agreement Template.**

- (ii) If Third Party Property is integrated into the Supplies or Services which are not Developed Works, or the Third Party Property is otherwise necessary for the Commonwealth to attain the full benefit of the Supplies or Services in accordance with the terms of the Contract, the Contractor shall gain the written approval of the Commonwealth prior to the use of the Third Party Property or the integration of the Third Party Property into the Supplies or Services. Third Party Property approved by the Commonwealth is hereby licensed to the Commonwealth as necessary to meet the Contract requirements.
 - (1) If the Third Party requires a separate license agreement, the license terms shall be acceptable to the Commonwealth and include the applicable provisions set forth in these terms at **Exhibit B, Software License Requirements Agreement Template**.
 - (2) If the use or integration of the Third Party Property is not approved in writing under this Section, the Third Party Property shall be deemed to be licensed under **Paragraph 48(b)(i)** above.
- (iii) If the Contract expires or is terminated for default pursuant to **Section 31(c)** before the Contract requirements are complete, all rights are granted for a duration and for purposes necessary to facilitate Commonwealth's or a Commonwealth-approved vendor's completion of the Supplies, Services or Developed Works under this Contract. The Contractor may be entitled to receive payment for work performed prior to expiration or termination in accordance with **Section 31**, herein. Without regard to the timing of that payment, the Contractor, in the form used by Contractor in connection with the Supplies, Services, or Developed Works, shall deliver to Commonwealth the object code version of such Contractor Property, the Third Party Property and associated licenses immediately prior to such expiration or termination to allow the Commonwealth to complete such work.
- (iv) Where third party users are reasonably anticipated by the Contract, all users are granted the right to access and use Contractor Property for the purposes of and within the scope indicated in the Contract.
- (c) The Commonwealth will limit its agents and contractors' use and disclosure of the Contractor Property as necessary to perform work on behalf of the Commonwealth.
- (d) The Commonwealth or any contract participant may not decompile or reverse engineer, or attempt to decompile or reverse engineer, any of the Contractor or Third Party Intellectual Property.
- (e) Termination of Contactor license grant.

- (i) Rights Cease: Unless otherwise set forth in this Contract, or unless the license rights are necessary for the Commonwealth's use of a Developed Work, or of a purchased supply, upon the expiration or termination for any reason of Contractor's obligation to provide Services under this Contract, all rights granted to Commonwealth under this **Section 48** shall immediately cease
- (ii) Return Contractor or Third Party Property: Unless otherwise set forth in or required by this Contract, Commonwealth shall, at no cost to Contractor, deliver to Contractor all of the Contractor Intellectual Property (including any related source code then in Commonwealth's possession or under its control) in the form in use as of the Effective Date of such expiration or termination (except that Contractor Data shall be turned over in a form acceptable to the Contractor).
- (f) Effect of license grant termination. Consistent with the provisions of this **Section 48**, the Commonwealth shall refrain from manufacturing, copying, marketing, distributing or using any Contractor Software or Contractor Tools or any other work which incorporates the Contractor Software or Contractor Tools.
- (g) Contractor's Property Protection.
 - (iii) The Commonwealth acknowledges Contractor's exclusive right, title and interest, including without limitation copyright and trademark rights, in and to Contractor Data, Contractor Software, and Contractor Tools, and Commonwealth shall not, directly or indirectly, do or cause to be done any act or thing contesting or in any way impairing or tending to impair any part of said right, title, and interest, and unless otherwise permitted by this Contract, shall not use or disclose the Contractor Data, Contractor Software, and Contractor Tools without Contractor's written consent, which consent may not reasonably be withheld.
 - (iv) The Commonwealth shall not, in any manner, represent that the Commonwealth has any ownership interest in the Contractor Data, Contractor Software, and Contractor Tools.
- (h) The parties agree that the Commonwealth, by acknowledging Contractor Property, does not agree to any terms and conditions of the Contractor Property agreements that are inconsistent with or supplemental to this Contract.
- (i) Reports: When a report is provided under this Contract, but was not developed specifically for the Commonwealth under this Contract, the ownership of the report will remain with the Contractor, provided, however, that the Commonwealth has the right to use, copy and distribute the report within the executive agencies of the Commonwealth.

49. USE OF COMMONWEALTH PROPERTY

- (a) “Commonwealth Property” refers to Commonwealth-owned Software, Data and property (including intellectual property) and third party owned Software and property (including intellectual property) licensed to the Commonwealth.
- (b) Confidentiality of Commonwealth Property. All Commonwealth Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract shall be considered confidential information under **Section 35, Confidentiality, Privacy, and Compliance.**
- (c) License grant and restrictions. During the term of this Contract, Commonwealth grants to Contractor and its subcontractors for the limited purpose of providing the Services covered under this Contract, a limited, nonexclusive, nontransferable, royalty-free right (subject to the terms of any third party agreement to which the Commonwealth is a party) to access, use, reproduce, and modify Commonwealth Property in accordance with the terms of the Contract. The Commonwealth’s license to Contractor is limited by the terms of this Contract.
 - (i) The Contractor hereby assigns to the Commonwealth its rights, if any, in any derivative works resulting from Contractor’s modification of the Commonwealth Intellectual Property. Contractor agrees to execute any documents required to evidence this assignment and to waive any moral rights and rights of attribution provided for in Section 106A of Title 17 of the United States Code, the *Copyright Act of 1976*, as amended.
 - (ii) Neither Contractor nor any of its subcontractors may decompile or reverse engineer, or attempt to decompile or reverse engineer, any of the Commonwealth Intellectual Property. Commonwealth hereby represents that it has the authority to provide the license grant and rights set forth in this **Section 49.**
- (d) Reservation of rights. All rights, not expressly granted here to Contractor are reserved by the Commonwealth.
- (e) Termination of Commonwealth license grant.
 - (i) Rights Cease: Upon the expiration or termination for any reason of Contractor’s obligation to provide the Services under this Contract, all rights granted to Contractor under this **Section 49** shall immediately cease.
 - (ii) Return Commonwealth Property: Contractor shall, at no cost to Commonwealth, deliver to Commonwealth all of the Commonwealth Intellectual Property (including any related source code then in Contractor’s

possession or under its control) in the form in use as of the Effective Date of such expiration or termination (except that Commonwealth Data shall be turned over in a form acceptable to the Commonwealth).

- (iii) List of utilized Commonwealth Property/Destruction: Within **15 days** after termination, Contractor shall provide the Commonwealth with a current copy of the list of Commonwealth Intellectual Property in use as of the date of such expiration or termination. Concurrently therewith, Contractor shall destroy or erase all other copies of any of the Commonwealth Software then in Contractor's possession or under its control unless otherwise instructed by Commonwealth, in writing; provided, however, that Contractor may retain one archival copy of such Commonwealth Software and tools, until final resolution of any actively asserted pending disputes between the Parties, such retention being for the sole purpose of resolving such disputes.
- (f) Effect of license grant termination. Consistent with the provisions of this **Section 49**, Contractor shall refrain from manufacturing, copying, marketing, distributing or using any Commonwealth Software or Commonwealth Tools or any other work which incorporates the Commonwealth Software or Commonwealth Tools.
- (g) Commonwealth Property Protection.
 - (i) Contractor acknowledges Commonwealth's exclusive right, title and interest, including without limitation copyright and trademark rights, in and to Commonwealth Data, Commonwealth Software, Commonwealth Tools and the Developed Works developed under the provisions of this Contract, and Contractor shall not, directly or indirectly, do or cause to be done any act or thing contesting or in any way impairing or tending to impair any part of said right, title, and interest, and shall not use or disclose the Commonwealth Data, Commonwealth Software, Commonwealth Tools or the Developed Works without Commonwealth's written consent, which consent may be withheld by the Commonwealth for any reason.
 - (ii) Contractor shall not, in any manner, represent that Contractor has any ownership interest in the Commonwealth Data, Commonwealth Software, Commonwealth Tools, or the Developed Works.

50. OWNERSHIP OF DEVELOPED WORKS

Unless otherwise specified in the Contract's Statement of Work, ownership of all Developed Works shall be in accordance with the provisions set forth in this **Section 50**.

- (a) Rules for usage for Developed Works.
 - (i) Property of Contractor: If Developed Works modify, improve, contain, or enhance application software programs or other materials generally licensed

by the Contractor, then such Developed Works shall be the property of the Contractor, and Contractor hereby grants Commonwealth an irrevocable, nonexclusive, worldwide, fully paid-up license (to include source code and relevant documentation) in perpetuity to use, modify, execute, reproduce, display, perform, prepare derivative works from and distribute, within the Commonwealth, such Developed Works.

- (1) For purposes of distribution under the license grant created by this **Section 50**, Commonwealth includes any government agency, department, instrumentality, division, unit or other office that is part of the Commonwealth of Pennsylvania, together with the State System of Higher Education (including any of its universities), any county, borough, commonwealth, city, municipality, town, township special purpose district, or other similar type of governmental instrumentality located within the geographical boundaries of the Commonwealth of Pennsylvania.
 - (2) If federal funds are used in creation of the Developed Works, the Commonwealth also includes any other state government as well as the federal government.
 - (ii) Property of Commonwealth/licensor: If the Developed Works modify, improve or enhance application software or other materials not licensed to the Commonwealth by the Contractor, then such modifications, improvements and enhancements shall be the property of the Commonwealth or its licensor.
- (b) Copyright Ownership.
- (i) Works made for hire; general: Except as indicated in **Paragraph 50(a)(i)**, above, Developed Works developed as part of the scope of work for the Project, including Developed Works developed by subcontractors, are the sole and exclusive property of the Commonwealth and shall be considered “works made for hire” under the *Copyright Act of 1976*, as amended, 17 United States Code.
 - (ii) Assignment: In the event that the Developed Works do not fall within the specifically enumerated works that constitute works made for hire under the United States copyright laws, Contractor agrees to assign and, upon their authorship or creation, expressly and automatically assigns, all copyright interests, proprietary rights, trade secrets, and other right, title, and interest in and to such Developed Works to Commonwealth. Contractor further agrees that it will have its subcontractors assign, and upon their authorship or creation, expressly and automatically assigns all copyright interest, proprietary rights, trade secrets, and other right, title, and interest in and to the Developed Works to the Commonwealth.

- (iii) Rights to Commonwealth: Commonwealth shall have all rights accorded an owner of copyright under the United States copyright laws including, but not limited to, the exclusive right to reproduce the Developed Works in multiple copies, the right to distribute copies by sales or other transfers, the right to register all copyrights in its own name as author in the United States and in foreign countries, the right to prepare derivative works based upon the Developed Works and the right to display the Developed Works.
 - (iv) Subcontracts: The Contractor further agrees that it will include the requirements of this **Section 50** in any subcontractor or other agreement with third parties who in any way participate in the creation or development of Developed Works.
 - (v) Completion or termination of Contract: Upon completion or termination of this Contract, Developed Works shall promptly be delivered by Contractor to the Commonwealth.
 - (vi) Warranty of non-infringement: Contractor represents and warrants that the Developed Works are original and do not infringe any copyright, patent, trademark, or other intellectual property right of any third party and are in conformance with the intellectual property laws and regulations of the United States.
- (c) Patent ownership. Contractor and its subcontractors shall retain ownership to patentable items, patents, processes, inventions or discoveries (collectively, the Patentable Items) made by the Contractor during the performance of this Contract. Notwithstanding the foregoing, the Commonwealth shall be granted a nonexclusive, nontransferable, royalty free license to use or practice the Patentable Items. Commonwealth may disclose to third parties any such Patentable Items made by Contractor or any of its subcontractors under the scope of work for the Project that have been previously publicly disclosed. Commonwealth understands and agrees that any third party disclosure will not confer any license to such Patentable Items.
- (d) Federal government interests. Certain funding under this Contract may be provided by the federal government. Accordingly, the rights to Developed Works or Patentable Items of Contractors or subcontractors hereunder will be further subject to government rights as set forth in 37 C.F.R. § 401, as amended, and other applicable law or regulations.
- (e) Usage rights. Except as otherwise covered by this **Section 50**, either Party, in the ordinary course of conducting business, may use any ideas, concepts, know-how, methodologies, processes, components, technologies, algorithms, designs, modules or techniques relating to the Services.

- (f) Contractor's copyright notice obligations. Contractor will affix the following Copyright Notice to the Developed Works developed under this **Section 50** and all accompanying documentation: "*Copyright © [year] by the Commonwealth of Pennsylvania. All Rights Reserved.*" This notice shall appear on all versions of the Developed Works delivered under this Contract and any associated documentation. It shall also be programmed into any and all Developed Works delivered hereunder so that it appears at the beginning of all visual displays of such Developed Works.

51. SOURCE CODE AND ESCROW ITEMS OBLIGATIONS

- (a) Source Code. Simultaneously with delivery of the Developed Works to Commonwealth, Contractor shall deliver a true, accurate and complete copy of all source codes relating to the Developed Works.
- (b) Escrow. To the extent that Developed Works and/or any perpetually-licensed software include application software or other materials generally licensed by the Contractor, Contractor agrees to place in escrow with an escrow agent copies of the most current version of the source code for the applicable software that is included as a part of the Services, including all updates, improvements, and enhancements thereof from time to time developed by Contractor.
- (c) Escrow agreement: An escrow agreement must be executed by the parties, with terms acceptable to the Commonwealth prior to deposit of any source code into escrow.
- (d) Obtaining source code. Contractor agrees that upon the occurrence of any event or circumstance which demonstrates with reasonable certainty the inability or unwillingness of Contractor to fulfill its obligations to Commonwealth under this Contract, Commonwealth shall be able to obtain the source code of the then-current source codes related to Developed Works and/or, if agreed upon in writing by the parties, any Contractor Property placed in escrow under **Section 51(b)** from the escrow agent.

52. LOCATION, STATUS AND DISPOSITION OF DATA

- (a) All Data must be stored within the United States. If a specific Service requires a waiver to this requirement, it must be documented by the parties in writing through the Change Control procedures.
- (b) The Contractor shall be responsible for maintaining the privacy, security and integrity of Data in the Contractor's or its subcontractors' possession.
- (c) All Data shall be provided to the Commonwealth upon request, in a form acceptable to the Commonwealth and at no cost.
- (d) Any Data shall be destroyed by the Contractor at the Commonwealth's request.

- (e) Any Data shall be held for litigation or public records purposes by the Contractor at the Commonwealth's request, and in accordance with the security, privacy and accessibility requirements of this Contract.

53. PUBLICATION RIGHTS AND/OR COPYRIGHTS

- (a) Except as otherwise provided in **Section 50, Ownership of Developed Works**, the Contractor shall not publish any of the results of the work without the written permission of the Commonwealth. The publication shall include the following statement: "The opinions, findings, and conclusions expressed in this publication are those of the author and not necessarily those of the Commonwealth of Pennsylvania." The Contractor shall not include in the documentation any copyrighted matter, unless the Contractor provides the Commonwealth with written permission of the copyright owner.
- (b) Except as otherwise provided in the Contract, the Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report or data designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

54. CHANGE OF OWNERSHIP OR INSOLVENCY

In the event that the Contractor should change ownership for any reason whatsoever, the Commonwealth shall have the exclusive option of continuing under the terms and conditions of this Contract with the Contractor or its successors or assigns for the full remaining term of this Contract, or continuing under the terms and conditions of this Contract with the Contractor or its successors or assigns for such period of time as is necessary to replace the products, materials, reports, studies, or computer programs, or immediately terminating this Contract. Nothing in this **Section 54** limits the Commonwealth's exercise of any rights that the Commonwealth may have under **Section 31, Termination**.

55. OFFICIALS NOT TO BENEFIT

No official or employee of the Commonwealth and no member of its General Assembly who exercises any functions or responsibilities under this Contract shall participate in any decision relating to this Contract which affects their personal interest or the interest of any corporation, partnership, or association in which they are, directly or indirectly, interested; nor shall any such official or employee of the Commonwealth or member of its General Assembly have any interest, direct or indirect, in this Contract or the proceeds thereof.

56. COMPLIANCE WITH LAWS

- (a) The Contractor shall comply with all federal, state and local laws, regulations and policies applicable to its Services, including, but not limited to, all statutes, regulations and rules that are in effect as of the Effective Date of the Contract and shall procure at its expense all licenses and all permits necessary for the fulfillment of its obligation.
- (b) If any existing law, regulation or policy is changed or if any new law, regulation or policy is enacted that affects the Services provided under this Contract, the Parties shall modify this Contract, via **Section 30, Changes**, to the extent reasonably necessary to:
 - (1) Ensure that such Services will be in full compliance with such laws, regulations and policies; and
 - (i) Modify the rates applicable to such Supplies or Services, unless otherwise indicated in the Solicitation.

57. THE AMERICANS WITH DISABILITIES ACT

During the term of this Contract, the Contractor agrees as follows:

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101, *et seq.*, the Contractor understands and agrees that no individual with a disability shall, on the basis of the disability, be excluded from participation in this Contract or from activities provided for under this Contract. As a condition of accepting and executing this Contract, the Contractor agrees to comply with the *General Prohibitions Against Discrimination*, 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to the benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through Contracts with outside Contractors.
- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from losses, damages, expenses claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor's failure to comply with the provisions of **Subsection 57(a)**.

58. EXAMINATION OF RECORDS

- (a) The Contractor agrees to maintain, using its standard procedures, and in accordance with Generally Accepted Accounting Principles, books, records, documents, and other evidence pertaining to the charges under this Contract to the extent and in such detail as will properly reflect all charges for which reimbursement is claimed under the provisions of this Contract.

- (b) The Contractor agrees to make available at the office of the Contractor at all reasonable times, and upon reasonable written notice, during the term of this Contract and the period set forth in **Subsection 58(c)**, any of the records for inspection, audit, or reproduction by any authorized Commonwealth representative. To the extent allowed by applicable laws or regulations, the Commonwealth agrees to maintain any documents so provided in accordance with the confidentiality provisions in **Section 35, Confidentiality, Privacy and Compliance**.
- (c) The Contractor shall preserve and make available its records for a period of **three (3) years** from the date of final payment under this Contract:
 - (i) If this Contract is completely or partially terminated, the records relating to the work terminated shall be preserved and made available for a period of **three (3) years** from the date of any resulting final settlement.
 - (ii) Non-privileged records which relate to litigation or the settlement of claims arising out of the performance of this Contract, or charges under this Contract as to which exception has been taken by the auditors, shall be retained by the Contractor until such litigation, claims, or exceptions have been finally resolved.
- (d) Except for documentary evidence retained pursuant to **Paragraph 58(c)(2)**, the Contractor may in fulfillment of its obligation to retain its records as required by this **Section 58** substitute photographs, microphotographs, or other authentic reproductions of such records, after the expiration of **two (2) years** following the last day of the month of reimbursement to the Contractor of the invoice or voucher to which such records relate, unless a shorter period is authorized by the Commonwealth with the concurrence of its auditors.
- (e) The provisions of this **Section 58** shall be applicable to and included in each subcontract hereunder.

59. SINGLE AUDIT ACT OF 1984

In compliance with the [*Single Audit Act of 1984*](#), as amended, the Contractor agrees to the following:

- (a) This Contract is subject to audit by federal and state agencies or their authorized representative in accordance with the auditing standards promulgated by the Comptroller General of the United States and specified in *Government Auditing Standards*, 1994 Revisions (Yellow Book).
- (b) The audit requirement of this Contract will be satisfied if a single audit is performed under the provisions of the [*Single Audit Act of 1984*](#), as amended, 31 U.S.C. § 7501, *et seq.*, and all rules and regulations promulgated pursuant to the Act.

- (c) The Commonwealth reserves the right for federal and state agencies or their authorized representatives to perform additional audits of a financial/compliance, economy/efficiency, or program results nature, if deemed necessary.
- (d) The Contractor further agrees to comply with requirements that may be issued by the state agency upon receipt of additional guidance received from the federal government regarding the [Single Audit Act of 1984](#), as amended.

60. AGENCY-SPECIFIC SENSITIVE AND CONFIDENTIAL COMMONWEALTH DATA (IF APPLICABLE)

- (a) Contractor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws, regulations and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Supplies on any Commonwealth agency facilities, the Contractor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached to these terms as **Exhibit A**. This sign-off document (a sample of which is attached to these terms as Attachment 3 to **Exhibit A**, will include a description of the nature of the data which may be implicated based on the nature of the Contractor's access, and will incorporate the Business Associate Agreement if it is applicable.
- (b) Contractor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Supplies), the Contractor is and shall remain compliant with all applicable state and federal laws, regulations and policies regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory authorized to bind the Contractor is valid and is hereby integrated and incorporated by reference into this Contract via Purchase Orders issued under this Contract.
- (c) This **Section 60** does not require a Commonwealth agency to exhaustively list the laws, regulations or policies to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Contractor's access, to refer the Contractor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with applicable laws, regulations and policies.
- (d) The requirements of this **Section 60** are in addition to and not in lieu of other requirements of this Contract, its Exhibits, Appendices and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Contractor comply with all applicable Commonwealth ITPs.

- (e) Contractor shall conduct additional background checks, in addition to those required in **Section 32, Background Checks**, as may be required by a Commonwealth agency in its sign-off documents. The Contractor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Contract. The Contractor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

61. FEDERAL REQUIREMENTS

If applicable, the Contractor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Supplies and Services. The Commonwealth agency will inform the Contractor whether they must execute a sign-off document as required by the federal government.

62. ADDITIONAL FEDERAL PROVISIONS

Subject to **Section 56**, additional contract provisions may be incorporated into this Contract pursuant to federal law, regulation or policy.

63. ENVIRONMENTAL PROTECTION

In carrying out this Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including the [Clean Streams Law](#), Act of June 22, 1937 (P.L. 1987, No. 394), *as amended*, 35 P.S. § 691.601 *et seq*; the [Pennsylvania Solid Waste Management Act](#), Act of July 7, 1980 (P.L. 380, No. 97), *as amended*, 35 P.S. § 6018.101 *et seq*; and the [Dam Safety and Encroachment Act](#), Act of November 26, 1978 (P.L. 1375, No. 325), *as amended*, 32 P.S. § 693.1.

64. NONDISCRIMINATION CLAUSE/SEXUAL HARASSMENT CLAUSE

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.

- (c) The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
- (d) The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contracts relates.
- (e) The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the "Initial Contract Compliance Data" form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and submit Form STD-28, the "Monthly Contract Compliance Report for Construction Contractors," each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the fifteen (15) days, request an exemption from the Form STD-21 submission requirement from the contracting agency.
- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
- (g) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

65. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

- (a) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.
- (b) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
- (c) Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the [Public Official and Employees Ethics Act, 65 Pa. C. S. §§ 1101, et seq.](#); [the State Adverse Interest Act, 71 P.S. § 776.1, et seq.](#); and the [Governor's Code of Conduct, Executive Order 1980-18, 4 Pa. Code § 7.151, et seq.](#), or to breach any other state or federal law or regulation.
- (d) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
- (e) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the [Governor's Code of Conduct, Executive Order 1980-18, 4 Pa. Code § 7.151, et seq.](#) or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.
- (f) Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
- (g) Contractor, its affiliates, agents, employees, or anyone in privity with him or her shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.
- (h) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.

- (i) Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the [Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104](#), or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:
 - (i) Approved in writing by the Commonwealth prior to its disclosure; or
 - (ii) Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - (iii) Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or
 - (iv) Necessary for purposes of Contractor's internal assessment and review; or
 - (v) Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
 - (vi) Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain: or
 - (vii) Otherwise required by law.

- (j) Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners has not been officially notified of, charged with, or convicted of any of the following and agrees to immediately notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:
 - (i) Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
 - (ii) Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;

- (2) attempting to obtain; or
- (3) performing a public contract or subcontract.

Contractor's acceptance of the benefits derived from the conduct shall be deemed evidence of such knowledge, approval or acquiescence.

- (iii) Violation of federal or state antitrust statutes.
- (iv) Violation of any federal or state law regulating campaign contributions.
- (v) Violation of any federal or state environmental law.
- (vi) Violation of any federal or state law regulating hours of labor, minimum wage standards or prevailing wage standards; discrimination in wages; or child labor violations.
- (vii) Violation of the *Act of June 2, 1915* (P.L. 736, No. 338), known as the *Workers' Compensation Act, 77 P.S. 1 et seq.*
- (viii) Violation of any federal or state law prohibiting discrimination in employment.
- (ix) Debarment by any agency or department of the federal government or by any other state.
- (x) Any other crime involving moral turpitude or business honesty or integrity.

Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause upon such notification or when the Commonwealth otherwise learns that Contractor has been officially notified, charged, or convicted.

- (k) If this contract was awarded to Contractor on a non-bid basis, Contractor must, (as required by Section 1641 of the *Pennsylvania Election Code*) file a report of political contributions with the Secretary of the Commonwealth on or before February 15 of the next calendar year. The report must include an itemized list of all political contributions known to Contractor by virtue of the knowledge possessed by every officer, director, associate, partner, limited partner, or individual owner that has been made by:
 - (i) Any officer, director, associate, partner, limited partner, individual owner or members of the immediate family when the contributions exceed an aggregate of one thousand dollars (\$1,000) by any individual during the preceding year; or

- (ii) Any employee or members of his immediate family whose political contribution exceeded one thousand dollars (\$1,000) during the preceding year.

To obtain a copy of the reporting form, Contractor shall contact the Bureau of Commissions, Elections and Legislation, Division of Campaign Finance and Lobbying Disclosure, Room 210, North Office Building, Harrisburg, PA 17120.

- (l) Contractor shall comply with requirements of the [Lobbying Disclosure Act, 65 Pa. C. S. § 13A01, et seq.](#), and the regulations promulgated pursuant to that law. Contractor employee activities prior to or outside of formal Commonwealth procurement communication protocol are considered lobbying and subjects the Contractor employees to the registration and reporting requirements of the law. Actions by outside lobbyists on Contractor's behalf, no matter the procurement stage, are not exempt and must be reported.
- (m) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or in these provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or Commonwealth Inspector General in writing.
- (n) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these contractor integrity provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract.
- (o) Contractor shall cooperate with the Office of Inspector General in its investigation of any alleged Commonwealth employee breach of ethical standards and any alleged Contractor non-compliance with these provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of the Office of Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refers to or concern this contract.
- (p) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all additional costs and expenses incurred in

obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.

- (q)□ For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Paragraph (q).
- (i)□ “Confidential information” means information that a) is not already in the public domain; b) is not available to the public upon request; c) is not or does not become generally known to Contractor from a third party without an obligation to maintain its confidentiality; d) has not become generally known to the public through an act or omission of Contractor; or e) has not been independently developed by Contractor without the use of confidential information of the Commonwealth.
 - (ii)□ “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by pre-qualification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this contract.
 - (iii)□ “Contractor” means the individual or entity that has entered into this contract with the Commonwealth, including those directors, officers, partners, managers, and owners having more than a five percent interest in Contractor.
 - (iv)□ “Financial interest” means:
 - (1)□ Ownership of more than a five percent interest in any business; or
 - (2)□ Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
 - (v)□ “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the *Governor’s Code of Conduct, Executive Order 1980-18*, the 4 Pa. Code § 7.153(b), shall apply.
 - (vi)□ “Immediate family” means a spouse and any unemancipated child.

- (vii) “Non-bid basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.
- (viii) “Political contribution” means any payment, gift, subscription, assessment, contract, payment for services, dues, loan, forbearance, advance or deposit of money or any valuable thing, to a candidate for public office or to a political committee, including but not limited to a political action committee, made for the purpose of influencing any election in the Commonwealth of Pennsylvania or for paying debts incurred by or for a candidate or committee before or after any election.

66. ASSIGNMENT OF RIGHTS UNDER THE ANTITRUST LAWS

As part of the consideration for the award of this Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all rights, title, and interest in and to any claims made known to the Contractor, that Contractor now has or may hereafter acquire under state and federal antitrust laws relating to the goods and services which are subject to this Contract.

67. WARRANTIES

Except as otherwise set forth in the Contract, the Contractor warrants that the Services, Supplies and Developed Works will conform in all material respects to the functional specifications for the Services, Supplies and Developed Works and/or the requirements of the Contract. The warranty period for the Services, Supplies and Developed Works shall be **90 days** from final acceptance. If third-party Services, Supplies or Developed Works are subject to a warranty that exceeds **90 days** from final acceptance, the longer warranty period shall apply. The Contractor shall correct any non-conformity within the warranty period specified herein.

- (a) Disruption. The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not cause, or take any unreasonable action that, directly or indirectly, may cause an unplanned or unscheduled disruption of the Commonwealth’s operations.
- (b) Nonconformity. In the event of any nonconformity with the foregoing warranties, the Commonwealth will provide written notification of such nonconformity to the Contractor and the Contractor, at no cost to the Commonwealth, shall within **10 days’** notice of the nonconformity, commence work to remedy the nonconformity and shall work diligently, at no charge to the Commonwealth, until such time as the deliverable conforms, in all material respects, to the Service requirements and/or the functional specifications of the Developed Works set forth in this Contract. The Contractor shall have no obligation with respect to nonconformities arising out of:
 - (i) Modifications to Developed Works made by the Commonwealth;

- (ii) Use of the Developed Works not in accordance with the documentation or specifications applicable thereto;
 - (iii) Failure by the Commonwealth to implement any corrections or enhancements made available by the Contractor;
 - (iv) Combination of the Developed Works with any items not supplied or approved by the Contractor; or
 - (v) Failure of any software licensed under a separate license agreement to conform to its specifications or documentation.
- (c) Industry standards. The Contractor hereby represents and warrants to the Commonwealth that the Services shall be performed in accordance with applicable industry standards using the utmost care and skill.
- (d) Right to perform. The Contractor hereby represents and warrants to the Commonwealth that the Contractor has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Developed Works under this Contract.
- (e) Sole warranties. THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

68. LIQUIDATED DAMAGES

- (a) By accepting this Contract, the Contractor agrees to the delivery requirements of this Contract. If a Contract schedule is not met, including Transition Milestones set out in Transition Plan, the delay will interfere with the Commonwealth's program. In the event of any such delay, it would be impractical and extremely difficult to establish the actual damage for which the Contractor is the material cause. The Commonwealth and the Contractor therefore agree that, in the event of any such delay the amount of damage shall be the amount set forth in this **Section 68** and agree that the Contractor shall pay such amount as liquidated damages, not as a penalty.
- (b) The amount of liquidated damages for failure to meet Transition Milestones is set forth in **SCHEDULE 6 (Transition Milestones)**. Each Milestone Credit reflects the total amount due to the Commonwealth if the Contractor misses the associated Transition Milestone Due Date.

- (c) If, **SCHEDULE 6 (Transition Milestones)** indicates that Contractor may earn back liquidated damages, then Contractor shall have the time specified in **SCHEDULE 6 (Transition Milestones)**, as indicated, to meet the Acceptance Criteria for the Transition Milestone and earn back the Milestone Credit. If Contractor fails to meet the Acceptance Criteria within 30 days following the Milestone Due Date or, if an Earn-Back period is specified, then 30 days following the end of the specified Earn-Back period, the Commonwealth, at no additional expense and at its option, may either:
 - (1) Immediately terminate the Contract and all Software, documentation, reports, Developed Materials and any other materials provided for or created for the Commonwealth as a result of this Contract shall be given to the Commonwealth, and the Commonwealth shall be entitled to its remedies under **Subsection 68(c)**; or
 - (2) Order the Contractor to continue with no decrease in effort until the work is completed in a manner acceptable to the Commonwealth or until the Commonwealth terminates the Contract. If the Contract is continued, the liquidated damages applicable to future milestones will continue until the work is completed.
- (d) Liquidated damages shall be paid by the Contractor and collected by the Commonwealth by deducting them from the invoices submitted under this Contract or any other contract Contractor has with the Commonwealth, by collecting them through the performance security, if any, or by billing the Contractor as a separate item.
- (e) To the extent that the delay or failure is caused by the Commonwealth, as described in **SCHEDULE 6 (Transition Milestones)**, no liquidated damages will be applied.

69. SERVICE LEVELS

- (a) The Contractor shall comply with the procedures and requirements of the Service Level Agreements set forth in **SCHEDULE 4.1 and 4.2 (Service Level Agreements)**, which are made part of this Contract.
- (b) Where there are expressly defined Service Levels, Contractor shall measure and report its performance against these standards on at least a monthly basis, except as may otherwise be agreed between the parties. All Services without expressly defined Service Levels must be performed at least to the same degree of accuracy, completeness, efficiency, quality and timeliness as is provided by well-managed suppliers providing services similar to the Services, so long as such performance is commercially and operationally reasonable.

- (c) The Commonwealth's acceptance of any financial credit incurred by the Contractor in favor of the Commonwealth for a Service Level default ("Service Level Credit") shall not bar or impair Commonwealth's rights and remedies in respect of the failure or root cause as set forth elsewhere in this Contract, including without limitation other claims for liquidated damages, injunctive relief and termination rights; provided however, Service Level Credits paid would be credited against any such claims for damages.
- (d) The parties acknowledge that a single service interruption may result in multiple Service Level defaults against the same root cause, each with its own associated Service Level Credit. In such cases, the Service Level that results in the highest credit shall apply and shall be the sole Service Level remedy against the service interruption. As set forth in ***SCHEDULE 4.1 and 4.2 (Service Level Agreements)***, each agency or agency location will be calculated independently.
- (e) The parties acknowledge that the interdependencies between this Contract, the Contract #4400017600 for Enterprise Network and Shared Services and the resulting Contracts for RFP #1 Last User Connectivity impacts the Contractor's performance under this Contract and may result in a Service Level not being met. In the event the cause of a missed Service Level is determined to be attributed to the Enterprise Service Desk or the Last User Connectivity, Service Credit(s) will not apply.

70. CONTINUOUS IMPROVEMENT AND BENCHMARKING

- (a) **Benchmark Overview.** Prior to the expiration of the second anniversary of the Effective Date, Commonwealth and Contractor shall establish the details of the Benchmarking process intended to ensure that Contractor provides Commonwealth with technology and Services Levels equal to or greater than other organizations receiving similar services. The parties acknowledge and agree that the benchmarking process is intended to assist Commonwealth in making decisions necessary to balance the desire for then current technology against the cost and uncertain performance of newly evolving technology.
- (b) **Benchmarker.** The Benchmark shall be conducted by a Benchmarker selected by the Commonwealth, subject to Contractor's approval thereof, in writing, such approval not to be unreasonably withheld, delayed or conditioned. The fees and expenses charged by the Benchmarker shall be paid by Commonwealth. Contractor shall at its expense cooperate with and assist the Benchmarker and any other third parties involved in the Benchmarking process, including meeting with Commonwealth and the Benchmarker before and throughout the benchmarking process and providing data relating to the provision of the Services, as requested by Commonwealth or the Benchmarker. The Benchmarker shall sign a confidentiality agreement in favor of both Contractor and Commonwealth in which the Benchmarker agrees: (i) that the information and data obtained or produced by the Benchmarker in connection

with the Benchmarking Process (including the results of the Benchmarking Process and any related reports) constitutes the Confidential Information of Commonwealth and Contractor, (ii) that it will not use or disclose such confidential information and data except in anonymized form in relation to aggregated service performance data used by the Benchmarker for the purposes of conducting benchmarking services, and further except for the benefit of Contractor and Commonwealth in connection with this Contract, and (iii) the Benchmarker will conduct the Benchmarking Process in a manner that does not unreasonably interfere with Contractor's ongoing service operations or impair Contractor's ability to achieve the Service Levels under the Contract.

- (c) **Benchmark.** If Commonwealth undertakes the Benchmarking, Commonwealth and Contractor, in good faith, shall attempt to agree upon the period during which the Benchmarking shall be conducted. If the parties are unable to so agree, Commonwealth shall specify the relevant period, subject to Contractor's approval thereof, in writing, such approval not to be unreasonably withheld, delayed or conditioned.
- (d) **Benchmark information.** Commonwealth and Contractor shall jointly determine the Benchmark information with appropriate input from the Benchmarker. Commonwealth and Contractor shall (1) review the Benchmark information, and (2) schedule a meeting to address any issues either party may have with the Benchmark information. Contractor shall provide the Benchmark information at no additional cost to Commonwealth; provided, however, that if Commonwealth wishes the Benchmarker to use information which Contractor does not otherwise have access to in the course of its business, Commonwealth shall provide such information at its own cost and Contractor may use such information but, unless Commonwealth expressly agrees otherwise in writing, only in connection with providing the Services.
- (e) **Benchmarking Results.** Within thirty (30) days after the completion of Benchmarking, the Benchmarker shall deliver the Benchmark Results to the Commonwealth Project Manager and the Contractor Project Manager.
- (f) **Benchmark Results Review Period and Adjustments.** The Commonwealth and Contractor shall agree upon the duration of the Benchmark Review Period. The Commonwealth and Contractor shall utilize the Benchmark Review Period to review such Benchmark Results, and shall meet during the Benchmark Review Period to collectively assess the Benchmark Results.
- (g) **Disputes of Benchmark Results.** Either Commonwealth or Contractor may in good faith dispute the Benchmark Results, in writing, prior to the expiration of the Benchmark Review Period. Any such notice of dispute issued by either party shall include a description of the nature of such dispute in sufficient detail so as to enable the Benchmarker and the other party to assess the motive and merit of the dispute. Within ten (10) days after receipt of such notice, the parties shall cause the Benchmarker to issue a written response addressing the dispute, and if such dispute

requires a change to any of the Benchmark Results, the Benchmarker shall be directed to issue revised Benchmark Results. Upon issuing such revised Benchmark Results, Commonwealth and Contractor, as applicable, shall have another Benchmark Review Period to review the revised Benchmark Results in accordance with **Section 70(g)**. In the event either party disputes the revised Benchmark Results within the second Benchmark Review Period or if the parties are unable to agree as to the need for revised Benchmark Results, original Benchmark Results or the revised Benchmark Results, as the case may be, shall be subject to the contract controversy procedures set forth in **Section 33, Contract Controversies**.

- (h) **Benchmarking: Price Protection.** In addition to the Benchmarking provided for in this **Section 70**, no earlier than sixty (60) days after the end of Year 2 of this Contract, and no more frequently than annually thereafter, the Commonwealth may engage a Benchmarker, in accordance with the provisions of this **Section 70** for the purpose of assessing the extent to which the prices paid for the Services hereunder are comparable to prices of a comparable reference group of clients for Services. This Benchmarking Price Protection process shall be an objective measurement and comparison process utilizing baseline methods and industry standards. The parties acknowledge and agree that this Benchmarking Price Protection process is intended to assure the Commonwealth that pricing and pricing models employed in this engagement are consistent with the reference group throughout the later years of the Contract, as it may be extended or renewed.

- (i) **Benchmark: Pricing Adjustments.** If the results of a Benchmarking Price Protection analysis, as reflected in written Benchmarking Results delivered to Contractor, reveal that amounts to be paid under the terms of the Contract for Services exceed by a factor of ten percent (10%) or more than the average of amounts paid by the reference group for comparable services (the "Market Rate"), the Commonwealth may elect to renegotiate those prices. When notified of the Commonwealth's intent to renegotiate the prices, the Contractor shall, as soon as practical following notification of the Commonwealth's intent, negotiate in good faith with Commonwealth for the adjustment and reduction of fees for the Services. If an agreement is reached for a pricing adjustment such agreement will be effective as of the date of delivery of the Benchmarking Price Protection Results. If the parties are unable to agree to a pricing adjustment within sixty (60) days after delivery of the Benchmarking Price Protection Results, the matter shall be submitted to the various dispute resolution procedures contained in **Section 33, Contract Controversies**, of the Contract. If the dispute resolution procedure results in a pricing adjustment, that adjustment will be effective as of the date of delivery of the Benchmarking Price Protection Results. In no event will Contractor increase the Fees as a result of any review pursuant to this **Section 70**.

- (j) **Annual Best Practices Reviews.** Within thirty (30) days of each anniversary of the Effective Date, Contractor shall, in accordance with procedures agreed upon by the Commonwealth Project Manager and the Contractor Project Manager, identify for Commonwealth any best practices that have emerged (within Contractor's

organization or, to the knowledge of Contractor, within the processing services outsourcing market generally), that, if implemented by the Contractor would materially benefit the Commonwealth in terms of price reductions or performance improvement. If requested by Commonwealth, within sixty (60) days Contractor shall provide Commonwealth with proposals for the implementation of such best practices in a manner consistent with the Change Control Procedures of the Contract. If approved by Commonwealth, Contractor shall implement such best practices on behalf of Commonwealth as expeditiously as possible.

71. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control ("collectively and individually, a "Force Majeure Event") may include, but are not limited to, acts of God; war or other military actions; changes in controlling law, regulations, orders or the requirements of any governmental entity; severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines; acts of terrorism; general strikes throughout the trade, riots and insurrection; and freight embargoes.

The Contractor shall notify the Commonwealth orally within **10 days** and in writing within **15 days** of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract.

72. PUBLICITY/ADVERTISEMENT

The Contractor shall not issue news releases, internet postings, advertisements, endorsements, or any other public communication without prior written approval of the Commonwealth, and then only in coordination with the Commonwealth. This includes the use of any trademark or logo.

73. TERMINATION ASSISTANCE

(a) **General.** Upon expiration of the Contract and/or upon the Commonwealth's request, Contractor shall provide Termination Assistance Services directly to the

Commonwealth, or to any replacement provider designated by the Commonwealth, any successors or assigns of such entities or any of their designee(s). Contractor shall take all necessary and appropriate actions to accomplish a complete, timely, and seamless transition of any terminated Services from Contractor to the Commonwealth, or to any replacement provider designated by the Commonwealth, without material interruption of or material adverse impact on the terminated Services or any other services provided by a third party or Services that Contractor shall continue to provide (each transition, an “Assistance Event”). Contractor shall cooperate with the Commonwealth and any new contractor and otherwise promptly take all steps required or reasonably requested to assist the Commonwealth in effecting a complete and timely Termination Assistance Services of any terminated Services. Contractor shall provide all information regarding the terminated Services or as otherwise needed for Termination Assistance Services, including Commonwealth Data conversion, interface specifications, and related professional services. Contractor shall provide for the prompt and orderly conclusion of all terminated Services, as the Commonwealth may direct, including completion or partial completion of projects, documentation of work in process, and other measures to assure an orderly transition to the Commonwealth or the Commonwealth’s designee. Contractor’s obligation to provide the Termination Assistance Services shall not cease until an Assistance Event satisfactory to the Commonwealth, including the performance by Contractor of all asset-transfers and other obligations of Contractor provided in this **Section 73**, has been completed in accordance with mutually agreed to completion or acceptance criteria or if no agreed acceptance criteria exist, then to the Commonwealth’s reasonable satisfaction.

- (1) **Period of Provision.** Contractor shall provide Termination Assistance Services commencing on the date a determination is made by the Commonwealth that there shall be an Assistance Event.
- (2) **Notice of an Assistance Event.** The Commonwealth will provide Contractor with written notice of an Assistance Event. Such notice will include a description of the Services that are to be terminated or discontinued, the affected Commonwealth Agencies, and the anticipated effective date of the Assistance Event. The Commonwealth may modify or update any of the information provided in the initial notice of an Assistance Event from time to time by a supplemental notice from the Commonwealth to Contractor.
- (3) **Extension of Services.** The Commonwealth may elect, upon thirty (30) days prior notice to Contractor, to extend the period for performance of Termination Assistance Services (in whole or in part), in its sole discretion, provided that the total of all such extensions shall not result in Termination Assistance Services being

performed beyond twenty-four (24) months following the effective date of the applicable Assistance Event without Contractor's consent. In each case, if the Commonwealth provides less than thirty (30) days prior notice of an extension, Contractor shall nonetheless use reasonable efforts to comply with the Commonwealth's request and provide the requested Services and Contractor will be compensated for any reasonable expedite fees or other charges incurred related to continuing the Services.

- (4) **Firm Commitment.** Contractor shall provide Termination Assistance Services regardless of the reason for the Assistance Event.
 - (5) **Performance.** Contractor shall provide all Termination Assistance Services subject to and in accordance with the terms and conditions of this Contract. Contractor shall perform Termination Assistance Services with at least the same degree of accuracy, quality, completeness, timeliness, responsiveness and resource efficiency as it is or was required to provide the same or similar Services in accordance with this Contract. The quality and level of performance of Termination Assistance Services provided by Contractor shall continue to meet or exceed the Service Levels and shall not be degraded or deficient in any respect. To the extent the Service Levels are reasonably measurable due to volume and services remaining and continue to be applicable, Service Level Credits shall be assessed for any failure to meet Service Levels during any period in which Termination Assistance Services are provided. If any period for performing any Termination Assistance Services extends beyond the expiration or the effective date of any termination of this Contract, the provisions of this Contract shall remain in full effect for the duration of such period.
- (b) **Scope.** As part of the Termination Assistance Services, Contractor shall provide any and all information and assistance requested by the Commonwealth required for:
- (1) the systems and processes associated with the Services to operate and be maintained and enhanced efficiently;
 - (2) the Services to continue without interruption or adverse effect; and
 - (3) the orderly transfer of the Services (or replacement or supplemental services) to the Commonwealth and/or its designee(s).
- (c) **General Support.** Contractor shall:

- (1) assist the Commonwealth and/or its designee(s) in developing a written plan for the migration of the Services to the Commonwealth and/or its designee(s), which plan shall include (as requested by the Commonwealth) capacity planning, process planning, facilities planning, human resources planning, technology planning, telecommunications planning and other planning necessary to effect the transition,
- (2) perform programming and consulting services as requested to assist in implementing the transition plan,
- (3) train personnel designated by the Commonwealth and/or its designee(s) in the use of any processes or associated equipment, materials, systems or tools used in connection with the provision of the Services as needed for such personnel to assume responsibility for performance of the Services,
- (4) provide a catalog of all processes, materials, the Commonwealth data, equipment, software, third party contracts and tools used to provide the Services,
- (5) assist in the execution of a parallel operation, data migration and testing process until the successful completion of the transition to the Commonwealth and/or its designee(s),
- (6) create and provide copies of any Commonwealth data Contractor's possession in the format and on the media requested by the Commonwealth and/or its designee(s),
- (7) provide other technical and process assistance, documentation and information as requested by the Commonwealth and/or its designee(s).

(d) **Personnel.**

- (1) **List of Contractor Personnel.** Contractor shall promptly provide to the Commonwealth a list, organized by location, and of the Contractor Personnel dedicated (fifty percent (50%) or more to the performance of the Services that are implicated by each Assistance Event. Such list shall, specify each such Contractor Personnel's job title and job responsibilities. The Commonwealth agrees not to disseminate any personally identifiable information contained in such list without Contractor's consent. Contractor shall not terminate, reassign or otherwise remove from the performance of the Services any such dedicated Contractor Personnel until after the end of the applicable Termination Assistance Services period unless

such Contractor Personnel (1) voluntarily resigns from Contractor, (2) is dismissed by Contractor for cause or replaced as a result of unsatisfactory performance in respect of his or her duties and responsibilities to Contractor or Commonwealth pursuant to this Contract, (3) is unable to work due to his or her death or disability or (4) is reassigned to a promotional or developmental position internal to Contractor, (5) is not required by Contractor to provide the Termination Assistance Services.

(2) **Right to Hire.** The Commonwealth shall be permitted, without interference (including through counter-offers) from Contractor (subject to this **Section 73**), to meet with, solicit and hire, effective after the later of (i) the date of the Commonwealth's notice of an Assistance Event and (ii) the completion of the Termination Assistance Services requiring such Contractor Personnel, any Contractor Personnel dedicated to the performance of the Services during the twelve (12) month period prior to the date of the Commonwealth's notice of an Assistance Event who are implicated by that Assistance Event. Contractor hereby waives its rights, if any, under contracts with such Contractor Personnel restricting the ability of such Contractor Personnel to be recruited or hired by the Commonwealth (including waiving any right to restrict such personnel via non-compete agreements or other contractual means). Contractor shall provide the Commonwealth with reasonable assistance in their efforts to meet with, solicit and hire such Contractor Personnel, and shall give the Commonwealth and/or its designee(s) reasonable access to such Contractor Personnel for interviews, evaluations and recruitment. The Commonwealth shall endeavor to conduct the above-described activities in a manner that is not unnecessarily disruptive of Contractor's performance of its obligations under this Contract.

(e) **Rates and Charges.** Except as provided in this Subsection and **Section 73(c)**, Contractor shall provide all Termination Assistance Services at no additional charge. The parties anticipate that Termination Assistance Services requested by the Commonwealth shall be provided by Contractor using Contractor Personnel already assigned to the performance of the Services and without adversely affecting Contractor's ability to meet its performance obligations. If such Termination Assistance Services cannot be provided using the dedicated resources without adversely affecting Contractor's ability to meet the Service Levels, charges for such Termination Assistance Services the Contractor may request a change via **Section 30, Changes. Resources.** Contractor shall maintain capability on at least thirty (30) days' notice at all times during the Term to deploy all necessary resources to perform any Termination Assistance Services.

- (f) **Information.** At the Commonwealth’s request, Contractor shall provide to and/or make available for the Commonwealth review, at Contractor’s sole cost and expense, any and all reports, data and information available that the Commonwealth reasonably deems necessary in order to evaluate all options related to an Assistance Event. Contractor shall provide all such reports, data and information regardless of whether the Commonwealth has provided notice of or otherwise declared an Assistance Event.
- (g) **Breach.** Contractor acknowledges and agrees that, upon any breach or threatened breach by Contractor of its obligations under this **Section 73**, Commonwealth shall be entitled to seek injunctive relief, including an order of specific performance. Provided that the Contractor is providing the Services after the expiration of the Term or after any termination of this Contract, the provisions of this **Section 73** will survive any expiration of the Term and any termination of this Contract.

74. NOTICE

Any written notice to any party under this Agreement shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.), with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, sent to the address such party may designate by notice given pursuant to this **Section 74**.

75. RIGHT-TO-KNOW LAW

- (a) The Pennsylvania [*Right-to-Know Law, 65 P.S. §§ 67.101—3104*](#), as amended, (“RTKL”) applies to this Contract. For the purpose of this **Section 75**, the term “the Commonwealth” shall refer to the contracting Commonwealth organization.
- (b) If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL that is related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- (c) Upon written notification from the Commonwealth that it requires the Contractor’s assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor’s possession, constituting, or alleged to constitute, a public record in accordance with the RTKL (“Requested Information”), the Contractor shall:
 - (1) Provide the Commonwealth, within **10 days** after receipt of written notification, access to, and copies of, any document or information in the Contractor’s possession arising out of this Contract that the Commonwealth

reasonably believes is Requested Information and may be a public record under the RTKL; and

- (2) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

- (d) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within **seven (7) days** of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.

- (e) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within **five (5) business days** of receipt of written notification of the Commonwealth's determination.

- (f) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.

- (g) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.

- (h) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.

- (i) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

76. GOVERNING LAW

This Contract shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in **Section 33, Contract Controversies**, Commonwealth and Contractor agree that the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. Any legal action relating to this Contract must be brought in Dauphin County, Pennsylvania, and the parties agree that jurisdiction and venue in such courts is appropriate.

77. CONTROLLING TERMS AND CONDITIONS

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's website, quotations, invoices, business forms, click-through agreements, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor, and not binding on the Commonwealth.

78. SMALL DIVERSE BUSINESS/SMALL BUSINESS COMMITMENT

Contractor shall meet and maintain the commitments to small diverse businesses in the Small Diverse Business and Small Business ("SDB/SB") portion of its Proposal. Any proposed change to a SDB/SB commitment must be submitted to the DGS Bureau of Diversity, Inclusion and Small Business Opportunities ("BDISBO"), which will make a recommendation as to a course of action to the Commonwealth Contracting Officer. Contractor shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the Commonwealth Contracting Officer and BDISBO within **10 business days** at the end of each calendar quarter that the Contract is in effect.

79. WARRANTIES AND AGREEMENTS

- (a) Contractor represents and warrants that as of the Contract's Effective Date:
 - (1) It is a corporation duly incorporated, validly existing, and in good standing under the laws of state in which it is incorporated
 - (2) It has all requisite corporate power and authority to execute, deliver, and perform its obligations under this Contract.

- (3) Contractor is duly licensed, authorized and qualified to do business and is in good standing in Pennsylvania and in every other jurisdiction where Services will be performed by Contractor pursuant to this Contract in which a license, authorization or qualification is required for the ownership or leasing of its assets or the transaction of business of the character transacted by it except where the failure to be so licensed, authorized or qualified would not have a material adverse effect on Contractor's ability to fulfill its obligations under this Contract.
 - (4) The execution, delivery and performance of this Contract by Contractor has been duly authorized by Contractor.
- (b) Contractor agrees that:
- (1) Contractor has not disclosed any Confidential Information of Commonwealth.
 - (2) The Contractor Software does not and will not, and the Services will not, infringe upon the proprietary rights of any Third Party, provided that Contractor will have no obligation with respect to any losses to the extent the same arise out of or in connection with Commonwealth's modification or misuse of equipment, systems, programs, or products or Commonwealth's combination, operation or use with devices, data, equipment, systems, programs or products not furnished by Contractor under this Contract.
 - (3) Contractor Personnel and Subcontractors that Contractor will use to provide and perform the Services have and during the Term will have, the suitable knowledge, skills, experience, qualifications and resources to provide and perform the Services:
 - (i) In accordance with the Contract.
 - (ii) In a diligent, workmanlike manner with due care and skill, consistent with the required level of quality and performance and in accordance with the Service Levels.
 - (4) Contractor shall cooperate fully with Commonwealth and with any Third Party appointed by Commonwealth to the extent that such cooperation may be necessary to permit Commonwealth or such Third Parties to complete any work related to or impacted by the Services provided to Commonwealth by Contractor under the Contract.

- (5) Contractor shall collaborate fully with Commonwealth or with any third party appointed by Commonwealth to the extent that such cooperation may be necessary to permit Commonwealth or such third parties to in-source or transfer to a third party any aspect of the Services then provided by Contractor under the Contract.
- (c) Commonwealth represents, warrants and covenants that as of the Contract's Effective Date:
 - (1) It is a sovereign entity and has all requisite power and authority to execute, deliver, and perform its obligations under this Contract.
 - (2) It has, or at any time of provision to Contractor, will have the right to use and to disclose to Contractor and Contractor Subcontractors and to allow Contractor and Contractor Subcontractors to use in accordance with the terms of this Contract any Commonwealth Software so disclosed to Contractor.

80. REQUIREMENTS FOR INFORMATION IN LEGAL PROCEEDINGS

- (a) If the Commonwealth notifies Contractor, or Contractor is otherwise aware, that particular Commonwealth Confidential Information may be within attorney-client or work-product privileges of the Commonwealth, then regardless of any applicable exclusions, Contractor (i) shall not disclose such Confidential Information or take any other action that would result in waiver of such privileges and (ii) shall instruct all Contractor Personnel who may have access to such communications to maintain privileged material as strictly confidential and otherwise protect the Commonwealth privileges.
- (b) To the extent requested by the Commonwealth, Contractor shall comply with the Commonwealth's litigation response plan, including policies and procedures to prepare for and respond to discovery requests, subpoenas, investigatory demands, and other requirements for information related to legal and regulatory proceedings, as such plan may be revised from time to time, including preparing for and complying with requirements for preservation and production of data in connection with legal and regulatory proceedings and government investigations. Upon receipt of any request, demand, notice, subpoena, order or other legal information request relating to legal proceedings or investigations by third parties relating to any materials, the Confidential Information or related systems in Contractor possession, Contractor shall promptly notify the Commonwealth and provide the Commonwealth with a copy of all documentation of such legal information request, to the extent Contractor legally may do so and shall cooperate with the Commonwealth in responding to such request, demand, notice, subpoena, order or other legal information request.

- (c) Contractor's cost of complying with this **Section 80** shall be at no additional charge to the Commonwealth to the extent that compliance can be accomplished with Contractor's then existing resources which support litigation. If additional resources are required for compliance, they will be agreed upon by the parties in accordance with the Change Control Procedures, provided, however, that Contractor will not be entitled for payment under this **Section 80** with regard to items for which the Contractor is required to indemnify the Commonwealth.

81. RECYCLED MATERIALS

Intentionally omitted.

82. ACKNOWLEDGEMENT

Commonwealth and Contractor each acknowledge that the limitations and exclusions contained in this Contract have been the subject of active and complete negotiation between the parties and represent the parties' Contract based upon the level of risk to Commonwealth and Contractor associated with their respective obligations under this Contract and the payments to be made to Contractor and credits to be issued to, and Services to be provided to, Commonwealth pursuant to this Contract. The parties agree that the terms and conditions of this Contract shall not be construed in favor of or against any party by reason of the extent to which any party or its professional advisors participated in the preparation of this Contract.

83. SURVIVAL

Sections 11, 30, 34, 35, 36, 37, 38, 40, 41, 44, 45, 46, 48, 52, 53, 54, 62, 67, 69 and 74 shall survive the expiration or termination of the Contract.

84. ENTIRE CONTRACT

This Contract is the entire Contract between the parties with respect to its subject matter, and there are no other representations, understandings or Contracts between the parties relative to such subject matter

IN WITNESS WHEREOF, the parties hereto have signed this Contract on the dates indicated below.

[Redacted Signature]

19/17

Signature _____ Date

Karen Blue Johnson

Printed Name

Contract Analyst

Title

Verizon Business Network Services Inc.
on behalf of MCI Communications
Services, Inc. dba Verizon Business
Services

[Redacted Signature]

9/19/17

Signature _____

Date

Patricia L Myers
Manager
Pricing/Contract Management

Printed Name

Title

SAP Vendor Number –

**COMMONWEALTH OF PENNSYLVANIA
GOVERNOR'S OFFICE OF ADMINISTRATION**

[See Section 1]

Secretary

APPROVED:

[See Section 1]

Comptroller

APPROVED AS TO FORM AND LEGALITY:

[See Section 1]

Office of Chief Counsel

[See Section 1]

Office of General Counsel

[See Section 1]

Office of Attorney General

EXHIBIT A

Business Associate Agreements as provided by Agencies may differ:

COMMONWEALTH OF PENNSYLVANIA
SAMPLE BUSINESS ASSOCIATE AGREEMENT

WHEREAS, the _____ (Covered Entity) and _____ (Business Associate) intend to protect the privacy and security of certain Protected Health Information (PHI) to which Business Associate may have access in order to provide goods or services to or on behalf of Covered Entity, in accordance with the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191 (HIPAA), the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the *American Recovery and Reinvestment Act of 2009* (ARRA), as amended, Pub. L. No. 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule (Privacy Rule), 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule (Security Rule), 45 C.F.R. Parts 160, 162 and 164, as amended, 42 C.F.R. §§ 431.301-431.302, 42 C.F.R. Part 2, 45 C.F.R. § 205.50, 42 U.S.C. § 602(a)(1)(A)(iv), 42 U.S.C. § 1396a(a)(7), [35 P.S. § 7607](#), [50 Pa. C.S. § 7111](#), [71 P.S. § 1690.108\(c\)](#), [62 P.S. § 404](#), [55 Pa. Code Chapter 105](#), [55 Pa. Code Chapter 5100](#), the Pennsylvania *Breach of Personal Information Notification Act*, [73 P.S. § 2301--2329](#), all as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance; and,

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI may be used or disclosed only in accordance with this Agreement and the standards established by applicable laws and agency guidance; and

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI must be handled in accordance with this Agreement and the standards established by HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and other applicable laws and agency guidance.

NOW, THEREFORE, Covered Entity and Business Associate agree as follows:

1. Definitions.

- a. “**Business Associate**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.
- b. “**Covered Entity**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.

- c. “**HIPAA**” shall mean the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191.
- d. “**HITECH Act**” shall mean the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Pub. L. No. 111-5 (Feb. 17, 2009).
- e. “**Privacy Rule**” shall mean the standards for privacy of individually identifiable health information in 45 C.F.R. Parts 160 and 164, as amended, and related agency guidance.
- f. “**Protected Health Information**” or “**PHI**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule (all as amended) and agency guidance.
- g. “**Security Rule**” shall mean the security standards in 45 C.F.R. Parts 160, 162 and 164, as amended, and related agency guidance.
- h. “**Unsecured PHI**” shall mean PHI that is not secured through the use of a technology or methodology as specified in HITECH Act regulations, as amended, and agency guidance or as otherwise defined in the HITECH Act, as amended.

2. **Stated Purposes For Which Business Associate May Use or Disclose PHI.** The Parties hereby agree that Business Associate shall be permitted to use and/or disclose PHI provided by or obtained on behalf of Covered Entity for the following stated purposes, except as otherwise stated in this Agreement:

NO OTHER DISCLOSURES OF PHI OR OTHER INFORMATION ARE PERMITTED.

3. **BUSINESS ASSOCIATE OBLIGATIONS:**

- a. **Limits on Use and Further Disclosure.** Business Associate shall not further use or disclose PHI provided by, or created or obtained on behalf of Covered Entity other than as permitted or required by this Addendum, as requested by Covered Entity, or as required by law and agency guidance.
- b. **Appropriate Safeguards.** Business Associate shall establish and maintain appropriate safeguards to prevent any use or disclosure of PHI other than as provided for by this Agreement. Appropriate safeguards shall include implementing administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic PHI that is created, received, maintained or transmitted on behalf of the Covered Entity and limiting use and disclosure to applicable minimum necessary requirements as set forth in applicable federal and state statutory and regulatory requirements and agency guidance.
- c. **Reports of Improper Use or Disclosure.** Business Associate hereby agrees that it shall report to _____ at _____, within two (2) days of discovery any use or disclosure of PHI not provided for or allowed by this Agreement.
- d. **Reports on Security Incidents.** In addition to following the breach notification requirements in section 13402 of the *Health Information Technology for Economic and Clinical Health Act of 2009* (“HITECH Act”), as amended, and related regulations, the Privacy Rule, the Security Rule, agency guidance and other applicable federal and state laws, Business Associate shall report to _____ at _____, within two (2) days of discovery any security incident of which it becomes aware. At the sole expense of Business Associate, Business Associate shall comply with all federal and state breach notification requirements, including those applicable to Business Associate and those applicable to Covered Entity. For purposes of the security incident reporting requirement, inconsequential unsuccessful incidents that occur on a daily basis, such as scans, “pings,” or other unsuccessful attempts to penetrate computer networks or servers containing electronic PHI maintained by Business Associate, need not be reported in accordance with this section, but may instead be reported in the aggregate on a monthly basis.
- e. **Subcontractors and Agents.** At any time PHI is provided or made available to Business Associate subcontractors or agents, Business Associate shall provide only the minimum necessary PHI for the purpose of the covered transaction and shall first enter into a subcontract or contract with the subcontractor or agent that contains substantially the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Agreement.
- f. **Right of Access to PHI.** Business Associate shall allow, for any PHI maintained in a designated record set, Covered Entity to have access to and copy an individual’s PHI within **five (5) business days** of receiving a written request from the Covered

Entity. Business Associate shall provide PHI in the format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such other form and format as agreed to by Business Associate and the individual. If the request is for information maintained in one or more designated record sets electronically and if the individual requests an electronic copy of such information, Business Associate must provide Covered Entity with access to the PHI in the electronic form and format requested by the individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Business Associate and Covered Entity. If any individual requests from Business Associate or its agents or subcontractors access to PHI, Business Associate shall notify Covered Entity within five (5) business days. Business Associate shall further conform with all of the requirements of [45 C.F.R. § 164.524](#) and other applicable laws, including the HITECH Act, as amended, related regulations and agency guidance. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(f).

- g. **Amendment and Incorporation of Amendments.** Within five (5) business days of receiving a written request from Covered Entity for an amendment of PHI maintained in a designated record set, Business Associate shall make the PHI available and incorporate the amendment to enable Covered Entity to comply with [45 C.F.R. § 164.526](#), applicable federal and state law, including the HITECH Act, as amended and related regulations, the Privacy Rule, the Security Rule and agency guidance. If any individual requests an amendment from Business Associate or its agents or subcontractors, Business Associate shall notify Covered Entity within five (5) business days.
- h. **Provide Accounting of Disclosures.** Business Associate shall maintain a record of all disclosures of PHI made by Business Associate which are not excepted from disclosure accounting requirements under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule (all as amended) in accordance with [45 C.F.R. § 164.528](#) and other applicable laws and agency guidance, including the HITECH Act and related regulations. Such records shall include, for each disclosure, the date of the disclosure, the name and address of the recipient of the PHI, a description of the PHI disclosed, the name of the individual who is the subject of the PHI disclosed, and the purpose of the disclosure. Business Associate shall make such record available to the Covered Entity within five (5) business days of a written request for an accounting of disclosures.
- i. **Requests for Restriction.** Business Associate shall comply with requests for restrictions on disclosures of PHI about an individual if the disclosure is to a health plan for purposes of carrying out payment or health care operations (and is not for treatment purposes), and the PHI pertains solely to a health care item or service for which the service involved was paid in full out-of-pocket. For other requests for restriction, Business associate shall otherwise comply with the Privacy Rule, as

amended, and other applicable statutory and regulatory requirements and agency guidance.

- j. **Access to Books and Records.** Business Associate shall make its internal practices, books and records relating to the use or disclosure of PHI received from, or created or received by Business Associate on behalf of the Covered Entity, available to the Secretary of Health and Human Services or designee for purposes of determining compliance with applicable laws and agency guidance.
- k. **Return or Destruction of PHI.** At termination of this Agreement, Business Associate hereby agrees to return or destroy all PHI provided by or obtained on behalf of Covered Entity. Business Associate agrees not to retain any copies of the PHI after termination of this Agreement. If return or destruction of the PHI is not feasible, Business Associate agrees to extend the protections of this Agreement to limit any further use or disclosure until such time as the PHI may be returned or destroyed. If Business Associate elects to destroy the PHI, it shall certify to Covered Entity that the PHI has been destroyed.
- l. **Maintenance of PHI.** Notwithstanding Section 3(k) of this Agreement, Business Associate and its subcontractors or agents shall retain all PHI throughout the term of the Agreement and shall continue to maintain the information required under the various documentation requirements of this Agreement (such as those in Section 3(h)) for a period of six (6) years after termination of the Agreement, unless Covered Entity and Business Associate agree otherwise.
- m. **Mitigation Procedures.** Business Associate agrees to establish and to provide to Covered Entity upon request, procedures for mitigating, to the maximum extent practicable, any harmful effect from the use or disclosure of PHI in a manner contrary to this Agreement or the Privacy Rule, as amended. Business Associate further agrees to mitigate any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement or applicable laws and agency guidance.
- n. **Sanction Procedures.** Business Associate agrees that it shall develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Agreement, applicable laws or agency guidance.
- o. **Grounds for Breach.** Non-compliance by Business Associate with this Agreement or the Privacy or Security Rules, as amended, is a breach of the Agreement, if Business Associate knew or reasonably should have known of such non-compliance and failed to promptly take reasonable steps to cure the non-compliance. Commonwealth may elect to terminate Business Associate's contract for such breach.
- p. **Termination by Commonwealth.** Business Associate authorizes termination of this Agreement by the Commonwealth if the Commonwealth determines, in its sole

discretion, that the Business Associate has violated a material term of this Agreement.

- q. **Failure to Perform Obligations.** In the event Business Associate fails to perform its obligations under this Agreement, Covered Entity may immediately discontinue providing PHI to Business Associate. Covered Entity may also, at its option, require Business Associate to submit to a plan of compliance, including monitoring by Covered Entity and reporting by Business Associate, as Covered Entity in its sole discretion determines to be necessary to maintain compliance with this Agreement and applicable laws and agency guidance.
- r. **Privacy Practices.** Covered Entity will provide Business Associate with all applicable forms, including but not limited to, any form used for Notice of Privacy Practices, Accounting for Disclosures, or Authorization, upon the effective date designated by the Program or Covered Entity. Covered Entity may change applicable privacy practices, documents and forms. The Business Associate shall make reasonable endeavors to implement changes as soon as practicable, but not later than 45 days from the date of notice of the change. Business Associate shall otherwise comply with all applicable laws and agency guidance pertaining to notices of privacy practices, including the requirements set forth in [45 C.F.R. § 164.520](#).

4. OBLIGATIONS OF COVERED ENTITY:

- a. **Provision of Notice of Privacy Practices.** Covered Entity shall provide Business Associate with the notice of privacy practices that the Covered Entity produces in accordance with applicable law and agency guidance, as well as changes to such notice. Covered Entity will post on its website any material changes to its notice of privacy practices by the effective date of the material change.
- b. **Permissions.** Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by individual to use or disclose PHI of which Covered Entity is aware, if such changes affect Business Associate's permitted or required uses and disclosures.
- c. **Restrictions.** Covered Entity shall notify Business Associate in writing of any restriction to the use or disclosure of PHI that the Covered Entity has agreed to in accordance with [45 C.F.R. § 164.522](#), as amended, and other applicable laws and applicable agency guidance, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- d. **Requests.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule, all as amended, if done by Covered Entity.

5. MISCELLANEOUS:

- a. **Regulatory References.** A reference in this Addendum to a section in HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule refers to the most current version of the section in effect or as amended.
- b. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time in order to ensure compliance with the requirements of the HIPAA, HITECH and related regulations, the Privacy Rule, the Security Rule and any other applicable law, all as amended.
- c. **Conflicts.** In the event that any terms of this Agreement are inconsistent with the terms of the Agreement, then the terms of this Agreement shall control.

Appendix A to Exhibit A, Commonwealth Business Associate Agreement

**Permitted Purposes for the Creation, Receipt, Maintenance, Transmission, Use and/or
Disclosure of Protected Health Information**

1. Purpose of Disclosure of PHI to Business Associate: To allow _____ to meet the requirements of the Underlying Agreement.

2. Information to be disclosed to Business Associate: _____.

3. Use shall Effectuate Purpose of Underlying Agreement: _____ may use and disclose PHI to the extent contemplated by the Underlying Agreement, and as permitted by law with Commonwealth approval.

EXHIBIT B

SOFTWARE LICENSE REQUIREMENTS AGREEMENT TEMPLATE

PA Supplier ID Number: _____

**AGREEMENT BETWEEN
THE COMMONWEALTH OF PENNSYLVANIA,
ACTING BY AND THROUGH THE GOVERNOR'S OFFICE OF ADMINISTRATION
AND**

This Agreement by and between _____ (Licensor) and the Commonwealth of Pennsylvania, acting by and through the Governor's Office of Administration (Commonwealth) is effective the date the Agreement has been fully executed by the Licensor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained.

RECITALS:

WHEREAS, this Agreement sets forth the Commonwealth's Software License Requirements; and,

WHEREAS, Licensor's Software License Agreement is attached hereto as Exhibit A, and made a material part hereof by this reference; and,

WHEREAS, this document, including the Software License Agreement attached as Exhibit A, constitutes the Agreement between the Licensor and the Commonwealth; and

WHEREAS, the terms and conditions set out below in these Software License Requirements, supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached Exhibit A, which is incorporated herein by reference.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein and intending to be legally bound hereby, the parties hereto covenant and agree as follows:

- 1. Recitals:** The above recitals are hereby incorporated as a material part of these Software License Requirements.
- 2. Enterprise Language:** The parties agree that more than one agency of the Commonwealth may license products under this Agreement, provided that any use of products by any agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each applicable agency seeking to use the Licensed Product. Products specified in Attachment 1, along with support and services for said products, shall be referred to as "Licensed Products."

The parties agree that, if the licensee is a "Commonwealth Agency" as defined by Section 103 of the *Commonwealth Procurement Code*, 62 Pa. C. S. § 103, the terms and conditions of this Agreement apply to any purchase of Licensed Products made by the

Commonwealth, and that the terms and conditions of this Agreement become part of the purchase document without further need for execution. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any purchase order, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products, including any products eligible for coverage under this Agreement where a legally executed agreement for the same covered product, regardless of version, was not in effect, even if procured by the Commonwealth prior to the effective date of the Agreement. This does not apply to Commonwealth agency agreements executed pursuant to the *Commonwealth Procurement Code*, 62 Pa. C. S. §§ 101—4102, and the *Commonwealth Attorneys' Act*, 71 P.S. §§ 732-101—732-506.

3. **Choice of Law/Venue/Immunity:** This Agreement shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in Section 23 of this Agreement, the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.
4. **Indemnification:** The Commonwealth does not have the authority to and shall not indemnify any entity. The Commonwealth agrees to pay for any loss, liability or expense, which arises out of or relates to the Commonwealth's acts or omissions with respect to its obligations hereunder, where a final determination of liability on the part of the Commonwealth is established by a court of law or where settlement has been agreed to by the Commonwealth. This provision shall not be construed to limit the Commonwealth's rights, claims or defenses that arise as a matter of law or pursuant to any other provision of this Agreement. This provision shall not be construed to limit the sovereign immunity of the Commonwealth.
5. **Patent, Copyright, Trademark and Trade Secret Protection:**
 - (a) The Licensor shall, at its expense, defend, indemnify and hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights or trademarks, or for a misappropriation of a United States trade secret arising out of performance of this Agreement ("Claim"), including all Licensed Products provided by the Licensor. For the purposes of this Agreement, "indemnify and hold harmless" shall mean the Licensor's specific, exclusive, and limited obligation to (a) pay any judgments, fines, and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to Claim and (b) reimburse the Commonwealth for its reasonable administrative costs or expenses, including without limitation reasonable attorney's fees, it necessarily incurs in handling the Claim. The Commonwealth agrees to give Licensor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth*

Attorneys Act, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion, delegate its right of defense of a Claim. If the OAG delegates the defense to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. Licensor shall not, without the Commonwealth's consent, enter into any settlement agreement which (a) states or implies that the Commonwealth has engaged in any wrongful or improper activity other than the innocent use of the material which is the subject of the Claim, (b) requires the Commonwealth to perform or cease to perform any act or relinquish any right, other than to cease use of the material which is the subject of the Claim, or (c) requires the Commonwealth to make a payment which Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. If OAG delegates such rights to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Licensor that, in the event it requests that the Commonwealth provide support to the Licensor in defending any such Claim, the Licensor shall reimburse the Commonwealth for all necessary expenses (including attorneys' fees, if such are made necessary by the Licensor's request) incurred by the Commonwealth for such support. If OAG does not delegate to Licensor the authority to control the defense and settlement of a Claim, the Licensor's obligation under this Section 5 ceases. The Licensor, at its own expense, shall provide whatever cooperation OAG request in the defense of the suit.

□

- (b) □ The Licensor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Licensor certifies that, in all respects applicable to this Agreement, it has exercised and will continue to exercise due diligence to ensure that all Licensed Products provided under this Agreement do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. □

- (c) □ If the defense of a Claim and the authority to control any potential settlements thereof is delegated to the Licensor, the Licensor shall pay all damages and costs finally awarded therein against the Commonwealth or agreed to by Licensor in any settlement. If information and assistance are furnished by the Commonwealth at the Licensor's written request, it shall be at the Licensor's expense, but the responsibility for such expense shall be only that within the Licensor's written authorization. □

- (d) □ If, in the Licensor's opinion, the Licensed Products furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright or trademark, or for a misappropriation of trade secret, then without diminishing the Licensor's obligation to satisfy any final award, the Licensor may, at its option and expense: □

- (1) substitute functional equivalents for the alleged infringing Licensed Products; or
 - (2) obtain the rights for the Commonwealth to continue the use of such Licensed Products.
- (e) If any of the Licensed Products provided by the Licensor are in such suit or proceeding held to constitute infringement and the use thereof is enjoined, the Licensor shall, at its own expense and at its option:
- (1) procure the right to continue use of such infringing products;
 - (2) replace them with non-infringing items; or
 - (3) modify them so that they are no longer infringing.
- (f) If use of the Licensed Products is enjoined and the Licensor is unable to do any of the preceding set forth in Section 5(e) above, the Licensor agrees to, upon return of the Licensed Products, refund to the Commonwealth:
- (1) the license fee paid for the infringing Licensed Products, less the amount for the period of usage of any software; and
 - (2) the pro-rated portion of any maintenance fees representing the time remaining in any period of services for which payment was made.
- (g) The obligations of the Licensor under this Section 5 continue without time limit and survive the termination of this Agreement.
- (h) Notwithstanding the above, the Licensor shall have no obligation under this Section 5 for:
- (1) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
 - (2) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare the product;
 - (3) use of the Software after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedy's under Section 5(e) or Section 5(f) above;
 - (4) use of the Licensed Products in other than its specified operating environment;

- (5) the combination, operation, or use of the Licensed Products with other products, services, or deliverables not provided by the Licensor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
 - (6) infringement of a non-Licensor product alone;
 - (7) the Commonwealth's use of the Licensed Product beyond the scope contemplated by the Agreement; or
 - (8) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Licensor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section 5, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

6. Virus, Malicious, Mischievous or Destructive Programming: Licensor warrants that the Licensed Product as delivered by Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a "Virus"). However, the Licensed Products may contain a key limiting use to the scope and quantity of the license(s) granted, and license keys issued by Licensor for temporary use are time-sensitive.

The Commonwealth's exclusive remedy, and Licensor's sole obligation, for any breach of the foregoing warranty shall be for Licensor to (a) replace the Licensed Products with a copy that does not contain Virus, and (b) if the Commonwealth, has suffered an interruption in the availability of its computer system caused by Virus contained in the Licensed Product, reimburse the Commonwealth for the actual reasonable cost to remove the Virus and restore the Commonwealth's most recent back up copy of data provided that:

- (a) the Licensed Products have been installed and used by the Commonwealth in accordance with the Documentation;
- (b) the Licensed Products has not been modified by any party other than Licensor;
- (c) the Commonwealth has installed and tested, in a test environment which is a mirror image of the production environment, all new releases of the Licensed Products and has used a generally accepted antivirus software to screen the Licensed Products prior to installation in its production environment.

Under no circumstances shall Licensor be liable for damages to the Commonwealth for loss of the Commonwealth's data arising from the failure of the Licensed Products to conform to the warranty stated above.

7. **Limitation of Liability:** The Licensor's liability to the Commonwealth under this Agreement shall be limited the total dollar amount of purchase orders issued for Licensed Products and services covered by this Agreement during the during the twelve (12)-month period prior to the event giving rise to the damage claim. This limitation does not apply to damages for:

- (a) bodily injury;
- (b) death;
- (c) intentional injury;
- (d) damage to real property or tangible personal property for which the Licensor is legally liable;
- (e) Licensor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 5; or
- (f) damages related to a breach of the security of a system maintained or managed by the Licensor, including the costs for notification, mitigation and credit monitoring services required due to such breach.

In no event will the Licensor be liable for consequential, indirect, special, or incidental damages unless otherwise specified in the Agreement.

8. **Payment:** The Commonwealth will make purchase through its software reseller as the Commonwealth's agent by way of a purchase order, which shall control with regard to payment amounts and provisions. The Commonwealth's reseller shall purchase Software and services from Licensor, on behalf of the Commonwealth, pursuant to purchase orders to Licensor. Upon acceptance by Licensor of such purchase orders, such purchase orders shall control as to pricing only; additional terms and conditions on such purchase orders are not applicable as the terms of this Agreement and its Exhibits shall control.

The Commonwealth's obligation is to pay its reseller in accordance with its purchase order with the Commonwealth's reseller and Licensor shall look to the Commonwealth's reseller for payment; however, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against the Commonwealth's reseller) Licensor shall notify the Commonwealth of such default and may exercise against the Commonwealth such other remedies as Licensor may have for nonpayment under Exhibit A.

9. **Termination:**

- (a) Licensor may not terminate this Agreement, or an order from any Commonwealth agency issued pursuant to any of the Exhibits to this Agreement, for non-payment;

however, as described under Section 8 above, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against such reseller) Licensor may exercise against the specific Commonwealth agency that issued a purchase order such other remedies as Licensor may have for nonpayment under Exhibit A solely as it pertains to the specific Commonwealth agency which issued the purchase order.

- (b) The Commonwealth may terminate this Agreement without cause by giving Licensor 30 calendar days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience).

10. Background Checks:

- (a) Upon prior written request by the Commonwealth, Licensor must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to the Commonwealth's IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access by an IT employee and annually thereafter.
- (b) Before the Commonwealth will permit an employee access to the Commonwealth's facilities, Licensor must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an employee has a criminal record that includes a felony or misdemeanor involving terrorist threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal security, or is otherwise job-related, Licensor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of Licensor to comply with the terms of this paragraph may result in default of Licensor under its Agreement with the Commonwealth.
- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and Department of General

Services set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended, Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings](#). The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

11. Confidentiality:

- (a) For purposes of this Agreement, “Confidential Information” of a party shall mean (1) with respect to Commonwealth, all data and other information of or in the possession of the Commonwealth or any Commonwealth Agency or any private individual, organization or public agency, in each case to the extent such information and documentation is not permitted to be disclosed to third parties under local, Commonwealth or Federal laws and regulations or pursuant to any policy adopted by Commonwealth or pursuant to the terms of any third party agreement to which Commonwealth is a party and (2) with respect to Licensor, all information identified in writing by Licensor as confidential or proprietary to Licensor or its subcontractors.

- (b) All Confidential Information of or relating to a party shall be held in confidence by the other party to the same extent and in at least the same manner as such party protects its own confidential or proprietary information. Neither party shall disclose, publish, release, transfer or otherwise make available any Confidential Information of the other party in any form to, or for the use or benefit of, any person or entity without the other party's consent. Subject to the other provisions of this Agreement, each party shall, however, be permitted to disclose relevant aspects of the other party's Confidential Information to its officers, agents, subcontractors and personnel and to the officers, agents, subcontractors and personnel of its corporate affiliates or subsidiaries to the extent that such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement; provided, however, that such party shall take all reasonable measures to ensure that Confidential Information of the other party is not disclosed or duplicated in contravention of the provisions of this Agreement by such officers, agents, subcontractors and personnel and that such party shall be responsible for any unauthorized disclosure of the Confidential Information of the other party by such officers, agents, subcontractors or personnel; and further provided, that if the disclosure is by the Commonwealth to another contractor or sub-contractor, such disclosure is subject to a suitable non-disclosure agreement imposing equally or more stringent requirements for data privacy and security. The obligations in this Section 11(b) shall not restrict any disclosure by either party pursuant to any applicable law, or in accordance with the order of any court or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure) and, except to the extent provided otherwise by any applicable law, shall not apply with respect to information which:

- (1) is developed by the other party without violating the disclosing party's proprietary rights,
 - (2) is or becomes publicly known (other than through unauthorized disclosure),
 - (3) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
 - (4) is already known by such party without an obligation of confidentiality other than pursuant to this Agreement or any confidentiality contract entered into before the Effective Date of the Agreement between Commonwealth and Licensor, or
 - (5) is rightfully received by the disclosing party free of any obligation of confidentiality.
- (c) Each party shall:
- (1) Notify the other party promptly of any known unauthorized possession, use or knowledge of the other party's Confidential Information by any person or entity.
 - (2) Promptly furnish to the other party full details known by such party relating to the unauthorized possession, use or knowledge thereof and shall use reasonable efforts to assist the other party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the other party's Confidential Information.
 - (3) Use reasonable efforts to cooperate with the other party in any litigation and investigation against third parties deemed necessary by the other party to protect its proprietary rights.
 - (4) Promptly use all reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the other party's Confidential Information.
- (d) Each party shall bear the cost it incurs as a result of compliance with this Section 11. The obligations in this Section 11 shall not restrict any disclosure by either party pursuant to any applicable law or pursuant to the order of any court or other legal process or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure).

- (e) The Licensor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (1) Prepare an un-redacted version of the appropriate document, and
 - (2) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (3) Prepare a signed written statement that states:
 - 1. the attached document contains confidential or proprietary information or trade secrets;
 - 2. the Licensor is submitting the document in both redacted and un-redacted format in accordance with [65 P.S. § 67.707\(b\)](#); and
 - 3. the Licensor is requesting that the document be considered exempt under [65 P.S. § 67.708\(b\)\(11\)](#) from public records requests.
 - (4) Submit the two documents with the signed written statement to the Commonwealth.
- (f) When the Agreement expires or terminates, and at any other time at the written request of a party, the other party must promptly return to such party all of such party's Confidential Information and Data (and all copies of this information) that is in the other party's possession or control, in whatever form. With regard to Commonwealth's Confidential Information and/or Data, Licensor will comply with the requirements of Section 11(e), above.
- (g) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

12. Agency-specific Sensitive and Confidential Commonwealth Data (If applicable)

- (a) Licensor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Licensed Products on any Commonwealth agency facilities, the Licensor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2. This sign-off document (a sample of which is attached hereto as

Attachment 3), will include a description of the nature of the data which may be implicated based on the nature of the Licensor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Licensor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Licensed Products), the Licensor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory of the Licensor authorized to bind the Licensor is valid and is hereby integrated and incorporated by reference into this Agreement.
- (c) This Section 12 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Licensor's access, to refer the Licensor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 12 are in addition to and not in lieu of other requirements of this Agreement, its Exhibits and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Licensor comply with the Commonwealth's *Requirements for Non-Commonwealth Hosting Applications/Services*, and all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Licensor shall conduct additional background checks, in addition to those required in Section 10 of this Agreement, as may be required by a Commonwealth agency in its sign-off documents. The Licensor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Agreement. The Licensor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

13. Sensitive Information

- (a) The Licensor shall not publish or otherwise disclose, except to the Commonwealth or the Licensor's subcontractors, any information or data obtained hereunder from private individuals, organizations, or public agencies, in a way that allows the information or data furnished by or about any particular person or establishment to be identified.
- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or

benefiting from services under this Agreement for any purpose not connected with the parties' Agreement responsibilities.

- (c) Licensor will comply with all obligations applicable to it under all applicable data protection legislation in relation to all personal data that is processed by it in the course of performing its obligations under this Agreement including by:
 - (1) Maintaining a valid and up to date registrations and certifications; and
 - (2) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.
- (d) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

14. Publicity/Advertisement: The Licensor must obtain written Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.

15. Portability. The parties agree that a Commonwealth agency may move a Licensed Product from machine to machine, whether physical or virtual, and to other locations, where those machines and locations are internal to the Commonwealth or to a Commonwealth contractor, as long as such relocation and the use being made of the Licensed Product comports with the license grant and restrictions. Notwithstanding the foregoing, a Commonwealth agency may move the machine or appliance provided by the Licensor upon which the Licensed Product is installed.

16. Taxes-Federal, State and Local: The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this Section 16 is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

17. Commonwealth Audit Responsibilities: Commonwealth will maintain, and promptly provide to Reseller upon its request, accurate records regarding use of the Licensed Product by or for the Commonwealth. If the Commonwealth becomes aware of any unauthorized

use of all or any part of the Licensed Product, the Commonwealth will notify Reseller promptly, providing reasonable details. The limit of the Commonwealth's responsibility for use of the Licensed Product by more individuals than are permitted by the licensing terms applicable to the Licensed Product shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through the Commonwealth's software reseller.

Commonwealth will perform a self-audit upon the request of Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter "True up number"). Commonwealth shall notify Licensor of the True up number no later than 45 calendar days after the request that the Commonwealth perform a self-audit. If the user count has increased, Commonwealth will make an additional purchase of the Licensed Products through its reseller, which is equivalent to the additional users. This Section 17 sets out the sole software license audit right under this Agreement.

- 18. List of Licensed Products:** Attached hereto and made a part hereof by this reference is Attachment 1, which sets out a list of products that may be licensed under this Agreement. With the consent of Commonwealth, the list of products on Attachment 1 may be updated by Licensor providing Commonwealth with a revised Attachment 1 that adds the new product to the list. In Commonwealth's discretion, its consent may be provided either via written communication directly to the Licensor or by providing a copy of said notice to the Commonwealth's software reseller to update Attachment 1.

No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a Licensed Product to the list that requires different license terms, an amendment to this Agreement or a new agreement will be required.

- 19. Right-to-Know Law:**

The Pennsylvania *Right-to-Know Law*, 65 P.S. §§ 67.101—3104, *as amended*, ("RTKL"), applies to this Agreement. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.

- 20. Third party software.** If the software utilizes or includes third party software and other copyrighted material and is subject, therefore, to additional licensing terms, acknowledgements or disclaimers compliance with this Agreement constitutes compliance with those third party terms. The parties agree that the Commonwealth, by acknowledging third party software, does not agree to any terms and conditions of the third party software agreements that are inconsistent with or supplemental to this Agreement.

- 21. Attorneys' Fees:** The Commonwealth will not pay attorneys' fees incurred by or paid by the Licensor.

- 22. Controversies.**

- (a) In the event of a controversy arising from the Agreement or Purchase Order, the Licensor, within six (6) months after the claim accrues, must file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Licensor asserts a controversy exists. If the Licensor fails to file a claim or files an untimely claim, the Licensor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within 60 days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- (b) If the Licensor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Licensor. The contracting officer shall send his/her written determination to the Licensor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within 15 days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Licensor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Licensor shall proceed diligently with the performance of the Agreement in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Licensor pursuant to the terms of the Agreement or Purchase Order.

23. Insurance:

- (a) Licensor shall maintain at its expense and require its subcontractors to procure and maintain the same types of coverage as required of the Licensor, the following types and amounts of insurance, issued by companies acceptable to the Commonwealth and authorized to conduct such business under the laws of the Commonwealth:
 - (i) Workers' Compensation Insurance for all of the Licensor's employees in accordance with the Worker's Compensation Act, 77 P.S. §§ 1—2708, as amended.
 - (ii) Commercial General Liability insurance to protect the Commonwealth, the Licensor from claims for damages for bodily injury, sickness or disease, accidental death, and damage to property, including loss of use

arising out of or resulting from the Licensor's use and occupancy of the premises and the operations conducted thereon. The limits of such insurance shall be in an amount of \$5,000,000 and \$5,000,000 general aggregate including products/completed operations, contractual liability and personal and advertising injury combined. Such policies shall be occurrence based rather than claims-made policies and shall include the Commonwealth of Pennsylvania as an additional insured, as its interests may appear under this Licensor. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.

(iii) Telecommunications, Media & Technology Errors & Omissions Liability Insurance including Network Security and Cyber Liability with a limit of \$10,000,000 per claim and aggregate covering the negligent acts, errors and/or omissions of Licensor in the performance of professional services under this Agreement.

(iv) Comprehensive crime insurance in an amount of not less than \$5,000,000 per claim.

(b) Certificate of Insurance. Prior to commencing Services under the Agreement, and annually thereafter, the Licensor shall provide the Commonwealth with a copy of each current certificate of insurance. Upon receipt of notice from its insurer(s) Licensor shall provide the Commonwealth with 30 days prior written notice of cancellation has been given to the Commonwealth.

(c) Insurance coverage length. The Licensor agrees to maintain such insurance for the life of the Agreement.

24. Federal Requirements: If applicable, in addition to the requirements set forth in Section 12 of this Agreement, the Licensor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Licensed Products. This sign-off document (a sample of which is attached hereto as Attachment 3), in addition to any applicable requirements of Section 12 of this Agreement, will include a description of the required federal provisions, along with the applicable forms necessary for the Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the purchase order.

25. Signatures: The fully executed Agreement shall not contain ink signatures by the Commonwealth. The Licensor understands and agrees that the receipt of an electronically-printed Agreement with the printed name of the Commonwealth purchasing agent constitutes a valid, binding contract with the Commonwealth. The printed name of the purchasing agent represents the signature of that individual who is authorized to bind the Commonwealth to the obligations contained in the Agreement. The printed name also

indicates that all approvals required by Commonwealth contracting procedures have been obtained.

- 26. Entire Agreement.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes and integrates all prior discussions, agreements and understandings pertaining thereto. No modification of this Agreement will be effective unless in writing and signed by both Parties.

IN WITNESS WHEREOF, the Parties to this Agreement have executed it, through their respective duly authorized representatives.

Witness:

Licensor:

Signature Date

Signature Date

Printed Name

Printed Name

Title

Title

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer and Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is a managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

**COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION**

See paragraph 25

APPROVED:

See paragraph 25
Comptroller

APPROVED AS TO FORM AND LEGALITY:

See paragraph 25
Office of Chief Counsel

See paragraph 25
Office of General Counsel

See paragraph 25
Office of Attorney General

ATTACHMENT 1

LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, Licensor may add additional Licensed Products to this attachment by providing Commonwealth with a new copy of this Attachment 1.

Licensed Product:

The Licensed Product includes (list all titles covered by this agreement):

Attachment 2

Business Associate Agreements as provided by Agencies may differ:

COMMONWEALTH OF PENNSYLVANIA SAMPLE BUSINESS ASSOCIATE AGREEMENT

WHEREAS, the _____ (Covered Entity) and _____ (Business Associate) intend to protect the privacy and security of certain Protected Health Information (PHI) to which Business Associate may have access in order to provide goods or services to or on behalf of Covered Entity, in accordance with the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191 (HIPAA), the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the *American Recovery and Reinvestment Act of 2009* (ARRA), as amended, Pub. L. No. 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule (Privacy Rule), 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule (Security Rule), 45 C.F.R. Parts 160, 162 and 164, as amended, 42 C.F.R. §§ 431.301-431.302, 42 C.F.R. Part 2, 45 C.F.R. § 205.50, 42 U.S.C. § 602(a)(1)(A)(iv), 42 U.S.C. § 1396a(a)(7), [35 P.S. § 7607](#), [50 Pa. C.S. § 7111](#), [71 P.S. § 1690.108\(c\)](#), [62 P.S. § 404](#), [55 Pa. Code Chapter 105](#), [55 Pa. Code Chapter 5100](#), the Pennsylvania *Breach of Personal Information Notification Act*, [73 P.S. § 2301--2329](#), all as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance; and,

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI may be used or disclosed only in accordance with this Agreement and the standards established by applicable laws and agency guidance; and

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI must be handled in accordance with this Agreement and the standards established by HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and other applicable laws and agency guidance.

NOW, THEREFORE, Covered Entity and Business Associate agree as follows:

6. Definitions.

- a. “**Business Associate**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.
- b. “**Covered Entity**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.

- c. “**HIPAA**” shall mean the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191.
- d. “**HITECH Act**” shall mean the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Pub. L. No. 111-5 (Feb. 17, 2009).
- e. “**Privacy Rule**” shall mean the standards for privacy of individually identifiable health information in 45 C.F.R. Parts 160 and 164, as amended, and related agency guidance.
- f. “**Protected Health Information**” or “**PHI**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule (all as amended) and agency guidance.
- g. “**Security Rule**” shall mean the security standards in 45 C.F.R. Parts 160, 162 and 164, as amended, and related agency guidance.
- h. “**Unsecured PHI**” shall mean PHI that is not secured through the use of a technology or methodology as specified in HITECH Act regulations, as amended, and agency guidance or as otherwise defined in the HITECH Act, as amended.

7. **Stated Purposes For Which Business Associate May Use or Disclose PHI.** The Parties hereby agree that Business Associate shall be permitted to use and/or disclose PHI provided by or obtained on behalf of Covered Entity for the following stated purposes, except as otherwise stated in this Agreement:

NO OTHER DISCLOSURES OF PHI OR OTHER INFORMATION ARE PERMITTED.

8. **BUSINESS ASSOCIATE OBLIGATIONS:**

- a. **Limits on Use and Further Disclosure.** Business Associate shall not further use or disclose PHI provided by, or created or obtained on behalf of Covered Entity other than as permitted or required by this Addendum, as requested by Covered Entity, or as required by law and agency guidance.
- b. **Appropriate Safeguards.** Business Associate shall establish and maintain appropriate safeguards to prevent any use or disclosure of PHI other than as provided for by this Agreement. Appropriate safeguards shall include implementing administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic PHI that is created, received, maintained or transmitted on behalf of the Covered Entity and limiting use and disclosure to applicable minimum necessary requirements as set forth in applicable federal and state statutory and regulatory requirements and agency guidance.
- c. **Reports of Improper Use or Disclosure.** Business Associate hereby agrees that it shall report to _____ at _____, within two (2) days of discovery any use or disclosure of PHI not provided for or allowed by this Agreement.
- d. **Reports on Security Incidents.** In addition to following the breach notification requirements in section 13402 of the *Health Information Technology for Economic and Clinical Health Act of 2009* (“HITECH Act”), as amended, and related regulations, the Privacy Rule, the Security Rule, agency guidance and other applicable federal and state laws, Business Associate shall report to _____ at _____, within two (2) days of discovery any security incident of which it becomes aware. At the sole expense of Business Associate, Business Associate shall comply with all federal and state breach notification requirements, including those applicable to Business Associate and those applicable to Covered Entity. For purposes of the security incident reporting requirement, inconsequential unsuccessful incidents that occur on a daily basis, such as scans, “pings,” or other unsuccessful attempts to penetrate computer networks or servers containing electronic PHI maintained by Business Associate, need not be reported in accordance with this section, but may instead be reported in the aggregate on a monthly basis.
- e. **Subcontractors and Agents.** At any time PHI is provided or made available to Business Associate subcontractors or agents, Business Associate shall provide only the minimum necessary PHI for the purpose of the covered transaction and shall first enter into a subcontract or contract with the subcontractor or agent that contains substantially the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Agreement.
- f. **Right of Access to PHI.** Business Associate shall allow, for any PHI maintained in a designated record set, Covered Entity to have access to and copy an individual’s PHI within **five (5) business days** of receiving a written request from the Covered

Entity. Business Associate shall provide PHI in the format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such other form and format as agreed to by Business Associate and the individual. If the request is for information maintained in one or more designated record sets electronically and if the individual requests an electronic copy of such information, Business Associate must provide Covered Entity with access to the PHI in the electronic form and format requested by the individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Business Associate and Covered Entity. If any individual requests from Business Associate or its agents or subcontractors access to PHI, Business Associate shall notify Covered Entity within five (5) business days. Business Associate shall further conform with all of the requirements of [45 C.F.R. § 164.524](#) and other applicable laws, including the HITECH Act, as amended, related regulations and agency guidance. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(f).

- g. **Amendment and Incorporation of Amendments.** Within five (5) business days of receiving a written request from Covered Entity for an amendment of PHI maintained in a designated record set, Business Associate shall make the PHI available and incorporate the amendment to enable Covered Entity to comply with [45 C.F.R. § 164.526](#), applicable federal and state law, including the HITECH Act, as amended and related regulations, the Privacy Rule, the Security Rule and agency guidance. If any individual requests an amendment from Business Associate or its agents or subcontractors, Business Associate shall notify Covered Entity within five (5) business days.
- h. **Provide Accounting of Disclosures.** Business Associate shall maintain a record of all disclosures of PHI made by Business Associate which are not excepted from disclosure accounting requirements under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule (all as amended) in accordance with [45 C.F.R. § 164.528](#) and other applicable laws and agency guidance, including the HITECH Act and related regulations. Such records shall include, for each disclosure, the date of the disclosure, the name and address of the recipient of the PHI, a description of the PHI disclosed, the name of the individual who is the subject of the PHI disclosed, and the purpose of the disclosure. Business Associate shall make such record available to the Covered Entity within five (5) business days of a written request for an accounting of disclosures.
- i. **Requests for Restriction.** Business Associate shall comply with requests for restrictions on disclosures of PHI about an individual if the disclosure is to a health plan for purposes of carrying out payment or health care operations (and is not for treatment purposes), and the PHI pertains solely to a health care item or service for which the service involved was paid in full out-of-pocket. For other requests for restriction, Business associate shall otherwise comply with the Privacy Rule, as

amended, and other applicable statutory and regulatory requirements and agency guidance.

- j. **Access to Books and Records.** Business Associate shall make its internal practices, books and records relating to the use or disclosure of PHI received from, or created or received by Business Associate on behalf of the Covered Entity, available to the Secretary of Health and Human Services or designee for purposes of determining compliance with applicable laws and agency guidance.
- k. **Return or Destruction of PHI.** At termination of this Agreement, Business Associate hereby agrees to return or destroy all PHI provided by or obtained on behalf of Covered Entity. Business Associate agrees not to retain any copies of the PHI after termination of this Agreement. If return or destruction of the PHI is not feasible, Business Associate agrees to extend the protections of this Agreement to limit any further use or disclosure until such time as the PHI may be returned or destroyed. If Business Associate elects to destroy the PHI, it shall certify to Covered Entity that the PHI has been destroyed.
- l. **Maintenance of PHI.** Notwithstanding Section 3(k) of this Agreement, Business Associate and its subcontractors or agents shall retain all PHI throughout the term of the Agreement and shall continue to maintain the information required under the various documentation requirements of this Agreement (such as those in Section 3(h)) for a period of six (6) years after termination of the Agreement, unless Covered Entity and Business Associate agree otherwise.
- m. **Mitigation Procedures.** Business Associate agrees to establish and to provide to Covered Entity upon request, procedures for mitigating, to the maximum extent practicable, any harmful effect from the use or disclosure of PHI in a manner contrary to this Agreement or the Privacy Rule, as amended. Business Associate further agrees to mitigate any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement or applicable laws and agency guidance.
- n. **Sanction Procedures.** Business Associate agrees that it shall develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Agreement, applicable laws or agency guidance.
- o. **Grounds for Breach.** Non-compliance by Business Associate with this Agreement or the Privacy or Security Rules, as amended, is a breach of the Agreement, if Business Associate knew or reasonably should have known of such non-compliance and failed to promptly take reasonable steps to cure the non-compliance. Commonwealth may elect to terminate Business Associate's contract for such breach.
- p. **Termination by Commonwealth.** Business Associate authorizes termination of this Agreement by the Commonwealth if the Commonwealth determines, in its sole

discretion, that the Business Associate has violated a material term of this Agreement.

- q. **Failure to Perform Obligations.** In the event Business Associate fails to perform its obligations under this Agreement, Covered Entity may immediately discontinue providing PHI to Business Associate. Covered Entity may also, at its option, require Business Associate to submit to a plan of compliance, including monitoring by Covered Entity and reporting by Business Associate, as Covered Entity in its sole discretion determines to be necessary to maintain compliance with this Agreement and applicable laws and agency guidance.
- r. **Privacy Practices.** Covered Entity will provide Business Associate with all applicable forms, including but not limited to, any form used for Notice of Privacy Practices, Accounting for Disclosures, or Authorization, upon the effective date designated by the Program or Covered Entity. Covered Entity may change applicable privacy practices, documents and forms. The Business Associate shall make reasonable endeavors to implement changes as soon as practicable, but not later than 45 days from the date of notice of the change. Business Associate shall otherwise comply with all applicable laws and agency guidance pertaining to notices of privacy practices, including the requirements set forth in [45 C.F.R. § 164.520](#).

9. OBLIGATIONS OF COVERED ENTITY:

- a. **Provision of Notice of Privacy Practices.** Covered Entity shall provide Business Associate with the notice of privacy practices that the Covered Entity produces in accordance with applicable law and agency guidance, as well as changes to such notice. Covered Entity will post on its website any material changes to its notice of privacy practices by the effective date of the material change.
- b. **Permissions.** Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by individual to use or disclose PHI of which Covered Entity is aware, if such changes affect Business Associate's permitted or required uses and disclosures.
- c. **Restrictions.** Covered Entity shall notify Business Associate in writing of any restriction to the use or disclosure of PHI that the Covered Entity has agreed to in accordance with [45 C.F.R. § 164.522](#), as amended, and other applicable laws and applicable agency guidance, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- d. **Requests.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule, all as amended, if done by Covered Entity.

10. MISCELLANEOUS:

- a. **Regulatory References.** A reference in this Addendum to a section in HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule refers to the most current version of the section in effect or as amended.

- b. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time in order to ensure compliance with the requirements of the HIPAA, HITECH and related regulations, the Privacy Rule, the Security Rule and any other applicable law, all as amended.

- c. **Conflicts.** In the event that any terms of this Agreement are inconsistent with the terms of the Agreement, then the terms of this Agreement shall control.

Appendix A to Exhibit A, Commonwealth Business Associate Agreement

**Permitted Purposes for the Creation, Receipt, Maintenance, Transmission, Use
and/or Disclosure of Protected Health Information**

- 4. Purpose of Disclosure of PHI to Business Associate: To allow _____ to meet the requirements of the Underlying Agreement.

- 5. Information to be disclosed to Business Associate: _____.

- 6. Use shall Effectuate Purpose of Underlying Agreement: _____ may use and disclose PHI to the extent contemplated by the Underlying Agreement, and as permitted by law with Commonwealth approval.

Attachment 3

Sign-Off Document No. _____, under Agreement No. _____
Between
[Licensor_____]. and the Commonwealth of PA, [Agency]
[Licensor_____] Agency-level Deployment

This document becomes, upon its execution by the signatories named below, a legally valid, binding part of Software License Requirements Agreement No. _____ between the Commonwealth and _____(Licensor)., and is subject to the terms of that Agreement.

- 1. Scope of Deployment (need not be entire agency):

- 2. Nature of Data implicated or potentially implicated:

- 3. Agency Policies to which Licensor. is subject (incorporated by reference):

- 4. Background checks (describe if necessary):

- 5. Additional requirements (describe with specificity):

- 6. Is Licensor. a Business Associate (yes or no)?

If yes, the attached Business Associates Agreement, as completed by the Agency, is applicable and is hereby incorporated into this Sign-Off Document by reference.

Agency Contact Person signature and Date: _____

[Licensor_____]
Authorized Signatory and Date: _____

SCHEDULE 1 - ACRONYMS

CONTRACT NO. 4400017601

Acronyms used within this document

| | |
|---------|--|
| AA | Auto Attendant |
| ADA | Americans with Disabilities Act |
| ANI | Automatic Number Identification |
| API | Application Program Interface |
| COG | Continuity of Government |
| COOP | Continuity of Operations |
| CSP | Cloud Service Providers |
| CTC | Commonwealth Technology Center |
| DNIS | Dialed Number Information Service |
| EN | Enterprise Network |
| EOL | End of Life |
| Gbps | Gigabit Per Second |
| GETS | Government Emergency Telephone Service |
| GUI | Graphic User Interfaces |
| IPT | Internet Protocol Telephony |
| ISP | Internet Service Provider |
| ITIL | Information Technology Infrastructure Library |
| ITSM | Information Technology Service Management |
| IVR | Interactive Voice Response |
| LU | Last User |
| MACD | Move, Add, Change, Delete |
| MM | Middle Mile |
| MPLS | Multiprotocol Label Switching |
| NBD | Next Business Day |
| NOC | Network Operations Center |
| NPA | Numbering Plan Area |
| NXX | Network Numbering Exchange |
| OA | Office of Administration |
| OIT | Office for Information Technology |
| OOO | Out of Office |
| PBX | Private Branch Exchange |
| PCI DSS | Payment Card Industry Data Security Safeguards |
| PEMA | PA Emergency Management Assoc. |
| PII | Personally Identifiable Information |
| PMO | Project Management Office |
| PO | Purchase Order |
| POTS | Plain Old Telephone Service |
| PPM | Process and Procedures Manual |
| PSTN | Public Switched Telephone Network |
| QoS | Quality of Service |
| RFP | Request for Proposals |
| SIEM | Security Information and Event Management |
| SLA | Service Level Agreement |
| SOC | Security Operations Center |
| SfB | Skype for Business |
| TFN | Toll-Free Number |
| TMO | Telecommunications Management Officer |
| TN | Telephone Number |
| TSP | Telecommunication Services Priority |
| UC | Unified Communications |

| | |
|------|------------------------------|
| VM | Voice Mail |
| VoIP | Voice Over Internet Protocol |
| VPN | Virtual Private Network |

SCHEDULE 2 – COMPLIANCE MATRIX

CONTRACT NO. 4400017601

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Lot 1 and 2, A - Support Services

| Requirement | |
|------------------------------------|--|
| Service Delivery Management | |
| | <p>General NOTE: Where referenced in Service Delivery Management, ESMS will refer to “ESMS or an alternative system”</p> |
| A-1 | <p>The Contractor shall work with the Commonwealth to integrate its service delivery systems and processes with Commonwealth systems, including:</p> <ul style="list-style-type: none"> o Service ordering (using ESMS) o Billing (using ESMS) |
| A-2 | <p>The Contractor shall work with the Commonwealth’s vendor-provided Enterprise Services Desk (ESD) to integrate its service delivery systems and processes with the ESD, including:</p> <ul style="list-style-type: none"> o Inventory/asset management (integration with the Commonwealth’s CMDB via the Enterprise Service Desk which is populated from the ESMS source of record) o Performance management (integration with the Enterprise Event Management System) o Service desk/incident ticket management (integration with the Enterprise Service Desk ESD) |
| A-3 | <p>The Contractor acknowledges and accepts that the Commonwealth will not finance nor pay for modifications to Contractor’s systems required to interface with Commonwealth or other vendor managed systems.</p> |
| A-4 | <p>The Contractor shall align its ITSM processes with current and future Commonwealth enterprise service processes, including new ITIL processes established by the Commonwealth.</p> |
| A-5 | <p>The Contractor shall work cooperatively with Commonwealth staff, and other provider staff to support the integration of its ITSM processes and systems. This includes but not limited to the initial integration with the Commonwealth’s vendor provided Enterprise Service Desk and Event Monitoring Services (RFP 2) as well as working with the Commonwealth staff or the RFP 2 provider to determine impacts of any future changes or updates to the enterprise ITSM systems.</p> |
| A-6 | <p>The Contractor shall provide any supporting documentation to the Commonwealth to ensure that its proposed ITSM systems meet all standards set forth by the Commonwealth.</p> |

| | |
|------|---|
| A-7 | As part of Continual Service Improvement (CSI), the Contractor shall continue to work with the Commonwealth staff throughout the life of the contract to improve and/or adjust the delivery of services as deemed necessary. |
| A-8 | The Contractor shall acknowledge that the Commonwealth's ESMS system will be the system of record for service requests and inventory data. |
| A-9 | The Contractor shall conduct working sessions to plan and develop the details regarding how technology will be leveraged and implemented. All plans are subject to Commonwealth approval. |
| A-10 | The Contractor shall work with the Commonwealth to establish an agreed upon timeline for technology planning and implementation. |
| A-11 | The Contractor shall provide trained and experienced staff to support their proposed ITIL processes and service delivery management. This includes staff with experience and certification in ITIL. |
| A-12 | The Contractor shall provide step-by-step instructions for any manual processes which will be used until they are fully integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor). |
| A-13 | <p>The Contractor shall provide a Service Delivery Implementation Plan including:</p> <ul style="list-style-type: none"> o Identification, by role, of key personnel o Ability to scale resources to meet increased business needs o Service ordering process integration with the ITSM tool o Scheduling processes and standard service intervals o Performance management o Service Level Agreements o Billing procedures o Standard reporting capabilities o Enhanced reporting capabilities o Training procedures |

| | |
|---|--|
| A-14 | <p>The Contractor shall provide a Service Delivery Management Plan including:</p> <ul style="list-style-type: none"> o Ongoing training for Commonwealth staff o Processes and procedures for technical support o Processes and procedures for inventory/asset management o Standard reporting o Description of enhanced reporting o Processes and procedures for trouble resolution o Escalation procedures |
| A-15 | <p>The Contractor shall document and maintain, throughout the contract period, all service management processes and related tool integrations to the Commonwealth's or the vendors ITSM tools. The Contractor shall provide updates to the documentation throughout the term of the contract.</p> <ul style="list-style-type: none"> o Document updates shall be provided to the Commonwealth within ten (10) business days of any change or upon request of the Commonwealth. o All process documents are subject to Commonwealth review and approval. <p>This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |
| <i>Service Request and Billing</i> | |
| A-16 | <p>The Contractor shall complete service orders using the Commonwealth's established system (ESMS) based on the mutually agreed to the standard order interval for the service. Should the ESMS system be replaced the Contractor will confirm processing to the replacement system.</p> |
| A-17 | <p>The Contractor shall confirm the availability of ordered items within three (3) days of receipt of an order. A projected delivery date shall be provided for any item which is not expected to meet the standard interval for completion.</p> |
| A-18 | <p>The Contractor shall perform acceptance testing with the contract participant prior to declaring the service ready for use; all test results shall be shared with the contract participant and order creator.</p> |

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| A-19 | The Contractor shall obtain acceptance from the order creator certifying that the work requested on the order was completed to the satisfaction of the requestor prior to billing. |
| A-20 | <p>At the request of individual agencies, the Contractor shall complete move/add/change (MAC) orders. Fees for MAC services will be billed on per line basis in a tiered level as follows:</p> <ul style="list-style-type: none"> o 1-25 o 26-75 o 76-125 o 126-175 o 176-200 |
| A-21 | <p>The Contractor shall provide an Order Process Implementation Plan which discloses the Contractor's processes and procedures for implementing the end-to-end order process including:</p> <ul style="list-style-type: none"> o The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth's ESMS system o The ongoing maintenance of service catalog information o The required data elements to place a complete and accurate order for each service proposed o Order cancellation policies and related penalties, if applicable o Restrictions or fees associated with order changes o Start and stop service billing dates o Provide standard intervals for all proposed services |
| A-22 | The Contractor's billing procedures must align with the use of the Commonwealth's ESMS system and must support multiple funding streams. |

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| A-23 | <p>The Contractor shall provide reporting capabilities that will allow for the review and reconciliation of any discrepancies with the ESMS billing function. Reports should be weekly, monthly, yearly or on an Ad Hoc basis as needed. They also must be accessible in electronic readable format such as excel, word, pdf, etc. These reports should include but not limited to the following:</p> <ul style="list-style-type: none"> o Funding Source o Payphones- Accessibility o Toll Free o Local Inbound/ Outbound o No Activity o Long Distance o UC by Feature |
| A-24 | <p>The Contractor shall document and maintain, throughout the contract period, all Ordering and Billing processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |
| <i>Service Asset and Configuration Management (SACM)</i> | |
| A-25 | <p>The Contractor shall create, support and maintain an accurate inventory of all service elements provided to the Commonwealth.</p> |
| A-26 | <p>The Contractor shall develop a Service Asset and Configuration Management (SACM) process that will support the management of its telecommunications services provided.</p> |
| A-27 | <p>The Contractor shall create, support and maintain a Configuration Management Database (CMDB) that will integrate with the Commonwealth's vendor (RFP 2) provided Enterprise Service Desk (ESD) CMDB. The Contractor's CMDB shall contain data relating to telecommunication assets and configuration items (CIs) as well as descriptions of the relationships between such assets and CIs. The Commonwealth's ESMS system shall be the source of record for all the services ordered. These services records will be replicated into the ESD CMDB and then handed off to the Contractor to populate their CMDB.</p> |

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| A-28 | <p>The Contractor shall provide and maintain a CMDB Management Plan that discloses the Contractor's processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include:</p> <ul style="list-style-type: none"> a) Procedures for routine audits of service inventory against inventory in the Commonwealth's ESMS and ESD systems. b) Notification procedures for identified CMDB discrepancies c) Remediation procedures and timeframes for correction to the CMDB d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth's vendor provided ESD CMDB and the ESMS source of record. |
| A-29 | <p>The Contractor shall provide a secure Web-based electronic interface which will allow the Commonwealth to access the Contractor's inventory data, make queries, and obtain reports. The Contractor shall ensure that information is segregated by agency and agencies can only view their own information.</p> |
| A-30 | <p>The Contractor shall work with the Commonwealth to resolve inventory discrepancy issues between its inventory and the Commonwealth's inventory source of record within the Commonwealth's ESMS system.</p> |
| A-31 | <p>The Contractor shall provide reporting capabilities that allow the Commonwealth access to inventory and asset information on an ad hoc, weekly, monthly, yearly basis. Reports should be accessible in the following electronic readable format such as excel, word, .pdf, etc. These reports should include but not limited to the following:</p> <ul style="list-style-type: none"> o Telephone Number (TN) o Username o Site o Funding Source o DIDs- Individual DID o Available DIDs o DID by Service Location o DID by Agency o Device Hardware Serial Number |

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| | <ul style="list-style-type: none"> o History o License Counts <p>The Contractor shall ensure that information is segregated by agency and agencies can only report on their own information.</p> |
| A-32 | <p>The Contractor shall provide a Service Asset and Configuration Management (SACM) Implementation Plan which shall include:</p> <ul style="list-style-type: none"> a) Access methods to inventory data including: <ul style="list-style-type: none"> o Online viewing o Data file downloads, in a readable format acceptable to the Commonwealth o Current view o Monthly snapshots o Historical data b) Timeframes to update database with new information c) Plan to maintain records – including identifiers d) Procedures for resolution of inventory discrepancies with the Commonwealth’s ESMS inventory source of record. e) Timeframes for resolution of inventory discrepancies f) Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy |
| A-33 | <p>The Contractor shall document and maintain throughout the contract period all Service Asset and Configuration Management (SACM) processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |
| <i>Change Management</i> | |
| A-34 | <p>The Contractor will adhere to the Commonwealth’s Change Management Procedures included in Appendix K.</p> |

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| A-35 | The Contractor shall assess changes from both a business and technical view point with a clear understanding of the business needs of the Commonwealth, its business partners and customers. The Contractor shall coordinate its Change Management activities by conforming to the Commonwealth's Change Management Process. |
| A-36 | The Contractor shall provide an infrastructure change/release management report on a weekly basis. This report shall provide a forward schedule of changes and maintain a history of changes that were proposed, scheduled and completed, or abandoned with descriptions of results. |
| A-37 | The Contractor shall be responsible for coordinating the activities of all changes with the Commonwealth and other Suppliers as necessary to ensure that appropriate resources are available for monitoring, testing and implementation. |
| A-38 | When classifying changes, the Contractor shall, comply with Commonwealth definitions and associated lead times for each change category as described in the Commonwealth's Change Management Procedures included in Appendix K. |
| A-39 | The Contractor shall provide an after-action report, including root cause analyses and corrective actions, following any unsuccessful change or changes which results in an unexpected negative impact to the Commonwealth, its business partners or customers. This report shall be provided to the Commonwealth and/or its enterprise service provider (RFP 2) designee within three (3) business days. If the root cause cannot be determined within three (3) business days, the Contractor shall notify the Commonwealth of its timeframe to identify root cause and provide a complete report. |
| A-40 | The Offer shall acknowledge that all contract changes (i.e., changes to the signed contract between the Commonwealth and the selected Contractor) must follow the Commonwealth's Contract Change Request Procedure (see SCHEDULE 7 - CONTRACT CHANGE REQUEST PROCEDURES). |

Service Desk Management

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| A-41 | The Contractor shall provide a Vendor Service Desk (VSD) ITSM solution that is integrated with the Enterprise Service Desk (ESD) ITSM system. |
| A-42 | The Contractor shall integrate its Service Desk processes with the Service Desk processes of the Enterprises Service Desk provider (e.g. RFP #2), as well as the Commonwealth where the processes interact. |
| A-43 | The Contractor's service desk shall electronically interface to the Enterprise Service Desk (ESD). This connection will allow the exchange of ticket, services request, and configuration management information. |

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| A-44 | The Contractor shall provide and maintain process documentation for all proposed ITSM processes (e.g. Incident, Problem, and Knowledge Management). The Contractor shall document and maintain throughout the contract period all processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |
| A-45 | The Contractor shall provide staffing levels appropriate to handle incident volumes and incident response targets. (see SCHEDULE 4.1 and 4.2 – SERVICE LEVEL AGREEMENTS) |
| A-46 | The Contractor shall provide a 24x7 service desk and technical support. |
| A-47 | The Contractor provided service desk shall be located within the United States. |
| A-48 | The Contractor shall manage all Incidents from Commonwealth users relating to its provided telecom services, including the following: <ul style="list-style-type: none"> o Providing first-line investigation and diagnosis. o Resolving those as possible. o Escalating those that cannot be resolved within agreed timescales. o Communicating with users, keeping them informed of progress, notifying them of impending actions, obtaining appropriate agreement, and in all ways engaging and communicating with them about service provider activities. |
| A-49 | The Contractor shall design all services in compliance with the then-current version of ITIL. |
| A-50 | The Contractor shall provide its own ITSM tool integrated with the ESD to document users' issues; to monitor work queues; and to open, update and close tickets. |
| A-51 | The Contractor shall provide access via a no-fee, dedicated call-in phone number for all service desk services. |
| A-52 | The Contractor shall provide a self-service web channel to allow users to report and monitor status of its service incidents. |
| A-53 | The Contractor shall provide a self-service email address to allow users to report and request status of its service incidents. |

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| A-54 | <p>The Contractor provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not be limited to:</p> <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time o Satisfaction Ratings |
| A-55 | <p>The Contractor shall create an incident ticket for the following:</p> <ul style="list-style-type: none"> o Any service disruption which is reported or detected o Any hazardous conditions that has the potential for major service impact(s) (e.g., fire in a node) o Failure of the network management system that results in loss of visibility to network and telemetry data o Any other fault, event or request that the Commonwealth determines should be monitored or tracked through the service desk |
| A-56 | <p>The Contractor may not refuse to open a ticket for lack of information.</p> |
| A-57 | <p>The Contractor's Service Desk must open a ticket even if there is an open MAC against the service.</p> |
| A-58 | <p>The Contractor shall accept the submission of tickets via phone call or email. Both forms shall be handled and responded to with the same priority.</p> |
| A-59 | <p>The Contractor shall establish a process for a ticket submitter to escalate his or her issue directly to Tier 2.</p> |

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| A-60 | <p>The Contractor shall maintain the following data elements for each incident ticket:</p> <ul style="list-style-type: none"> o Ticket Submitter name and contact information o Onsite Contact name and contact information o Incident Ticket number o Fault description and definition of problem o Fault date and time of detection o Identification of customers affected by the fault o Services and locations affected by the fault o Information about detection of service affecting faults for peripheral network resources indicating whether the fault is internal or external o Estimated time to resolve o Resolution Details (what repairs were made). Resolution details shall include but not limited to: specific actions that were taken and why; root cause of problem; time to repair, etc. o Telecommunication Services Priority (TSP) or non-TSP service |
| A-61 | <p>The Contractor shall work with the Commonwealth to establish incident ticket templates that will be used for each service. These templates will be used by ticket submitters to quickly fill out required information for incidents and used to email issues to the ESD and/or the Contractor's Service Desk.</p> |
| A-62 | <p>The Contractor shall maintain a frequent caller list with contact information already populated.</p> |
| A-63 | <p>The Contractor's service desk shall support trap and traces procedures.</p> |
| A-64 | <p>The Contractor's service desk system shall ensure all tickets, regardless of ticket status or generations source, must remain accessible to contract participants at all times and must have search/query capability.</p> |

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| A-65 | The ticket submitter shall be given the opportunity to determine the individual(s) that should be contacted to authorize ticket resolution. The Contractor shall contact the individual(s) determined by the ticket submitter on a per ticket basis. |
| A-66 | The Contractor shall treat any issue which occurs three (3) times within in a sixty (60) day period and/or any issue which has been determined by the agency/TMO as “chronic”. The Contractor shall open a Problem ticket for each chronic issue. |
| A-67 | The Contractor shall retain all service desk data in its original format for online access and historical purposes for the term of the contract, including extensions. |
| A-68 | The Contractor shall ensure all service desk reporting activities are logged by the Contractor detailed, and accessible to all contract participants in CSV log format. |
| A-69 | The Contractor shall develop ticket escalation procedures which include all information and troubleshooting the Contractor requires from the Commonwealth to have the incident tickets escalated. These procedures shall be developed and approved by the Commonwealth prior to the start of the services. |
| A-70 | The Contractor provided service desk shall work collaboratively with the Commonwealth and other Supplier service desks to resolve service disruptions efficiently and expeditiously. |
| A-71 | The Contractor’s service desk shall provide emergency toll free routing changes within 15 minutes of request receipt. |
| A-72 | The Contractor provided service desk shall support the Commonwealth, as required, in disaster recovery situations. |
| A-73 | <p>The Contractor shall provide monthly service desk reports to the Commonwealth, in both CSV and PDF format. Reports will be due on the 15th of the month; if the 15th falls on a weekend or holiday, then reports need to be delivered prior to the 15th. Reports shall be presented by agency and location and are to be transferred to business area designated folders on the Commonwealth FTP Server. Report samples are as follows:</p> <ul style="list-style-type: none"> o Incident ticket aging report o SLA non-compliance report |

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| A-74 | <p>The Contractor shall provide regular service desk reports to OA/OIT on service desk related activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> o Key issues relating to service desk processes, improvements, script development. o Status as to service desk staffing, training, and authorization. o Integration activities and issues with other service desks belonging to OA, Agencies, and other telecom service providers. o Trend analysis during the thirteen (13) most recent months. o Calculate metrics and provide monthly reports to OA, to include, but not be limited to: <ul style="list-style-type: none"> o Number of contacts, to include all calls, phone calls, electronic, automated or otherwise. o Number of calls abandoned, average call duration, average time to answer, average time to abandon. o Number and percentage of issues resolved. o Number and percentage of issues passed to other service desks. o Other pertinent information regarding Service Desk operation and performance. |
| A-75 | <p>The Contractor provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not limited to:</p> <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time |
| A-76 | <p>The Contractor shall provide and maintain process documentation for Problem Management.</p> |
| A-77 | <p>The Contractor shall provide the ability to execute within an enterprise level Problem Management process that can help define root cause analysis across multiple telecom services providers.</p> |

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| A-78 | The Contractor shall provide monthly problem management reports that include on any trending analysis information and preventative measures for service improvement. |
| A-79 | <p>The Contractor shall provide a means for Problem detection from all relevant sources, specifically including the following:</p> <ul style="list-style-type: none"> o Incident Management processes and Incident Management System. o Event Monitoring systems and tools o Technical support staff o OA and OA Customers o Trending of Incidents and Root Cause Analysis |
| A-80 | The Contractor will track requests for Problem Management initiation, by source, organization and Authorized User. |
| A-81 | <p>The Problem Management Process shall include the following capabilities:</p> <ul style="list-style-type: none"> o Provide a means for prioritizing Problems / Known Errors based on considerations of business impact, urgency and severity using the prioritization model agreed to and approved by OA and which aligns with the method for prioritizing Incidents. o Provide a means for categorizing Problems / Known Errors using the categorization model agreed to and approved by OA and which aligns with the method for categorizing Incidents. |
| A-82 | <p>The Contractor shall develop and maintain a Knowledge Management system that will include at a minimum the following:</p> <ul style="list-style-type: none"> o Provide and continuously update a list of OA/OIT-vetted FAQs regarding the Services on a user accessible portal. o Publish answers to the FAQs using a media that is efficient, easy to use, and easily accessible for Authorized Users, as well as subject to approval by OA. o Compile lists of FAQs where recommended solutions can be made available to Authorized Users to increase Authorized Users' ability to resolve incidents. |

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| A-83 | <p>The Contractor shall provide an ongoing Service Desk Management Plan which discloses the Contractor's processes and procedures for ongoing management of the service desk and describes:</p> <ul style="list-style-type: none"> o Process for responding to a report request from the Commonwealth o Process for responding to a general information request o Reports generated by the Contractor's service desk system(s) which shall be routinely provided to the Commonwealth |
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Event Management

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| A-84 | <p>The Contractor shall provide 24x7 event management and monitoring process (e.g. NOC/SOC/Service Desk) for all of its services that will electronically interface with the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations.</p> |
| A-85 | <p>The Contractor shall forward alerts to the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations as well as impacted Agencies.</p> |
| A-86 | <p>The Contractor shall notify the Commonwealth's Voice Services team and the affected Agencies of any service disruption immediately or at maximum within 30 minutes.</p> |
| A-87 | <p>The Contractor shall follow the Commonwealth's outage notification process as described in Appendix N.</p> |
| A-88 | <p>The Contractor shall work with the Commonwealth Voice, Network and Security Operations and or Agencies on service performance or outages until resolved.</p> |
| A-89 | <p>The Contractor shall provide network security monitoring, alerting and analysis services and shall notify the Commonwealth Network and Security Operations, OA/OIT Voice and Unified Communications Division, and Agencies of any suspected or identified security issues immediately or within 15 minutes.</p> |
| A-90 | <p>The Contractor shall provide 24x365 response and service desk technical support and reporting.</p> |
| A-91 | <p>The Contractor provided service desk shall work collaboratively with Commonwealth and other supplier service desks and Agencies to resolve service disruptions efficiently and expeditiously.</p> |

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| A-92 | The Contractor shall provide an automated interface between its enterprise event management systems and the Enterprise Monitoring System to support the automatic creation of incidents in the ESD based on system monitoring of security and network events and alerts. |
| A-93 | The Contractor shall document and maintain throughout the contract period all event management processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |

Lot 1 and 2, B - Project Management and Administration Services

| <i>General Project Management and Administration Services</i> | |
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| B-1 | The Contractor shall act as a single point of coordination and accountability for all services provided under this contract. This includes any services provided by any subcontractors used by the Contractor. |
| B-2 | The Contractor, at the request of OA, shall attend TMO meetings and TMO Knowledge days upon request. The commonwealth will provide the agenda prior to the meeting so the Contractor can schedule the proper resources for attendance. |
| B-3 | The Contractor shall commit to a Deliverable Approval Plan which it has developed and submitted and which has been approved by the Commonwealth. |
| B-4 | The Contractor shall include the approved Deliverable Approval Plan in its Process and Procedures Manual (PPM). |
| <i>Status Reporting</i> | |
| B-5 | The Contractor shall attend regularly scheduled executive status meetings held in the Harrisburg area. The Contractor shall provide the agenda prior to the meeting and have staff and subcontractors at the meeting when appropriate for the current discussion. |
| B-6 | The Contractor shall provide a monthly report itemizing and describing outages, traffic, calls, etc. |
| B-7 | The Contractor shall provide a monthly report reflecting performance in relation to all contractual service levels. |
| <i>User Satisfaction Surveys</i> | |

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| B-8 | The Contractor shall provide quarterly customer satisfaction surveys to the Commonwealth and should contain both quantitative and qualitative information. The Contractor shall use these results and provide dashboard measurements to be reviewed at PMO meetings and posted on the TMO website. |
| <i>Transition Services</i> | |
| B-9 | <p>The Contractor shall accomplish the transition of services in a transparent, seamless, orderly, and uninterrupted manner. Contractor's responsibilities with respect to the transition include:</p> <ul style="list-style-type: none"> o Transfer of the services in accordance with the Transition Plan agreed to by Commonwealth and including a number of Transition Milestones o Performing the transition without disruption to Commonwealth's operations o Scheduling transition related tasks when convenient for agencies and their locations o Assuming responsibility for all costs associated with the transition o Otherwise performing such transition and migration tasks as are necessary to enable Contractor to provide the services in accordance with the terms of the contract, including the applicable service levels |
| B-10 | The Contractor shall include, with its proposal, an initial transition plan that includes key tasks and milestones, resource requirements (Contractor and Commonwealth), timelines and other dependencies required to successfully execute the transition. |

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| B-11 | <p>In coordination with the Commonwealth, the Contractor shall jointly develop the final detailed transition plan that includes:</p> <ul style="list-style-type: none"> o Deliverables to be completed by Contractor (refer to the Transition Milestones and Key Deliverables section below) o Date(s) by which each activity or deliverable is to be completed (the "transition milestones") o Process and set of standards to which Contractor shall adhere in the performance of the transition services and that shall enable the Commonwealth to determine whether Contractor has successfully completed the transition and the activities and deliverables associated with each transition milestone o Any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth customers o Any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor o A detailed description of the processes and procedures that Contractor will implement (and associated implementation schedules) to effect the seamless integration and coordination of the services with related services to be provided by other Commonwealth contractors |
| B-12 | <p>The Contractor shall develop and maintain a Process and Procedures Manual which is available at all times to authorized Commonwealth staff.</p> |
| <i>Security</i> | |
| B-13 | <p>The Contractor shall permit the Commonwealth or its designee to perform security risk assessments by a qualified and approved security vendor on an annual or as-needed basis to supplement internal auditing and compliance activities.</p> |
| B-14 | <p>The Contractor shall perform criminal and civil background checks on all assigned staff. Any Contractor personnel and subcontracted personnel are required to pass a background check prior to access to any Agency facility or network, if required by the Agency.</p> |
| <i>Staffing</i> | |
| B-15 | <p>The Contractor shall ensure that staffing resources involved with the design, implementation, transition, administration and support of all functions within the managed services have training, certification, and hands-on working experience (See Section III-5 for Key Positions and Staffing for additional requirements).</p> |

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| B-16 | The Contractor's Service shall meet the Commonwealth's Service Level Agreements (SLAs) that establish minimum performance requirements for services provided (see SCHEDULE 4.1 and SCHEDULE 4.2 - SERVICE LEVEL AGREEMENTS). |
| B-17 | The Contractor's measurement and monitoring of service level performance shall permit reporting at a level of detail and frequency sufficient to permit the Commonwealth to verify compliance with the service levels and shall be subject to audit. Reporting of service availability must be viewable at the agency level. |
| B-18 | The Contractor shall adhere to the Commonwealth SLA Methodology document (provided as SCHEDULE 5). |
| B-19 | The Contractor shall make tiered service offerings available to accommodate varying agency needs and budgets. |

Lot 1 and 2, C - Emergency Preparedness

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| C-1 | The Contractor shall maintain a current plan for providing emergency response continuity of operations. |
| C-2 | The Contractor shall perform, record, and report to the Commonwealth on the results of plan-related drills. |

Lot 1, D - Architecture and Integration

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| D-1.1 | The Contractor shall provide a fully managed, vendor hosted, VoIP solution that includes an integrated MS Skype for Business UC platform. The solution shall provide full integration and federation with the Commonwealth O365 environment. |
| D-1.2 | The Contractor shall host all core components at the Contractor's datacenter(s). Equipment will NOT be hosted at the Commonwealth's data centers. |
| D-1.3 | The Contractor shall maintain equipment that needs to be located within Commonwealth local and extended demarcation points or at end-user sites (for local survivability only). |
| D-1.4 | The Contractor's solution shall, cost-effective way to support users in a multi-tenancy, multi-location (>100 locations) environment over the next 5-10 years. There are currently ~ 45,000 VoIP users that will be transitioned to the new platform. There are currently ~ 28,000 non-VoIP users (e.g. PBX, Centrex) many of which may be transitioned to the new platform. |
| D-1.5 | The Contractor shall provide an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for inbound/outbound with local control and extensibility, for use in the event of an emergency, or loss of data connectivity to the Contractor's service. |
| D-1.6 | The Contractor's system shall be deployed in a geographically redundant fashion with all backend components mirrored between locations (no single point of failure). Fail-over must be automatic (with no human involvement) and preferably on a per component basis. |
| D-1.7 | The Contractor shall maintain end-to-end data encryption as defined in IRS Publication 1075. |
| D-1.8 | The Contractor shall provide at least two (2) geographically diverse connections to the Commonwealth's network (See Appendix P - Converged Network Standards.) |
| D-1.9 | The Contractor shall determine the data network bandwidth requirements for the Commonwealth locations. |

Lot 1, E - Features and Functions

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| E-1.1 | The Contractor shall provide the capability to port current telephone numbers (TN) and toll-free (TF) numbers over from any numbering plan area (NPA)/network numbering exchange (NXX) within the Commonwealth of PA. |
| E-1.2 | The Contractor shall provide flexibility in assigning/managing direct inward dialing blocks of telephone numbers. |
| E-1.3 | The Contractor shall provide new telephone numbers upon request. |
| E-1.4 | The Contractor shall provide network access via SIP trunk protocol. |
| E-1.5 | The Contractor's solution shall display caller ID with name. |
| E-1.6 | The Contractor's service shall meet current federal/state/local accessibility/disability requirements. |
| E-1.7 | The Contractor shall provide user friendly process for updating directory listings. |
| E-1.8 | The Contractor shall provide ability for end user to dial and connect to 411 for information service. |
| <i>Main Line Services</i> | |
| E-1.9 | <p>The Contractor shall provide feature solutions to accommodate main line answering scenarios, i.e.</p> <ul style="list-style-type: none"> a. Centralized answering point b. Receptionist c. Dedicated switchboard d. Forward capability (including night feature) |
| E-1.10 | The Contractor shall provide more than 1 incoming call on a single TN at a time. |

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| E-1.11 | The Contractor shall provide the ability for multiple users, in a physical office, to answer an inbound call from the same telephone number. |
| E-1.12 | The Contractor shall provide an attendant console or main switchboard type functionality. |
| <i>Voice Mail Services</i> | |
| E-1.13 | The Contractor shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) |
| E-1.14 | The Contractor shall provide capability for VM to be transferred to another user on the system (2nd party VM). |
| E-1.15 | The Contractor shall provide an optional graphic user interface (GUI) for web based VM management. |
| E-1.16 | The Contractor shall accommodate VM only line, if needed. |
| E-1.17 | The Contractor's solution shall provide visual voicemail. |
| E-1.18 | The Contractor shall provide optional OOO functionality with expiration date. |
| E-1.19 | The Contractor shall provide optional voicemail transcription capability. |
| E-1.20 | The Contractor's solution shall support the transfer of live calls into another person's VM. |
| E-1.21 | The Contractor's solution shall support the delivery of voice mail to a user's email inbox. |
| <i>Self-Managed Moves, Adds and Changes</i> | |
| E-1.22 | At the request of individual agencies, the Contractor shall provide a secure Web-based electronic interface which allows agency access, to its own lines only, for the purpose of moves, adds and changes (such as user changes to a TN, resetting of passwords, and user profile builds and changes) to current services on hosted system(s). |

| <i>Auto Attendants</i> | |
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| E-1.23 | The Contractor shall provide the ability to route calls from the Contractor's Auto Attendant platform to any local, long distance, or toll free number. |
| E-1.24 | The Contractor shall provide, at the request of an individual agency, user with the ability to self-manage Auto Attendant (AA) system changes such as menu routing changes, time of day changes, holiday schedules, add/change/delete menu options, as well as Contractor managed. |
| E-1.25 | The Contractor shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. |
| E-1.26 | The Contractor shall fully manage, at the request of an individual agency, all auto attendant changes. |
| E-1.27 | The Contractor shall provide ability to route calls by time of day/day of week/holiday. |
| E-1.28 | The Contractor shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours). |
| E-1.29 | The Contractor's solution shall add, at no additional cost, the Commonwealth's holiday schedule to the platform each year for the duration of the contract. |
| <i>IPT Toll Free with Advanced Routing</i> | |
| E-1.30 | The Contractor shall provide toll-free (TF) Services. |
| E-1.31 | The Contractor shall provide new toll-free numbers upon request. |
| E-1.32 | The Contractor shall provide the capability to port current toll-free (TF) numbers to the selected Contractor's platform. |
| E-1.33 | The Contractor shall provide agencies the capability to route TF numbers to an alternate point, as needed, using a web portal or website. |

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| E-1.34 | The Contractor shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. |
| E-1.35 | The Contractor's TF advanced routing capability shall include Dialed Number Information Service (DNIS), Automatic Number ID (ANI), Network Numbering Exchange (NXX), and time and / or day scheduled routing. |
| Call Handling | |
| E-1.36 | The Contractor shall provide typical handling capabilities including: <ul style="list-style-type: none"> a. Call waiting b. Caller ID c. Permanent caller ID call blocking/unblocking d. Per call caller ID blocking/unblocking e. Manual call forwarding/removing forwarding |
| E-1.37 | The Contractor shall provide processes, response times for service/support, and call details for trap and trace. |
| E-1.38 | The Contractor shall provide ability to answer an incoming call from another individual phone. |
| E-1.39 | The Contractor shall provide ability to answer an incoming call from another phone within a designated group. |
| E-1.40 | The Contractor shall provide an option to mask outbound caller id on an individual telephone number basis. |
| E-1.41 | The Contractor shall provide flexible hunting capabilities. |
| E-1.42 | The Contractor shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". |
| E-1.43 | The Contractor shall provide the ability to locally and remotely manage call forwarding features by user and administrators. |

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| E-1.44 | The Contractor shall provide options for line referrals. At a minimum, the options should include six (6) and twelve (12) months. |
| E-1.45 | The Contractor shall provide the capability to block a number at the WTN level upon agency request. |
| E-1.46 | The Contractor shall provide the capability to block a number from the entire VOIP platform. This would be a Commonwealth enterprise level request and only initiated by OA with strict guidelines. |
| <i>UC Functions</i> | |
| E-1.47 | The Contractor acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. This system must federate with Commonwealth's O365 environment to provide a consistent UC experience for all SfB users, hosted IPT, or O365 users. |
| E-1.48 | The Contractor's UC solution shall support Skype for Business Mobility. |
| E-1.49 | The Contractor shall integrate seamlessly with the Commonwealth's Active Directory. |
| E-1.50 | The Contractor shall provide the ability to create a call by clicking on contact call information or icon. |
| E-1.51 | The Contractor shall provide the ability for a call to be answered at multiple phone numbers. |
| E-1.52 | The Contractor's solution shall be user friendly and intuitive. |
| E-1.53 | The Contractor's solution shall provide call history and detail for the user. |
| E-1.54 | The Contractor's solution shall incorporate Commonwealth Single Sign On policy and procedures. |
| E-1.55 | The Contractor's solution shall incorporate adherence to the Twenty-First Century Communications and Video Accessibility Act of 2010 for accommodations of users with disabilities. |

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| E-1.56 | The Contractor shall provide the ability for the user to see Caller IDs of multiple incoming calls. |
| <i>Conferencing</i> | |
| E-1.57 | The Contractor shall provide a conferencing solution (voice/video/ collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services. |
| E-1.58 | The Contractor shall provide the ability to record collaboration meetings audio and video for archiving and later playback, i.e., training. |
| E-1.59 | The Contractor shall provide for archiving and later playback of audio and audio/visual recordings. |
| E-1.60 | The Contractor shall ensure a minimum of 250 participants on a standard conference call. |
| E-1.61 | <p>The Contractor shall provide the ability to choose a large capacity conferencing option which allows for, at a minimum, in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Ability to include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. |
| <i>Safety and Security</i> | |
| E-1.62 | The Contractor shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. |
| E-1.63 | The Contractor shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). |

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| E-1.64 | The Contractor shall provide support of Telecommunications Service Priority (TSP). |
| E-1.65 | The Contractor shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. |
| 911 Services | |
| E-1.66 | The Contractor shall provide 911 location services that comply with local/state/federal E911 requirements. |
| E-1.67 | The Contractor shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. |
| E-1.68 | The Contractor shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. |
| E-1.69 | The Contractor shall provide Enhanced 911 calling ("E-911") service for telephone, soft phones and remote users who use soft phones to connect to the IPT service. |
| Recording | |
| E-1.70 | The Contractor shall provide ad-hoc recording capabilities for inbound/outbound VoIP calls. |
| E-1.71 | The Contractor shall provide ad-hoc recording storage capabilities. |
| E-1.72 | The Contractor shall provide ad-hoc recording capabilities which has the ability to announce call is being recorded. |
| E-1.73 | The Contractor shall provide the capability to record, and store as one call, an entire call even if it is transferred. |
| Hardware | |
| E-1.74 | The Contractor shall provide multiple non-proprietary softphone solutions desktop and mobile phone compatibility. Solutions shall be compatible with Skype for Business. |
| E-1.75 | The Contractor shall provide multiple non-proprietary handset solutions. Option(s) for handset shall be included in price of service. |

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| E-1.76 | The Contractor shall maintain, for each agency and for the life of the contract, up-to-date specifications, for each non-proprietary, SIP Standards phone including its life cycle and end of life cycle date. |
| E-1.77 | The Contractor shall provide specifications, to each agency, for non-proprietary Wi-Fi enabled handsets along with life cycle and end of life cycle date. This information shall be kept current for the life of the contract. |
| E-1.78 | The Contractor shall adhere to Americans with Disabilities Act (ADA) requirements for public phone installation and use. |

Teleworking (including users in an occasional out-of-the-office or travel status as well as users working from a non-office environment on a regular basis.)

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| E-1.79 | The Contractor shall provide a mobile or teleworking solution where IPT desktop and soft phones can be configurable to work outside of the Commonwealth network (e.g., in user's home.) |
| E-1.80 | The Contractor shall provide a secure mobile or teleworking solution without VPN. |
| E-1.81 | The Contractor shall provide a mobile or teleworking solution with end user Multi Call feature that allows users to make or receive multiple calls at the same time. |
| E-1.82 | The Contractor shall provide a mobile or teleworking solution which will incorporate Main Line Forwarding feature. |
| E-1.83 | The Contractor shall provide a mobile or teleworking solution with Directory Listing services. |
| E-1.84 | The Contractor shall provide a mobile or teleworking solution with the ability for end user to dial and connect to 411 for information service. |

Lot 1, F – Training

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| F-1.1 | The Contractor shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. All training materials will be kept current according to technology and usage product and feature additions and changes. |
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| F-1.2 | The Contractor shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. |
| F-1.3 | The Contractor shall provide training on a regular basis to keep users and practitioners up-to-date on such items as network technology and data security, new VoIP features, changes due to updates, etc. and to provide training in various formats such as, but not limited to, classroom, web-based and train the trainer. |
| F-1.4 | The Contractor shall provide periodic informational and training sessions with key agency personnel such as administrators (TMO's). |
| F-1.5 | The Contractor shall provide feature based training videos to be posted and updated on a mutually agreed-upon website. |
| F-1.6 | The Contractor shall be responsible for training all TMO's and users. Training shall include, but is not limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. o TMO moves, adds and changes |
| F-1.7 | The Contractor shall provide training courses specifically and solely related to conferencing. |
| F-1.8 | The Contractor shall schedule instructor led training sessions within the commonwealth's learning management system. |
| F-1.9 | The Contractor shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). |
| F-1.10 | At the request of an agency, the Contractor shall provide concise, user friendly documentation to each end user at time of transition that must be approved by Commonwealth. All user documentation will be available for download on agreed upon website. |
| F-1.11 | The Contractor shall provide hands-on classroom training sessions for individuals supporting answering positions. |

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| F-1.12 | The Contractor shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor (for the life of the contract). |
| F-1.13 | The Contractor shall allow for the evaluation of all trainers. The Contractor shall replace a trainer at the request of the Commonwealth (for the life of the contract). |

Lot 1, G – Transition

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| G-1.1 | The Contractor shall schedule transitions as determined by the agencies. |
| G-1.2 | The Contractor shall schedule transitions as determined by the agencies with respect to Data transition. |
| G-1.3 | The Contractor shall complete all transition activities no later than October 2019. |
| G-1.4 | The Contractor shall provide agencies with Feature Code List once the transition schedule has been determined (see Transition Milestone table). |
| G-1.5 | The Contractor shall coordinate transition with multiple vendors during any transitions which include multiple vendors. |
| G-1.6 | The Contractor shall provide options for collection and disposal of equipment to be replaced. |
| G-1.7 | The Contractor shall include any necessary training needs into transition or implementation schedule. |
| G-1.8 | The Contractor shall provide availability of training staff onsite for the day of and one day after transition. |
| G-1.9 | The Contractor shall provide a transition services plan based on services provided and number of site and/or physical endpoints. |
| G-1.10 | The Contractor shall lead marketing activities to help ensure user acceptance, increase user acceptance, and ensure TMOs and users understand available services. |

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| G-1.11 | <p>The Contractor shall develop and create a marketing plan to be approved by the Commonwealth. The marketing plan should address but not limited to the following objectives:</p> <ul style="list-style-type: none">o Increased adoption an usage of the new Unified Communications and VoIP Serviceso Ongoing outreach and training to TMOs and users on the features and benefits of the new services |
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Lot 2, D - Features and Functions (Traditional Voice Services)

| <i>PBX / Key System Trunk Services</i> | |
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| D-2.1 | The Contractor shall provide trunk services for existing and future PBX and Key systems (see Appendix T for current sites utilizing trunk services). |
| D-2.2 | The Contractor shall provide the capability to port current telephone numbers (TN) including Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) TN's and toll-free (TF) numbers over from current provider from any NPA/NXX within PA. |
| D-2.3 | The Contractor shall provide DIDs upon request. |
| D-2.4 | The Contractor shall provide and maintain a current service availability catalog indicating where within the Commonwealth its services are available. |
| D-2.5 | The Contractor shall provide TN management capability to easily activate/deactivate TN within existing blocks. |
| D-2.6 | The Contractor shall meet current federal/state/local accessibility/disability requirements. |
| <i>Centrex Services</i> | |
| D-2.7 | The Contractor shall provide the capability to port current telephone numbers (TN) within PA. |
| D-2.8 | The Contractor shall provide PSTN connections. |
| D-2.9 | The Contractor shall provide point-to-point, two wire and four wire services. |
| D-2.10 | The Contractor shall accommodate simultaneous inbound/outbound calls from a single TN. |
| D-2.11 | The Contractor shall acknowledge that a request at Enterprise level to block TN must be initiated by OA only with strict guidelines. |
| D-2.12 | The Contractor shall provide user friendly process for updating directory listings. |

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| D-2.13 | The Contractor shall provide ability for end users to dial and connect to 411 for information service. |
| D-2.14 | The Contractor shall provide analog service to locations which have or will have elevators, fax, alarm (fire, security, other) and TTY. |
| Main Line Services | |
| D-2.15 | The Contractor shall provide feature solutions to accommodate main line answering scenarios, i.e., <ul style="list-style-type: none"> a. Centralized answering point b. Receptionist c. Dedicated switchboard d. Forward capability (including night feature) |
| D-2.16 | The Contractor shall provide main line answering features for multiple users. |
| D-2.17 | The Contractor shall accommodate legacy attendant console/main switchboard functionality. |
| Voice Mail Services | |
| D-2.18 | The Contractor shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) |
| D-2.19 | The Contractor shall provide capability for VM to be transferred to 2nd party VM. |
| D-2.20 | The Contractor shall provide optional graphic user interface (GUI) for web based VM management. |
| D-2.21 | The Contractor shall provide optional OOO functionality with expiration date. |
| D-2.22 | The Contractor shall provide availability for voicemail message to be left at number to which calls have been transferred. |
| D-2.23 | The Contractor shall accommodate VM only line if needed. |

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| D-2.24 | The Contractor's solution shall support the transfer of live calls into another person's VM. |
| <i>Auto Attendants</i> | |
| D-2.25 | The Contractor shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. |
| D-2.26 | The Contractor shall provide the ability to route calls from the Contractor's Auto Attendant platform to any local, long distance, or toll free number. |
| D-2.27 | The Contractor shall fully manage, at the request of an individual agency, all auto attendant changes. |
| D-2.28 | The Contractor shall provide ability to route calls by time of day/day of week/holiday. |
| D-2.29 | The Contractor shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours.) |
| <i>Conventional Toll Free with Advanced Routing</i> | |
| D-2.30 | The Contractor shall provide toll-free (TF) Services. |
| D-2.31 | The Contractor shall provide new toll free numbers upon request. |
| D-2.32 | The Contractor shall allow for self-managed routing changes for TF numbers. |
| D-2.33 | The Contractor shall provide the capability to port current toll-free (TF) numbers. |
| D-2.34 | The Contractor shall provide the capability to route TF numbers to alternate points, as needed, using a web portal or website. |

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| D-2.35 | The Contractor shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. |
| D-2.36 | The Contractor's TF advanced routing capability shall include DNIS, ANI, NXX and time and / or day scheduled routing |
| Call Handling | |
| D-2.37 | The Contractor shall provide typical handling capabilities including: <ul style="list-style-type: none"> a) Call waiting b) Caller ID c) Permanent call blocking/unblocking d) Per call blocking/unblocking e) Manual call forwarding/removing forwarding |
| D-2.38 | The Contractor shall provide processes, response times for service/support, and call details for trap and trace. All lines provided by the Contractor shall have the capability to do trap and trace. |
| D-2.39 | The Contractor shall provide availability to answer incoming call from another individual phone. |
| D-2.40 | The Contractor shall provide availability to answer incoming call from another phone within a designated group. |
| D-2.41 | The Contractor shall provide the option to mask outbound caller id on an individual TN basis. |
| D-2.42 | The Contractor shall provide flexible hunting capabilities. |
| D-2.43 | The Contractor shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". |
| D-2.44 | The Contractor shall provide the ability to locally and remotely manage call forwarding features by user and administrators. |
| D-2.45 | The Contractor shall provide options for line referrals. At a minimum, the options shall include six (6) and twelve (12) months. |

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| D-2.46 | The Contractor shall provide the capability to block a number at the WTN level upon agency request. |
| <i>Safety and Security</i> | |
| D-2.47 | The Contractor shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. |
| D-2.48 | The Contractor shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). |
| D-2.49 | The Contractor shall provide support of Telecommunications Services Priority (TSP) |
| D-2.50 | The Contractor shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. |
| <i>911 Services</i> | |
| D-2.51 | The Contractor shall provide 911 location services that comply with local/state/federal requirements. |
| D-2.52 | The Contractor shall provide 911 location services that comply with local/state/federal E911 requirements. |
| D-2.53 | The Contractor shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. |
| D-2.54 | The Contractor shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. |
| <i>Conferencing</i> | |
| D-2.55 | The Contractor shall provide a voice conferencing solution that can be utilized independent of any unified communication for 250 attendees or more. |
| D-2.56 | The Contractor shall provide unlimited free local number Dial In. |
| D-2.57 | The Contractor shall provide toll-free Dial In. |

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| D-2.58 | The Contractor shall provide the ability to record conference calls. |
| D-2.59 | The Contractor shall provide a solution to support full service conference hosting. |
| D-2.60 | <p>The Contractor shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Should include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. |
| D-2.61 | <p>The Contractor's solution shall provide the following minimum customer support services:</p> <ul style="list-style-type: none"> o Online Help Center o Email & phone support o Dedicated account manager |
| D-2.62 | The Contractor shall provide an option for contract participants to choose full service conference hosting services to include operator assisted services. |
| Hardware | |
| D-2.63 | The Contractor shall provide specifications for each agency proprietary or non-proprietary phone, life cycle and end of life cycle date. This information shall be kept current for the life of the contract. |
| D-2.64 | The Contractor shall adhere to ADA requirements for public phone installation and use. |
| POTS Services | |

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| D-2.65 | The Contractor shall accommodate single analog lines in diverse locations to support analog phones. |
| <i>Pay Phones</i> | |
| D-2.66 | The Contractor shall provide a payphone service to accommodate existing payphone deployments, as well as new deployments. (See Appendix V). |
| D-2.67 | The Contractor shall meet current federal/state/local accessibility/disability requirements with adherence to Americans with Disabilities Act (ADA) TTY and the Twenty-First Century Communications and Video Accessibility Act (CVAA). |

Lot 2, E – Training

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| E-2.1 | The Contractor shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. |
| E-2.2 | The Contractor shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. |
| E-2.3 | The Contractor shall provide periodic informational and training sessions with key agency personnel. |
| E-2.4 | The Contractor shall provide feature based training videos to be posted and updates on a mutually agreed-upon website. |
| E-2.5 | The Contractor shall be responsible for training all administrators prior to installation or activation of any services. Training shall include, but not be limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. |
| E-2.6 | The Contractor shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). |
| E-2.7 | The Contractor shall provide training courses specifically and solely related to conferencing. |

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| E-2.8 | The Contractor shall schedule instructor led training sessions within the commonwealth's learning management system. |
| E-2.9 | Upon request of an agency, the Contractor shall provide concise, user friendly documentation to each end user at time of transition. |
| E-2.10 | The Contractor shall provide hands-on classroom training sessions for individuals supporting answering positions. |
| E-2.11 | The Contractor shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor. |
| E-2.12 | The Contractor shall allow evaluation of all trainers. The Contractor shall replace a trainer at the request of the Commonwealth. |

Lot 2, F – Transition

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| F-2.1 | The Contractor shall schedule transitions as determined by the agencies. |
| F-2.2 | The Contractor shall provide agencies with Feature Code List once schedule has been determined. |
| F-2.3 | The Contractor shall coordinate transition with multiple vendors during any transitions which include multiple vendors. |
| F-2.4 | The Contractor shall provide options for collection and disposal of equipment to be replaced. |
| F-2.5 | The Contractor shall include any necessary training needs into transition or implementation schedule. |



SCHEDULE 3 - COST MATRIX

CONTRACT NO. 4400017601

Lot 1 Services – Unified Communications and VoIP Services
Monthly Service Costs - Base Services

| Unified Communications and VoIP Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|---|--|--|---------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|------------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| E - Features and Functions | 1. Dial Tone Services 2. Main Line 4. Self-Managed Moves, Adds and Changes 7. Call Handling 10. Safety and Security 11. 911 Services 14. Teleworking | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 299,877.84 | \$ 99,959.28 | \$ 49,979.64 | \$ 5,397,801.03 |
| E - Features and Functions | 3. Voice Mail Services with Exchange integration | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 1.06 | \$ 1.06 | \$ 1.06 | \$ 31,652.92 | \$ 10,550.97 | \$ 5,275.49 | \$ 569,752.65 |
| E - Features and Functions | 5. Auto Attendant | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 8. UC Functions 9. Conferencing | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 2.35 | \$ 2.35 | \$ 2.35 | \$ 70,522.04 | \$ 23,507.35 | \$ 11,753.67 | \$ 1,269,396.75 |
| E - Features and Functions | 12. Recording | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 4.57 | \$ 4.57 | \$ 4.57 | \$ 136,963.83 | \$ 45,654.61 | \$ 22,827.31 | \$ 2,465,349.02 |
| <i>Options below if features (8,9) purchased separately</i> | | | | | | | | | | | | | | |
| E - Features and Functions | 8. UC Functions | All features included with monthly service | Cost Per User | | | | | \$ 1.99 | \$ 1.99 | \$ 1.99 | | | | |
| E - Features and Functions | 9. Conferencing | All features included with monthly service | Cost Per User | | | | | \$ 0.65 | \$ 0.65 | \$ 0.65 | | | | |
| | | | | | | | | | | | | | Total | \$ 9,702,299.45 |

| Unified Communications and VoIP Services | | | | | | | | | | | | | Subtotal | |
|--|-------------|--|----------------|------------------|----------------|--|--|--------------------------|--|--|---------------|------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # Lines in Block | # of Units (1) | | | Monthly Recurring Charge | | | Monthly Total | | | Yearly Total |
| D - Architecture and Integration | DID Blocks | All features included with monthly service | Cost per Block | 20 | 100 | | | \$ 1.60 | | | \$ 160.00 | | | \$ 1,920.00 |
| D - Architecture and Integration | DID Blocks | All features included with monthly service | Cost per Block | 100 | 100 | | | \$ 8.00 | | | \$ 800.00 | | | \$ 9,600.00 |
| | | | | | | | | | | | Total | \$ 960.00 | Total | \$ 11,520.00 |

| Unified Communications and VoIP Services | | | | | | | | | | | | | Subtotal | |
|--|---|--|---------------|----------------|----------------|--|--|----------------------|--|--|--------------|---------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # MACs in Unit | # of Units (1) | | | Non-Recurring Charge | | | Total | | | Yearly Total |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 1-25 | 100 | | | \$ 20.00 | | | \$ 2,000.00 | | | \$ 2,000.00 |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 26-75 | 100 | | | \$ 40.00 | | | \$ 4,000.00 | | | \$ 4,000.00 |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 76-126 | 100 | | | \$ 80.00 | | | \$ 8,000.00 | | | \$ 8,000.00 |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 126-175 | 100 | | | \$ 120.00 | | | \$ 12,000.00 | | | \$ 12,000.00 |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 176-200 | 100 | | | \$ 140.00 | | | \$ 14,000.00 | | | \$ 14,000.00 |
| | | | | | | | | | | | Total | \$ 40,000.00 | Total | \$ 40,000.00 |

| Unified Communications and VoIP Services | | | | | Base | | Base | Bronze | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|--|-----------------------|--|-----------------|---------------------------|----------------|--|-------------------|-------------|---------------------------|---------------------------|---------------|---------------|---------------|--------------|
| Service | Sub Service | Description | Unit | Silver/Gold Unit | # of Units (1) | | Charge per Minute | Base Charge | Additional Monthly Charge | Additional Monthly Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| E - Features and Functions | 6. Toll Free Services | All features included with monthly service | Cost Per Minute | Additional Monthly Charge | 100,000 | | \$ 0.009 | | \$ - | \$ - | \$ 900.00 | | | \$ 10,800.00 |

| Unified Communications and VoIP Services - Other Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|---|---|--------------------------------------|------------------------------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|--------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| SIP Trunking | SIP Trunking Option to support other Commonwealth PBX Systems | Per SIP Trunk with Unlimited Minutes | Cost Per Trunk (Unlimited Minutes) | | 20 | 20 | 20 | \$ 9.50 | \$ 9.50 | \$ 9.50 | \$ 190.00 | \$ 190.00 | \$ 190.00 | \$ 6,840.00 |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| |
|----------------------------------|
| Lot 1 Base Services Total |
| Yearly Total |
| \$ 9,771,459.45 |

| | |
|--|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| D. Architecture & Integration (exception Survivability option) | |
| F. Training | |
| G. Transition Support | |

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|--|
| Notes: |
| (1) Number of units for cost estimation purposes and are not a minimum guarantee. |
| 2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware. |

**Lot 1 Services – Unified Communications and VoIP Services
Monthly Service Costs - Base Hardware (HW)**

| Unified Communications and VoIP Services - Base HW | | | | | | | | | | | | | Subtotal | Subtotal |
|--|--------------|--|-----------------------------------|----------------------|----------------|--|--|-------------------------------|--------------------------|--|-----------------------------|-------------------------|----------------------------|--------------------------------|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | One-Time Non-Recurring Charge | Monthly Recurring Charge | | Monthly Non-Recurring Total | Monthly Recurring Total | Non-Recurring Yearly Total | Monthly Recurring Yearly Total |
| Desk Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | VVX 201-2 | Cost per Unit | Cost Per Month | 100 | | | \$103.89 | \$ 5.09 | | \$ 10,389.00 | \$ 509.06 | \$ 10,389.00 | \$ 6,108.73 |
| E - Features and Functions | 13. Hardware | VVX 311 | Cost per Unit | Cost Per Month | 100 | | | \$139.08 | \$ 6.81 | | \$ 13,908.00 | \$ 681.49 | \$ 13,908.00 | \$ 8,177.90 |
| E - Features and Functions | 13. Hardware | VVX 411 | Cost per Unit | Cost Per Month | 100 | | | \$186.01 | \$ 9.11 | | \$ 18,601.00 | \$ 911.45 | \$ 18,601.00 | \$ 10,937.39 |
| E - Features and Functions | 13. Hardware | VVX 501 | Cost per Unit | Cost Per Month | 100 | | | \$232.94 | \$ 11.41 | | \$ 23,294.00 | \$ 1,141.41 | \$ 23,294.00 | \$ 13,696.87 |
| E - Features and Functions | 13. Hardware | VVX 601 | Cost per Unit | Cost Per Month | 100 | | | \$291.59 | \$ 14.29 | | \$ 29,159.00 | \$ 1,428.79 | \$ 29,159.00 | \$ 17,145.49 |
| Conference Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Skype for Business/O365/Lync Edition RealPresence Trio 8800 conf. phone with Polycom UCS SFB Lic., built-in Wi-Fi, Bluetooth and NFC. 802.af/at PoE. NO PWR KIT. Incl. 7.6m/25ft Ethernet cable, 1.8m/6ft USB cable | Cost per Unit | Cost Per Month | 100 | | | \$996.52 | \$ 48.83 | | \$ 99,652.00 | \$ 4,882.95 | \$ 99,652.00 | \$ 58,595.38 |
| E - Features and Functions | 13. Hardware | Skype for Business/O365/Lync Edition RP Trio 8800 Collab. Kit, Polycom UCS SFB Lic., 802.3af/at PoE. Incl. Trio 8800, Trio Visual+, Logitech C930e, network cables, USB and HDMI cable (1.8m), VESA mount NO PWR KIT | Cost per Unit | Cost Per Month | 100 | | | \$1,683.91 | \$ 82.51 | | \$ 168,391.00 | \$ 8,251.16 | \$ 168,391.00 | \$ 99,013.91 |
| Wired and Wireless Headset Soft Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Jabra Pro930 | Cost per Unit | Cost Per Month | 100 | | | \$ 156.07 | \$ 7.65 | | \$ 15,607.00 | \$ 764.74 | \$ 15,607.00 | \$ 9,176.92 |
| E - Features and Functions | 13. Hardware | Jabra Evolve65 | Cost per Unit | Cost Per Month | 100 | | | \$ 138.45 | \$ 6.78 | | \$ 13,845.00 | \$ 678.41 | \$ 13,845.00 | \$ 8,140.86 |
| E - Features and Functions | 13. Hardware | Jabra Pro9470 | Cost per Unit | Cost Per Month | 100 | | | \$ 238.52 | \$ 11.69 | | \$ 23,852.00 | \$ 1,168.75 | \$ 23,852.00 | \$ 14,024.98 |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| Lot 1 Base HW One-Time Purchase Option | Lot 1 Base HW 24-Month Purchase Option |
|--|--|
| Yearly Subtotal | Yearly Subtotal |
| \$ 416,698.00 | \$ 245,018.42 |

| Lot 1 Base HW Total |
|---------------------|
| Yearly Total |
| \$ 661,716.42 |

| | |
|--|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| D. Architecture & Integration (exception Survivability option) | |
| F. Training | |
| G. Transition Support | |

| |
|--|
| Notes: |
| (1) Number of units for cost estimation purposes and are not a minimum guarantee. |
| 2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware. |

**Lot 1 Services – Unified Communications and VoIP Services
Monthly Service Costs - Additional Services and Hardware (HW)**

| Unified Communications and VoIP Services - Optional Survivability Solutions | | | | | | | | | | | Subtotal | | |
|---|---------------------------------|---|---------------|-----------------|----------------|--|--|--------------------------|--|--|---------------------|--------------|----------------------|
| Service | Sub Service | Description | Unit | # Users in Unit | # of Units (1) | | | Monthly Recurring Charge | | | Monthly Total | | Yearly Total |
| D - Architecture and Integration | Optional Survivability Solution | Cisco C899G Integrated Services Router (Installed, Maintained, Fully Managed) | Cost per Site | 1-25 | 100 | | | \$ 90.37 | | | \$ 9,037.00 | | \$ 108,444.00 |
| D - Architecture and Integration | Optional Survivability Solution | Cisco C899G Integrated Services Router (Installed, Maintained, Fully Managed) | Cost per Site | 26-275 | 100 | | | \$ 90.37 | | | \$ 9,037.00 | | \$ 108,444.00 |
| D - Architecture and Integration | Optional Survivability Solution | Cisco C899G Integrated Services Router (Installed, Maintained, Fully Managed) | Cost per Site | 276+ | 100 | | | \$ 90.37 | | | \$ 9,037.00 | | \$ 108,444.00 |
| Total | | | | | | | | | | | \$ 27,111.00 | Total | \$ 325,332.00 |

| Unified Communications and VoIP Services - Additional Hardware Options | | | | | | | | | | | Subtotal | Subtotal | | |
|--|--------------|---|-----------------------------------|----------------------|----------------|--|--|-------------------------------|--------------------------|--|-----------------------------|-------------------------|----------------------------|--------------------------------|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | One-Time Non-Recurring Charge | Monthly Recurring Charge | | Monthly Non-Recurring Total | Monthly Recurring Total | Non-Recurring Yearly Total | Monthly Recurring Yearly Total |
| Desk Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Polycom VVX Expansion Module | Cost per Unit | Cost Per Month | 100 | | | \$ 82.25 | \$ 4.03 | | \$ 8,225.00 | \$ 403.03 | \$ 8,225.00 | \$ 4,836.30 |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Conference Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Polycom CX5500 | Cost per Unit | Cost Per Month | 100 | | | \$5,400.41 | \$ 264.62 | | \$ 540,041.00 | \$ 26,462.01 | \$ 540,041.00 | \$ 317,544.11 |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Wired and Wireless Headset Soft Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Plantronics Blackwire 320 | Cost per Unit | Cost Per Month | 100 | | | \$ 38.74 | \$ 1.90 | | \$ 3,874.00 | \$ 190.00 | \$ 3,874.00 | \$ 2,280.00 |
| E - Features and Functions | 13. Hardware | Plantronics Voyager 5200 | Cost per Unit | Cost Per Month | 100 | | | \$ 151.22 | \$ 7.41 | | \$ 15,122.00 | \$ 741.00 | \$ 15,122.00 | \$ 8,892.00 |
| E - Features and Functions | 13. Hardware | Plantronics Voyager Edge | Cost per Unit | Cost Per Month | 100 | | | \$ 137.47 | \$ 6.74 | | \$ 13,747.00 | \$ 674.00 | \$ 13,747.00 | \$ 8,088.00 |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| | |
|--|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| D. Architecture & Integration (exception Survivability option) | |
| F. Training | |
| G. Transition Support | |

Notes:
 (1) Number of units for cost estimation purposes and are not a minimum
 (2) For all hardware, the Offeror is to provide two purchase options: A) a one-

**Lot 2 Services – Traditional Voice Services
Monthly Service Costs**

| Traditional Voice Services | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|--|--|--------------------|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|------------------|
| Service | Sub Service | Description | Unit | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| D - Features and Functions | 1. PBX / Key Trunks (PRI) | All features included with monthly service | Cost per PRI Trunk | 1,000 | 1,000 | 1,000 | \$ 460.64 | \$ 460.64 | \$ 460.64 | \$ 460,640.00 | \$ 460,640.00 | \$ 460,640.00 | \$ 16,583,040.00 |
| D - Features and Functions | 2. Centrex a. Main Line c. Self-Managed Moves, Adds and Changes f. Call Handling g. Safety and Security h. 911 Services | All features included with monthly service | Cost Per User | 18,000 | 9,000 | 1,000 | \$ 9.24 | \$ 9.24 | \$ 9.24 | \$ 166,320.00 | \$ 83,160.00 | \$ 9,240.00 | \$ 3,104,640.00 |
| D - Features and Functions | b. Voice Mail Services | All features included with monthly service | Cost Per User | 18,000 | 9,000 | 1,000 | \$ 4.82 | \$ 4.82 | \$ 4.82 | \$ 86,760.00 | \$ 43,380.00 | \$ 4,820.00 | \$ 1,619,520.00 |
| D - Features and Functions | d. Auto Attendant | All features included with monthly service | Cost Per User | 18,000 | 9,000 | 1,000 | \$ 4.82 | \$ 4.82 | \$ 4.82 | \$ 86,760.00 | \$ 43,380.00 | \$ 4,820.00 | \$ 1,619,520.00 |
| D - Features and Functions | j. Conferencing | All features included with monthly service | Cost Per User | 18,000 | 9,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |

| Traditional Voice Services | | | | | | Subtotal | | |
|----------------------------|-----------------|----------------------------------|---------------------------------|-----------------------|------------------|----------------------|---------------|--------------|
| Service | Sub Service | Description | Unit | # of Participants (1) | # of Minutes (1) | Non-Recurring Charge | Monthly Total | Yearly Total |
| D - Features and Functions | j. Conferencing | Full Service conferencing option | Cost Per Participant Per Minute | 10 | 60 | \$ 0.0167 | \$ 10.02 | \$ 120.24 |

| Traditional Voice Services | | | | | | Subtotal | | | | |
|----------------------------|---|--|---------------|----------------|----------------|----------------------|--------------|---------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # MACs in Unit | # of Units (1) | Non-Recurring Charge | Total | Yearly Total | | |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 1-25 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 | | |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 26-75 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 | | |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 76-126 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 | | |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 126-175 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 | | |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 176-200 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 | | |
| | | | | | | | Total | \$ 22,500.00 | Total | \$ 22,500.00 |

| Traditional Voice Services | | | | | Base | Base | Bronze | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|-----------------------|--|-----------------|---------------------------|----------------|-------------------|-------------|---------------------------|---------------------------|---------------|---------------|---------------|--------------|
| Service | Sub Service | Description | Unit | Silver/Gold Unit | # of Units (1) | Charge per Minute | Base Charge | Additional Monthly Charge | Additional Monthly Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| D - Features and Functions | e. Toll Free Services | All features included with monthly service | Cost Per Minute | Additional Monthly Charge | 100,000 | \$ 0.0423 | | \$ - | \$ - | \$ 4,230.00 | | | \$ 50,760.00 |

| Traditional Voice Services | | | | | | Subtotal | | | | |
|----------------------------|-------------|--|----------------|------------------|----------------|--------------------------|-------------------------|--------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # Lines in Block | # of Units (1) | Monthly Recurring Charge | Estimated Monthly Total | Yearly Total | | |
| D - Features and Functions | DID Blocks | All features included with monthly service | Cost per Block | 20 | 100 | \$ 8.06 | \$ 806.00 | \$ 9,672.00 | | |
| D - Features and Functions | DID Blocks | All features included with monthly service | Cost per Block | 100 | 100 | \$ 40.31 | \$ 4,031.00 | \$ 48,372.00 | | |
| | | | | | | | Total | \$ 4,837.00 | Total | \$ 58,044.00 |

| Traditional Voice Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|--------------------|--|----------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| D - Features and Functions | 3a. POTS | All features included with monthly service | Cost per Month | | 18,000 | 9,000 | 1,000 | \$ 32.25 | \$ 32.25 | \$ 32.25 | \$ 580,500.00 | \$ 290,250.00 | \$ 32,250.00 | \$ 10,836,000.00 |
| D - Features and Functions | 3b. 2 Wire Service | All features included with monthly service | Cost per Month | | 10 | 10 | 10 | \$ 414.46 | \$ 414.46 | \$ 414.46 | \$ 4,144.60 | \$ 4,144.60 | \$ 4,144.60 | \$ 149,205.60 |
| D - Features and Functions | 3c. 4 Wire Service | All features included with monthly service | Cost per Month | | 10 | 10 | 10 | \$ 621.50 | \$ 621.50 | \$ 621.50 | \$ 6,215.00 | \$ 6,215.00 | \$ 6,215.00 | \$ 223,740.00 |

| Traditional Voice Services | | | | | | | | | | | | | | Subtotal |
|----------------------------|-------------|--|---------------|--|----------------|--|--|--------------------------|--|--|---------------|--|--|---------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | | | Monthly Recurring Charge | | | Monthly Total | | | Yearly Total |
| D - Features and Functions | 4. Payphone | All features included with monthly service | Cost Per Line | | 141 | | | \$ 100.00 | | | \$ 14,100.00 | | | \$ 169,200.00 |

| Traditional Voice Services | | | | | | | | | | | | | | Subtotal | Subtotal |
|-----------------------------------|-------------|------------------------------|-----------------------------------|----------------------|----------------|--|--|-----------------|--------------------------|--|-----------------------|-------------------------|-----------------------|-------------------------|----------|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | One-Time Charge | Monthly Recurring Charge | | One-Time Charge Total | Monthly Recurring Total | One-Time Charge Total | Monthly Recurring Total | |
| Desk Phones | | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | Cortelco 2700 | Cost per Unit | Cost Per Month | 100 | | | \$ 82.680 | \$ 4.05 | | \$ 8,268.00 | \$ 405.00 | \$ 8,268.00 | \$ 4,860.00 | |
| D - Features and Functions | i. Hardware | Cortelco 2720 | Cost per Unit | Cost Per Month | 100 | | | \$ 111.120 | \$ 5.44 | | \$ 11,112.00 | \$ 544.00 | \$ 11,112.00 | \$ 6,528.00 | |
| D - Features and Functions | i. Hardware | Cortelco 2740 | Cost per Unit | Cost Per Month | 100 | | | \$ 181.240 | \$ 8.88 | | \$ 18,124.00 | \$ 888.00 | \$ 18,124.00 | \$ 10,656.00 | |
| D - Features and Functions | i. Hardware | Polycom VVX201 | Cost per Unit | Cost Per Month | 100 | | | \$ 110.390 | \$ 5.41 | | \$ 11,039.00 | \$ 541.00 | \$ 11,039.00 | \$ 6,492.00 | |
| D - Features and Functions | i. Hardware | Polycom VVX311 | Cost per Unit | Cost Per Month | 100 | | | \$ 139.080 | \$ 6.81 | | \$ 13,908.00 | \$ 681.00 | \$ 13,908.00 | \$ 8,172.00 | |
| D - Features and Functions | i. Hardware | Polycom VVX411 | Cost per Unit | Cost Per Month | 100 | | | \$ 186.010 | \$ 9.11 | | \$ 18,601.00 | \$ 911.00 | \$ 18,601.00 | \$ 10,932.00 | |
| Conference Phones | | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | Polycom SoundStation2W | Cost per Unit | Cost Per Month | 100 | | | \$ 684.870 | \$ 33.56 | | \$ 68,487.00 | \$ 3,356.00 | \$ 68,487.00 | \$ 40,272.00 | |
| D - Features and Functions | i. Hardware | Polycom Soundstation IP6000 | Cost per Unit | Cost Per Month | 100 | | | \$ 640.070 | \$ 31.36 | | \$ 64,007.00 | \$ 3,136.00 | \$ 64,007.00 | \$ 37,632.00 | |
| D - Features and Functions | i. Hardware | Polycom Soundstation IP7000 | Cost per Unit | Cost Per Month | 100 | | | \$ 973.870 | \$ 47.72 | | \$ 97,387.00 | \$ 4,772.00 | \$ 97,387.00 | \$ 57,264.00 | |
| D - Features and Functions | i. Hardware | Polycom Trio 8800 | Cost per Unit | Cost Per Month | 100 | | | \$ 996.520 | \$ 48.83 | | \$ 99,652.00 | \$ 4,883.00 | \$ 99,652.00 | \$ 58,596.00 | |
| D - Features and Functions | i. Hardware | Polycom Trio 8800 Collab Kit | Cost per Unit | Cost Per Month | 100 | | | \$ 1,683.910 | \$ 82.51 | | \$ 168,391.00 | \$ 8,251.00 | \$ 168,391.00 | \$ 99,012.00 | |
| D - Features and Functions | i. Hardware | Polycom CX5500 | Cost per Unit | Cost Per Month | 100 | | | \$ 5,400.410 | \$ 264.62 | | \$ 540,041.00 | \$ 26,462.00 | \$ 540,041.00 | \$ 317,544.00 | |
| Wired and Wireless Headset | | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | Jabra Pro 9740 | Cost per Unit | Cost Per Month | 100 | | | \$ 238.520 | \$ 11.69 | | \$ 23,852.00 | \$ 1,169.00 | \$ 23,852.00 | \$ 14,028.00 | |
| D - Features and Functions | i. Hardware | Jabra Pro 930 | Cost per Unit | Cost Per Month | 100 | | | \$ 156.070 | \$ 7.65 | | \$ 15,607.00 | \$ 765.00 | \$ 15,607.00 | \$ 9,180.00 | |
| D - Features and Functions | i. Hardware | Jabra Biz 1500 | Cost per Unit | Cost Per Month | 100 | | | \$ 57.890 | \$ 2.84 | | \$ 5,789.00 | \$ 284.00 | \$ 5,789.00 | \$ 3,408.00 | |
| D - Features and Functions | i. Hardware | Plantronics HW261N | Cost per Unit | Cost Per Month | 100 | | | \$ 109.230 | \$ 5.35 | | \$ 10,923.00 | \$ 535.00 | \$ 10,923.00 | \$ 6,420.00 | |
| D - Features and Functions | i. Hardware | Plantronics CS540 | Cost per Unit | Cost Per Month | 100 | | | \$ 199.980 | \$ 9.80 | | \$ 19,998.00 | \$ 980.00 | \$ 19,998.00 | \$ 11,760.00 | |
| D - Features and Functions | i. Hardware | Plantronic Save W740 | Cost per Unit | Cost Per Month | 100 | | | \$ 249.410 | \$ 12.22 | | \$ 24,941.00 | \$ 1,222.00 | \$ 24,941.00 | \$ 14,664.00 | |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| | |
|---|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| E. Training | |

Notes:
(1) Number of units for cost estimation purposes and are not a minimum guarantee.
2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware.

| | |
|----------------------------|------------------------|
| Lot 2 Total | Lot 2 Total |
| Yearly Non-Recurring Total | Yearly Recurring Total |
| \$ 1,220,127.00 | \$ 35,153,709.84 |

| |
|------------------|
| Lot 2 Total |
| Year 1 Total |
| \$ 36,373,836.84 |



SCHEDULE 4.1 - LOT 1

SERVICE LEVEL AGREEMENTS

CONTRACT NO. 440001761

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Service Level Agreement Definitions

Service Level Agreement Definitions

| | |
|----------------------------------|--|
| Agency Level | <i>Service levels that are applied to each agency per each agency location. The measurement describes supplier performance per agency per location.</i> |
| CM – Critical Measurement | <i>Service Levels identified as “CM”, Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.</i> |
| Enterprise Level | <i>Service levels applied to a service that is provided to all agencies, but calculated as one encompassing Service Level, i.e. Internet.</i> |
| Service Level (SL) Target | <i>A commitment that is documented in a service level agreement.</i> |
| SL Minimum | <i>A measure of minimum expected performance. Actual results below the SL Minimum will incur a Remedy and negate Earn back as described in each SLA reference.</i> |
| Measurement Window | <i>Measurement window is 24/7.</i> |
| KM – Key Measurement | <i>SLAs for which the Remedy is designated as KM shall be reviewed monthly by the Commonwealth but will not entitle the Commonwealth to any credits if service levels are not met. Any request by the Commonwealth that an SLA designated as a KM be converted to a credit-bearing SLA shall be negotiated in accordance with the Commonwealth Contract Change Procedures. Conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.</i> |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|-------|-----------|-----------------------------|
| SLA - 01 Time to Deliver - Agency | CM | 99% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | All service orders completed on time within the measurement window. Completed service orders indicate service is ready for use per applicable status in ESMS. | | | | |
| Metric Description | Timeliness – Service delivered on time. This Service Level calculation is the total number of Orders that are successfully completed per agency during the applicable Measurement Window on or before the due date specified minus the total number of service orders not met divided by the total number of orders have been completed during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All Service Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Total number of service orders completed} - \text{Total number of service orders not met}) / \text{Total number of service orders completed}) * 100$ (NOTE: calculated per agency) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Orders, Number of Orders Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]</p> <p>Suggested Detail: Detail categorized by Service, by Category and by Type to include Order Number, Unique ID, Agency, Service Sub-Type, Date Submitted, Date Requested, Date Completed, Number of Business Days to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$1,000 credit for each order missed. Remedy Credit to be applied directly to agency affected. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA – 02 Time to Respond - Enterprise | CM | 99% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | Time to respond to service requests within 30 minutes during the measurement window. Response means: Notable action taken to move forward in resolving the issue | | | | |
| Metric Description | Timeliness. The percent of trouble tickets responded to within 30 minutes of creation of the trouble ticket. The calculation is the total number of Trouble Tickets responded to on or before the 30 minutes of ticket creation during the applicable Measurement Window divided by the total number of Trouble Tickets created during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All trouble tickets generated during the measurement window. | | | | |
| Metric Exclusions | No exclusions. | | | | |
| Calculation | $\% \text{ Timeliness} = (\text{Total number of Trouble Tickets within the month responded to within 30 minutes of create time}) / (\text{Total number of Trouble Tickets within the month}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Tickets, Number of Tickets that Missed the Interval, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]; Detail to include Ticket Number, Agency, Type of Service, Brief Description of Issue, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason Interval was not Met.</p> <p>Detailed Exclusion Report: Ticket Number, Agency, Brief Description of Issue, Type of Service, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason for Exclusion.</p> <p>Trouble Ticket Response Chart: to include Department Number, Agency Name, Number of Tickets per Agency; Graphical representation.</p> | | | | |
| Remedy Credit | \$8,000 per service level violation. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|-----|-----------|-----------------------------|
| SLA – 03 Change Management - Successfulness - Enterprise | CM | 98% | 95% | 9 months | (Service Commencement Date) |
| Definition | All change requests completed successfully. Determination of successful is as defined in the Commonwealth Change Management process | | | | |
| Metric Description | This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy and negate earn back potential. | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | $\% \text{ Successful} = ((\text{Total number of Successful Change Requests completed} - \text{Total number of unsuccessful Change Requests}) / (\text{Total number of Change Requests completed})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p>Suggested Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | <p>\$10,000</p> <p>Any Unauthorized Changes during measurement window- \$15,000</p> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date | | | | | | | | | | |
|---|--|--------|-----|-----------|-----------------------------|----------------------|-------------|-----------|------------------|----------|--------------------|--------|------------------|----------|------------------|
| SLA – 03a Change Management - Timeliness - Enterprise | KM | 95% | 90% | 9 months | (Service Commencement Date) | | | | | | | | | | |
| Definition | All change requests successfully completed within the measurement window. | | | | | | | | | | | | | | |
| Metric Description | Timeliness – Change requests completed on time. This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed within the specified time interval for that priority type during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy. | | | | | | | | | | | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | | | | | | | | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | | | | | | | | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Total number of Change Requests completed} - \text{Change Requests not completed according to priority type}) / (\text{Total number of Change Requests completed})) * 100$ <table border="0"> <thead> <tr> <th><u>Priority Type</u></th> <th><u>Time</u></th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>Less than 1 hour</td> </tr> <tr> <td>Expedite</td> <td>Less than 24 hours</td> </tr> <tr> <td>Normal</td> <td>Less than 5 days</td> </tr> <tr> <td>Standard</td> <td>Less than 7 days</td> </tr> </tbody> </table> | | | | | <u>Priority Type</u> | <u>Time</u> | Emergency | Less than 1 hour | Expedite | Less than 24 hours | Normal | Less than 5 days | Standard | Less than 7 days |
| <u>Priority Type</u> | <u>Time</u> | | | | | | | | | | | | | | |
| Emergency | Less than 1 hour | | | | | | | | | | | | | | |
| Expedite | Less than 24 hours | | | | | | | | | | | | | | |
| Normal | Less than 5 days | | | | | | | | | | | | | | |
| Standard | Less than 7 days | | | | | | | | | | | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | | | | | | | | | | | |
| Reporting Window | Monthly | | | | | | | | | | | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | | | | | | | | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p>Suggested Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | | | | | | | | | | | |

Remedy Credit

\$8,000. Verizon's position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|-----|-----------|-----------------------------|
| SLA – 04 Chronic Problem - Agency | KM | 1 | 2 | 9 months | (Service Commencement Date) |
| Definition | Incidents occurring greater than 2 times on a single product/service/component reported within the measurement window. | | | | |
| Metric Description | Service Quality – Chronic problem identification. This Service Level calculation is the total number of Chronic Problem Items during the applicable Measurement Window. | | | | |
| Metric Inclusions | Product/Service/Component(s) that are identified as Chronic during the applicable Measurement Window. | | | | |
| Metric Exclusions | Customer hold time (must be documented and approved) password resets, and any other item that needs to be excluded per approval of COPA management. The service level credit will be applied unless the Contractor (or any of its subcontractors, including but not limited to Microsoft) provides root cause analysis approved by the Commonwealth indicating that the Contractor was not the root cause of the service level default. | | | | |
| Calculation | Total count of product/service/component identified as a chronic problem item. | | | | |
| Hours/Days of Measurement | 24 hours X 365 days – rolling 60 days (starting on the first day of the first incident being reported) | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Active Services/Devices Measured, Number of Chronics, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Status, Service/Device Identifier, Agency, Product [Model], Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Service/Device Identifier, Total Hours to Resolve per Service/Device Identifier; Categorized by Agency, Proposed Resolution to Chronic Problem, Action by Vendor, Status of Resolution.</p> <p>Detailed Exclusion Report: Ticket Number, Status, Service/Device Identifier, Agency, Product [Voice, ACD, Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Unique Identifier, Reason for Exclusion, Categorized by Agency.</p> | | | | |
| Remedy Credit | One month credit for cost of individual services with chronic issues. Remedy Credit to be applied directly to agency affected. Verizon’s position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|---------|---------|-----------|-----------------------------|
| SLA – 05 Incident Notification - Enterprise | CM | 100.00% | 98.00 % | 9 months | (Service Commencement Date) |
| Definition | Notifications for unavailable or degradation statuses delivered to the Commonwealth within the measurement window. | | | | |
| Metric Description | Timeliness – Delivery system unavailability or degradation notifications. The Service Level calculation for unavailable or degradation notifications delivered to the Commonwealth within 30 minutes from discovering or receiving notice of system unavailability or degradation and subsequent trouble ticket creation divided by the total number of unavailable or degradation notifications required within the measurement window, expressed as a percentage. | | | | |
| Metric Inclusions | All required notifications during measurement window. | | | | |
| Metric Exclusions | The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Count of unavailability and/or degradation Incidents requiring notification} - \text{Count of unavailability and/or degradation incidents not delivered within 30 minutes}) / (\text{Count of unavailability and/or degradation Incidents requiring notification})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include:</p> <p>Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], Reason for exclusion, To be sorted by category; Summarized by Count of excluded tickets.</p> | | | | |

| | |
|----------------------|--------------------------------------|
| Remedy Credit | \$10,000 per Service Level violation |
|----------------------|--------------------------------------|

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|------|-----------|----------------------------------|
| SLA – 06 Abandoned Calls - Enterprise | CM | < 2% | < 5% | 9 months | (Service Desk Commencement Date) |
| Definition | True Abandoned calls are the percentage of calls in queue abandoned by the caller after thirty [30] seconds but before connecting to a Service Desk agent which must be less than or equal to five percent [5%] of all calls | | | | |
| Metric Description | Total number of abandoned calls greater than 30 seconds, divided by total calls equals percent of abandoned calls as calculated via Offerors ACD system. <ul style="list-style-type: none"> • A call is defined as “a leg of a call” • Example: A call comes into an agent=one call. The agent places call back in queue (This equals a second call) | | | | |
| Metric Inclusions | All Service Desk calls | | | | |
| Metric Exclusions | No Exclusions | | | | |
| Calculation | % Abandoned calls = (Abandoned calls / Total calls) * 100 | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Abandoned Calls > 30 Seconds, Daily Total Number of Calls, Daily Abandon Rate; Totals to include Number of Abandoned Calls > 30 Seconds, Total Number of Calls, Abandon Rate; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Calls Abandoned > 30 Seconds, Percentage Achieved; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|----------------------------------|
| SLA – 07 Time to Answer - Enterprise | CM | 98.00% | 95.00 % | 9 months | (Service Desk Commencement Date) |
| Definition | The percentage of calls answered within thirty (30) seconds by a Service Desk agent | | | | |
| Metric Description | Percent of Service Desk calls answered in thirty seconds divided by number of Service Desk calls answered during the month | | | | |
| Metric Inclusions | All Service Desk calls answered | | | | |
| Metric Exclusions | Abandoned Calls | | | | |
| Calculation | $\% \text{ Time Required to Answer} = (\text{Total number of answered calls within 30 seconds} / \text{Total calls answered}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Calls Answered in < 30 Seconds, Daily Total Number of Calls, Daily Percentage TTA Met; totals to include Number of Calls Answered <30 Seconds, Total Number of Calls, Percentage TTA Met; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Number Calls Answered <= 30 Seconds, Total Number Calls Answered > 30 Seconds; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|-----------------------------|
| SLA – 08 Security Incident Notification - Enterprise | CM | 1 hour | 2 hours | 9 months | (Service Commencement Date) |
| Definition | The time to notify the Commonwealth of all Security Incidents shall not exceed the Service Level. | | | | |
| Metric Description | Time to notify is defined as identification of the issue until the Commonwealth is notified. | | | | |
| Metric Inclusions | All Managed Security Services | | | | |
| Metric Exclusions | The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | Time to Notify = date and time of Security Incident Notification to the Commonwealth minus (date and time of Incident Identification) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No]</p> | | | | |
| Remedy Credit | \$15,000 per incident | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|---------|--------|-----------|-----------------------------|
| SLA - 09 Availability (Voice Services) - Agency (per location) | CM | 99.99 % | 99.95% | 9 months | (Service Commencement Date) |
| Definition | <p>Availability of the application/component/service and not in a degraded state.</p> <p>Unavailable—all users and critical functions are affected by the unscheduled downtime or incident. Service is completely unavailable.</p> <p>Degradation—one or more critical business functions (e.g., voicemail, auto attendant, dial tone, toll free, unified communications) of the application is unavailable - affecting 50% or more of the lines at an agency location.</p> <p>Workaround—A temporary solution to the problem(s) raised by an Incident, which must be removed for the Incident to be brought to Resolution.</p> | | | | |
| Metric Description | Availability - Percentage of time the application/component/service is available and non-degraded. A workaround process shall not be considered as acceptable availability | | | | |
| Metric Inclusions | All applications/components/services required by the Commonwealth/agency in operation within the measurement window. | | | | |
| Metric Exclusions | <p>The Service Level measurement does not include any degradation of the Service experienced outside of the vendor's control. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default.</p> <p>Scheduled maintenance, provided that the Agency is informed of scheduled maintenance that will directly affect the Service at least seven (7) calendar days before maintenance work commences, and the Agency approves the scheduled downtime.</p> | | | | |
| Calculation | <p>The Service Level calculation for Availability is the total outage minutes per agency, per location.</p> <p>The Service Level calculation for Availability per location = $(1 - (\text{Total Outage and Degradated Minutes per month} / (\# \text{ of days in a month} * 24 * 60))) * 100$</p> | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL [in Minutes] and [in Hours], Minimum SL [in Minutes] and [in Hours], Actual SL [Average Time to Restore] [in Minutes] and [in Hours], Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> | | | | |

| | |
|----------------------|---|
| | <p>Detail to include: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, and Categorized by Agency.</p> <p>Detailed Exclusion Report: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, Reason for Exclusion, Categorized by Agency.</p> |
| Remedy Credit | 100% Monthly Invoice |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|-----------|-----------|-----------|-----------------------------|
| SLA – 10 Time to Resolve - Agency (per location) | CM | < 2 hours | < 3 hours | 9 months | (Service Commencement Date) |
| Definition | Amount of time from when the problem/incident is reported until the problem is resolved where “resolved” means full functionality is restored within the measurement window. | | | | |
| Metric Description | Timeliness – Time to resolve each reported incidents. | | | | |
| Metric Inclusions | All incident service tickets completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | <p>Summary: The Service Level calculation is the Ticket Resolution Time minus the Ticket Create Time minus Customer Hold Time equals total number of hours to resolve.</p> <p>Total number of hours to resolve = (Ticket Resolution Time - the Ticket Create Time) - Customer Hold Time</p> | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Reason Interval was not Met.</p> <p>Itemize each incident as a line item with total credit due per incident with a sum per agency.</p> <p>Suggested Detailed Exclusion Report: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Missed or Met Status, Reason for Exclusion, Categorized by Service</p> <p>Monthly overview of Enterprise Services: in table format by Enterprise Service with Number of Trouble Tickets per Enterprise Service: Graphical representation</p> | | | | |
| Remedy Credit | 100% Monthly Invoice | | | | |



SCHEDULE 4.2 - LOT 2

SERVICE LEVEL AGREEMENTS

CONTRACT NO. 440001761

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| <u>SLA – 08 Security Incident Notification -Enterprise</u> | <u>11</u> |
| <u>SLA - 09 Availability (Voice Services) - Agency (per location)</u> | <u>12</u> |
| <u>SLA – 10 Time to Resolve - Agency (per location)</u> | <u>14</u> |

Service Level Agreement Definitions

Service Level Agreement Definitions

| | |
|----------------------------------|--|
| Agency Level | <i>Service levels that are applied to each agency per each agency location. The measurement describes supplier performance per agency per location.</i> |
| CM – Critical Measurement | <i>Service Levels identified as “CM”, Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.</i> |
| Enterprise Level | <i>Service levels applied to a service that is provided to all agencies, but calculated as one encompassing Service Level, i.e. Internet.</i> |
| Service Level (SL) Target | <i>A commitment that is documented in a service level agreement.</i> |
| SL Minimum | <i>A measure of minimum expected performance. Actual results below the SL Minimum will incur a Remedy and negate Earn back as described in each SLA reference.</i> |
| Measurement Window | <i>Measurement window is 24/7.</i> |
| KM – Key Measurement | <i>SLAs for which the Remedy is designated as KM shall be reviewed monthly by the Commonwealth but will not entitle the Commonwealth to any credits if service levels are not met. Any request by the Commonwealth that an SLA designated as a KM be converted to a credit-bearing SLA shall be negotiated in accordance with the Commonwealth Contract Change Procedures. . Conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.</i> |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA - 01 Time to Deliver - Agency | CM | 99% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | All service orders completed on time within the measurement window. Completed service orders indicate service is ready for use per applicable status in ESMS. | | | | |
| Metric Description | Timeliness – Service delivered on time. This Service Level calculation is the total number of Orders that are successfully completed per agency during the applicable Measurement Window on or before the due date specified minus the total number of service orders not met divided by the total number of orders have been completed during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All Service Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Total number of service orders completed} - \text{Total number of service orders not met}) / \text{Total number of service orders completed}) * 100$ (NOTE: calculated per agency) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Orders, Number of Orders Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]</p> <p>Suggested Detail: categorized by Service, by Category and by Type to include Order Number, Unique ID, Agency, Service Sub-Type, Date Submitted, Date Requested, Date Completed, Number of Business Days to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$1,000 credit for each order missed. Remedy Credit to be applied directly to agency affected. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA – 02 Time to Respond - Enterprise | CM | 99% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | Time to respond to service requests within 30 minutes during the measurement window. Response means: Notable action taken to move forward in resolving the issue | | | | |
| Metric Description | Timeliness. The percent of trouble tickets responded to within 30 minutes of creation of the trouble ticket. The calculation is the total number of Trouble Tickets responded to on or before the 30 minutes of ticket creation during the applicable Measurement Window divided by the total number of Trouble Tickets created during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All trouble tickets generated during the measurement window. | | | | |
| Metric Exclusions | No exclusions. | | | | |
| Calculation | $\% \text{ Timeliness} = (\text{Total number of Trouble Tickets within the month responded to within 30 minutes of create time}) / (\text{Total number of Trouble Tickets within the month}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Tickets, Number of Tickets that Missed the Interval, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]; Detail to include Ticket Number, Agency, Type of Service, Brief Description of Issue, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason Interval was not Met.</p> <p>Detailed Exclusion Report: Ticket Number, Agency, Brief Description of Issue, Type of Service, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason for Exclusion.</p> <p>Trouble Ticket Response Chart: to include Department Number, Agency Name, Number of Tickets per Agency; Graphical representation.</p> | | | | |
| Remedy Credit | \$8,000 per service level violation. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|-----|-----------|-----------------------------|
| SLA – 03 Change Management - Successfulness - Enterprise | CM | 98% | 95% | 9 months | (Service Commencement Date) |
| Definition | All change requests completed successfully. Determination of successful is as defined in the Commonwealth Change Management process | | | | |
| Metric Description | This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy and negate earn back potential. | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | $\% \text{ Successful} = ((\text{Total number of Successful Change Requests completed} - \text{Total number of unsuccessful Change Requests}) / (\text{Total number of Change Requests completed})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p>Suggested Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | <p>\$10,000</p> <p>Any Unauthorized Changes during measurement window- \$15,000</p> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date | | | | | | | | | | |
|---|--|--------|-----|-----------|-----------------------------|----------------------|-------------|-----------|------------------|----------|--------------------|--------|------------------|----------|------------------|
| SLA – 03a Change Management - Timeliness - Enterprise | KM | 95% | 90% | 9 months | (Service Commencement Date) | | | | | | | | | | |
| Definition | All change requests successfully completed within the measurement window. | | | | | | | | | | | | | | |
| Metric Description | Timeliness – Change requests completed on time. This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed within the specified time interval for that priority type during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy. | | | | | | | | | | | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | | | | | | | | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | | | | | | | | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Total number of Change Requests completed} - \text{Change Requests not completed according to priority type}) / (\text{Total number of Change Requests completed})) * 100$ <table border="1"> <thead> <tr> <th><u>Priority Type</u></th> <th><u>Time</u></th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>Less than 1 hour</td> </tr> <tr> <td>Expedite</td> <td>Less than 24 hours</td> </tr> <tr> <td>Normal</td> <td>Less than 5 days</td> </tr> <tr> <td>Standard</td> <td>Less than 7 days</td> </tr> </tbody> </table> | | | | | <u>Priority Type</u> | <u>Time</u> | Emergency | Less than 1 hour | Expedite | Less than 24 hours | Normal | Less than 5 days | Standard | Less than 7 days |
| <u>Priority Type</u> | <u>Time</u> | | | | | | | | | | | | | | |
| Emergency | Less than 1 hour | | | | | | | | | | | | | | |
| Expedite | Less than 24 hours | | | | | | | | | | | | | | |
| Normal | Less than 5 days | | | | | | | | | | | | | | |
| Standard | Less than 7 days | | | | | | | | | | | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | | | | | | | | | | | |
| Reporting Window | Monthly | | | | | | | | | | | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | | | | | | | | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p>Suggested Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | | | | | | | | | | | |

Remedy Credit

\$8,000. Verizon's position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-----|-----------|-----------------------------|
| SLA – 04 Chronic Problem - Agency | KM | 1 | 2 | 9 months | (Service Commencement Date) |
| Definition | Incidents occurring greater than 2 times on a single product/service/component reported within the measurement window. | | | | |
| Metric Description | Service Quality – Chronic problem identification. This Service Level calculation is the total number of Chronic Problem Items during the applicable Measurement Window. | | | | |
| Metric Inclusions | Product/Service/Component(s) that are identified as Chronic during the applicable Measurement Window. | | | | |
| Metric Exclusions | Customer hold time (must be documented and approved) password resets, and any other item that needs to be excluded per approval of COPA management. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | Total count of product/service/component identified as a chronic problem item. | | | | |
| Hours/Days of Measurement | 24 hours X 365 days – rolling 60 days (starting on the first day of the first incident being reported) | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Active Services/Devices Measured, Number of Chronic, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Status, Service/Device Identifier, Agency, Product [Model], Data, Etc.), Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Service/Device Identifier, Total Hours to Resolve per Service/Device Identifier; Categorized by Agency, Proposed Resolution to Chronic Problem, Action by Vendor, Status of Resolution.</p> <p>Detailed Exclusion Report: Ticket Number, Status, Service/Device Identifier, Agency, Product [Voice, ACD, Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Unique Identifier, Reason for Exclusion, Categorized by Agency.</p> | | | | |
| Remedy Credit | One month credit for cost of individual services with chronic issues. Remedy Credit to be applied directly to agency affected. . Verizon’s position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|---------|---------|-----------|-----------------------------|
| SLA – 05 Incident Notification - Enterprise | CM | 100.00% | 98.00 % | 9 months | (Service Commencement Date) |
| Definition | Notifications for unavailable or degradation statuses delivered to the Commonwealth within the measurement window. | | | | |
| Metric Description | Timeliness – Delivery system unavailability or degradation notifications. The Service Level calculation for unavailable or degradation notifications delivered to the Commonwealth within 30 minutes from discovering or receiving notice of system unavailability or degradation and subsequent trouble ticket creation divided by the total number of unavailable or degradation notifications required within the measurement window, expressed as a percentage. | | | | |
| Metric Inclusions | All required notifications during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented. Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors.(or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Count of unavailability and/or degradation Incidents requiring notification} - \text{Count of unavailability and/or degradation incidents not delivered within 30 minutes}) / (\text{Count of unavailability and/or degradation Incidents requiring notification})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL</p> | | | | |

| | |
|----------------------|---|
| | Achieved [Yes/No], Reason for exclusion, To be sorted by category; Summarized by Count of excluded tickets. |
| Remedy Credit | \$10,000 per Service Level violation |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|------|-----------|----------------------------------|
| SLA – 06 Abandoned Calls - Enterprise | CM | < 2% | < 5% | 9 months | (Service Desk Commencement Date) |
| Definition | True Abandoned calls are the percentage of calls in queue abandoned by the caller after thirty [30] seconds but before connecting to a Service Desk agent which must be less than or equal to five percent [5%] of all calls | | | | |
| Metric Description | Total number of abandoned calls greater than 30 seconds, divided by total calls equals percent of abandoned calls as calculated via Offerors ACD system. <ul style="list-style-type: none"> • A call is defined as “a leg of a call” • Example: A call comes into an agent=one call. The agent places call back in queue (This equals a second call) | | | | |
| Metric Inclusions | All Service Desk calls | | | | |
| Metric Exclusions | No Exclusions | | | | |
| Calculation | % Abandoned calls = (Abandoned calls / Total calls) * 100 | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Abandoned Calls > 30 Seconds, Daily Total Number of Calls, Daily Abandon Rate; Totals to include Number of Abandoned Calls > 30 Seconds, Total Number of Calls, Abandon Rate; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Calls Abandoned > 30 Seconds, Percentage Achieved; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|----------------------------------|
| SLA – 07 Time to Answer - Enterprise | CM | 98.00% | 95.00 % | 9 months | (Service Desk Commencement Date) |
| Definition | The percentage of calls answered within thirty (30) seconds by a Service Desk agent | | | | |
| Metric Description | Percent of Service Desk calls answered in thirty seconds divided by number of Service Desk calls answered during the month | | | | |
| Metric Inclusions | All Service Desk calls answered | | | | |
| Metric Exclusions | Abandoned Calls | | | | |
| Calculation | $\% \text{ Time Required to Answer} = (\text{Total number of answered calls within 30 seconds} / \text{Total calls answered}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Calls Answered in < 30 Seconds, Daily Total Number of Calls, Daily Percentage TTA Met; totals to include Number of Calls Answered <30 Seconds, Total Number of Calls, Percentage TTA Met; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Number Calls Answered <= 30 Seconds, Total Number Calls Answered > 30 Seconds; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|-----------------------------|
| SLA – 08 Security Incident Notification - Enterprise | CM | 1 hour | 2 hours | 9 months | (Service Commencement Date) |
| Definition | The time to notify the Commonwealth of all Security Incidents shall not exceed the Service Level. | | | | |
| Metric Description | Time to notify is defined as identification of the issue until the Commonwealth is notified. | | | | |
| Metric Inclusions | All Managed Security Services | | | | |
| Metric Exclusions | The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | Time to Notify = date and time of Security Incident Notification to the Commonwealth minus (date and time of Incident Identification) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No]</p> | | | | |
| Remedy Credit | \$15,000 per incident | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA - 09 Availability (Voice Services) - Agency (per location) | CM | 99.95 | 99.90 | 9 months | (Service Commencement Date) |
| Definition | <p>Availability of the application/component/service and not in a degraded state.</p> <p>Unavailable—all users and critical functions are affected by the unscheduled downtime or incident. Service is completely unavailable.</p> <p>Degradation—one or more critical business functions (e.g., voicemail, auto attendant, dial tone, toll free) of the application is unavailable - affecting 50% or more of the lines at an agency location.</p> <p>Workaround—A temporary solution to the problem(s) raised by an Incident, which must be removed for the Incident to be brought to Resolution.</p> | | | | |
| Metric Description | Availability - Percentage of time the application/component/service is available and non-degraded. A workaround process shall not be considered as acceptable availability. | | | | |
| Metric Inclusions | All applications/components/services required by the Commonwealth/agency in operation within the measurement window. | | | | |
| Metric Exclusions | <p>The Service Level measurement does not include any degradation of the Service experienced outside of the vendor's control. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default.</p> <p>Scheduled maintenance, provided that the Agency is informed of scheduled maintenance that will directly affect the Service at least seven (7) calendar days before maintenance work commences, and the Agency approves the scheduled downtime.</p> | | | | |
| Calculation | <p>The Service Level calculation for Availability is the total outage minutes per agency, per location.</p> <p>The Service Level calculation for Availability per location = $(1 - (\text{Total Outage and Degradated Minutes per month} / (\text{\# of days in a month} * 24 * 60))) * 100$</p> | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL [in Minutes] and [in Hours], Minimum SL [in Minutes] and [in Hours], Actual SL [Average Time to Restore] [in Minutes] and [in Hours], Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> | | | | |

| | |
|----------------------|---|
| | <p>Detail to include: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, and Categorized by Agency.</p> <p>Detailed Exclusion Report: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, Reason for Exclusion, Categorized by Agency.</p> |
| Remedy Credit | 100% Monthly Invoice |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|-----------|-----------|-----------|-----------------------------|
| SLA – 10 Time to Resolve - Agency (per location) | CM | < 8 hours | < 9 hours | 9 months | (Service Commencement Date) |
| Definition | Amount of time from when the problem/incident is reported until the problem is resolved where “resolved” means full functionality is restored within the measurement window. | | | | |
| Metric Description | Timeliness – Time to resolve each reported incidents. | | | | |
| Metric Inclusions | All incident service tickets completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. The service level credit will be applied unless the Contractor provides root cause analysis approved by the Commonwealth indicating that the Contractor (or any of its subcontractors, including but not limited to Microsoft) was not the root cause of the service level default. | | | | |
| Calculation | <p>Summary: The Service Level calculation is the Ticket Resolution Time minus the Ticket Create Time minus Customer Hold Time equals total number of hours to resolve.</p> <p>Total number of hours to resolve = (Ticket Resolution Time - the Ticket Create Time) - Customer Hold Time</p> | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Reason Interval was not Met. Itemize each incident as a line item with total credit due per incident with a sum per agency.</p> <p>Suggested Detailed Exclusion Report: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Missed or Met Status, Reason for Exclusion, Categorized by Service</p> <p>Monthly overview of Enterprise Services: in table format by Enterprise Service with Number of Trouble Tickets per Enterprise Service: Graphical representation</p> | | | | |
| Remedy Credit | 100% Monthly Invoice | | | | |



SCHEDULE 5 - SLA METHODOLOGY

CONTRACT NO. 4400017601

Service Level Methodology

A. General

The Commonwealth has adopted the ITIL framework and has established Service Level Management to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring, measuring, and reporting upon IT Service achievements and the instigation of actions to acquire quality service.

The Service Level Performance Measures and their targets that are described in this methodology document have been specifically designed to support the Service Level Agreements set forth in Appendix J. Effective on the Service Commencement Date, the Contractor will perform the Service to which Service Levels apply, so that the Service Level Performance will, in each month of the Term, meet or exceed, the Service Levels.

New Service Levels may be added or substituted by the Commonwealth as specified in this methodology during the Term. For example, such additions or substitutions may occur in conjunction with changes to the environment and the introduction of new Equipment or Software to support a new or additional service. However, where such Equipment or Software or such means of Service delivery is a replacement or upgrade of existing technology to support an existing catalog service, there shall be a presumption of equivalent or improved performance.

The Contractor is responsible for all measuring, monitoring and reporting capabilities necessary to measure, monitor and report the Contractor's performance against the Service Levels. Except as otherwise stated, all Service Levels must be measured by the Contractor on a 24x7x365 days per year basis. The Contractor must report to the Commonwealth its performance Service Levels upon the measurement window frequency specified in each and shall provide all Service Level substantiating information upon request by the Commonwealth that pertains to the performance of the Contractor's services.

The Contractor may be required to coordinate and collaborate with third parties to achieve the required service levels. The Contractor shall provide a single point of contact for the prompt resolution of all Service Level Defaults and all failures to provide high quality Services to the Commonwealth, regardless of whether the reason for such Service Level Defaults, or failure to provide high quality Services to the Commonwealth, was caused by the Contractor.

The Commonwealth and the Contractor will each provide a single point of contact for the management and monitoring of the Service Levels.

B. Reporting

Unless otherwise specified in this methodology, each Service Level shall be measured and reported on a monthly basis. The format, layout and content of such monthly report shall be as directed by the Commonwealth. The Contractor's monthly performance reports are due by the 10th Business day of each month and shall include a set of soft-copy reports such that the Commonwealth is able to verify the Contractor's performance and compliance with the Service Levels. The reports shall provide various metrics related to each of the Service Levels, including but not limited to:

1. Contractor's performance against and calculations with respect to each Service Level during the preceding month;
2. Contractor's performance with respect to each service level as a trend analysis against a thirteen (13) month rolling performance trend report;

3. Potential problems of which the Contractor is aware that could reasonably be expected to result in a failure to meet a service level and remedial actions including summaries of the reports submitted to the Commonwealth.

The Contractor shall provide detailed supporting information for each report to the Commonwealth in a format suitable for use on a personal computer. The data and detailed supporting information shall include the method used by Contractor to calculate the service level performance based on the data measured and reported by the measurement tool such that the Commonwealth is able to reproduce the calculations made by Contractor and validate the results reported in the monthly Service Level Performance reports. All detailed supporting information shall be the Commonwealth's Confidential Information, and the Commonwealth may access such information online and in real-time, where feasible, at any time during the Term. In addition, Contractor shall provide the Commonwealth with direct, unaltered access to review and audit all raw data collection related to Service Levels.

1. If any monthly performance report provided by the Contractor to the Commonwealth does not have sufficient detail and accuracy for the Commonwealth to determine whether the Contractor achieved or failed to achieve the service level for each service level in the immediately preceding measurement window, then the Commonwealth may provide written notice thereof to the Contractor, for a replacement report. The Contractor must provide the replacement report to the Commonwealth within ten (10) calendar days after receiving such notice. If within 10 days of receiving such notice the Contractor fails to deliver to the Commonwealth a revised or replacement monthly performance report containing sufficient detail and accuracy for the Commonwealth to determine whether the Contractor achieved or failed to achieve a Service Level in the applicable Measurement Window, such failure shall constitute a Service Level Default with respect to such Service Level for such immediately preceding Measurement Window.

The Contractor will create, maintain, and provide to the Commonwealth detailed procedure documentation of its Service Level measurement process used to collect Service Level data and calculate Service Level attainment. The process documentation must include quality assurance reviews and verification procedures. The measurement process must be automated to the extent possible, and any manual data collection steps must be clearly documented, verified and auditable. All methods, codes and automated programs must be documented and provided to the Commonwealth for validation and approval. The Contractor must ensure it tests and validates the accuracy and currency of the documentation and measurement process on a quarterly basis.

C. Service Level Obligations

1. The metrics, measurement standards and other pertinent features are described in the Service Level Data Sheets in Schedule 4.1 and Schedule 4.2.
2. The Service Level Target is a commitment documented in each service level agreement.
3. The Service Level Minimum is a measure of minimum expected performance. Actual results of performance below the service level minimum result in a default and will incur the remedy credit due on the next invoice. Performance level below the service level minimum also negates the opportunity to enter into an earn back status.
4. Any occasional request by the Contractor to temporary SLA relief on a per incident basis must be submitted in advance in writing to the Commonwealth in accordance with the Commonwealth Change/Waiver Procedures. The Commonwealth, must in its sole discretion, determine whether SLA relief should be granted and the period of time for such relief (if any), and its decision in this respect must not be subject to dispute resolution. The Contractor's failure to achieve the Service Level will not constitute a Service Level

default or accrue toward a Service Level termination event to the extent such failure is excused in accordance with the terms of the contract.

D. Service Level Credits

1. In the event of a Service Level Default, the Contractor must begin delivering the services in accordance with the Service Levels as the service offering is implemented, maintained and/or repaired.
2. The Contractor must promptly prepare a written root cause and recovery plan designed to prevent the reoccurrence of such Service Level default.
3. If the Contractor's performance results in a service level default, the Commonwealth is entitled to receive a Service Level Credit.
4. The total amount of Service Level Credits that the Contractor will be obligated to pay to the Commonwealth, with respect to Service Level Defaults occurring each month and in accordance with the terms of Section E below, shall be credited on the invoice applicable per this methodology document. For example, the amount of Service Level Credits payable with respect to Service Level Defaults occurring in August shall be reported and validated in September and credited to the invoice issued in October.
5. The Contractor acknowledges and agrees that the Service Level Credits shall not be deemed or construed to be liquidated damages or a sole and exclusive remedy or in derogation of any other rights and remedies the Commonwealth has hereunder or under the Contract.
6. Service Levels identified as "CM", Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.
7. Services Levels identified as "KM", Key Measurement, will be monitored and reported per this agreement, but will not have remedy credits applied. The Commonwealth has the ability to change a KM to a CM per requirements indicated in Section G, Additions, Modifications, Deletions, of this document.

A maximum at risk amount of 15% of the total monthly invoice has been established. Service credits in the excess of 15% of the total value of the monthly invoice shall not be assessed.

E. Service Level Earn Backs

The Contractor shall have Earn-Back opportunities with respect to Service Level Credits as follows:

1. The Service Level must be identified as Earn Back Eligible per the Service Level Agreement Data Sheet in Schedule 4.1 and Schedule 4.2.
2. Within fifteen (15) days after the Earn Back period as shown on the Service Level Agreement Data Sheets, the Contractor shall provide a report to the Commonwealth that will include, with respect to each Service Level for which there was a Service Level Default, the following:
 - a. Statistics on the Contractor's average monthly performance during the Earn Back period
 - b. The amount of Service Level Credit imposed for Service Level Default
3. If a Service Level violation is incurred during the Earn Back period, the Earn Back is negated and the credit is due on the next invoice.
4. During an Earn Back period, if a service is terminated by the Commonwealth, the Contractor will not be obligated to fulfill the credit obligation.
5. If the Contract is terminated for default, all service credits are due upon notice of termination.

F. Additions, Modifications, Deletions

The Commonwealth may add, modify or delete Service Level Agreements by sending written notice to the Contractor. The Commonwealth may require the Contractor to modify the definition, metrics, data elements, measurement standards, or other pertinent features of any existing service level, by sending a written request to the Contractor at least ninety (90) days prior to the date that such modifications are to be effective; provided that the Commonwealth may send such a request (which request may contain multiple changes) not more than once each calendar quarter. The terms and conditions upon which such modifications of metrics are implemented must be subject to the reasonable and mutual agreement of the Commonwealth and the Contractor and must be determined pursuant to the Commonwealth Contract Change Procedures (in which measurement tools and design changes appropriate to each new service level or modified metric or measurement standard must be negotiated in good faith and agreed). The Contractor may not withhold its consent to add new service levels or modify the definition, metrics, data elements, measurement standards, or other pertinent features of any existing service levels, but the Contractor is permitted to negotiate in good faith the implementation specifics for such requested additions and modifications.

For new Service Levels, the Contractor must submit its proposal to the Commonwealth for review and approval through the Commonwealth's Contract Change Procedures.

The Contractor must begin providing monthly performance measurement within thirty (30) calendar days of the Commonwealth approval.

1. **Additions:** The Commonwealth may add Service Levels in accordance with this Section G and the Commonwealth Contract Change Procedures.
2. **Deletions:** The Commonwealth may delete Service Level Agreements in accordance with this Section G and the Commonwealth Contract Change Procedures.

G. Continuous Improvement

The Parties agree to the concept of continuous improvement and beginning 12 months after each Service Level is in effect and annually thereafter, the Parties agree to review each of the Service Levels for effectiveness and to identify potential areas of improvement. The Contractor shall provide a written plan within 30 days of the review date.

H. Measuring Tools

1. The Contractor must provide, implement, maintain and utilize the necessary measurement and monitoring tools and procedures required to measure and report on the Contractor's performance of the services against the applicable Service Levels. The Contractor's measurement and monitoring of service level performance must permit reporting at a level of detail sufficient to permit the Commonwealth to verify compliance with the Service Levels, and must be subject to audit by the Commonwealth pursuant to the contract. The Contractor must provide the Commonwealth with the information about and access to such procedures upon request for purposes of verification.
2. Any new tools required for new service levels added after the effective date must be identified in the Change Request Form (required by the Commonwealth Contract Change Procedure) approving such new Service Level. In connection therewith, the Contractor must be obligated to propose a commercially reasonable measuring tool or methodology for a Service Level and if it fails to do so, such tool or methodology must be determined by mutual agreement between the Commonwealth and Contractor.

3. If after the effective date or the implementation of tools for new Service Levels either the Commonwealth or the Contractor desires to use a different measuring tool or methodology for a Service Level, it must request such change through the Commonwealth Contract Change Procedure. If the other Party approves the new measuring tool or methodology, the Commonwealth and the Contractor will reasonably adjust the service level measurements to account for any increased or decreased sensitivity in the new measuring tools. It is not anticipated that changes in the measuring tools or methodologies will drive changes in service levels; rather, the need to collect and accurately reflect the performance data should drive the development or change in measuring tools or methodologies.

It is not anticipated that changes in the measuring tools will drive changes in Service Levels; rather, the need to collect and accurately reflect the performance data should drive the development or change in performance monitoring tools. Contractor will configure all measuring tools to create an auditable record of each user access to the tool and any actions taken with respect to the data measured by or residing within the tool. All proposed measuring tools must include functionality enabling such creation of an auditable record for all accesses to the tool.

I. Remedies and Waivers

The exercise by the Commonwealth of its rights under this document, including the right to receive service level credits is without prejudice to its other rights or remedies under the contract or at law or equity, including the Commonwealth's right to claim and collect damages and the Commonwealth's right to terminate the contract in whole or in part in accordance with the Contract.

J. Investigation and Correction

The Contractor must promptly investigate and correct each failure to meet the service levels (whether or not such failure constitutes a service level default) by:

1. Immediate initiation of problem investigations.
2. Report problems and findings to the Commonwealth.
3. Correct problems and meet or restore Service Levels as soon as practicable.
4. Advise the Commonwealth of the root cause of problems and the status of remedial efforts being undertaken with respect to such problems.
5. Provide reasonable evidence to the Commonwealth that the causes of such problems have been or will be corrected.
6. Make written recommendations to the Commonwealth for improvement in procedures.

SCHEDULE 6 - TRANSITION MILESTONES

CONTRACT NO. 4400017601

Transition Milestones

The following table includes a list of key required project milestones and delivery dates as applicable. Milestone due dates are as indicated below, unless otherwise agreed to by the Commonwealth in writing. Milestones include the completion of all tasks and deliverables associated with the milestone as described in this RFP. The Earn Back period is thirty (30) calendar days from the Transition Milestone Due Date and applies to those Milestones indicated with “Y” in the Earn Back column.

Notes:

- Milestones 14 through 16 are dependent on the successful completion of Milestones 1 through 13.
- Reference to *Enterprise Network Contract* is Commonwealth Contract# 4400017600 - Enterprise Network and Shared Services
- Reference to *Connectivity Contracts* is Commonwealth RFP 6100039272 Last User Connectivity

| Transition Planning and Management Milestones | | | | | | |
|---|-----------------------|--|--|------------------|-----------|---|
| For the Transition Planning and Management Milestones, Offerors should assume a ten (10) business day period for the Commonwealth to review and respond for each iteration of a deliverable submission. This ten-day period is in addition to the total time reflected in the Milestone Due Date with the exception of M13-M16. | | | | | | |
| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria | Milestone Credit | Earn Back | Dependency on Commonwealth |
| M-1 | Final Transition Plan | The later of 30 calendar days from <i>Enterprise Network Contract</i> Final Transition Plan completion or 30 calendar days from the contract Effective Date. | <ul style="list-style-type: none"> • Final transition plan and detailed project schedule established and accepted | \$75,000 | N | <ul style="list-style-type: none"> • Commonwealth review and approval • Need to know specific items from <i>Enterprise Network Contract</i> such as interface to ITSM, ESD, eNOC to finalize Plan |

| | | | | | | |
|-----|---|--|--|----------|----------------------|---|
| M-2 | Change Management Plan | The later of 30 calendar days from Final <i>Enterprise Network Contract</i> Change Management Plan completion or 30 calendar days from the contract Effective Date | <ul style="list-style-type: none"> Final Change Management Plan due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> Commonwealth review and approval Dependent on <i>Enterprise Network Contract</i> Change Management system/platform and interface information Need <i>Enterprise Network Contract</i> CM process defined |
| M-3 | Service Asset & Configuration Management Plan | The later of 30 calendar days from Final <i>Enterprise Network Contract</i> SACM Plan completion or 30 calendar days from the contract Effective Date | <ul style="list-style-type: none"> Final Service Asset & Configuration Management Plan due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> Commonwealth review and approval Require identification and specific requirements of new Commonwealth ITSM platform & CMDB interface |
| M-4 | Configuration Management Data Base Plan | The later of 30 calendar days from Final <i>Enterprise Network Contract</i> Config Mgmt Plan completion or 30 calendar days from the contract Effective Date | <ul style="list-style-type: none"> Final Configuration Management Data Base Plan due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> Commonwealth review and acceptance Require identification and specific requirements of new Commonwealth ITSM platform |

| | | | | | | |
|-----|--|---|--|----------|----------------------|---|
| M-5 | Continuity of Operations / Emergency Response Plan | The later of 30 calendar days from Final <i>Enterprise Network Contract</i> COEP Plan completion or 30 calendar days from the contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Continuity of Operations / Emergency Response Plan due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance • <input type="checkbox"/> Need Commonwealth participation in the development of this Plan and need to be in sync with similar plans from <i>Connectivity Contracts</i> and <i>Enterprise Network Contract</i> |
| M-6 | Service Delivery Implementation / Management Plans | The later of 30 calendar days from Final <i>Enterprise Network Contract</i> SDIM Plan completion or 30 calendar days from the contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Service Delivery Implementation and Management Plans due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance • <input type="checkbox"/> Depends on new Commonwealth <i>Enterprise Network Contract</i> system/platform • <input type="checkbox"/> Needs to sync up with <i>Enterprise Network Contract</i> Plan |
| M-7 | Order Process Implementation Plan | The later of 30 calendar days from Final <i>Enterprise Network Contract</i> Order Process Imp Plan or 30 calendar days from the contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Order Process Implementation Plan due and accepted on or before the | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance • <input type="checkbox"/> Need Commonwealth to define new ITSM platform |

| | | | Milestone Due date | | | |
|------|--|---|--|----------|----------------------|--|
| M-8 | Marketing Plan | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> <input type="checkbox"/> Final Marketing Plan due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> <input type="checkbox"/> Commonwealth review and acceptance |
| M-9 | Training Plan / Training Materials | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> <input type="checkbox"/> Final Training Plan / Training Materials due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> <input type="checkbox"/> Commonwealth review and acceptance |
| M-10 | Service Desk Implementation and Management Plans | The later of 45 calendar days from Final <i>Enterprise Network Contract</i> SDIMP completion or 45 calendar days from the contract Effective Date | <ul style="list-style-type: none"> <input type="checkbox"/> Final Service Desk Implementation and Management Plans due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> <input type="checkbox"/> Commonwealth review and acceptance <input type="checkbox"/> Need <i>Enterprise Network Contract</i> ESD and eNOC systems and processes to be defined - RFP#3 plugs into <i>Enterprise Network Contract</i> (system interfaces) |

| | | | | | | |
|------|---|---|---|----------|----------------------|---|
| M-11 | Ticket Escalation Process | The later of 60 calendar days from Final <i>Enterprise Network Contract</i> TEP completion or 60 calendar days from the contract effective date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Ticket Escalation Process due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance • <input type="checkbox"/> Need <i>Enterprise Network Contract</i> plan and process defined • <input type="checkbox"/> Need Commonwealth to define new ITSM platform and ESD/eNOC interfaces |
| M-12 | Feature Code List (Lot 2 only) | 60 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Feature Code List due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-13 | Final Enterprise Process and Procedures Manual (ePPM) | The later of 60 calendar days from Final <i>Enterprise Network Contract</i> PPM or 60 calendar days from the contract effective date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Enterprise Process and Procedures Manual (ePPM) due and accepted on or before the Milestone Due date | \$25,000 | N | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval • <input type="checkbox"/> Access to current PPM documentation as available • <input type="checkbox"/> Need <i>Enterprise Network Contract</i> Process and Procedures to be defined due to operational linkages between them. |

| Service Enablement Milestones For Service Enablement Milestones, acceptance will occur upon Commonwealth review and acceptance of the successful Offeror's test plan and demonstration of service enablement. | | | | | | |
|---|--------------------------|---|---|------------------|-----------------------|---|
| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria | Milestone Credit | Earn Back | Dependency on Commonwealth |
| M-14 | Service Desk Operational | The later of 60 calendar days from ESD being Operational or 60 calendar days from the contract effective date | <ul style="list-style-type: none"> Service Desk available and accepted by the Commonwealth on or before the Milestone Due date | \$250,000 | Y Earnback 100% | <ul style="list-style-type: none"> Commonwealth review and acceptance Need <i>Enterprise Network Contract</i> service desk, eNOC and interfaces defined and operational |

| | | | | | | |
|------|--|--|---|-----------|---|--|
| M-15 | Unified Communications & VoIP Services | The later of 90 calendar days from <i>Enterprise Network Contract & Connectivity Services Contract</i> Services Operational or 90 calendar days from the contract effective date | <ul style="list-style-type: none"> • <input type="checkbox"/> Services and deliverables as described in LOT 1 Unified Communications & VoIP Services and Support transitioned and accepted on or before Milestone Due date • <input type="checkbox"/> Services implemented, tested, and operational ready to begin transition of end users on existing IPT platform | \$250,000 | N | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval • <input type="checkbox"/> Agency user equipped with Microsoft Licenses |
|------|--|--|---|-----------|---|--|

| | | | | | | |
|------|----------------------------|--|---|-----------|-----------------------|---|
| M-16 | Traditional Voice Services | 30 calendar days from the Verizon Service Desk being operational | <ul style="list-style-type: none"> • <input type="checkbox"/> Services and deliverables as described in LOT 2 Traditional Voice Services and Support transitioned and accepted on or before Milestone Due date • <input type="checkbox"/> Services implemented, tested, and operational • <input type="checkbox"/> Ready to take new orders or begin transition of end users from existing MSA | \$250,000 | Y Earnback 100% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval • <input type="checkbox"/> Need Commonwealth/Agencies to define cut over approach (e.g. all or phased) |
|------|----------------------------|--|---|-----------|-----------------------|---|

**SCHEDULE 7 -
CONTRACT CHANGE
REQUEST PROCEDURES**

CONTRACT NO. 4400017601

SCHEDULE 7

CONTRACT CHANGE REQUEST PROCEDURES

A. General

This document describes the process and procedures to be followed by Commonwealth and Contractor when either Party wishes to make a Change (the "**Change Control Procedures**"). The Parties may, by joint agreement, amend or waive any part of the Change Control Procedures including, but not limited to, where the Parties agree that shorter or longer time frames are more appropriate.

B. Definitions

The definitions for the Change Request Form and the actual form are located in table 1 at the end of this document.

C. Objectives

The objectives of the Change Control Procedures are as follows:

1. To review each request for a Change (a "**Change Request**") to determine whether such Change is appropriate;
2. To determine whether a Change is within the scope of the Services or constitutes a New Service or is considered to be a change to the in-scope Services without constituting a change in the scope;
3. To prioritize all Change Requests;
4. To minimize the risk of exceeding both time and cost estimates, if any, associated with the requested Change by identifying, documenting, quantifying, controlling, managing and communicating:
 - a. Change Requests,
 - b. the routing for approval of Change Requests, and
 - c. their disposition;
5. To document a Change whether or not such Change results in any extra charge.

D. Change Requests

Either Contractor or Commonwealth may initiate a Change Request by uploading the completed Change Request Form, referenced in Section F, to the SharePoint Contract Change Request Library. The Change Request Form provides areas for a description, justification and impact to such change. Commonwealth will assign a unique number to any such request and will enter demographic data applicable to that Change Request in the Change Request Log as described in Section E below. Each Change Request that is prepared will be tracked by reference number applied to the Change Request to which it relates.

Each Party's respective Contract Compliance Manager or his/her nominated representatives will be responsible for reviewing and considering any Change Request.

E. Effectiveness of a Change

1. Signed Change Requests:

Upon the signature of a Change Request by both parties, the contents of such Change will be deemed to be agreed and incorporated into the Contract on the date of the last signature or as the Parties may otherwise agree. All services added or modified by a Change Request will be "Services" under the Contract, and the performance of Change Request will in all respects be governed by the Contract. Except as expressly provided herein, no part of the discussions or interchanges between the Parties will obligate the Parties to approve any Change or will constitute an amendment or waiver of the Contract unless and until reflected in a Change Request and adopted in accordance with this agreement.

Neither Party will have any obligation to commence or comply with any Change, perform services that would be covered by any Change, or pay any Charges that would be covered by any Change, until such time as the Parties have signed the appropriate Change Request.

2. Acceptance Criteria:

Commonwealth's acceptance of, and payment for, work under other Change Requests will be subject to Commonwealth's approval that such work materially complies with the mutually agreed objective acceptance criteria set forth in the Change Request during an acceptance period designated in the Change Request. If Contractor's work under a Change Request does not comply, Contractor will correct such work and resubmit the Change for Commonwealth's acceptance.

F. Change Request Log

1. The Commonwealth will maintain the Change Request Log which will consist of, but not limited to, the following fields:
 - a. Number of the Change Request;
 - b. Name of the originating Party;
 - c. A brief description of the Change;
 - d. The current status of the Change; and
 - e. Date of registration of the Change Request in the Change Request Log.
2. The Commonwealth will provide the Contractor access to the log for reviews and report generation.
3. The status of the Change Request at any stage in Change Control Procedures will be one of the following:
 - a. Approved - change request is approved for signature
 - b. CMP - change request has been signed, schedules have been updated and are correct and services can be implemented
 - c. Pending Compliance, Supplier, Service Owner, or Management/OA Legal - change request is being reviewed by designated party for decision
 - d. Rejected
 - e. Cancelled - change request is no longer required
 - f. Under review - CCR is ON HOLD pending discussions or solution

G. Contract Change Request Form (CCR) (Form below not to be used when submitting a change, formal template provided)

OA/OIT – Contract Compliance – Contract Change Control

Contract Change Request Form

| | | | | | | |
|---|--|--|--|---|---------------------------------------|--|
| Change Request Number and Name: | VEN_CCR_ | Related CR, Schedule, Contract Section #: | | | | |
| Date Created: | | Date Submitted to COPA: | | | | |
| Description (Brief): | | | | | | |
| Priority: | <input type="checkbox"/> URGENT | <input type="checkbox"/> ORDINARY | <input type="checkbox"/> LOW | | | |
| Status: (Please Check) | Approved <input type="checkbox"/> | Pending <input type="checkbox"/> | Rejected <input type="checkbox"/> | Cancelled <input type="checkbox"/> | Completed <input type="checkbox"/> | On Hold <input type="checkbox"/> |
| Category: (Please Check) | Data Ops <input type="checkbox"/> | Voice Ops <input type="checkbox"/> | Security <input type="checkbox"/> | ESMS <input type="checkbox"/> | Support <input type="checkbox"/> | Contract X <input type="checkbox"/> |
| REQUESTOR INFORMATION | | | | | | |
| Requestor: | | | | | | |
| Requestor Email: | | | | | | |
| Requestor Phone Number: | | | | | | |
| Date Change Requested: | | | | | | |
| COPA CONTACT INFORMATION | | | | | | |
| COPA Contact: | | | | | | |
| COPA Email: | | | | | | |
| COPA Phone Number: | | | | | | |
| Date Submitted: | | | | | | |
| Target Date: | | | | | | |
| SERVICES AFFECTED | | | | | | |
| Service Name: | | | | | | |
| Product Code: | Code: | <input type="checkbox"/> New Service | <input type="checkbox"/> Change Existing Service | | | |
| FOR EACH PRODUCT CODE | | | | | | |
| Unit Price: | | | | | | |
| Amt of Increase/Decrease: | | | | | | |
| <input type="checkbox"/> Increase * – (Reference Cost Impact Study) | <input type="checkbox"/> Decrease * – (Reference Cost Impact Study) | <input type="checkbox"/> Revised | <input type="checkbox"/> New Catalog Entry – Add new codes to Product Cat. | <input type="checkbox"/> No Unit Price Change | | |
| COST IMPACT | | | | | | |
| Cost Impact – (None, brief description or attached doc): | | | | | | |
| Technology: (check all that apply): | <input type="checkbox"/> New | <input type="checkbox"/> Revised | <input type="checkbox"/> Hardware | <input type="checkbox"/> Software | | |
| SAP Account Information, if applicable: | SAP Fund: | | SAP Cost Center: | | | |
| Performance Impact: | | | | | | |
| Business Justification: | | | | | | |
| (*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance | | | | | | |

Commonwealth of PA

Supplier

Authorized Signature, Title

Bureau

Date: _____

Authorized Signature, Title

Department/Division

Date: _____

Table 1: Change Request Form Definitions

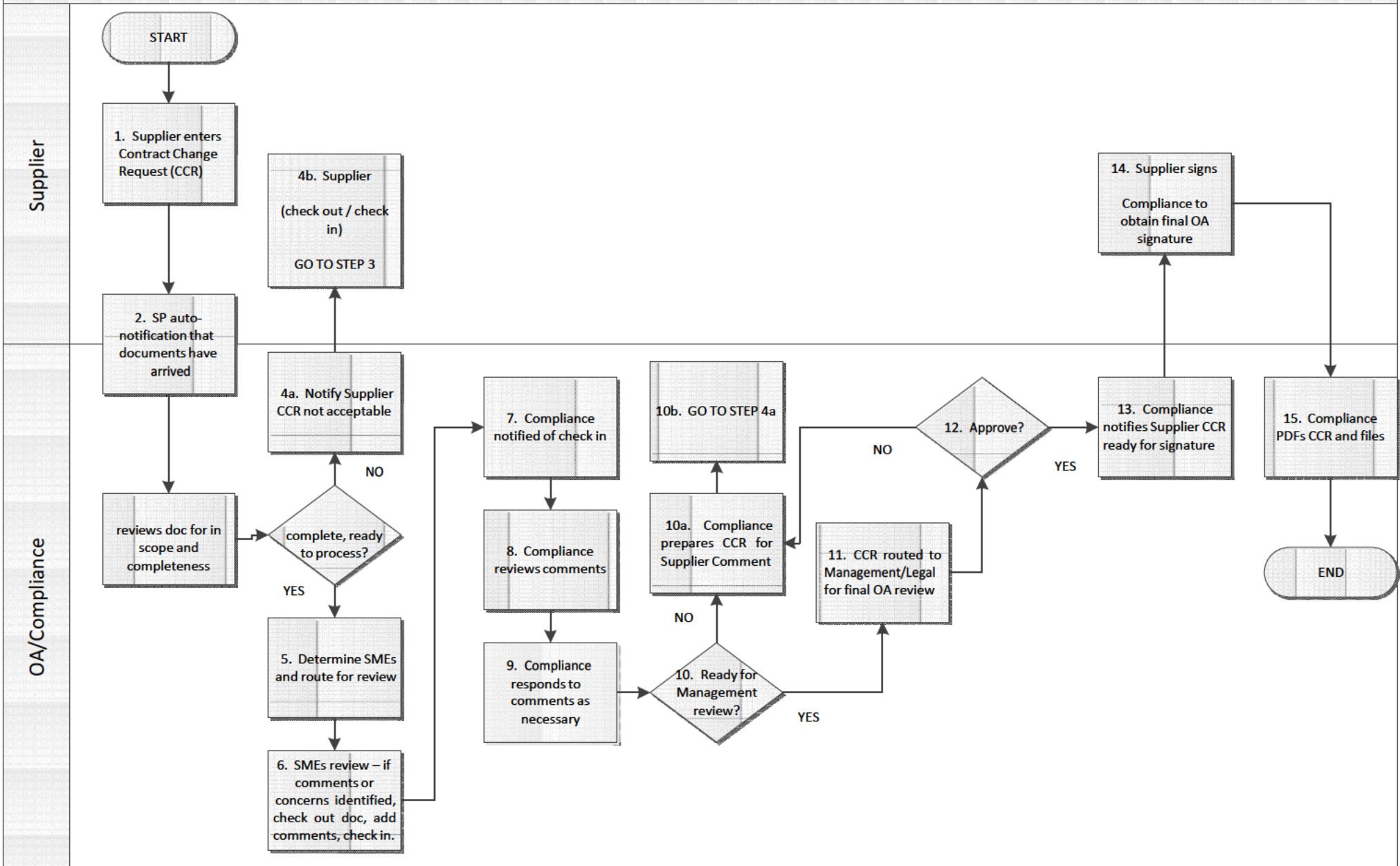
| <p>The data to be filled in on the Change Request Form are the following:</p> <p>Change Request Information</p> | <p>Comments</p> |
|--|--|
| Change Request Number and Name | Chronological number of the Change requests plus a name that gives it meaning |
| Related CR/Contract Section # | Previous related CCR or Section of the contract affected by the change |
| Date Created | Date of creation of the Change Request |
| Date Submitted to COPA | Date when the Change Request was submitted to the Commonwealth |
| Description (Brief) | High level explanation of the Change Request |
| Priority | Priority options are Urgent, Ordinary, or Low |
| Status | The status of the change request, as described in section 3.0 |
| Category | The change request is classified in one of the following categories: Data Ops, Voice Ops, Security, ESMS, Support or other contract (will be inserted at CCR review. |
| Requestor | Name of individual requesting the change |
| Requestor Email | Email address of the individual requesting the change |
| Requestor Phone Number | Phone number of the individual requesting the change |
| Date Change Requested | Date that the change is actually requested |
| COPA Contact | Individual from the Commonwealth who is the Point of contact for the Commonwealth in regards to this Change Request |
| COPA Email | Email address for the Commonwealth POC |
| COPA Phone Number | Phone number for the Commonwealth POC |
| Date Submitted | Date when the Change Request was submitted to the Commonwealth |
| Target Date | Date at which Commonwealth is expecting the Change to be implemented |
| Service Name | Name of the Service affected by the Change Request |
| Product Code | Code of the product/service and whether or not this is new or change to an existing service |
| Unit Price | The unit price of the product/service |
| Amt of Increase/Decrease | The amount of increase or decrease in price, plus whether this is a revision or new catalog entry or no unit price change |
| Cost Impact (None, brief description or attached doc) | Identify the cost impact of the requested change |
| Technology | Identify whether the technology is: new, revised, hardware, and/or software – check all that apply |
| SAP Account Information (if Applicable) | The SAP Fund and Cost Center |
| Performance Impact | Identify whether performance will be impacted by the requested change |
| Business Justification | The business justification for the Change Request |

Contract Compliance Contract Change Control – Narrative

| Step | Description | Owner |
|------|---|----------|
| 1 | Supplier uploads Contract Change Request (CCR) into the SharePoint Supplier CCR Tracking Log. | Supplier |
| 2 | SharePoint notifications are sent to user as each new document has been uploaded to the CCR Libraries (log files). | CoPA |
| 3 | Contract Compliance reviews CCR – ensures it complies with agreement; validates all associated documents; identifies issues that may need supplier response and ensures the form has all required information to process the request. | CoPA |
| 4 | If CCR appears to have all information required to approve the request, proceed to Step 5. If CCR is not complete and/or requires clarification/response from supplier, proceed to Step 4a. | CoPA |
| 4a. | Identify required information/clarification on the CCR and notify the supplier there is a need for additional information on the CCR. | CoPA |
| 4b. | Supplier checks out the document, modifies the CCR with the requested information, checks CCR back in and process continues by returning to Step 2. | Supplier |
| 5 | CCR is routed to Subject Matter Expert(s) (SME) for review and approval. | CoPA |
| 6 | SME(s) review – if needed will check out document and identify concerns, add comments and check-in for continued approval routing. | CoPA |
| 7 | Compliance receives SharePoint notification that document has been checked in. | CoPA |
| 8 | Compliance reviews comments. | CoPA |
| 9 | Compliance responds to comments as necessary. | CoPA |
| 10 | Ready for Management/OA Legal review? If CCR is ready for Management/OA Legal review, proceed to Step 11. If CCR is not ready for Management/OA Legal review, proceed to Step 10a. | CoPA |
| 10a. | Compliance prepares CCR for Supplier comment. Go to step 4a. | CoPA |
| 11 | CCR routed to Management/OA Legal for review. | CoPA |
| 12. | Is CCR Approved? If CCR is approved, proceed to Step 13. If CCR is not approved, proceed to Step 10a. | CoPA |
| 13. | Compliance notifies Supplier that CCR is ready for signature | CoPA |
| 14. | Supplier signs and returns CCR to Compliance for OA signature. | Supplier |
| 15. | Compliance adds CoPA signature and PDF's the CCR and associated documents and sends notification of CCR approval. | CoPA |
| | | |

Contract Change Control Workflow - SharePoint

Phase



SCHEDULE 8 - INFORMATION TECHNOLOGY POLICIES DEEMED NA

CONTRACT NO. 4400017601

Information Technology Policies (ITPs) deemed not applicable (NA)
As of 8/25/17

| Domain | Title | Current Version |
|--------------------|--|-----------------|
| Business | ITP_BUS001-Integrated Enterprise System SAP License Review | 10/25/2010 |
| | ITP_BUS003- Emergency Telework Policy | 10/25/2010 |
| | ITP_BUS004- IT Waiver Review Process | 07/22/2016 |
| Project Management | ITP_EPM001- Integrated Project and Portfolio Management System (iPPMS) | 05/26/2006 |
| | ITP_EPM006- IT Projects and Project Management | 01/29/2015 |
| Information | ITP_INF003- Data Modeling Standards | 11/18/2010 |
| | ITP_INF006- Commonwealth County Code Standard | 11/18/2010 |
| | ITP_INF009- e-Discovery Technology Standard | 11/18/2010 |
| | ITP_INF010- Business Intelligence Policy | 11/18/2010 |
| Integration | ITP_INT006- Business Engine Rules | 10/25/2010 |
| Network | ITP_NET001- Wireless LAN Technology | 06/10/2016 |
| | ITP_NET007- Cable/Satellite Television (CATV) Services | 12/21/2010 |
| | ITP_NET010- Commonwealth of Pennsylvania Satellite Services & Equipment Policy | 03/03/2011 |
| | ITP_NET019- Virtual Desktop Infrastructure | 11/13/2012 |
| Platform | ITP_PLT001- Desktop and Laptop Technology Standards | 12/20/2010 |
| | ITP_PLT004- Statewide PC/Terminal Maintenance Contract | 12/20/2010 |
| | ITP_PLT005- Intel Based Server Operating System Policy | 12/20/2010 |
| | ITP_PLT010- Management of Networked Multi-Function Equipment | 12/20/2010 |
| | ITP_PLT015- Office Class Printer Device Policy | 12/20/2010 |
| | ITP_PLT017- Desktop and Laptop Operating System Standards | 09/21/2016 |
| Privacy | ITP_PRV002- Electronic Information Privacy Officer | 11/18/2010 |
| Security | ITP_SEC016- Commonwealth of Pennsylvania - Information Security Officer Policy | 03/16/2017 |
| | ITP_SEC027- Standard for Electronic Postmarks | 03/16/2007 |

SCHEDULE 9 – PROCESS AND PROCEDURES MANUALS

CONTRACT NO. 4400017601

[No content as of the Contract Effective Date. Content will be added via the Change Control Process.]

SCHEDULE 10 – MANAGEMENT PROCEDURES MANUALS

CONTRACT NO. 4400017601

[No content as of the Contract Effective Date. Content will be added via the Change Control Process.]

REQUEST FOR PROPOSALS FOR
Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

ISSUING OFFICE
Office of Administration

RFP NUMBER
6100039274

DATE OF ISSUANCE
12/2/2016

REQUEST FOR PROPOSALS FOR

Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP Number 6100039274

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ACRONYMS USED WITHIN THIS DOCUMENT

| | |
|------|---|
| AA | Auto Attendant |
| ADA | Americans with Disabilities Act |
| ANI | Automatic Number Identification |
| COG | Continuity of Government |
| COOP | Continuity of Operations |
| CSP | Cloud Service Providers |
| CTC | Commonwealth Technology Center |
| DNIS | Dialed Number Information Service |
| EN | Enterprise Network |
| EOL | End of Life |
| GETS | Government Emergency Telephone Service |
| GUI | Graphic User Interfaces |
| IPT | Internet Protocol Telephony |
| ISP | Internet Service Provider |
| ITIL | Information Technology Infrastructure Library |
| ITSM | Information Technology Service Management |
| IVR | Interactive Voice Response |
| LU | Last User |
| MM | Middle Mile |
| MPLS | Multiprotocol Label Switching |
| NBD | Next Business Day |
| NOC | Network Operations Center |
| NPA | Numbering Plan Area |
| NXX | Network Numbering Exchange |
| OA | Office of Administration |
| OIT | Office for Information Technology |
| OOO | Out of Office |
| PBX | Private Branch Exchange |
| PMO | Project Management Office |
| PO | Purchase Order |
| POTS | Plain Old Telephone Service |
| PPM | Process and Procedures Manual |
| PSTN | Public Switched Telephone Network |
| QoS | Quality of Service |
| RFP | Request for Proposals |
| SIEM | Security Information and Event Management |
| SLA | Service Level Agreement |
| SOC | Security Operations Center |
| SfB | Skype for Business |
| TFN | Toll-Free Number |
| TMO | Telecommunications Management Officer |
| TN | Telephone Number |
| TSP | Telecommunication Services Priority |
| UC | Unified Communications |
| VM | Voice Mail |
| VoIP | Voice Over Internet Provider |
| VPN | Virtual Private Network |

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

| Activity | Responsibility | Date |
|---|-----------------------------------|--------------------------------|
| Deadline to submit Questions via email to RA-OITPurchases@state.pa.us with the subject line: "RFP 6100039274 Question" | Potential Offerors | December 19, 2016 |
| Pre-proposal Conference: Commonwealth Technology Center 1 Technology Park, Conference Room 1 & 2 Harrisburg, PA 17110 | Issuing Office/Potential Offerors | December 19, 2016 9:00 a.m. |
| Answers to Potential Offeror questions posted to the DGS website at http://www.emarketplace.state.pa.us/Search.aspx no later than this date. | Issuing Office | TBD |
| Please monitor website for all communications regarding the RFP. | Potential Offerors | On-going |
| Sealed proposal must be received by the Issuing Office at: Attn: Joseph M. Millovich Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg, PA 17110 Proposals must be time and date stamped by the facility receiving the proposal. Proposals may only be hand delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays | Offerors | February 23, 2017 1:00 p.m. |

PART I

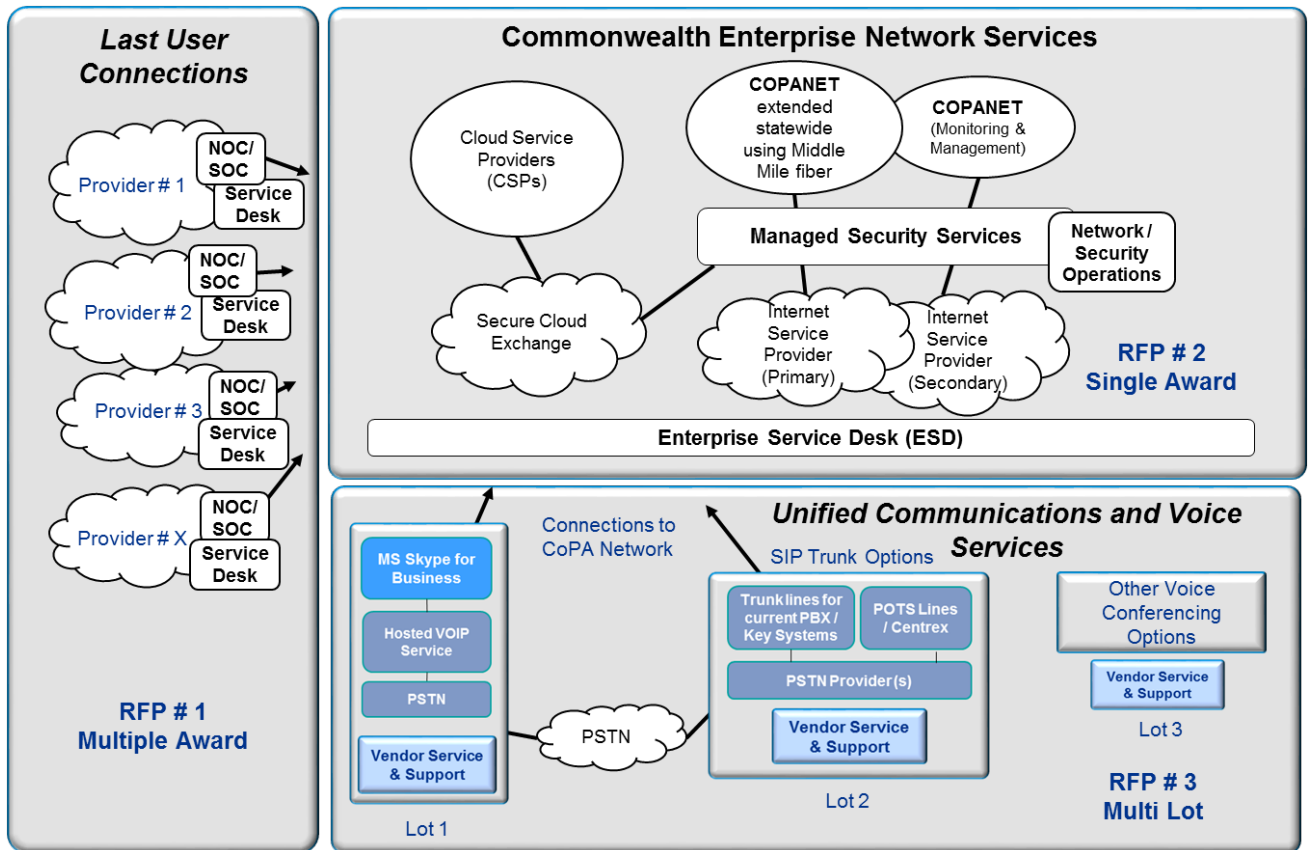
GENERAL INFORMATION

- I-1. Purpose.** This request for proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the **Office of Administration**’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for **Unified Communications and Voice Services** (“Project”). This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.
- I-2. Issuing Office.** The **Office of Administration** (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Joseph M. Millovich (RA-OITPurchases@state.pa.us), 613 North St., Finance Building – Rm. 506, Harrisburg, PA 17120, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.
- I-3. Overview of Project.** The Office for Information Technology (OIT) is interested in expanding and modernizing the telecommunication capabilities currently available to support state agencies, business partners and citizens throughout the Commonwealth of Pennsylvania. Current telecommunication services are supported, under contract, by MCI WorldCom (DBA Verizon Business). The current telecommunications contract with MCI WorldCom (4400006326) ended October 30, 2016 and has been renewed for up to three (3) additional years. It is the intent of OIT to begin the transition to new contracts for services beginning as early as June 1, 2017.

The Commonwealth is preparing a plan to address the growing service needs of the enterprise and ensure access to services by the citizens of Pennsylvania. The growing explosion of demand for bandwidth is taxing the Commonwealth’s existing data technology solutions and with some portions of the network reaching an end of life (EOL) status, the Commonwealth is planning to position itself to address the future needs of the Commonwealth.

An essential component of the Commonwealth’s plan is the delivery of Unified Communications & Voice Services throughout the state. The primary goal of this procurement is to obtain a comprehensive, secure, and cost effective voice communications solution for the Commonwealth agencies under the governor’s jurisdiction.

After reviewing the current and future state requirements, the Commonwealth has decided to proceed with the following procurement approach as seen in the following diagram.



The Commonwealth's overall procurement plan is to release three (3) RFPs. This RFP (RFP 6100039274) covers Commonwealth Unified Communications and Voice Services and is described as RFP #3 below. RFP #2 (RFP 6100039273) and was recently released and RFP #1 (RFP 6100039272) will be released shortly.

The next three paragraphs briefly describe the three RFPs.

RFP #1 – Last User Connectivity – (RFP 6100039272) create a marketplace of providers that can provide the following services to connect users to the Commonwealth's enterprise network services. Key aspects RFP 1 include:

- MPLS based networks connected to the Commonwealth's Enterprise Network to support business applications and infrastructure shared services.
- Provide multiple connectivity and bandwidth options (e.g. Ethernet, DS, high-speed cellular (4G/5G-LTE), Satellite, other emerging technologies)
- Multiple Supplier award to create a competitive marketplace and additional service provider options
- Supplier's perimeter security and network operations alerting and NOC/SOC services interfaced to enterprise NOC/SOC services that are included in the Commonwealth's enterprise services
- Supplier's service desk services connected to the Enterprise Service Desk supplied by the successful RFP 2 Supplier.

RFP #1 is expected to result in multiple awards. Each Supplier deemed to meet the requirements identified in this RFP will become part of the marketplace from which Commonwealth agencies may acquire services. The agency will select a Supplier, when a need occurs, based upon the pricing, coverage area and level of service the Supplier has offered to provide.

RFP #2 – Commonwealth Enterprise Network (EN) and Shared Services – (RFP 6100039273) provides service and support for the Commonwealth’s core enterprise services.

- Provide ongoing enterprise network support for the Commonwealth’s MPLS based network that support infrastructure shared services such as enterprise VoIP and other SIP enables voice services.
- Provide the monitoring and maintenance of COPANET
- Leveraging existing fiber optic networks to extend COPANET fiber throughout the Commonwealth
- Provide redundant enterprise internet access
- Provide perimeter security services
- Provide a secure and highly available connection to Cloud services
- Including enterprise-level network/security operations to collect and support API feeds from Suppliers’ NOC/SOC and Suppliers’ service desk services
- Provide an Enterprise Service Desk (ESD) service that will be the central ticketing system used by all Telecom Suppliers.
- Provide process and system connections with OA ITSM systems and services.

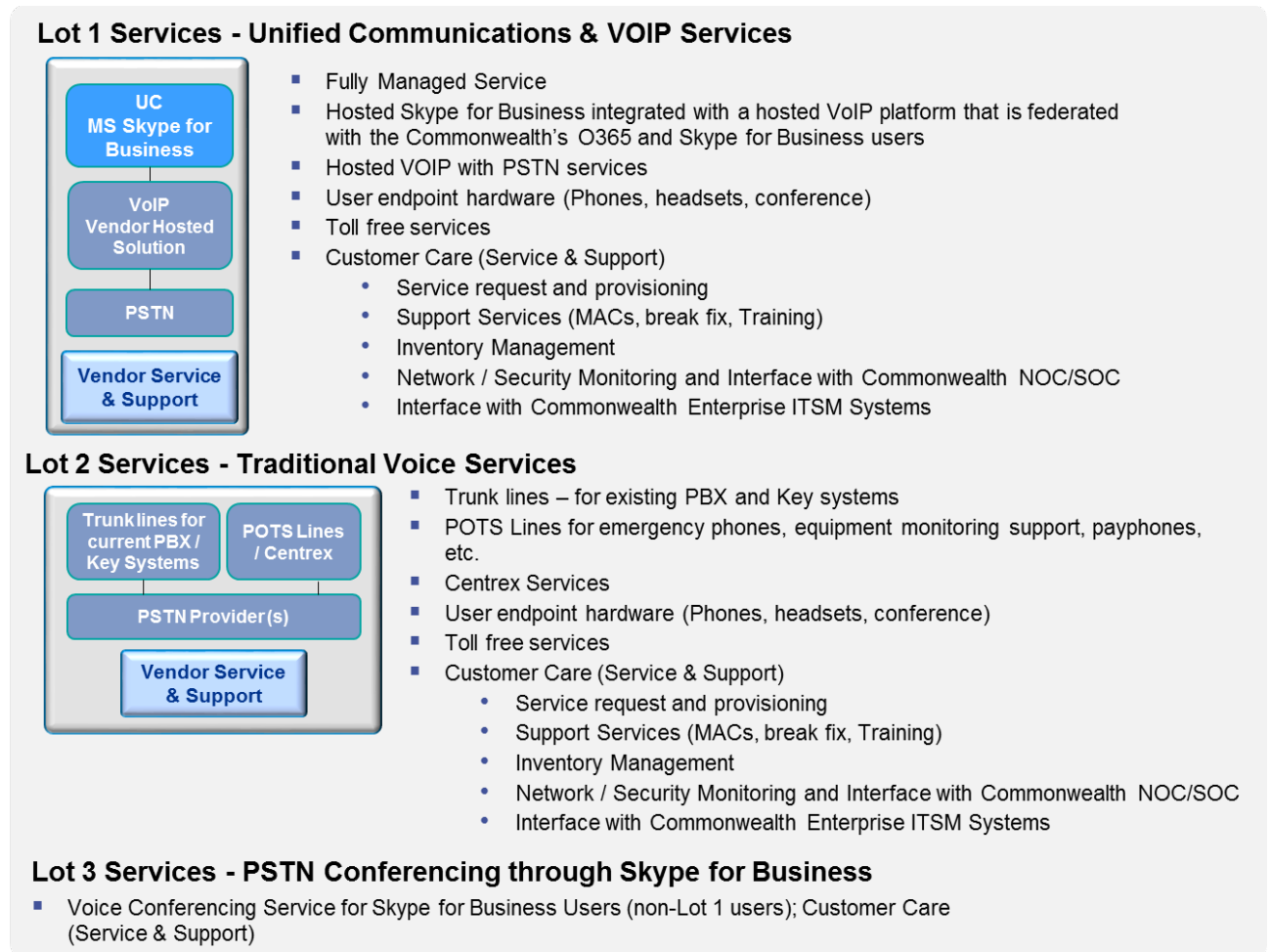
RFP #3 – Unified Communications and Voice Services (this RFP - 6100039274) – provides Unified Communications and VoIP telephony services, as well as support for traditional voice services.

- Provides an integrated Skype for Business and hosted VoIP platform that is federated with the Commonwealth’s O365 and Skype for Business users.
- Unified Messaging
- Hosted VoIP service with PSTN connectivity. This includes voice mail, auto attendant, 911 services, call handling, conferencing, safety & security, hardware and main line services.
- Conferencing to support PSTN to MS Skype for Business
- Integration between VoIP and Skype for Business
- User endpoint hardware (phones, soft phone devices, conference)
- Toll free services
- Trunk lines – for existing PBX and Key systems
- POTS lines for emergency phones, equipment monitoring support, payphones, etc.
- Centrex service and features (to include voice mail, auto attendant, 911 services, call handling, conferencing, safety and security, hardware and main line services)
- Supplier’s service desk service connected to the Enterprise Service Desk supplied by the RFP 2 Supplier.

A key Commonwealth goal is to move the majority of Commonwealth users to a cost effective replacement unified communications (UC) platform (based on a Microsoft Skype for Business platform) from the current UC platform. The new UC platform will be hosted and integrated with a hosted voice over IP (VoIP) service. These fully vendor managed UC and VoIP services will be provided through the Lot 1 Services and must federate with the Commonwealth Office 365 environment to provide a single UC experience.

Users currently utilizing their own PBX or key systems will need to continue to have access to traditional trunk services. There are also current Commonwealth locations that will require access to traditional voice services. Some sites also need basic telephone service (POTS) to support alarm and monitoring systems. These traditional voice services will be provided by the Lot 2 Services.

There is also a need to provide a voice conferencing service option to users who have not yet moved to the fully vendor managed UC and VoIP or who will continue to rely upon existing PBX platforms. Lot 3 (Other Voice Conferencing Services), targets those users with a voice conferencing service solution. The following diagram summarizes the overall voice services and the Lot 1, Lot 2, and Lot 3 service structure.



Industry leading voice and unified communications services will be required from contract signature and must continue through the duration of the full contract period, which has the potential of being ten (10) years. Therefore, it is crucial for the selected Offeror to stay abreast of, and deliver, advances in security practices, networking technologies, and voice and unified communications services.

I-4.Objectives.

A. General. As determined by OA/OIT, in consultation with the agencies, the primary goal of this procurement is to obtain a comprehensive, secure, and cost effective voice communications solution for the Commonwealth agencies under the governor's jurisdiction.

B. Specific. Among the goals of this procurement, the Commonwealth is interested in:

- Implementing high-performance voice over IP (VoIP) services, with an integration of Microsoft Skype for Business for unified communications
- Procuring traditional voice services for the use of PBX/ Key Systems, fax, and alarm lines
- Providing opportunities - either directly or through partnerships - for small, local telecommunication providers
- Providing seamless end-to-end problem detection and resolution across the potential of multiple suppliers spanning multiple procurements.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into a contract as a result of this RFP, it will be a firm, fixed price contract containing the Standard Contract Terms and Conditions as shown in Part VI. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **Part I, Section I-9** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to two (2) individuals per Offeror. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office. All questions and written answers will be posted on the Department of General Services' (DGS) website as an

addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is optional.

- I-9. Questions & Answers.** If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by email (**with the subject line “RFP 6100039274 Question”**) to the Issuing Officer named in **Part I, Section I-2** of the RFP. If the Offeror has questions, they must be submitted via email **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the questions on the DGS website by the date stated on the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation. The required protest process for Commonwealth procurements is described on in section I-27.

- I-10. Addenda to the RFP.** If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx>. It is the Offeror’s responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked during the Questions & Answers period also will be posted to the website as an addendum to the RFP.
- I-11. Response Date.** To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors. The hour for submission of proposals shall remain the same. The Issuing Office will reject, unopened, any late proposals.

I-12. Proposal Requirements.

A. Proposal Submission: To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **Section I-12B**, providing **thirty (30) paper copies [one marked “ORIGINAL”] of the Technical Submittal and one (1) paper copy of the Cost Submittal and two (2) paper copies of the Small Diverse Business and Small Business (SDB/SB) Participation Submittal and related Letter(s) of Intent.** In addition to the paper copies of the proposal, Offerors shall submit one **complete and exact** copy of the entire proposal (Technical, Cost and SDB/SB submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offerors may not lock or protect any cells or tabs. The CD or Flash drive should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the **Proposal Cover Sheet (Appendix A** to this RFP) and the Proposal Cover Sheet is attached to the Offeror’s proposal, the requirement will be met. For this RFP, the proposal must remain valid for **120** or until a contract is fully executed. If the Issuing Office selects the Offeror’s proposal for award, the contents of the selected Offeror’s proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office’s address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

B. Proposal Format: Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all proposal requirements. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business and Small Business cost data should be kept separate from and not included in the Technical Submittal. Offerors should not reiterate technical information in the cost submittal. Each Proposal shall consist of the following **three** separately sealed submittals:

- 1. Technical Submittal:**

- a. In response to **Part III**. Please note that responses to the specific requested items in Part III.8 shall be provided in the format requested. For example, they should identify and be grouped by the service area task group to which they pertain; **and**
 - b. Complete, sign and include **Appendix B – Domestic Workforce Utilization Certification**;
2. Cost Submittal, in response to RFP **Part IV**; and
3. Small Diverse Business and Small Business (SDB/SB) Participation Submittal, in response to RFP **Part V**:
 - a. Complete and include **Appendix C - SDB/SB Participation Submittal Form**; and
 - b. Complete and include **Appendix D - SDB/SB Letter of Intent**. Offeror must provide a Letter of Intent for each SDB and SB listed on the SDB/SB Participation Submittal Form

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

- I-13. Economy of Preparation.** Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.
- I-14. Alternate Proposals.** The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.
- I-15. Discussions for Clarification.** Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

- I-16. Oral Presentations.** All submitters will be required to participate in oral presentations and demonstrations of their proposed solutions. Dates, times, and specific agenda will be communicated by the issuing officer.
- I-17. Prime Contractor Responsibilities.** The selected Offeror must perform the largest percentage of work as compared to its subcontractors and suppliers. Nevertheless, the contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. Further, the Issuing Office will consider the selected Offeror to be the sole point of contact with regard to all contractual matters.
- I-18. Proposal Contents.**
- A. Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use.** All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure.** After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix E of the RFP** for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

- A.** While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:
1. Schedule oral presentations;
 2. Request revised proposals;
 3. Conduct a reverse online auction; and
 4. Enter into pre-selection negotiations.
- B.** The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
1. Those Offerors, which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
 2. Those Offerors, which the Issuing Office has determined in accordance with **Part II, Section II-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
 3. Those Offerors whose score for their technical submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.
- The issuing office may further limit participation in the best and final offers process to those remaining responsible offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.
- C.** The Evaluation Criteria found in **Part II, Section II-4**, shall also be used to evaluate the Best and Final offers.
- D.** Price reductions offered through any reverse online auction shall have no effect upon the Offeror’s Technical Submittal.
- E.** Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by BDISBO.

- I-20. News Releases.** Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

- I-21. Restriction of Contact.** From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.
- I-22. Issuing Office Participation.** Offerors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this **Part I, Section I-22.**
- I-23. Term of Contract.** The term of the contract will commence on the Effective Date and will end **after 5 years.** The Commonwealth may renew the Contract for up to an additional five (5) years. Renewal terms may be executed in single or multiple year terms. The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.
- I-24. Offeror's Representations and Authorizations.** By submitting its proposal, each Offeror understands, represents, and acknowledges that:
- A.** All of the Offeror's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
 - B.** The Offeror has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential offeror.
 - C.** The Offeror has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
 - D.** The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than

this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

- E.** The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F.** To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G.** To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H.** The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I.** The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal.
- J.** Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K.** Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform.

I-25. Notification of Selection.

- A. Contract Negotiations.** The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

B. Award. Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-26. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See **Section I-27** of this RFP).

I-27. RFP Protest Procedure. The RFP Protest Procedure is on the DGS website at <http://www.dgs.pa.gov/Documents/Procurement%20Forms/Handbook/Pt1/Pt%20I%20Ch%2058%20Bid%20Protests.pdf>. A protest by a party not submitting a proposal must be filed within **seven** days after the protesting party knew or should have known of the facts giving rise to the protest, but no later than the proposal submission deadline specified in the Calendar of Events of the RFP. Offerors may file a protest within **seven** days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven** days after the date the notice of award of the contract is posted on the DGS website. The date of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office. To be timely, the protest must be received by 4:00 p.m. on the seventh day.

A. Place for Filing. A protest must be filed with the Agency Head Designee by either email or hardcopy.

i) A protest filed by email should be submitted to RA-oitprotests@pa.gov, with a subject line including the solicitation number 6100039273 for which the action is being filed.

ii) A protest filed by hardcopy should be submitted to the attention of the Agency Head Designee at the following address:

V. Reid Walsh
Chief of Staff to the Secretary of Administration
613 North Street, Room 207
Harrisburg, PA 17120

I-28. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to insure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

Information Technology Policies. This RFP is subject to the Information Technology Policies (ITPs) {formerly known as Information Technology Bulletins} issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITP.

I-29. Federal Regulatory Requirements. The ITPs generically require compliance with all federal regulations. This includes regulations applicable to specific agencies. The regulations include, but are not limited to, the Criminal Justice Information Services policy (CJIS) and Health Insurance Portability and Accountability standards (HIPAA).

PART II

CRITERIA FOR SELECTION

- II-1. Mandatory Responsiveness Requirements.** To be eligible for selection, a proposal must:
- A.** Be timely received from an Offeror (see **Part I, Section I-11**); and
 - B.** Be properly signed by the Offeror (see **Part I, Section I-12A**).
- II-2. Technical Nonconforming Proposals.** The two (2) Mandatory Responsiveness Requirements set forth in **Section II-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.
- II-3. Evaluation.** The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a rating for this component of each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offeror whose proposal is determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.
- II-4. Evaluation Criteria.** The following criteria will be used in evaluating each proposal:
- A. Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **50 %** of the total points. The technical evaluation will be based upon the Offeror's Soundness of Approach, Technical Solution, and Qualifications/Experience. The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage:
<http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx>.
 - B. Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **30 %** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

<http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx>.

C. Small Diverse Business and Small Business Participation:

BDISBO has established the minimum evaluation weight for the Small Diverse Business and Small Business Participation criterion for this RFP as **20%** of the total points.

1. The Small Diverse and Small Business point allocation is based entirely on the percentage of the contract cost committed to Small Diverse Businesses and Small Businesses.
2. A total combined SDB/SB commitment less than one percent (1%) of the total contract cost is considered de minimis and will receive no Small Diverse Business or Small Business points.
3. Two thirds (2/3) of the total points are allocated to Small Diverse Business participation

(SDB %).
4. One third (1/3) of the total points is allocated to Small Business participation (SB %).
5. Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

| |
|---|
| <p style="text-align: center;">Small Diverse Business and Small Business Raw Score =</p> <p style="text-align: center;">200 (SDB% + (1/3 * SB %))</p> |
|---|

6. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth on the following webpage: http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx.
7. The Offeror's prior performance in meeting its contractual obligations to Small Diverse Businesses and Small Businesses will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the limited purpose of eligibility to receive Small Diverse Business and Small Business points.

D. Domestic Workforce Utilization: Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is 3% of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

<http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx>.

II-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A.** The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **70%** of the **available technical points**; and
- B.** The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

An Offeror which fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or a performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be

the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the Commonwealth.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program.

II-6. Final Ranking and Award.

- A.** After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business Participation Submittal scores, the final cost scores, and (when applicable) the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part.
- B.** The Issuing Office will rank responsible offerors according to the total overall score assigned to each, in descending order.
- C.** The Issuing Office must select for contract negotiations the offeror with the highest overall score.
- D.** The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART III

TECHNICAL SUBMITTAL

III-1. Requirements.

The plan for this RFP is to provide end users with a robust set of unified communications and voice services statewide. This RFP has three separate “Lots”. Offerors shall respond separately to each of the Lots, but need not respond to all three:

- Lot 1 – Unified Communications Utilizing Microsoft Skype for Business and VoIP Services
- Lot 2 – Traditional Voice Services
- Lot 3 – Other Voice Conferencing Services

| Lot 1 | | Lot 2 | Lot 3 |
|--|---|---|---|
| Unified Communications | VoIP Service | Traditional Voice Services | Other Voice Conference Services |
| <ul style="list-style-type: none"> • <input type="checkbox"/> Fully Managed Service • <input type="checkbox"/> Unified Communications (MS Skype for Business) • <input type="checkbox"/> Integration with hosted VoIP service • <input type="checkbox"/> Unified Messaging | <ul style="list-style-type: none"> • <input type="checkbox"/> Fully Managed Service • <input type="checkbox"/> Hosted VoIP services • <input type="checkbox"/> PSTN connectivity for dial tone and conferencing • <input type="checkbox"/> SIP Trunking • <input type="checkbox"/> User endpoint hardware (phones, soft-phone devices, conference) | <ul style="list-style-type: none"> • <input type="checkbox"/> Trunk lines – for existing PBX and Key systems • <input type="checkbox"/> POTS Lines for emergency phones, equipment monitoring support, payphones, etc. • <input type="checkbox"/> Centrex where required • <input type="checkbox"/> Auto Attendants | <ul style="list-style-type: none"> • <input type="checkbox"/> Voice Conference Services (Office 365 users) |

The following tables identify the services requested by this RFP.

- The first table briefly describes three core support service areas: Support Service, Project Management and Administration, and Emergency Preparedness. These three areas required for both Lots 1 and 2.
- The second table identifies tasks specifically related to Lot 1 (Unified Communications and VoIP Services), Lot 2 (Traditional Voice Services), or Lot 3 (Other Voice Conferencing Services).

The detailed requirements for the three service areas, along with the lot-specific service areas, are described in Part III-8.

| Core Support Services | | Summary Requirement |
|-----------------------|---------------------------------------|--|
| A | Support Services | The underlying systems, processes, and procedures provided by the Supplier shall effectively support end-to-end delivery and management of services to the Commonwealth and its customers. Services in this area include but are not limited to: service delivery, ordering, change management, inventory management, help desk, and billing. |
| B | Project Management and Administration | This area includes those program-wide actions associated with initiating, planning, executing, and controlling project activities to achieve specific goals and meet specific success criteria. Services in this area include: status reporting, user satisfaction monitoring, transition planning, security auditing, staffing, and SLA management. |
| C | Emergency Preparedness | To support continuity of operations during an emergency, the Commonwealth strategy includes ensuring that essential contracts that provide critical business services have planned for and put contingencies in place to provide needed goods and services. |

Lot 1 and/or Lot 2 Offerors who are unable to meet the full set of requirements for these first three service areas (A-C), but have services to offer in the other areas, are encouraged to form partnerships or alliances which would allow them to meet the requirements.

Tasks related to Lot 1 (Unified Communications and VoIP Services), Lot 2 (Traditional Voice Services), Lot 3 (Other Voice Conferencing Services) are summarized in the following table.

| <u>Lot 1 Tasks</u> Unified Communications and VoIP Services | <u>Lot 2 Tasks</u> Traditional Voice Services | <u>Lot 3 Tasks</u> Other Voice Conferencing Services |
|--|--|---|
| D – Architecture & Integration | D – Features and Functions | A - Voice Conference Services (Office 365 users) |
| E – Features and Functions | 1 PBX/Key System Trunks | |
| 1 Dial Tone Services | 2 Centrex | |
| 2 Main Line | a Main Line | |
| 3 Voice Mail Services with Exchange Integration | b Voice Mail Services | |
| | c Auto Attendant | |
| 4 Self-Managed Moves, Adds and Changes | d Toll Free Services | |
| | e Call Handling | |
| 5 Auto Attendant | f Safety and Security | |
| 6 Toll Free Services | g 911 Services | |
| 7 Call Handling | h Conferencing | |
| 8 UC Functions | i Hardware | |
| 9 Conferencing | 3 POTS | |
| 10 Safety and Security | 4 Pay Phones | |
| 11 911 Services | E - Training | |
| 12 Recording | | |
| 13 Hardware | | |
| 14 Teleworking | | |
| F – Training | | |
| G – Transition Support | | |

Specific task and Offeror response requirements for each service and supporting area are provided in Part III-8.

Required Tasks and Response Items

III-2. Statement of the Project. State in succinct terms your understanding of the project presented or the service required by this RFP.

Offeror Response

III-3. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

Offeror Response

III-4. Prior Experience. Include experience in voice services and unified communications at a level of scope and complexity represented by this procurement as related to the Lot(s) you are submitting a proposal for. Include any specific experience with implementing/ integrating Skype for Business with a hosted VOIP platform, at an enterprise level. In describing current or previous engagement, include an explanation of how they were similar to or differed from the body of work described in this RFP. Include any lessons learned which will be applied to this engagement.

Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must include the following:

- Engagement Name
- Engagement Start and End Date
- Customer Name, Address
- Customer Contact Name, Title, Phone, E-mail address

Offeror Response

III-5. Personnel.

A. Offeror Personnel:

The selected Offeror must use experienced staff, throughout the life of the contract. In addition to voice and telecommunication skills, staff assigned to the contract must have the ability to prepare clear, concise, accurate, and effective written documentation. They must have excellent oral and written communication skills, the ability to effectively communicate with individuals and small groups, the ability to coordinate task-oriented group efforts, as well as acceptable preparation and presentation skills.

Any changes by the selected vendor to the proposed project team personnel must be approved by the Commonwealth in writing. Substituted staff must be approved by the Commonwealth and must meet or exceed the qualifications of proposed staff. At any time during the term of this contract, the Commonwealth reserves the right to review, approve, and require the Offeror to remove any personnel the Offeror proposes to assign or currently has assigned to the contract.

In the response to this section, include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project. For this contract, at a minimum, the following positions are considered “key”:

Project Manager: The Project Manager will be responsible for the overall coordination and communication of contract activities during transition and through the life of the Contract. The Project Manager will be responsible for developing and successfully executing project plans. The Offeror’s candidate for Project Manager should have experience in telecommunications and telecommunications project management. He or she should have successfully managed at least one engagement of a similar size and complexity as that described by this RFP. Project Management Professional (PMP) certification or equivalent is preferred.

Incident Manager: The Incident Manager will act as the owner and single point of contact for all incidents related to voice services. The Incident Manager will be responsible for the tracking, escalation, communication, and management of incidents and outages from the time of initial logging through resolution. The Offeror’s candidate for Incident Manager should have demonstrated the ability to function in the same capacity in a contract of similar scope and complexity to the one described by this RFP.

Technical Subject Matter Expert (TSME): The Technical Subject Matter Expert(s) (TSME) will be the sole authority and single point of contact for all technical facets of the selected Offeror’s solution. The TSME(s) should have intimate knowledge of all functions of the platform, platform technical dependencies, and be readily available to answer technical questions from the Commonwealth. Single TSME(s) may suffice for multiple services if qualifications substantiate crossover. The Offeror’s candidate(s) for TSME should have demonstrated experience with the Offeror’s proposed solution.

Trainer: The Trainer will be responsible for all training and training material as listed in, but not limited to, Section III-6 Training and the training related tasks in Section III-8. The Trainer must be knowledgeable of the features and functions of the Offeror’s specific platforms and devices. The Offeror’s candidate for Trainer should have demonstrated experience with the Offeror’s proposed solution. He or she must have demonstrated the ability to effectively plan, prepare and present technical materials to audiences with a diverse level of technical skill and background.

Key staff should have at least three (3) years of detailed experience working with the Offeror’s proposed solution. Exceptions may be made for new and emerging technologies.

For these and any other key personnel include the employee's name and, through a resume or similar document, the individual's education and experience in voice and unified communications. Indicate the responsibilities each individual will have in this engagement and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

B. Subcontractors: Provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project. The selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth. Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. Name of subcontractor;
2. Address of subcontractor;
3. Number of years worked with the subcontractor;
4. Number of employees by job category to work on this project;
5. Description of services to be performed;
6. What percentage of time the staff will be dedicated to this project;
7. Geographical location of staff; and
8. Resumes (if appropriate and available).

The Offeror's subcontractor information shall include (through a resume or a similar document) the employees' names, education and experience in the services outlined in this RFP. Information provided shall also indicate the responsibilities each individual will have in this Project and how long each has been with subcontractor's company.

Offeror Response

III-6. Training. If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

Offeror Response

Note: Please respond to training requirements in Part III-8 as appropriate:

- Core Services; A. Support Services; B. Project Management and Administration Services
- Lot 1; F – Training
- Lot 2; E – Training

III-7. Financial Capability. Describe your company’s financial stability and economic capability to perform the contract requirements. Provide your company’s financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company’s Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth reserves the right to request additional information it deems necessary to evaluate an Offeror’s financial capability.

Offeror Response

III-8. Work Plan.

This section provides the tasks requirements under the contract which will result from this RFP. It also specifies the information required for the RFP response. This section includes requirements for:

| Lot 1 Services – Unified Communications and VoIP Services |
|--|
| A. <input type="checkbox"/> Support Services |
| B. <input type="checkbox"/> Project Management and Administration Services |
| C. <input type="checkbox"/> Emergency Preparedness |
| D. <input type="checkbox"/> Architecture and Integration |
| E. <input type="checkbox"/> Features and Functions |
| 1. <input type="checkbox"/> Dial Tone Services |
| 2. <input type="checkbox"/> Main Line |
| 3. <input type="checkbox"/> Voice Mail Services with Exchange Integration |
| 4. <input type="checkbox"/> Self-Managed Moves, Adds and Changes |
| 5. <input type="checkbox"/> Auto Attendant |
| 6. <input type="checkbox"/> Toll Free Services |
| 7. <input type="checkbox"/> Call Handling |
| 8. <input type="checkbox"/> UC Functions |
| 9. <input type="checkbox"/> Conferencing |
| 10. <input type="checkbox"/> Safety and Security |
| 11. <input type="checkbox"/> 911 Services |
| 12. <input type="checkbox"/> Recording |
| 13. <input type="checkbox"/> Hardware |
| 14. <input type="checkbox"/> Teleworking |
| F. <input type="checkbox"/> Training |
| G. <input type="checkbox"/> Transition Support |

Lot 2 Services – Traditional Voice Services

| |
|--|
| A. <input type="checkbox"/> Support Services |
| B. <input type="checkbox"/> Project Management and Administration Services |
| C. <input type="checkbox"/> Emergency Preparedness |
| D. <input type="checkbox"/> Features and Functions |
| 1. <input type="checkbox"/> PBX / Key System Trunks |
| 2. <input type="checkbox"/> Centrex |
| a. <input type="checkbox"/> Main Line |
| b. <input type="checkbox"/> Voice Mail Services |
| c. <input type="checkbox"/> Auto Attendant |
| d. <input type="checkbox"/> Toll Free Services |
| e. <input type="checkbox"/> Call Handling |
| f. <input type="checkbox"/> Safety and Security |
| g. <input type="checkbox"/> 911 Services |
| h. <input type="checkbox"/> Conferencing |
| i. <input type="checkbox"/> Hardware |
| 3. <input type="checkbox"/> POTS |
| 4. <input type="checkbox"/> Payphones |
| E. <input type="checkbox"/> Training |
| F. <input type="checkbox"/> Transition Support |

Lot 3 Services – Other Voice Conferencing Services

| |
|--|
| A. <input type="checkbox"/> Voice Conference Services (Office 365 users) |
|--|

For each service area, the format includes:

Description: An overview of the service area.

Tasks: This section includes:

- A list, in table format, of the services the selected Offeror is required to deliver under the contract. These responsibilities will apply for the duration of the contract resulting from the award of this RFP. The Offeror shall commit to comply with these requirements – or indicate any reservations or exceptions - by completing the included Appendix H - Compliance Matrix. The completed matrix must be included as Attachment II-3.1 Compliance Matrix in the Offeror’s response to this RFP.
- A numbered list of items to which the Offeror shall provide a thorough written response. In its response, the Offeror shall include the task area name, the numbered response request item (i.e., the number and text of the request) as well as its response. For example, the first task area is in Service Area A, “Support Services”. The task area name is “Service Delivery Management”. The vendor response should appear as:

Service Delivery Management

1. *The Offeror shall describe the following:*

- a) *The ITSM methodology it uses to deliver service to its customers.*
- b) *Its organization's ITIL experience and certifications.*
- c) *How its service management processes will align with the Commonwealth's ITIL processes and how they will be implemented to manage service(s).*
- d) *Any tools which will be used for tracking ITSM data.*
- e) *How its tools will be integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor) to allow for the sharing of information.*

Followed by your response to this item.

Offerors responding to Lot 1 and/or Lot 2 are required to include a response to the first three service areas (Core Services), and at least one other Lot, in their technical submittal. Offerors bidding on both Lots 1 and 2 need only address the Core Services task once in their response.

Core Services

This section covers the following core service areas:

- A. Support Services
- B. Project Management and Administration Services
- C. Emergency Preparedness

Offerors submitting a proposal for Lot 1 and /or Lot 2 shall address each of these core service areas.

A. Support Services

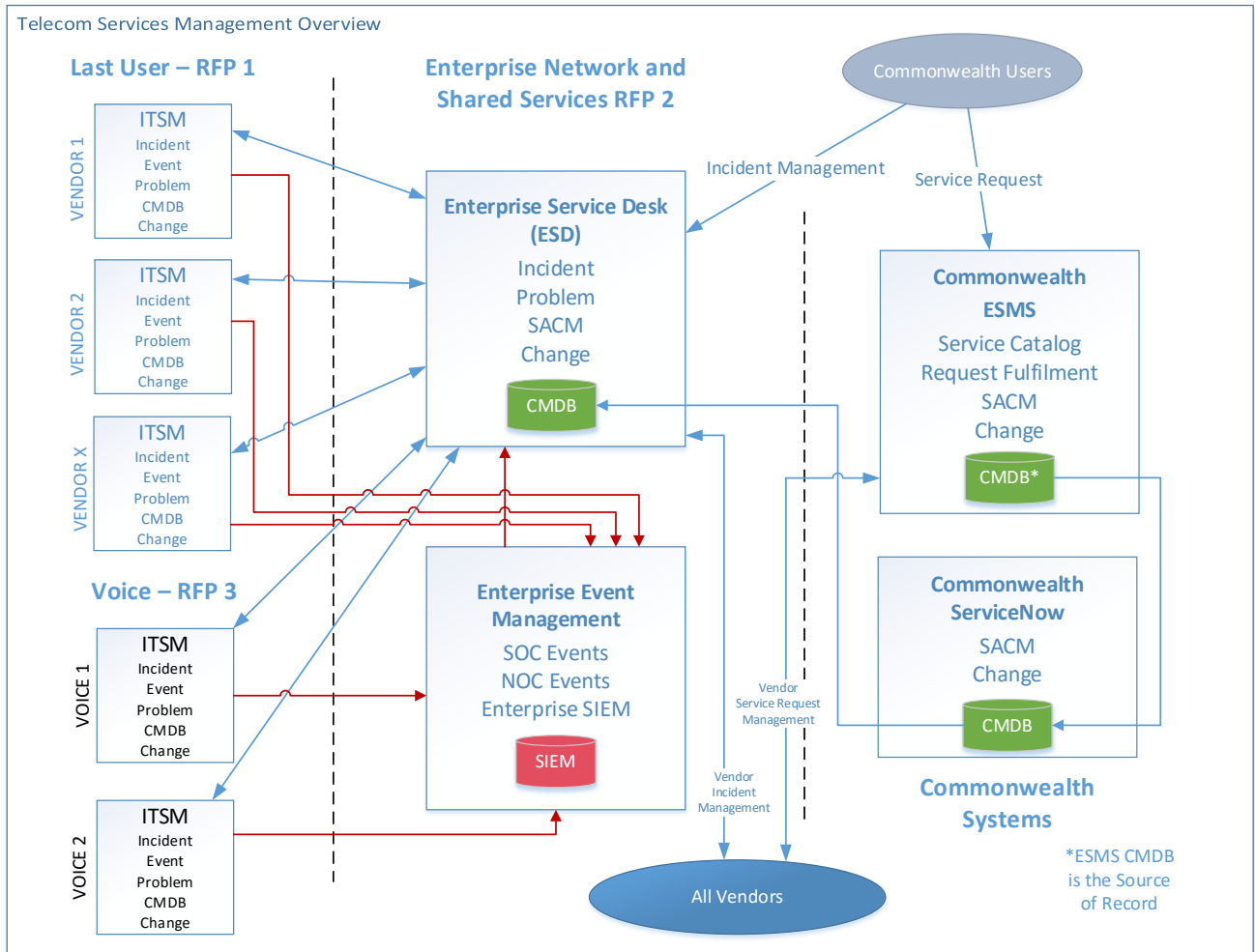
Description

The selected Offeror is required to support the delivery of its proposed telecommunication services to the Commonwealth, its business partners and its customers. The Commonwealth uses Information Technology Infrastructure Library (ITIL) processes and supporting procedures for IT Service Management (ITSM). The selected Offeror will be required to work with the Commonwealth to establish and support these standards and procedures in performing all of the tasks described in this RFP. The Offeror will be responsible for integrating its key ITSM processes and systems with the Commonwealth's enterprise services. The key ITSM processes to be integrated with the Commonwealth's Enterprise Services are listed below:

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| Service Request and Billing | The selected Offeror (i.e., Supplier) shall use the Commonwealth's Enterprise Services Management System (ESMS) for all service requests (request fulfillment) and for billing and invoice generation. The Supplier shall work |
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| | with the Commonwealth to properly categorize, describe and validate the products included in its bid. The Supplier shall respond to order notifications, delivered via e-mail, by accessing ESMS to acknowledge the order, request additional information as needed, and enter fulfillment information. The Commonwealth will issue payments based upon the information provided by the Supplier and identified as accepted by the Agency which originated the order. |
| Service Desk | The selected Offeror (i.e., Supplier) shall provide an ITIL compliant Vendor Service Desk (VSD). The Supplier will integrate its service operations processes and service desk with the Commonwealth's vendor-provided Enterprise Services Desk (ESD). The Supplier will also be required to integrate its CMDB with the enterprise level CMDB through the development of an integrated asset and configuration management (SACM) solution. |
| Event Management | The selected Offeror is required to integrate its event management and monitoring systems with the central Enterprise Event Management System. |

The following diagram and description depicts the proposed relationship of Commonwealth Enterprise Services and other telecommunication suppliers.



- □ The Commonwealth’s Enterprise Services Management System (ESMS) will continue to be used, at least initially¹, for all service requests (request fulfilment) and also for billing and invoice generation. ESMS is a Web-based system used for ordering, billing and asset inventory of telecommunications products and services. This includes products and services (master service catalog) covered under the current Telecommunications Services Contract, as well as additional services such as mobile voice and data. All telecommunication service providers shall interact with the ESMS via an online user web interface. ESMS will notify vendors of new service requests or changes to services via email.
- □ The ESMS system will replicate its service inventory (CMDB) into the Commonwealth’s ServiceNow CMDB via an automated interface maintain by the Commonwealth. The Configurable Items (CI’s) registered in ESMS will be

¹ The Commonwealth plans to replace ESMS by October 2019. The selected Offeror shall transition to the ESMS replacement once it becomes available.

considered the Source of Record all downstream CMDB replication. Additional information about the Commonwealth's ServiceNow and ESMS is provided in Appendix I - Commonwealth ITSM Systems Overview and Appendix J - ESMS Reports and Queries.

- The ESD will initially populate service inventory information data in its ITSM tool's configuration management database (CMDB) via an automated interface to the Commonwealth's ServiceNow CMDB.
- Commonwealth users will contact the Enterprise Service Desk (ESD) to report all service issues. The ESD will create and manage each service incident and corresponding tickets.
- The Offeror's Enterprise Event Management System will also be integrated with the ESD to allow the automatic creation of service incidents.
- Each telecommunication suppliers (i.e., Last User and Voice/Unified Communications) will be required to design, develop and deploy a service desk to manage services under its purview. The suppliers will be required to communicate with the ESD, managed by the selected RFP #2 Offeror, by submitting tickets. Tickets may be submitted either via manual data entry through an online user interface or programmatically via an automated interface between the vendor's ITSM systems and the ESD Provider.
- The selected Offeror for this RFP shall be responsible for working with the ESD Provider to integrate its Service Desk via both the manual and automated interfaces.

The underlying systems, processes and procedures provided by the Supplier shall effectively support end-to-end delivery of services to the Commonwealth, its business partners and its customers.

Tasks

Service Delivery Management

| <i>Ref</i> | <i>Requirements of the Selected Offeror</i> |
|------------|---|
| A-1 | The Offeror shall work with the Commonwealth to integrate its service delivery systems and processes with Commonwealth systems, including: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Service ordering (using ESMS) ○ <input type="checkbox"/> Billing (using ESMS) |
| A-2 | The Offeror shall work with the Commonwealth's vendor-provided Enterprise Services Desk (ESD) to integrate its service delivery systems and processes with the ESD, including: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Inventory/asset management (integration with the Commonwealth's CMDB via the Enterprise Service Desk which is populated from the ESMS source of record) ○ <input type="checkbox"/> Performance management (integration with the Enterprise Event Management System) ○ <input type="checkbox"/> Service desk/incident ticket management (integration with the Enterprise Service Desk ESD) |
| A-3 | The Offeror acknowledges and accepts that the Commonwealth will not finance nor pay for modifications to Offeror's systems required to interface with Commonwealth or other vendor managed systems. |
| A-4 | The Offeror shall align its ITSM processes with current and future Commonwealth enterprise service processes, including new ITIL processes established by the Commonwealth. |
| A-5 | The Offeror shall work cooperatively with Commonwealth staff, and other provider staff to support the integration of its ITSM processes and systems. This includes but not limited to the initial integration with the Commonwealth's vendor provided Enterprise Service Desk and Event Monitoring Services (RFP 2) as well as working with the Commonwealth staff or the RFP 2 provider to determine impacts of any future changes or updates to the enterprise ITSM systems. |
| A-6 | The Offeror shall provide any supporting documentation to the Commonwealth to ensure that its proposed ITSM systems meet all standards set forth by the Commonwealth. |
| A-7 | As part of Continual Service Improvement (CSI), the Offeror shall continue to work with the Commonwealth staff throughout the life of the contract to improve and/or adjust the delivery of services as deemed necessary. |
| A-8 | The Offeror shall acknowledge that the Commonwealth's ESMS system will be the system of record for service requests and inventory data. |
| A-9 | The Offeror shall conduct working sessions to plan and develop the details regarding how technology will be leveraged and implemented. All plans are subject to Commonwealth approval. |
| A-10 | The Offeror shall work with the Commonwealth to establish an agreed upon timeline for technology planning and implementation. |

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| A-11 | The Offeror shall provide trained and experienced staff to support their proposed ITIL processes and service delivery management. This includes staff with experience and certification in ITIL. |
| A-12 | The Offeror shall provide step-by-step instructions for any manual processes which will be used until they are fully integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor). |
| A-13 | <p>The Offeror shall provide a Service Delivery Implementation Plan including:</p> <ul style="list-style-type: none"> o <input type="checkbox"/> Identification, by role, of key personnel o <input type="checkbox"/> Ability to scale resources to meet increased business needs o <input type="checkbox"/> Service ordering process integration with the ITSM tool o <input type="checkbox"/> Scheduling processes and standard service intervals o <input type="checkbox"/> Performance management o <input type="checkbox"/> Service Level Agreements o <input type="checkbox"/> Billing procedures o <input type="checkbox"/> Standard reporting capabilities o <input type="checkbox"/> Enhanced reporting capabilities o <input type="checkbox"/> Training procedures |
| A-14 | <p>The Offeror shall provide a Service Delivery Management Plan including:</p> <ul style="list-style-type: none"> o <input type="checkbox"/> Ongoing training for Commonwealth staff o <input type="checkbox"/> Processes and procedures for technical support o <input type="checkbox"/> Processes and procedures for inventory/asset management o <input type="checkbox"/> Standard reporting o <input type="checkbox"/> Description of enhanced reporting o <input type="checkbox"/> Processes and procedures for trouble resolution o <input type="checkbox"/> Escalation procedures |
| A-15 | <p>The Offeror shall document and maintain, throughout the contract period, all service management processes and related tool integrations to the Commonwealth's or the vendors ITSM tools. The Offeror shall provide updates to the documentation throughout the term of the contract.</p> <ul style="list-style-type: none"> o <input type="checkbox"/> Document updates shall be provided to the Commonwealth within ten (10) business days of any change or upon request of the Commonwealth. o <input type="checkbox"/> All process documents are subject to Commonwealth review and approval. <p>This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe the following:
 - a) The ITSM methodology it uses to deliver service to its customers.

- b) Its proposed organization's ITIL experience and certifications.
 - c) How its service management processes will align with the Commonwealth's ITIL processes and how they will be implemented to manage service(s).
 - d) Any tools which will be used for tracking ITSM data.
 - e) How its tools will be integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor) to allow for the sharing of information.
2. The Offeror shall describe any processes which will be used until integration with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor) ITSM system is complete.
 3. The Offeror shall describe its structure and resources that will support the ITIL processes. This includes staff experience and certifications as well as the roles and responsibilities the Offeror expects to perform.
 4. The Offeror shall describe any training it will provide to its staff and/or Commonwealth staff on the ITSM processes that would be used for this engagement. This shall include a description of how training or communication on changes to ITSM processes will occur throughout the term of the contract.
 5. The Offeror shall provide a draft Service Delivery Implementation Plan including:
 - a) Identification, by role, of key personnel
 - b) Ability to scale resources to meet increased business needs
 - c) Service ordering process integration with the Commonwealth's ESMS tool.
 - d) Scheduling processes and standard service intervals
 - e) Performance management
 - f) Service Level Agreements
 - g) Billing procedures
 - h) Standard reporting capabilities
 - i) Enhanced reporting capabilities
 - j) Training procedures
 6. The Offeror shall provide a draft Service Delivery Management Plan including:
 - a) Ongoing training for Commonwealth staff
 - b) Processes and procedures for technical support
 - c) Processes and procedures for inventory/asset management
 - d) Standard reporting
 - e) Description of enhanced reporting
 - f) Processes and procedures for trouble resolution
 - g) Escalation procedures

Service Request and Billing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
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| A-16 | The Offeror shall complete service orders using the Commonwealth's established system (ESMS) based on the mutually agreed to the standard order interval for the service. Should the ESMS system be replaced the Offeror will confirm processing to the replacement system. |
| A-17 | The Offeror shall confirm the availability of ordered items within three (3) days of receipt of an order. A projected delivery date shall be provided for any item which is not expected to meet the standard interval for completion. |
| A-18 | The Offeror shall perform acceptance testing with the contract participant prior to declaring the service ready for use; all test results shall be shared with the contract participant and order creator. |
| A-19 | The Offeror shall obtain acceptance from the order creator certifying that the work requested on the order was completed to the satisfaction of the requestor prior to billing. |
| A-20 | At the request of individual agencies, the Offeror shall complete move/add/change (MAC) orders. Fees for MAC services will be billed on per line basis in a tiered level as follows: <ul style="list-style-type: none"> ○ <input type="checkbox"/> 1-25 ○ <input type="checkbox"/> 26-75 ○ <input type="checkbox"/> 76-125 ○ <input type="checkbox"/> 126-175 ○ <input type="checkbox"/> 176-200 |
| A-21 | The Offeror shall provide an Order Process Implementation Plan which discloses the Offeror's processes and procedures for implementing the end-to-end order process including: <ul style="list-style-type: none"> ○ <input type="checkbox"/> The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth's ESMS system ○ <input type="checkbox"/> The ongoing maintenance of service catalog information ○ <input type="checkbox"/> The required data elements to place a complete and accurate order for each service proposed ○ <input type="checkbox"/> Order cancellation policies and related penalties, if applicable ○ <input type="checkbox"/> Restrictions or fees associated with order changes ○ <input type="checkbox"/> Start and stop service billing dates ○ <input type="checkbox"/> Provide standard intervals for all proposed services |
| A-22 | The Offeror's billing procedures must align with the use of the Commonwealth's ESMS system and must support multiple funding streams. |
| A-23 | The Offeror shall provide reporting capabilities that will allow for the review and reconciliation of any discrepancies with the ESMS billing function. Reports should be weekly, monthly, yearly or on an Ad Hoc basis as needed. They also must be accessible in electronic readable format such as excel, word, pdf, etc. These reports should include but not limited to the following: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Funding Source ○ <input type="checkbox"/> Payphones- Accessibility ○ <input type="checkbox"/> Toll Free |

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| | <input type="checkbox"/> Local Inbound/ Outbound <input type="checkbox"/> No Activity <input type="checkbox"/> Long Distance <input type="checkbox"/> UC by Feature |
| A-24 | The Offeror shall document and maintain, throughout the contract period, all Ordering and Billing processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |

In Section III.8 of its response to this RFP:

7. The Offeror shall provide a draft of its Order Process Implementation Plan which discloses the Offeror’s processes and procedures for implementing the end-to-end order process including:
 - a) The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth’s ESMS system (Please note that the Offeror should not include any actual price information within its technical proposal)
 - b) The ongoing maintenance of service catalog information
 - c) The required data elements to place a complete and accurate order for each service proposed
 - d) Order cancellation policies and a description of related penalties (note: Offeror’s are not to include any price or fee information with their technical proposal responses) , if applicable
 - e) Restrictions or fees associated with order changes (note: Offeror’s are not to include any price or fee information with their technical proposal responses)
 - f) Start and stop service billing dates
 - g) Provide standard intervals for all proposed services
8. The Offeror shall provide, by service type, proposed standard interval timelines for new, added, changed, disconnected and moved services.
9. The Offeror shall describe its approach to validating the acceptability of work performed prior to billing.
10. The Offeror shall describe its proposed approach by which an agency can dispute a charge.
11. The Offeror shall describe its proposed approach for issuing and reporting on credits.
12. The Offeror shall describe any process it uses to pro-rate charges.
13. The Offeror shall disclose how soon after a service is completed it will appear on an invoice to the commonwealth.
14. The Offeror shall describe how SLA credits will be identified on an invoice.

Service Asset and Configuration Management (SACM)

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| Ref | Requirements of Selected Offeror |
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| A-25 | The Offeror shall create, support and maintain an accurate inventory of all service elements provided to the Commonwealth. |
| A-26 | The Offeror shall develop a Service Asset and Configuration Management (SACM) process that will support the management of its telecommunications services provided. |
| A-27 | The Offeror shall create, support and maintain a Configuration Management Database (CMDB) that will integrate with the Commonwealth's vendor (RFP 2) provided Enterprise Service Desk (ESD) CMDB. The Offeror's CMDB shall contain data relating to telecommunication assets and configuration items (CIs) as well as descriptions of the relationships between such assets and CIs. The Commonwealth's ESMS system shall be the source of record for all the services ordered. These services records will be replicated into the ESD CMDB and then handed off to the Offeror to populate their CMDB. |
| A-28 | <p>The Offeror shall provide and maintain a CMDB Management Plan that discloses the Offeror's processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include:</p> <ul style="list-style-type: none"> a) Procedures for routine audits of service inventory against inventory in the Commonwealth's ESMS and ESD systems. b) Notification procedures for identified CMDB discrepancies c) Remediation procedures and timeframes for correction to the CMDB d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth's vendor provided ESD CMDB and the ESMS source of record. |
| A-29 | The Offeror shall provide a secure Web-based electronic interface which will allow the Commonwealth to access the Offeror's inventory data, make queries, and obtain reports. The Offeror shall ensure that information is segregated by agency and agencies can only view their own information. |
| A-30 | The Offeror shall work with the Commonwealth to resolve inventory discrepancy issues between its inventory and the Commonwealth's inventory source of record within the Commonwealth's ESMS system. |
| A-31 | <p>The Offeror shall provide reporting capabilities that allow the Commonwealth access to inventory and asset information on an ad hoc, weekly, monthly, yearly basis. Reports should be accessible in the following electronic readable format such as excel, word, .pdf, etc. These reports should include but not limited to the following:</p> <ul style="list-style-type: none"> o Telephone Number (TN) |

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| | <ul style="list-style-type: none"> ○ <input type="checkbox"/> Username ○ <input type="checkbox"/> Site ○ <input type="checkbox"/> Funding Source ○ <input type="checkbox"/> DIDs- Individual DID ○ <input type="checkbox"/> Available DIDs ○ <input type="checkbox"/> DID by Service Location ○ <input type="checkbox"/> DID by Agency ○ <input type="checkbox"/> Device Hardware Serial Number ○ <input type="checkbox"/> History ○ <input type="checkbox"/> License Counts <p>The Offeror shall ensure that information is segregated by agency and agencies can only report on their own information.</p> |
| A-32 <input type="checkbox"/> | <p>The Offeror shall provide a Service Asset and Configuration Management (SACM) Implementation Plan which shall include:</p> <ul style="list-style-type: none"> a) <input type="checkbox"/> Access methods to inventory data including: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Online viewing ○ <input type="checkbox"/> Data file downloads, in a readable format acceptable to the Commonwealth ○ <input type="checkbox"/> Current view ○ <input type="checkbox"/> Monthly snapshots ○ <input type="checkbox"/> Historical data b) <input type="checkbox"/> Timeframes to update database with new information c) <input type="checkbox"/> Plan to maintain records – including identifiers d) <input type="checkbox"/> Procedures for resolution of inventory discrepancies with the Commonwealth’s ESMS inventory source of record. e) <input type="checkbox"/> Timeframes for resolution of inventory discrepancies f) <input type="checkbox"/> Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy |
| A-33 <input type="checkbox"/> | <p>The Offeror shall document and maintain throughout the contract period all Service Asset and Configuration Management (SACM) processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |

In Section III.8 of its response to this RFP:

15. The Offeror shall provide a draft Service Asset and Configuration Management (SACM) Implementation Plan which shall include:
- a) Access methods to inventory data including:
 - Online viewing
 - Data file downloads, in a readable format acceptable to the Commonwealth

- o Current view
 - o Monthly snapshots
 - o Historical data
 - b) Timeframes to update its database with new information driven from updates to the Commonwealth’s ESMS system source of record.
 - c) Plan to maintain records – including identifiers
 - d) Procedures for resolution of inventory discrepancies
 - e) Timeframes for resolution of inventory discrepancies
 - f) Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy
16. The Offeror shall describe its approach to electronically connecting its CMDB to the Commonwealth’s ESD CMDB. The description should at minimum address the following:
- a) Description of the proposed automated synchronization approach with the Commonwealth’s CMDB.
 - b) Description of the proposed synchronization approach with other Commonwealth telecommunication providers’ service desks / CMDBs.
 - c) Description of testing and verification methodology.
17. The Offeror shall provide a draft of its SACM process that discloses the Offeror’s processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include:
- a) Procedures for routine audits of service inventory against inventory in the Commonwealth’s ESMS and ESD CMDB.
 - b) Notification procedures for identified CMDB discrepancies
 - c) Remediation procedures and timeframes for correction to the CMDB
 - d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth’s ESD CMDB.

Change Management

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
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| A-34 <input type="checkbox"/> | The Offeror will adhere to the Commonwealth’s Change Management Procedures included in Appendix K. |
| A-35 <input type="checkbox"/> | The Offeror shall assess changes from both a business and technical view point with a clear understanding of the business needs of the Commonwealth, its business partners and customers. The Offeror shall coordinate its Change Management activities by conforming to the Commonwealth’s Change Management Process. |
| A-36 <input type="checkbox"/> | The Offeror shall provide an infrastructure change/release management report on a weekly basis. This report shall provide a |

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
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| | forward schedule of changes and maintain a history of changes that were proposed, scheduled and completed, or abandoned with descriptions of results. |
| A-37 <input type="checkbox"/> | The Offeror shall be responsible for coordinating the activities of all changes with the Commonwealth and other Suppliers as necessary to ensure that appropriate resources are available for monitoring, testing and implementation. |
| A-38 <input type="checkbox"/> | When classifying changes, the Offeror shall, comply with Commonwealth definitions and associated lead times for each change category as described in the Commonwealth's Change Management Procedures included in Appendix K. |
| A-39 <input type="checkbox"/> | The Offeror shall provide an after-action report, including root cause analyses and corrective actions, following any unsuccessful change or changes which results in an unexpected negative impact to the Commonwealth, its business partners or customers. This report shall be provided to the Commonwealth and/or its enterprise service provider (RFP 2) designee within three (3) business days. If the root cause cannot be determined within three (3) business days, the Offeror shall notify the Commonwealth of its timeframe to identify root cause and provide a complete report. |
| A-40 <input type="checkbox"/> | The Offer shall acknowledge that all contract changes (i.e., changes to the signed contract between the Commonwealth and the selected Offeror) must follow the Commonwealth's Contract Change Request Procedure (see Appendix L - Contract Change Request Procedures). |

In Section III.8 of its response to this RFP:

18. The Offeror shall provide a draft Change Management Implementation Plan which shall include:
- a) Contact information for change/release manager(s)
 - b) Standard change freeze windows
19. The Offeror shall provide a draft Change Management Plan which complies with the Commonwealth's Change Management Procedures in Appendix K and shall include:
- a) Description of standard plan components
 - b) Description of change priority categories (see Commonwealth's Change Management Procedures included in Appendix K) and response time goals
 - c) Description of test strategy and sample test completion results
 - d) Description of change implementation methodology
 - e) Description of rollback procedures
 - f) Description of how agencies will be able to make simple VoIP configuration changes via a web portal

Service Desk Management

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
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| A-41 <input type="checkbox"/> | The Offeror shall provide a Vendor Service Desk (VSD) ITSM solution that is integrated with the Enterprise Service Desk (ESD) ITSM system. |
| A-42 <input type="checkbox"/> | The Offeror shall integrate its Service Desk processes with the Service Desk processes of the Enterprises Service Desk provider (e.g. RFP #2), as well as the Commonwealth where the processes interact. |
| A-43 <input type="checkbox"/> | The Offeror's service desk shall electronically interface to the Enterprise Service Desk (ESD). This connection will allow the exchange of ticket, services request, and configuration management information. |
| A-44 <input type="checkbox"/> | The Offeror shall provide and maintain process documentation for all proposed ITSM processes (e.g. Incident, Problem, and Knowledge Management). The Offeror shall document and maintain throughout the contract period all processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |
| A-45 <input type="checkbox"/> | The Offeror shall provide staffing levels appropriate to handle incident volumes and incident response targets. (see Appendix M for SLA template data sheets) |
| A-46 <input type="checkbox"/> | The Offeror shall provide a 24x7 service desk and technical support. |
| A-47 <input type="checkbox"/> | The Offeror provided service desk shall be located within the United States. |
| A-48 <input type="checkbox"/> | The Offeror shall manage all Incidents from Commonwealth users relating to its provided telecom services, including the following: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Logging all relevant details. ○ <input type="checkbox"/> Providing first-line investigation and diagnosis. ○ <input type="checkbox"/> Resolving those as possible. ○ <input type="checkbox"/> Escalating those that cannot be resolved within agreed timescales. ○ <input type="checkbox"/> Communicating with users, keeping them informed of progress, notifying them of impending actions, obtaining appropriate agreement, and in all ways engaging and communicating with them about service provider activities. |
| A-49 <input type="checkbox"/> | The Offeror shall design all services in compliance with the then-current version of ITIL. |
| A-50 <input type="checkbox"/> | The Offeror shall provide its own ITSM tool integrated with the ESD to document users' issues; to monitor work queues; and to open, update and close tickets. |

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
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| A-51 <input type="checkbox"/> | The Offeror shall provide access via a no-fee, dedicated call-in phone number for all service desk services. |
| A-52 <input type="checkbox"/> | The Offeror shall provide a self-service web channel to allow users to report and monitor status of its service incidents. |
| A-53 <input type="checkbox"/> | The Offeror shall provide a self-service email address to allow users to report and request status of its service incidents. |
| A-54 <input type="checkbox"/> | The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not be limited to: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Tickets created ○ <input type="checkbox"/> Submission Method (e.g. Phone, Email) ○ <input type="checkbox"/> Number of Tickets Resolved ○ <input type="checkbox"/> Reply and Wait Times ○ <input type="checkbox"/> Resolution Time ○ <input type="checkbox"/> Satisfaction Ratings |
| A-55 <input type="checkbox"/> | The Offeror shall create an incident ticket for the following: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Any service disruption which is reported or detected ○ <input type="checkbox"/> Any hazardous conditions that has the potential for major service impact(s) (e.g., fire in a node) ○ <input type="checkbox"/> Failure of the network management system that results in loss of visibility to network and telemetry data ○ <input type="checkbox"/> Any other fault, event or request that the Commonwealth determines should be monitored or tracked through the service desk |
| A-56 <input type="checkbox"/> | The Offeror may not refuse to open a ticket for lack of information. |
| A-57 <input type="checkbox"/> | The Offeror's Service Desk must open a ticket even if there is an open MAC against the service. |
| A-58 <input type="checkbox"/> | The Offeror shall accept the submission of tickets via phone call or email. Both forms shall be handled and responded to with the same priority. |
| A-59 <input type="checkbox"/> | The Offeror shall establish a process for a ticket submitter to escalate his or her issue directly to Tier 2. |
| A-60 <input type="checkbox"/> | The Offeror shall maintain the following data elements for each incident ticket: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Ticket Submitter name and contact information ○ <input type="checkbox"/> Onsite Contact name and contact information ○ <input type="checkbox"/> Incident Ticket number ○ <input type="checkbox"/> Fault description and definition of problem ○ <input type="checkbox"/> Fault date and time of detection ○ <input type="checkbox"/> Identification of customers affected by the fault ○ <input type="checkbox"/> Services and locations affected by the fault |

| Ref | <i>Requirements of Selected Offeror</i> |
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| | <ul style="list-style-type: none"> ○ <input type="checkbox"/> Information about detection of service affecting faults for peripheral network resources indicating whether the fault is internal or external ○ <input type="checkbox"/> Estimated time to resolve ○ <input type="checkbox"/> Resolution Details (what repairs were made). Resolution details shall include but not limited to: specific actions that were taken and why; root cause of problem; time to repair, etc. ○ <input type="checkbox"/> Telecommunication Services Priority (TSP) or non-TSP service |
| A-61 <input type="checkbox"/> | The Offeror shall work with the Commonwealth to establish incident ticket templates that will be used for each service. These templates will be used by ticket submitters to quickly fill out required information for incidents and used to email issues to the ESD and/or the Offeror's Service Desk. |
| A-62 <input type="checkbox"/> | The Offeror shall maintain a frequent caller list with contact information already populated. |
| A-63 <input type="checkbox"/> | The Offeror's service desk shall support trap and traces procedures. |
| A-64 <input type="checkbox"/> | The Offeror's service desk system shall ensure all tickets, regardless of ticket status or generations source, must remain accessible to contract participants at all times and must have search/query capability. |
| A-65 <input type="checkbox"/> | The ticket submitter shall be given the opportunity to determine the individual(s) that should be contacted to authorize ticket resolution. The Offeror shall contact the individual(s) determined by the ticket submitter on a per ticket basis. |
| A-66 <input type="checkbox"/> | The Offeror shall treat any issue which occurs three (3) times within in a sixty (60) day period and/or any issue which has been determined by the agency/TMO as "chronic". The Offeror shall open a Problem ticket for each chronic issue. |
| A-67 <input type="checkbox"/> | The Offeror shall retain all service desk data in its original format for online access and historical purposes for the term of the contract, including extensions. |
| A-68 <input type="checkbox"/> | The Offeror shall ensure all service desk reporting activities are logged by the Offeror detailed, and accessible to all contract participants in CSV log format. |
| A-69 <input type="checkbox"/> | The Offeror shall develop ticket escalation procedures which include all information and troubleshooting the Offeror requires from the Commonwealth to have the incident tickets escalated. These procedures shall be developed and approved by the Commonwealth prior to the start of the services. |
| A-70 <input type="checkbox"/> | The Offeror provided service desk shall work collaboratively with the Commonwealth and other Supplier service desks to resolve service disruptions efficiently and expeditiously. |

| Ref | <i>Requirements of Selected Offeror</i> |
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| A-71 | □ The Offeror's service desk shall provide emergency toll free routing changes within 15 minutes of request receipt. |
| A-72 | □ The Offeror provided service desk shall support the Commonwealth, as required, in disaster recovery situations. |
| A-73 | <p>□ The Offeror shall provide monthly service desk reports to the Commonwealth, in both CSV and PDF format. Reports will be due on the 15th of the month; if the 15th falls on a weekend or holiday, then reports need to be delivered prior to the 15th. Reports shall be presented by agency and location and are to be transferred to business area designated folders on the Commonwealth FTP Server. Report samples are as follows:</p> <ul style="list-style-type: none"> ○ □ Incident ticket aging report ○ □ SLA non-compliance report |
| A-74 | <p>□ The Offeror shall provide regular service desk reports to OA/OIT on service desk related activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> ○ □ Key issues relating to service desk processes, improvements, script development. ○ □ Status as to service desk staffing, training, and authorization. ○ □ Integration activities and issues with other service desks belonging to OA, Agencies, and other telecom service providers. ○ □ Trend analysis during the thirteen (13) most recent months. ○ □ Calculate metrics and provide monthly reports to OA, to include, but not be limited to: <ul style="list-style-type: none"> ○ □ Number of contacts, to include all calls, phone calls, electronic, automated or otherwise. ○ □ Number of calls abandoned, average call duration, average time to answer, average time to abandon. ○ □ Number and percentage of issues resolved. ○ □ Number and percentage of issues passed to other service desks. <p>Other pertinent information regarding Service Desk operation and performance.</p> |
| A-75 | <p>□ The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not limited to:</p> <ul style="list-style-type: none"> ○ □ Tickets created ○ □ Submission Method (e.g. Phone, Email) |

| Ref | <i>Requirements of Selected Offeror</i> |
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| | <ul style="list-style-type: none"> ○ <input type="checkbox"/> Number of Tickets Resolved ○ <input type="checkbox"/> Reply and Wait Times ○ <input type="checkbox"/> Resolution Time |
| A-76 | <p><input type="checkbox"/> The Offeror shall provide and maintain process documentation for Problem Management.</p> |
| A-77 | <p><input type="checkbox"/> The Offeror shall provide the ability to execute within an enterprise level Problem Management process that can help define root cause analysis across multiple telecom services providers.</p> |
| A-78 | <p><input type="checkbox"/> The Offeror shall provide monthly problem management reports that include on any trending analysis information and preventative measures for service improvement.</p> |
| A-79 | <p><input type="checkbox"/> The Offeror shall provide a means for Problem detection from all relevant sources, specifically including the following:</p> <ul style="list-style-type: none"> ○ <input type="checkbox"/> Incident Management processes and Incident Management System. ○ <input type="checkbox"/> Event Monitoring systems and tools ○ <input type="checkbox"/> Technical support staff ○ <input type="checkbox"/> OA and OA Customers ○ <input type="checkbox"/> Trending of Incidents and Root Cause Analysis |
| A-80 | <p><input type="checkbox"/> The Offeror will track requests for Problem Management initiation, by source, organization and Authorized User.</p> |
| A-81 | <p><input type="checkbox"/> The Problem Management Process shall include the following capabilities:</p> <ul style="list-style-type: none"> ○ <input type="checkbox"/> Provide a means for prioritizing Problems / Known Errors based on considerations of business impact, urgency and severity using the prioritization model agreed to and approved by OA and which aligns with the method for prioritizing Incidents. ○ <input type="checkbox"/> Provide a means for categorizing Problems / Known Errors using the categorization model agreed to and approved by OA and which aligns with the method for categorizing Incidents. |
| A-82 | <p><input type="checkbox"/> The Offeror shall develop and maintain a Knowledge Management system that will include at a minimum the following:</p> <ul style="list-style-type: none"> ○ <input type="checkbox"/> Provide and continuously update a list of OA/OIT-vetted FAQs regarding the Services on a user accessible portal. ○ <input type="checkbox"/> Publish answers to the FAQs using a media that is efficient, easy to use, and easily accessible for Authorized Users, as well as subject to approval by OA. |

| Ref | Requirements of Selected Offeror |
|-------------------------------|---|
| | <ul style="list-style-type: none"> ○ <input type="checkbox"/> Compile lists of FAQs where recommended solutions can be made available to Authorized Users to increase Authorized Users' ability to resolve incidents. |
| A-83 <input type="checkbox"/> | <p>The Offeror shall provide an ongoing Service Desk Management Plan which discloses the Offeror's processes and procedures for ongoing management of the service desk and describes:</p> <ul style="list-style-type: none"> ○ <input type="checkbox"/> Process for responding to a report request from the Commonwealth ○ <input type="checkbox"/> Process for responding to a general information request ○ <input type="checkbox"/> Reports generated by the Offeror's service desk system(s) which shall be routinely provided to the Commonwealth |

In Section III.8 of its response to this RFP:

20. The Offeror shall provide a draft Service Desk Implementation Plan which describes:
- a) Service desk technical standard skills, certifications and qualifications
 - b) Staffing levels for standard business hours and after-hours support coverage
 - c) 24x7 standard technical support procedures for all service disruptions when:
 - i. Reported by a user of the Commonwealth network
 - ii. Detected by the Offeror via monitoring activities and systems
 - iii. Reported by another Commonwealth supplier
 - d) Joint technical support to the Commonwealth and any other supplier to resolve service disruptions efficiently and expeditiously
 - e) 24x7 technical support for emergency events
 - f) Support procedures during natural disasters
 - g) Access procedures to any Web-based customer interface for Commonwealth use as necessary to support service desk functions, including the incident ticket system and self-help tools
 - h) Incident ticket life cycle management, including ticket status update timeframes
 - i) Standard definitions for incident ticket priorities with translations for the following:
 - i. Critical
 - ii. High
 - iii. Medium
 - iv. Low
 - j) Training for Commonwealth staff
 - k) Escalation procedures

- l) Procedures for logging, tracking, managing and reporting for the following:
 - i. Incident Tickets
 - ii. Security incidents
 - iii. Network faults
 - iv. Chronic Tickets
- 21. The Offeror shall provide a draft of its Service Desk Management Plan which discloses the Offeror's processes and procedures for ongoing management of the service desk and describes:
 - a) Process for responding to a report request from the Commonwealth
 - b) Process for responding to a general information request
 - c) Reports generated by the Offeror's service desk system(s) which shall be routinely provided to the Commonwealth
- 22. The Offeror shall describe its approach to electronically connecting its Service Desk to the Enterprise Service Desk (ESD) when the latter becomes operational. The description should at minimum address the following:
 - a) Description of the interface between the two systems
 - b) Process flow for the exchange of service request tickets
 - c) Process flow for the exchange of incident tickets
 - d) Synchronization approach between the configuration management systems (CMDBs)
- 23. The Offeror shall describe its Incident Management Process and integration with the Enterprise Service Desk.
- 24. The Offeror shall describe its Problem Management Process and integration with the Enterprise Service Desk.
- 25. The Offeror shall describe its Knowledge Management Process and integration with the Enterprise Service Desk.
- 26. The Offeror shall describe how it will onboard new service desk technicians to ensure they are ready to support the commonwealth and have a basic level of understanding of the services that are provided?
- 27. The Commonwealth users would like access to the Offeror's upper tier technical resources, for example either response a technical question; or a more detailed status on a particular open or closed incident. The Offeror shall describe how they will respond to both technical requests and/or provide updates to open incidents to the Commonwealth users.

Event Management

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| A-84 | The Offeror shall provide 24x7 event management and monitoring process (e.g. NOC/SOC/Service Desk) for all of its services that will electronically interface with the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations. |
| A-85 | The Offeror shall forward alerts to the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations as well as impacted Agencies. |
| A-86 | The Offeror shall notify the Commonwealth's Voice Services team and the affected Agencies of any service disruption immediately or at maximum within 30 minutes. |
| A-87 | The Offeror shall follow the Commonwealth's outage notification process as described in Appendix N. |
| A-88 | The Offeror shall work with the Commonwealth Voice, Network and Security Operations and or Agencies on service performance or outages until resolved. |
| A-89 | The Offeror shall provide network security monitoring, alerting and analysis services and shall notify the Commonwealth Network and Security Operations, OA/OIT Voice and Unified Communications Division, and Agencies of any suspected or identified security issues immediately or within 15 minutes. |
| A-90 | The Offeror shall provide 24x365 response and service desk technical support and reporting. |
| A-91 | The Offeror provided service desk shall work collaboratively with Commonwealth and other supplier service desks and Agencies to resolve service disruptions efficiently and expeditiously. |
| A-92 | The Offeror shall provide an automated interface between its enterprise event management systems and the Enterprise Monitoring System to support the automatic creation of incidents in the ESD based on system monitoring of security and network events and alerts. |
| A-93 | The Offeror shall document and maintain throughout the contract period all event management processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |

In Section III.8 of its response to this RFP:

28. The Offeror shall describe in detail its approach to service operations and event management. This includes, but is not limited to, the proposed network and security operations services.
29. The Offeror shall disclose its definition of chronic performance issues and its current incident response and remediation processes.

30. The Offeror shall describe how it plans to detect and mitigate TDOS / Spoofing attacks.
31. The Offeror shall identify any other companies or organizations it plans to include in its service delivery team.

B. Project Management and Administration Services

Description

Project Management and Administration includes those program-wide actions associated with initiating, planning, executing, and controlling project activities to achieve specific goals and meet specific success criteria.

Tasks

General Project Management and Administration Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------------------------|--|
| B-1 <input type="checkbox"/> | The Offeror shall act as a single point of coordination and accountability for all services provided under this contract. This includes any services provided by any subcontractors used by the Offeror. |
| B-2 <input type="checkbox"/> | The Offeror, at the request of OA, shall attend TMO meetings and TMO Knowledge days upon request. The commonwealth will provide the agenda prior to the meeting so the Offeror can schedule the proper resources for attendance. |
| B-3 <input type="checkbox"/> | The Offeror shall commit to a Deliverable Approval Plan which it has developed and submitted and which has been approved by the Commonwealth. |
| B-4 <input type="checkbox"/> | The Offeror shall include the approved Deliverable Approval Plan in its Process and Procedures Manual (PPM). |

In Section III.8 of its response to this RFP:

1. The Offeror shall develop and provide a proposed Deliverable Approval Plan.

Status Reporting

| <i>Ref</i> | <i>Requirements of Selected</i> |
|------------------------------|---|
| B-5 <input type="checkbox"/> | The Offeror shall attend regularly scheduled executive status meetings held in the Harrisburg area. The Offeror shall provide the agenda prior to the meeting and have staff and subcontractors at the meeting when appropriate for the current discussion. |
| B-6 <input type="checkbox"/> | The Offeror shall provide a monthly report itemizing and describing outages, traffic, calls, etc. |
| B-7 <input type="checkbox"/> | The Offeror shall provide a monthly report reflecting performance in relation to all contractual service levels. |

In Section III.8 of its response to this RFP:

2. □ The Offeror shall describe its proposed approach to monthly status reporting, including a description of scope, level of detail and presentation format.

User Satisfaction Surveys

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------------------------|--|
| B-8 <input type="checkbox"/> | The Offeror shall provide quarterly customer satisfaction surveys to the Commonwealth and should contain both quantitative and qualitative information. The Offeror shall use these results and provide dashboard measurements to be reviewed at PMO meetings and posted on the TMO website. |

In Section III.8 of its response to this RFP:

3. The Offeror shall describe its process for conducting end-user satisfaction surveys.

Transition Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|-------------------------------|--|
| B-9 <input type="checkbox"/> | The Offeror shall accomplish the transition of services in a transparent, seamless, orderly, and uninterrupted manner. Offeror’s responsibilities with respect to the transition include: <ul style="list-style-type: none"> • <input type="checkbox"/> Transfer of the services in accordance with the Transition Plan agreed to by Commonwealth and including a number of Transition Milestones • <input type="checkbox"/> Performing the transition without disruption to Commonwealth’s operations • <input type="checkbox"/> Scheduling transition related tasks when convenient for agencies and their locations • <input type="checkbox"/> Assuming responsibility for all costs associated with the transition • <input type="checkbox"/> Otherwise performing such transition and migration tasks as are necessary to enable Offeror to provide the services in accordance with the terms of the contract, including the applicable service levels |
| B-10 <input type="checkbox"/> | The Offeror shall include, with its proposal, an initial transition plan that includes key tasks and milestones, resource requirements (Offeror and Commonwealth), timelines and other dependencies required to successfully execute the transition. |
| B-11 <input type="checkbox"/> | In coordination with the Commonwealth, the Offeror shall jointly develop the final detailed transition plan that includes: <ul style="list-style-type: none"> • <input type="checkbox"/> Deliverables to be completed by Offeror (refer to the Transition Milestones and Key Deliverables section below) • <input type="checkbox"/> Date(s) by which each activity or deliverable is to be completed (the "transition milestones") • <input type="checkbox"/> Process and set of standards to which Offeror shall adhere in the performance of the transition services and that shall enable the Commonwealth to determine whether Offeror |

| Ref | Requirements of Selected Offeror |
|-------|--|
| | <p>has successfully completed the transition and the activities and deliverables associated with each transition milestone</p> <ul style="list-style-type: none"> •□ Any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth customers •□ Any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor •□ A detailed description of the processes and procedures that Offeror will implement (and associated implementation schedules) to effect the seamless integration and coordination of the services with related services to be provided by other Commonwealth contractors |
| B-12□ | The Offeror shall develop and maintain a Process and Procedures Manual which is available at all times to authorized Commonwealth staff. |

In Section III.8 of its response to this RFP:

- 4.□ The Offeror shall provide a draft transition plan and schedule with its proposal that describes the effort to migrate from the current voice services architectures and configurations to the proposed solution. The plan should include key tasks and milestones, resource requirements (Offeror and Commonwealth), timelines and other dependencies required to successfully execute the transition.
- 5.□ The Offeror shall provide a table of contents and description for a Process and Procedures Manual.

Transition Milestones and Key Deliverables

The Commonwealth’s goal is to begin ordering for equipment and services for the OA/OIT facilities at 1 and 5 Technology Park within 90 days following contract award. Following the transition at 1 and 5 Technology Park and verification that the processes and services are occurring successfully, transition will commence at the remaining offices within OA and with the other agencies. All agency services are to be successfully transitioned and accepted by the Commonwealth prior to October 1, 2019. The following schedule of milestones and deliverables is based upon these goals.

Appendix W describes the transition planning and management milestones and the service enablement milestones the successful Offeror will be required to meet unless otherwise agreed to, by the Commonwealth, in writing. The Offeror shall

consider this while describing its service offerings and preparing its initial transition plan to be included in its response.

Security

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|-------------------------------|---|
| B-13 <input type="checkbox"/> | The Offeror shall permit the Commonwealth or its designee to perform security risk assessments by a qualified and approved security vendor on an annual or as-needed basis to supplement internal auditing and compliance activities. |
| B-14 <input type="checkbox"/> | The Offeror shall perform criminal and civil background checks on all assigned staff. Any Offeror personnel and subcontracted personnel are required to pass a background check prior to access to any Agency facility or network, if required by the Agency. |

In Section III.8 of its response to this RFP:

- 6. The Offeror shall describe the level of access it proposes to make available to its physical facilities to Commonwealth staff.

Staffing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|-------------------------------|--|
| B-15 <input type="checkbox"/> | The Offeror shall ensure that staffing resources involved with the design, implementation, transition, administration and support of all functions within the managed services have training, certification, and hands-on working experience (See Section III-5 for Key Positions and Staffing for additional requirements). |

In Section III.8 of its response to this RFP:

- 7. The Offeror shall provide a matrix of the staffing resources involved with the design, implementation, transition, administration and support of the managed security solution. This must include their training, certifications, experience, qualifications and responsibilities.

Service Level Agreements - *Note: Offerors proposals shall be based on the acknowledgement of the SLAs as shown in Appendix M - SLA Data Sheets. The Commonwealth is committed to the intent of these SLAs. During negotiations, the Commonwealth is willing to discuss the variables of the SLAs with the expectation that negotiated changes in SLA variables would be met with a corresponding reduction in service cost. However, proposals and pricing should be based upon the SLAs as they appear in this document.*

| Ref | Requirements of Selected Offeror |
|-------------------------------|---|
| B-16 <input type="checkbox"/> | The Offeror’s Service shall meet the Commonwealth’s Service Level Agreements (SLAs) that establish minimum performance requirements for services provided (see Appendix M - SLA Data Sheets). |
| B-17 <input type="checkbox"/> | The Offeror’s measurement and monitoring of service level performance shall permit reporting at a level of detail and frequency sufficient to permit the Commonwealth to verify compliance with the service levels and shall be subject to audit. Reporting of service availability must be viewable at the agency level. |
| B-18 <input type="checkbox"/> | The Offeror shall adhere to the Commonwealth SLA Methodology document (provided as Appendix O). |
| B-19 <input type="checkbox"/> | The Offeror shall make tiered service offerings available to accommodate varying agency needs and budgets. |

In Section III.8 of its response to this RFP:

- 8. The Offeror shall describe its process for managing Service Levels.
- 9. The Offeror shall acknowledge that its proposed solution meets or exceeds the Commonwealth’s SLA requirements. The Offeror should also provide feedback on any concerns and/or recommendations on the Commonwealth’s proposed service levels.

C. Emergency Preparedness

Description

To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
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| C-1 <input type="checkbox"/> | The Offeror shall maintain a current plan for providing emergency response continuity of operations. |
| C-2 <input type="checkbox"/> | The Offeror shall perform, record, and report to the Commonwealth on the results of plan-related drills. |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe how it anticipates such a crisis will impact its operations.
2. The Offeror shall describe its emergency response continuity of operations plan. Attach a copy of the plan, or at a minimum, summarize how the plan addresses the following aspects of pandemic preparedness:
 - a. Employee training (describe Offeror's training plan, and how frequently it will be shared with employees)
 - b. Identify essential business functions and key employees (within Offeror) necessary to carry them out.
 - c. Contingency plans for:
 - i. How Offeror will handle staffing issues when a portion of key employees are incapacitated due to illness
 - ii. How Offeror employees will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace
 - d. How Offeror will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including Suppliers), etc.
 - e. How and when Offeror's emergency plan will be tested, and if the plan will be tested by a third-party.

Lot 1 - Unified Communications and VoIP Services

The requirements of Lot 1 have the ultimate goal of transitioning the Commonwealth of Pennsylvania's 45,000 VOIP users to a new, cost effective, industry leading, and vendor hosted solution that is fully integrated with Microsoft Skype for Business and federated with our current Office 365 environment. This includes PSTN connectivity to conferencing through Skype. Additional benefits to be realized are as follows:

- Utilization of open source, non-proprietary desk phone hardware. This will allow users to experience changes at a slower rate and transitions to become less cumbersome over time.
- Integrate the use of softphones (preferably using the SfB client) where applicable. Agencies will realize cost savings in not having to purchase desk phones and maintenance for each individual user.
- The ability for agency Telecommunications Management Officers (TMOs) to perform day-to-day moves/adds/changes (MACs) without having vendor involvement.

Unified communications is becoming the industry standard for communication, and it is the desire of the Commonwealth to drive user adoption. The current platform only realizes a 10% adoption rate and it is our belief that this can be drastically increased by the development and deployment of marketing and training, before, during, and after transition. The Commonwealth is looking for a collaborative and active participation in these efforts from the selected Offeror.

With the migration of existing VOIP users, efforts to transition as many of the 28,000 legacy voices users to the new VoIP/UC platform is also a strong focus of this solicitation. The success of this will rely heavily on making the solution cost effective for all sized offices (small and large) and location areas (metro and rural) throughout the Commonwealth.

In addition to the requirements stated above, the Offeror (if responding to Lot 1 Services) shall address the following tasks in its response:

Lot 1 Services – Unified Communications and VoIP Services

D. Architecture and Integration

E. Features and Functions

1. Dial Tone Services
2. Main Line
3. Voice Mail Services with Exchange integration
4. Self-Managed Moves, Adds and Changes
5. Auto Attendant
6. Toll Free
7. Call Handling
8. UC Functions
9. Conferencing
10. Safety and Security

- 11. 911 Services
- 12. Recording
- 13. Hardware
- 14. Teleworking
- F. Training
- G. Transition Support

D. Architecture and Integration

Description

The Offeror shall use the following key considerations when developing its solution architecture:

- The Commonwealth will provide the data network connectivity services for the Offeror’s UC and VoIP solution.
- The Offerors must provide a baseline set of network requirements with its proposed UC and VoIP solution.
- A core Commonwealth objective is to move from traditional voice services and individual PBX/Key systems to the new UC and VoIP solution.

This section describes the requirements for the core solution architecture for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|--------------------------------|---|
| D-1.1 <input type="checkbox"/> | The Offeror shall provide a fully managed, vendor hosted, VoIP solution that includes an integrated MS Skype for Business UC platform. The solution shall provide full integration and federation with the Commonwealth O365 environment. |
| D-1.2 <input type="checkbox"/> | The Offeror shall host all core components at the Offeror’s datacenter(s). Equipment will NOT be hosted at the Commonwealth’s data centers. |
| D-1.3 <input type="checkbox"/> | The Offeror shall maintain equipment that needs to be located within Commonwealth local and extended demarcation points or at end-user sites (for local survivability only). |
| D-1.4 <input type="checkbox"/> | The Offeror’s solution shall, cost-effective way to support users in a multi-tenancy, multi-location (>100 locations) environment over the next 5-10 years. There are currently ~ 45,000 VoIP users that will be transitioned to the new platform. There are currently ~ 28,000 non-VoIP users (e.g. PBX, |

| | |
|--------------------------------|---|
| | Centrex) many of which may be transitioned to the new platform. |
| D-1.5 <input type="checkbox"/> | The Offeror shall provide an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for inbound/outbound with local control and extensibility, for use in the event of an emergency, or loss of data connectivity to the Offeror's service. |
| D-1.6 <input type="checkbox"/> | The Offeror's system shall be deployed in a geographically redundant fashion with all backend components mirrored between locations (no single point of failure). Fail-over must be automatic (with no human involvement) and preferably on a per component basis. |
| D-1.7 <input type="checkbox"/> | The Offeror shall maintain end-to-end data encryption as defined in IRS Publication 1075. |
| D-1.8 <input type="checkbox"/> | The Offeror shall provide at least two (2) geographically diverse connections to the Commonwealth's network (See Appendix P - Converged Network Standards.) |
| D-1.9 <input type="checkbox"/> | The Offeror shall determine the data network bandwidth requirements for the Commonwealth locations. |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe the service offered under this category and shall disclose, in its Service description, the function and performance standards applicable to meet the tasks listed above.
2. The Offeror shall describe its proposed UC and VoIP architecture. Including but not limited to the following:
 - a. Overall solution architecture (redundancy, disaster recovery, etc.)
 - b. Requirements for connection to the Commonwealth network
 - c. Integration of proposed hosted VoIP platform with MS Skype for Business
 - d. Survivability options for critical sites. This should include any network and PSTN requirements (e.g. PRIs)
3. The Offeror shall describe its approach to delivering a fully managed vendor hosted VoIP solution that includes integration with a MS Skype for Business unified communications platform federated with the Commonwealth O365 environment for a seamless UC experience.
4. The Offeror shall describe its proposed approach to providing licensing for Skype for Business that includes a review and potential leveraging of the Commonwealth's current Enterprise License Agreement (ELA).
5. The Offeror shall describe its approach to hosting all core components, including any and all locations at which components will be located.

6. The Offeror shall describe any equipment that needs to be located within State end-user sites (for local survivability), including all relevant system specifications (e.g. type, model, power/cooling requirements, space, etc.) and required connectivity.
7. The Offeror shall propose an integration design that provides at least two (2) connections to the Commonwealth's network. Those Commonwealth provided connection points of presence (POPs) are described in Appendix P.
8. The Offeror shall describe an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for Inbound/Outbound with local control and extensibility, and local PRI/Analog support, for use in the event of an emergency, or loss of data connectivity to the Offeror's service.
9. The Offeror shall describe its planned redundant geographically deployment with all backend components mirrored between locations (no single point of failure) and automated fail-over.
10. The Offeror shall describe its methodology and a sample of how it will determine the data network bandwidth requirements for each of the over 3,000 Commonwealth locations with varying number of users per site. Include the following site scenarios with varying number of users:
 - a. Site A: 10 Users
 - b. Site B: 145 Users
 - c. Site C: 2,000 Users
 - d. For each scenario above provided the following information:
 - i. Network bandwidth requirements per site (include assumptions)
 - ii. Network configurations per site e.g. a sample of the expected network configuration requirements that will be required, such as quality of services (QoS).
 - iii. Provide survivability options for each site (e.g. equipment and PSTN connection requirements)
11. The Offeror shall disclose if there are any current Commonwealth locations to which it cannot provide its solution (see Appendix Q - VoIP Service Locations).

E – Features and Functions

Description

This section describes the requirements for the primary features and functions of the proposed UC and VoIP services for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

General

In Section III.8 of its response to this RFP:

1. The Offeror shall describe the service offered under this category and shall disclose, in its Service description, the applicable function and performance standards.
2. The Offeror shall provide a solution overview highlighting each of the following features and functions:
 - a. Dial Tone Services
 - b. Main Line
 - c. Voice Mail Services
 - d. Self-Managed Moves, Adds and Changes
 - e. Auto Attendant
 - f. IPT Toll Free with Advanced Routing
 - g. Call Handling
 - h. UC Functions
 - i. Conferencing
 - j. Safety and Security
 - k. 911 Services
 - l. Recording
 - m. Hardware
 - n. Teleworking
3. The Offeror shall indicate its planned service availability throughout the Commonwealth by completing the attached Appendix Q - VoIP Service Locations and including with its response.
4. The Offeror shall describe its approach to providing multiple line appearances and to accommodate simultaneous inbound/outbound calls, line status/busy indicator.

Dial Tone Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|--------------------------------|--|
| E-1.1 <input type="checkbox"/> | The Offeror shall provide the capability to port current telephone numbers (TN) and toll-free (TF) numbers over from |

| | |
|-------|--|
| | any numbering plan area (NPA)/network numbering exchange (NXX) within the Commonwealth of PA. |
| E-1.2 | The Offeror shall provide flexibility in assigning/managing direct inward dialing blocks of telephone numbers. |
| E-1.3 | The Offeror shall provide new telephone numbers upon request. |
| E-1.4 | The Offeror shall provide network access via SIP trunk protocol. |
| E-1.5 | The Offeror's solution shall display caller ID with name. |
| E-1.6 | The Offeror's service shall meet current federal/state/local accessibility/disability requirements. |
| E-1.7 | The Offeror shall provide user friendly process for updating directory listings. |
| E-1.8 | The Offeror shall provide ability for end user to dial and connect to 411 for information service. |

In Section III.8 of its response to this RFP:

5. The Offeror shall describe how it will offer the assignment and management of direct inward dialing blocks of phone numbers as a managed service.
6. The Offeror shall describe its approach to addressing requests to block numbers. Please describe your system's ability to block a number from a particular user's telephone number.
7. The Offeror shall describe its proposed process for updating directory listings.
8. The Offeror shall describe how a multiple calls to the same TN are addressed.

Main Line Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| E-1.9 | The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e. <ol style="list-style-type: none"> a. <input type="checkbox"/> Centralized answering point b. <input type="checkbox"/> Receptionist c. <input type="checkbox"/> Dedicated switchboard d. <input type="checkbox"/> Forward capability (including night feature) |
| E-1.10 | The Offeror shall provide more than 1 incoming call on a single TN at a time. |

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|--------|---|
| E-1.11 | The Offeror shall provide the ability for multiple users, in a physical office, to answer an inbound call from the same telephone number. |
| E-1.12 | The Offeror shall provide an attendant console or main switchboard type functionality. |

In Section III.8 of its response to this RFP:

9. The Offeror shall describe its solutions for accommodating main line answering scenarios such as:
 - a. Centralized answering point
 - b. Receptionist
 - c. Dedicated switchboard
 - d. Forward capability (including night and holiday feature)
10. The Offeror shall describe its approach for providing main line answering features for multiple users.
11. The Offeror shall describe its approach to accommodating attendant console/main switchboard functionality.

Voice Mail Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| E-1.13 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) |
| E-1.14 | The Offeror shall provide capability for VM to be transferred to another user on the system (2 nd party VM). |
| E-1.15 | The Offeror shall provide an optional graphic user interface (GUI) for web based VM management. |
| E-1.16 | The Offeror shall accommodate VM only line, if needed. |
| E-1.17 | The Offerors solution shall provide visual voicemail. |
| E-1.18 | The Offeror shall provide optional OOO functionality with expiration date. |
| E-1.19 | The Offeror shall provide optional voicemail transcription capability. |
| E-1.20 | The Offeror's solution shall support the transfer of live calls into another person's VM. |
| E-1.21 | The Offeror's solution shall support the delivery of voice mail to a user's email inbox. |

In Section III.8 of its response to this RFP:

12. The Offeror shall describe its unified messaging capabilities including its ability to have voicemail delivered as an audio file to a user's email inbox.
13. The Offeror shall provide samples of its instructions for users detailing the button presses a user would need to press in order to perform certain functions related to its voicemail (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.)
14. The Offeror shall describe its optional GUI for web-based VM management.
15. The Offeror shall describe its approach to providing voicemail transcription capability.
16. The Offeror shall describe its solutions ability, if available, to provide optional Out of Office (OOO) functionality with expiration date. Upon expiration date, the OOO functionality shall be turned off and revert back to greeting used before OOO was turned on. (This is a desired but not required feature.)
17. The Offeror shall describe its solution's ability to provide for a voicemail message to be left at number to which calls have been transferred. (This is a desired but not required feature.)
18. The Offeror shall describe the file format (e.g., Mp3 or .wav) or delivery method by which voice mail messages will be delivered to a user's email inbox.

Self-Managed Moves, Adds and Changes

| <i>Ref</i> | <i>Requirement of Selected Offeror</i> |
|------------|---|
| E-1.22 | At the request of individual agencies, the Offeror shall provide a secure Web-based electronic interface which allows agency access, to its own lines only, for the purpose of moves, adds and changes (such as user changes to a TN, resetting of passwords, and user profile builds and changes) to current services on hosted system(s). |

In Section III.8 of its response to this RFP:

19. The Offeror shall describe its solution for self-service web access to support changes.
20. The Offeror shall describe its approach to providing a secure self-service web-based interface.
21. The Offeror shall describe how it will limit access to an agency's own data only.

Auto Attendants

| <i>Ref</i> | <i>Requirement of Selected Offeror</i> |
|------------|---|
| E-1.23 | The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number. |
| E-1.24 | The Offeror shall provide, at the request of an individual agency, user with the ability to self-manage Auto Attendant (AA) system changes such as menu routing changes, time of day changes, holiday schedules, add/change/delete menu options, as well as Offeror managed. |
| E-1.25 | The offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. |
| E-1.26 | The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes. |
| E-1.27 | The Offeror shall provide ability to route calls by time of day/day of week/holiday. |
| E-1.28 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours). |
| E-1.29 | The Offeror's solution shall add, at no additional cost, the Commonwealth's holiday schedule to the platform each year for the duration of the contract. |

In Section III.8 of its response to this RFP:

22. The Offeror shall describe its auto attendant capabilities and options in regard to menus for call routing, mailbox messages and prompting and delivery of voicemail.
23. The Offeror shall describe its proposed alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours).

IPT Toll Free with Advanced Routing

| <i>Ref</i> | <i>Requirement of Selected Offeror</i> |
|------------|--|
| E-1.30 | The Offeror shall provide toll-free (TF) Services. |

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| E-1.31 | The Offeror shall provide new toll-free numbers upon request. |
| E-1.32 | The Offeror shall provide the capability to port current toll-free (TF) numbers to the selected Offeror's platform. |
| E-1.33 | The Offeror shall provide agencies the capability to route TF numbers to an alternate point, as needed, using a web portal or website. |
| E-1.34 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. |
| E-1.35 | The Offeror's TF advanced routing capability shall include Dialed Number Information Service (DNIS), Automatic Number ID (ANI), Network Numbering Exchange (NXX), and time and / or day scheduled routing. |

In Section II.8 of its response to this RFP:

24. The Offeror shall describe its solution for self-service web access to provide the ability to make routing changes.
25. The Offeror shall describe its approach to providing routing capabilities.

Call Handling

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| E-1.36 | The Offeror shall provide typical handling capabilities including: <ol style="list-style-type: none"> a. <input type="checkbox"/> Call waiting b. <input type="checkbox"/> Caller ID c. <input type="checkbox"/> Permanent caller ID call blocking/unblocking d. <input type="checkbox"/> Per call caller ID blocking/unblocking e. <input type="checkbox"/> Manual call forwarding/removing forwarding |
| E-1.37 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. |
| E-1.38 | The Offeror shall provide ability to answer an incoming call from another individual phone. |
| E-1.39 | The Offeror shall provide ability to answer an incoming call from another phone within a designated group. |
| E-1.40 | The Offeror shall provide an option to mask outbound caller id on an individual telephone number basis. |
| E-1.41 | The Offeror shall provide flexible hunting capabilities. |

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| E-1.42 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes “off hook”. |
| E-1.43 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. |
| E-1.44 | The Offeror shall provide options for line referrals. At a minimum, the options should include six (6) and twelve (12) months. |
| E-1.45 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. |
| E-1.46 | The Offeror shall provide the capability to block a number from the entire VOIP platform. This would be a Commonwealth enterprise level request and only initiated by OA with strict guidelines. |

In Section III.8 of its response to this RFP:

26. The Offeror shall describe its processes and response times for service/support for trap and trace.
27. The Offeror shall describe its capabilities and options for blocking numbers upon request. Please describe your system’s ability to block a number from a particular user’s telephone number.
28. Offeror shall describe its ability to locally and remotely manage call forwarding features.

UC Functions

| <i>Ref</i> | <i>Requirements Selected Offeror</i> |
|------------|---|
| E-1.47 | The Offeror acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. This system must federate with Commonwealth's O365 environment to provide a consistent UC experience for all SfB users, hosted IPT, or O365 users. |
| E-1.48 | The Offeror's UC solution shall support Skype for Business Mobility. |
| E-1.49 | The Offeror shall integrate seamlessly with the Commonwealth's Active Directory. |
| E-1.50 | The Offeror shall provide the ability to create a call by clicking on contact call information or icon. |
| E-1.51 | The Offeror shall provide the ability for a call to be answered at multiple phone numbers. |
| E-1.52 | The Offeror's solution shall be user friendly and intuitive. |
| E-1.53 | The Offeror's solution shall provide call history and detail for the user. |
| E-1.54 | The Offeror's solution shall incorporate Commonwealth Single Sign On policy and procedures. |
| E-1.55 | The Offeror's solution shall incorporate adherence to the Twenty-First Century Communications and Video Accessibility Act of 2010 for accommodations of users with disabilities. |
| E-1.56 | The Offeror shall provide the ability for the user to see Caller IDs of multiple incoming calls. |

In Section III.8 of its response to this RFP:

29. The Offeror shall describe how it proposes to connect to MS SfB.
30. The Offeror shall describe how it proposed to provide licensing when needed for MS SfB.
31. The Offeror shall describe how it will integrate with the Commonwealth's MS O365 implementation.
32. The Offeror shall disclose any features within MS SfB that its solution will not support.

Conferencing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| E-1.57 | The Offeror shall provide a conferencing solution (voice/video/collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services. |
| E-1.58 | The Offeror shall provide the ability to record collaboration meetings audio and video for archiving and later playback, i.e., training. |
| E-1.59 | The Offeror shall provide for archiving and later playback of audio and audio/visual recordings. |
| E-1.60 | The Offeror shall ensure a minimum of 250 participants on a standard conference call. |
| E-1.61 | <p>The Offeror shall provide the ability to choose a large capacity conferencing option which allows for, at a minimum, in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Ability to limit participants from unmuting their lines during meeting. b. <input type="checkbox"/> Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. <input type="checkbox"/> Ability for participants to utilize a chat feature in order to ask questions. d. <input type="checkbox"/> Ability to include video, collaboration, dial in voice functionality. e. <input type="checkbox"/> Ability for meeting coordinator to view all that registered and participated in meeting. f. <input type="checkbox"/> Ability to send invitations to meeting attendees and bulk upload attendees. |

In Section III.8 of its response to this RFP:

- 33. The Offeror shall describe its conferencing solution (voice/video/collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services.
- 34. The Offeror shall describe a large capacity conferencing option that allows for a minimum of 1,000 participants. The Offeror should also describe any limitations of these larger conferences, any technical requirements needed from the meeting coordinator or participants, and participant maximum on one meeting.

35. The Offeror shall describe its process for archiving audio and audio/visual recordings.
36. The Offeror shall describe the process by which recording can be located and retrieved for playback.
37. The Offeror shall disclose any participation limits which would be imposed on large capacity conferencing.

Safety and Security

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| E-1.62 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. |
| E-1.63 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). |
| E-1.64 | The Offeror shall provide support of Telecommunications Service Priority (TSP). |
| E-1.65 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. |

In Section III.8 of its response to this RFP:

38. The Offeror shall describe its approach to supporting the Safety and Security cited in the table (i.e., COOP, COG, GETS and TSP).

911 Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| E-1.66 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. |
| E-1.67 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. |
| E-1.68 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. |

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| E-1.69 | The Offeror shall provide Enhanced 911 calling (“E-911”) service for telephone, soft phones and remote users who use soft phones to connect to the IPT service. |
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In Section III.8 of its response to this RFP:

39. The Offeror shall describe its approach to providing location specific information to the PSAPs for 911 and E911 service.

Recording

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| E-1.70 | The Offeror shall provide ad-hoc recording capabilities for inbound/outbound VoIP calls. |
| E-1.71 | The Offeror shall provide ad-hoc recording storage capabilities. |
| E-1.72 | The Offeror shall provide ad-hoc recording capabilities which has the ability to announce call is being recorded. |
| E-1.73 | The Offeror shall provide the capability to record, and store as one call, an entire call even if it is transferred. |

In Section III.8 of its response to this RFP:

40. The Offeror shall describe its proposed ad hoc recording capabilities and disclose compliance with applicable state and federal laws.
41. The Offeror shall describe its storage capabilities and playback options.

Hardware

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| E-1.74 | The Offeror shall provide multiple non-proprietary softphone solutions desktop and mobile phone compatibility. Solutions shall be compatible with Skype for Business. |
| E-1.75 | The Offeror shall provide multiple non-proprietary handset solutions. Option(s) for handset shall be included in price of service. |
| E-1.76 | The Offeror shall maintain, for each agency and for the life of the contract, up-to-date specifications, for each non-proprietary, SIP Standards phone including its life cycle and end of life cycle date. |
| E-1.77 | The Offeror shall provide specifications, to each agency, for non-proprietary Wi-Fi enabled handsets along with life cycle and end |

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| | of life cycle date. This information shall be kept current for the life of the contract. |
| E-1.78 | The Offeror shall adhere to Americans with Disabilities Act (ADA) requirements for public phone installation and use. |

In Section III.8 of its response to this RFP:

42. The Offeror's shall identify any existing headsets (as identified in Appendix S) that will not be compatible with its proposed offering.
43. The Offeror shall describe its approach to providing multiple non-proprietary softphone solutions desktop and mobile phone compatibility. (Complete the Hardware Matrix in Appendix S)
44. The Offeror shall provide specifications for non-proprietary, SIP Standards phones, along with life cycle and end of life cycle date, if known.
45. The Offeror shall provide specifications for non-proprietary Wi-Fi enabled handsets, along with life cycle and end of life cycle date, if known.
46. The Offeror shall describe how its hardware solutions will support the adherence to the Americans with Disabilities Act (ADA) TTY and the Twenty-First Century Communications and Video Accessibility Act (CVAA).

Teleworking (including users in an occasional out-of-the-office or travel status as well as users working from a non-office environment on a regular basis.)

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| E-1.79 | The Offeror shall provide a mobile or teleworking solution where IPT desktop and soft phones can be configurable to work outside of the Commonwealth network (e.g., in user's home.) |
| E-1.80 | The Offeror shall provide a secure mobile or teleworking solution without VPN. |
| E-1.81 | The Offeror shall provide a mobile or teleworking solution with end user Multi Call feature that allows users to make or receive multiple calls at the same time. |
| E-1.82 | The Offeror shall provide a mobile or teleworking solution which will incorporate Main Line Forwarding feature. |
| E-1.83 | The Offeror shall provide a mobile or teleworking solution with Directory Listing services. |
| E-1.84 | The Offeror shall provide a mobile or teleworking solution with the ability for end user to dial and connect to 411 for information service. |

In Section III.8 of its response to this RFP:

47. The Offeror shall describe its approach to providing a mobile or teleworking solution.

F – Training

Description

This section describes the training requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|--------------------------------|--|
| F-1.1 <input type="checkbox"/> | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. All training materials will be kept current according to technology and usage product and feature additions and changes. |
| F-1.2 <input type="checkbox"/> | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. |
| F-1.3 <input type="checkbox"/> | The Offeror shall provide training on a regular basis to keep users and practitioners up-to-date on such items as network technology and data security, new VoIP features, changes due to updates, etc. and to provide training in various formats such as, but not limited to, classroom, web-based and train the trainer. |
| F-1.4 <input type="checkbox"/> | The Offeror shall provide periodic informational and training sessions with key agency personnel such as administrators (TMO's). |
| F-1.5 <input type="checkbox"/> | The Offeror shall provide feature based training videos to be posted and updated on a mutually agreed-upon website. |
| F-1.6 <input type="checkbox"/> | The Offeror shall be responsible for training all TMO's and users. Training shall include, but is not limited to: <ul style="list-style-type: none"> ○ <input type="checkbox"/> How to place call ○ <input type="checkbox"/> Transfer ○ <input type="checkbox"/> Call pick up, etc. ○ <input type="checkbox"/> TMO moves, adds and changes |
| F-1.7 <input type="checkbox"/> | The Offeror shall provide training courses specifically and solely related to conferencing. |
| F-1.8 <input type="checkbox"/> | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. |

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| F-1.9 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). |
| F-1.10 | At the request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition that must be approved by Commonwealth. All user documentation will be available for download on agreed upon website. |
| F-1.11 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. |
| F-1.12 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor (for the life of the contract). |
| F-1.13 | The Offeror shall allow for the evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth (for the life of the contract). |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe its approach to providing training prior to and during the service transition period.
2. The Offeror shall describe the training (end-user and administrative, where applicable) it will provide to the Commonwealth for various services.
3. The Offeror shall describe its plan to sustain and provide ongoing training for the life of the contract.
4. The Offeror shall describe all training classes and resources that will be made available to contract participants.

G– Transition

Description

This section describes the transition support requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP. One key component to the overall transition approach the Commonwealth is requiring the development and execution of a successful marketing plan to increase adoption of the Offeror’s Unified Communications and VoIP Services across the commonwealth.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| G-1.1 | The Offeror shall schedule transitions as determined by the agencies. |

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| G-1.2 | The Offeror shall schedule transitions as determined by the agencies with respect to Data transition. |
| G-1.3 | The Offeror shall complete all transition activities no later than October 2019. |
| G-1.4 | The Offeror shall provide agencies with Feature Code List once the transition schedule has been determined (see Transition Milestone table). |
| G-1.5 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. |
| G-1.6 | The Offeror shall provide options for collection and disposal of equipment to be replaced. |
| G-1.7 | The Offeror shall include any necessary training needs into transition or implementation schedule. |
| G-1.8 | The Offeror shall provide availability of training staff onsite for the day of and one day after transition. |
| G-1.9 | The Offeror shall provide a transition services plan based on services provided and number of site and/or physical endpoints. |
| G-1.10 | The Offeror shall lead marketing activities to help ensure user acceptance, increase user acceptance, and ensure TMOs and users understand available services. |
| G-1.11 | The Offeror shall develop and create a marketing plan to be approved by the Commonwealth. The marketing plan should address but not limited to the following objectives: <ul style="list-style-type: none"> ○ <input type="checkbox"/> Increased adoption and usage of the new Unified Communications and VoIP Services ○ <input type="checkbox"/> Ongoing outreach and training to TMOs and users on the features and benefits of the new services |

In Section III.8 of its response to this RFP:

1. The Offeror shall provide a transition approach description and draft schedule.
2. The Offeror shall describe its Feature Code List.
3. The Offeror shall describe its options for collection and disposal of equipment to be replaced.
4. The Offeror shall provide a draft of its Marketing Plan that describes its approach to marketing the proposed services to the Commonwealth. Identify critical success factors and any applicable assumptions with the execution of the marketing plan to increase adoption of the Offeror's Unified Communications and VoIP Services across the commonwealth.

Lot 2 - Traditional Voice Services

The key goals for the new Traditional Voice Services are as follows:

- Provide support for existing voice services.
- Minimize any disruption in current services during transition.
- Give agencies the ability to perform their own moves, adds, changes (e.g. self-managed MACs for toll free numbers).
- Service desk service connected to and operating in cooperation with the Commonwealth's enterprise service desk

Lot 2, Traditional Voice Services, services should include but not limited to the following:

- Trunk lines – for existing PBX and Key systems.
- POTS lines for emergency phones, equipment monitoring support, payphones, etc.
- Centrex services.
- Pay phones.

In addition to the Core Services described previously in this Section, an Offerors (if responding to Lot 2 Services) shall address the following tasks in its response:

Lot 2 Services – Traditional Voice Services

D. Features and Functions

1. PBX / Key System Trunks

2. Centrex

a. Main Line

b. Voice Mail Services

c. Auto Attendants

d. Conventional Toll Free Services with Advanced Routing

e. Call Handling

f. Safety & Security

g. 911

h. Conferencing

i. Hardware

3. POTS

4. Payphones

E. Training

F. Transition Support

Note: Tasks A-C (Core Services) are presented in a section above and are to be included in the Offeror's response along with Tasks D – F described below. If the Offeror is also proposing on Lot 1, it is not necessary to repeat its responses to the Core Services tasks.

D. Features and Functions (Traditional Voice Services)

Description

This section describes the requirements for the core features for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

General

In Section III.8 of its response to this RFP:

1. The Offeror shall describe the service offered under this category including all standard and optional features.
 - a. PBX / Key System Trunk Services
 - b. Centrex
 - c. POTS
 - d. Pay Phones
2. The Offeror shall disclose, in its service description, the function and performance standards applicable to meet the needs of contract participants located in the state of Pennsylvania.
3. The Offeror shall also disclose, in its service description, its methodology for addressing disaster recovery.
4. The Offeror shall indicate its current and planned service availability throughout the Commonwealth by completing the attached Appendix T - PBX and Key System Locations and Appendix U - Centrex Analog Service Locations and including with its response.
5. The Offeror shall describe the geographical areas where each service type can be provided. This description shall include maps and/or NPA-NXX designations, as appropriate.
6. The Offeror shall identify any other companies or organizations it plans to include in its service delivery team.
7. The Offeror shall disclose its standard timeframe for satisfying a service order, by service type. In addition, the Offeror shall explain how they can support a request for an expedited service and the circumstances under which additional charges are applied.

PBX / Key System Trunk Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.1 | The Offeror shall provide trunk services for existing and future PBX and Key systems (see Appendix T for current sites utilizing trunk services). |
| D-2.2 | The Offeror shall provide the capability to port current telephone numbers (TN) including Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) TN's and toll-free (TF) |

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| | numbers over from current provider from any NPA/NXX within PA. |
| D-2.3 | The Offeror shall provide DIDs upon request. |
| D-2.4 | The Offeror shall provide and maintain a current service availability catalog indicating where within the Commonwealth its services are available. |
| D-2.5 | The Offeror shall provide TN management capability to easily activate/deactivate TN within existing blocks. |
| D-2.6 | The Offeror shall meet current federal/state/local accessibility/disability requirements. |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe its approach to managing DIDs.

Centrex Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.7 | The Offeror shall provide the capability to port current telephone numbers (TN) within PA. |
| D-2.8 | The Offeror shall provide PSTN connections. |
| D-2.9 | The Offeror shall provide point-to-point, two wire and four wire services. |
| D-2.10 | The Offeror shall accommodate simultaneous inbound/outbound calls from a single TN. |
| D-2.11 | The Offeror shall acknowledge that a request at Enterprise level to block TN must be initiated by OA only with strict guidelines. |
| D-2.12 | The Offeror shall provide user friendly process for updating directory listings. |
| D-2.13 | The Offeror shall provide ability for end users to dial and connect to 411 for information service. |
| D-2.14 | The Offeror shall provide analog service to locations which have or will have elevators, fax, alarm (fire, security, other) and TTY. |

In Section III.8 of its response to this RFP:

8. The Offeror shall describe how it will offer the assignment and management of direct inward dialing blocks of phone numbers as a managed service.

9. The Offeror shall describe its approach to providing multiple line appearances and to accommodating simultaneous inbound/outbound calls, line status/busy indicator.
10. The Offeror shall describe its proposed process for handling a request to block a number. Please describe your system's ability to block a number from a particular user's telephone number.

Main Line Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.15 | The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e., <ol style="list-style-type: none"> a. <input type="checkbox"/> Centralized answering point b. <input type="checkbox"/> Receptionist c. <input type="checkbox"/> Dedicated switchboard d. <input type="checkbox"/> Forward capability (including night feature) |
| D-2.16 | The Offeror shall provide main line answering features for multiple users. |
| D-2.17 | The Offeror shall accommodate legacy attendant console/main switchboard functionality. |

In Section III.8 of its response to this RFP:

11. The Offeror shall describe its proposed solutions to accommodate main line answering scenarios, i.e.,
 - a. Centralized answering point
 - b. Receptionist
 - c. Dedicated switchboard
 - d. Forward capability (including night feature)

Voice Mail Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| D-2.18 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) |
| D-2.19 | The Offeror shall provide capability for VM to be transferred to 2nd party VM. |
| D-2.20 | The Offeror shall provide optional graphic user interface (GUI) for web based VM management. |

| | |
|--------|---|
| D-2.21 | The Offeror shall provide optional OOO functionality with expiration date. |
| D-2.22 | The Offeror shall provide availability for voicemail message to be left at number to which calls have been transferred. |
| D-2.23 | The Offeror shall accommodate VM only line if needed. |
| D-2.24 | The Offeror's solution shall support the transfer of live calls into another person's VM. |

In Section III.8 of its response to this RFP:

12. The Offeror shall describe sample VM instructions.
13. The Offeror shall describe an optional GUI for web based VM management.

Auto Attendants

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| D-2.25 | The Offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. |
| D-2.26 | The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number. |
| D-2.27 | The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes. |
| D-2.28 | The Offeror shall provide ability to route calls by time of day/day of week/holiday. |
| D-2.29 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours.) |

In Section III.8 of its response to this RFP:

14. The Offeror shall describe its proposed alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours).
15. The Offeror shall describe its auto attendant capabilities and options in regard to menus for call routing, mailbox messages and prompting and delivery of voicemail.

Conventional Toll Free with Advanced Routing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.30 | The Offeror shall provide toll-free (TF) Services. |
| D-2.31 | The Offeror shall provide new toll free numbers upon request. |
| D-2.32 | The Offeror shall allow for self-managed routing changes for TF numbers. |
| D-2.33 | The Offeror shall provide the capability to port current toll-free (TF) numbers. |
| D-2.34 | The Offeror shall provide the capability to route TF numbers to alternate points, as needed, using a web portal or website. |
| D-2.35 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. |
| D-2.36 | The Offeror's TF advanced routing capability shall include DNIS, ANI, NXX and time and / or day scheduled routing |

In Section III.8 of its response to this RFP:

16. The Offeror shall describe its solution for self-service web access to provide the ability to make routing changes.
17. The Offeror shall describe its approach to providing routing capabilities.

Call Handling

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|---------------------------------|--|
| D-2.37 <input type="checkbox"/> | The Offeror shall provide typical handling capabilities including: <ol style="list-style-type: none"> a) <input type="checkbox"/> Call waiting b) <input type="checkbox"/> Caller ID c) <input type="checkbox"/> Permanent call blocking/unblocking d) <input type="checkbox"/> Per call blocking/unblocking e) <input type="checkbox"/> Manual call forwarding/removing forwarding |
| D-2.38 <input type="checkbox"/> | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. All lines provided by the Offeror shall have the capability to do trap and trace. |
| D-2.39 <input type="checkbox"/> | The Offeror shall provide availability to answer incoming call from another individual phone. |
| D-2.40 <input type="checkbox"/> | The Offeror shall provide availability to answer incoming call from another phone within a designated group. |

| | |
|--------|---|
| D-2.41 | The Offeror shall provide the option to mask outbound caller id on an individual TN basis. |
| D-2.42 | The Offeror shall provide flexible hunting capabilities. |
| D-2.43 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes “off hook”. |
| D-2.44 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. |
| D-2.45 | The Offeror shall provide options for line referrals. At a minimum, the options shall include six (6) and twelve (12) months. |
| D-2.46 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. |

In Section III.8 of its response to this RFP:

18. The Offeror shall describe its process and response times for service/support for trap and trace law.
19. The Offeror shall describe its capabilities and options for blocking numbers upon request. Please describe your system’s ability to block a number from a particular user’s telephone number.

Safety and Security

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.47 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. |
| D-2.48 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). |
| D-2.49 | The Offeror shall provide support of Telecommunications Services Priority (TSP) |
| D-2.50 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. |

In Section III.8 of its response to this RFP:

20. The Offeror shall describe its approach to supporting the Safety and Security requirements identified above (e.g., COOP, COG, GETS and TSP)

911 Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| D-2.51 | The Offeror shall provide 911 location services that comply with local/state/federal requirements. |
| D-2.52 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. |
| D-2.53 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. |
| D-2.54 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. |

In Section III.8 of its response to this RFP:

21. The Offeror shall describe its approach to providing location specific information to the PSAPs for 911 and E911 service.
22. The Offeror shall describe how its proposed solution will provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP.

Conferencing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| D-2.55 | The Offeror shall provide a voice conferencing solution that can be utilized independent of any unified communication service. |
| D-2.56 | The Offeror shall provide unlimited free local number Dial In. |
| D-2.57 | The Offeror shall provide toll-free Dial In. |
| D-2.58 | The Offeror shall provide the ability to record conference calls. |
| D-2.59 | The Offeror shall provide a solution to support full service conference hosting. |
| D-2.60 | The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following: <ol style="list-style-type: none"> a. <input type="checkbox"/> Ability to limit participants from unmuting their lines during meeting. |

| | |
|--------|--|
| | <ul style="list-style-type: none"> b. <input type="checkbox"/> Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. <input type="checkbox"/> Ability for participants to utilize a chat feature in order to ask questions. d. <input type="checkbox"/> Should include video, collaboration, dial in voice functionality. e. <input type="checkbox"/> Ability for meeting coordinator to view all that registered and participated in meeting. f. <input type="checkbox"/> Ability to send invitations to meeting attendees and bulk upload attendees. |
| D-2.61 | <p>The Offeror's solution shall provide the following minimum customer support services:</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Online Help Center • <input type="checkbox"/> Email & phone support • <input type="checkbox"/> Dedicated account manager |
| D-2.62 | <p>The Offeror shall provide an option for contract participants to choose full service conference hosting services to include operator assisted services.</p> |

In Section III.8 of its response to this RFP:

- 24. The Offeror shall describe its proposed voice conferencing service and user features.
- 25. The Offeror shall describe its full service conferencing option.
- 26. The Offeror shall describe its process for customer support and account management.

Hardware

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.63 | The Offeror shall provide specifications for each agency proprietary or non-proprietary phone, life cycle and end of life cycle date. This information shall be kept current for the life of the contract. |
| D-2.64 | The Offeror shall adhere to ADA requirements for public phone installation and use. |

In Section III.8 of its response to this RFP:

- 27. The Offeror shall provide specifications for each agency phone, life cycle and end of life cycle date, if known.
- 28. The Offeror shall review the list of existing Commonwealth hand and headset (Appendix R) and indicate what existing hardware is not compatible with its proposed solution.

POTS Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.65 | The Offeror shall accommodate single analog lines in diverse locations to support analog phones. |

Pay Phones

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.66 | The Offeror shall provide a payphone service to accommodate existing payphone deployments, as well as new deployments. (See Appendix V). |
| D-2.67 | The Offeror shall meet current federal/state/local accessibility/disability requirements with adherence to Americans with Disabilities Act (ADA) TTY and the Twenty-First Century Communications and Video Accessibility Act (CVAA). |

E – Training

Description

This section describes the training requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|---------------------------------|---|
| E-2.1 <input type="checkbox"/> | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. |
| E-2.2 <input type="checkbox"/> | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. |
| E-2.3 <input type="checkbox"/> | The Offeror shall provide periodic informational and training sessions with key agency personnel. |
| E-2.4 <input type="checkbox"/> | The Offeror shall provide feature based training videos to be posted and updates on a mutually agreed-upon website. |
| E-2.5 <input type="checkbox"/> | The Offeror shall be responsible for training all administrators prior to installation or activation of any services. Training shall include, but not be limited to: <ul style="list-style-type: none">○ <input type="checkbox"/> How to place call○ <input type="checkbox"/> Transfer○ <input type="checkbox"/> Call pick up, etc. |
| E-2.6 <input type="checkbox"/> | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). |
| E-2.7 <input type="checkbox"/> | The Offeror shall provide training courses specifically and solely related to conferencing. |
| E-2.8 <input type="checkbox"/> | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. |
| E-2.9 <input type="checkbox"/> | Upon request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition. |
| E-2.10 <input type="checkbox"/> | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. |

| | |
|--------|--|
| E-2.11 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor. |
| E-2.12 | The Offeror shall allow evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth. |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe its approach to providing training prior to and during the service transition period.
2. The Offeror shall describe its plan to sustain and provide ongoing training for the life of the contract.
3. The Offeror shall describe all training classes and resources that will be made available to contract participants.

F– Transition

Description

This section describes the transition support requirements for which the selected Offeror shall be responsible.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|--------------------------------|--|
| F-2.1 <input type="checkbox"/> | The Offeror shall schedule transitions as determined by the agencies. |
| F-2.2 <input type="checkbox"/> | The Offeror shall provide agencies with Feature Code List once schedule has been determined. |
| F-2.3 <input type="checkbox"/> | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. |
| F-2.4 <input type="checkbox"/> | The Offeror shall provide options for collection and disposal of equipment to be replaced. |
| F-2.5 <input type="checkbox"/> | The Offeror shall include any necessary training needs into transition or implementation schedule. |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe a Transition Approach and draft schedule.

Lot 3 - Other Voice Conferencing Services

An Offeror, if responding to Lot 3 Services, shall address the following tasks in its response.

Lot 3 Services – Other Voice Conferencing Services

The following services will provide voice conferencing service options not intended for the Lot 1 (Unified Communications and VoIP Services) users.

A. Voice Conference Services (Office 365 users)

A – Voice Conference Services (Office 365 users)

Description

This service option is the provide an integrated audio conferencing services for users that already have deployed Office 365 and Skype for Business but currently have no PSTN connectivity to support voice conferencing for Office365 and Skype for Business. This service is not intended for the Lot 1 (Unified Communications and VoIP Services) users.

This section describes the voice conference service requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|--------------------------------|--|
| A-3.1 <input type="checkbox"/> | The Offeror shall provide a voice conferencing solution that integrates with a user’s currently deployed Office365. This service will provide the PSTN conferencing capability that integrates with O365 and Skype for Business. |
| A-3.2 <input type="checkbox"/> | The Offeror shall provide PSTN conferencing that will enable users access to voice conferences via PSTN Dial In. |
| A-3.3 <input type="checkbox"/> | The Offeror shall provide toll-free Dial In to voice conferences (up to 250 attendees). |
| A-3.4 <input type="checkbox"/> | The Offeror shall provide the ability to record conference calls as part of the recorded collaboration session. |
| A-3.5 <input type="checkbox"/> | The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following: <ul style="list-style-type: none"> a. <input type="checkbox"/> Ability to limit participants from unmuting their lines during meeting. b. <input type="checkbox"/> Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. |

| | |
|--------------------------------|--|
| | <p>c. <input type="checkbox"/> Ability for participants to utilize a chat feature in order to ask questions.</p> <p>d. <input type="checkbox"/> Should include video, collaboration, dial in voice functionality.</p> <p>e. <input type="checkbox"/> Ability for meeting coordinator to view all that registered and participated in meeting.</p> <p>f. <input type="checkbox"/> Ability to send invitations to meeting attendees and bulk upload attendees.</p> |
| A-3.6 <input type="checkbox"/> | <p>The Offeror's solution shall provide the following minimum customer support services:</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Online Help Center • <input type="checkbox"/> Email & phone support • <input type="checkbox"/> Dedicated account manager |

In Section III.8 of its response to this RFP:

1. The Offeror shall describe its proposed voice conferencing service and user features.
2. The Offeror shall describe its voice conferencing solution and how it integrates with an existing Office365 user.
3. The Offeror shall describe its requirements to connect to the PSTN.
4. The Offeror shall describe its full service conferencing option.
5. The Offeror shall describe its process for customer support and account management.

III-9. Reports and Project Control.

- A. Status Report.** A progress report covering activities, problems and recommendations. This report should be keyed to the Offeror's proposal, as amended or approved by the Issuing Office. It should be submitted weekly during transition. The frequency should be reduced to twice-monthly following transition.

Offeror Response

- B. Problem Identification Report.** An "as required" report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

Offeror Response

- C. Transition Task Plan.** A work plan for each task that identifies the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced. Where appropriate, a PERT or Gantt chart display should be used to show project, task, and time relationship.

Offeror Response

- D. On-Demand Usage and Performance Reports.** Reports delivered, upon request and at no additional cost, providing agency related detailed statistical analysis reports on volumes and usage of services provided under the Offeror's solution – both actuals and trends.

Offeror Response

- III-10. Objections and Additions to Standard Contract Terms and Conditions and Service Level Agreements.** The Offeror will identify which, if any, of the terms and conditions (contained in **Part VI**) or the service level agreements (attached as **Appendix M**) it would like to negotiate and what additional terms and conditions and/or service level agreements the Offeror would like to add to the standard contract terms and conditions and/or service level agreements. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions and/or to the service level agreements. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Part VI** or its own service level agreements for **Appendix M**. All terms and conditions and service level agreements must appear in one integrated

contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides, online terms and conditions, or service level agreements contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in **Part VI** and the service level agreements set out in **Appendix M**. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in **Part VI**, the service level agreements set out in **Appendix M**, or to other provisions of the RFP as specifically identified above.

Offeror Response

PART IV
COST SUBMITTAL

IV-1. Cost Submittal. The information requested in this **Part IV** shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separated from the technical submittal. The total proposed cost should be broken down into the components set forth in **Appendix F– Cost Submittal Worksheet**. The percentage of commitment to Small Diverse Businesses and Small Businesses should not be stated in the Cost Submittal. Offerors should **not** include any assumptions in their cost submittals. If the Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct in writing to the Issuing Office pursuant to **Part I, Section I-9** of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of the Issuing Office’s written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

PART V

SMALL DIVERSE BUSINESS AND SMALL BUSINESS PARTICIPATION SUBMITTAL

- V-1. Small Diverse Business and Small Business General Information.** The Issuing Office encourages participation by Small Diverse Businesses and Small Businesses as prime contractors, and encourages all prime contractors to make significant commitments to use Small Diverse Businesses and Small Businesses as subcontractors and suppliers.

A Small Business must meet each of the following requirements:

- The business must be a for-profit, United States business;
- The business must be independently owned;
- The business may not be dominant in its field of operation;
- The business may not employ more than 100 full-time or full-time equivalent employees;
- The business, by type, may not exceed the following three-year average gross sales:
 - Procurement Goods and Services: \$20 million
 - Construction: \$20 million
 - Building Design Services: \$7 million
 - Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a Small Business must complete the DGS/BDISBO self-certification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A Small Diverse Business is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a Small Diverse Business must complete the DGS verification process. Additional information on this process can be found at: <http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Pages/default.aspx>.

An Offeror that qualifies as a Small Diverse Business or a Small Business and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

A Small Diverse Business or Small Business may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses can be accessed from:

<http://www.dgs.pa.gov/Businesses/Minority,%20Women%20and%20Veteran%20Businesses/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx>.

Questions regarding the Small Diverse Business and Small Business Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: RA-BDISBOVerification@pa.gov
Website: www.dgs.pa.gov

- V-2. Small Diverse Business and Small Business (SDB/SB) Participation Submittal.** All Offerors are required to submit **two (2)** copies of the Small Diverse Business and Small Business Participation Submittal Form contained in (**Appendix C**) and related Letter(s) of Intent (**Appendix D**). The submittal must be sealed in its own envelope, separate from the remainder of the proposal, and must be provided on the Small Diverse Business and Small Business Participation Submittal form, with information as follows:
- A.** Offerors must indicate their status as a Small Diverse Business and as a Small Business through selection of the appropriate checkboxes.
 - B.** Offerors must include a numerical percentage which represents the total percentage of the total cost in the Cost Submittal that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.
 - C.** Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the Small Diverse Business and Small Business Participation Submittal.
 - D.** Offerors must include a Letter of Intent (attached as **Appendix D**) is a Letter of Intent template which may be used to satisfy these requirements) signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the Small Diverse Business and Small Business Participation Submittal form. At minimum, the Letter of Intent must include the following:

1. The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business; and
 2. A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 3. The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 4. The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 5. The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.
- E. Each Small Diverse Business and Small Business commitment which is credited by BDISBO along with the overall percentage of Small Diverse Business and Small Business commitments will become contractual obligations of the selected Offeror.

NOTE: Offerors will not receive credit for any commitments for which information as above is not included in the Small Diverse Business and Small Business Participation Submittal. Offerors will not receive credit for stating that after the contract is awarded they will find a Small Diverse or Small Business.

NOTE: Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of Small Diverse Business and/or Small Business Status or entitle an Offeror to receive credit for Small Diverse Business or Small Business participation.

V-3. Contract Requirements—Small Diverse Business and Small Business Participation.

All contracts containing Small Diverse Business and Small Business Participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

- A. Each Small Diverse Business and Small Business commitment which was credited by BDISBO and the total percentage of such Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth.
- B. All Small Diverse Business and Small Business subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.

- C. The individual percentage commitments made to Small Diverse Businesses and Small Businesses cannot be altered without written approval from BDISBO.
- D. Small Diverse Business and Small Business commitments must be maintained in the event the contract is assigned to another prime contractor.
- E. The selected Offeror and each Small Diverse Business and Small Business for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the Small Diverse Business and/or Small Business to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided in **Appendix G – Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - 1. The specific work, supplies or services the Small Diverse Business and/or Small Business will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.
 - 2. The fixed percentage commitment and associated estimated dollar value that each Small Diverse Business and/or Small Business will receive based on the final negotiated cost for the initial term of the prime contract.
 - 3. Payment terms indicating that the Small Diverse Business and/or Small Business will be paid for work satisfactorily completed within 14 days of the selected Offeror’s receipt of payment from the Commonwealth for such work.
 - 4. Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror’s contract with the Commonwealth and that do not place disproportionate risk on the Small Diverse Business and/or Small Business relative to the nature and level of the Small Diverse Business’ and/or Small Business’ participation in the project.
- F. If the selected Offeror and a Small Diverse Business or Small Business credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
- G. The Selected Offeror shall complete the Prime Contractor’s Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to Small Diverse Business and Small Business subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating “No

activity in this quarter.” A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.

- H.** The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror’s ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.

- I.** If the Selected Offeror fails to satisfy its Small Diverse Business and/or Small Business commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror’s Small Diverse Business status and/or Small Business status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

Part VI
IT Contract Terms and Conditions

1. DEFINITIONS.

- a. Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this Contract, that entity shall also be identified as “Agency.”
- b. Contract: The integrated documents as defined in **Section 11, Order of Precedence**.
- c. Contracting Officer. The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- d. Data. Any recorded information, regardless of the form, the media on which it is recorded or the method of recording.
- e. Days. Calendar days, unless specifically indicated otherwise.
- f. Developed Works. All of the fully or partially complete property, whether tangible or intangible prepared by the Contractor for ownership by the Commonwealth in fulfillment of the requirements of this Contract, including but not limited to: documents; sketches; drawings; designs; works; papers; files; reports; computer programs; documentation; data; records; software; samples; literary works and other works of authorship. Developed Works include all material necessary to exercise all attributes of ownership or of the license granted in **Section 50, Ownership of Developed Works**.
- g. Documentation. All materials required to support and convey information about the Services or Supplies required by this Contract, including, but not limited to: written reports and analyses; diagrams maps, logical and physical designs; system designs; computer programs; flow charts; and disks and/or other machine-readable storage media.
- h. Expiration Date: The last valid date of the Contract, as indicated in the Contract documents to which these IT Contract Terms and Conditions are attached.
- i. Purchase Order: Written authorization for Contractor to proceed to furnish Supplies or Services.
- j. Proposal. Contractor’s response to a Solicitation issued by the Issuing Agency, as accepted by the Commonwealth.

- k. Services. All Contractor activity necessary to satisfy the Contract.
- l. Software. A collection of one or more programs, databases or microprograms fixed in any tangible medium of expression that comprises a sequence of instructions (source code) to carry out a process in, or convertible into, a form executable by an electronic computer (object code).
- m. Solicitation. A document issued by the Commonwealth to procure Services or Supplies, e.g., Request for Proposal; Request for Quotation; Supplier Pricing Request; or Invitation for Bid, including all attachments and addenda thereto.
- n. Supplies. All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.

2. TERM OF CONTRACT

- (a) Term. The term of the Contract shall commence on the Effective Date and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.
- (b) Effective Date: The Effective Date shall be one of the following:
 - (i) the date the Contract has been fully executed by the Contractor and all approvals required by Commonwealth contracting procedures have been obtained; or
 - (ii) the date stated in the Contract, whichever is later.

3. COMMENCEMENT OF PERFORMANCE

- (a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any supply furnished or work performed or expenses incurred, until both of the following have occurred:
 - (i) the Effective Date has occurred; and
 - (ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.
- (b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the commencement of any Service or delivery of any Supply under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Service performed or Supply delivered prior to the date performance may commence.

4. EXTENSION OF CONTRACT TERM

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

5. ELECTRONIC SIGNATURES

- (a) The Contract and/or Purchase Orders may be electronically signed by the Commonwealth.
 - (i) *Contract.* “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been obtained. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.
 - (ii) *Purchase Orders.* The electronically-printed name of the Purchasing Agent on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) *Written signature not required.* No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.
 - (ii) *Validity; admissibility.* The parties agree that no writing shall be required in order to make the Contract or Purchase Order legally binding, notwithstanding contrary requirements in any law or regulation. The parties hereby agree not to contest the validity or enforceability of the Contract executed electronically, or acknowledgement issued electronically, under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement executed or issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
 - (iii) *Verification.* Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

6. PURCHASE ORDERS

- (a) Purchase Orders. The Commonwealth may issue Purchase Orders against the Contract or issue a Purchase Order as the Contract. These Purchase Orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to, and including, the Expiration Date of the Contract are acceptable and must be performed in accordance with the Contract. **Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.**
- (b) Electronic transmission. Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor.
- (c) Receipt. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of a Purchase Order.
- (d) Received next business day. Purchase Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.
- (e) Commonwealth Purchasing Card. Purchase Orders under \$10,000 in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number and expiration date of the card. The Contractor agrees to accept payment through the use of a Commonwealth Purchasing card.

7. CONTRACT SCOPE

The Contractor agrees to furnish the requested Services and Supplies to the Commonwealth as such Services and Supplies are defined in this Contract.

8. ACCESS TO COMMONWEALTH FACILITIES.

If the Contractor must perform work at a Commonwealth facility outside of the daily operational hours set forth by the Commonwealth, it must make arrangements with the Commonwealth to assure access to the facility and equipment. No additional payment will be made on the basis of lack of access.

9. NON-EXCLUSIVE CONTRACT

The Commonwealth reserves the right to purchase Services and Supplies within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

10. INFORMATION TECHNOLOGY POLICIES

- (a) General. The Contractor shall comply with the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (located at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>), including the accessibility standards set out in IT Policy ACC001, *Accessibility Policy*. The Contractor shall ensure that Services and Supplies procured under the Contract comply with the applicable standards. In the event such standards change during the Contractor's performance, and the Commonwealth requests that the Contractor comply with the changed standard, then any incremental costs incurred by the Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.
- (b) Waiver. The Contractor may request a waiver from an ITP by providing detailed written justification as to why the ITP cannot be met. The Commonwealth may either waive the ITP in whole or in part, or require that the Contractor provide an acceptable alternative. Any Commonwealth waiver of the requirement must be in writing.

11. ORDER OF PRECEDENCE

If any conflicts or discrepancies should arise in the terms and conditions of this Contract, or the interpretation thereof, the order of precedence shall be:

- (a) The documents containing the parties' signatures;
- (b) The IT Contract Terms and Conditions;
- (c) The Proposal; and
- (d) The Solicitation.

12. CONTRACT INTEGRATION

- (a) Final contract. This Contract constitutes the final, complete, and exclusive Contract between the parties, containing all the terms and conditions agreed to by the parties.
- (b) Prior representations. All representations, understandings, promises, and agreements pertaining to the subject matter of this Contract made prior to or at the time this Contract is executed are superseded by this Contract.
- (c) Conditions precedent. There are no conditions precedent to the performance of this Contract except as expressly set forth herein.
- (d) Sole applicable terms. No contract terms or conditions are applicable to this Contract except as they are expressly set forth herein.

- (e) Other terms unenforceable. The Contractor may not require the Commonwealth or any user of the Services or Supplies acquired within the scope of this Contract to sign, click through, or in any other way agree to any terms associated with use of or interaction with those Services and/or Supplies, unless the Commonwealth has approved the terms in writing in advance under this Contract, and the terms are consistent with this Contract. Further, changes to terms may be accomplished only by processes set out in this Contract; no quotations, invoices, business forms or other documentation, or terms referred to therein, shall become part of this Contract merely by their submission to the Commonwealth or their ordinary use in meeting the requirements of this Contract. Any terms imposed upon the Commonwealth or a user in contravention of this **Subsection 12(e)** must be removed at the direction of the Commonwealth, and shall not be enforced or enforceable against the Commonwealth or the user.

13. SERVICES

- (a) The Contractor agrees to provide the services to the Commonwealth as such services are defined in this Contract, the RFP and the Contractor's Proposal, and in accordance with the terms of this Contract.
- (b) The services set forth in (a) above shall be collectively referenced as the "Services," as they may evolve during the Term of the Contract or be supplemented, enhanced, modified or replaced pursuant to the terms hereof.
- (c) The Services provided under this Contract are not exclusive to Contractor. The Commonwealth may in-source or re-procure any or all of the Services.
- (d) The Commonwealth may request a change to the Services to increase or decrease the amount of the Services provided under this Contract, according to Commonwealth's demand for the Services. The parties shall use the Change Control Procedures to implement the change and revise the fees as applicable.
- (e) Except as may be necessary on an emergency basis to maintain the continuity of the Services or in the event of a declared disaster, Contractor shall not, without Commonwealth's written consent, modify (1) the composition of the Services, (2) the manner in which the Services are to be provided or delivered if such modification would have an adverse effect on the operations of Commonwealth, or (3) the applicable Services Levels.
- (f) Except as otherwise expressly provided in this Contract, Contractor is responsible for providing, and is financially and operationally responsible for, the facilities, personnel, equipment, materials, technical knowledge, expertise and other resources necessary to provide the Services (including all upgrades, improvements, replacements and additions to such resources).

- (g) As part of the Services, Contractor is responsible for obtaining, and has financial responsibility for, all necessary licenses, consents, approvals, permits and authorizations that are legally required to be obtained in order for Contractor to perform the Services. Commonwealth shall reasonably cooperate with and assist Contractor in obtaining any such licenses, consents, approvals, permits and authorizations.

- (h) Each party shall identify, and notify the other party of, any changes in applicable statutes, regulations, or policies that may directly or indirectly relate to Contractor's performance of the Services. Contractor and Commonwealth shall work together to identify any impact of such changes upon Commonwealth's use, or Contractor's delivery, of the Services. Contractor shall be responsible for any fines and penalties arising from its noncompliance with any such identified statutes, regulations, or policies relating to the business of providing the Services and shall not be responsible for any fines and penalties assessed against Commonwealth by federal governmental entities from Commonwealth's noncompliance with any federal legislative enactments or federal regulatory requirements relating to Commonwealth's operations that does not result from Contractor's actions or inactions under this Contract. As part of the Services, Contractor shall, if possible, perform the Services regardless of changes in legislative enactments or regulatory requirements. If such changes prevent Contractor from performing any of its obligations under this Contract or increase Contractor's costs in connection therewith, Contractor shall provide written notice thereof to Commonwealth within five (5) days of learning of the change and, if possible, will develop and implement a suitable workaround until such time as Contractor can fully perform its obligations under this Contract without such workaround. Contractor shall bear any costs relating to any legislative enactments and regulatory requirements relating to its business, and Commonwealth shall bear all reasonable out of pocket expenses, excluding attorney's fees, incurred by Contractor relating to legislative enactments and regulatory requirements that require modification of the Services by Contractor. If the parties are unable to agree as to the allocation of such costs, the changes and costs that are the subject of this **Section 13(g)** shall be subject to the Change Control Procedures.

14. TRANSITION

- (a) **Transition.** Contractor shall perform the Transition Services, including provision of any deliverables described in the Transition Plan. Contractor shall accomplish the Transition in a transparent, seamless, orderly, and uninterrupted manner. Contractor's responsibilities with respect to the transition include:
 - (1) Transfer of the Services to Contractor and subsequent transition of the Services to realize any planned cost reductions and Service performance improvements in accordance with the Transition Plans agreed to by Commonwealth and including a number of Transition Milestones;

- (2) Performing the transition without disruption to Commonwealth's operations;
- (3) Assuming responsibility for all costs associated with the transition; and
- (4) Otherwise performing such transition and migration tasks as are necessary to enable Contractor to provide the Services in accordance with the terms of the Contract, including the applicable Service Levels.

(b) **Transition Plan.** The preliminary Transition Plan is attached to this Contract as part of Contractor's Proposal. Contractor shall complete, and submit to Commonwealth for review a final Detailed Transition Plan on or before the date set forth in **Appendix Q** (Transition Milestones). If a Transition Plan submitted by Contractor is not acceptable to Commonwealth, Contractor will address and resolve any questions or concerns Commonwealth may have and will promptly incorporate any modifications, additions or deletions requested by Commonwealth. Contractor will revise and resubmit the Transition Plan until accepted by Commonwealth. Upon Commonwealth's acceptance, the Transition Plan shall automatically be incorporated into this Contract and shall supersede and replace all prior transition plans. The Transition Plan shall detail the specific activities to be performed by each party, and, unless otherwise requested by Contractor and agreed to by Commonwealth in its sole discretion, shall be consistent in all material respects with any preliminary Transition Plan, including with respect to the activities, Deliverables, Transition Milestones, and Transition Milestone Credits described therein.

Appendix Q

- (1)
- (2)
- (3)

(4) [Redacted text]

(5) [Redacted text]

(6) [Redacted text]

[Redacted text]

(c) **Performance.** Contractor shall perform the Transition Services in accordance with the timetable and the Transition Milestones set forth in the Detailed Transition Plan. Contractor shall assist Commonwealth in connection with Commonwealth's evaluation or testing of the Deliverables set forth in the Detailed Transition Plan. Except as otherwise expressly stipulated in the Detailed Transition Plan, Contractor shall perform the Transition Services in a manner that shall not (i) disrupt or have an unnecessary adverse impact on the activities or operations of Commonwealth or the Commonwealth Customers, (ii) materially, as reasonably determined by the Commonwealth, degrade the Services then being received by Commonwealth or the Commonwealth Customers or (iii) materially, as reasonably determined by the Commonwealth, disrupt or interfere with the ability of Commonwealth or the Commonwealth Customers to obtain the full benefit of the Services. In Contractor's performance and completion of Transition Services, no functionality of Commonwealth's then current business operations or environment will be discontinued until Contractor demonstrates to Commonwealth's reasonable satisfaction that the affected processes and operations have been successfully migrated to Contractor's target environment and are functioning properly in that environment.

[Redacted text]

[REDACTED]

(d) **Reports.** Beginning on the Effective Date, Contractor shall meet at least weekly with the Commonwealth to report on Contractor's progress in performing its responsibilities and meeting the timetable and Transition Milestones set forth in the Transition Plan. Contractor also shall provide written reports to Commonwealth at least weekly regarding such matters, and shall provide oral reports more frequently if requested by Commonwealth. Promptly upon receiving any information indicating that Contractor may not perform its responsibilities or meet the timetable or Transition Milestones set forth in the Detailed Transition Plan, Contractor shall notify Commonwealth of such delays and shall identify for Commonwealth's consideration and approval specific measures to address such delays and mitigate the risks associated therewith.

(e) **Notification of Problems.** Contractor shall provide to Commonwealth written notice of any acts or omissions (whether by Commonwealth, a Commonwealth contractor, Subcontractor or any Third Party), any failure to perform any of each such party's obligations under the Contract and any other events that may affect Contractor's performance of the Transition Services. Contractor shall provide such written notice within thirty (30) days after Contractor first knew or should have known of such acts, omissions, or failures or other events. Such written notice shall describe in reasonable detail such acts, omissions, failures or other events and the manner in which the foregoing may affect Contractor's performance.

(f) **Corrective Action Plan.** In the event that either (1) the Commonwealth determines that Contractor has failed or is reasonably likely to fail to deliver the Transition Services, or (2) Contractor has determined that it has failed or is reasonably likely to fail to deliver the Transition Services, then Commonwealth or Contractor, as applicable, will notify the other party of such failure (a "Transition CAP Notice"). Concurrently with such notice, Contractor will:

(1) [REDACTED]

(2) [REDACTED] **A** [REDACTED]

(3) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(g) **Failure to Meet Transition Milestones.** Neither the Transition Services nor the activities and Deliverables associated with individual Transition Milestones shall be deemed complete until Commonwealth's acceptance of such activities and Deliverables. If Contractor fails to meet a Transition Milestone, Contractor shall pay Commonwealth the applicable Milestone Credits specified in *Appendix Q* (Transition Milestones) or in the Detailed Transition Plan that are associated with such Transition Services. If Contractor fails to meet a Transition Milestone and does not satisfy the earn back criteria, the Commonwealth will enter the Contractor into the Commonwealth's Contractor Responsibility Program (CRP).

[REDACTED]

(h) **Additional Remedies.** In the event that Contractor fails to identify and resolve any problems that may impede or delay the timely completion of each task in the Transition Plan, without prejudice to Commonwealth's other rights and remedies under the Contract or at law or equity, (i) Contractor will provide, at its sole cost and expense, all such additional resources as are necessary to identify and resolve any problems that may impede or delay the timely completion of each task in the Transition Plan, and (ii) Commonwealth may equitably reduce the fees in an amount reasonably estimated by Commonwealth to account for the Services that Commonwealth is not receiving or did not receive.

[REDACTED]

(i) **Suspension or Delay of Transition Services.** Commonwealth reserves the right, in its sole discretion, to suspend or delay the performance of the Transition Services and/or the transition of all or any part of the Services. If Commonwealth elects to exercise this right and Commonwealth's decision is based in material part on concerns about Contractor's ability to perform material aspects of the Transition Services or Contractor's failure to perform its obligations under this Contract, the Commonwealth shall not incur any additional fees or reimbursable expenses in connection with such decision, provided that Commonwealth shall work in good faith with Contractor to minimize the period of any such suspension or delay.

15. PERIOD OF PERFORMANCE

The Contractor, for the term of this Contract, shall complete all Services and provide all Supplies as specified under the terms of this Contract. In no event shall the Commonwealth be responsible or liable to pay for any Services or Supplies provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such Services or Supplies.

16. INDEPENDENT PRIME CONTRACTOR

- (a) Independent contractor. In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth.
- (b) Sole point of contact. The Contractor will be responsible for all Services and Supplies in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

17. SUBCONTRACTS

The Contractor may subcontract any portion of the Services or Supplies described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of subcontractor(s) together with the scope of work to be subcontracted in its Proposal, award of the Contract is deemed approval of all named subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon request of the Commonwealth, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor. The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

18. OTHER CONTRACTORS

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Services and/or its provision of Supplies with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. This **Section 18** shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this **Section 18** as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

19. KEY POSITIONS/CONTRACTOR PERSONNEL

- (a) Commonwealth shall appoint an individual (the “Commonwealth Project Manager”) who, from the Effective Date of the Contract, shall serve as the primary Commonwealth representative under the Contract. The Commonwealth Project Manager shall:
- (1) Have overall responsibility for managing and coordinating the performance of Commonwealth’s obligations under the Contract; and
 - (2) Be authorized to act for and on behalf of Commonwealth with respect to all matters relating to the Contract.

Notwithstanding the foregoing, the Commonwealth Project Manager may, upon notice to the Contractor Project Manager, delegate such of his or her responsibilities to other Commonwealth employees or third parties, as the Commonwealth Project Manager deems appropriate.

- (b) Contractor shall appoint an individual (the “Contractor Project Manager”) who, from the Effective Date of the Contract, shall serve, on a full time basis, as the primary Contractor representative under the Contract. The Contractor Project Manager shall be a Key Position and the initial appointment and subsequent replacement of the Contractor Project Manager shall be subject to all procedures related to Key Positions. The Contractor Project Manager shall:
- (1) Have overall responsibility for managing and coordinating the performance of Contractor’s obligations under the Contract; and
 - (2) Be authorized to act for and on behalf of Contractor with respect to all matters relating to the Contract.
- (c) Contractor acknowledges that certain of the Contractor employees and subcontractors are critical to the provision of the Services hereunder (“Key Positions”). With respect to Key Positions, the Parties agree as follows:
- (1) Each individual in a Key Position shall be dedicated to the Commonwealth account in accordance with the requirements set out in the Solicitation;
 - (2) Before assigning an individual to a Key Position, whether as an initial assignment or as a replacement, Contractor shall:
 - (i) Notify Commonwealth of the proposed assignment;
 - (ii) Introduce the individual to appropriate representatives of Commonwealth;

- (iii) Provide Commonwealth with a resume and any other information regarding the individual that may be reasonably requested by Commonwealth;
- (iv) Allow Commonwealth to interview the individual; and
- (v) Obtain Commonwealth's approval for such assignment, which approval will not be unreasonably withheld.

Contractor shall only assign an individual to a Key Position who is mutually agreed upon by Commonwealth and Contractor; Contractor retains exclusive direction and control as to hiring, termination, and right to discipline or reward such individuals in connection with their employment;

- (3) Contractor shall not replace or reassign individuals in Key Positions (except as a result of voluntary resignation, involuntary termination for cause, serious illness, disability or death) for the applicable time period set out in the Solicitation following the date of his or her assignment to the Commonwealth account unless Commonwealth consents in writing to such reassignment or replacement or such individual in such Key Position;
 - (4) If Commonwealth decides that any individual in a Key Position should not continue in that position, then Commonwealth may, in its sole discretion and upon notice to Contractor, require removal of such individual in the Key Position from the Contractor Personnel in accordance with the following:
 - (i) Contractor shall, as soon as reasonably practicable, replace such individual in the Key Position with another person of suitable ability and qualifications in accordance with procedures set forth above; and
 - (ii) In the event that an individual in a Key Position is convicted of criminal conduct or is in breach of Contractor's obligations, Contractor shall immediately remove and replace such individual with another person of suitable ability and qualifications in accordance with the procedures set forth above.
 - (5) Contractor shall not without Commonwealth consent replace or reassign greater than twenty percent (20%) of individuals in Key Positions in any rolling six (6) month period.
- (d) All of the individuals that Contractor appoints as Contractor Personnel will be dedicated to the Commonwealth account and have suitable training and functional and language skills necessary to perform the Services assigned to such individuals.

Except as otherwise approved by Commonwealth (in its sole discretion), those Contractor Personnel located at a Commonwealth Services Location may only provide services on such premises in relation to the Services. Contractor will notify Commonwealth as soon as possible after dismissing or reassigning any member of the Contractor Personnel whose normal work location is at a Commonwealth Services Location. Commonwealth will have the right from time to time to require Contractor to remove any member of the Contractor Personnel from working on the Commonwealth account with or without cause, provided that Contractor may request to have a discussion regarding such removal, which discussion must be held within a reasonable time period, not to exceed five (5) days. At the end of such period, if Commonwealth desires the person to be removed, Contractor will complete such removal within twenty-four (24) hours, or as agreed by the Parties, and replace such individual as soon as practicable at no cost to Commonwealth.

- (e) It is the express intent of the Parties that all Contractor Personnel will be at all times exclusively employees of the Contractor or a Subcontractor authorized under this Contract. Nothing in this Contract will in any way be construed to provide that Contractor Personnel are agents, employees or representatives of Commonwealth, and personnel designated by the Contractor hereunder shall be treated, at all times, as under the authority, direction, supervision and control of the Contractor. Contractor shall cause Contractor Personnel to comply at all times with all applicable Commonwealth policies and procedures.
- (f) The Contractor will be responsible for all labor obligations derived from the relationship with its employees and any Contractor Personnel, and in no case shall Commonwealth be deemed a direct or substitute employer of said employees.
- (g) Contractor shall:
 - (1) Enter into, or shall have entered into, a non-disclosure agreement with each Contractor Personnel prior to assigning such employee to the Commonwealth account, and cause each Contractor Personnel to maintain and enforce the confidentiality provisions of the Contract both during and after their assignment to the Commonwealth account; and
 - (2) Enter into, or shall have entered into, an agreement with each Contractor Personnel which assigns, transfers and conveys to Contractor all of such employee's right, title and interest in and to any materials created pursuant to the Contract, including all rights of patent, copyright, trade secret or other proprietary rights in and to such materials.
- (h) If Commonwealth reasonably determines that the turnover rate of Contractor Personnel is unacceptable and so notifies Contractor, Contractor shall within ten (10) business days:

- (1) Provide Commonwealth with data concerning Contractor's turnover rate; and
- (2) Meet with Commonwealth to discuss the reasons for the turnover rate; and
- (3) Submit a proposal for reducing the turnover rate for Commonwealth's review and approval.

Notwithstanding any transfer or turnover of Contractor Personnel, Contractor shall remain obligated to perform the Services without degradation and in accordance with the Service Levels.

20. ENHANCED MINIMUM WAGE

- (a) Enhanced Minimum Wage. Contractor/Lessor agrees to pay no less than \$10.15 per hour to its employees for all hours worked directly performing the services called for in this Contract/Lease, and for an employee's hours performing ancillary services necessary for the performance of the contracted services or lease when such employee spends at least twenty per cent (20%) of their time performing ancillary services in a given work week.
- (b) Adjustment. Beginning January 1, 2017, and annually thereafter, Contractor/Lessor shall pay its employees described in **Subsection 20(a)** above an amount that is no less than the amount previously in effect; increased from such amount by the annual percentage increase in the Consumer Price Index for Urban Wage Earners and Clerical Workers (United States city average, all items, not seasonally adjusted), or its successor publication as determined by the United States Bureau of Labor Statistics; and rounded to the nearest multiple of \$0.05. The applicable adjusted amount shall be published in the Pennsylvania Bulletin by March 1 of each year to be effective the following July 1.
- (c) Exceptions. These Enhanced Minimum Wage Provisions shall not apply to employees:
 - (i) exempt from the minimum wage under the *Minimum Wage Act of 1968*;
 - (ii) covered by a collective bargaining agreement;
 - (iii) required to be paid a higher wage under another state or federal law governing the services, including the *Prevailing Wage Act* and *Davis-Bacon Act*; or
 - (iv) required to be paid a higher wage under any state or local policy or ordinance.

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If an invoice does not contain the minimum information set forth in this **Section 19**, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

23. PAYMENT

- (a) Payment Date. The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is:
 - (i) the date on which payment is due under the terms of the Contract;
 - (ii) thirty (30) days after a proper invoice actually is received at the “Bill To” address if a date on which payment is due is not specified in the Contract (a “proper” invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or
 - (iii) the payment date specified on the invoice if later than the dates established by **Paragraphs 23(a)(i) and (ii)** above.
- (b) Delay; Interest. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982, [72 P. S. § 1507](#), (relating to interest penalties on Commonwealth accounts) and accompanying regulations [4 Pa. Code §§ 2.31—2.40](#).
- (c) Payment should not be construed by the Contractor as acceptance of the Service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications.
- (d) Electronic Payments

- (i) The Commonwealth will make contract payments through the Automated Clearing House (ACH). Within **ten (10) days** of award of the Contract, the Contractor must submit or must have already submitted its ACH information within its user profile in the Commonwealth's procurement system (SRM).
- (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth's ACH remittance advice to enable the Contractor to properly apply the state agency's payment to the invoice submitted.
- (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

24. ASSIGNABILITY

- (a) Subject to the terms and conditions of this **Section 24**, the Contract is binding upon the parties and their respective successors and assigns.
- (b) The Contractor may not assign, in whole or in part, the Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Commonwealth, which consent may be withheld at the sole and absolute discretion of the Commonwealth.
- (c) For the purposes of the Contract, the term "assign" shall include, but shall not be limited to, the sale, gift, assignment, encumbrance, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- (d) Any assignment consented to by the Commonwealth shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- (e) Notwithstanding the foregoing, the Contractor may, without the consent of the Commonwealth, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Commonwealth together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of the Contract.
- (f) A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, is not considered to be an assignment. The Contractor shall give the Commonwealth written notice of any such change of name.

25. INSPECTION AND ACCEPTANCE

(a) Developed Works and Services:

- (i) Acceptance. Acceptance of any Developed Work or Service will occur in accordance with an acceptance plan (Acceptance Plan) submitted by the Contactor and approved by the Commonwealth. Upon approval of the Acceptance Plan by the Commonwealth, the Acceptance Plan becomes part of this Contract.
- (ii) Software Acceptance Test Plan. For contracts where the development of Software, the configuration of Software or the modification of Software is being inspected and accepted, the Acceptance Plan must include a Software Acceptance Test Plan. The Software Acceptance Test Plan will provide for a final acceptance test, and may provide for interim acceptance tests. Each acceptance test will be designed to demonstrate that the Software conforms to the functional specifications, if any, and the requirements of this Contract. Contractor shall notify the Commonwealth when the Software is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.
 - (1) If software integration is required at the end of the project, as set out in the Solicitation, the Commonwealth's acceptance of the Software shall be final unless at the time of final acceptance, the Software does not meet the acceptance criteria set forth in the Contract.
 - (2) If software integration is not required at the end of the project, as set out in the Solicitation, the Commonwealth's acceptance of the Software shall be complete and final.
- (iii) Certification of Completion. Contractor shall certify, in writing, to the Commonwealth when an item in the Acceptance Plan is completed and ready for acceptance. Unless otherwise agreed to by the Commonwealth in the Acceptance Plan, the acceptance period shall be **10 business days** for interim items and **30 business days** for final items. Following receipt of Contractor's certification of completion of an item, the Commonwealth shall, either:
 - (1) Provide the Contractor with Commonwealth's written acceptance of the work product; or
 - (2) Identify to Contractor, in writing, the failure of the work product to comply with the specifications, listing all such errors and omissions with reasonable detail.

- (iv) Deemed Acceptance. If the Commonwealth fails to notify the Contractor in writing of any failures in the work product within the applicable acceptance period, the work product shall be deemed accepted.
- (v) Correction upon Rejection. Upon the Contractor's receipt of the Commonwealth's written notice of rejection, which must identify the reasons for the failure of the work product to comply with the specifications, the Contractor shall have **15 business days**, or such other time as the Commonwealth and Contractor may agree is reasonable, within which to correct all such failures, and resubmit the corrected item, certifying to the Commonwealth, in writing, that the failures have been corrected, and that the items have been brought into compliance with the specifications. Upon receipt of such corrected and resubmitted items and certification, the Commonwealth shall have **30 business days** to test the corrected items to confirm that they are in compliance with the specifications. If the corrected items are in compliance with the specifications, then the Commonwealth shall provide the Contractor with its acceptance of the items in the completed milestone.
- (vi) Options upon Continued Failure. If, in the opinion of the Commonwealth, the corrected items still contain material failures, the Commonwealth may either:
 - (1) Repeat the procedure set forth above; or
 - (2) Proceed with its rights under **Section 31 , Termination**, except that the cure period set forth in **Section 31(c)** may be exercised in the Commonwealth's sole discretion.

(b) Supplies.

- (i) *Inspection prior to Acceptance.* No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies.
- (ii) *Defective Supplies.* Any Supplies discovered to be defective or that fail to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection.
 - (1) The Contractor shall remove rejected item(s) from the premises without expense to the Commonwealth within **15 days** after notification.

- (2) Rejected Supplies left longer than **30 days** will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies.
- (3) Upon notice of rejection, the Contractor shall immediately replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth may procure, in such manner as it determines, supplies similar or identical to the those that Contractor failed, neglected or refused to replace, and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

26. DEFAULT

- (a) The Commonwealth may, subject to the provisions of **Section 27, Notice of Delays**, and **Section 71, Force Majeure**, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in **Section 31, Termination**) the whole or any part of this Contract for any of the following reasons:
 - (i) Failure to begin Services within the time specified in the Contract or as otherwise specified;
 - (ii) Failure to perform the Services with sufficient labor, equipment, or material to insure the completion of the specified Services in accordance with the Contract terms;
 - (iii) Unsatisfactory performance of the Services;
 - (iv) Failure to meet requirements within the time periods(s) specified in the Contract;
 - (v) Multiple failures over time of a single service level agreement or a pattern of failure over time of multiple service level agreements;
 - (vi) Failure to provide a Supply or Service that conforms with the specifications referenced in the Contract;
 - (vii) Failure or refusal to remove material, or remove, replace or correct any Supply rejected as defective or noncompliant;
 - (viii) Discontinuance of Services without approval;

- (ix) Failure to resume a Service, which has been discontinued, within a reasonable time after notice to do so;
- (x) Insolvency;
- (xi) Assignment made for the benefit of creditors;
- (xii) Failure or refusal, within **10 days** after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due subcontractors for materials furnished, labor supplied or performed, for equipment rentals or for utility services rendered;
- (xiii) Failure to protect, repair or make good any damage or injury to property;
- (xiv) Material breach of any provision of this Contract;
- (xv) Any breach by Contractor of the security standards or procedures of this Contract;
- (xvi) Failure to comply with representations made in the Contractor's Proposal;
or
- (xvii) Failure to comply with applicable industry standards, customs and practice.

27. NOTICE OF DELAYS

Whenever the Contractor encounters any difficulty that delays or threatens to delay the timely performance of this Contract (including actual or potential labor disputes), the Contractor shall promptly give notice thereof in writing to the Commonwealth stating all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the Commonwealth of any rights or remedies to which it is entitled by law or pursuant to provisions of this Contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay. If an extension of the delivery schedule is granted, it will be done consistent with **Section 30, Changes**.

28. CONDUCT OF SERVICES

- (a) Following the Effective Date of the Contract, Contractor shall proceed diligently with all Services and shall perform such Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.
- (b) In determining whether or not the Contractor has performed with due diligence under the Contract, it is agreed and understood that the Commonwealth may

measure the amount and quality of the Contractor's effort against the representations made in the Contractor Proposal. The Contractor's Services hereunder shall be monitored by the Commonwealth and the Commonwealth's designated representatives. If the Commonwealth reasonably determines that the Contractor has not performed with due diligence, the Commonwealth and the Contractor will attempt to reach agreement with respect to such matter. Failure of the Commonwealth or the Contractor to arrive at such mutual determinations shall be a dispute concerning a question of fact within the meaning of **Section 33, Contract Controversies**.

29. STEP-IN RIGHTS

- (a) In the event that Contractor is failing to deliver all or part of the Services, the Commonwealth shall give the Contractor notice of the failure. The Contractor shall have ten (10) days to provide the Commonwealth with a correction plan. If the correction plan is not received within ten (10) days or the failure is not corrected within twenty (20) days of the notice provided under this paragraph, Commonwealth may assign Commonwealth staff or third parties to step in and perform failing elements of the Services until such time as Contractor can demonstrate the ability to resume provision of such Services. Provided, however, that if in the Commonwealth's sole discretion the failure creates an emergency, no notice is required for the Commonwealth to exercise its rights under this paragraph.
- (b) All costs associated with the exercise of such step-in rights shall be borne by Contractor.
- (c) Commonwealth's exercise of its step-in rights shall not constitute a waiver by Commonwealth of any termination rights or rights to pursue a claim for damages arising out of the failure that led to the step-in rights being exercised.

30. CHANGES

- (a) At any time during the performance of the Contract, the Commonwealth or the Contractor may request a change to the Contract. Contractor will make reasonable efforts to investigate the impact of the change request on the price, timetable, specifications, and other terms and conditions of the Contract. If the Commonwealth is the requestor of the change, the Contractor will inform the Commonwealth of any charges for investigating the change request prior to incurring such charges. If the Commonwealth and the Contractor agree on the results of the investigation and any necessary changes to the Contract, the parties must complete and execute a change order to modify the Contract and implement the change. The change order will be evidenced by a writing in accordance with the Commonwealth's change order procedures. No work may begin on the change order until the Contractor has received the executed change order. If the parties are not able to agree upon the results of the investigation or the necessary changes to the Contract, a Commonwealth-initiated change request will be implemented at

Commonwealth's option and the Contractor shall perform the Services; and either party may elect to have the matter treated as a dispute between the parties under **Section 33, Contract Controversies**. During the pendency of any such dispute, Commonwealth shall pay to Contractor any undisputed amounts.

- (b) Changes outside the scope of this Contract shall be accomplished through the Commonwealth's procurement procedures, and may result in an amended Contract or a new contract. No payment will be made for services outside of the scope of the Contract for which no amendment has been executed.

31. TERMINATION

- (a) For Convenience

- (i) The Commonwealth may terminate the Contract or a Purchase Order issued against the Contract, in whole or in part, without cause by giving Contractor **30 days** prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience). Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance under this Contract is terminated either in whole or in part and the date on which such termination becomes effective.

In the event of termination hereunder, Contractor shall receive payment for the following:

- (1) all Services performed consistent with the terms of the Contract prior to the effective date of termination;
 - (2) all actual and reasonable costs incurred by Contractor as a result of the termination of the Contract; and

In no event shall the Contractor be paid for any loss of anticipated profit (by the Contractor or any subcontractor), loss of use of money, or administrative or overhead costs.

Failure to agree on any termination costs shall be a dispute handled in accordance with **Section 33, Contract Controversies**, of this Contract.

- (ii) The Contractor shall cease Services as of the date set forth in the Notice of Termination, and shall be paid only for such Services as have already been satisfactorily rendered up to and including the termination date set forth in said notice, or as may be otherwise provided for in said Notice of Termination, and for such services performed during the **30-day** notice period, if such services are requested by the Commonwealth, for the

collection, assembling, and transmitting to the Commonwealth of at least all materials, manuals, magnetic media, studies, drawings, computations, maps, supplies, and survey notes including field books, which were obtained, prepared, or developed as part of the Services required under this Contract.

(iii) The above shall not be deemed to limit the Commonwealth's right to terminate this Contract for any reason as permitted by the other provisions of this Contract, or under applicable law.

(b) Non-Appropriation

Any payment obligation or portion thereof of the Commonwealth created by this Contract is conditioned upon the availability and appropriation of funds. When funds (state or federal) are not appropriated or otherwise made available to support continuation of performance or full performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract in whole or in part. The Contractor shall be reimbursed in the same manner as that described in **Subsection 31(a)** to the extent that appropriated funds are available.

(c) Default

The Commonwealth may, in addition to its other rights under this Contract, terminate this Contract in whole or in part by providing written notice of default to the Contractor if the Contractor materially fails to perform its obligations under the Contract and does not cure such failure within **30 days** or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period or such longer period as the Commonwealth may specify in the written notice specifying such failure, and diligently and continuously proceed to complete the cure. The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations.

(i) Subject to **Section 42, Limitation of Liability**, in the event the Commonwealth terminates this Contract in whole or in part as provided in this **Subsection 31(c)**, the Commonwealth may procure services similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth for the difference between the Contract price for the terminated portion of the Services and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this **Section 31**.

(ii) Except with respect to defaults of subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises

out of causes beyond the control of the Contractor. Such causes may include, but are not limited to, acts of God or of the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, work stoppages, freight embargoes, acts of terrorism and unusually severe weather. The Contractor shall notify the Contracting Officer promptly in writing of its inability to perform because of a cause beyond the control of the Contractor.

- (iii) Nothing in this **Subsection 31(c)** shall abridge the Commonwealth's right to suspend, debar or take other administrative action against the Contractor.
- (iv) If it is later determined that the Commonwealth erred in terminating the Contract for default, then the Contract shall be deemed to have been terminated for convenience under **Subsection 31(a)**.
- (v) If this Contract is terminated as provided by this **Subsection 31(c)**, the Commonwealth may, in addition to any other rights provided in this **Subsection 31(c)**, and subject to the terms of this Contract, require the Contractor to deliver to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such Software, Data, Developed Works, Documentation and other materials as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract as has been terminated.
- (d) The rights and remedies of the Commonwealth provided in this **Section 31** shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- (e) The Commonwealth's failure to exercise any rights or remedies provided in this **Section 31** shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- (f) Following exhaustion of the Contractor's administrative remedies as set forth in **Section 33, Contract Controversies**, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

32. BACKGROUND CHECKS

- (a) The Contractor, at its expense, must arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth IT facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access and on an annual basis thereafter.

- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that an employee of the Contractor or an employee of a subcontractor of the Contractor has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this **Section 32** on more than one occasion or Contractor's failure to cure any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.
- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct or require background checks over and above that described herein.

33. CONTRACT CONTROVERSIES

- (a) Pursuant to Section 1712.1 of the [Commonwealth Procurement Code](#), 62 Pa. C. S. § 1712.1, in the event of a claim arising from the Contract, the Contractor, within **six (6) months** after the cause of action accrues, must file a written claim with the Contracting Officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within **60 days** thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- (b) If the Contractor or the Contracting Officer requests mediation, and the other party agrees, the Contracting Officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required **120 days** after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the Contracting Officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within **120 days** of the receipt of the claim, unless extended by consent of the Contracting Officer and the Contractor. The Contracting Officer shall send his/her written determination to the Contractor. If the Contracting Officer fails to issue a final determination within the **120 days** (unless extended by consent of the parties), the claim shall be deemed denied. The Contracting Officer's determination shall be the final order of the purchasing agency.

- (c) Within **15 days** of the mailing date of the determination denying a claim or within **135 days** of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

34. DATA SECURITY

- (a) As part of the Services, Contractor shall implement and maintain the Commonwealth's safeguards against the disclosure, destruction, loss or alteration of the Commonwealth Data in the possession of Contractor in accordance with the terms of this Contract and with Commonwealth's other security policies and procedures provided, in writing, to Contractor. In any event, Contractor, as part of the Services, is required to meet or exceed the most stringent of any applicable federal or state law, statute, rule or regulation applicable to Contractor's and/or Contractor's Subcontractor's possession of, or access to, any Commonwealth Data (which includes **Section 34(d)**, herein). All changes or additions to any such Commonwealth security policies or procedure or any changes to any applicable federal or state law, statute, rule or regulation shall be implemented by Contractor. Any changes or additions which result in a material additional cost to Contractor shall be subject to the Change Control Procedures. To the degree such change applies to other Contractor customers, Contractor will mitigate the Commonwealth's economic exposure to additional cost by equitably spreading the additional cost of compliance to its multiple customers.
- (b) All of Contractor's activities relating to the safeguarding of Commonwealth Data shall be subject to periodic review and monitoring by Commonwealth and related federal agencies, and Contractor shall cooperate fully with all such reviews and monitoring. In addition to, and not in limitation of, any restrictions set forth elsewhere in this Contract, Contractor shall have operational access to the Commonwealth Data only on an as-needed basis.
- (c) At no cost to the Commonwealth, and as part of the Services, Contractor shall, upon request at any time during the term of this Contract, or upon termination, cancellation, cessation of Termination Assistance, expiration or other conclusion of the Contract, Contractor shall (1) promptly return to the Commonwealth, in a form that is freely accessible to the Commonwealth and not in a Contractor proprietary format, all or the requested portion of the Commonwealth Data then in Contractor's possession or under its control, or (2) erase or destroy such Commonwealth Data. If the Commonwealth requests Contractor to destroy the Data, the Commonwealth shall have the right to conduct an audit to ensure the Data has been destroyed. This provision shall also apply to all Commonwealth Data that is in the possession of Subcontractors of Contractor. Contractor shall complete such return or destruction within ten (10) days of the request or after the conclusion of

this Contract. Within such ten (10) day period, Contractor shall certify in writing to Commonwealth that such return or destruction has been completed. Contractor shall make available to the Commonwealth for a complete and secure (i.e. encrypted and appropriately authenticated) download file of the Commonwealth Data in XML format, or such other format as specified by the Commonwealth, including all schema and transformation definitions and/or delimited text files with documented, detailed schema definitions along with attachments in their native format. Contractor shall be available to answer questions about data schema, transformations, and other elements required to fully understand and utilize the Commonwealth's Data file. Unless the Commonwealth agrees or specifies otherwise, the Contractor shall also deliver to the Commonwealth any copies, duplicates, summaries, abstracts or other representations of any such Commonwealth Data or any part thereof, in whatever form, then in the Contractor's possession or control in accordance with the "NIST Guidelines for Media Sanitization" (SP 800-88).

- (d) At all times during the Term, Contractor shall provide all Services, and use all resources related thereto, in accordance with the Commonwealth's security requirements, including the prevention and detection of fraud, abuse, or other inappropriate use or access of systems and networks by all appropriate means, including network management and maintenance applications and tools, and the use of appropriate encryption technologies. If the Contractor incurs additional costs as a result of changes to Commonwealth's security requirements, it may follow the process set out in **Section 30, Changes** of this Agreement. In addition, all Contractor Personnel (including personnel of any Subcontractors) shall be subject to and shall at all times conform to the Commonwealth's laws, rules, and requirements for the protection of premises, materials, equipment, and personnel, as they have been previously disclosed to Contractor in writing, including those set forth in the *Appendices* to the Solicitation. Any violations or disregard of these rules shall be cause for denial of access by such personnel to the Commonwealth's property. Contractor shall exercise due care and diligence to prevent any injury to person or damage to property while on the Commonwealth's premises.

35. CONFIDENTIALITY, PRIVACY AND COMPLIANCE

- (a) General. The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. Information is deemed confidential only when the party claiming confidentiality designates the information as "confidential" in such a way as to give notice to the other party (for example, notice may be communicated by describing the information, and the specifications around its use or disclosure, in the Solicitation or in the Proposal). Neither party may assert that information owned by the other party is such party's confidential information. Notwithstanding the foregoing, all Commonwealth Data is Confidential Information unless otherwise indicated.

- (b) **Copying; Disclosure; Termination.** The parties agree that confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract or any license granted hereunder, the receiving party will return to the disclosing party, or certify as to the destruction of, all confidential information in the receiving party's possession, other than one copy (where permitted by law or regulation), which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions. A material breach of these requirements may result in termination for default pursuant to **Subsection 31(c)**, in addition to other remedies available to the non-breaching party.
- (c) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this **Section 30** do not apply to information:
- (i) already known to the recipient at the time of disclosure other than through the contractual relationship;
 - (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
 - (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
 - (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
 - (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

- (d) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
- (i) Prepare and submit an un-redacted version of the appropriate document;

Section 37(1)(a) of the Access to Information Act requires that a government institution must, as soon as it is notified, disclose the information requested if the information is not exempt from disclosure under the Act and if the information is not otherwise available to the public.

Section 37(1)(b) of the Access to Information Act requires that a government institution must, as soon as it is notified, disclose the information requested if the information is not exempt from disclosure under the Act and if the information is not otherwise available to the public. **seven (7) days**

37. DATA BREACH OR LOSS

Breach of Personal Information Notification Act

Section 18(1) of the Access to Information Act requires that a government institution must, as soon as it is notified, disclose the information requested if the information is not exempt from disclosure under the Act and if the information is not otherwise available to the public.

(i) Section 18(2) of the Access to Information Act requires that a government institution must, as soon as it is notified, disclose the information requested if the information is not exempt from disclosure under the Act and if the information is not otherwise available to the public. **two (2) hours**

(ii) Section 18(3) of the Access to Information Act requires that a government institution must, as soon as it is notified, disclose the information requested if the information is not exempt from disclosure under the Act and if the information is not otherwise available to the public. **A**

(iii) _____

_____ **A** _____ **Section 37** _____

38. INSURANCE

(a) General. Unless otherwise indicated in the Solicitation, the Contractor shall maintain at its expense and require its subcontractors to procure and maintain, as appropriate, the following types and amounts of insurance, issued by companies acceptable to the Commonwealth and authorized to conduct such business under the laws of the Commonwealth:

(i) Workers' Compensation Insurance for all of the Contractor's employees and those of any subcontractor engaged in performing Services in accordance with the *Worker's Compensation Act*, 77 P.S. §§ 1—2708, as amended.

(ii) Public liability and property damage insurance to protect the Commonwealth, the Contractor, and any and all subcontractors from claims for damages for personal injury (including bodily injury), sickness or disease, accidental death, and damage to property, including loss of use resulting from any property damage which may arise from its operations under this Contract, whether such operation be by the Contractor, by any subcontractor, or by anyone directly or indirectly employed by either. The limits of such insurance shall be in an amount not less than \$500,000 per person and \$5,000,000 per occurrence, personal injury and property damage combined. Such policies shall be occurrence based rather than claims-made policies and shall name the Commonwealth of Pennsylvania as an additional insured, as its interests may appear. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.

(iii) Professional and Technology-Based Services Liability Insurance (insuring against damages and claim expenses as a result of claims arising from any actual or alleged wrongful acts in performing cyber and technology

activities) in the amount of \$5,000,000, per accident/occurrence/annual aggregate.

- (iv) Professional Liability/Errors and Omissions Insurance in the amount of \$15,000,000, per accident/occurrence/annual aggregate, covering the Contractor, its employees, agents, contractors, and subcontractors in the performance of all services.
 - (v) Network/Cyber Liability Insurance (including coverage for Professional and Technology-Based Services Liability if not covered under Company's Professional Liability/Errors and Omissions Insurance referenced above) in the amount of \$5,000,000, per accident/occurrence/annual aggregate, covering the Contractor, its employees, agents, contractors, and subcontractors in the performance of all services.
 - (vi) Completed Operations Insurance in the amount of \$5,000,000, per accident/occurrence/annual aggregate, covering the Contractor, its employees, agents, contractors, and subcontractors in the performance of all services.
 - (vii) Comprehensive crime insurance in an amount of not less than \$15,000,000 per claim.
- (b) Certificate of Insurance. Prior to commencing Services under the Contract, and annually thereafter, the Contractor shall provide the Commonwealth with a copy of each current certificate of insurance. These certificates shall contain a provision that coverages afforded under the policies will not be canceled or changed in such a way to cause the coverage to fail to comply with the requirements of this **Section 38** until at least **30 days** prior written notice has been given to the Commonwealth.
- (c) Insurance coverage length. The Contractor agrees to maintain such insurance for the life of the Contract.

39. CONTRACTOR RESPONSIBILITY PROGRAM

- (a) The Contractor certifies, for itself and all its subcontractors, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any subcontractors, nor any suppliers are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid, a written explanation of why such certification cannot be made.
- (b) The Contractor must also certify, in writing, that as of the date of its execution of this Bid/Contract, it has no tax liabilities or other Commonwealth obligations.

- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within fifteen (15) days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth, which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the internet at <http://www.dgs.state.pa.us> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No. (717) 783-6472
FAX No. (717) 787-9138

40. OFFSET PROVISION FOR COMMONWEALTH CONTRACTS

The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

41. TAXES-FEDERAL, STATE, AND LOCAL

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-7400001-K. With the exception of purchases of the following

items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this **Section 41** is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

42. LIMITATION OF LIABILITY

- (a) General. The Contractor's liability to the Commonwealth under this Contract shall be limited to the value of this Contract (including any amendments). This limitation will apply, except as otherwise stated in this **Section 42**, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to any damages:
 - (i) for bodily injury;
 - (ii) for death;
 - (iii) for intentional injury;
 - (iv) for damage to real property or tangible personal property for which the Contractor is legally liable;
 - (v) under **Section 46, Patent, Copyright, Trademark and Trade Secret Protection**;
 - (vi) under **Section 37, Data Breach or Loss**; or
 - (vii) under **Section 45, Virus, Malicious, Mischievous or Destructive Programming**.
- (b) The Contractor will not be liable for consequential or incidental damages, except for damages as set forth in **Section 42(a)**, or as otherwise specified in the Contract.

43. COMMONWEALTH HELD HARMLESS

- (a) The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth Attorneys Act](#), 71 P.S. § 732-101—732-506, as amended, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.
- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

44. SOVEREIGN IMMUNITY

No provision of this Contract may be construed to waive or limit the sovereign immunity of the Commonwealth of Pennsylvania or its governmental sub-units.

45. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING

- (a) The Contractor shall be liable for any damages incurred by the Commonwealth if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards. The Commonwealth must demonstrate that the Contractor or any of its employees, subcontractors or consultants introduced the virus or malicious, mischievous or destructive programming. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.
- (b) The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that results from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.).
- (c) In the event of destruction or modification of Software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the

Commonwealth's software, and be liable to the Commonwealth for any resulting damages.

- (d) The Contractor shall be responsible for reviewing Commonwealth software security standards and complying with those standards.
- (e) The Commonwealth may, at any time, audit, by a means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the Commonwealth for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made.
- (f) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing services to the Commonwealth. It is understood that the Contractor may not install the software on any computing device not being used to provide services to the Commonwealth, and that all copies of the software will be removed from all devices upon termination of this Contract.
- (g) The Commonwealth will not be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

46. PATENT, COPYRIGHT, TRADEMARK AND TRADE SECRET PROTECTION

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States or foreign patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor, and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth Attorneys Act](#), as amended, 71 P.S. § 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG, however, in its sole discretion and under the terms it deems appropriate, may delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement that prevents the Commonwealth from continuing to use the Developed Works as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall

have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify ceases. The Contractor, at its expense, will provide whatever cooperation OAG requests in the defense of the suit.

- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise due diligence to ensure that all works produced under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that work produced for the Commonwealth under this contract shall be free and clear from all claims of any nature.
- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.
- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.
- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:

- (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.
- (g) Notwithstanding the above, the Contractor shall have no obligation for:
- (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or
 - (vii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (h) The obligation to indemnify the Commonwealth, under the terms of this Section, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

47. CONTRACT CONSTRUCTION

The provisions of this Contract shall be construed in accordance with the provisions of all applicable laws and regulations of the Commonwealth. However, by executing this Contract, the Contractor agrees that it has and will continue to abide by the intellectual property laws and regulations of the United States of America.

48. USE OF CONTRACTOR AND THIRD PARTY PROPERTY

(a) Definitions.

(i) “Contractor Property” refers to Contractor-owned tangible and intangible property.

(ii) [Redacted]

(iii) [Redacted]

(b) Contractor Property shall remain the sole and exclusive property of the Contractor. Third Party Property shall remain the sole and exclusive property of the Third Party. The Commonwealth acquires rights to the Contractor Property and Third Party Property as set forth in this Contract.

(i) Where the Contractor Property or Third Party Property is integrated into the Supplies or Services which are not Developed Works), or the Contractor Property is otherwise necessary for the Commonwealth to attain the full benefit of the Supplies or Services in accordance with the terms of the Contract, the Contractor hereby grants to the Commonwealth a non-exclusive, fully-paid up, worldwide license to reproduce, distribute, publicly perform, display, view, access and use the Contractor Property. These rights are granted for a duration and to an extent necessary to meet the requirements under this Contract. If the Contractor requires a separate license agreement, such license terms shall include the aforementioned rights, be acceptable to the Commonwealth and include the applicable provisions set forth in these terms at **Exhibit B, Software License Requirements Agreement Template.**

(ii) If Third Party Property is integrated into the Supplies or Services which are not Developed Works, or the Third Party Property is otherwise necessary for the Commonwealth to attain the full benefit of the Supplies or Services in accordance with the terms of the Contract, the Contractor shall gain the written approval of the Commonwealth prior to the use of the Third Party Property or the integration of the Third Party Property into the Supplies or Services. Third Party Property approved by the Commonwealth is hereby licensed to the Commonwealth as necessary to meet the Contract requirements.

(1) If the Third Party requires a separate license agreement, the license terms shall be acceptable to the Commonwealth and include the applicable provisions set forth in these terms at **Exhibit B, Software License Requirements Agreement Template.**

Paragraph
48(b)(i)

(iii) **Section 31(c)**

(iv)

- (c) The Commonwealth will limit its agents and contractors' use and disclosure of the Contractor Property as necessary to perform work on behalf of the Commonwealth.
- (d) The parties agree that the Commonwealth, by acknowledging Contractor Property, does not agree to any terms and conditions of the Contractor Property agreements that are inconsistent with or supplemental to this Contract.
- (e) Reports: When a report is provided under this Contract, but was not developed specifically for the Commonwealth under this Contract, the ownership of the report will remain with the Contractor, provided, however, that the Commonwealth has the right to use, copy and distribute the report within the executive agencies of the Commonwealth.

49. USE OF COMMONWEALTH PROPERTY

“Commonwealth Property” refers to Commonwealth-owned Software, Data and property (including intellectual property) and third party owned Software and property (including intellectual property) licensed to the Commonwealth.

- (a) Confidentiality of Commonwealth Property. All Commonwealth Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract shall be considered confidential information under **Section 35, Confidentiality, Privacy, and Compliance**.

- (b) License grant and restrictions. During the term of this Contract, Commonwealth grants to Contractor and its subcontractors for the limited purpose of providing the Services covered under this Contract, a limited, nonexclusive, nontransferable, royalty-free right (subject to the terms of any third party agreement to which the Commonwealth is a party) to access, use, reproduce, and modify Commonwealth Property in accordance with the terms of the Contract. The Commonwealth's license to Contractor is limited by the terms of this Contract.
 - (i) The Contractor hereby assigns to the Commonwealth its rights, if any, in any derivative works resulting from Contractor's modification of the Commonwealth Intellectual Property. Contractor agrees to execute any documents required to evidence this assignment and to waive any moral rights and rights of attribution provided for in Section 106A of Title 17 of the United States Code, the *Copyright Act of 1976*, as amended.
 - (ii) Neither Contractor nor any of its subcontractors may decompile or reverse engineer, or attempt to decompile or reverse engineer, any of the Commonwealth Intellectual Property. Commonwealth hereby represents that it has the authority to provide the license grant and rights set forth in this **Section 49**.
- (c) Reserved rights. All rights, not expressly granted here to Contractor are reserved by the Commonwealth.
- (d) Termination of Commonwealth license grant.
 - (i) Rights Cease: Upon the expiration or termination for any reason of Contractor's obligation to provide the Services under this Contract, all rights granted to Contractor under this **Section 49** shall immediately cease.
 - (ii) Return Commonwealth Property: Contractor shall, at no cost to Commonwealth, deliver to Commonwealth all of the Commonwealth Intellectual Property (including any related source code then in Contractor's possession or under its control) in the form in use as of the Effective Date of such expiration or termination (except that Commonwealth Data shall be turned over in a form acceptable to the Commonwealth).
 - (iii) List of utilized Commonwealth Property/Destruction: Within **15 days** after termination, Contractor shall provide the Commonwealth with a current copy of the list of Commonwealth Intellectual Property in use as of the date of such expiration or termination. Concurrently therewith, Contractor shall destroy or erase all other copies of any of the Commonwealth Software then in Contractor's possession or under its control unless otherwise instructed by Commonwealth, in writing; provided, however, that Contractor may retain one archival copy of such Commonwealth Software and tools, until

final resolution of any actively asserted pending disputes between the Parties, such retention being for the sole purpose of resolving such disputes.

- (e) Effect of license grant termination. Consistent with the provisions of this **Section 49**, Contractor shall refrain from manufacturing, copying, marketing, distributing or using any Commonwealth Software or Commonwealth Tools or any other work which incorporates the Commonwealth Software or Commonwealth Tools.
- (f) Commonwealth Property Protection.
 - (i) Contractor acknowledges Commonwealth's exclusive right, title and interest, including without limitation copyright and trademark rights, in and to Commonwealth Data, Commonwealth Software, Commonwealth Tools and the Developed Works developed under the provisions of this Contract, and Contractor shall not, directly or indirectly, do or cause to be done any act or thing contesting or in any way impairing or tending to impair any part of said right, title, and interest, and shall not use or disclose the Commonwealth Data, Commonwealth Software, Commonwealth Tools or the Developed Works without Commonwealth's written consent, which consent may be withheld by the Commonwealth for any reason.
 - (ii) Contractor shall not, in any manner, represent that Contractor has any ownership interest in the Commonwealth Data, Commonwealth Software, Commonwealth Tools, or the Developed Works.

50. OWNERSHIP OF DEVELOPED WORKS

Unless otherwise specified in the Contract's Statement of Work, ownership of all Developed Works shall be in accordance with the provisions set forth in this **Section 49**.

- (a) Rules for usage for Developed Works.
 - (i) Property of Contractor: If Developed Works modify, improve, contain, or enhance application software programs or other materials generally licensed by the Contractor, then such Developed Works shall be the property of the Contractor, and Contractor hereby grants Commonwealth an irrevocable, nonexclusive, worldwide, fully paid-up license (to include source code and relevant documentation) in perpetuity to use, modify, execute, reproduce, display, perform, prepare derivative works from and distribute, within the Commonwealth, such Developed Works.
 - (1) For purposes of distribution under the license grant created by this **Section 49**, Commonwealth includes any government agency, department, instrumentality, division, unit or other office that is part of the Commonwealth of Pennsylvania, together with the State System of Higher Education (including any of its universities), any

county, borough, commonwealth, city, municipality, town, township special purpose district, or other similar type of governmental instrumentality located within the geographical boundaries of the Commonwealth of Pennsylvania.

- (2) If federal funds are used in creation of the Developed Works, the Commonwealth also includes any other state government as well as the federal government.
- (ii) Property of Commonwealth/licensor: If the Developed Works modify, improve or enhance application software or other materials not licensed to the Commonwealth by the Contractor, then such modifications, improvements and enhancements shall be the property of the Commonwealth or its licensor.
- (b) Copyright Ownership.
 - (i) Works made for hire; general: Except as indicated in **Paragraph 49(a)(i)**, above, Developed Works developed as part of the scope of work for the Project, including Developed Works developed by subcontractors, are the sole and exclusive property of the Commonwealth and shall be considered “works made for hire” under the *Copyright Act of 1976*, as amended, 17 United States Code.
 - (ii) Assignment: In the event that the Developed Works do not fall within the specifically enumerated works that constitute works made for hire under the United States copyright laws, Contractor agrees to assign and, upon their authorship or creation, expressly and automatically assigns, all copyright interests, proprietary rights, trade secrets, and other right, title, and interest in and to such Developed Works to Commonwealth. Contractor further agrees that it will have its subcontractors assign, and upon their authorship or creation, expressly and automatically assigns all copyright interest, proprietary rights, trade secrets, and other right, title, and interest in and to the Developed Works to the Commonwealth.
 - (iii) Rights to Commonwealth: Commonwealth shall have all rights accorded an owner of copyright under the United States copyright laws including, but not limited to, the exclusive right to reproduce the Developed Works in multiple copies, the right to distribute copies by sales or other transfers, the right to register all copyrights in its own name as author in the United States and in foreign countries, the right to prepare derivative works based upon the Developed Works and the right to display the Developed Works.
 - (iv) Subcontracts: The Contractor further agrees that it will include the requirements of this **Section 49** in any subcontractor or other agreement

with third parties who in any way participate in the creation or development of Developed Works.

- (v) Completion or termination of Contract: Upon completion or termination of this Contract, Developed Works shall immediately be delivered by Contractor to the Commonwealth.
- (vi) Warranty of non-infringement: Contractor represents and warrants that the Developed Works are original and do not infringe any copyright, patent, trademark, or other intellectual property right of any third party and are in conformance with the intellectual property laws and regulations of the United States.
- (c) Patent ownership. Contractor and its subcontractors shall retain ownership to patentable items, patents, processes, inventions or discoveries (collectively, the Patentable Items) made by the Contractor during the performance of this Contract. Notwithstanding the foregoing, the Commonwealth shall be granted a nonexclusive, nontransferable, royalty free license to use or practice the Patentable Items. Commonwealth may disclose to third parties any such Patentable Items made by Contractor or any of its subcontractors under the scope of work for the Project that have been previously publicly disclosed. Commonwealth understands and agrees that any third party disclosure will not confer any license to such Patentable Items.
- (d) Federal government interests. Certain funding under this Contract may be provided by the federal government. Accordingly, the rights to Developed Works or Patentable Items of Contractors or subcontractors hereunder will be further subject to government rights as set forth in 37 C.F.R. § 401, as amended, and other applicable law or regulations.
- (e) Usage rights. Except as otherwise covered by this **Section 49**, either Party, in the ordinary course of conducting business, may use any ideas, concepts, know-how, methodologies, processes, components, technologies, algorithms, designs, modules or techniques relating to the Services.
- (f) Contractor's copyright notice obligations. Contractor will affix the following Copyright Notice to the Developed Works developed under this **Section 49** and all accompanying documentation: "*Copyright © [year] by the Commonwealth of Pennsylvania. All Rights Reserved.*" This notice shall appear on all versions of the Developed Works delivered under this Contract and any associated documentation. It shall also be programmed into any and all Developed Works delivered hereunder so that it appears at the beginning of all visual displays of such Developed Works.

51. SOURCE CODE AND ESCROW ITEMS OBLIGATIONS

- (a) Source Code. Simultaneously with delivery of the Developed Works to Commonwealth, Contractor shall deliver a true, accurate and complete copy of all source codes relating to the Developed Works.
- (b) Escrow. To the extent that Developed Works and/or any perpetually-licensed software include application software or other materials generally licensed by the Contractor, Contractor agrees to place in escrow with an escrow agent copies of the most current version of the source code for the applicable software that is included as a part of the Services, including all updates, improvements, and enhancements thereof from time to time developed by Contractor.
- (c) Escrow agreement: An escrow agreement must be executed by the parties, with terms acceptable to the Commonwealth prior to deposit of any source code into escrow.
- (d) Obtaining source code. Contractor agrees that upon the occurrence of any event or circumstance which demonstrates with reasonable certainty the inability or unwillingness of Contractor to fulfill its obligations to Commonwealth under this Contract, Commonwealth shall be able to obtain the source code of the then-current source codes related to Developed Works and/or any Contractor Property placed in escrow under **Section 51(b)** from the escrow agent.

52. LOCATION, STATUS AND DISPOSITION OF DATA

Unless the Solicitation specifies otherwise:

- (a) All Data must be stored within the United States.
- (b) The Contractor shall be responsible for maintaining the privacy, security and integrity of Data in the Contractor's or its subcontractors' possession.
- (c) All Data shall be provided to the Commonwealth upon request, in a form acceptable to the Commonwealth and at no cost.
- (d) Any Data shall be destroyed by the Contractor at the Commonwealth's request.
- (e) Any Data shall be held for litigation or public records purposes by the Contractor at the Commonwealth's request, and in accordance with the security, privacy and accessibility requirements of this Contract.

53. PUBLICATION RIGHTS AND/OR COPYRIGHTS

- (a) Except as otherwise provided in **Section 50, Ownership of Developed Works**, the Contractor shall not publish any of the results of the work without the written permission of the Commonwealth. The publication shall include the following statement: "The opinions, findings, and conclusions expressed in this publication

are those of the author and not necessarily those of the Commonwealth of Pennsylvania.” The Contractor shall not include in the documentation any copyrighted matter, unless the Contractor provides the Commonwealth with written permission of the copyright owner.

- (b) Except as otherwise provided in the Contract, the Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report or data designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

54. CHANGE OF OWNERSHIP OR INSOLVENCY

In the event that the Contractor should change ownership for any reason whatsoever, the Commonwealth shall have the exclusive option of continuing under the terms and conditions of this Contract with the Contractor or its successors or assigns for the full remaining term of this Contract, or continuing under the terms and conditions of this Contract with the Contractor or its successors or assigns for such period of time as is necessary to replace the products, materials, reports, studies, or computer programs, or immediately terminating this Contract. Nothing in this **Section 54** limits the Commonwealth’s exercise of any rights that the Commonwealth may have under **Section 31, Termination**.

55. OFFICIALS NOT TO BENEFIT

No official or employee of the Commonwealth and no member of its General Assembly who exercises any functions or responsibilities under this Contract shall participate in any decision relating to this Contract which affects their personal interest or the interest of any corporation, partnership, or association in which they are, directly or indirectly, interested; nor shall any such official or employee of the Commonwealth or member of its General Assembly have any interest, direct or indirect, in this Contract or the proceeds thereof.

56. COMPLIANCE WITH LAWS

- (a) The Contractor shall comply with all federal, state and local laws, regulations and policies applicable to its Services, including, but not limited to, all statutes, regulations and rules that are in effect as of the Effective Date of the Contract and shall procure at its expense all licenses and all permits necessary for the fulfillment of its obligation.

- (b) If any existing law, regulation or policy is changed or if any new law, regulation or policy is enacted that affects the Services provided under this Contract, the Parties shall modify this Contract, via **Section 30, Changes**, to the extent reasonably necessary to:
 - (i) Ensure that such Services will be in full compliance with such laws, regulations and policies; and
 - (i) Modify the rates applicable to such Supplies or Services, unless otherwise indicated in the Solicitation.

57. THE AMERICANS WITH DISABILITIES ACT

During the term of this Contract, the Contractor agrees as follows:

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101, *et seq.*, the Contractor understands and agrees that no individual with a disability shall, on the basis of the disability, be excluded from participation in this Contract or from activities provided for under this Contract. As a condition of accepting and executing this Contract, the Contractor agrees to comply with the *General Prohibitions Against Discrimination*, 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to the benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through Contracts with outside Contractors.
- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from losses, damages, expenses claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor's failure to comply with the provisions of **Subsection 57(a)**.

58. EXAMINATION OF RECORDS

- (a) The Contractor agrees to maintain, using its standard procedures, and in accordance with Generally Accepted Accounting Principles, books, records, documents, and other evidence pertaining to the charges under this Contract to the extent and in such detail as will properly reflect all charges for which reimbursement is claimed under the provisions of this Contract.
- (b) The Contractor agrees to make available at the office of the Contractor at all reasonable times, and upon reasonable written notice, during the term of this Contract and the period set forth in **Subsection 58(c)**, any of the records for inspection, audit, or reproduction by any authorized Commonwealth representative. To the extent allowed by applicable laws or regulations, the Commonwealth agrees

to maintain any documents so provided in accordance with the confidentiality provisions in **Section 35, Confidentiality, Privacy and Compliance**.

- (c) The Contractor shall preserve and make available its records for a period of **three (3) years** from the date of final payment under this Contract:
 - (i) If this Contract is completely or partially terminated, the records relating to the work terminated shall be preserved and made available for a period of **three (3) years** from the date of any resulting final settlement.
 - (ii) Non-privileged records which relate to litigation or the settlement of claims arising out of the performance of this Contract, or charges under this Contract as to which exception has been taken by the auditors, shall be retained by the Contractor until such litigation, claims, or exceptions have been finally resolved.
- (d) Except for documentary evidence retained pursuant to **Paragraph 58(c)(2)**, the Contractor may in fulfillment of its obligation to retain its records as required by this **Section 58** substitute photographs, microphotographs, or other authentic reproductions of such records, after the expiration of **two (2) years** following the last day of the month of reimbursement to the Contractor of the invoice or voucher to which such records relate, unless a shorter period is authorized by the Commonwealth with the concurrence of its auditors.
- (e) The provisions of this **Section 58** shall be applicable to and included in each subcontract hereunder.

59. SINGLE AUDIT ACT OF 1984

In compliance with the [*Single Audit Act of 1984*](#), as amended, the Contractor agrees to the following:

- (a) This Contract is subject to audit by federal and state agencies or their authorized representative in accordance with the auditing standards promulgated by the Comptroller General of the United States and specified in *Government Auditing Standards*, 1994 Revisions (Yellow Book).
- (b) The audit requirement of this Contract will be satisfied if a single audit is performed under the provisions of the [*Single Audit Act of 1984*](#), as amended, 31 U.S.C. § 7501, *et seq.*, and all rules and regulations promulgated pursuant to the Act.
- (c) The Commonwealth reserves the right for federal and state agencies or their authorized representatives to perform additional audits of a financial/compliance, economy/efficiency, or program results nature, if deemed necessary.

- (d) The Contractor further agrees to comply with requirements that may be issued by the state agency upon receipt of additional guidance received from the federal government regarding the [Single Audit Act of 1984](#), as amended.

60. AGENCY-SPECIFIC SENSITIVE AND CONFIDENTIAL COMMONWEALTH DATA (IF APPLICABLE)

- (a) Contractor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws, regulations and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Supplies on any Commonwealth agency facilities, the Contractor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached to these terms as **Exhibit A**. This sign-off document (a sample of which is attached to these terms as Attachment 3 to **Exhibit A**, will include a description of the nature of the data which may be implicated based on the nature of the Contractor's access, and will incorporate the Business Associate Agreement if it is applicable.
- (b) Contractor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Supplies), the Contractor is and shall remain compliant with all applicable state and federal laws, regulations and policies regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory authorized to bind the Contractor is valid and is hereby integrated and incorporated by reference into this Contract via Purchase Orders issued under this Contract.
- (c) This **Section 60** does not require a Commonwealth agency to exhaustively list the laws, regulations or policies to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Contractor's access, to refer the Contractor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with applicable laws, regulations and policies.
- (d) The requirements of this **Section 60** are in addition to and not in lieu of other requirements of this Contract, its Exhibits, Appendices and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Contractor comply with all applicable Commonwealth ITPs.
- (e) Contractor shall conduct additional background checks, in addition to those required in **Section 32, Background Checks**, as may be required by a Commonwealth agency in its sign-off documents. The Contractor shall educate and hold its agents, employees, contractors and subcontractors to standards at least

as stringent as those contained in this Contract. The Contractor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

61. FEDERAL REQUIREMENTS

If applicable, the Contractor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Supplies and Services. The Commonwealth agency will inform the Contractor whether they must execute a sign-off document as required by the federal government.

62. ADDITIONAL FEDERAL PROVISIONS

Additional contract provisions may be incorporated into this Contract pursuant to federal law, regulation or policy.

63. ENVIRONMENTAL PROTECTION

In carrying out this Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including the [Clean Streams Law](#), Act of June 22, 1937 (P.L. 1987, No. 394), *as amended*, 35 P.S. § 691.601 *et seq*; the [Pennsylvania Solid Waste Management Act](#), Act of July 7, 1980 (P.L. 380, No. 97), *as amended*, 35 P.S. § 6018.101 *et seq*; and the [Dam Safety and Encroachment Act](#), Act of November 26, 1978 (P.L. 1375, No. 325), *as amended*, 32 P.S. § 693.1.

64. NONDISCRIMINATION CLAUSE/SEXUAL HARASSMENT CLAUSE

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.
- (c) The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.

- (d) The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contracts relates.
- (e) The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the “Initial Contract Compliance Data” form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and submit Form STD-28, the “Monthly Contract Compliance Report for Construction Contractors,” each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the fifteen (15) days, request an exemption from the Form STD-21 submission requirement from the contracting agency.
- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
- (g) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

65. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

- (a) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.

- (b) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
- (c) Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the [Public Official and Employees Ethics Act, 65 Pa. C. S. §§ 1101, et seq.](#); [the State Adverse Interest Act, 71 P.S. § 776.1, et seq.](#); and the [Governor's Code of Conduct, Executive Order 1980-18, 4 Pa. Code § 7.151, et seq.](#), or to breach any other state or federal law or regulation.
- (d) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
- (e) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the [Governor's Code of Conduct, Executive Order 1980-18, 4 Pa. Code § 7.151, et seq.](#) or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.
- (f) Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
- (g) Contractor, its affiliates, agents, employees, or anyone in privity with him or her shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.
- (h) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- (i) Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the [Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104](#), or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by

Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:

- (i) Approved in writing by the Commonwealth prior to its disclosure; or
 - (ii) Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - (iii) Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or
 - (iv) Necessary for purposes of Contractor's internal assessment and review; or
 - (v) Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
 - (vi) Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain: or
 - (vii) Otherwise required by law.
- (j) Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners has not been officially notified of, charged with, or convicted of any of the following and agrees to immediately notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:
- (i) Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
 - (ii) Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;
 - (2) attempting to obtain; or
 - (3) performing a public contract or subcontract.

Contractor's acceptance of the benefits derived from the conduct shall be deemed evidence of such knowledge, approval or acquiescence.

- (iii) Violation of federal or state antitrust statutes.
- (iv) Violation of any federal or state law regulating campaign contributions.
- (v) Violation of any federal or state environmental law.
- (vi) Violation of any federal or state law regulating hours of labor, minimum wage standards or prevailing wage standards; discrimination in wages; or child labor violations.
- (vii) Violation of the *Act of June 2, 1915* (P.L. 736, No. 338), known as the *Workers' Compensation Act, 77 P.S. 1 et seq.*
- (viii) Violation of any federal or state law prohibiting discrimination in employment.
- (ix) Debarment by any agency or department of the federal government or by any other state.
- (x) Any other crime involving moral turpitude or business honesty or integrity.

Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause upon such notification or when the Commonwealth otherwise learns that Contractor has been officially notified, charged, or convicted.

- (k) If this contract was awarded to Contractor on a non-bid basis, Contractor must, (as required by Section 1641 of the *Pennsylvania Election Code*) file a report of political contributions with the Secretary of the Commonwealth on or before February 15 of the next calendar year. The report must include an itemized list of all political contributions known to Contractor by virtue of the knowledge possessed by every officer, director, associate, partner, limited partner, or individual owner that has been made by:
 - (i) Any officer, director, associate, partner, limited partner, individual owner or members of the immediate family when the contributions exceed an aggregate of one thousand dollars (\$1,000) by any individual during the preceding year; or
 - (ii) Any employee or members of his immediate family whose political contribution exceeded one thousand dollars (\$1,000) during the preceding year.

To obtain a copy of the reporting form, Contractor shall contact the Bureau of Commissions, Elections and Legislation, Division of Campaign Finance and Lobbying Disclosure, Room 210, North Office Building, Harrisburg, PA 17120.

- (l) Contractor shall comply with requirements of the [Lobbying Disclosure Act, 65 Pa. C. S. § 13A01, et seq.](#), and the regulations promulgated pursuant to that law. Contractor employee activities prior to or outside of formal Commonwealth procurement communication protocol are considered lobbying and subjects the Contractor employees to the registration and reporting requirements of the law. Actions by outside lobbyists on Contractor's behalf, no matter the procurement stage, are not exempt and must be reported.
- (m) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or in these provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or Commonwealth Inspector General in writing.
- (n) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these contractor integrity provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract.
- (o) Contractor shall cooperate with the Office of Inspector General in its investigation of any alleged Commonwealth employee breach of ethical standards and any alleged Contractor non-compliance with these provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of the Office of Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refers to or concern this contract.
- (p) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.

(q) □ For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Paragraph (q).

□

- (i) □ “Confidential information” means information that a) is not already in the public domain; b) is not available to the public upon request; c) is not or does not become generally known to Contractor from a third party without an obligation to maintain its confidentiality; d) has not become generally known to the public through an act or omission of Contractor; or e) has not been independently developed by Contractor without the use of confidential information of the Commonwealth.
- (ii) □ “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by pre-qualification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this contract.
- (iii) □ “Contractor” means the individual or entity that has entered into this contract with the Commonwealth, including those directors, officers, partners, managers, and owners having more than a five percent interest in Contractor.
- (iv) □ “Financial interest” means:
 - (1) □ Ownership of more than a five percent interest in any business; or
 - (2) □ Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- (v) □ “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the *Governor’s Code of Conduct, Executive Order 1980-18*, the 4 Pa. Code § 7.153(b), shall apply.
- (vi) □ “Immediate family” means a spouse and any unemancipated child.
- (vii) □ “Non-bid basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.
- (viii) □ “Political contribution” means any payment, gift, subscription, assessment, contract, payment for services, dues, loan, forbearance, advance or deposit of money or any valuable thing, to a candidate for public office or to a

political committee, including but not limited to a political action committee, made for the purpose of influencing any election in the Commonwealth of Pennsylvania or for paying debts incurred by or for a candidate or committee before or after any election.

66. ASSIGNMENT OF RIGHTS UNDER THE ANTITRUST LAWS

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by Contractor's suppliers resulting from violations of state and federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of this Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all rights, title, and interest in and to any claims Contractor now has or may hereafter acquire under state and federal antitrust laws relating to the goods and services which are subject to this Contract.

67. WARRANTIES

Except as otherwise set forth in the Contract, the Contractor warrants that the Services, Supplies and Developed Works will conform in all material respects to the functional specifications for the Services, Supplies and Developed Works and/or the requirements of the Contract. The warranty period for the Services, Supplies and Developed Works shall be **90 days** from final acceptance. If third-party Services, Supplies or Developed Works are subject to a warranty that exceeds **90 days** from final acceptance, the longer warranty period shall apply. The Contractor shall correct any non-conformity within the warranty period specified herein.

- (a) Disruption. The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not cause, or take any action that, directly or indirectly, may cause a disruption of the Commonwealth's operations.
- (b) Nonconformity. In the event of any nonconformity with the foregoing warranties, the Commonwealth will provide written notification of such nonconformity to the Contractor and the Contractor, at no cost to the Commonwealth, shall within **10 days'** notice of the nonconformity, commence work to remedy the nonconformity and shall work diligently, at no charge to the Commonwealth, until such time as the deliverable conforms, in all material respects, to the Service requirements and/or the functional specifications of the Developed Works set forth in this Contract. The Contractor shall have no obligation with respect to nonconformities arising out of:
 - (i) Modifications to Developed Works made by the Commonwealth;
 - (ii) Use of the Developed Works not in accordance with the documentation or specifications applicable thereto;
 - (iii) Failure by the Commonwealth to implement any corrections or enhancements made available by the Contractor;

- (iv) Combination of the Developed Works with any items not supplied or approved by the Contractor; or
- (v) Failure of any software licensed under a separate license agreement to conform to its specifications or documentation.
- (c) Industry standards. The Contractor hereby represents and warrants to the Commonwealth that the Services shall be performed in accordance with industry standards using the utmost care and skill.
- (d) Right to perform. The Contractor hereby represents and warrants to the Commonwealth that the Contractor has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Developed Works under this Contract.
- (e) Sole warranties. THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

68. LIQUIDATED DAMAGES

- (a) By accepting this Contract, the Contractor agrees to the delivery requirements of this Contract. If a Contract schedule is not met, including Transition Milestones set out in Transition Plan, the delay will interfere with the Commonwealth's program. In the event of any such delay, it would be impractical and extremely difficult to establish the actual damage for which the Contractor is the material cause. The Commonwealth and the Contractor therefore agree that, in the event of any such delay the amount of damage shall be the amount set forth in this **Section 68** and agree that the Contractor shall pay such amount as liquidated damages, not as a penalty.
- (b) The amount of liquidated damages for failure to meet Transition Milestones is set forth in **Appendix Q** (Transition Milestones).
- (c) If, **Appendix Q** (Transition Milestones) indicates that Contractor may earn back liquidated damages, then Contractor shall have the time specified in **Appendix Q** (Transition Milestones), as indicated, to meet the Acceptance Criteria for the Transition Milestone and earn back the Milestone Credit. If Contractor fails to meet the Acceptance Criteria within 30 days following the Milestone Due Date or, if an Earn-Back period is specified, then 30 days following the end of the specified Earn-Back period, the Commonwealth, at no additional expense and at its option, may either:

- (1) Immediately terminate the Contract and all Software, documentation, reports, Developed Materials and any other materials provided for or created for the Commonwealth as a result of this Contract shall be given to the Commonwealth, and the Commonwealth shall be entitled to its remedies under **Subsection 68(c)**; or
- (2) Order the Contractor to continue with no decrease in effort until the work is completed in a manner acceptable to the Commonwealth or until the Commonwealth terminates the Contract. If the Contract is continued, the liquidated damages will also continue until the work is completed.
- (d) Liquidated damages shall be paid by the Contractor and collected by the Commonwealth by deducting them from the invoices submitted under this Contract or any other contract Contractor has with the Commonwealth, by collecting them through the performance security, if any, or by billing the Contractor as a separate item.
- (e) To the extent that the delay or failure is caused by the Commonwealth, as described in **Appendix Q** (Transition Milestones), no liquidated damages will be applied.

69. SERVICE LEVELS

- (a) The Contractor shall comply with the procedures and requirements of the Service Level Agreements, which are made part of this Contract.
- (b) Where there are expressly defined Service Levels, Contractor shall measure and report its performance against these standards on at least a monthly basis, except as may otherwise be agreed between the parties. All Services without expressly defined Service Levels must be performed at least to the same degree of accuracy, completeness, efficiency, quality and timeliness as is provided by well-managed suppliers providing services similar to the Services, so long as such performance is commercially and operationally reasonable.
- (c) The Commonwealth's acceptance of any financial credit incurred by the Contractor in favor of the Commonwealth for a Service Level default ("Service Level Credit") shall not bar or impair Commonwealth's rights and remedies in respect of the failure or root cause as set forth elsewhere in this Contract, including without limitation other claims for liquidated damages, injunctive relief and termination rights; provided however, Service Level Credits paid would be credited against any such claims for damages.

70. CONTINUOUS IMPROVEMENT AND BENCHMARKING

- (a) **Benchmark Overview.** Prior to the expiration of the second anniversary of the Effective Date, Commonwealth and Contractor shall establish the details of the Benchmarking process intended to ensure that Contractor provides Commonwealth with technology and Services Levels equal to or greater than other organizations receiving similar services. The parties acknowledge and agree that the benchmarking process is intended to assist Commonwealth in making decisions necessary to balance the desire for then current technology against the cost and uncertain performance of newly evolving technology.
- (b) **Benchmarker.** The Benchmark shall be conducted by a Benchmarker selected by the Commonwealth, subject to Contractor's approval thereof, in writing, such approval not to be unreasonably withheld, delayed or conditioned. The fees and expenses charged by the Benchmarker shall be paid by Commonwealth. Contractor shall at its expense cooperate with and assist the Benchmarker and any other third parties involved in the Benchmarking process, including meeting with Commonwealth and the Benchmarker before and throughout the benchmarking process and providing data relating to the provision of the Services, as requested by Commonwealth or the Benchmarker.
- (c) **Benchmark.** If Commonwealth undertakes the Benchmarking, Commonwealth and Contractor, in good faith, shall attempt to agree upon the period during which the Benchmarking shall be conducted. If the parties are unable to so agree, Commonwealth shall specify the relevant period, subject to Contractor's approval thereof, in writing, such approval not to be unreasonably withheld, delayed or conditioned.
- (d) **Benchmark information.** Commonwealth and Contractor shall jointly determine the Benchmark information with appropriate input from the Benchmarker. Commonwealth and Contractor shall (1) review the Benchmark information, and (2) schedule a meeting to address any issues either party may have with the Benchmark information. Contractor shall provide the Benchmark information at no additional cost to Commonwealth; provided, however, that if Commonwealth wishes the Benchmarker to use information which Contractor does not otherwise have access to in the course of its business, Commonwealth shall provide such information at its own cost and Contractor may use such information but, unless Commonwealth expressly agrees otherwise in writing, only in connection with providing the Services.
- (e) **Benchmarking Results.** Within thirty (30) days after the completion of Benchmarking, the Benchmarker shall deliver the Benchmark Results to the Commonwealth Project Manager and the Contractor Project Manager.
- (f) **Benchmark Results Review Period and Adjustments.** The Commonwealth and Contractor shall utilize the Benchmark Review Period to review such Benchmark Results, and shall meet during the Benchmark Review Period to collectively assess the Benchmark Results.

- (g) **Disputes of Benchmark Results.** Either Commonwealth or Contractor may in good faith dispute the Benchmark Results, in writing, prior to the expiration of the Benchmark Review Period. Any such notice of dispute issued by either party shall include a description of the nature of such dispute in sufficient detail so as to enable the Benchmarker and the other party to assess the motive and merit of the dispute. Within ten (10) days after receipt of such notice, the parties shall cause the Benchmarker to issue a written response addressing the dispute, and if such dispute requires a change to any of the Benchmark Results, the Benchmarker shall be directed to issue revised Benchmark Results. Upon issuing such revised Benchmark Results, Commonwealth and Contractor, as applicable, shall have another Benchmark Review Period to review the revised Benchmark Results in accordance with **Section 70(g)**. In the event either party disputes the revised Benchmark Results within the second Benchmark Review Period or if the parties are unable to agree as to the need for revised Benchmark Results, original Benchmark Results or the revised Benchmark Results, as the case may be, shall be subject to the contract controversy procedures set forth in **Section 33, Contract Controversies**.
- (h) **Benchmarking: Price Protection.** In addition to the Benchmarking provided for in this **Section 70**, no earlier than sixty (60) days after the end of Year 2 of this Contract, and no more frequently than annually thereafter, the Commonwealth may engage a Benchmarker, in accordance with the provisions of this **Section 70** for the purpose of assessing the extent to which the prices paid for the Services hereunder are comparable to prices of a comparable reference group of clients for Services. This Benchmarking Price Protection process shall be an objective measurement and comparison process utilizing baseline methods and industry standards. The parties acknowledge and agree that this Benchmarking Price Protection process is intended to assure the Commonwealth that pricing and pricing models employed in this engagement are consistent with the reference group throughout the later years of the Contract, as it may be extended or renewed.
- (i) **Benchmark: Pricing Adjustments.** If the results of a Benchmarking Price Protection analysis, as reflected in written Benchmarking Results delivered to Contractor, reveal that amounts to be paid under the terms of the Contract for Services exceed by a factor of ten percent (10%) or more than the average of amounts paid by the reference group for comparable services (the "Market Rate"), the Commonwealth may elect to renegotiate those prices. When notified of the Commonwealth's intent to renegotiate the prices, the Contractor shall, as soon as practical following notification of the Commonwealth's intent, negotiate in good faith with Commonwealth for the adjustment and reduction of fees for the Services. If an agreement is reached for a pricing adjustment such agreement will be effective as of the date of delivery of the Benchmarking Price Protection Results. If the parties are unable to agree to a pricing adjustment within sixty (60) days after delivery of the Benchmarking Price Protection Results, the matter shall be submitted to the various dispute resolution procedures contained in **Section 33, Contract Controversies**, of the Contract. If the dispute resolution procedure results in a pricing adjustment, that adjustment will be effective as of the date of

delivery of the Benchmarking Price Protection Results. In no event will Contractor increase the Fees as a result of any review pursuant to this **Section 70**.

- (j) **Annual Best Practices Reviews.** Within thirty (30) days of each anniversary of the Effective Date, Contractor shall, in accordance with procedures agreed upon by the Commonwealth Project Manager and the Contractor Project Manager, identify for Commonwealth any best practices that have emerged (within Contractor's organization or, to the knowledge of Contractor, within the processing services outsourcing market generally), that, if implemented by the Contractor would materially benefit the Commonwealth in terms of price reductions or performance improvement. If requested by Commonwealth, within sixty (60) days Contractor shall provide Commonwealth with proposals for the implementation of such best practices in a manner consistent with the Change Control Procedures of the Contract. If approved by Commonwealth, Contractor shall implement such best practices on behalf of Commonwealth as expeditiously as possible.

71. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the Commonwealth orally within **5 days** and in writing within **10 days** of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract.

72. PUBLICITY/ADVERTISEMENT

The Contractor shall not issue news releases, internet postings, advertisements, endorsements, or any other public communication without prior written approval of the

Commonwealth, and then only in coordination with the Commonwealth. This includes the use of any trademark or logo.

73. TERMINATION ASSISTANCE

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(a) **General.** Upon expiration of the Contract and/or upon the Commonwealth's request, Contractor shall provide Termination Assistance Services directly to the Commonwealth, or to any replacement provider designated by the Commonwealth, any successors or assigns of such entities or any of their designee(s). Contractor shall take all necessary and appropriate actions to accomplish a complete, timely, and seamless transition of any terminated Services from Contractor to the Commonwealth, or to any replacement provider designated by the Commonwealth, without material interruption of or material adverse impact on the terminated Services or any other services provided by a third party or Services that Contractor shall continue to provide (each transition, an “Assistance Event”). Contractor shall cooperate with the Commonwealth and any new contractor and otherwise promptly take all steps required or reasonably requested to assist the Commonwealth in effecting a complete and timely Termination Assistance Services of any terminated Services. Contractor shall provide all information regarding the terminated Services or as otherwise needed for Termination Assistance Services, including Data conversion, interface specifications, and related professional services. Contractor shall provide for the prompt and orderly conclusion of all terminated Services, as the Commonwealth may direct, including completion or partial completion of projects, documentation of work in process, and other measures to assure an orderly transition to the Commonwealth or the Commonwealth’s designee. Contractor’s obligation to provide the Termination Assistance Services shall not cease until an Assistance Event satisfactory to the Commonwealth, including the performance by Contractor of all asset-transfers and other obligations of Contractor provided in this **Section 73**, has been completed in accordance with mutually agreed to completion or acceptance criteria or if no agreed acceptance criteria exist, then to the Commonwealth’s reasonable satisfaction.

(1) **Period of Provision** _____
A _____
_____ A _____.

□

(2) **Notice of an Assistance Event.** _____
_____ A _____
_____ A _____
_____ A _____
_____ A _____

□

(3) **Extension of Services** [REDACTED]
[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
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[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

(4) **Firm Commitment** [REDACTED]
[REDACTED]
[REDACTED]

(5) **Performance** [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
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[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

(b) **Scope.** As part of the Termination Assistance Services, Contractor shall timely transfer the control and responsibility for Services previously performed by or for Contractor to the Commonwealth and/or its designee(s), and upon Commonwealth request, shall execute any documents reasonably necessary to effect such transfers. Contractor shall also provide any and all information and assistance requested by the Commonwealth required for:

(1) [REDACTED]
[REDACTED]

(2) The Contractor shall provide the following information to the Agency:

(3) The Contractor shall provide the following information to the Agency:

(c) **General Support.** Contractor shall:

(1) The Contractor shall provide the following information to the Agency:

(2) The Contractor shall provide the following information to the Agency:

(3) The Contractor shall provide the following information to the Agency:

(4) The Contractor shall provide the following information to the Agency:

(5) The Contractor shall provide the following information to the Agency:

(6) The Contractor shall provide the following information to the Agency:

(7) The Contractor shall provide the following information to the Agency:

(d) **Personnel.**

- (e) **Rates and Charges.** Except as provided in this Subsection and **Section 73(j)**, Contractor shall provide all Termination Assistance Services at no additional charge. The parties anticipate that Termination Assistance Services requested by the Commonwealth shall be provided by Contractor using Contractor Personnel already assigned to the performance of the Services and without adversely affecting Contractor's ability to meet its performance obligations. If such Termination Assistance Services cannot be provided using the dedicated resources without adversely affecting Contractor's ability to meet the Service Levels, charges for such Termination Assistance Services the Contractor may request a change via **Section 30, Changes. Resources.** Contractor shall maintain capability on at least thirty (30) days' notice at all times during the Term to deploy all necessary resources to perform any Termination Assistance Services.
-
- (f) **Information.** At the Commonwealth's request, Contractor shall provide to and/or make available for the Commonwealth review, at Contractor's sole cost and expense, any and all reports, data and information that the Commonwealth deems necessary in order to evaluate all options related to an Assistance Event. Contractor shall provide all such reports, data and information regardless of whether the Commonwealth has provided notice of or otherwise declared an Assistance Event.
- (g) **Breach.** Contractor acknowledges and agrees that, upon any breach or threatened breach by Contractor of its obligations under this **Section 73**, Commonwealth shall be entitled to seek injunctive relief, including an order of specific performance. The provisions of this **Section 73** will survive any expiration of the Term and any termination of this Contract.

74. NOTICE

Any written notice to any party under this Agreement shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.), with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, sent to the address such party may designate by notice given pursuant to this **Section 74**.

75. RIGHT-TO-KNOW LAW

- (a) The Pennsylvania [*Right-to-Know Law, 65 P.S. §§ 67.101—3104*](#), as amended, ("RTKL") applies to this Contract. For the purpose of this **Section 75**, the term "the Commonwealth" shall refer to the contracting Commonwealth organization.
- (b) If the Commonwealth needs the Contractor's assistance in any matter arising out of the RTKL that is related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.

- (c) Upon written notification from the Commonwealth that it requires the Contractor's assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Contractor shall:
 - (1) Provide the Commonwealth, within **10 days** after receipt of written notification, access to, and copies of, any document or information in the Contractor's possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
 - (2) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.
- (d) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within **seven (7) days** of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- (e) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within **five (5) business days** of receipt of written notification of the Commonwealth's determination.
- (f) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- (g) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- (h) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal

expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.

- (i) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

76. GOVERNING LAW

This Contract shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in **Section 33, Contract Controversies**, Commonwealth and Contractor agree that the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. Any legal action relating to this Contract must be brought in Dauphin County, Pennsylvania, and the parties agree that jurisdiction and venue in such courts is appropriate.

77. CONTROLLING TERMS AND CONDITIONS

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's website, quotations, invoices, business forms, click-through agreements, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor, and not binding on the Commonwealth.

78. SMALL DIVERSE BUSINESS/SMALL BUSINESS COMMITMENT

Contractor shall meet and maintain the commitments to small diverse businesses in the Small Diverse Business and Small Business ("SDB/SB") portion of its Proposal. Any proposed change to a SDB/SB commitment must be submitted to the DGS Bureau of Diversity, Inclusion and Small Business Opportunities ("BDISBO"), which will make a recommendation as to a course of action to the Commonwealth Contracting Officer. Contractor shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the Commonwealth Contracting Officer and BDISBO within **10 business days** at the end of each calendar quarter that the Contract is in effect.

79. WARRANTIES AND AGREEMENTS

- (a) Contractor represents and warrants that as of the Contract's Effective Date:

- (1) It is a corporation duly incorporated, validly existing, and in good standing under the laws of state in which it is incorporated
- (2) It has all requisite corporate power and authority to execute, deliver, and perform its obligations under this Contract.
- (3) Contractor is duly licensed, authorized and qualified to do business and is in good standing in Pennsylvania and in every other jurisdiction where Services will be performed by Contractor pursuant to this Contract in which a license, authorization or qualification is required for the ownership or leasing of its assets or the transaction of business of the character transacted by it except where the failure to be so licensed, authorized or qualified would not have a material adverse effect on Contractor's ability to fulfill its obligations under this Contract.
- (4) The execution, delivery and performance of this Contract by Contractor has been duly authorized by Contractor.

(b) Contractor agrees that:

- (1) Contractor has not disclosed any Confidential Information of Commonwealth.
- (2) The Contractor Software does not and will not, and the Services will not, infringe upon the proprietary rights of any Third Party, provided that Contractor will have no obligation with respect to any losses to the extent the same arise out of or in connection with Commonwealth's modification or misuse of equipment, systems, programs, or products or Commonwealth's combination, operation or use with devices, data, equipment, systems, programs or products not furnished by Contractor under this Contract.
- (3) Contractor Personnel and Subcontractors that Contractor will use to provide and perform the Services have and during the Term will have, the suitable knowledge, skills, experience, qualifications and resources to provide and perform the Services:
 - (i) In accordance with the Contract.
 - (ii) In a diligent, workmanlike manner with due care and skill, consistent with the required level of quality and performance and in accordance with the Service Levels.

- (4) Contractor shall cooperate fully with Commonwealth and with any Third Party appointed by Commonwealth to the extent that such cooperation may be necessary to permit Commonwealth or such Third Parties to complete any work related to or impacted by the Services provided to Commonwealth by Contractor under the Contract.
- (5) Contractor shall collaborate fully with Commonwealth or with any third party appointed by Commonwealth to the extent that such cooperation may be necessary to permit Commonwealth or such third parties to in-source or transfer to a third party any aspect of the Services then provided by Contractor under the Contract.
- (c) Commonwealth represents, warrants and covenants that as of the Contract's Effective Date:
 - (1) It is a sovereign entity and has all requisite power and authority to execute, deliver, and perform its obligations under this Contract.
 - (2) It has, or at any time of provision to Contractor, will have the right to use and to disclose to Contractor and Contractor Subcontractors and to allow Contractor and Contractor Subcontractors to use in accordance with the terms of this Contract any Commonwealth Software so disclosed to Contractor.

70. REQUIREMENTS FOR INFORMATION IN LEGAL PROCEEDINGS

- (a) If the Commonwealth notifies Contractor, or Contractor is otherwise aware, that particular Commonwealth Confidential Information may be within attorney-client or work-product privileges of the Commonwealth, then regardless of any applicable exclusions, Contractor (i) shall not disclose such Confidential Information or take any other action that would result in waiver of such privileges and (ii) shall instruct all Contractor Personnel who may have access to such communications to maintain privileged material as strictly confidential and otherwise protect the Commonwealth privileges.
- (b) To the extent requested by the Commonwealth, Contractor shall comply with the Commonwealth's litigation response plan, including policies and procedures to prepare for and respond to discovery requests, subpoenas, investigatory demands, and other requirements for information related to legal and regulatory proceedings, as such plan may be revised from time to time, including preparing for and complying with requirements for preservation and production of data in connection with legal and regulatory proceedings and government investigations. Upon receipt of any request, demand, notice, subpoena, order or other legal information request relating to legal proceedings or investigations by third parties relating to any materials, the Confidential Information or related systems in Contractor possession,

Contractor shall immediately notify the Commonwealth and provide the Commonwealth with a copy of all documentation of such legal information request, to the extent Contractor legally may do so and shall cooperate with the Commonwealth in responding to such request, demand, notice, subpoena, order or other legal information request.

- (c) Contractor's cost of complying with this section shall be at no additional charge to the Commonwealth to the extent that compliance can be accomplished with Contractor's then existing resources. If additional resources are required for compliance, they will be agreed upon by the parties in accordance with the Change Control Procedures, provided, however, that Contractor will not be entitled for payment under this **Section 79** with regard to items for which the Contractor is required to indemnify the Commonwealth.

80. RECYCLED MATERIALS

Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified below.

81. ACKNOWLEDGEMENT

Commonwealth and Contractor each acknowledge that the limitations and exclusions contained in this Contract have been the subject of active and complete negotiation between the parties and represent the parties' Contract based upon the level of risk to Commonwealth and Contractor associated with their respective obligations under this Contract and the payments to be made to Contractor and credits to be issued to, and Services to be provided to, Commonwealth pursuant to this Contract. The parties agree that the terms and conditions of this Contract shall not be construed in favor of or against any party by reason of the extent to which any party or its professional advisors participated in the preparation of this Contract.

82. SURVIVAL

Sections 11, 30, 34, 35, 36, 37, 38, 40, 41, 44, 45, 46, 48, 52, 53, 54, 62, 67, 69 and 74 shall survive the expiration or termination of the Contract.

84. ENTIRE CONTRACT

This Contract is the entire Contract between the parties with respect to its subject matter, and there are no other representations, understandings or Contracts between the parties relative to such subject matter

EXHIBIT A

Business Associate Agreements as provided by Agencies may differ:

**COMMONWEALTH OF PENNSYLVANIA
SAMPLE BUSINESS ASSOCIATE AGREEMENT**

WHEREAS, the _____ (Covered Entity) and _____ (Business Associate) intend to protect the privacy and security of certain Protected Health Information (PHI) to which Business Associate may have access in order to provide goods or services to or on behalf of Covered Entity, in accordance with the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191 (HIPAA), the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the *American Recovery and Reinvestment Act of 2009* (ARRA), as amended, Pub. L. No. 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule (Privacy Rule), 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule (Security Rule), 45 C.F.R. Parts 160, 162 and 164, as amended, 42 C.F.R. §§ 431.301-431.302, 42 C.F.R. Part 2, 45 C.F.R. § 205.50, 42 U.S.C. § 602(a)(1)(A)(iv), 42 U.S.C. § 1396a(a)(7), [35 P.S. § 7607](#), [50 Pa. C.S. § 7111](#), [71 P.S. § 1690.108\(c\)](#), [62 P.S. § 404](#), [55 Pa. Code Chapter 105](#), [55 Pa. Code Chapter 5100](#), the *Pennsylvania Breach of Personal Information Notification Act*, [73 P.S. § 2301--2329](#), all as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance; and,

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI may be used or disclosed only in accordance with this Agreement and the standards established by applicable laws and agency guidance; and

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI must be handled in accordance with this Agreement and the standards established by HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and other applicable laws and agency guidance.

NOW, THEREFORE, Covered Entity and Business Associate agree as follows:

1. Definitions.

- a. **“Business Associate”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.
- b. **“Covered Entity”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.

- c. “**HIPAA**” shall mean the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191.
- d. “**HITECH Act**” shall mean the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Pub. L. No. 111-5 (Feb. 17, 2009).
- e. “**Privacy Rule**” shall mean the standards for privacy of individually identifiable health information in 45 C.F.R. Parts 160 and 164, as amended, and related agency guidance.
- f. “**Protected Health Information**” or “**PHI**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule (all as amended) and agency guidance.
- g. “**Security Rule**” shall mean the security standards in 45 C.F.R. Parts 160, 162 and 164, as amended, and related agency guidance.
- h. “**Unsecured PHI**” shall mean PHI that is not secured through the use of a technology or methodology as specified in HITECH Act regulations, as amended, and agency guidance or as otherwise defined in the HITECH Act, as amended.

2. Stated Purposes For Which Business Associate May Use or Disclose PHI. The Parties hereby agree that Business Associate shall be permitted to use and/or disclose PHI provided by or obtained on behalf of Covered Entity for the following stated purposes, except as otherwise stated in this Agreement:

NO OTHER DISCLOSURES OF PHI OR OTHER INFORMATION ARE PERMITTED.

3. BUSINESS ASSOCIATE OBLIGATIONS:

- a. **Limits on Use and Further Disclosure.** Business Associate shall not further use or disclose PHI provided by, or created or obtained on behalf of Covered Entity other than as permitted or required by this Addendum, as requested by Covered Entity, or as required by law and agency guidance.

- b. **Appropriate Safeguards.** Business Associate shall establish and maintain appropriate safeguards to prevent any use or disclosure of PHI other than as provided for by this Agreement. Appropriate safeguards shall include implementing administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic PHI that is created, received, maintained or transmitted on behalf of the Covered Entity and limiting use and disclosure to applicable minimum necessary requirements as set forth in applicable federal and state statutory and regulatory requirements and agency guidance.
- c. **Reports of Improper Use or Disclosure.** Business Associate hereby agrees that it shall report to _____ at _____, within two (2) days of discovery any use or disclosure of PHI not provided for or allowed by this Agreement.
- d. **Reports on Security Incidents.** In addition to following the breach notification requirements in section 13402 of the *Health Information Technology for Economic and Clinical Health Act of 2009* (“HITECH Act”), as amended, and related regulations, the Privacy Rule, the Security Rule, agency guidance and other applicable federal and state laws, Business Associate shall report to _____ at _____, within two (2) days of discovery any security incident of which it becomes aware. At the sole expense of Business Associate, Business Associate shall comply with all federal and state breach notification requirements, including those applicable to Business Associate and those applicable to Covered Entity. Business Associate shall indemnify the Covered Entity for costs associated with any incident involving the acquisition, access, use or disclosure of Unsecured PHI in a manner not permitted under federal or state law and agency guidance. For purposes of the security incident reporting requirement, inconsequential unsuccessful incidents that occur on a daily basis, such as scans, “pings,” or other unsuccessful attempts to penetrate computer networks or servers containing electronic PHI maintained by Business Associate, need not be reported in accordance with this section, but may instead be reported in the aggregate on a monthly basis.
- e. **Subcontractors and Agents.** At any time PHI is provided or made available to Business Associate subcontractors or agents, Business Associate shall provide only the minimum necessary PHI for the purpose of the covered transaction and shall first enter into a subcontract or contract with the subcontractor or agent that contains substantially the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Agreement.
- f. **Right of Access to PHI.** Business Associate shall allow, for any PHI maintained in a designated record set, Covered Entity to have access to and copy an individual’s PHI within **five (5) business days** of receiving a written request from the Covered Entity. Business Associate shall provide PHI in the format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such

other form and format as agreed to by Business Associate and the individual. If the request is for information maintained in one or more designated record sets electronically and if the individual requests an electronic copy of such information, Business Associate must provide Covered Entity with access to the PHI in the electronic form and format requested by the individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Business Associate and Covered Entity. If any individual requests from Business Associate or its agents or subcontractors access to PHI, Business Associate shall notify Covered Entity within five (5) business days. Business Associate shall further conform with all of the requirements of [45 C.F.R. § 164.524](#) and other applicable laws, including the HITECH Act, as amended, related regulations and agency guidance. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(f).

- g. **Amendment and Incorporation of Amendments.** Within five (5) business days of receiving a written request from Covered Entity for an amendment of PHI maintained in a designated record set, Business Associate shall make the PHI available and incorporate the amendment to enable Covered Entity to comply with [45 C.F.R. § 164.526](#), applicable federal and state law, including the HITECH Act, as amended and related regulations, the Privacy Rule, the Security Rule and agency guidance. If any individual requests an amendment from Business Associate or its agents or subcontractors, Business Associate shall notify Covered Entity within five (5) business days.
- h. **Provide Accounting of Disclosures.** Business Associate shall maintain a record of all disclosures of PHI made by Business Associate which are not excepted from disclosure accounting requirements under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule (all as amended) in accordance with [45 C.F.R. § 164.528](#) and other applicable laws and agency guidance, including the HITECH Act and related regulations. Such records shall include, for each disclosure, the date of the disclosure, the name and address of the recipient of the PHI, a description of the PHI disclosed, the name of the individual who is the subject of the PHI disclosed, and the purpose of the disclosure. Business Associate shall make such record available to the Covered Entity within five (5) business days of a written request for an accounting of disclosures. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(h).
- i. **Requests for Restriction.** Business Associate shall comply with requests for restrictions on disclosures of PHI about an individual if the disclosure is to a health plan for purposes of carrying out payment or health care operations (and is not for treatment purposes), and the PHI pertains solely to a health care item or service for which the service involved was paid in full out-of-pocket. For other requests for restriction, Business associate shall otherwise comply with the Privacy Rule, as

amended, and other applicable statutory and regulatory requirements and agency guidance.

- j. **Access to Books and Records.** Business Associate shall make its internal practices, books and records relating to the use or disclosure of PHI received from, or created or received by Business Associate on behalf of the Covered Entity, available to the Secretary of Health and Human Services or designee for purposes of determining compliance with applicable laws and agency guidance.
- k. **Return or Destruction of PHI.** At termination of this Agreement, Business Associate hereby agrees to return or destroy all PHI provided by or obtained on behalf of Covered Entity. Business Associate agrees not to retain any copies of the PHI after termination of this Agreement. If return or destruction of the PHI is not feasible, Business Associate agrees to extend the protections of this Agreement to limit any further use or disclosure until such time as the PHI may be returned or destroyed. If Business Associate elects to destroy the PHI, it shall certify to Covered Entity that the PHI has been destroyed.
- l. **Maintenance of PHI.** Notwithstanding Section 3(k) of this Agreement, Business Associate and its subcontractors or agents shall retain all PHI throughout the term of the Agreement and shall continue to maintain the information required under the various documentation requirements of this Agreement (such as those in Section 3(h)) for a period of six (6) years after termination of the Agreement, unless Covered Entity and Business Associate agree otherwise.
- m. **Mitigation Procedures.** Business Associate agrees to establish and to provide to Covered Entity upon request, procedures for mitigating, to the maximum extent practicable, any harmful effect from the use or disclosure of PHI in a manner contrary to this Agreement or the Privacy Rule, as amended. Business Associate further agrees to mitigate any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement or applicable laws and agency guidance.
- n. **Sanction Procedures.** Business Associate agrees that it shall develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Agreement, applicable laws or agency guidance.
- o. **Grounds for Breach.** Non-compliance by Business Associate with this Agreement or the Privacy or Security Rules, as amended, is a breach of the Agreement, if Business Associate knew or reasonably should have known of such non-compliance and failed to immediately take reasonable steps to cure the non-compliance. Commonwealth may elect to terminate Business Associate's contract for such breach.
- p. **Termination by Commonwealth.** Business Associate authorizes termination of this Agreement by the Commonwealth if the Commonwealth determines, in its sole

discretion, that the Business Associate has violated a material term of this Agreement.

- q. **Failure to Perform Obligations.** In the event Business Associate fails to perform its obligations under this Agreement, Covered Entity may immediately discontinue providing PHI to Business Associate. Covered Entity may also, at its option, require Business Associate to submit to a plan of compliance, including monitoring by Covered Entity and reporting by Business Associate, as Covered Entity in its sole discretion determines to be necessary to maintain compliance with this Agreement and applicable laws and agency guidance.
- r. **Privacy Practices.** Covered Entity will provide Business Associate with all applicable forms, including but not limited to, any form used for Notice of Privacy Practices, Accounting for Disclosures, or Authorization, upon the effective date designated by the Program or Covered Entity. Covered Entity may change applicable privacy practices, documents and forms. The Business Associate shall make reasonable endeavors to implement changes as soon as practicable, but not later than 45 days from the date of notice of the change. Business Associate shall otherwise comply with all applicable laws and agency guidance pertaining to notices of privacy practices, including the requirements set forth in [45 C.F.R. § 164.520](#).

4. OBLIGATIONS OF COVERED ENTITY:

- a. **Provision of Notice of Privacy Practices.** Covered Entity shall provide Business Associate with the notice of privacy practices that the Covered Entity produces in accordance with applicable law and agency guidance, as well as changes to such notice. Covered Entity will post on its website any material changes to its notice of privacy practices by the effective date of the material change.
- b. **Permissions.** Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by individual to use or disclose PHI of which Covered Entity is aware, if such changes affect Business Associate's permitted or required uses and disclosures.
- c. **Restrictions.** Covered Entity shall notify Business Associate in writing of any restriction to the use or disclosure of PHI that the Covered Entity has agreed to in accordance with [45 C.F.R. § 164.522](#), as amended, and other applicable laws and applicable agency guidance, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- d. **Requests.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule, all as amended, if done by Covered Entity.

5. MISCELLANEOUS:

- a. **Regulatory References.** A reference in this Addendum to a section in HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule refers to the most current version of the section in effect or as amended.

- b. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time in order to ensure compliance with the requirements of the HIPAA, HITECH and related regulations, the Privacy Rule, the Security Rule and any other applicable law, all as amended.

- c. **Conflicts.** In the event that any terms of this Agreement are inconsistent with the terms of the Agreement, then the terms of this Agreement shall control.

Appendix A to Exhibit A, Commonwealth Business Associate Agreement

**Permitted Purposes for the Creation, Receipt, Maintenance, Transmission, Use and/or
Disclosure of Protected Health Information**

1. Purpose of Disclosure of PHI to Business Associate: To allow _____ to meet the requirements of the Underlying Agreement.
2. Information to be disclosed to Business Associate: _____.
3. Use shall Effectuate Purpose of Underlying Agreement: _____ may use and disclose PHI to the extent contemplated by the Underlying Agreement, and as permitted by law with Commonwealth approval.

EXHIBIT B

SOFTWARE LICENSE REQUIREMENTS AGREEMENT TEMPLATE

PA Supplier ID Number: _____

AGREEMENT BETWEEN
THE COMMONWEALTH OF PENNSYLVANIA,
ACTING BY AND THROUGH THE GOVERNOR'S OFFICE OF ADMINISTRATION
AND

This Agreement by and between _____ (Licensor) and the Commonwealth of Pennsylvania, acting by and through the Governor's Office of Administration (Commonwealth) is effective the date the Agreement has been fully executed by the Licensor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained.

RECITALS:

WHEREAS, this Agreement sets forth the Commonwealth's Software License Requirements; and,

WHEREAS, Licensor's Software License Agreement is attached hereto as Exhibit A, and made a material part hereof by this reference; and,

WHEREAS, this document, including the Software License Agreement attached as Exhibit A, constitutes the Agreement between the Licensor and the Commonwealth; and

WHEREAS, the terms and conditions set out below in these Software License Requirements, supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached Exhibit A, which is incorporated herein by reference.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein and intending to be legally bound hereby, the parties hereto covenant and agree as follows:

- 1. Recitals:** The above recitals are hereby incorporated as a material part of these Software License Requirements.
- 2. Enterprise Language:** The parties agree that more than one agency of the Commonwealth may license products under this Agreement, provided that any use of products by any agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each applicable agency seeking to use the Licensed Product.

Products specified in Attachment 1, along with support and services for said products, shall be referred to as “Licensed Products.”

The parties agree that, if the licensee is a “Commonwealth Agency” as defined by Section 103 of the *Commonwealth Procurement Code*, 62 Pa. C. S. § 103, the terms and conditions of this Agreement apply to any purchase of Licensed Products made by the Commonwealth, and that the terms and conditions of this Agreement become part of the purchase document without further need for execution. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any purchase order, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products, including any products eligible for coverage under this Agreement where a legally executed agreement for the same covered product, regardless of version, was not in effect, even if procured by the Commonwealth prior to the effective date of the Agreement. This does not apply to Commonwealth agency agreements executed pursuant to the *Commonwealth Procurement Code*, 62 Pa. C. S. §§ 101—4102, and the *Commonwealth Attorneys’ Act*, 71 P.S. §§ 732-101—732-506.

3. **Choice of Law/Venue/Immunity:** This Agreement shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in Section 23 of this Agreement, the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.
4. **Indemnification:** The Commonwealth does not have the authority to and shall not indemnify any entity. The Commonwealth agrees to pay for any loss, liability or expense, which arises out of or relates to the Commonwealth’s acts or omissions with respect to its obligations hereunder, where a final determination of liability on the part of the Commonwealth is established by a court of law or where settlement has been agreed to by the Commonwealth. This provision shall not be construed to limit the Commonwealth’s rights, claims or defenses that arise as a matter of law or pursuant to any other provision of this Agreement. This provision shall not be construed to limit the sovereign immunity of the Commonwealth.
5. **Patent, Copyright, Trademark and Trade Secret Protection:**
 - (a) The Licensor shall, at its expense, defend, indemnify and hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights or trademarks, or for a misappropriation of a United States trade secret arising out of performance of this Agreement (“Claim”), including all Licensed Products provided by the Licensor. For the purposes of this Agreement, “indemnify and hold harmless” shall mean the Licensor’s specific, exclusive, and limited obligation to (a) pay any judgments,

fines, and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to Claim and (b) reimburse the Commonwealth for its reasonable administrative costs or expenses, including without limitation reasonable attorney's fees, it necessarily incurs in handling the Claim. The Commonwealth agrees to give Licensor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act*, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion, delegate its right of defense of a Claim. If the OAG delegates the defense to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. Licensor shall not, without the Commonwealth's consent, enter into any settlement agreement which (a) states or implies that the Commonwealth has engaged in any wrongful or improper activity other than the innocent use of the material which is the subject of the Claim, (b) requires the Commonwealth to perform or cease to perform any act or relinquish any right, other than to cease use of the material which is the subject of the Claim, or (c) requires the Commonwealth to make a payment which Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. If OAG delegates such rights to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Licensor that, in the event it requests that the Commonwealth provide support to the Licensor in defending any such Claim, the Licensor shall reimburse the Commonwealth for all necessary expenses (including attorneys' fees, if such are made necessary by the Licensor's request) incurred by the Commonwealth for such support. If OAG does not delegate to Licensor the authority to control the defense and settlement of a Claim, the Licensor's obligation under this Section 5 ceases. The Licensor, at its own expense, shall provide whatever cooperation OAG request in the defense of the suit.

□

- (b) □ The Licensor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Licensor certifies that, in all respects applicable to this Agreement, it has exercised and will continue to exercise due diligence to ensure that all Licensed Products provided under this Agreement do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. □

- (c) □ If the defense of a Claim and the authority to control any potential settlements thereof is delegated to the Licensor, the Licensor shall pay all damages and costs finally awarded therein against the Commonwealth or agreed to by Licensor in any settlement. If information and assistance are furnished by the Commonwealth at the Licensor's written request, it shall be at the Licensor's expense, but the responsibility for such expense shall be only that within the Licensor's written authorization. □

- (d) If, in the Licensor's opinion, the Licensed Products furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright or trademark, or for a misappropriation of trade secret, then without diminishing the Licensor's obligation to satisfy any final award, the Licensor may, at its option and expense:
 - (1) substitute functional equivalents for the alleged infringing Licensed Products; or
 - (2) obtain the rights for the Commonwealth to continue the use of such Licensed Products.

- (e) If any of the Licensed Products provided by the Licensor are in such suit or proceeding held to constitute infringement and the use thereof is enjoined, the Licensor shall, at its own expense and at its option:
 - (1) procure the right to continue use of such infringing products;
 - (2) replace them with non-infringing items; or
 - (3) modify them so that they are no longer infringing.

- (f) If use of the Licensed Products is enjoined and the Licensor is unable to do any of the preceding set forth in Section 5(e) above, the Licensor agrees to, upon return of the Licensed Products, refund to the Commonwealth:
 - (1) the license fee paid for the infringing Licensed Products, less the amount for the period of usage of any software; and
 - (2) the pro-rated portion of any maintenance fees representing the time remaining in any period of services for which payment was made.

- (g) The obligations of the Licensor under this Section 5 continue without time limit and survive the termination of this Agreement.

- (h) Notwithstanding the above, the Licensor shall have no obligation under this Section 5 for:
 - (1) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
 - (2) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare the product;

- (3) use of the Software after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedy's under Section 5(e) or Section 5(f) above;
 - (4) use of the Licensed Products in other than its specified operating environment;
 - (5) the combination, operation, or use of the Licensed Products with other products, services, or deliverables not provided by the Licensor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
 - (6) infringement of a non-Licensor product alone;
 - (7) the Commonwealth's use of the Licensed Product beyond the scope contemplated by the Agreement; or
 - (8) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Licensor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section 5, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

- 6. Virus, Malicious, Mischievous or Destructive Programming:** Licensor warrants that the Licensed Product as delivered by Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a "Virus"). However, the Licensed Products may contain a key limiting use to the scope and quantity of the license(s) granted, and license keys issued by Licensor for temporary use are time-sensitive.

The Commonwealth's exclusive remedy, and Licensor's sole obligation, for any breach of the foregoing warranty shall be for Licensor to (a) replace the Licensed Products with a copy that does not contain Virus, and (b) if the Commonwealth, has suffered an interruption in the availability of its computer system caused by Virus contained in the Licensed Product, reimburse the Commonwealth for the actual reasonable cost to remove the Virus and restore the Commonwealth's most recent back up copy of data provided that:

- (a) the Licensed Products have been installed and used by the Commonwealth in accordance with the Documentation;
- (b) the Licensed Products has not been modified by any party other than Licensor;
- (c) the Commonwealth has installed and tested, in a test environment which is a mirror image of the production environment, all new releases of the Licensed Products and

has used a generally accepted antivirus software to screen the Licensed Products prior to installation in its production environment.

Under no circumstances shall Licensor be liable for damages to the Commonwealth for loss of the Commonwealth's data arising from the failure of the Licensed Products to conform to the warranty stated above.

7. **Limitation of Liability:** The Licensor's liability to the Commonwealth under this Agreement shall be limited the total dollar amount of purchase orders issued for Licensed Products and services covered by this Agreement during the during the twelve (12)-month period prior to the event giving rise to the damage claim. This limitation does not apply to damages for:
- (a) bodily injury;
 - (b) death;
 - (c) intentional injury;
 - (d) damage to real property or tangible personal property for which the Licensor is legally liable;
 - (e) Licensor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 5; or
 - (f) damages related to a breach of the security of a system maintained or managed by the Licensor, including the costs for notification, mitigation and credit monitoring services required due to such breach.

In no event will the Licensor be liable for consequential, indirect, special, or incidental damages unless otherwise specified in the Agreement.

8. **Payment:** The Commonwealth will make purchase through its software reseller as the Commonwealth's agent by way of a purchase order, which shall control with regard to payment amounts and provisions. The Commonwealth's reseller shall purchase Software and services from Licensor, on behalf of the Commonwealth, pursuant to purchase orders to Licensor. Upon acceptance by Licensor of such purchase orders, such purchase orders shall control as to pricing only; additional terms and conditions on such purchase orders are not applicable as the terms of this Agreement and its Exhibits shall control.

The Commonwealth's obligation is to pay its reseller in accordance with its purchase order with the Commonwealth's reseller and Licensor shall look to the Commonwealth's reseller for payment; however, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against the Commonwealth's reseller) Licensor shall notify the Commonwealth of such default and may exercise against

the Commonwealth such other remedies as Licensor may have for nonpayment under Exhibit A.

9. Termination:

- (a) Licensor may not terminate this Agreement, or an order from any Commonwealth agency issued pursuant to any of the Exhibits to this Agreement, for non-payment; however, as described under Section 8 above, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against such reseller) Licensor may exercise against the specific Commonwealth agency that issued a purchase order such other remedies as Licensor may have for nonpayment under Exhibit A solely as it pertains to the specific Commonwealth agency which issued the purchase order.
- (b) The Commonwealth may terminate this Agreement without cause by giving Licensor 30 calendar days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience).

10. Background Checks:

- (a) Upon prior written request by the Commonwealth, Licensor must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to the Commonwealth's IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access by an IT employee and annually thereafter.
- (b) Before the Commonwealth will permit an employee access to the Commonwealth's facilities, Licensor must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an employee has a criminal record that includes a felony or misdemeanor involving terrorist threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal security, or is otherwise job-related, Licensor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of Licensor to comply with the terms of this paragraph may result in default of Licensor under its Agreement with the Commonwealth.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and Department of General Services set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended, Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings](#). The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

11. Confidentiality:

- (a) For purposes of this Agreement, "Confidential Information" of a party shall mean (1) with respect to Commonwealth, all data and other information of or in the possession of the Commonwealth or any Commonwealth Agency or any private individual, organization or public agency, in each case to the extent such information and documentation is not permitted to be disclosed to third parties under local, Commonwealth or Federal laws and regulations or pursuant to any policy adopted by Commonwealth or pursuant to the terms of any third party agreement to which Commonwealth is a party and (2) with respect to Licensor, all information identified in writing by Licensor as confidential or proprietary to Licensor or its subcontractors.
- (b) All Confidential Information of or relating to a party shall be held in confidence by the other party to the same extent and in at least the same manner as such party protects its own confidential or proprietary information. Neither party shall disclose, publish, release, transfer or otherwise make available any Confidential Information of the other party in any form to, or for the use or benefit of, any person or entity without the other party's consent. Subject to the other provisions of this Agreement, each party shall, however, be permitted to disclose relevant aspects of the other party's Confidential Information to its officers, agents, subcontractors and personnel and to the officers, agents, subcontractors and personnel of its corporate affiliates or subsidiaries to the extent that such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement; provided, however, that such party shall take all reasonable measures to ensure that Confidential Information of the other party is not disclosed or duplicated in contravention of the provisions of this Agreement by such officers, agents, subcontractors and personnel and that such party shall be responsible for any unauthorized disclosure of the Confidential Information of the other party by such officers, agents, subcontractors or personnel; and further provided, that if the disclosure is by the Commonwealth to another contractor or sub-contractor, such disclosure is subject to a suitable non-disclosure agreement imposing equally or

more stringent requirements for data privacy and security. The obligations in this Section 11(b) shall not restrict any disclosure by either party pursuant to any applicable law, or in accordance with the order of any court or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure) and, except to the extent provided otherwise by any applicable law, shall not apply with respect to information which:

- (1) is developed by the other party without violating the disclosing party's proprietary rights,
- (2) is or becomes publicly known (other than through unauthorized disclosure),
- (3) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
- (4) is already known by such party without an obligation of confidentiality other than pursuant to this Agreement or any confidentiality contract entered into before the Effective Date of the Agreement between Commonwealth and Licensor, or
- (5) is rightfully received by the disclosing party free of any obligation of confidentiality.

(c) Each party shall:

- (1) Notify the other party promptly of any known unauthorized possession, use or knowledge of the other party's Confidential Information by any person or entity.
- (2) Promptly furnish to the other party full details known by such party relating to the unauthorized possession, use or knowledge thereof and shall use reasonable efforts to assist the other party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the other party's Confidential Information.
- (3) Use reasonable efforts to cooperate with the other party in any litigation and investigation against third parties deemed necessary by the other party to protect its proprietary rights.
- (4) Promptly use all reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the other party's Confidential Information.

(d) Each party shall bear the cost it incurs as a result of compliance with this Section 11. The obligations in this Section 11 shall not restrict any disclosure by either

party pursuant to any applicable law or pursuant to the order of any court or other legal process or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure).

- (e) The Licensor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (1) Prepare an un-redacted version of the appropriate document, and
 - (2) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (3) Prepare a signed written statement that states:
 - 1. the attached document contains confidential or proprietary information or trade secrets;
 - 2. the Licensor is submitting the document in both redacted and un-redacted format in accordance with [65 P.S. § 67.707\(b\)](#); and
 - 3. the Licensor is requesting that the document be considered exempt under [65 P.S. § 67.708\(b\)\(11\)](#) from public records requests.
 - (4) Submit the two documents with the signed written statement to the Commonwealth.
- (f) When the Agreement expires or terminates, and at any other time at the written request of a party, the other party must promptly return to such party all of such party's Confidential Information and Data (and all copies of this information) that is in the other party's possession or control, in whatever form. With regard to Commonwealth's Confidential Information and/or Data, Licensor will comply with the requirements of Section 11(e), above.
- (g) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

12. Agency-specific Sensitive and Confidential Commonwealth Data (If applicable)

- (a) Licensor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of

the Licensed Products on any Commonwealth agency facilities, the Licensor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2. This sign-off document (a sample of which is attached hereto as Attachment 3), will include a description of the nature of the data which may be implicated based on the nature of the Licensor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Licensor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Licensed Products), the Licensor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory of the Licensor authorized to bind the Licensor is valid and is hereby integrated and incorporated by reference into this Agreement.
- (c) This Section 12 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Licensor's access ,to refer the Licensor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 12 are in addition to and not in lieu of other requirements of this Agreement, its Exhibits and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Licensor comply with the Commonwealth's *Requirements for Non-Commonwealth Hosting Applications/Services*, and all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Licensor shall conduct additional background checks, in addition to those required in Section 10 of this Agreement, as may be required by a Commonwealth agency in its sign-off documents. The Licensor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Agreement. The Licensor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

13. Sensitive Information

- (a) The Licensor shall not publish or otherwise disclose, except to the Commonwealth or the Licensor's subcontractors, any information or data obtained hereunder from private individuals, organizations, or public agencies, in a way that allows the

information or data furnished by or about any particular person or establishment to be identified.

- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from services under this Agreement for any purpose not connected with the parties' Agreement responsibilities.
- (c) Licensor will comply with all obligations applicable to it under all applicable data protection legislation in relation to all personal data that is processed by it in the course of performing its obligations under this Agreement including by:
 - (1) Maintaining a valid and up to date registrations and certifications; and
 - (2) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.
- (d) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

- 14. Publicity/Advertisement:** The Licensor must obtain written Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.
- 15. Portability.** The parties agree that a Commonwealth agency may move a Licensed Product from machine to machine, whether physical or virtual, and to other locations, where those machines and locations are internal to the Commonwealth or to a Commonwealth contractor, as long as such relocation and the use being made of the Licensed Product comports with the license grant and restrictions. Notwithstanding the foregoing, a Commonwealth agency may move the machine or appliance provided by the Licensor upon which the Licensed Product is installed.
- 16. Taxes-Federal, State and Local:** The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this Section 16 is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease

of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

- 17. Commonwealth Audit Responsibilities:** Commonwealth will maintain, and promptly provide to Reseller upon its request, accurate records regarding use of the Licensed Product by or for the Commonwealth. If the Commonwealth becomes aware of any unauthorized use of all or any part of the Licensed Product, the Commonwealth will notify Reseller promptly, providing reasonable details. The limit of the Commonwealth's responsibility for use of the Licensed Product by more individuals than are permitted by the licensing terms applicable to the Licensed Product shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through the Commonwealth's software reseller.

Commonwealth will perform a self-audit upon the request of Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter "True up number"). Commonwealth shall notify Licensor of the True up number no later than 45 calendar days after the request that the Commonwealth perform a self-audit. If the user count has increased, Commonwealth will make an additional purchase of the Licensed Products through its reseller, which is equivalent to the additional users. This Section 17 sets out the sole software license audit right under this Agreement.

- 18. List of Licensed Products:** Attached hereto and made a part hereof by this reference is Attachment 1, which sets out a list of products that may be licensed under this Agreement. With the consent of Commonwealth, the list of products on Attachment 1 may be updated by Licensor providing Commonwealth with a revised Attachment 1 that adds the new product to the list. In Commonwealth's discretion, its consent may be provided either via written communication directly to the Licensor or by providing a copy of said notice to the Commonwealth's software reseller to update Attachment 1.

No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a Licensed Product to the list that requires different license terms, an amendment to this Agreement or a new agreement will be required.

- 19. Right-to-Know Law:**

The Pennsylvania *Right-to-Know Law*, [65 P.S. §§ 67.101—3104](#), as amended, ("RTKL"), applies to this Agreement. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.

- 20. Third party software.** If the software utilizes or includes third party software and other copyrighted material and is subject, therefore, to additional licensing terms, acknowledgements or disclaimers compliance with this Agreement constitutes compliance with those third party terms. The parties agree that the Commonwealth, by acknowledging third party software, does not agree to any terms and conditions of the third party software agreements that are inconsistent with or supplemental to this Agreement.

21. Attorneys' Fees: The Commonwealth will not pay attorneys' fees incurred by or paid by the Licensor.

22. Controversies.

- (a) In the event of a controversy arising from the Agreement or Purchase Order, the Licensor, within six (6) months after the claim accrues, must file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Licensor asserts a controversy exists. If the Licensor fails to file a claim or files an untimely claim, the Licensor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within 60 days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- (b) If the Licensor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Licensor. The contracting officer shall send his/her written determination to the Licensor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within 15 days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Licensor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Licensor shall proceed diligently with the performance of the Agreement in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Licensor pursuant to the terms of the Agreement or Purchase Order.

23. Insurance:

- (a) Licensor shall procure and maintain at its expense or cause to be maintained by any agents, contractors and subcontractors, as appropriate, the following types of insurance or maintain such self-insurance plans as shall be sufficient to insure against any claims, covering Licensor, its employees, agents, contractors and subcontractors:

- (1) Workers' Compensation Insurance for all of Licensor's employees and those of any subcontractor engaged in performing Services in accordance with the *Workers' Compensation Act* (77 P.S. § 101, *et seq.*)
 - (2) Commercial general liability insurance providing coverage from claims for damages for personal injury, death and property of others. The limits of such insurance shall be in an amount not less than \$500,000 per person and \$2,000,000 per occurrence, personal injury and property damage combined. Such policies shall be occurrence based rather than claims-made policies and shall name the Commonwealth of Pennsylvania as an additional insured, as its interests may appear. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.
 - (3) Professional and Technology-Based Services Liability Insurance (insuring against damages and claim expenses as a result of claims arising from any actual or alleged wrongful acts in performing cyber and technology activities) in the amount of \$5,000,000, per accident/occurrence/annual aggregate.
 - (4) Technology Products Liability/Professional Liability/Errors & Omissions Insurance in the aggregate amount of not less than \$5,000,000.
 - (5) Comprehensive crime insurance in an amount of not less than \$5,000,000 per claim.
 - (6) Information Security and Privacy Liability Insurance including Privacy Notification Costs (including coverage for Technology Professional Liability if not covered under Licensor's Professional Liability/Errors and Omissions Insurance referenced above) in the amount of \$5,000,000, per occurrence.
- (b) Prior to the expiration of any then effective insurance policy, Contractor shall furnish to Commonwealth certificates of insurance or other appropriate documentation (including evidence of renewal of insurance) evidencing all coverage referenced in this Section 23, as applicable, and naming Commonwealth as an additional insured to the extent of Licensor's indemnities contained in this Agreement. Licensor shall have included in all policies of insurance required hereunder a waiver by the insurer of all right of subrogation against Commonwealth in connection with any loss or damage thereby insured against. Such certificates or other documentation will include a provision whereby 30 days' notice must be received by Commonwealth prior to coverage cancellation or alteration of the coverage by either Licensor or its Subcontractors or the applicable insurer. Such cancellation or alteration shall not relieve Licensor of its continuing obligation to maintain insurance coverage in accordance with this Section 23.

- (c) Licensor agrees to maintain such insurance for the life of any applicable purchase order issued pursuant to the Agreement.
 - (d) Upon request to and approval by the Commonwealth, Licensor's self-insurance of the types and amounts of insurance set for above shall satisfy the requirements of this provision, provided the Commonwealth may request of Licensor evidence each year ,during the term of the purchase order issued under the Agreement, that Licensor has sufficient assets to cover such losses.
- 24. Federal Requirements:** If applicable, in addition to the requirements set forth in Section 12 of this Agreement, the Licensor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Licensed Products. This sign-off document (a sample of which is attached hereto as Attachment 3), in addition to any applicable requirements of Section 12 of this Agreement, will include a description of the required federal provisions, along with the applicable forms necessary for the Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the purchase order.
- 25. Signatures:** The fully executed Agreement shall not contain ink signatures by the Commonwealth. The Licensor understands and agrees that the receipt of an electronically-printed Agreement with the printed name of the Commonwealth purchasing agent constitutes a valid, binding contract with the Commonwealth. The printed name of the purchasing agent represents the signature of that individual who is authorized to bind the Commonwealth to the obligations contained in the Agreement. The printed name also indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- 26. Entire Agreement.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes and integrates all prior discussions, agreements and understandings pertaining thereto. No modification of this Agreement will be effective unless in writing and signed by both Parties.

IN WITNESS WHEREOF, the Parties to this Agreement have executed it, through their respective duly authorized representatives.

Witness:

Licensor:

Signature Date

Signature Date

Printed Name

Printed Name

Title

Title

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer and Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is a managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

**COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION**

See paragraph 25

APPROVED:

See paragraph 25
Comptroller

APPROVED AS TO FORM AND LEGALITY:

See paragraph 25
Office of Chief Counsel

See paragraph 25
Office of General Counsel

See paragraph 25
Office of Attorney General

ATTACHMENT 1

LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, Licensor may add additional Licensed Products to this attachment by providing Commonwealth with a new copy of this Attachment 1.

Licensed Product:

The Licensed Product includes (list all titles covered by this agreement):

Attachment 2

Business Associate Agreements as provided by Agencies may differ:

COMMONWEALTH OF PENNSYLVANIA SAMPLE BUSINESS ASSOCIATE AGREEMENT

WHEREAS, the _____ (Covered Entity) and _____ (Business Associate) intend to protect the privacy and security of certain Protected Health Information (PHI) to which Business Associate may have access in order to provide goods or services to or on behalf of Covered Entity, in accordance with the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191 (HIPAA), the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the *American Recovery and Reinvestment Act of 2009* (ARRA), as amended, Pub. L. No. 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule (Privacy Rule), 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule (Security Rule), 45 C.F.R. Parts 160, 162 and 164, as amended, 42 C.F.R. §§ 431.301-431.302, 42 C.F.R. Part 2, 45 C.F.R. § 205.50, 42 U.S.C. § 602(a)(1)(A)(iv), 42 U.S.C. § 1396a(a)(7), [35 P.S. § 7607](#), [50 Pa. C.S. § 7111](#), [71 P.S. § 1690.108\(c\)](#), [62 P.S. § 404](#), [55 Pa. Code Chapter 105](#), [55 Pa. Code Chapter 5100](#), the Pennsylvania *Breach of Personal Information Notification Act*, [73 P.S. § 2301--2329](#), all as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance; and,

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI may be used or disclosed only in accordance with this Agreement and the standards established by applicable laws and agency guidance; and

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI must be handled in accordance with this Agreement and the standards established by HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and other applicable laws and agency guidance.

NOW, THEREFORE, Covered Entity and Business Associate agree as follows:

6. Definitions.

- a. **“Business Associate”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.
- b. **“Covered Entity”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.

- c. “**HIPAA**” shall mean the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191.
- d. “**HITECH Act**” shall mean the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Pub. L. No. 111-5 (Feb. 17, 2009).
- e. “**Privacy Rule**” shall mean the standards for privacy of individually identifiable health information in 45 C.F.R. Parts 160 and 164, as amended, and related agency guidance.
- f. “**Protected Health Information**” or “**PHI**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule (all as amended) and agency guidance.
- g. “**Security Rule**” shall mean the security standards in 45 C.F.R. Parts 160, 162 and 164, as amended, and related agency guidance.
- h. “**Unsecured PHI**” shall mean PHI that is not secured through the use of a technology or methodology as specified in HITECH Act regulations, as amended, and agency guidance or as otherwise defined in the HITECH Act, as amended.

7. **Stated Purposes For Which Business Associate May Use or Disclose PHI.** The Parties hereby agree that Business Associate shall be permitted to use and/or disclose PHI provided by or obtained on behalf of Covered Entity for the following stated purposes, except as otherwise stated in this Agreement:

NO OTHER DISCLOSURES OF PHI OR OTHER INFORMATION ARE PERMITTED.

8. **BUSINESS ASSOCIATE OBLIGATIONS:**

- a. **Limits on Use and Further Disclosure.** Business Associate shall not further use or disclose PHI provided by, or created or obtained on behalf of Covered Entity other than as permitted or required by this Addendum, as requested by Covered Entity, or as required by law and agency guidance.

- b. **Appropriate Safeguards.** Business Associate shall establish and maintain appropriate safeguards to prevent any use or disclosure of PHI other than as provided for by this Agreement. Appropriate safeguards shall include implementing administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic PHI that is created, received, maintained or transmitted on behalf of the Covered Entity and limiting use and disclosure to applicable minimum necessary requirements as set forth in applicable federal and state statutory and regulatory requirements and agency guidance.
- c. **Reports of Improper Use or Disclosure.** Business Associate hereby agrees that it shall report to _____ at _____, within two (2) days of discovery any use or disclosure of PHI not provided for or allowed by this Agreement.
- d. **Reports on Security Incidents.** In addition to following the breach notification requirements in section 13402 of the *Health Information Technology for Economic and Clinical Health Act of 2009* (“HITECH Act”), as amended, and related regulations, the Privacy Rule, the Security Rule, agency guidance and other applicable federal and state laws, Business Associate shall report to _____ at _____, within two (2) days of discovery any security incident of which it becomes aware. At the sole expense of Business Associate, Business Associate shall comply with all federal and state breach notification requirements, including those applicable to Business Associate and those applicable to Covered Entity. Business Associate shall indemnify the Covered Entity for costs associated with any incident involving the acquisition, access, use or disclosure of Unsecured PHI in a manner not permitted under federal or state law and agency guidance. For purposes of the security incident reporting requirement, inconsequential unsuccessful incidents that occur on a daily basis, such as scans, “pings,” or other unsuccessful attempts to penetrate computer networks or servers containing electronic PHI maintained by Business Associate, need not be reported in accordance with this section, but may instead be reported in the aggregate on a monthly basis.
- e. **Subcontractors and Agents.** At any time PHI is provided or made available to Business Associate subcontractors or agents, Business Associate shall provide only the minimum necessary PHI for the purpose of the covered transaction and shall first enter into a subcontract or contract with the subcontractor or agent that contains substantially the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Agreement.
- f. **Right of Access to PHI.** Business Associate shall allow, for any PHI maintained in a designated record set, Covered Entity to have access to and copy an individual’s PHI within **five (5) business days** of receiving a written request from the Covered Entity. Business Associate shall provide PHI in the format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such

other form and format as agreed to by Business Associate and the individual. If the request is for information maintained in one or more designated record sets electronically and if the individual requests an electronic copy of such information, Business Associate must provide Covered Entity with access to the PHI in the electronic form and format requested by the individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Business Associate and Covered Entity. If any individual requests from Business Associate or its agents or subcontractors access to PHI, Business Associate shall notify Covered Entity within five (5) business days. Business Associate shall further conform with all of the requirements of [45 C.F.R. § 164.524](#) and other applicable laws, including the HITECH Act, as amended, related regulations and agency guidance. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(f).

- g. **Amendment and Incorporation of Amendments.** Within five (5) business days of receiving a written request from Covered Entity for an amendment of PHI maintained in a designated record set, Business Associate shall make the PHI available and incorporate the amendment to enable Covered Entity to comply with [45 C.F.R. § 164.526](#), applicable federal and state law, including the HITECH Act, as amended and related regulations, the Privacy Rule, the Security Rule and agency guidance. If any individual requests an amendment from Business Associate or its agents or subcontractors, Business Associate shall notify Covered Entity within five (5) business days.
- h. **Provide Accounting of Disclosures.** Business Associate shall maintain a record of all disclosures of PHI made by Business Associate which are not excepted from disclosure accounting requirements under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule (all as amended) in accordance with [45 C.F.R. § 164.528](#) and other applicable laws and agency guidance, including the HITECH Act and related regulations. Such records shall include, for each disclosure, the date of the disclosure, the name and address of the recipient of the PHI, a description of the PHI disclosed, the name of the individual who is the subject of the PHI disclosed, and the purpose of the disclosure. Business Associate shall make such record available to the Covered Entity within five (5) business days of a written request for an accounting of disclosures. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(h).
- i. **Requests for Restriction.** Business Associate shall comply with requests for restrictions on disclosures of PHI about an individual if the disclosure is to a health plan for purposes of carrying out payment or health care operations (and is not for treatment purposes), and the PHI pertains solely to a health care item or service for which the service involved was paid in full out-of-pocket. For other requests for restriction, Business associate shall otherwise comply with the Privacy Rule, as

amended, and other applicable statutory and regulatory requirements and agency guidance.

- j. **Access to Books and Records.** Business Associate shall make its internal practices, books and records relating to the use or disclosure of PHI received from, or created or received by Business Associate on behalf of the Covered Entity, available to the Secretary of Health and Human Services or designee for purposes of determining compliance with applicable laws and agency guidance.
- k. **Return or Destruction of PHI.** At termination of this Agreement, Business Associate hereby agrees to return or destroy all PHI provided by or obtained on behalf of Covered Entity. Business Associate agrees not to retain any copies of the PHI after termination of this Agreement. If return or destruction of the PHI is not feasible, Business Associate agrees to extend the protections of this Agreement to limit any further use or disclosure until such time as the PHI may be returned or destroyed. If Business Associate elects to destroy the PHI, it shall certify to Covered Entity that the PHI has been destroyed.
- l. **Maintenance of PHI.** Notwithstanding Section 3(k) of this Agreement, Business Associate and its subcontractors or agents shall retain all PHI throughout the term of the Agreement and shall continue to maintain the information required under the various documentation requirements of this Agreement (such as those in Section 3(h)) for a period of six (6) years after termination of the Agreement, unless Covered Entity and Business Associate agree otherwise.
- m. **Mitigation Procedures.** Business Associate agrees to establish and to provide to Covered Entity upon request, procedures for mitigating, to the maximum extent practicable, any harmful effect from the use or disclosure of PHI in a manner contrary to this Agreement or the Privacy Rule, as amended. Business Associate further agrees to mitigate any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement or applicable laws and agency guidance.
- n. **Sanction Procedures.** Business Associate agrees that it shall develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Agreement, applicable laws or agency guidance.
- o. **Grounds for Breach.** Non-compliance by Business Associate with this Agreement or the Privacy or Security Rules, as amended, is a breach of the Agreement, if Business Associate knew or reasonably should have known of such non-compliance and failed to immediately take reasonable steps to cure the non-compliance. Commonwealth may elect to terminate Business Associate's contract for such breach.
- p. **Termination by Commonwealth.** Business Associate authorizes termination of this Agreement by the Commonwealth if the Commonwealth determines, in its sole

discretion, that the Business Associate has violated a material term of this Agreement.

- q. **Failure to Perform Obligations.** In the event Business Associate fails to perform its obligations under this Agreement, Covered Entity may immediately discontinue providing PHI to Business Associate. Covered Entity may also, at its option, require Business Associate to submit to a plan of compliance, including monitoring by Covered Entity and reporting by Business Associate, as Covered Entity in its sole discretion determines to be necessary to maintain compliance with this Agreement and applicable laws and agency guidance.

- r. **Privacy Practices.** Covered Entity will provide Business Associate with all applicable forms, including but not limited to, any form used for Notice of Privacy Practices, Accounting for Disclosures, or Authorization, upon the effective date designated by the Program or Covered Entity. Covered Entity may change applicable privacy practices, documents and forms. The Business Associate shall make reasonable endeavors to implement changes as soon as practicable, but not later than 45 days from the date of notice of the change. Business Associate shall otherwise comply with all applicable laws and agency guidance pertaining to notices of privacy practices, including the requirements set forth in [45 C.F.R. § 164.520](#).

9. OBLIGATIONS OF COVERED ENTITY:

- a. **Provision of Notice of Privacy Practices.** Covered Entity shall provide Business Associate with the notice of privacy practices that the Covered Entity produces in accordance with applicable law and agency guidance, as well as changes to such notice. Covered Entity will post on its website any material changes to its notice of privacy practices by the effective date of the material change.

- b. **Permissions.** Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by individual to use or disclose PHI of which Covered Entity is aware, if such changes affect Business Associate's permitted or required uses and disclosures.

- c. **Restrictions.** Covered Entity shall notify Business Associate in writing of any restriction to the use or disclosure of PHI that the Covered Entity has agreed to in accordance with [45 C.F.R. § 164.522](#), as amended, and other applicable laws and applicable agency guidance, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

- d. **Requests.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule, all as amended, if done by Covered Entity.

10. MISCELLANEOUS:

- a. **Regulatory References.** A reference in this Addendum to a section in HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule refers to the most current version of the section in effect or as amended.

- b. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time in order to ensure compliance with the requirements of the HIPAA, HITECH and related regulations, the Privacy Rule, the Security Rule and any other applicable law, all as amended.

- c. **Conflicts.** In the event that any terms of this Agreement are inconsistent with the terms of the Agreement, then the terms of this Agreement shall control.

Appendix A to Exhibit A, Commonwealth Business Associate Agreement

**Permitted Purposes for the Creation, Receipt, Maintenance, Transmission, Use
and/or Disclosure of Protected Health Information**

- 4. Purpose of Disclosure of PHI to Business Associate: To allow _____ to meet the requirements of the Underlying Agreement.
- 5. Information to be disclosed to Business Associate: _____.
- 6. Use shall Effectuate Purpose of Underlying Agreement: _____ may use and disclose PHI to the extent contemplated by the Underlying Agreement, and as permitted by law with Commonwealth approval.

Attachment 3

Sign-Off Document No. _____, under Agreement No. _____
Between
[Licensor_____]. and the Commonwealth of PA, [Agency]
[Licensor_____] Agency-level Deployment

This document becomes, upon its execution by the signatories named below, a legally valid, binding part of Software License Requirements Agreement No. _____ between the Commonwealth and _____(Licensor)., and is subject to the terms of that Agreement.

1. Scope of Deployment (need not be entire agency):

2. Nature of Data implicated or potentially implicated:

3. Agency Policies to which Licensor. is subject (incorporated by reference):

4. Background checks (describe if necessary):

5. Additional requirements (describe with specificity):

6. Is Licensor. a Business Associate (yes or no)?

If yes, the attached Business Associates Agreement, as completed by the Agency, is applicable and is hereby incorporated into this Sign-Off Document by reference.

Agency Contact Person signature and Date: _____

[Licensor_____]
Authorized Signatory and Date: _____

**APPENDIX A
PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION
RFP# 6100039273**

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

| Offeror Information: | |
|-----------------------------------|--|
| Offeror Name | |
| Offeror Mailing Address | |
| Offeror Website | |
| Offeror Contact Person | |
| Contact Person's Phone Number | |
| Contact Person's Facsimile Number | |
| Contact Person's E-Mail Address | |
| Offeror Federal ID Number | |
| Offeror SAP/SRM Vendor Number | |

| Submittals Enclosed and Separately Sealed: | |
|---|--|
| <input type="checkbox"/> | Technical Submittal <input type="checkbox"/> Domestic Workforce Utilization Certification |
| <input type="checkbox"/> | Small Diverse Business and Small Business Participation Submittal <input type="checkbox"/> Small Diverse Business and Small Business Participation Submittal Form <input type="checkbox"/> Small Diverse Business and Small Business Letter(s) of Intent |
| <input type="checkbox"/> | Cost Submittal |

| <i>Signature</i> | |
|--|--|
| Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's proposal: | |
| Printed Name | |
| Title | |

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

**APPENDIX B
DOMESTIC WORKFORCE UTILIZATION CERTIFICATION**

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, _____ [title] of _____ [name of Contractor] a _____ [place of incorporation] corporation or other legal entity, (“Contractor”) located at _____ [address], having a Social Security or Federal Identification Number of _____, do hereby certify and represent to the Commonwealth of Pennsylvania (“Commonwealth”) (Check **one** of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

_____ percent (_____ %) [Contractor must specify the percentage] of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed:

[Use additional sheets if necessary]

The Department of General Services [or other purchasing agency] shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

Corporate or Legal Entity's Name

Signature/Date

Signature/Date

Printed Name/Title

Printed Name/Title

**APPENDIX C
SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)
PARTICIPATION SUBMITTAL**

Project: RFP#6100039273 - Commonwealth Enterprise Network (EN) and Shared Services

Offeror Firm: _____

Offeror Contact Name: _____ **Email:** _____

OFFEROR INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (**MUST** check one)

Is your firm a DGS-Self-Certified Small Business? Yes No (**MUST** check one)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

_____ % _____ **Percent**
(Figure) (Written)

Small Business Subcontracting percentage commitment:

_____ % _____ **Percent**
(Figure) (Written)

Listing SDB and SB Subcontractors

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB firm name, SDB or SB designation, SDB/SB Primary Contact Information, a description of the service or supplies the SDB/SB will provide, fixed percent of total contract cost committed, estimated dollar value of each commitment, and an indication as to the Offeror’s intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Part V, Section V-2 for each SDB/SB listed.**

| SDB/SB Name | SDB or SB | Primary Contact Name & Email | Description of Services or Supplies to be provided | % of total Contract Cost Committed | Estimated \$ value of Commitment | Will SDB/SB be used for options/renewals? (yes/no) |
|-------------|-----------|------------------------------|--|------------------------------------|----------------------------------|--|
| | | | | | | |
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**APPENDIX D
SMALL DIVERSE AND SMALL BUSINESS
LETTER OF INTENT**

[DATE]

[SDB/SB Contact Name
Title
SDB/SB Company Name
Address
City, State, Zip]

Dear [SDB/SB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFP [RFP number and Title] issued by the [Commonwealth agency name].

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform] during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below: [identify the specific time periods during the initial contract term and any extensions, options and renewals when the component work, goods or services will be provided or performed.]

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB/SB] represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB/SB submission.

We look forward to the opportunity to serve the [Commonwealth agency name] on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

Offeror Name
Title
Company
Phone number

SDB or SB Name
Title
Company
Phone number

Master Information Technology (IT) Services Invitation to Qualify (ITQ) Contract Trade Secret/Confidential Proprietary Information Notice

Proposal Contents

- a. **Confidential Information.** The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Contractors' submissions in order to evaluate proposals submitted in response to a RFQ. Accordingly, except as provided herein, Contractors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Contractor who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- b. **Commonwealth Use.** All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Issuing Office's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Contractor copyright designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- c. **Public Disclosure.** After the award of a contract pursuant to a RFQ, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests (*See Trade Secret/Confidential Proprietary Information Notice*). Financial capability information submitted in response to a RFQ is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

Instructions:

The Commonwealth may not assert on behalf of a third party an exception to the public release of materials that contain trade secrets or confidential proprietary information unless the materials are accompanied, at the time they are submitted, by this form or a document containing similar information.

It is the responsibility of the party submitting this form to ensure that all statements and assertions made below are legally defensible and accurate. The Commonwealth will not provide a submitting party any advice with regard to trade secret law.

Name of submitting party:

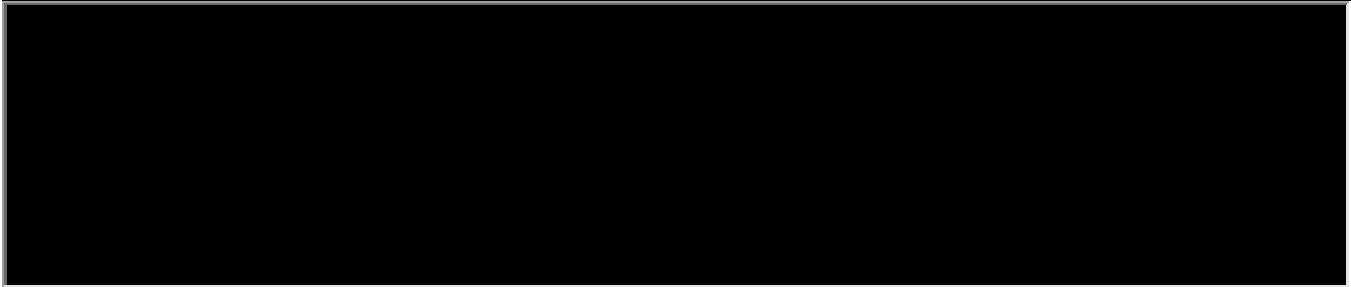
Contact information for submitting party:



Please provide a brief overview of the materials that you are submitting (e.g. bid, grant application, technical schematics):



Please provide a brief explanation of why the materials are being submitted to the Commonwealth (e.g. response to bid #12345, application for grant XYZ being offered by the Department of Health, documents required to be submitted under law ABC)



Please provide a list detailing which portions of the material being submitted you believe constitute a trade secret or confidential proprietary information, and please provide an explanation of why you think those materials constitute a trade secret or confidential proprietary information. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)

Note: The following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor’s cost bid
- Information submitted as part of a vendor’s technical response that does not pertain to specific business practices or product specification
- Information submitted as part of a vendor’s technical or small diverse business response that is otherwise publicly available or otherwise easily obtained
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth

| Page Number | Description | Explanation |
|-------------|-------------|-------------|
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Acknowledgment

The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret data or confidential proprietary information that has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret or confidential, and indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned's claim of trade secret/confidential proprietary information if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret or is confidential. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret or is confidential, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.

Signature

Title

Date

APPENDIX F - Cost Submittal

REQUEST FOR PROPOSALS FOR

Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

ISSUING OFFICE

Office of Administration

RFP NUMBER

6100039274

DATE OF ISSUANCE

12/2/2016

| Unified Communications and VoIP Services | | | | | | | | | | | | Subtotal | |
|--|---------------------------------|-------------------|---------------|-----------------|----------------|--|--|--------------------------|--|--------------|-------------------------|--------------|------------------------|
| Service | Sub Service | Description | Unit | # Users in Unit | # of Units (1) | | | Monthly Recurring Charge | | | Estimated Monthly Total | | Estimated Yearly Total |
| D - Architecture and Integration | Optional Survivability Solution | <Add Description> | Cost per Site | 1-25 | 100 | | | \$ - | | | \$ - | | \$ - |
| D - Architecture and Integration | Optional Survivability Solution | <Add Description> | Cost per Site | 26-275 | 100 | | | \$ - | | | \$ - | | \$ - |
| D - Architecture and Integration | Optional Survivability Solution | <Add Description> | Cost per Site | 276+ | 100 | | | \$ - | | | \$ - | | \$ - |
| | | | | | | | | | | Total | \$ - | Total | \$ - |

| Unified Communications and VoIP Services | | | | | | | | | | | | Subtotal | |
|--|------------------------------------|--|---------------|----------------|----------------|--|--|----------------------|--|--------------|-------------------------|--------------|------------------------|
| Service | Sub Service | Description | Unit | # MACs in Unit | # of Units (1) | | | Non-Recurring Charge | | | Estimated Monthly Total | | Estimated Yearly Total |
| E - Features and Functions | 4. Managed Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 1-25 | 100 | | | \$ - | | | \$ - | | \$ - |
| E - Features and Functions | 4. Managed Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 26-75 | 100 | | | \$ - | | | \$ - | | \$ - |
| E - Features and Functions | 4. Managed Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 76-126 | 100 | | | \$ - | | | \$ - | | \$ - |
| E - Features and Functions | 4. Managed Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 126-175 | 100 | | | \$ - | | | \$ - | | \$ - |
| E - Features and Functions | 4. Managed Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 176-200 | 100 | | | \$ - | | | \$ - | | \$ - |
| | | | | | | | | | | Total | \$ - | Total | \$ - |

| Unified Communications and VoIP Services | | | | | Base | | Base | Bronze | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|--|-----------------------|--|-----------------|---------------------------|----------------|--|-------------------|-------------|---------------------------|---------------------------|-------------------------|-------------------------|-------------------------|------------------------|
| Service | Sub Service | Description | Unit | Silver/Gold Unit | # of Units (1) | | Charge per Minute | Base Charge | Additional Monthly Charge | Additional Monthly Charge | Estimated Monthly Total | Estimated Monthly Total | Estimated Monthly Total | Estimated Yearly Total |
| E - Features and Functions | 6. Toll Free Services | All features included with monthly service | Cost Per Minute | Additional Monthly Charge | 100,000 | | \$ - | | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |

| Unified Communications and VoIP Services | | | | | | | | | | | | | Subtotal | Subtotal | |
|---|--------------|---|-----------------------------------|----------------------|----------------|--|--|--|-------------------------------|--------------------------|--|---------------------------------------|-----------------------------------|--------------------------------------|--|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | | One-Time Non-Recurring Charge | Monthly Recurring Charge | | Estimated Monthly Non-Recurring Total | Estimated Monthly Recurring Total | Estimated Non-Recurring Yearly Total | Estimated Monthly Recurring Yearly Total |
| Desk Phones | | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Conference Phones | | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Wired and Wireless Headset Soft Phones | | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |

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| OFFEROR NAME |
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**Lot 2 Services – Traditional Voice Services
Monthly Service Costs**

| Traditional Voice Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|--|--|--------------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|-------------------------|-------------------------|-------------------------|------------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Estimated Monthly Total | Estimated Monthly Total | Estimated Monthly Total | Estimated Yearly Total |
| D - Features and Functions | 1. PBX / Key Trunks (PRI) | All features included with monthly service | Cost per PRI Trunk | | 1,000 | 1,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | 2. Centrex a. Main Line c. Self-Managed Moves, Adds and Changes f. Call Handling g. Safety and Security h. 911 Services | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | b. Voice Mail Services | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | d. Auto Attendant | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | j. Conferencing | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |

| Traditional Voice Services | | | | | | | | | | | | | Subtotal | | |
|----------------------------|-----------------|----------------------------------|---------------------------------|-----------------------|------------------|--|--|----------------------|--|--|--|-------------------------|----------|--|------------------------|
| Service | Sub Service | Description | Unit | # of Participants (1) | # of Minutes (1) | | | Non-Recurring Charge | | | | Estimated Monthly Total | | | Estimated Yearly Total |
| D - Features and Functions | j. Conferencing | Full Service conferencing option | Cost Per Participant Per Minute | 10 | 60 | | | \$ - | | | | \$ - | | | \$ - |

| Traditional Voice Services | | | | | | | | | | | | | Subtotal | | |
|----------------------------|---|--|---------------|----------------|----------------|--|--|----------------------|--|--|--------------|-------------------------|----------|--------------|------------------------|
| Service | Sub Service | Description | Unit | # MACs in Unit | # of Units (1) | | | Non-Recurring Charge | | | | Estimated Monthly Total | | | Estimated Yearly Total |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 1-25 | 100 | | | \$ - | | | | \$ - | | | \$ - |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 26-75 | 100 | | | \$ - | | | | \$ - | | | \$ - |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 76-126 | 100 | | | \$ - | | | | \$ - | | | \$ - |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 126-175 | 100 | | | \$ - | | | | \$ - | | | \$ - |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 176-200 | 100 | | | \$ - | | | | \$ - | | | \$ - |
| | | | | | | | | | | | Total | \$ - | | Total | \$ - |

| Traditional Voice Services | Base | | Base | Bronze | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|------|--|------|--------|--------|------|---------------|--------|------|----------|
|----------------------------|------|--|------|--------|--------|------|---------------|--------|------|----------|

| | | | | | | | | | | | | | | |
|-----------------------------------|-------------|---|---------------|----------------|-----|--|--|------|------|--|------|------|------|------|
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Conference Phones | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Wired and Wireless Headset | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| D - Features and Functions | i. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |

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| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| E. Training | |

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| Notes: |
| (1) Number of units for cost estimation purposes and are not a minimum guarantee. |
| (2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware. |

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| OFFEROR NAME |
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Lot 3 - Other Voice Conferencing Services
Monthly Service Costs

| Other Voice Conferencing Services | | | | | | | | | | | | | | Subtotal |
|--|-------------|--|---------------|--|----------------|--|--|--------------------------|--|--|-------------------------|--|--|------------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | | | Monthly Recurring Charge | | | Estimated Monthly Total | | | Estimated Yearly Total |
| A - Voice Conference Services (Office 365 users) | N/A | All features included with monthly service | Cost Per User | | 1000 | | | \$ - | | | \$ - | | | \$ - |

Notes:
(1) number of units for cost estimation purposes and are not a minimum guarantee

APPENDIX G
MODEL FORM OF SMALL DIVERSE AND SMALL BUSINESS
SUBCONTRACTOR AGREEMENT

This Subcontractor Agreement ("Subcontract") is made effective as of _____, 20____, by and between _____, ("Contractor") and _____, a Small Diverse Business or Small Business ("Subcontractor") (collectively referred to as the "Parties").

RECITALS

Contractor has entered into a contract dated _____ (the "Prime Contract") with the Department of _____ the Commonwealth of Pennsylvania ("Commonwealth"). Under the Prime Contract, Contractor has agreed to provide certain supplies, services or construction ("Services") to the Commonwealth.

In connection with the Procurement leading to the Prime Contract, Contractor and Subcontractor entered into a letter agreement dated _____ ("Letter of Intent") whereby the Contractor committed a certain percentage of work ("Small Diverse Business or Small Business Commitment") under the Prime Contract to the Subcontractor.

As contemplated by the Letter of Intent and in accordance with the provisions of the Procurement and Prime Contract, the Parties have agreed to enter into this Subcontract to fulfill the Small Diverse Business or Small Business Commitment expressed in the Letter of Intent and as required by the Prime Contract.

DEFINITIONS

The following words and terms when used in this Subcontract shall have the following meanings:

Bureau – The Department’s Bureau of Diversity, Inclusion and Small Business Opportunities.

Contracting Officer – The person authorized to administer and make written determinations for the Commonwealth with respect to the Prime Contract.

Department – The Department of General Services of the Commonwealth of Pennsylvania.

Issuing Office – The department, board, commission or other agency of the Commonwealth of Pennsylvania that issued the Procurement.

Procurement – The Invitation for Bids, Request for Quotes, Request for Proposals or other solicitation and all associated final procurement documentation issued by the Commonwealth to obtain proposals from firms for award of the Prime Contract.

Small Business – A business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.

Small Diverse Business – A Department-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, or disability-owned small business.

AGREEMENT

Now, therefore, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, and intending to be legally bound, the Parties hereby agree as follows:

1. Subcontractor Representations. Subcontractor represents and warrants to Contractor as follows:

(a) Subcontractor is self-certified as a Small Business in accordance with the requirements and procedures established by the Bureau of Diversity, Inclusion and Small Business Opportunities; [Subcontractor is also verified as a Small Diverse Business by the Bureau of Diversity, Inclusion and Small Business Opportunities in accordance with the requirements and procedures established by the Bureau;]

(b) Subcontractor possesses the necessary knowledge, experience, expertise, capital, resources and personnel required to perform the Services it will provide under this Subcontract;

(c) Subcontractor (i) is duly organized, validly existing and in good standing under the laws of its state of incorporation or organization, (ii) has the power and authority to own its properties and to carry on business as now being conducted, and (iii) has the power to execute and deliver this Subcontract;

(d) The execution and performance by Subcontractor of the terms and provisions of this Subcontract have been duly authorized by all requisite action, and neither the execution nor the performance of this Subcontract by Subcontractor will violate any provision of law, any order of any court or other agency of government, the organizational documents of Subcontractor or any indenture, agreement or other instrument to which Subcontractor is a party, or by which Subcontractor is bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under, or except as may be provided by this Subcontract, result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the property or assets of Subcontractor pursuant to, any such indenture agreement or instrument;

(e) Subcontractor has obtained all licenses, permits and approvals required to perform the Services it will provide under this Subcontract; and

(f) Subcontractor is not under suspension or debarment by the Commonwealth or any other governmental entity, instrumentality or authority.

2. Contractor Representations. Contractor represents and warrants to Subcontractor as follows:

(a) Contractor (i) is duly organized, validly existing and in good standing under the laws of its state of incorporation or organization, (ii) has the power and authority to own its properties and to carry on business as now being conducted, and (iii) has the power to execute and deliver this Subcontract;

(b) The execution and performance by Contractor of the terms and provisions of this Subcontract by Contractor have been duly authorized by all requisite action, and neither the execution nor the performance of this Subcontract will violate any provision of law, any order of any court or other agency of government, the organizational documents of Contractor or any indenture, agreement or other instrument to which Contractor is a party, or by which Contractor is bound, or be in conflict with, result in a breach of, or constitute (with due notice

or lapse of time or both) a default under, or except as may be provided by this Subcontract, result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the property or assets of Contractor pursuant to, any such indenture agreement or instrument;

(c) Contractor has obtained all licenses, permits and approvals required to perform the Services to be provided by Contractor under the Prime Contract; and

(d) Contractor is not under suspension or debarment by the Commonwealth or any other governmental entity, instrumentality or authority.

3. Relationship of the Parties. The provisions of this Subcontract are not intended to create, nor shall be deemed or construed to create, any joint venture, partnership or other relationship between Contractor and Subcontractor, other than that of independent entities contracting with each other solely for the purpose of carrying out the provisions of this Subcontract. Neither of the Parties to this Subcontract, nor any of their respective employees, agents, or other representatives, shall be construed to be the agent, employee or representative of the other party. Neither party shall have the authority to bind the other party, nor shall a party be responsible for the acts or omissions of the other party, unless otherwise stated in this Subcontract. Similarly, the Parties expressly acknowledge that neither the Contractor nor the Subcontractor is an agent, employee or representative of the Commonwealth and each party covenants not to represent itself accordingly.

4. Prime Contract Flow-Down.

(a) General. This agreement is a subcontract under the Prime Contract and all provisions of the Prime Contract and any amendments thereto applicable to the Services being performed by the Subcontractor shall extend to and be binding upon the Parties as part of this Subcontract.

(b) Specific. The Parties agree to comply with the following provisions of the Prime Contract, which are incorporated herein by reference:

(1) The Americans with Disabilities Act Provisions.

(2) Nondiscrimination/Sexual Harassment Clause.

(3) Contractor Integrity Provisions.

(4) Contractor Responsibility Provisions.

(c) Termination. Should the Prime Contract be terminated pursuant to the terms and conditions provided in the Procurement, such termination shall have the same effect on this Subcontract. Payment for Services provided as of the date of termination must be made in accordance with the Section 13 of this Subcontract.

(d) Audit Provisions. The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents, and records of the Parties to the extent that the books, documents, and records relate to the Parties' compliance with the provisions set forth in subsection (b) above or to the Small Diverse Business or Small Business Commitment effectuated through this Subcontract. The Parties shall preserve such books, documents, and records for a period of three years from the date of final payment hereunder. The Parties shall give full and free access to all such records to the Commonwealth and/or its authorized representatives.

5. Order of Precedence. The Letter of Intent, Procurement and Prime Contract are incorporated herein by reference into this Subcontract. In the event of any conflict or inconsistency among the individual components of this Subcontract, such conflict or inconsistency shall be resolved by observing the following order of precedence:

- (a) This Subcontract;
- (b) The Letter of Intent;
- (c) The Prime Contract; and
- (d) The Procurement.

6. Further Action. The Parties shall take such actions and complete, execute and deliver any and all documents or instruments necessary to carry out the terms and provisions of this Subcontract, to effectuate the purpose of this Subcontract, and to fulfill the obligations of each party hereunder.

7. Description of Services. Subcontractor will perform the following Services for the Contractor which Contractor is obligated to provide to the Commonwealth under the Prime Contract:

[DESCRIBE IN DETAIL THE SPECIFIC SUPPLIES, SERVICES OR CONSTRUCTION THE SUBCONTRACTOR WILL PROVIDE OR PERFORM]

8. Small Diverse Business or Small Business Commitment. The above-referenced Services represent __ % of the final negotiated total cost for the initial term of the Prime Contract. Any proposed change to the Small Diverse Business or Small Business Commitment must be submitted in writing to the Bureau which will make a recommendation to the Commonwealth Contracting Officer regarding a course of action.

9. Performance of Services. Subcontractor may not subcontract more than 50% of the work subcontracted to it hereunder without written permission from the Bureau. Subcontractor will perform the Services strictly in accordance with any applicable plans and specifications as contained in the Prime Contract and the reasonable deadlines set by Contractor in view of the requirements of the Prime Contract, and in a good workmanlike manner consistent with industry standards, meeting all applicable local, state and federal laws, regulations and policies.

10. Location of Services. Subcontractor will provide the Services at the following address(es):

11. Timeframe for Performance of Services. The Services will be provided by Subcontractor during the initial term of the Prime Contract, and during any extensions, options or renewal periods of the Prime Contract exercised by the Commonwealth, as more specifically set forth below:

[IDENTIFY THE SPECIFIC TIME PERIODS DURING THE INITIAL CONTRACT TERM AND EXTENSIONS, OPTIONS AND RENEWALS WHEN THE SUBCONTRACTOR WILL PERFORM COMPONENT SERVICES]

12. Pricing of Services. Subcontractor shall provide or perform the Services at the pricing specified in Exhibit ___ to this Subcontract. [ATTACH A BILL OF MATERIALS, RATE CARD OR OTHER APPROPRIATE COST SHEET COVERING THE SERVICES TO BE PROVIDED.]

13. Payment for Services. Contractor shall exert reasonable and diligent efforts to collect prompt payment from the Commonwealth. Contractor shall pay Subcontractor in proportion to amounts received from the Commonwealth which are attributable to the Services performed by Subcontractor. Contractor shall pay Subcontractor within fourteen (14) days after the Contractor receives such payment from the Commonwealth, unless the parties expressly agree upon a different payment schedule or structure as set forth below:

14. Utilization Reports. Both the Contractor and Subcontractor shall complete Quarterly Utilization Reports (or similar type documents containing the same information) and submit them to the Contracting Officer and to the Bureau within ten (10) business days at the end of each quarter. This information will be used to determine the actual dollar amount paid to Subcontractor and will also serve as a record of fulfillment of Contractor's Small Diverse Business and Small Business Commitments. If there was no activity during the quarter, then the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Contractor if its Utilization Report is not submitted in accordance with the schedule above.

15. Change Orders. If the Commonwealth issues any change order or other formal contract instrument either expanding or limiting the work to be performed under the Prime Contract, the Parties shall accept such Change Orders. Contractor agrees to provide Subcontractor with written notice of any such change orders that affect the Services to be provided by the Subcontractor hereunder as soon as practical after Contractor receives such notice. Any resulting increase or decrease in the Services, Small Diverse Business or Small Business Commitment provided for in Paragraphs 7 or 8 above must be in writing, mutually agreed to, and signed by both Parties and communicated to the Bureau. If the Parties are unable to reach an agreement regarding any adjustment to the Services, Small Diverse Business or Small Business Commitment necessitated by a Commonwealth Change Order, the Parties must submit the matter in writing to the Bureau which will make a recommendation to the Contracting Officer regarding a course of action.

16. Force Majeure. Neither party will incur any liability to the other if its performance of any obligation under this Subcontract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but are not limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemic and quarantines, general strikes throughout the trade, and freight embargoes. The existence of such causes beyond a party's control shall extend the period for performance to such extent as may be necessary to enable complete performance in the exercise of reasonable diligence after the causes have been removed.

17. Dispute Resolution.

(a) The Parties will attempt to resolve any dispute arising out of or relating to this Subcontract through friendly negotiations.

(1) The Parties expressly acknowledge and confer upon the Bureau and Contracting Officer the authority to adjudicate disputes that the Parties cannot resolve amicably concerning the Parties' compliance with their Small Diverse Business and Small Business Commitments as provided in the Prime Contract and this Subcontract.

(2) The Bureau may recommend to the Contracting Officer a range of sanctions it deems appropriate if the Bureau determines a party has failed to satisfy or perform its Small Diverse Business or Small Business commitment. Such sanctions include, but are not limited to, one or more of the following: a determination that the party is not responsible under the Contractor Responsibility Program; withholding of Prime Contract and/or Subcontract payments; suspension or termination of the Prime Contract and/or Subcontract together with consequential damages; revocation of the party's Small Business self-certification status and/or Small Diverse Business verification status; and/or suspension or debarment of one or both parties from future contracting opportunities with the Commonwealth.

(3) The Parties' acknowledge that their prior performance in meeting their Small Diverse Businesses and Small Businesses contractual obligations will be considered by the Bureau during future procurement scoring processes. To the extent a party has failed to meet prior contractual commitments, the Bureau may recommend to the Issuing Office that the party be determined non-responsible for the limited purpose of eligibility to receive SDB/SB points or consideration as a qualified Small Diverse Business or Small Business.

(b) Nothing herein shall be construed to prevent either party from seeking such relief as provided by law in a court or tribunal of competent jurisdiction.

18. Notices. Any written notice to any party under this Subcontract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to the following:

If to Contractor:

If to Subcontractor:

19. Waiver. No waiver by either party of any breach of this Subcontract shall be deemed to waive any other breach. No acceptance of payment or performance after any breach shall be deemed a waiver of any breach. No failure or delay to exercise any right by a party upon another's default shall prevent that party from later exercising that right, nor shall such failure or delay operate as a waiver of any default.

20. Severability. If any provision of this Subcontract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of

this Subcontract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

21. Assignment. Neither party may assign or transfer this Subcontract without the prior written consent of the Commonwealth. If Contractor's Prime Contract with the Commonwealth is assigned to another contractor, the new contractor must maintain the Small Diverse Business and Small Business Commitment set forth in the Prime Contract as implemented through this Subcontract.
22. Applicable Law. This Subcontract shall be governed by the laws of the Commonwealth of Pennsylvania.
23. Entire Agreement. This Subcontract constitutes the entire agreement of the Parties regarding the subject of this Subcontract as of the date of execution. No other agreement or understandings, verbal or written, expressed or implied, are a part of this Subcontract unless specified herein.
24. Amendment. This Subcontract may be modified or amended only if made in writing and signed by both Parties. Any proposed change to the Contractor's Small Diverse Business or Small Business Commitment to Subcontractor must be submitted in writing to the Bureau which will make a recommendation to the Contracting Officer regarding a course of action.
25. Binding Effect. This Subcontract shall be binding upon, and inure to the benefit of, the Parties and their respective heirs, representatives, successors and assigns.
26. Counterparts. This Subcontract may be executed by the Parties in counterparts, each of which together shall be deemed an original but all of which together shall constitute one and the same instrument. A party's delivery of a duly executed signature page of this Subcontract in electronic format shall have the same force and effect as delivery of an original signature page.

ADDITIONAL TERMS AND CONDITIONS

[THE PARTIES MAY INCLUDE ADDITIONAL TERMS AND CONDITIONS APPROPRIATE FOR THE SERVICES TO BE PROVIDED SO LONG AS THEY ARE COMMERCIALY REASONABLE TERMS FOR THE APPLICABLE BUSINESS OR INDUSTRY, ARE NO LESS FAVORABLE THAN THE TERMS OF THE PRIME CONTRACT, AND DO NOT PLACE DISPROPORTIONATE RISK ON THE SMALL DIVERSE BUSINESS OR SMALL BUSINESS RELATIVE TO THE NATURE AND LEVEL OF THE SMALL DIVERSE BUSINESS' OR SMALL BUSINESS' PARTICIPATION IN THE PROJECT. SUCH TERMS MAY INCLUDE:

- Background Checks
- Confidentiality/Disclosure of Information
- Data Security
- Insurance
- Invoicing Requirements
- Environmental Protection
- Intellectual Property Rights
- Record Retention/Audits
- Service Level Agreements (SLAs) (consistent with Prime Contract SLAs)
- Public Works Construction Requirements (including Bonding, E-Verify, Prevailing Wage, and Prompt Payment provisions)

IN WITNESS WHEREOF, the Parties hereto have caused this Subcontract to be executed by their duly authorized officers as set forth below.

Contractor

Subcontractor

Insert Company Name

Insert Company Name

By: _____
Signature

By: _____
Signature

Printed Name

Printed Name

Title

Title

Date

Date

Appendix H.1 Compliance Matrix Lot 1 and 2, Core Services, Tasks A-C

RFP 6100039274
Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified under Core Services for Lots 1, & 2 in Sections III-8.A - III-8.C of the this RFP.

Offerors shall complete tabs A and C of this appendix one time if they are bidding on Lots 1 and/or Lot 2.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.1 in the Offeror's response to this RFP.

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---|--|-------------------------|-------------------|
| <i>Service Delivery Management</i> | | | |
| A-1 | The Offeror shall work with the Commonwealth to integrate its service delivery systems and processes with Commonwealth systems, including: <ul style="list-style-type: none"> o Service ordering (using ESMS) o Billing (using ESMS) | Required | |
| A-2 | The Offeror shall work with the Commonwealth's vendor-provided Enterprise Services Desk (ESD) to integrate its service delivery systems and processes with the ESD, including: <ul style="list-style-type: none"> o Inventory/asset management (integration with the Commonwealth's CMDB via the Enterprise Service Desk which is populated from the ESMS source of record) o Performance management (integration with the Enterprise Event Management System) o Service desk/incident ticket management (integration with the Enterprise Service Desk ESD) | Required | |
| A-3 | The Offeror acknowledges and accepts that the Commonwealth will not finance nor pay for modifications to Offeror's systems required to interface with Commonwealth or other vendor managed systems. | Highly Desirable | |
| A-4 | The Offeror shall align its ITSM processes with current and future Commonwealth enterprise service processes, including new ITIL processes established by the Commonwealth. | Required | |
| A-5 | The Offeror shall work cooperatively with Commonwealth staff, and other provider staff to support the integration of its ITSM processes and systems. This includes but not limited to the initial integration with the Commonwealth's vendor provided Enterprise Service Desk and Event Monitoring Services (RFP 2) as well as working with the Commonwealth staff or the RFP 2 provider to determine impacts of any future changes or updates to the enterprise ITSM systems. | Required | |
| A-6 | The Offeror shall provide any supporting documentation to the Commonwealth to ensure that its proposed ITSM systems meet all standards set forth by the Commonwealth. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-7 | As part of Continual Service Improvement (CSI), the Offeror shall continue to work with the Commonwealth staff throughout the life of the contract to improve and/or adjust the delivery of services as deemed necessary. | Required | |
| A-8 | The Offeror shall acknowledge that the Commonwealth's ESMS system will be the system of record for service requests and inventory data. | Required | |
| A-9 | The Offeror shall conduct working sessions to plan and develop the details regarding how technology will be leveraged and implemented. All plans are subject to Commonwealth approval. | Required | |
| A-10 | The Offeror shall work with the Commonwealth to establish an agreed upon timeline for technology planning and implementation. | Required | |
| A-11 | The Offeror shall provide trained and experienced staff to support their proposed ITIL processes and service delivery management. This includes staff with experience and certification in ITIL. | Required | |
| A-12 | The Offeror shall provide step-by-step instructions for any manual processes which will be used until they are fully integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor). | Required | |
| A-13 | The Offeror shall provide a Service Delivery Implementation Plan including: <ul style="list-style-type: none"> o Identification, by role, of key personnel o Ability to scale resources to meet increased business needs o Service ordering process integration with the ITSM tool o Scheduling processes and standard service intervals o Performance management o Service Level Agreements o Billing procedures o Standard reporting capabilities o Enhanced reporting capabilities o Training procedures | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---|--|-------------------------|-------------------|
| A-14 | The Offeror shall provide a Service Delivery Management Plan including: <ul style="list-style-type: none"> o Ongoing training for Commonwealth staff o Processes and procedures for technical support o Processes and procedures for inventory/asset management o Standard reporting o Description of enhanced reporting o Processes and procedures for trouble resolution o Escalation procedures | Required | |
| A-15 | The Offeror shall document and maintain, throughout the contract period, all service management processes and related tool integrations to the Commonwealth's or the vendors ITSM tools. The Offeror shall provide updates to the documentation throughout the term of the contract. <ul style="list-style-type: none"> o Document updates shall be provided to the Commonwealth within ten (10) business days of any change or upon request of the Commonwealth. o All process documents are subject to Commonwealth review and approval. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | |
| <i>Service Request and Billing</i> | | | |
| A-16 | The Offeror shall complete service orders using the Commonwealth's established system (ESMS) based on the mutually agreed to the standard order interval for the service. Should the ESMS system be replaced the Offeror will confirm processing to the replacement system. | Required | |
| A-17 | The Offeror shall confirm the availability of ordered items within three (3) days of receipt of an order. A projected delivery date shall be provided for any item which is not expected to meet the standard interval for completion. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-18 | The Offeror shall perform acceptance testing with the contract participant prior to declaring the service ready for use; all test results shall be shared with the contract participant and order creator. | Required | |
| A-19 | The Offeror shall obtain acceptance from the order creator certifying that the work requested on the order was completed to the satisfaction of the requestor prior to billing. | Required | |
| A-20 | At the request of individual agencies, the Offeror shall complete move/add/change (MAC) orders. Fees for MAC services will be billed on per line basis in a tiered level as follows: <ul style="list-style-type: none"> o 1-25 o 26-75 o 76-125 o 126-175 o 176-200 | Required | |
| A-21 | The Offeror shall provide an Order Process Implementation Plan which discloses the Offeror's processes and procedures for implementing the end-to-end order process including: <ul style="list-style-type: none"> o The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth's ESMS system o The ongoing maintenance of service catalog information o The required data elements to place a complete and accurate order for each service proposed o Order cancellation policies and related penalties, if applicable o Restrictions or fees associated with order changes o Start and stop service billing dates o Provide standard intervals for all proposed services | Required | |
| A-22 | The Offeror's billing procedures must align with the use of the Commonwealth's ESMS system and must support multiple funding streams. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---|---|-------------------------|-------------------|
| A-23 | The Offeror shall provide reporting capabilities that will allow for the review and reconciliation of any discrepancies with the ESMS billing function. Reports should be weekly, monthly, yearly or on an Ad Hoc basis as needed. They also must be accessible in electronic readable format such as excel, word, pdf, etc. These reports should include but not limited to the following: <ul style="list-style-type: none"> o Funding Source o Payphones- Accessibility o Toll Free o Local Inbound/ Outbound o No Activity o Long Distance o UC by Feature | Required | |
| A-24 | The Offeror shall document and maintain, throughout the contract period, all Ordering and Billing processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | |
| <i>Service Asset and Configuration Management (SACM)</i> | | | |
| A-25 | The Offeror shall create, support and maintain an accurate inventory of all service elements provided to the Commonwealth. | Required | |
| A-26 | The Offeror shall develop a Service Asset and Configuration Management (SACM) process that will support the management of its telecommunications services provided. | Required | |
| A-27 | The Offeror shall create, support and maintain a Configuration Management Database (CMDB) that will integrate with the Commonwealth's vendor (RFP 2) provided Enterprise Service Desk (ESD) CMDB. The Offeror's CMDB shall contain data relating to telecommunication assets and configuration items (CIs) as well as descriptions of the relationships between such assets and CIs. The Commonwealth's ESMS system shall be the source of record for all the services ordered. These services records will be replicated into the ESD CMDB and then handed off to the Offeror to populate their CMDB. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-28 | <p>The Offeror shall provide and maintain a CMDB Management Plan that discloses the Offeror's processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include:</p> <ul style="list-style-type: none"> a) Procedures for routine audits of service inventory against inventory in the Commonwealth's ESMS and ESD systems. b) Notification procedures for identified CMDB discrepancies c) Remediation procedures and timeframes for correction to the CMDB d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth's vendor provided ESD CMDB and the ESMS source of record. | Required | |
| A-29 | <p>The Offeror shall provide a secure Web-based electronic interface which will allow the Commonwealth to access the Offeror's inventory data, make queries, and obtain reports. The Offeror shall ensure that information is segregated by agency and agencies can only view their own information.</p> | Required | |
| A-30 | <p>The Offeror shall work with the Commonwealth to resolve inventory discrepancy issues between its inventory and the Commonwealth's inventory source of record within the Commonwealth's ESMS system.</p> | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-31 | <p>The Offeror shall provide reporting capabilities that allow the Commonwealth access to inventory and asset information on an ad hoc, weekly, monthly, yearly basis. Reports should be accessible in the following electronic readable format such as excel, word, .pdf, etc. These reports should include but not limited to the following:</p> <ul style="list-style-type: none"> o Telephone Number (TN) o Username o Site o Funding Source o DIDs- Individual DID o Available DIDs o DID by Service Location o DID by Agency o Device Hardware Serial Number o History o License Counts <p>The Offeror shall ensure that information is segregated by agency and agencies can only report on their own information.</p> | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---------------------------------|---|-------------------------|-------------------|
| A-32 | The Offeror shall provide a Service Asset and Configuration Management (SACM) Implementation Plan which shall include: <ul style="list-style-type: none"> a) Access methods to inventory data including: <ul style="list-style-type: none"> o Online viewing o Data file downloads, in a readable format acceptable to the Commonwealth o Current view o Monthly snapshots o Historical data b) Timeframes to update database with new information c) Plan to maintain records – including identifiers d) Procedures for resolution of inventory discrepancies with the Commonwealth’s ESMS inventory source of record. e) Timeframes for resolution of inventory discrepancies f) Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy | Required | |
| A-33 | The Offeror shall document and maintain throughout the contract period all Service Asset and Configuration Management (SACM) processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | |
| <i>Change Management</i> | | | |
| A-34 | The Offeror will adhere to the Commonwealth’s Change Management Procedures included in Appendix K. | Required | |
| A-35 | The Offeror shall assess changes from both a business and technical view point with a clear understanding of the business needs of the Commonwealth, its business partners and customers. The Offeror shall coordinate its Change Management activities by conforming to the Commonwealth’s Change Management Process. | Required | |
| A-36 | The Offeror shall provide an infrastructure change/release management report on a weekly basis. This report shall provide a forward schedule of changes and maintain a history of changes that were proposed, scheduled | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---------------------------------------|--|--------------------------------|--------------------------|
| A-37 | The Offeror shall be responsible for coordinating the activities of all changes with the Commonwealth and other Suppliers as necessary to ensure that appropriate resources are available for monitoring, testing and | Required | |
| A-38 | When classifying changes, the Offeror shall, comply with Commonwealth definitions and associated lead times for each change category as described in the Commonwealth's Change Management Procedures included in Appendix K. | Required | |
| A-39 | The Offeror shall provide an after-action report, including root cause analyses and corrective actions, following any unsuccessful change or changes which results in an unexpected negative impact to the Commonwealth, its business partners or customers. This report shall be provided to the Commonwealth and/or its enterprise service provider (RFP 2) designee within three (3) business days. If the root cause cannot be determined within three (3) business days, the Offeror shall notify the Commonwealth of its timeframe to identify root cause and provide a complete report. | Required | |
| A-40 | The Offer shall acknowledge that all contract changes (i.e., changes to the signed contract between the Commonwealth and the selected Offeror) must follow the Commonwealth's Contract Change Request Procedure (see Appendix L - Contract Change Request Procedures). | Required | |
| <i>Service Desk Management</i> | | | |
| A-41 | The Offeror shall provide a Vendor Service Desk (VSD) ITSM solution that is integrated with the Enterprise Service Desk (ESD) ITSM system. | Required | |
| A-42 | The Offeror shall integrate its Service Desk processes with the Service Desk processes of the Enterprises Service Desk provider (e.g. RFP #2), as well as the Commonwealth where the processes interact. | Required | |
| A-43 | The Offeror's service desk shall electronically interface to the Enterprise Service Desk (ESD). This connection will allow the exchange of ticket, services request, and configuration management information. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-44 | The Offeror shall provide and maintain process documentation for all proposed ITSM processes (e.g. Incident, Problem, and Knowledge Management). The Offeror shall document and maintain throughout the contract period all processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | |
| A-45 | The Offeror shall provide staffing levels appropriate to handle incident volumes and incident response targets. (see Appendix M for SLA template data sheets) | Required | |
| A-46 | The Offeror shall provide a 24x7 service desk and technical support. | Required | |
| A-47 | The Offeror provided service desk shall be located within the United States. | Required | |
| A-48 | The Offeror shall manage all Incidents from Commonwealth users relating to its provided telecom services, including the following: <ul style="list-style-type: none"> o Providing first-line investigation and diagnosis. o Resolving those as possible. o Escalating those that cannot be resolved within agreed timescales. o Communicating with users, keeping them informed of progress, notifying them of impending actions, obtaining appropriate agreement, and in all ways engaging and communicating with them about service provider activities. | Required | |
| A-49 | The Offeror shall design all services in compliance with the then-current version of ITIL. | Required | |
| A-50 | The Offeror shall provide its own ITSM tool integrated with the ESD to document users' issues; to monitor work queues; and to open, update and close tickets. | Required | |
| A-51 | The Offeror shall provide access via a no-fee, dedicated call-in phone number for all service desk services. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-52 | The Offeror shall provide a self-service web channel to allow users to report and monitor status of its service incidents. | Required | |
| A-53 | The Offeror shall provide a self-service email address to allow users to report and request status of its service incidents. | Required | |
| A-54 | The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not be limited to: <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time o Satisfaction Ratings | Required | |
| A-55 | The Offeror shall create an incident ticket for the following: <ul style="list-style-type: none"> o Any service disruption which is reported or detected o Any hazardous conditions that has the potential for major service impact(s) (e.g., fire in a node) o Failure of the network management system that results in loss of visibility to network and telemetry data o Any other fault, event or request that the Commonwealth determines should be monitored or tracked through the service desk | Required | |
| A-56 | The Offeror may not refuse to open a ticket for lack of information. | Required | |
| A-57 | The Offeror's Service Desk must open a ticket even if there is an open MAC against the service. | Required | |
| A-58 | The Offeror shall accept the submission of tickets via phone call or email. Both forms shall be handled and responded to with the same priority. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-59 | The Offeror shall establish a process for a ticket submitter to escalate his or her issue directly to Tier 2. | Required | |
| A-60 | <p>The Offeror shall maintain the following data elements for each incident ticket:</p> <ul style="list-style-type: none"> o Ticket Submitter name and contact information o Onsite Contact name and contact information o Incident Ticket number o Fault description and definition of problem o Fault date and time of detection o Identification of customers affected by the fault o Services and locations affected by the fault o Information about detection of service affecting faults for peripheral network resources indicating whether the fault is internal or external o Estimated time to resolve o Resolution Details (what repairs were made). Resolution details shall include but not limited to: specific actions that were taken and why; root cause of problem; time to repair, etc. o Telecommunication Services Priority (TSP) or non-TSP service | Required | |
| A-61 | The Offeror shall work with the Commonwealth to establish incident ticket templates that will be used for each service. These templates will be used by ticket submitters to quickly fill out required information for incidents and used to email issues to the ESD and/or the Offeror's Service Desk. | Required | |
| A-62 | The Offeror shall maintain a frequent caller list with contact information already populated. | Highly Desirable | |
| A-63 | The Offeror's service desk shall support trap and traces procedures. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-64 | The Offeror's service desk system shall ensure all tickets, regardless of ticket status or generations source, must remain accessible to contract participants at all times and must have search/query capability. | Required | |
| A-65 | The ticket submitter shall be given the opportunity to determine the individual(s) that should be contacted to authorize ticket resolution. The Offeror shall contact the individual(s) determined by the ticket submitter on a per ticket basis. | Required | |
| A-66 | The Offeror shall treat any issue which occurs three (3) times within in a sixty (60) day period and/or any issue which has been determined by the agency/TMO as "chronic". The Offeror shall open a Problem ticket for each chronic issue. | Required | |
| A-67 | The Offeror shall retain all service desk data in its original format for online access and historical purposes for the term of the contract, including extensions. | Highly Desirable | |
| A-68 | The Offeror shall ensure all service desk reporting activities are logged by the Offeror detailed, and accessible to all contract participants in CSV log format. | Highly Desirable | |
| A-69 | The Offeror shall develop ticket escalation procedures which include all information and troubleshooting the Offeror requires from the Commonwealth to have the incident tickets escalated. These procedures | Required | |
| A-70 | The Offeror provided service desk shall work collaboratively with the Commonwealth and other Supplier service desks to resolve service disruptions efficiently and expeditiously. | Required | |
| A-71 | The Offeror's service desk shall provide emergency toll free routing changes within 15 minutes of request receipt. | Required | |
| A-72 | The Offeror provided service desk shall support the Commonwealth, as required, in disaster recovery situations. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-73 | <p>The Offeror shall provide monthly service desk reports to the Commonwealth, in both CSV and PDF format. Reports will be due on the 15th of the month; if the 15th falls on a weekend or holiday, then reports need to be delivered prior to the 15th. Reports shall be presented by agency and location and are to be transferred to business area designated folders on the Commonwealth FTP Server. Report samples are as follows:</p> <ul style="list-style-type: none"> o Incident ticket aging report o SLA non-compliance report | Required | |
| A-74 | <p>The Offeror shall provide regular service desk reports to OA/OIT on service desk related activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> o Key issues relating to service desk processes, improvements, script development. o Status as to service desk staffing, training, and authorization. o Integration activities and issues with other service desks belonging to OA, Agencies, and other telecom service providers. o Trend analysis during the thirteen (13) most recent months. o Calculate metrics and provide monthly reports to OA, to include, but not be limited to: <ul style="list-style-type: none"> o Number of contacts, to include all calls, phone calls, electronic, automated or otherwise. o Number of calls abandoned, average call duration, average time to answer, average time to abandon. o Number and percentage of issues resolved. o Number and percentage of issues passed to other service desks. o Other pertinent information regarding Service Desk operation and performance. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-75 | The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not limited to: <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time | Required | |
| A-76 | The Offeror shall provide and maintain process documentation for Problem Management. | Required | |
| A-77 | The Offeror shall provide the ability to execute within an enterprise level Problem Management process that can help define root cause analysis across multiple telecom services providers. | Required | |
| A-78 | The Offeror shall provide monthly problem management reports that include on any trending analysis information and preventative measures for service improvement. | Required | |
| A-79 | The Offeror shall provide a means for Problem detection from all relevant sources, specifically including the following: <ul style="list-style-type: none"> o Incident Management processes and Incident Management System. o Event Monitoring systems and tools o Technical support staff o OA and OA Customers o Trending of Incidents and Root Cause Analysis | Required | |
| A-80 | The Offeror will track requests for Problem Management initiation, by source, organization and Authorized User. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------------------------------|---|--------------------------------|--------------------------|
| A-81 | The Problem Management Process shall include the following capabilities: <ul style="list-style-type: none"> o Provide a means for prioritizing Problems / Known Errors based on considerations of business impact, urgency and severity using the prioritization model agreed to and approved by OA and which aligns with the method for prioritizing Incidents. o Provide a means for categorizing Problems / Known Errors using the categorization model agreed to and approved by OA and which aligns with the method for categorizing Incidents. | Required | |
| A-82 | The Offeror shall develop and maintain a Knowledge Management system that will include at a minimum the following: <ul style="list-style-type: none"> o Provide and continuously update a list of OA/OIT-vetted FAQs regarding the Services on a user accessible portal. o Publish answers to the FAQs using a media that is efficient, easy to use, and easily accessible for Authorized Users, as well as subject to approval by OA. o Compile lists of FAQs where recommended solutions can be made available to Authorized Users to increase Authorized Users' ability to resolve incidents. | Required | |
| A-83 | The Offeror shall provide an ongoing Service Desk Management Plan which discloses the Offeror's processes and procedures for ongoing management of the service desk and describes: <ul style="list-style-type: none"> o Process for responding to a report request from the Commonwealth o Process for responding to a general information request o Reports generated by the Offeror's service desk system(s) which shall be routinely provided to the Commonwealth | Required | |
| <i>Event Management</i> | | | |
| A-84 | The Offeror shall provide 24x7 event management and monitoring process (e.g. NOC/SOC/Service Desk) for all of its services that will electronically interface with the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations. | Required | |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-85 | The Offeror shall forward alerts to the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations as well as impacted Agencies. | Required | |
| A-86 | The Offeror shall notify the Commonwealth's Voice Services team and the affected Agencies of any service disruption immediately or at maximum within 30 minutes. | Required | |
| A-87 | The Offeror shall follow the Commonwealth's outage notification process as described in Appendix N. | Required | |
| A-88 | The Offeror shall work with the Commonwealth Voice, Network and Security Operations and or Agencies on service performance or outages until resolved. | Required | |
| A-89 | The Offeror shall provide network security monitoring, alerting and analysis services and shall notify the Commonwealth Network and Security Operations, OA/OIT Voice and Unified Communications Division, and Agencies of any suspected or identified security issues immediately or within 15 minutes. | Required | |
| A-90 | The Offeror shall provide 24x365 response and service desk technical support and reporting. | Required | |
| A-91 | The Offeror provided service desk shall work collaboratively with Commonwealth and other supplier service desks and Agencies to resolve service disruptions efficiently and expeditiously. | Required | |
| A-92 | The Offeror shall provide an automated interface between its enterprise event management systems and the Enterprise Monitoring System to support the automatic creation of incidents in the ESD based on system monitoring of security and network events and alerts. | Required | |
| A-93 | The Offeror shall document and maintain throughout the contract period all event management processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| Requirement | Requirement Type | Compliance |
|--|--|-------------------|
| <i>General Project Management and Administration Services</i> | | |
| B-1 | The Offeror shall act as a single point of coordination and accountability for all services provided under this contract. This includes any services provided by any subcontractors used by the Offeror. | Required |
| B-2 | The Offeror, at the request of OA, shall attend TMO meetings and TMO Knowledge days upon request. The commonwealth will provide the agenda prior to the meeting so the Offeror can schedule the proper resources for attendance. | Required |
| B-3 | The Offeror shall commit to a Deliverable Approval Plan which it has developed and submitted and which has been approved by the Commonwealth. | Required |
| B-4 | The Offeror shall include the approved Deliverable Approval Plan in its Process and Procedures Manual (PPM). | Required |
| <i>Status Reporting</i> | | |
| B-5 | The Offeror shall attend regularly scheduled executive status meetings held in the Harrisburg area. The Offeror shall provide the agenda prior to the meeting and have staff and subcontractors at the meeting when appropriate for the current discussion. | Required |
| B-6 | The Offeror shall provide a monthly report itemizing and describing outages, traffic, calls, etc. | Required |
| B-7 | The Offeror shall provide a monthly report reflecting performance in relation to all contractual service levels. | Required |
| <i>User Satisfaction Surveys</i> | | |
| B-8 | The Offeror shall provide quarterly customer satisfaction surveys to the Commonwealth and should contain both quantitative and qualitative information. The Offeror shall use these results and provide dashboard measurements to be reviewed at PMO meetings and posted on the TMO website. | Required |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|----------------------------|---|-------------------------|-------------------|
| <i>Transition Services</i> | | | |
| B-9 | The Offeror shall accomplish the transition of services in a transparent, seamless, orderly, and uninterrupted manner. Offeror’s responsibilities with respect to the transition include: <ul style="list-style-type: none"> o Transfer of the services in accordance with the Transition Plan agreed to by Commonwealth and including a number of Transition Milestones o Performing the transition without disruption to Commonwealth’s operations o Scheduling transition related tasks when convenient for agencies and their locations o Assuming responsibility for all costs associated with the transition o Otherwise performing such transition and migration tasks as are necessary to enable Offeror to provide the services in accordance with the terms of the contract, including the applicable service levels | Required | |
| B-10 | The Offeror shall include, with its proposal, an initial transition plan that includes key tasks and milestones, resource requirements (Offeror and Commonwealth), timelines and other dependencies required to successfully execute the transition. | Required | |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | Requirement | Requirement Type | Compliance |
|-----------------|---|-------------------------|-------------------|
| B-11 | <p>In coordination with the Commonwealth, the Offeror shall jointly develop the final detailed transition plan that includes:</p> <ul style="list-style-type: none"> o Deliverables to be completed by Offeror (refer to the Transition Milestones and Key Deliverables section below) o Date(s) by which each activity or deliverable is to be completed (the "transition milestones") o Process and set of standards to which Offeror shall adhere in the performance of the transition services and that shall enable the Commonwealth to determine whether Offeror has successfully completed the transition and the activities and deliverables associated with each transition milestone o Any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth customers o Any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor o A detailed description of the processes and procedures that Offeror will implement (and associated implementation schedules) to effect the seamless integration and coordination of the services with related services to be provided by other Commonwealth contractors | Required | |
| B-12 | The Offeror shall develop and maintain a Process and Procedures Manual which is available at all times to authorized Commonwealth staff. | Required | |
| Security | | | |
| B-13 | The Offeror shall permit the Commonwealth or its designee to perform security risk assessments by a qualified and approved security vendor on an annual or as-needed basis to supplement internal auditing and compliance activities. | Required | |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | Requirement | Requirement Type | Compliance |
|--|--|-------------------------|-------------------|
| B-14 | The Offeror shall perform criminal and civil background checks on all assigned staff. Any Offeror personnel and subcontracted personnel are required to pass a background check prior to access to any Agency facility or network, if required by the Agency. | Required | |
| Staffing | | | |
| B-15 | The Offeror shall ensure that staffing resources involved with the design, implementation, transition, administration and support of all functions within the managed services have training, certification, and hands-on working experience (See Section III-5 for Key Positions and Staffing for additional requirements). | Required | |
| <p><i>Service Level Agreements - - Note: Offerors proposals shall be based on the acknowledgement of the SLAs as shown in Appendix M SLA - Data Sheets. The Commonwealth is committed to the intent of these SLAs. During negotiations, the Commonwealth is willing to discuss the variables of the SLAs with the expectation that negotiated changes in SLA variables would be met with a corresponding reduction in service cost. However, proposals and pricing should be based upon the SLAs as they appear in this document.</i></p> | | | |
| B-16 | The Offeror's Service shall meet the Commonwealth's Service Level Agreements (SLAs) that establish minimum performance requirements for services provided (see Appendix M for SLA data sheets). | Required | |
| B-17 | The Offeror's measurement and monitoring of service level performance shall permit reporting at a level of detail and frequency sufficient to permit the Commonwealth to verify compliance with the service levels and shall be subject to audit. Reporting of service availability must be viewable at the agency level. | Required | |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|--------------------------------|--------------------------|
| B-18 | The Offeror shall adhere to the Commonwealth SLA Methodology document (provided as Appendix O). | Required | |
| B-19 | The Offeror shall make tiered service offerings available to accommodate varying agency needs and budgets. | Required | |

H.1 Lot 1 and 2, C - Emergency Preparedness

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-----|--|--------------------------------|--------------------------|
| C-1 | The Offeror shall maintain a current plan for providing emergency response continuity of operations. | Required | |
| C-2 | The Offeror shall perform, record, and report to the Commonwealth on the results of plan-related drills. | Required | |

Appendix H.2 Compliance Matrix Lot 1, Unified Communications and VoIP Services, Tasks D-G

RFP 6100039274

Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified in Lot 1, Unified Communications and VoIP Services, Sections III-8.D - III-8.G of the this RFP.

Offerors shall complete tabs D thru G of this appendix if bidding on services under Lot 1, Unified Communications and VoIP Services.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.2 in the Offeror's response to this RFP.

H.2 Lot 1, D - Architecture and Integration

| <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> | |
|--------------------|---|-------------------|--|
| D-1.1 | The Offeror shall provide a fully managed, vendor hosted, VoIP solution that includes an integrated MS Skype for Business UC platform. The solution shall provide full integration and federation with the Commonwealth O365 environment. | Required | |
| D-1.2 | The Offeror shall host all core components at the Offeror's datacenter(s). Equipment will NOT be hosted at the Commonwealth's data centers. | Required | |
| D-1.3 | The Offeror shall maintain equipment that needs to be located within Commonwealth local and extended demarcation points or at end-user sites (for local survivability only). | Required | |
| D-1.4 | The Offeror's solution shall, cost-effective way to support users in a multi-tenancy, multi-location (>100 locations) environment over the next 5-10 years. There are currently ~ 45,000 VoIP users that will be transitioned to the new platform. There are currently ~ 28,000 non-VoIP users (e.g. PBX, Centrex) many of which may be transitioned to the new platform. | Required | |
| D-1.5 | The Offeror shall provide an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for inbound/outbound with local control and extensibility, for use in the event of an emergency, or loss of data connectivity to the Offeror's service. | Required | |
| D-1.6 | The Offeror's system shall be deployed in a geographically redundant fashion with all backend components mirrored between locations (no single point of failure). Fail-over must be automatic (with no human involvement) and preferably on a per component basis. | Required | |
| D-1.7 | The Offeror shall maintain end-to-end data encryption as defined in IRS Publication 1075. | Required | |

H.2 Lot 1, D - Architecture and Integration

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|---|--------------------------------|--------------------------|
| D-1.8 | The Offeror shall provide at least two (2) geographically diverse connections to the Commonwealth's network (See Appendix P - Converged Network Standards.) | Required | |
| D-1.9 | The Offeror shall determine the data network bandwidth requirements for the Commonwealth locations. | Required | |

H.2 Lot 1, E - Features and Functions

| Requirement | Requirement Type | Compliance | |
|----------------------------------|--|-------------------|--|
| <i>Dial Tone Services</i> | | | |
| E-1.1 | The Offeror shall provide the capability to port current telephone numbers (TN) and toll-free (TF) numbers over from any numbering plan area (NPA)/network numbering exchange (NXX) within the Commonwealth of PA. | Required | |
| E-1.2 | The Offeror shall provide flexibility in assigning/managing direct inward dialing blocks of telephone numbers. | Required | |
| E-1.3 | The Offeror shall provide new telephone numbers upon request. | Required | |
| E-1.4 | The Offeror shall provide network access via SIP trunk protocol. | Required | |
| E-1.5 | The Offeror's solution shall display caller ID with name. | Required | |
| E-1.6 | The Offeror's service shall meet current federal/state/local accessibility/disability requirements. | Required | |
| E-1.7 | The Offeror shall provide user friendly process for updating directory listings. | Required | |
| E-1.8 | The Offeror shall provide ability for end user to dial and connect to 411 for information service. | Required | |
| <i>Main Line Services</i> | | | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|-----------------------------------|--|-------------------------|-------------------|
| E-1.9 | The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e. a. Centralized answering point b. Receptionist c. Dedicated switchboard d. Forward capability (including night feature) | Required | |
| E-1.10 | The Offeror shall provide more than 1 incoming call on a single TN at a time. | Required | |
| E-1.11 | The Offeror shall provide the ability for multiple users, in a physical office, to answer an inbound call from the same telephone number. | Required | |
| E-1.12 | The Offeror shall provide an attendant console or main switchboard type functionality. | Required | |
| <i>Voice Mail Services</i> | | | |
| E-1.13 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) | Required | |
| E-1.14 | The Offeror shall provide capability for VM to be transferred to another user on the system (2nd party VM). | Required | |
| E-1.15 | The Offeror shall provide an optional graphic user interface (GUI) for web based VM management. | Highly Desirable | |
| E-1.16 | The Offeror shall accommodate VM only line, if needed. | Required | |
| E-1.17 | The Offerors solution shall provide visual voicemail. | Highly Desirable | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|--|---|-------------------------|-------------------|
| E-1.18 | The Offeror shall provide optional OOO functionality with expiration date. | Highly Desirable | |
| E-1.19 | The Offeror shall provide optional voicemail transcription capability. | Highly Desirable | |
| E-1.20 | The Offeror's solution shall support the transfer of live calls into another person's VM. | Required | |
| E-1.21 | The Offeror's solution shall support the delivery of voice mail to a user's email inbox. | Required | |
| <i>Self-Managed Moves, Adds and Changes</i> | | | |
| E-1.22 | At the request of individual agencies, the Offeror shall provide a secure Web-based electronic interface which allows agency access, to its own lines only, for the purpose of moves, adds and changes (such as user changes to a TN, resetting of passwords, and user profile builds and changes) to current services on hosted system(s). | Required | |
| <i>Auto Attendants</i> | | | |
| E-1.23 | The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number. | Required | |
| E-1.24 | The Offeror shall provide, at the request of an individual agency, user with the ability to self-manage Auto Attendant (AA) system changes such as menu routing changes, time of day changes, holiday schedules, add/change/delete menu options, as well as Offeror managed. | Required | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|---|---|-------------------------|-------------------|
| E-1.25 | The offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. | Required | |
| E-1.26 | The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes. | Required | |
| E-1.27 | The Offeror shall provide ability to route calls by time of day/day of week/holiday. | Required | |
| E-1.28 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours). | Required | |
| E-1.29 | The Offeror's solution shall add, at no additional cost, the Commonwealth's holiday schedule to the platform each year for the duration of the contract. | Required | |
| <i>IPT Toll Free with Advanced Routing</i> | | | |
| E-1.30 | The Offeror shall provide toll-free (TF) Services. | Required | |
| E-1.31 | The Offeror shall provide new toll-free numbers upon request. | Required | |
| E-1.32 | The Offeror shall provide the capability to port current toll-free (TF) numbers to the selected Offeror's platform. | Required | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|----------------------|---|-------------------------|-------------------|
| E-1.33 | The Offeror shall provide agencies the capability to route TF numbers to an alternate point, as needed, using a web portal or website. | Required | |
| E-1.34 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. | Required | |
| E-1.35 | The Offeror's TF advanced routing capability shall include Dialed Number Information Service (DNIS), Automatic Number ID (ANI), Network Numbering Exchange (NXX), and time and / or day scheduled routing. | Required | |
| Call Handling | | | |
| E-1.36 | The Offeror shall provide typical handling capabilities including: <ul style="list-style-type: none"> a. Call waiting b. Caller ID c. Permanent caller ID call blocking/unblocking d. Per call caller ID blocking/unblocking e. Manual call forwarding/removing forwarding | Required | |
| E-1.37 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. | Required | |
| E-1.38 | The Offeror shall provide ability to answer an incoming call from another individual phone. | Required | |
| E-1.39 | The Offeror shall provide ability to answer an incoming call from another phone within a designated group. | Required | |
| E-1.40 | The Offeror shall provide an option to mask outbound caller id on an individual telephone number basis. | Required | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|---------------------|---|-------------------------|-------------------|
| E-1.41 | The Offeror shall provide flexible hunting capabilities. | Required | |
| E-1.42 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". | Required | |
| E-1.43 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. | Required | |
| E-1.44 | The Offeror shall provide options for line referrals. At a minimum, the options should include six (6) and twelve (12) months. | Required | |
| E-1.45 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. | Highly Desirable | |
| E-1.46 | The Offeror shall provide the capability to block a number from the entire VOIP platform. This would be a Commonwealth enterprise level request and only initiated by OA with strict guidelines. | Required | |
| UC Functions | | | |
| E-1.47 | The Offeror acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. This system must federate with Commonwealth's O365 environment to provide a consistent UC experience for all SfB users, hosted IPT, or O365 users. | Required | |
| E-1.48 | The Offeror's UC solution shall support Skype for Business Mobility. | Required | |
| E-1.49 | The Offeror shall integrate seamlessly with the Commonwealth's Active Directory. | Required | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|---------------------|--|-------------------------|-------------------|
| E-1.50 | The Offeror shall provide the ability to create a call by clicking on contact call information or icon. | Required | |
| E-1.51 | The Offeror shall provide the ability for a call to be answered at multiple phone numbers. | Required | |
| E-1.52 | The Offeror's solution shall be user friendly and intuitive. | Required | |
| E-1.53 | The Offeror's solution shall provide call history and detail for the user. | Required | |
| E-1.54 | The Offeror's solution shall incorporate Commonwealth Single Sign On policy and procedures. | Required | |
| E-1.55 | The Offeror's solution shall incorporate adherence to the Twenty-First Century Communications and Video Accessibility Act of 2010 for accommodations of users with disabilities. | Required | |
| E-1.56 | The Offeror shall provide the ability for the user to see Caller IDs of multiple incoming calls. | Required | |
| Conferencing | | | |
| E-1.57 | The Offeror shall provide a conferencing solution (voice/video/collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services. | Required | |
| E-1.58 | The Offeror shall provide the ability to record collaboration meetings audio and video for archiving and later playback, i.e., training. | Required | |
| E-1.59 | The Offeror shall provide for archiving and later playback of audio and audio/visual recordings. | Required | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|-----------------------------------|---|-------------------------|-------------------|
| E-1.60 | The Offeror shall ensure a minimum of 250 participants on a standard conference call. | Required | |
| E-1.61 | <p>The Offeror shall provide the ability to choose a large capacity conferencing option which allows for, at a minimum, in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Ability to include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. | Required | |
| <i>Safety and Security</i> | | | |
| E-1.62 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. | Required | |
| E-1.63 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). | Required | |
| E-1.64 | The Offeror shall provide support of Telecommunications Service Priority (TSP). | Required | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|---------------------|---|-------------------------|-------------------|
| E-1.65 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. | Required | |
| 911 Services | | | |
| E-1.66 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. | Required | |
| E-1.67 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. | Required | |
| E-1.68 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. | Required | |
| E-1.69 | The Offeror shall provide Enhanced 911 calling ("E-911") service for telephone, soft phones and remote users who use soft phones to connect to the IPT service. | Required | |
| Recording | | | |
| E-1.70 | The Offeror shall provide ad-hoc recording capabilities for inbound/outbound VoIP calls. | Required | |
| E-1.71 | The Offeror shall provide ad-hoc recording storage capabilities. | Required | |
| E-1.72 | The Offeror shall provide ad-hoc recording capabilities which has the ability to announce call is being recorded. | Required | |
| E-1.73 | The Offeror shall provide the capability to record, and store as one call, an entire call even if it is transferred. | Required | |
| Hardware | | | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|--|---|-------------------------|-------------------|
| E-1.74 | The Offeror shall provide multiple non-proprietary softphone solutions desktop and mobile phone compatibility. Solutions shall be compatible with Skype for Business. | Required | |
| E-1.75 | The Offeror shall provide multiple non-proprietary handset solutions. Option(s) for handset shall be included in price of service. | Required | |
| E-1.76 | The Offeror shall maintain, for each agency and for the life of the contract, up-to-date specifications, for each non-proprietary, SIP Standards phone including its life cycle and end of life cycle date. | Highly Desirable | |
| E-1.77 | The Offeror shall provide specifications, to each agency, for non-proprietary Wi-Fi enabled handsets along with life cycle and end of life cycle date. This information shall be kept current for the life of the contract. | Highly Desirable | |
| E-1.78 | The Offeror shall adhere to Americans with Disabilities Act (ADA) requirements for public phone installation and use. | Required | |
| <i>Teleworking (including users in an occasional out-of-the-office or travel status as well as users working from a non-office environment on a regular basis.)</i> | | | |
| E-1.79 | The Offeror shall provide a mobile or teleworking solution where IPT desktop and soft phones can be configurable to work outside of the Commonwealth network (e.g., in user's home.) | Required | |
| E-1.80 | The Offeror shall provide a secure mobile or teleworking solution without VPN. | Required | |
| E-1.81 | The Offeror shall provide a mobile or teleworking solution with end user Multi Call feature that allows users to make or receive multiple calls at the same time. | Required | |
| E-1.82 | The Offeror shall provide a mobile or teleworking solution which will incorporate Main Line Forwarding feature. | Required | |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|--|--------------------------------|--------------------------|
| E-1.83 | The Offeror shall provide a mobile or teleworking solution with Directory Listing services. | Required | |
| E-1.84 | The Offeror shall provide a mobile or teleworking solution with the ability for end user to dial and connect to 411 for information service. | Required | |

H.2 Lot 1, F - Training

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|---|-------------------------|-------------------|
| F-1.1 | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. All training materials will be kept current according to technology and usage product and feature additions and changes. | Required | |
| F-1.2 | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. | Required | |
| F-1.3 | The Offeror shall provide training on a regular basis to keep users and practitioners up-to-date on such items as network technology and data security, new VoIP features, changes due to updates, etc. and to provide training in various formats such as, but not limited to, classroom, web-based and train the trainer. | Required | |
| F-1.4 | The Offeror shall provide periodic informational and training sessions with key agency personnel such as administrators (TMO's). | Required | |
| F-1.5 | The Offeror shall provide feature based training videos to be posted and updated on a mutually agreed-upon website. | Required | |
| F-1.6 | The Offeror shall be responsible for training all TMO's and users. Training shall include, but is not limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. o TMO moves, adds and changes | Required | |
| F-1.7 | The Offeror shall provide training courses specifically and solely related to conferencing. | Required | |

H.2 Lot 1, F - Training

| | Requirement | Requirement Type | Compliance |
|--------|---|-------------------------|-------------------|
| F-1.8 | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. | Required | |
| F-1.9 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). | Required | |
| F-1.10 | At the request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition that must be approved by Commonwealth. All user documentation will be available for download on agreed upon website. | Required | |
| F-1.11 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. | Required | |
| F-1.12 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor (for the life of the contract). | Required | |
| F-1.13 | The Offeror shall allow for the evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth (for the life of the contract). | Required | |

H.2 Lot 1, G - Transition

| <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> | |
|--------------------|--|-------------------|--|
| G-1.1 | The Offeror shall schedule transitions as determined by the agencies. | Required | |
| G-1.2 | The Offeror shall schedule transitions as determined by the agencies with respect to Data transition. | Required | |
| G-1.3 | The Offeror shall complete all transition activities no later than October 2019. | Required | |
| G-1.4 | The Offeror shall provide agencies with Feature Code List once the transition schedule has been determined (see Transition Milestone table). | Required | |
| G-1.5 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. | Required | |
| G-1.6 | The Offeror shall provide options for collection and disposal of equipment to be replaced. | Required | |
| G-1.7 | The Offeror shall include any necessary training needs into transition or implementation schedule. | Required | |
| G-1.8 | The Offeror shall provide availability of training staff onsite for the day of and one day after transition. | Required | |
| G-1.9 | The Offeror shall provide a transition services plan based on services provided and number of site and/or physical endpoints. | Required | |
| G-1.10 | The Offeror shall lead marketing activities to help ensure user acceptance, increase user acceptance, and ensure TMOs and users understand available services. | Required | |

H.2 Lot 1, G - Transition

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|--|-------------------------|-------------------|
| G-1.11 | The Offeror shall develop and create a marketing plan to be approved by the Commonwealth. The marketing plan should address but not limited to the following objectives: <ul style="list-style-type: none"> o Increased adoption an usage of the new Unified Communications and VoIP Services o Ongoing outreach and training to TMOs and users on the features and benefits of the new services | Required | |

Appendix H.3 Compliance Matrix

Lot 2, Traditional Voice Services, Tasks D-F

RFP 6100039274
Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified in Lot 2, Traditional Voice Services, Sections III-8.D - III-8.F of the this RFP.

Offerors shall complete tabs D thru F of this appendix if bidding on services under Lot 2, Traditional Voice Services.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.3 in the Offeror's response to this RFP.

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> | |
|---|---|-------------------|--|
| <i>PBX / Key System Trunk Services</i> | | | |
| D-2.1 | The Offeror shall provide trunk services for existing and future PBX and Key systems (see Appendix T for current sites utilizing trunk services). | Required | |
| D-2.2 | The Offeror shall provide the capability to port current telephone numbers (TN) including Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) TN's and toll-free (TF) numbers over from current provider from any NPA/NXX within PA. | Required | |
| D-2.3 | The Offeror shall provide DIDs upon request. | Required | |
| D-2.4 | The Offeror shall provide and maintain a current service availability catalog indicating where within the Commonwealth its services are available. | Required | |
| D-2.5 | The Offeror shall provide TN management capability to easily activate/deactivate TN within existing blocks. | Required | |
| D-2.6 | The Offeror shall meet current federal/state/local accessibility/disability requirements. | Required | |
| <i>Centrex Services</i> | | | |
| D-2.7 | The Offeror shall provide the capability to port current telephone numbers (TN) within PA. | Required | |
| D-2.8 | The Offeror shall provide PSTN connections. | Required | |
| D-2.9 | The Offeror shall provide point-to-point, two wire and four wire services. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|----------------------------|---|-------------------------|-------------------|
| D-2.10 | The Offeror shall accommodate simultaneous inbound/outbound calls from a single TN. | Required | |
| D-2.11 | The Offeror shall acknowledge that a request at Enterprise level to block TN must be initiated by OA only with strict guidelines. | Required | |
| D-2.12 | The Offeror shall provide user friendly process for updating directory listings. | Required | |
| D-2.13 | The Offeror shall provide ability for end users to dial and connect to 411 for information service. | Required | |
| D-2.14 | The Offeror shall provide analog service to locations which have or will have elevators, fax, alarm (fire, security, other) and TTY. | Required | |
| Main Line Services | | | |
| D-2.15 | The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e., a. Centralized answering point b. Receptionist c. Dedicated switchboard d. Forward capability (including night feature) | Required | |
| D-2.16 | The Offeror shall provide main line answering features for multiple users. | Required | |
| D-2.17 | The Offeror shall accommodate legacy attendant console/main switchboard functionality. | Required | |
| Voice Mail Services | | | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|------------------------|---|-------------------------|-------------------|
| D-2.18 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) | Required | |
| D-2.19 | The Offeror shall provide capability for VM to be transferred to 2nd party VM. | Required | |
| D-2.20 | The Offeror shall provide optional graphic user interface (GUI) for web based VM management. | Required | |
| D-2.21 | The Offeror shall provide optional OOO functionality with expiration date. | Highly Desirable | |
| D-2.22 | The Offeror shall provide availability for voicemail message to be left at number to which calls have been transferred. | Highly Desirable | |
| D-2.23 | The Offeror shall accommodate VM only line if needed. | Required | |
| D-2.24 | The Offeror's solution shall support the transfer of live calls into another person's VM. | Required | |
| Auto Attendants | | | |
| D-2.25 | The Offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|--|---|-------------------------|-------------------|
| D-2.26 | The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number. | Required | |
| D-2.27 | The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes. | Required | |
| D-2.28 | The Offeror shall provide ability to route calls by time of day/day of week/holiday. | Required | |
| D-2.29 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours.) | Required | |
| <i>Conventional Toll Free with Advanced Routing</i> | | | |
| D-2.30 | The Offeror shall provide toll-free (TF) Services. | Required | |
| D-2.31 | The Offeror shall provide new toll free numbers upon request. | Required | |
| D-2.32 | The Offeror shall allow for self-managed routing changes for TF numbers. | Required | |
| D-2.33 | The Offeror shall provide the capability to port current toll-free (TF) numbers. | Required | |
| D-2.34 | The Offeror shall provide the capability to route TF numbers to alternate points, as needed, using a web portal or website. | Required | |
| D-2.35 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|----------------------|--|-------------------------|-------------------|
| D-2.36 | The Offeror's TF advanced routing capability shall include DNIS, ANI, NXX and time and / or day scheduled routing | Required | |
| Call Handling | | | |
| D-2.37 | The Offeror shall provide typical handling capabilities including: a) Call waiting b) Caller ID c) Permanent call blocking/unblocking d) Per call blocking/unblocking e) Manual call forwarding/removing forwarding | Required | |
| D-2.38 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. All lines provided by the Offeror shall have the capability to do trap and trace. | Required | |
| D-2.39 | The Offeror shall provide availability to answer incoming call from another individual phone. | Required | |
| D-2.40 | The Offeror shall provide availability to answer incoming call from another phone within a designated group. | Required | |
| D-2.41 | The Offeror shall provide the option to mask outbound caller id on an individual TN basis. | Required | |
| D-2.42 | The Offeror shall provide flexible hunting capabilities. | Required | |
| D-2.43 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". | Required | |
| D-2.44 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|-----------------------------------|--|-------------------------|-------------------|
| D-2.45 | The Offeror shall provide options for line referrals. At a minimum, the options shall include six (6) and twelve (12) months. | Required | |
| D-2.46 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. | Required | |
| <i>Safety and Security</i> | | | |
| D-2.47 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. | Required | |
| D-2.48 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). | Required | |
| D-2.49 | The Offeror shall provide support of Telecommunications Services Priority (TSP) | Required | |
| D-2.50 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. | Required | |
| <i>911 Services</i> | | | |
| D-2.51 | The Offeror shall provide 911 location services that comply with local/state/federal requirements. | Required | |
| D-2.52 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. | Required | |
| D-2.53 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|---------------------|---|-------------------------|-------------------|
| D-2.54 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. | Required | |
| Conferencing | | | |
| D-2.55 | The Offeror shall provide a voice conferencing solution that can be utilized independent of any unified communication for 250 attendees or more. | Required | |
| D-2.56 | The Offeror shall provide unlimited free local number Dial In. | Highly Desirable | |
| D-2.57 | The Offeror shall provide toll-free Dial In. | Required | |
| D-2.58 | The Offeror shall provide the ability to record conference calls. | Required | |
| D-2.59 | The Offeror shall provide a solution to support full service conference hosting. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|-----------------|--|-------------------------|-------------------|
| D-2.60 | <p>The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Should include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. | Highly Desirable | |
| D-2.61 | <p>The Offeror's solution shall provide the following minimum customer support services:</p> <ul style="list-style-type: none"> o Online Help Center o Email & phone support o Dedicated account manager | Required | |
| D-2.62 | The Offeror shall provide an option for contract participants to choose full service conference hosting services to include operator assisted services. | Required | |
| Hardware | | | |
| D-2.63 | The Offeror shall provide specifications for each agency proprietary or non-proprietary phone, life cycle and end of life cycle date. This information shall be kept current for the life of the contract. | Highly Desirable | |
| D-2.64 | The Offeror shall adhere to ADA requirements for public phone installation and use. | Required | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| <u>Requirement</u> | | <u>Requirement Type</u> | <u>Compliance</u> |
|-----------------------------|--|--------------------------------|--------------------------|
| <i>POTS Services</i> | | | |
| D-2.65 | The Offeror shall accommodate single analog lines in diverse locations to support analog phones. | Highly Desirable | |
| <i>Pay Phones</i> | | | |
| D-2.66 | The Offeror shall provide a payphone service to accommodate existing payphone deployments, as well as new deployments. (See Appendix V). | Required | |
| D-2.67 | The Offeror shall meet current federal/state/local accessibility/disability requirements with adherence to Americans with Disabilities Act (ADA) TTY and the Twenty-First Century Communications and Video Accessibility Act | Required | |

H.3 Lot 2, E - Training

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|--|-------------------------|-------------------|
| E-2.1 | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. | Required | |
| E-2.2 | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. | Required | |
| E-2.3 | The Offeror shall provide periodic informational and training sessions with key agency personnel. | Required | |
| E-2.4 | The Offeror shall provide feature based training videos to be posted and updates on a mutually agreed-upon website. | Required | |
| E-2.5 | The Offeror shall be responsible for training all administrators prior to installation or activation of any services. Training shall include, but not be limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. | Required | |
| E-2.6 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). | Required | |
| E-2.7 | The Offeror shall provide training courses specifically and solely related to conferencing. | Required | |
| E-2.8 | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. | Required | |

H.3 Lot 2, E - Training

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|--|--------------------------------|--------------------------|
| E-2.9 | Upon request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition. | Required | |
| E-2.10 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. | Required | |
| E-2.11 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor. | Required | |
| E-2.12 | The Offeror shall allow evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth. | Required | |

H.3 Lot 2, F - Transition

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|--|-------------------------|-------------------|
| F-2.1 | The Offeror shall schedule transitions as determined by the agencies. | Required | |
| F-2.2 | The Offeror shall provide agencies with Feature Code List once schedule has been determined. | Required | |
| F-2.3 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. | Required | |
| F-2.4 | The Offeror shall provide options for collection and disposal of equipment to be replaced. | Required | |
| F-2.5 | The Offeror shall include any necessary training needs into transition or implementation schedule. | Required | |

Appendix H.4 Compliance Matrix

Lot 3, Other Voice Conferencing Services, Task A

RFP 6100039274

Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified in Lot 3, Other Voice Conferencing Services, Section III-8.A of the this RFP.

Offerors shall complete tab A of this appendix if bidding on services under Lot 3, Other Voice Conferencing Services.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.4 in the Offeror's response to this RFP.

H.4 Lot 3, A-Voice Conference Services (Office 365 users)

| <u>Requirement</u> | | <u>Requirement Type</u> | <u>Compliance</u> |
|--------------------|--|-------------------------|-------------------|
| A-3.1 | The Offeror shall provide a voice conferencing solution that integrates with a user's currently deployed Office365. This service will provide the PSTN conferencing capability that integrates with O365 and Skype for Business. | Required | |
| A-3.2 | The Offeror shall provide PSTN conferencing that will enable users access to voice conferences via PSTN Dial In. | Required | |
| A-3.3 | The Offeror shall provide toll-free Dial In to voice conferences (up to 250 attendees). | Required | |
| A-3.4 | The Offeror shall provide the ability to record conference calls as part of the recorded collaboration session. | Required | |
| A-3.5 | <p>The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Should include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. | Required | |

H.4 Lot 3, A-Voice Conference Services (Office 365 users)

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|--|-------------------------|-------------------|
| A-3.6 | The Offeror's solution shall provide the following minimum customer support services: <ul style="list-style-type: none">o Online Help Centero Email & phone supporto Dedicated account manager | Required | |

Appendix I

Commonwealth ITSM Overview

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

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Purpose

The purpose of this document is to provide the Offeror background information with the Commonwealth's Information Technology Service Management (ITSM) systems. Information on the following current systems is included in this document:

- Enterprise Services Management System (ESMS) which is used for service catalog, service request, service inventory, and billing.
- Commonwealth's ServiceNow system which will be used to integrate the Commonwealth's CMDB with the Offeror's ITSM system.
- Current Telecom Support Desk metrics to support the sizing of the Offeror's Enterprise Service Desk (ESD).

ESMS Overview

Introduction

ESMS is a Web-based system used for ordering, billing and asset inventory of telecommunications products and services. This includes products and services covered under the current Telecommunications Services Contract, as well as additional services such as mobile voice and data.

System Modules / Capabilities

ESMS consists of the following capabilities:

Administration

- User administration – set up user permissions to be able to access the agency/department, bureau, office, and subaccounts that they are assigned
- Product administration – add, change, deactivate products
- Department administration – add, change, deactivate departments/agencies
- Location administration – add, change, deactivate locations
- Contact administration - add, change, deactivate contacts
- Account code administration - add, change, deactivate account codes

Ordering

- Ordering of services – data, voice, security, customer premise equipment
- MACDs – move, add, change, deletions of each service
- Queries – ability to query by any vendor, contract, major service type, service sub-type, order status, product, add-on product, feature, account code, sub account, location, department, user, service identifier
- Ability to order services from multiple telecom service providers

Inventory

- Snapshot of current active inventory and deactivated services and equipment
- Queries – Ability to query by vendor, contract, service, product, add-on product, feature, account code, sub account, location, department, active, deactivated, Telecommunications Service Priority (TSP).
- Ability to view and download all applicable product/service catalogs for all contracts

Online Billing Presentment

- Queries of current and/or past invoices by:
 - Identifier - WTN, Circuit Id
 - Product Code - Ability to query by one or many product codes
 - Major Service Type – Voice, data, IPT
 - Service Sub Type – Voice (Centrex, Inbound Usage, VOIP), data (Ethernet, Direct PIP Access)
 - Agency account code
 - Location

- Ability to download an Excel spreadsheet of all billing details at an agency/department, bureau, office, subaccounts, or identifier level
- Ability to issue credits and adjustments against billing items
- Ability to produce a monthly online invoice at the enterprise, department, or bureau/office.

Rating and Billing

- Ability to accept Call Detail Records (CDRs) from multiple carriers to be processed on a daily and monthly basis
- Ability process all recurring, non-recurring, and usage charges
- Ability to prorate charges
- Ability to run a monthly billing cycle and post all charges to the online billing presentment module for downloading to excel or PDF and viewing

Reporting

- Monthly inventory, ordering by agency/department and for the enterprise that are run with the monthly billing cycle.
- Ability for reports to be placed on a commonwealth FTP server
- An inventory of the current ESMS reports can be found in Appendix J - ESMS Reports and Queries.

Product/Service Catalog

- Ability to view the online product catalogs for each vendor and contract

Data archival process

- Ability to archive online data with the option of restoring that data at any time to view online if a user requests it.

Interfaces with Other Systems

- Ability to integrate with other systems such as SAP
- Ability to export a file for import into SAP for processing
- APIs to feed data to other systems such as an ITSM system

ESMS Historical Order Volumes

| Year | New | Complete | Disconnect | Move | Total |
|--------------|---------------|---------------|---------------|--------------|----------------|
| 2011 | 19,785 | 576 | 14,289 | 297 | 34,947 |
| 2012 | 11,141 | 8,931 | 3,869 | 233 | 24,174 |
| 2013 | 10,750 | 11,274 | 4,442 | 229 | 26,695 |
| 2014 | 9,247 | 9,884 | 4,548 | 179 | 23,858 |
| 2015 | 9,557 | 10,401 | 4,992 | 245 | 25,195 |
| Total | 60,480 | 41,066 | 32,140 | 1,183 | 134,869 |

Other sizing information (approximate)

- Number of Users: 80,000+ users throughout the state
- Number of Catalog Items: 4,000+ catalog items

Current Telecom Support Desk Metrics

Current Service Desk Volumes (March 2015 – March 2016)

| Telecom Service Desk | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| A | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

Commonwealth ITSM Overview

Service Asset and Configuration Management (SACM)

In support of the Telecom Services initiative, the SACM processes provided by OIT ITSM will focus primarily on CI tracking and CI replication to subordinate CMDB's for the purpose of Incident management tracking.

- ESMS will be considered the Source of Record for all CI's established in the ESMS CMDB, however they will be replicated as "Tracking CI's" to the OIT ITSM Service Now instance. In turn these will be replicated to RFP2 and all subordinate CMDB's.
- All financial management associated with assets established in ESMS will be managed and reported by ESMS.
- Infrastructure assets established at the Commonwealth will be hosted in the OIT ITSM Service Now instance as the Source of Record and will also be replicated to subordinate CMDB's.

Integration of the below modules will be achieved with the RFP 2 vendor as the modules become available in the OIT ITSM:

- CHANGE MANAGEMENT
- SERVICE REQUEST MANAGEMENT
- INCIDENT MANAGMENT

Appendix J - ESMS - Reports & Queries

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3
RFP 6100039274

This Appendix contains the list of currently available Reports and Queries in the Commonwealth's ESMS.

| Admin Reports | | | | | | |
|---------------|--|---------------------------------------|--------------|---|--|---|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields on Query Report Query Criteria | Fields/Columns on the Report |
| AR-1 | User Query | On-Demand - Batch if over 500 results | Download CSV | Shows all user information for the selected user(s). | User Last Name, User Login Id, Status (Active or Inactive), Dept #, SA #, Role, Vendor, Contract, Service Group | First Name, Last Name, User Id, Dept #, SA, Pre-SAP, Role, Email Address, Acct Code Replace, Admin, Billing, Contact Mgmt, Dept Permission, Inv, Inv Reports, Location Mgmt, Login Msg, Netwrk Mgmt, Ordering, Ordering w/ Quote only, RL Mgmt, SA Mgmt, TT, View Call Details, Approve Locations, Enter Credits & Adj for COPA, Enter Credits & Adj for PA-Team, Enter Payments for COPA, Enter Payments for PA-Team, ESMS Update Msgs, Request Sensitive Call Details, Reset User Passwords |
| AR-2 | User with Vendor and Contract Query | On-Demand - Batch if over 500 results | Download CSV | Shows vendor and contract information for the selected user(s). | User Last Name, User Login Id, Status (Active or Inactive), Dept #, SA #, Role, Vendor, Contract, Service Group | First Name, Last Name, User Id, Role, Email Address, Vendor, Contract |
| AR-3 | User with Service Group Query | On-Demand - Batch if over 500 results | Download CSV | Shows service group information for the selected user(s). | User Last Name, User Login Id, Status (Active or Inactive), Dept #, SA #, Role, Vendor, Contract, Service Group | First Name, Last Name, User Id, Role, Email Address, Service Group |
| AR-4 | Contact Query | On-Demand | Download CSV | Shows all contact information for the selected contact(s). | Contact Last Name, Contact First Name, Contact type (COPA, BP, Vendor, All), Department, Vendor, Status (Active, Inactive or Both). | First Name, Middle Initial, Last Name, Title 1, Title 2, Telephone Number, Extension, Pager Number, PIN, Mobile Telephone Number, Fax Number, Email Address, Contact Type, Department, Vendor, Status, Inactive Date. |
| AR-5 | Location | On-Demand - Batch if over 500 results | Download CSV | Shows all location information associated with the selected Location. | Location Type, Building Name, Address Line 1, P.O. City, State, County, Zip, Optional Identifier, Service Municipality, Service ID, Latitude, Longitude, Cost Center, Voice Provisioning, Data Provisioning, Site Voice Provisioning, Site Data Provisioning, Status (Active or Inactive), Transition Status (Virtually Transitioned, Mixed Transition, Physically Transitioned) | Location Type, Service Id, Building Name, Address Line 1, Address Line 2, Floor, Room, P.O. City, State, Zip, Service Municipality, County, Optional Identifier, Latitude, Longitude, Working Telephone Number, TelCove Cost Center/City, TelCove NPA/NXX, Building Access Hours, Building Contact, Site Voice Provisioning, Site Data Provisioning, Voice Provisioning Method, Data Provisioning Method, Property Type, CoPA Owned Property, Building Property Owner Name, Property Manager Company, Property Manager Name, Property Manager Email, Property Manager Phone Number, Second Company Contact Name, Second Company Contact Email, Second Company Contact Phone Number, Status, Critical Location, Update Date, Transition Status |
| AR-6 | Location Active Items | On-Demand - Batch if over 500 results | Download CSV | Shows all active inventory items associated with the selected Location. | Location Type, Building Name, Address Line 1, P.O. City, State, Zip, Optional Identifier, Service Municipality, Service ID, Cost Center, Voice Provisioning, Data Provisioning, Site Voice Provisioning, Site Data Provisioning, Status (Active or Inactive) | WTN/Identifier, Activation Date, Deactivation Date, Product Number, Product Description, Billing Identifier (BTN), Department Type, A-Term Location, Service ID, Z-Term Location, Service ID, Department, Reporting Level, Sub Account, Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, Percentage |
| AR-7 | Location Active Items With All Address Information | On-Demand - Batch if over 500 results | Download CSV | Shows all active inventory items and the corresponding Address information associated with the selected Location. | Location Type, Building Name, Address Line 1, P.O. City, State, Zip, Optional Identifier, Service Municipality, Service ID, Cost Center, Voice Provisioning, Data Provisioning, Site Voice Provisioning, Site Data Provisioning, Status (Active or Inactive) | WTN/Identifier, Activation Date, Deactivation Date, Product Number, Product Description, Billing Identifier (BTN), Department Type, A-Term Location, Service ID, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, Location, A-Term Demarc, Service ID, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Z-Term, Service ID, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Location, Z-Term Demarc, Service ID, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Department, Reporting Level, Sub Account, Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, Percentage |
| AR-8 | Reporting Level | On-Demand - Batch if over 500 results | Download CSV | Shows all report level information for the selected report level(s). | Department, Reporting Level Number, Reporting Level Name, Reporting Level Description, Status | Department, Reporting Level Number, Reporting Level Name, Reporting Level Description, Status |
| AR-9 | Sub Account | On-Demand - Batch if over 500 results | Download CSV | Shows all sub account information for the selected sub account(s). | Department, Sub Account Number, Sub Account Name, Sub Account Description, Status | Department, Sub Account Number, Sub Account Name, Sub Account Description, Status |
| AR-10 | Vendor | On-Demand | Download CSV | Shows all vendor information for the selected vendor(s). | Vendor Name, Abbreviated Name, SAP Vendor Number, Related Contract, Status (Active, Inactive or Both). | Vendor Name, Abbreviated Name, Vendor Code, SAP Vendor Nbr, Address Line 1, Address Line 2, City, State, Zip, Vendor Email Address, Account Number Label, Start Date, Deactivation Date, Rework Days, Anonymous Login, Status |
| AR-11 | Vendor with Related Contract | On-Demand | Download CSV | Shows all vendor information for the selected vendor(s), as well as related contract information. | Vendor Name, Abbreviated Name, SAP Vendor Number, Related Contract, Status (Active, Inactive or Both). | Vendor Name, Abbreviated Name, Vendor Code, SAP Vendor Nbr, Address Line 1, Address Line 2, City, State, Zip, Vendor Email Address, Account Number Label, Start Date, Deactivation Date, Rework Days, Anonymous, Status, Contract Name, Contract Number, Contract Code, Contact, Start Date, Deactivation Date, Login, Status |
| AR-12 | Contract | On-Demand | Download CSV | Shows all contract information for the selected contract(s). | Contract Number, Contract Name, Related Vendor, Status (Active, Inactive or Both). | Contract Name, Contract Number, Contract Code, Service Charge Reimbursement BA, Service Charge Reimbursement Account Code, SRC Reimbursement BA, SRC Reimbursement Account Code, Contact, Start Date, Deactivation Date, Status |
| AR-13 | Contract with Related Vendor | On-Demand | Download CSV | Shows all contract information for the selected contract(s), as well as related vendor information. | Contract Number, Contract Name, Related Vendor, Status (Active, Inactive or Both). | Contract Name, Contract Number, Contract Code, Contact, Start Date, Deactivation Date, Status, Vendor Name, Abbreviated Name, Vendor Code, SAP Vendor Nbr, Address Line 1, Address Line 2, City, State, Zip, Vendor Email Address, Account Number Label, Start Date, Deactivation Date, Rework Days, Anonymous Login, Status |
| AR-14 | Service Form | On-Demand | Download CSV | Shows all Service Form informaton for the selected Service Form(s) | Service Name, Vendor, Contract, Service Group, Service Category, Order Group | Service Name, Type, Screen Label, Position, Quantity Rule, Required, Vendor, Contract, Product, Description, Unit Price, Recur Charge, Product Group Variable Charge, Product Variable Charge, Format, Change on Change Order, Change on Record Order, TMO Can Change, Vendor Can Change |
| AR-15 | Feature Valid Values | On-Demand | Download CSV | Shows all Feature Information for the selected Feature(s) and the associated Valid Values. | Feature ID, Feature Label, Format, Service. | Feature ID, Feature Label, Format, Length-Minimum, Length-Maximum, Valid Values, Value, Default, Status |
| AR-16 | Feature Services | On-Demand | Download CSV | Shows all Feature Information for the selected Feature(s) and the associated Services. | Feature ID, Feature Label, Format, Service. | Feature ID, Feature Label, Format, Length-Minimum, Length-Maximum, Valid Values, Services |

| Ordering Reports | | | | | | |
|------------------|---|---|----------|---|--|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| OR-1 | Order Activity - Department | Monthly - at time of bill run (by 7th business day) | Download | Summarizes by Department, all orders in the ESMS for the previous month which had been in a pending status, or which were cancelled or completed during the monthly reporting period. Pending statuses include all statuses except for Incomplete (INC), Quote (QTE), and Submit On Hold (SOH). Once a service order reaches Completed (CMP) or Cancelled (CAN) status, it will appear for the final time on the following month's report and then will not appear on any subsequent reports. | NA | Vendor, Contract, Vendor Feedback Received, Department, ESMS Pon, Order Type, Status, Status Date, Department Type, Notification Info, Major Service Type, Service Sub-Type, Product Code, Product Description, Order Item Count, Date Submitted, Requested Date, Scheduled Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual Completion Date, Z-Term Location, Z-Term Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Voice Provisioning Type, Z-Term Data Provisioning Type, Z-Term TelCove Cost Center, A-Term Location, A-Term Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Voice Provisioning Type, A-Term Data Provisioning Type, A-Term TelCove Cost Center, New Z-Term Location, New Z-Term Service ID, Latitude, Longitude, New Z-Term Site Voice Provisioning Type, New Z-Term Site Data Provisioning, New Z-Term Voice Provisioning, New Z-Term Data Provisioning Type, New Z-Term TelCove Cost Center, New A-Term Location, New A-Term Service ID, Latitude, Longitude, New A-Term Site Voice Provisioning, New A-Term Site Data Provisioning, New A-Term Voice Provisioning Type, New A-Term Data Provisioning Type, New A-Term TelCove Cost Center, Primary Contact, Service Location Contact, Alternate Contact, Vendor Contact 1, Vendor Contact 2 |
| OR-2 | Order Activity - Enterprise | Monthly - at time of bill run (by 7th business day) | Download | Summarizes all orders in the ESMS for the previous month which had been in a pending status, or which were cancelled or completed during the monthly reporting period. Pending statuses include all statuses except for Incomplete (INC), Quote (QTE), and Submit On Hold (SOH). Once a service order reaches Completed (CMP) or Cancelled (CAN) status, it will appear for the final time on the following month's report and then will not appear on any subsequent reports. | NA | Vendor, Contract, Vendor Feedback Received, Department, ESMS Pon, Order Type, Status, Status Date, Department Type, Notification Info, Major Service Type, Service Sub-Type, Product Code, Product Description, Order Item Count, Date Submitted, Requested Date, Scheduled Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual Completion Date, Z-Term Location, Z-Term Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Voice Provisioning Type, Z-Term Data Provisioning Type, Z-Term TelCove Cost Center, A-Term Location, A-Term Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Voice Provisioning Type, A-Term Data Provisioning Type, A-Term TelCove Cost Center, New Z-Term Location, New Z-Term Service ID, Latitude, Longitude, New Z-Term Site Voice Provisioning Type, New Z-Term Site Data Provisioning, New Z-Term Voice Provisioning, New Z-Term Data Provisioning Type, New Z-Term TelCove Cost Center, New A-Term Location, New A-Term Service ID, Latitude, Longitude, New A-Term Site Voice Provisioning, New A-Term Site Data Provisioning, New A-Term Voice Provisioning Type, New A-Term Data Provisioning Type, New A-Term TelCove Cost Center, Primary Contact, Service Location Contact, Alternate Contact, Vendor Contact 1, Vendor Contact 2 |
| OR-3 | Cable Management Report | Not Scheduled | Download | This report provides cable management activity information for New and Move orders which could have cable management data entered and for Change and Record orders which added new cable management information. | NA | For New and Move orders: Dept, Could Have Cable Data, Did Have Cable Data, PONs Having Cable Data, PONs Not Having Cable Data. For Change and Record orders: Dept, Cable Data Entered, PONs Having Cable Data |
| OR-4 | Monthly Open Orders Summary Report | Monthly - at time of bill run (by 7th business day) | Download | This report provides a list of all Open orders that do not have a status of CAN, CMP, INC, SOH OR QTE. | NA | Vendor, Contract, Vendor Feedback Received, Department, ESMS Pon, Order Type, Status, Status Date, Department Type, Notification Info, Major Service Type, Service Sub-Type, Product Code, Product Description, Order Item Count, Date Submitted, Requested Date, Scheduled Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual Completion Date, Z-Term Location, Z-Term Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Voice Provisioning Type, Z-Term Data Provisioning Type, Z-Term TelCove Cost Center, A-Term Location, A-Term Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Voice Provisioning Type, A-Term Data Provisioning Type, A-Term TelCove Cost Center, New Z-Term Location, New Z-Term Service ID, Latitude, Longitude, New Z-Term Site Voice Provisioning Type, New Z-Term Site Data Provisioning, New Z-Term Voice Provisioning, New Z-Term Data Provisioning Type, New Z-Term TelCove Cost Center, New A-Term Location, New A-Term Service ID, Latitude, Longitude, New A-Term Site Voice Provisioning, New A-Term Site Data Provisioning, New A-Term Voice Provisioning Type, New A-Term Data Provisioning Type, New A-Term TelCove Cost Center, Primary Contact, Service Location Contact, Alternate Contact, Vendor Contact 1, Vendor Contact 2 |
| OR-5 | SLA 26 COPA Detail - Missed SLA Completion Date | Not Scheduled | Download | This report provides a department level detail report of all ESMS orders that were completed during the reporting month that violated the PA-Team SLA #26. | NA | Department, ESMS Pon, Order Type, Major Service Type, Date Submitted, Requested Date, Scheduled Date, Standard Interval Date, Facilities Exist, Actual Completion Date, Wn/Identifier, Product Code, Quantity, Unit Price, Account Code Department, Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, General Ledger, Percentage, Calculated SLA Amount, Business Days Late, Remedy Calculation, Remedy Multiplier |

| Ordering Reports | | | | | | |
|------------------|--|---------------------------------------|----------|--|--|---|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| OR-6 | SLA 26 TelCove Detail - Missed SLA Completion Date | Not Scheduled | Download | This report provides a department level detail report of all ESMS orders that were completed during the reporting month that violated the PA-Team SLA #26. | NA | Department, ESMS Pon, Order Type, Department Type, Major Service Type, Date Submitted, Requested Date, Scheduled Date, Standard Interval Date, Facilities Exist, Actual Completion Date, Z-Term Data Provisioning Type, Z-Term Voice Provisioning Type, A-Term Data Provisioning Type, A-Term Voice Provisioning Type, Wtn/Identifier, Product Code, Quantity, Unit Price, Account Code Department, Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, General Ledger, Percentage, Product Description, Calculated SLA Amount, Business Days Late, Remedy Calculation, Remedy Multiplier, Z-Term Location, Z-Term Loc Service ID, Z-Term TelCove Cost Center, A-Term Location, A-Term Loc Service ID, A-Term TelCove Cost Center, Vendor Contact 1, , Billing Location, Billing Contact |
| OR-7 | SLA 26 Summary - Missed SLA Completion Date | Not Scheduled | Download | This report provides a summary of all ESMS orders that were completed during the reporting month that violated the PA-Team SLA #26. | NA | Department NB, Credit Amount, SLA Code, ESMS PON, Case ID, Wtn/Identifier, BTN, Author, Reason, Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, General Ledger |
| OR-8 | Order Summary Report from Order Query | On Demand - Batch if over 500 results | Download | Shows a summary of all orders in query results set | | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Order Item Count, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2 |
| OR-9 | Product Change Report from Order Query | On Demand - Batch if over 500 results | Download | Shows the net changes in the quantities for the products on each ESMS PON. | NA | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Quantity, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2 |
| OR-10 | Service Order Detail | On Demand - Batch if over 500 results | Download | Shows all fields of one order | NA | All fields on the order that have values |
| OR-11 | Sales and Forecasting Report | Monthly - last day of month | Download | This report provides Verizon revenue and forecasting information. | NA | MTD MRC Sales, MTD NRC Sales, MTD Disconnects, Install MRC Forecast, Install NRC Forecast, Disconnect MRC Forecast, Disconnect NRC Forecast, MTD Actual MRC Installs, MTD Actual NRC Installs, MTD Actual Disconnects, Install MRC Backlog, Install NRC Backlog, Orders that have been cancelled , MTD Actual Install and MTD Actual Disconnect Orders that have a value more than \$200 |
| OR-12 | Weekly Outstanding RAS Orders | Not Scheduled | Download | This report provides a list of all RAS orders that do not have a status of CAN, CMP,INC, SOH or QTE. | NA | ESMS PON, Type, Status Update TS, Order Type, Department, Department Name, Primary Contact, Primary Telephone. |
| OR-13 | Weekly Outstanding VPN Orders | Not Scheduled | Download | This report provides a list of all VPN orders that do not have a status of CAN, CMP,INC, SOH or QTE. | NA | ESMS PON, Type, Status Update TS, Order Type, Department, Department Name, Primary Contact, Primary Telephone. |
| OR-14 | Weekly Centrex Ordering Activity | Not Scheduled | Download | This report shows Centrex line activity from orders that were completed in the prior week. | NA | Order Type, WTN, Action, Product Code, Product Desc, Existing Provisioning Method, New Provisioning Method, Existing P.O. City, Existing Cost Center, New P.O. City, New Cost Center, ESMS PON, Order Completion Date |
| OR-15 | Weekly Installed Orders Report | Not Scheduled | Download | This report shows the speed of delivery for selected services on orders that were put into Installed status in the prior week. | NA | ESMS PON, Product Code, Product Description, Quantity, Order Type, Voice Provisioning Type, Scheduled Completion Date, Start Date, End Date, Total Time, Time Prior To Due Date, System, Expedite, User Stopped |
| OR-16 | Ordering Department Mismatch | Monthly - on the 25th of each month | Download | This report lists orders where the order's ordering department is not the same as the order item's account code department(s). | NA | ESMS PON, Create Dt, Status, Status Dt, Ordering Dept (department number and department name), WTN/Identifier, Acctcode Dept (department number only) |

| Ordering Reports | | | | | | |
|------------------|---|--------------------|----------|---|--|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| OR-17 | Order Summary Report - Orders in VCM Status | Daily - PM | Download | This report lists orders in Vendor Complete (VCM) status. | NA | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Order Item Count, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2, Billing Location, Billing Contact |
| OR-18 | Order Summary Report - Completed Verizon Orders | Daily - PM | Download | This report lists Verizon orders completed that day. | NA | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Order Item Count, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2, Billing Location, Billing Contact |
| OR-19 | Order Summary Report - Verizon Orders in SUB Status | Daily - PM | Download | This report lists Verizon orders in Submitted (SUB) status. | NA | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Order Item Count, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2, Billing Location, Billing Contact |
| OR-20 | Order Summary Report - 3rd Party un-completed Orders With Vender Feedback | Weekly - Monday AM | Download | This report lists 3rd-Party orders that are not completed, but have received vendor feedback. | NA | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Order Item Count, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2, Billing Location, Billing Contact |

Ordering Reports

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|--|--------------------|----------|--|--|--|
| OR-21 | Order Summary Report - 3rd Party un-completed Orders Without Vender Feedback | Weekly - Monday AM | Download | This report lists 3rd-Party orders that are not completed, and have not received NA vendor feedback. | | Vendor, Contract, Vendor Feedback Received, Dept, ESMS PON, Order Type, Status, Status Date, Dept Type, Notification Info, MST, SST, Prod Code, Prod Desc, Order Item Count, Date SUB, Requested Date, SCH Date, Plant Test Date, Standard Interval, Standard Interval Date, Facilities Exist, Actual CMP Date, ZTerm Location, ZTerm Service ID, Latitude, Longitude, ZTerm Site Voice Prov, ZTerm Site Data Prov, ZTerm Data Prov Type, ZTerm Voice Prov Type, ZTerm TelCove CC, ATerm Location, ATerm Service ID, Latitude, Longitude, ATerm Site Voice Prov, ATerm Site Data Prov, ATerm Data Prov Type, ATerm Voice Prov Type, ATerm TelCove CC, New ZTerm Location, New ZTerm Service ID, Latitude, Longitude, New ZTerm Site Voice Prov, New ZTerm Site Data Prov, New ZTerm Data Prov Type, New ZTerm Voice Prov Type, New ZTerm TelCove CC, New ATerm Location, New ATerm Service ID, Latitude, Longitude, New ATerm Site Voice Prov, New ATerm Site Data Prov, New ATerm Data Prov Type, New ATerm Voice Prov Type, New ATerm TelCove CC, Primary Contact, Svc Loc Contact, Alt contact, Vendor Contact 1, Vendor Contact 2, Billing Location, Billing Contact |

| Inventory Reports | | | | | | |
|-------------------|--|---|--------------------|---|--|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IR-1 | Product Catalog Inventory Report - Enterprise | Monthly - at time of bill run (by 7th business day) | Download | Contains the entire ESMS Product Catalog, with counts of each active product within ESMS Inventory. | NA | Product Code, Major Service Type, Service Sub Type, Short Description, Long Description, Unit Price, Src1, Src2, Src3, Src4, Src5, Src6, Src7, Src8, Src9, Src10, Copa Quantity, BP Quantity, Enterprise Quantity, Total Cost, Total Src1, Total Src2, Total Src3, Total Src4, Total Src5, Total Src6, Total Src7, Total Src8, Total Src9, Total Src10, Grand Total |
| IR-2 | Product Catalog Inventory Report - Department | Monthly - at time of bill run (by 7th business day) | Download | Contains the entire ESMS Product Catalog, with counts of each active product within ESMS Inventory for a particular department. (one department per report). | NA | Dept, Product Code, Major Service Type, Service Sub Type, Short Description, Long Description, Unit Price, Src1, Src2, Src3, Src4, Src5, Src6, Src7, Src8, Src9, Src10, Copa Quantity, BP Quantity, Enterprise Quantity, Total Cost, Total Src1, Total Src2, Total Src3, Total Src4, Total Src5, Total Src6, Total Src7, Total Src8, Total Src9, Total Src10, Grand Total |
| IR-3 | Network Configuration Report - Department | Not Scheduled | Download | Lists all active data circuits in ESMS Inventory for a particular department. (one department per report). | NA | Department, Major Service Type, Service Sub Type, Product Code, Long Description, Aterm Building Name, Aterm Address1, Aterm Address2, Aterm Optional Identifier, Aterm City, Aterm State, Aterm Zip, Aterm Service ID, Zterm Building Name, Zterm Address1, Zterm Address2, Aterm Otional Identifier, Zterm City, Zterm State, Zterm Zip, Zterm Service ID, Circuit ID, PVC A-Term, PVC Z-Term |
| IR-4 | Demarc & Extended - Enterprise | On Demand & Monthly - at time of bill run (by 7th business day) | Download | Reports all Demarc and Extended Demarc addresses for the enterprise, sorted by department. | NA | Dept, Location Type, Voice Provisioning Type, Data Provisioning Type, Location Status, Update Date, Building Name, Address 1, Address 2, City, State, Zip, Optional Identifier, Municipality, County, Service ID, Building Contact, Wtn |
| IR-5 | Demarc & Extended - Department | On Demand & Monthly - at time of bill run (by 7th business day) | Download | Reports all Demarc and Extended Demarc addresses for a department. (one department per report). | NA | Dept, Location Type, Voice Provisioning Type, Data Provisioning Type, Location Status, Update Date, Building Name, Address 1, Address 2, City, State, Zip, Optional Identifier, Municipality, County, Service ID, Building Contact, Wtn |
| IR-6 | Invalid Account Code Report - Enterprise | Monthly - (25th of the month) | Download and Email | Lists any ESMS Inventory items that have invalid SAP account codes, sorted by department. | NA | Department, Account Code, Percentage, Identifier, Vendor, Contract, Service Name, Product, Total Charge, Location, Date Report Run, Primary Contact, Acct Code Error. |
| IR-7 | Invalid Account Code Report - Department | Monthly - (25th of the month) | Download and Email | Lists any ESMS Inventory items that have invalid SAP account codes for this department. | NA | Department, Account Code, Percentage, Identifier, Vendor, Contract, Service Name, Product, Total Charge, Location, Date Report Run, Primary Contact, Acct Code Error. |
| IR-8 | Service Address - Commonwealth/Department (Acct) | On Demand & Monthly | Download | Reports all service addresses within the ESMS that have active inventory items, sorted by department. | NA | Dept, Location Status, Building Name, Add 1, Add 2, City, State, Zip, Optional ID, Municipality, County, Service ID, CC, Building Contact, WTN |
| IR-9 | Service Address - Department | On Demand & Monthly | Download | Lists all service addresses for a department at which there are active ESMS inventory items (one department per report) | NA | Location Status, Building Name, Add 1, Add 2, City, State, Zip, Optional ID, Municipality, County, Service ID, CC, Building Contact, WTN |
| IR-10 | Quest LD Access Facilities - Enterprise | On Demand | Download | Reports all Qwest Long Distance access facilities for the Enterprise sorted by department. | NA | Department, A-Term Location, Service ID, Latitude, Longitude, Z-Term Location, Service ID, Latitude, Longitude, DS1, TelCove Circuit ID |
| IR-11 | Quest LD Access Facilities - Department | On Demand | Download | Reports all Qwest Long Distance access facilities for the Department. | NA | A-Term Location, Service ID, Latitude, Longitude, Z-Term Location, Service ID, Latitude, Longitude, DS1, TelCove Circuit ID |
| IR-12 | Quest LD Access Facilities - By Revenue Center - Enterprise | On Demand | Download | Reports all Qwest Long Distance access facilities for the Enterprise. Active circuits associated with the access facilities are indicated with an 'X' in the DS1 column, and circuits are grouped by Revenue Center. A total count of active circuits is also available from this report. | NA | Revenue Center, DS1, TelCove Circuit ID |
| IR-13 | Inventory Location Report - Data - Commonwealth/Department (Acct) | Not Scheduled | Download | This report will show all locations that currently have Data circuit Service. | NA | Svc ID, Building Name, Add 1, Add 2, Optional Identifier, PO City, State, Zip, Voice Prov Type, Data Prov Type, Cost Center, Qty, ILEC |
| IR-14 | Inventory Location Report - Voice - Commonwealth/Department (Acct) | Not Scheduled | Download | This report will show all locations that currently have Voice circuit Service. | | Svc ID, Building Name, Add 1, Add 2, Optional Identifier, PO City, State, Zip, Voice Prov Type, Data Prov Type, Cost Center, Qty, ILEC |
| IR-15 | PVC's on Disconnected Ports | Not Scheduled | Download | This report will list all PVC's whose A-Term or Z-Term circuit is disconnected. | NA | Billing Identifier (BTN), PVC Circuit ID, Activation Date, Deactivation Date, A-Term Circuit, A-Term Circuit Text, Z-Term Circuit, Z-Term Circuit Text, Z-Term BP Router Location, PVC Product, Actual CIR/SCR, Actual PCR, A-Term IP, A-Term DLCL, A-Term VPI, A-Term VCL, Z-Term IP, Z-Term DLCL, Z-Term VPL, Z-Term VCL, BP Access Fee, Department Type, A-Term Location, Service ID, Z-Term Location, Service ID, Dpt, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBSegment, Percentage |
| IR-16 | ATM/FR Ports without PVC's | Not Scheduled | Download | This report will list all ATM and FR Ports that do not currently have any PVC associated. | NA | Wtn/Identifier, Activation Date, Deactivation Date, Product Number, Product Description, Charge Type, Billing Identifier (BTN), Department Type, A-Term Location, Service ID, Term Location, Service ID, Dpt, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBSegment, Percentage |
| IR-17 | BP Router 2 connections without a corresponding BP Router 1 | Not Scheduled | Download | This report will list all active PVC's whose Z-Term is BP Router 2 that do not have a corresponding active PVC to BP Router 1. | NA | Billing Identifier (BTN), PVC Circuit ID, Activation Date, Deactivation Date, A-Term Circuit, A-Term Circuit Text, Z-Term Circuit, Z-Term Circuit Text, Z-Term BP Router Location, PVC Product, Actual CIR/SCR, Actual PCR, A-Term IP, A-Term DLCL, A-Term VPI, A-Term VCL, Z-Term IP, Z-Term DLCL, Z-Term VPL, Z-Term VCL, BP Access Fee, Department Type, A-Term Location, Service ID, Z-Term Location, Service ID, Dpt, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBSegment, Percentage |
| IR-18 | Service Locations | Monthly - at time of bill run (by 7th business day) | Download | This report will list all active Service locations. | NA | Location Type, Service Id, Building Name, Address Line 1, Address Line 2, Floor, Room, P.O. City, State, Zip, Service Municipality, County, Optional Identifier, Working Telephone Number, TelCove Cost Center/City, TelCove NPA/NXX, Building Access Hours, Building Contact, Site Voice Provisioning, Site Data Provisioning, Voice Provisioning Method, Data Provisioning Method, Status, Update Date |

| Inventory Reports | | | | | | |
|-------------------|--|---|---|--|--|---|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IR-19 | Unused Active Service Locations Report | Monthly - at time of bill run (by 7th business day) | Download | This report will list all active Service Locations that are not related to either an active inventory item or a pending order. | NA | Location Type, Service Id, Building Name, Address Line 1, Address Line 2, Floor, Room, P.O. City, State, Zip, Service Municipality, County, Optional Identifier, Working Telephone Number, TelCove Cost Center/City, TelCove NPA/NXX, Building Access Hours, Building Contact, Site Voice Provisioning, Site Data Provisioning, Voice Provisioning Method, Data Provisioning Method, Status, Update Date |
| IR-20 | ATM Circuits | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | Reports all ATM Circuits in inventory, including the A-Term and Z-Term locations and circuit ID's. | NA | A-Term Circuit ID, A-Term TelCove City, A-Term Service ID, A-Term BTN, A-Term Mstr Product CD, PVC Circuit ID, PVC Mstr Product CD, Z-Term Circuit ID, Z-Term TelCove City, Z-Term Service ID, Z-Term BTN, Z-Term Mstr Product CD |
| IR-21 | FR Circuits | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | Reports all Frame Relay Circuits in inventory, including the A-Term and Z-Term locations and circuit ID's. | NA | A-Term Circuit ID, A-Term TelCove City, A-Term Service ID, A-Term BTN, A-Term Mstr Product CD, PVC Circuit ID, PVC Mstr Product CD, Z-Term Circuit ID, Z-Term TelCove City, Z-Term Service ID, Z-Term BTN, Z-Term Mstr Product CD |
| IR-22 | Duplicate VPN User | Not Scheduled | Download | This report will include the user name that is duplicated (ignoring capitalization) and, for each of the two inventory items, the BTN, Activation Date and PON of the new order that adds the VPN User. | NA | VPN User, BTN 1, BTN 2, Activation Date 1, Activation Date 2, ESMS PON 1, ESMS PON 2 |
| IR-23 | Business Partner Router Connectivity | Not Scheduled | Download | This report lists the amount of bandwidth utilized between the Business Partner Routers and the business partner's routers. | NA | BP Router Bandwidth Utilization (in Mbps), BP Router Redundancy Product Identifiers |
| IR-24 | Enterprise Call Recording WTN Errors | Not Scheduled | Download | This report lists active POTS/BRI items where the Enterprise Call Recording item is not active in inventory or is not at the same service location. | NA | POTS/BRI WTN, ECR ID, Error Message |
| IR-25 | Business Partners Without Services | Not Scheduled | Download | This report lists Business Partner Departments that do not have active inventory items other than the monthly Business Partner Account Controller Fee. | NA | Department Number and Name |
| IR-26 | TSP Email Report | Monthly - at time of bill run (by 7th business day) | Email | A monthly email notification that contains a file of all active Verizon ESMS Inventory items that have a TSP Control Id. | NA | BA, Identifier, Product, Product Description, Activation Date, TSP Control ID, Provisioning Priority, Restoration Priority, TSP Contact, TSP Contact Phone |
| IR-27 | ISDN Multi-Point By Location | Monthly on the 1st | Download | This report shows the quantity of active Centrex ISDN MP Lines by Service Location and Department. | NA | VOCEN002000 Count, Odd Count, Dept Nb, Dept Name, Location, Service ID |
| IR-28 | ESMS VzB IPT DID Block Review | Monthly on the 15th | Email | This report will identify active VzB IPT DID Block inventory items which may have one or more DID Groups that can be removed. A DID Group may be able to be removed if there are 20 or more group members which are empty and/or do not have a corresponding active VzB IPT Subscriber inventory item. | NA | Department, DID Block Identifier, Block Product, Quantity, Quantity Empty Member WTN, Quantity Member WTN not in Inventory, ISS PON, Order Type |
| IR-29 | EMMS Account Code Error | Monthly - (25th of the month) | Email | A monthly email notification that lists Enterprise Mobile Management Service inventory items that have the same account codes for both CorporateDedicated and EmployeeOwned ownerships and have identical identifiers. | NA | EMMS Identifier, Organization Group, Ownership |
| IR-30 | Service Now | Monthly - at time of bill run (by 7th business day) | Download | A monthly report for Service Now listing active Wireless Service and Other Airwatch Service Inventory Items. | NA | Ordering Department, Department Type, Billing Identifier (BTN), Activation Date, Deactivation Date, Location, Service ID, Vendor, Contract, SAP Account Code, AW-Organization Group, AW-CWOPA User Name, AW-AirWatch First Name, AW-AirWatch Last Name, AW-Email Address, AW-Phone Number, AW-Ownership, AW-Device Friendly Name, AW-Platform, AW-Model, AW-OSVersion, AW-SerialNumber, AW-MAC Address, AW-UDID, AW-ESN / IMEI, AW-Last Seen, AW-Date Enrolled, AW-On AirWatch File, FAN, Wireless Number, Service Plan, User Name, Device Serial Number, ESN / IMEI, Wireless Device, Unit Cost, ESMS Order Number, ESMS Order Number Date |
| IR-31 | MRC NRC Location - Department | Monthly - at time of bill run (by 7th business day) | Download | This report lists inventory items for vendors which are billed by the ESMS which have a zero-cost product that would have billed this month if it had been non-zero. This report is meant to supplement Billing Report #54 (see Billing). | NA | Department, BTN, WTN/Item, Z-Term Address 1, Z-Term Address 2, Z-Term City, Z-Term State/ZIP, Z-Term Service ID, A-Term Address 1, A-Term Address 2, A-Term City, A-Term State/ZIP, A-Term Service ID, Pct Based Qty, Product Code, Description, From Date, To Date, Pct Based MRC, Pct Based NRC, Pct Based SRC, Pct Based Grand Total, Vendor, Contract, Reporting Level, Sub Account, SAP Fund, Budget Period, Cost Center, Internal Order, WBS Element, General Ledger, Percentage Of Cost |
| IR-32 | MRC NRC Location - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download | This report lists inventory items for vendors which are billed by the ESMS which have a zero-cost product that would have billed this month if it had been non-zero. This report is meant to supplement Billing Report #54 (see Billing). This is a Commonwealth version sorted by Department. | NA | Department, BTN, WTN/Item, Z-Term Address 1, Z-Term Address 2, Z-Term City, Z-Term State/ZIP, Z-Term Service ID, A-Term Address 1, A-Term Address 2, A-Term City, A-Term State/ZIP, A-Term Service ID, Pct Based Qty, Product Code, Description, From Date, To Date, Pct Based MRC, Pct Based NRC, Pct Based SRC, Pct Based Grand Total, Vendor, Contract, Reporting Level, Sub Account, SAP Fund, Budget Period, Cost Center, Internal Order, WBS Element, General Ledger, Percentage Of Cost |
| IR-33 | AirWatch Import Error | Monthly - at time of bill run (by 7th business day) | Download and Email | This report lists AirWatch File processing errors. | NA | Source, Error Description, Organization Group, User Name, First Name, Last Name, Email Address, Phone Number, Ownership, Device Friendly Name, Platform, Model, OS Version, Serial Number, MAC Address, UDID, IMEI_ESN, Last Seen, Date Enrolled, Country Description |
| IR-34 | On Airwatch File Is No | Monthly - at time of bill run (by 7th business day) | Download | This report lists active Wireless Service and Other AirWatch Device inventory items where the value of "On AirWatch File" feature is No. | NA | WTN/Identifier, Service Name, Activation Date, Deactivation Date, Product Code, Product Description, Charge Type, BTN, Department Type, Z-Term Location, Service ID, A-Term Location, Service ID, Vendor, Contract |

| Inventory Queries & Downloads | | | | | | |
|-------------------------------|--|---------------------------------------|---|-----------------------|---|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-1 | ACD Call Center | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Call Center ID, Activation Date, Deactivation Date, Dept Type, Product, Lead WTN, Led 800 #, # Queue Slots, # Announcements, # Vectors, # Call Recording MRC, # Line of Bus CD Rptng, # Agency IVR Port MRC, # Port Application Development Xref, Mgmt Tool Qty, Mgmt Tool Text, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract, Secondary Dir 1, 800 Number 1 - Secondary Dir 20, 800 Number 20, |
| IQD-2 | ACD Call Center With Agent Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Call Center ID, Activation Date, Deactivation Date, Dept Type, Product, Lead WTN, Led 800 #, # Queue Slots, # Announcements, # Vectors, # Call Recording MRC, # Line of Bus CD Rptng, # Agency IVR Port MRC, # Port Application Development Xref, Mgmt Tool Qty, Mgmt Tool Text, Location, Service ID, Latitude, Longitude, Vendor, Contract, Agent ID, First Name, Last Name., Secondary Dir 1, 800 Number 1 - Secondary Dir 20, 800 Number 20, |
| IQD-3 | ACD Tenant | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Tenant ID, Activation Date, Deactivation Date, Dept Type, Product, Reporting, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract, Call CTR ID 1, Center 1 Reporting? - Call CTR ID 20, Center 20 Reporting? |
| IQD-4 | Auto Attendant | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Main TN, Products, Add On Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Activation Date, Deactivation Date, Main TN, Auto Attendant Sys Prod, Forms Mailbox Qty, Forms Mailbox Prod, Forms Mailboxes, Transcriber/Information Only Mailbox Qty, Transcriber/Information Only Mailbox Prod, Transcriber/Information Only Mailboxes, Menu Only Mailbox Qty, Menu Only Mailbox Prod, Menu Only Mailboxes, Department type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-5 | BDT SMDI | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make and Model, A-Term CSU/DSU Make and Model, Z-Term Router Make and Model, A-Term Router Make and Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-6 | BDT SMDI With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make and Model, A-Term CSU/DSU Make and Model, Z-Term Router Make and Model, A-Term Router Make and Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Bk ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch |
| IQD-7 | BDT SMDI With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make and Model, A-Term CSU/DSU Make and Model, Z-Term Router Make and Model, A-Term Router Make and Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Date |
| IQD-8 | Calling Card | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Primary Name, Secondary Name, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, CC Product, Card Number, Activation Date, Deactivation Date, Primary Name, Secondary Name, Class of Service, Dept Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|--|---------------------------------------|---|-----------------------|--|--|
| IQD-9 | Caption Listing | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, Directory Location, Binder, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Caption Listing Product, Additional Listing Product, Foreign Product, Blue Page, White Page, Guide to Human Services, Easy Reference, Directory Assistance, Binders, Caption Listing Document, Department Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-10 | Dedicated LD Access | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Identifier, Activation Date, Deactivation Date, Product, ZTerm Circuit Handoff, ZTerm Other Circuit Handoff, ATerm Circuit Handoff, ATerm Other Circuit Handoff, Coding and Framing, Dept Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Prov ID, Data Prov ID, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-11 | Dedicated LD Access With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Identifier, Activation Date, Deactivation Date, Product, ZTerm Circuit Handoff, ZTerm Other Circuit Handoff, ATerm Circuit Handoff, ATerm Other Circuit Handoff, Coding and Framing, Dept Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Prov ID, Data Prov ID, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blk ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blk ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blk ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blk ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blk ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blk ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blk ID, Station Port or Pair ID, Station Jack Number, Station Cable |
| IQD-12 | Dedicated LD Access With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Identifier, Activation Date, Deactivation Date, Product, ZTerm Circuit Handoff, ZTerm Other Circuit Handoff, ATerm Circuit Handoff, ATerm Other Circuit Handoff, Coding and Framing, Dept Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Prov ID, Data Prov ID, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-13 | Enterprise Call Recording | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, ECR ID, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, ECR ID, Activation Date, Deactivation Date, ECR Product, Primary ECR ID, Dept Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-14 | Enterprise Call Recording With WTNs | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, ECR ID, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, ECR ID, Activation Date, Deactivation Date, ECR Product, Primary ECR ID, Dept Type, Location, Service ID, Latitude, Longitude, Vendor, Contract, WTN, ESMS PON, Product |
| IQD-15 | Long Distance Only | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, LD Only Product, Trunk Group, Trunk ID, PIC, PTC, Dept Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |

| Inventory Queries & Downloads | | | | | | |
|-------------------------------|---------------------------------------|---------------------------------------|---|-----------------------|---|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-16 | Long Distance Only With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, LD Only Product, Trunk Group, Trunk ID, PIC, PTC, Dept Type, Location, Service ID, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Bk ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Bk ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Bk ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Bk ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Bk ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Bk ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Bk ID, Station Port or Pair ID, Station Jack Number, Station Cable |
| IQD-17 | MegaComm | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Trunk Group, Products, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Trunk Group, Activation Date, Deactivation Date, Product, Trunk Qty, One Net Account, Sub Account, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBS Element, Percentage, Vendor, Contract |
| IQD-18 | MegaComm With Table Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Trunk Group, Products, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Trunk Group, Activation Date, Deactivation Date, Product, Trunk Qty, One Net Account, Sub Account, T1 Circuit ID, Channel Assignment, Toll Free Number, Routing Number, Point To Number, Sub Group, Routing Arrangement, Related Exchange, Department Type, LocationN, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Site Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract |
| IQD-19 | PBX Trunks | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-20 | PBX Trunks With Channel Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, Trunk#, Channel Definition #1 - #24, Channel WTN #0 - #23. |
| IQD-21 | PBX Trunks With DID Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, DID Product, Group Sequence, Group Home TN, DID Member #1 - #100. |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|--------------------------------|---------------------------------------|---|-----------------------|---|--|
| IQD-22 | PBX Trunks With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DSI Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-23 | PBX Trunks With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DSI Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-24 | POTS/BRI | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Transition BTN, WTN, WTN 2, Spid, Spid2, Line Type, Activation Date, Deactivation Date, Shared ISDN, Shared Spid, Listing Type, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Paging, TTY/TTD, Hot Line, Auto Dial Number, Class of Service, PIC, PTC, Toll Billing Block, LDAC, Call Park, 900/976 Block, Deny Incoming Calls, Deny Outgoing Calls, Central Office Remote Call Forwarding, CO Remote CF Number, ACD Capability, ACD Call Center, ACD Basic Agent Not Ready, ACD Stat View, Enterprise Call Recording Seat, Enterprise Call Recording ID, Hunting, New/Existing, Type, Pilot Number, Hunting to Number, UCD, UCD Call Excl, Multi-Line Hunt Group, MLHG Busy Forward to Number, Signaling, Feature Package, Caller ID, Call Privacy, 6-Way Conf Call, Speed Call 30, Grp Speed Call 30, GSC30 Number, Permission, Call Excl Privacy, Release, Call Wait Terminating, Repeat Dialing, Auto Call Back (*69), Manual Call Forwarding, CFB Number, CF No Answer Number, CF No Answer Number of Rings, Rmt Acc to Call Fwd, Call Pickup Group Number, Group Intercom Number, Group Intercom Code, Sec Group Intercom Number, Sec Group Intercom Code, Voice Mail, VM 0-Out Phone Number, Message Waiting Indicator, Page Notification, Page Notification Phone Number, Page |
| IQD-25 | POTS/BRI With User Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Transition BTN, WTN, WTN 2, Spid, Spid2, Line Type, Activation Date, Deactivation Date, Shared ISDN, Shared Spid, Listing Type, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Paging, TTY/TTD, Hot Line, Auto Dial Number, Class of Service, PIC, PTC, Toll Billing Block, LDAC, Call Park, 900/976 Block, Deny Incoming Calls, Deny Outgoing Calls, Central Office Remote Call Forwarding, CO Remote CF Number, ACD Capability, ACD Call Center, ACD Basic Agent Not Ready, ACD Stat View, Enterprise Call Recording Seat, Enterprise Call Recording ID, Hunting, New/Existing, Type, Pilot Number, Hunting to Number, UCD, UCD Call Excl, Multi-Line Hunt Group, MLHG Busy Forward to Number, Signaling, Feature Package, Caller ID, Call Privacy, 6-Way Conf Call, Speed Call 30, Grp Speed Call 30, GSC30 Number, Permission, Call Excl Privacy, Release, Call Wait Terminating, Repeat Dialing, Auto Call Back (*69), Manual Call Forwarding, CFB Number, CF No Answer Number, CF No Answer Number of Rings, Rmt Acc to Call Fwd, Call Pickup Group Number, Group Intercom Number, Group Intercom Code, Sec Group Intercom Number, Sec Group Intercom Code, Voice Mail, VM 0-Out Phone Number, Message Waiting Indicator, Page Notification, Page Notification Phone Number, Page Notification Pin, Pager Provider, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Department Type, ISDN Key Set?, ISDN Set, Manufacturer, Model, # Of Keys, Bridgd Ln Pref, User Name, User Floor Box Number, User Office/Cube Floor, User Jack Number, User Panel, Vendor, Contract |

| Inventory Queries & Downloads | | | | | | |
|-------------------------------|---------------------------------------|---------------------------------------|---|-----------------------|---|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-26 | POTS/BRI With Keyset Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Transition BTN, WTN, WTN 2, Spid, SpidD 2, Line Type, Activation Date, Deactivation Date, Shared ISDN, Shared Spid, Listing Type, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Paging, TTY/TTD, Hot Line, Auto Dial Number, Class of Service, PIC, PTC, Toll Billing Block, LDAC, Call Park, 900/976 Block, Deny Incoming Calls, Deny Outgoing Calls, Central Office Remote Call Forwarding, CO Remote CF Number, ACD Capability, ACD Call Center, ACD Basic Agent Not Ready, ACD Stat View, Enterprise Call Recording Seat, Enterprise Call Recording ID, Hunting, New/Existing, Type, Pilot Number, Hunting to Number, UCD, UCD Call Excl, Multi-Line Hunt Group, MLHG Busy Forward to Number, Signaling, Feature Package, Caller ID, Call Privacy, 6-Way Conf Call, Speed Call 30, Grp Speed Call 30, GSC30 Number, Permission, Call Excl Privacy, Release, Call Wait Terminating, Repeat Dialing, Auto Call Back (*69), Manual Call Forwarding, CFB Number, CF No Answer Number, CF No Answer Number of Rings, Rmt Acc to Call Fwd, Call Pickup Group Number, Group Intercom Number, Group Intercom Code, Sec Group Intercom Number, Sec Group Intercom Code, Voice Mail, VM 0-Out Phone Number, Message Waiting Indicator, Page Notification, Page Notification Phone Number, Page Notification Pin, Pager Provider, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, |
| IQD-27 | POTS/BRI With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Transition BTN, WTN, WTN 2, Spid, SpidD 2, Line Type, Activation Date, Deactivation Date, Shared ISDN, Shared Spid, Listing Type, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Paging, TTY/TTD, Hot Line, Auto Dial Number, Class of Service, PIC, PTC, Toll Billing Block, LDAC, Call Park, 900/976 Block, Deny Incoming Calls, Deny Outgoing Calls, Central Office Remote Call Forwarding, CO Remote CF Number, ACD Capability, ACD Call Center, ACD Basic Agent Not Ready, ACD Stat View, Enterprise Call Recording Seat, Enterprise Call Recording ID, Hunting, New/Existing, Type, Pilot Number, Hunting to Number, UCD, UCD Call Excl, Multi-Line Hunt Group, MLHG Busy Forward to Number, Signaling, Feature Package, Caller ID, Call Privacy, 6-Way Conf Call, Speed Call 30, Grp Speed Call 30, GSC30 Number, Permission, Call Excl Privacy, Release, Call Wait Terminating, Repeat Dialing, Auto Call Back (*69), Manual Call Forwarding, CFB Number, CF No Answer Number, CF No Answer Number of Rings, Rmt Acc to Call Fwd, Call Pickup Group Number, Group Intercom Number, Group Intercom Code, Sec Group Intercom Number, Sec Group Intercom Code, Voice Mail, VM 0-Out Phone |
| IQD-28 | POTS/BRI With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Transition BTN, WTN, WTN 2, Spid, SpidD 2, Line Type, Activation Date, Deactivation Date, Shared ISDN, Shared Spid, Listing Type, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Paging, TTY/TTD, Hot Line, Auto Dial Number, Class of Service, PIC, PTC, Toll Billing Block, LDAC, Call Park, 900/976 Block, Deny Incoming Calls, Deny Outgoing Calls, Central Office Remote Call Forwarding, CO Remote CF Number, ACD Capability, ACD Call Center, ACD Basic Agent Not Ready, ACD Stat View, Enterprise Call Recording Seat, Enterprise Call Recording ID, Hunting, New/Existing, Type, Pilot Number, Hunting to Number, UCD, UCD Call Excl, Multi-Line Hunt Group, MLHG Busy Forward to Number, Signaling, Feature Package, Caller ID, Call Privacy, 6-Way Conf Call, Speed Call 30, Grp Speed Call 30, GSC30 Number, Permission, Call Excl Privacy, Release, Call Wait Terminating, Repeat Dialing, Auto Call Back (*69), Manual Call Forwarding, CFB Number, CF No Answer Number, CF No Answer Number of Rings, Rmt Acc to Call Fwd, Call Pickup Group Number, Group Intercom Number, Group Intercom Code, Sec Group Intercom Number, Sec Group Intercom Code, Voice Mail, VM 0-Out Phone Number, Message Waiting Indicator, Page Notification, Page Notification Phone Number, Page Notification Pin, Pager Provider, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Department Type, ISDN Key Set?, ISDN Set, Manufacturer, Model, # Of Keys, Bridg Ln Pref, User Name, User Floor Box Number, User Office/Cube Floor, User Jack Number, User Panel, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-29 | Straight Line Listing | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, Directory Location, Binder, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Straight Line Listing Product, Additional Listing Product, Foreign Product, Blue Pages, White Pages, Guide to Human Services, Easy Reference, Directory Assistance, Binder, Names, Address 1, Address 2, City, State, Zip, Department Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-30 | Telephone Directory Listing - History | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Dept, Main Telephone Number, Transition BTN, Listed Telephone Number, Name, Address 1, Address 2, City - State - Zip, Blue Pages, White Pages, Human Service Guide, Easy Reference, Binder Number, Status (Deactivated Only), Dept Type (COPA, BP, Enterprise, All) | Main Listed Tn, Transition Btn, Listed Tn, Activation Date, Deactivation Date, Name, Address1, Address2, City State Zip, Caption, Blue Pages, White Pages, Human Service Guide, Easy Reference, Department Type, Binders |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|-----------------------------|---------------------------------------|---|-----------------------|---|--|
| IQD-31 | ATM Port | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BTN, Circuit ID, Activation Date, Deactivation Date, Port Product, Additional Bandwidth Products, Circuit Handoff, Other Circuit Handoff, IP Address, CSU/DSU, Termination Device, Term Device Make/Model, On Premises Switch, Coding and Framing, Core Router Product, Business Partner Router Product, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-32 | ATM Port With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BTN, Circuit ID, Activation Date, Deactivation Date, Port Product, Additional Bandwidth Products, Circuit Handoff, Other Circuit Handoff, IP Address, CSU/DSU, Termination Device, Term Device Make/Model, On Premises Switch, Coding and Framing, Core Router Product, Business Partner Router Product, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-33 | ATM Port With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BTN, Circuit ID, Activation Date, Deactivation Date, Port Product, Additional Bandwidth Products, Circuit Handoff, Other Circuit Handoff, IP Address, CSU/DSU, Termination Device, Term Device Make/Model, On Premises Switch, Coding and Framing, Core Router Product, Business Partner Router Product, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-34 | BDT | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BDT, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, A-Term CSU/DSU Make/Model, Z-Term Router Make/Model, A-Term Router Make/Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|------------------------|---------------------------------------|---|-----------------------|--|---|
| IQD-35 | BDT With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BDT, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, A-Term CSU/DSU Make/Model, Z-Term Router Make/Model, A-Term Router Make/Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-36 | BDT With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BDT, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, A-Term CSU/DSU Make/Model, Z-Term Router Make/Model, A-Term Router Make/Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Date. |
| IQD-37 | Cable TV | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Circuit ID, Activation Date, Deactivation Date, Product, Number Of Jacks, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Dept, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBS Element, Percentage, Vendor, Contract |
| IQD-38 | COPANET | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, COPANET Circuit ID, Products, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Circuit ID, Activation Date, Deactivation Date, Product, Virtual Routing, Customer IP, Handoff, Switch Name, Switch Port, Gateway 1, Gateway 1 Port, Gateway 1 IP, Gateway 1 HSRPS, Gateway 2, Gateway 2 Port, Gateway 2 IP, Gateway 2 HSRPS, Routing Info, Subnets, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBS Element, Percentage, Vendor, Contract |
| IQD-39 | COPANET Diagram | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Diagram Name, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Diagram Name, Activation Date, Deactivation Date, Product, Diagram Document, Last Upload Date, Department Type, Location, Service ID, Latitude, Longitude, Dept, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBS Element, Percentage, Vendor, Contract |
| IQD-40 | Data BRI | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All). | BDT, WTN, Activation Date, Deactivation Date, WTN 2, Spid 1, Spid 2, Product, Class of Service, Current Manufacturer of NT1, Configuration, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|--|---------------------------------------|---|-----------------------|--|--|
| IQD-41 | Data BRI With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All). | BDT, WTN, Activation Date, Deactivation Date, WTN 2, Spid 1, Spid 2, Product, Class of Service, Current Manufacturer of NT1, Configuration, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-42 | Data BRI With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN/Identifier, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All). | BDT, WTN, Activation Date, Deactivation Date, WTN 2, Spid 1, Spid 2, Product, Class of Service, Current Manufacturer of NT1, Configuration, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-43 | Ethernet Point-To-Point | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, Product, Intercity Transport Product, Core Router Termination, Interface, Dept Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-44 | Ethernet Point-To-Point With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, Product, Intercity Transport Product, Core Router Termination, Interface, Dept Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|-------------------------------------|---------------------------------------|---|-----------------------|--|---|
| IQD-45 | Ethernet Point-To-Point With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, Product, Intercity Transport Product, Core Router Termination, Interface, Dept Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt |
| IQD-46 | Frame Relay Port | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BTN, Circuit ID, Activation Date, Deactivation Date, Port Product, Circuit Handoff, Other Circuit Handoff, IP Address, CSU/DSU, Termination Device, Term Device Make/Model, On Premises Switch, Core Router Product, Business Partner Router Product, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-47 | Frame Relay Port With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BTN, Circuit ID, Activation Date, Deactivation Date, Port Product, Circuit Handoff, Other Circuit Handoff, IP Address, CSU/DSU, Termination Device, Term Device Make/Model, On Premises Switch, Core Router Product, Business Partner Router Product, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-48 | Frame Relay Port With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BTN, Circuit ID, Activation Date, Deactivation Date, Port Product, Circuit Handoff, Other Circuit Handoff, IP Address, CSU/DSU, Termination Device, Term Device Make/Model, On Premises Switch, Core Router Product, Business Partner Router Product, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Data Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-49 | Internet DS1/DS3/OC3 | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BDT, Circuit ID, Activation Date, Deactivation Date, Product, Internet Port, Circuit Handoff, Other Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, Z-Term Router Make/Model, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |

| Inventory Queries & Downloads | | | | | | |
|-------------------------------|--|---------------------------------------|---|-----------------------|--|---|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-50 | Internet DS1/DS3/OC3 With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BDT, Circuit ID, Activation Date, Deactivation Date, Product, Internet Port, Circuit Handoff, Other Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, Z-Term Router Make/Model, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Date Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Date Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt |
| IQD-51 | Internet Ethernet | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, PAC ID, Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Identifier, Activation Date, Deactivation Date, PAC Product, Internet Port Product, Dept Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-52 | Internet Ethernet With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, PAC ID, Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Identifier, Activation Date, Deactivation Date, PAC Product, Internet Port Product, Dept Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt |
| IQD-53 | Internet Over ATM PVC | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, A-Term Circuit ID, Z-Term Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BDT, PVC Circuit ID, Activation Date, Deactivation Date, A-Term Circuit, Z-Term Circuit, PVC Product, Internet Port, Actual CIR/SCR, Actual PCR, A-Term IP, A-Term DLCI, A-Term VPI, A-Term VCI, Z-Term IP, Z-Term DLCI, Z-Term VPI, Z-Term VCI, Department Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-54 | Internet Over ATM PVC With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, A-Term Circuit ID, Z-Term Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BDT, PVC Circuit ID, Activation Date, Deactivation Date, A-Term Circuit, Z-Term Circuit, PVC Product, Internet Port, Actual CIR/SCR, Actual PCR, A-Term IP, A-Term DLCI, A-Term VPI, A-Term VCI, Z-Term IP, Z-Term DLCI, Z-Term VPI, Z-Term VCI, Department Type, Location, Service ID, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt |
| IQD-55 | Internet Over Frame Relay PVC | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, A-Term Circuit ID, Z-Term Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BDT, PVC Circuit ID, Activation Date, Deactivation Date, A-Term Circuit, Z-Term Circuit, PVC Product, Internet Port, Actual CIR/SCR, Actual PCR, A-Term IP, A-Term DLCI, A-Term VPI, A-Term VCI, Z-Term IP, Z-Term DLCI, Z-Term VPI, Z-Term VCI, Department Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPF, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-56 | Internet Over Frame Relay PVC With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, A-Term Circuit ID, Z-Term Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No) | BDT, PVC Circuit ID, Activation Date, Deactivation Date, A-Term Circuit, Z-Term Circuit, PVC Product, Internet Port, Actual CIR/SCR, Actual PCR, A-Term IP, A-Term DLCI, A-Term VPI, A-Term VCI, Z-Term IP, Z-Term DLCI, Z-Term VPI, Z-Term VCI, Department Type, Location, Service ID, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|------------------------------|---------------------------------------|---|-----------------------|--|---|
| IQD-57 | PVC | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, A-Term Circuit ID, Z-Term Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BDT, PVC Circuit ID, Activation Date, Deactivation Date, Z-Term Circuit, Z-Term Circuit Text, A-Term Circuit, A-Term Circuit Text, A-Term BP Router Location, PVC Product, Actual CIR/SCR, Actual PCR, Z-Term IP, Z-Term DLCI, Z-Term VPI, Z-Term VCI, A-Term IP, A-Term DLCI, A-Term VPI, A-Term VCI, BP Access Fee, Department Type, Z-Term Location, Z-Term Service ID, Latitude, Longitude, A-Term Location, A-Term Service ID, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-58 | PVC With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, A-Term Circuit ID, Z-Term Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BDT, PVC Circuit ID, Activation Date, Deactivation Date, Z-Term Circuit, Z-Term Circuit Text, A-Term Circuit, A-Term Circuit Text, A-Term BP Router Location, PVC Product, Actual CIR/SCR, Actual PCR, Z-Term IP, Z-Term DLCI, Z-Term VPI, Z-Term VCI, A-Term IP, A-Term DLCI, A-Term VPI, A-Term VCI, BP Access Fee, Department Type, Z-Term Location, Z-Term Service ID, Latitude, Longitude, A-Term Location, A-Term Service ID, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-59 | Remote Access | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, User Name, Employee Name, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All). | BTN, RAS TN, Activation Date, Deactivation Date, RAS Product, User Name, Employee Name, Department Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-60 | Video BRI | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Speed, WTN 1, Activation Date, Deactivation Date, WTN 2 - WTN 12, Spid 2 - Spid 12, Line Type, Class of Service, NTI Equipment Manufacturer, Configuration, Equipment Manufacturer, Operating System Version, Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-61 | Video BRI With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Speed, WTN 1, Activation Date, Deactivation Date, WTN 2 - WTN 12, Spid 2 - Spid 12, Line Type, Class of Service, NTI Equipment Manufacturer, Configuration, Equipment Manufacturer, Operating System Version, Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Bkck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Bkck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Bkck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Bkck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Bkck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Bkck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Bkck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-62 | Video BRI With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Speed, WTN 1, Activation Date, Deactivation Date, WTN 2 - WTN 12, Spid 2 - Spid 12, Line Type, Class of Service, NTI Equipment Manufacturer, Configuration, Equipment Manufacturer, Operating System Version, Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |

| Inventory Queries & Downloads | | | | | | |
|-------------------------------|--|---------------------------------------|---|-----------------------|--|---|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-63 | Video Conferencing | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Item Identifier, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Identifier, Activation Date, Deactivation Date, Product, Conference Date, Start Time, End Time, Number Of Sites, Start Monitoring, Voice Switching, Continuous Presence, Number Of Ports, Department Type, Location, Service ID, Latitude, Longitude, Dept, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBS Element, Percentage, Vendor, Contract |
| IQD-64 | Video Conferencing With Conference Sites | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Item Identifier, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Identifier, Activation Date, Deactivation Date, Product, Conference Date, Start Time, End Time, Number Of Sites, Start Monitoring, Voice Switching, Continuous Presence, Number Of Ports, Department Type, Location, Service ID, Latitude, Longitude, Vendor, Contract, Building Name - Address - IP/ISDN - IP Address - Governor's Media Site, Fixed Presenter, Lecturer, Bridge Number, CTC I.D |
| IQD-65 | Video DS1 | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Circuit ID, Activation Date, Deactivation Date, Product, A-Term Circuit Handoff, A-Term Other Circuit Handoff, Z-Term Circuit Handoff, Z-Term Other Circuit Handoff, Coding and Framing, A-Term IP Address, Z-Term IP Address, A-Term CSU/DSU, Z-Term CSU/DSU, A-Term CSU/DSU Make/Model, Z-Term CSU/DSU Make/Model, A-Term Router Make/Model, Z-Term Router Make/Model, Department Type, Current Manufacturer, Operating System Version, Operating System Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-66 | Video DS1 With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Circuit ID, Activation Date, Deactivation Date, Product, A-Term Circuit Handoff, A-Term Other Circuit Handoff, Z-Term Circuit Handoff, Z-Term Other Circuit Handoff, Coding and Framing, A-Term IP Address, Z-Term IP Address, A-Term CSU/DSU, Z-Term CSU/DSU, A-Term CSU/DSU Make/Model, Z-Term CSU/DSU Make/Model, A-Term Router Make/Model, Z-Term Router Make/Model, Department Type, Current Manufacturer, Operating System Version, Operating System Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Bkck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Bkck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Bkck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Bkck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Bkck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Bkck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Bkck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-67 | Video DS1 With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add-On Product, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Circuit ID, Activation Date, Deactivation Date, Product, A-Term Circuit Handoff, A-Term Other Circuit Handoff, Z-Term Circuit Handoff, Z-Term Other Circuit Handoff, Coding and Framing, A-Term IP Address, Z-Term IP Address, A-Term CSU/DSU, Z-Term CSU/DSU, A-Term CSU/DSU Make/Model, Z-Term CSU/DSU Make/Model, A-Term Router Make/Model, Z-Term Router Make/Model, Department Type, Current Manufacturer, Operating System Version, Operating System Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-68 | Video PRI | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Manufacturer, OS Version, OS Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |

| Inventory Queries & Downloads | | | | | | |
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| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-69 | Video PRI With Channel Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Manufacturer, OS Version, OS Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, Trunk#, Channel Definition #1 - #24, Channel WTN #0 - #23. |
| IQD-70 | Video PRI With DID Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Manufacturer, OS Version, OS Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, DID Product, Group Sequence, Group Home TN, DID Member #1 - #100. |
| IQD-71 | Video PRI With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Manufacturer, OS Version, OS Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Blck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Blck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Blck ID, Extended Primary Port or Pair ID, Extended Secondary Cable, Extended Secondary Pch Pan/Blck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Blck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Blck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Blck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-72 | Video PRI With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN, Products, Add On Products, Feature, Feature Value, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Restoration Date To, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, WTN, Activation Date, Deactivation Date, Trunk Qty, Trunk Type Product, Trunk Type, Trunk Group, Trunk ID(s), NFAS, COS, PCI, PTC, Interface Type, Listing Type, DS1 Qty, Hunting, New/Existing, Type, Coding/Framing, Signaling, Pulse Type, Digits Sent, Digits Received, Manufacturer, OS Version, OS Bind, Department Type, Location, Service ID, Latitude, Longitude, Site Voice Provisioning, Site Date Provisioning, Demarc, Service ID, Latitude, Longitude, Voice Provisioning ID, Data Provisioning ID, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |
| IQD-73 | Voice Conferencing | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Item Identifier, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Identifier, Activation Date, Deactivation Date, Product, Conference Date, Start Time, End Time, Number Of Sites, Chair Person, Roll Call, Entry Tone, International Usage, Bridge Dial-In Number, Department Type, Location, Service ID, Latitude, Longitude, Dept, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBS Element, Percentage, Vendor, Contract |
| IQD-74 | VPN Group | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Activation Date, Deactivation Date, Group Name, VPN Group Product, Description, Access Hours, Idle Timeout, Max Connect Time, Primary DNS, Secondary DNS, Primary Wins, Secondary Wins, Tunneling Protocol, Assigned Address Range, Client Software url, Client Software Version, Client Software Notify, Location, Service ID, Latitude, Longitude, Dpt, Rptlevel, Subacct, Fund, BudgetPeriod, Costcenter, Internalorder, Wbselement, Percentage, Vendor, Contract |

| Inventory Queries & Downloads | | | | | | |
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| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-75 | VPN User | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, User Name, Employee Name, Group Name, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Activation Date, Deactivation Date, User Name, Vpn User Product, Employee Name, Group Name, Telephone Number, Extension, Email Address, Location, Service ID, Latitude, Longitude, Dpt, Rptlevel, Subacct, Fund, BudgetPeriod, Costcenter, Internalorder, Wbselement, Percentage, Vendor, Contract |
| IQD-76 | Account Code & BTN | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, BTN, Dpt, Report Level, Sub Account, SAP Fund, Cost Center, Internal Order, WBS Element (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | Identifier, Activation Date, Deactivation Date, Product, Charge Type, Service Address, Location Service ID, Latitude, Longitude, Billing Identifier (BTN), Department Type, Dpt, RptLevel, SubAcct, Fund, BudgetPeriod, CostCenter, InternalOrder, WBSelement, Percentage, Vendor, Contract |
| IQD-77 | BDT ETN | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, A-Term CSU/DSU Make/Model, Z-Term Router Make/Model, A-Term Router Make/Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Dpt, Rptlevel, Subacct, Fund, BudgetPeriod, Costcenter, Internalorder, Wbselement, Percentage, Vendor, Contract |
| IQD-78 | BDT ETN With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory (Yes or No). | BTN, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, A-Term CSU/DSU Make/Model, Z-Term Router Make/Model, A-Term Router Make/Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, LEC Office Equipment, LEC Primary Cable, LEC Primary Pch Pan/Bkck ID, LEC Primary Port or Pair ID, LEC Secondary Cable, LEC Secondary Pch Pan/Bkck ID, LEC Secondary Port or Pair ID, Extended Primary Cable, Extended Primary Pch Pan/Bkck ID, Extended Secondary Port or Pair ID, MDF Cable, MDF Pch Pan/Bkck ID, MDF Port or Pair ID, IDF Cable, IDF Pch Pan/Bkck ID, IDF Port or Pair ID, IDF Floor, IDF ID, Station Cable, Station Pch Pan/Bkck ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance Tech/Vendor, Technician comments. |
| IQD-79 | BDT ETN With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, Circuit ID, Products, Add On Products, TSP Provisioning, TSP Restoration, TSP Expiration Date From, TSP Expiration Date To, Voice Provisioning ID, Data Provisioning ID, Originating Service Address, PO City, Advanced Location Search, Terminating Service Address, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Shared Inventory | BTN, Circuit ID, Activation Date, Deactivation Date, BDT Product, Z-Term Circuit Handoff, Other Z-Term Circuit Handoff, A-Term Circuit Handoff, Other A-Term Circuit Handoff, Coding and Framing, Z-Term IP Address, A-Term IP Address, Z-Term CSU/DSU Make/Model, A-Term CSU/DSU Make/Model, Z-Term Router Make/Model, A-Term Router Make/Model, Z-Term CSU/DSU Product, A-Term CSU/DSU Product, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC, TSP Expiration Dt. |

| Inventory Queries & Downloads | | | | | | |
|-------------------------------|--------------------------------------|---------------------------------------|---|-----------------------|--|---|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| IQD-80 | Cable Records Management | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | Wtn/identifier, Activation Date, Deactivation Date, Product Number, Product Description, Charge Type, BTN, Department Type, Z-Term Location, Service ID, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, Lec Office Equipment, Lec Primary Cable, Lec Primary Pch Pnl/Bkck ID, Lec Primary Port or Pair ID, Lec Secondary Cable, Lec Secondary Pch Pnl/Bkck ID, Lec Secondary Port or Pair ID, Exdmrc Primary Cable, Exdmrc Primary Pch Pnl/Bkck ID, Exdmrc Primary Port or Pair ID, Exdmrc Secondary Cable, Exdmrc Secondary Pch Pnl/Bkck ID, Exdmrc Secondary Port or Pair ID, Mdf Cable, Mdf Patch Panel or Block ID, Mdf Port or Pair ID, Idf Cable, Idf Patch Panel or Block ID, Idf Port or Pair ID, Idf Floor, Idf ID, Station Cable, Station Patch Panel or Block ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance vendor/Technician, Technician Comments, Dpt, Rpt Level, Sub Acct, Fund, Budget Period, Cost Center, Internal Order, WBS Element, Percentage, Vendor, Contract |
| IQD-81 | CPE | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, CPE Type, Feature, Feature Value, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Cpe Item Identifier, Activation Date, Deactivation Date, Product, Cpe Type, Cpe Other Type Text, Equipment Type, Manufacturer, Model Name, Model Number, Serial Number(s), Configuration, Equipment Provider, Equipment Provider Contact, Maintenance Provider, Maintenance Provider Contact, In Service Date, Warranty Term, Lease Term, Associated Circuit ID's, Associated Telephone Number's/Wtn's, Commonwealth Tracking Number, Department Type, Location, Service ID, Latitude, Longitude, Dpt, Rptlevel, Subacct, Fund, BudgetPeriod, Costcenter, Internalorder, Wbselement, Percentage, Vendor, Contract |
| IQD-82 | CPE With Cable Records | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, CPE Type, Feature, Feature Value, PO City, Advanced Location Search, Cable Management Records, (Service Order Number, Service Provider, Circuit Carrier, LEC Office Equipment, Station Jack Number, Station Cable Category), Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Cpe Item Identifier, Activation Date, Deactivation Date, Product, Cpe Type, Cpe Other Type Text, Equipment Type, Manufacturer, Model Name, Model Number, Serial Number(s), Configuration, Equipment Provider, Equipment Provider Contact, Maintenance Provider, Maintenance Provider Contact, In Service Date, Warranty Term, Lease Term, Associated Circuit ID's, Associated Telephone Number's/Wtn's, Commonwealth Tracking Number, Department Type, Location, Service ID, Latitude, Longitude, Vendor, Contract, Service Provider, Circuit Carrier, Cable System Type, Two or Four Wire, Lec Office Equipment, Lec Primary Cable, Lec Primary Pch Pnl/Bkck ID, Lec Primary Port or Pair ID, Lec Secondary Cable, Lec Secondary Pch Pnl/Bkck ID, Lec Secondary Port or Pair ID, Exdmrc Primary Cable, Exdmrc Primary Pch Pnl/Bkck ID, Exdmrc Secondary Port or Pair ID, Exdmrc Secondary Cable, Exdmrc Secondary Pch Pnl/Bkck ID, Exdmrc Secondary Port or Pair ID, Mdf Cable, Mdf Patch Panel or Block ID, Mdf Port or Pair ID, Idf Cable, Idf Patch Panel or Block ID, Station Port or Pair ID, Station Jack Number, Station Cable Category, Commonwealth Service Order, Maintenance Date, Maintenance vendor/Technician, Technician Comments. |
| IQD-83 | Customer Service Report - PDF | On Demand - Batch | Download (Batch) | | Vendor, Contract, Dept, SA, BTN, PO City, Advanced Location Search, Service Groups(Voice, Data, Other) | (The specific fields on the report depend on the Service Group Service selected.) |
| IQD-84 | Emal Group | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, Email Group Name, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All) | BTN, Email Group Name, Activation Date, Deactivation Date, Email Group Product, Postini Organization, Department Type, Location, Service ID, Latitude, Longitude, Dept, RL, SA, SAPP, CC, IO, WBS, Percent, Vendor, Contract |
| IQD-85 | Generic Inventory | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Major Service Type, Service Sub Type, Products, Feature, Feature Value, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | WTN/Identifier, Service Name, Activation Date, Deactivation Date, Product Code, Product Description, Charge Type, BTN, Department Type, Z-Term Location, Service ID, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, Vendor, Contract |
| IQD-86 | Generic Inventory with Account Codes | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Major Service Type, Service Sub Type, Products, Feature, Feature Value, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | WTN/Identifier, Service Name, Activation Date, Deactivation Date, Product Code, Product Description, Charge Type, BTN, Department Type, Z-Term Location, Service ID, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, Dpt, Rpt Level, Sub Acct, Fund, Budget Period, Cost Center, Internal Order, WBS Element, Percentage, Vendor, Contract |

Inventory Queries & Downloads

| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
|----------|--|---------------------------------------|---|-----------------------|---|---|
| IQD-87 | Generic Inventory With All Address Information | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Major Service Type, Service Sub Type, Products, Feature, Feature Value, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | WTN/Identifier, Service Name, Activation Date, Deactivation Date, Product Code, Product Description, Charge Type, BTN, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Dpt, Rpt Level, Sub Acct, Fund, Budget Period, Cost Center, Internal Order, WBS Element, Percentage, Vendor, Contract |
| IQD-88 | Generic Inventory CSV With TSP | On Demand - Online Only | Online in Inventory Only | | Vendor, Contract, Dept, SA, BTN, WTN, Major Service Type, Service Sub Type, Products, Feature, Feature Value, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | WTN/Identifier, Service Name, Activation Date, Deactivation Date, Product Code, Product Description, Charge Type, BTN, Department Type, Z-Term Location, Service ID, Latitude, Longitude, Z-Term Site Voice Provisioning, Z-Term Site Data Provisioning, Z-Term Demarc, Service ID, Latitude, Longitude, Z-Term Voice Provisioning ID, Z-Term Data Provisioning ID, Z-Term Extended Demarc, Latitude, Longitude, A-Term Location, Service ID, Latitude, Longitude, A-Term Site Voice Provisioning, A-Term Site Data Provisioning, A-Term Demarc, Service ID, Latitude, Longitude, A-Term Voice Provisioning ID, A-Term Data Provisioning ID, A-Term Extended Demarc, Latitude, Longitude, Vendor, Contract, TSP Auth Code, TSP Contact, TSP MRC |
| IQD-89 | Generic Inventory CSV With Cost | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Major Service Type, Service Sub Type, Products, Feature, Feature Value, Voice Provisioning ID, Data Provisioning ID, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | WTN/Identifier, Service Name, Vendor Account Number, Billing Identifier (BTN), Item Activation Date, Item Deactivation Date, Product Code, Product Description, Product Activation Date, Product Deactivation Date, Charge Type, Qty, Unit Cost, Variable Cost, Acct Code Cost Before SRCs, Total Cost Before SRCs, SRC Unit Cost, Acct Code Cost With SRCs, Total Cost With SRCs, Dpt, Rpt Level, Sub Acct, Fund, Budget Period, Cost Center, Internal Order, WBS Element, Percentage, GL Code, Vendor, Contract, Z-Term Location, Service ID, Latitude, Longitude, A-Term Location, Service ID |
| IQD-90 | Miscellaneous Equipment | On Demand - Batch if over 500 results | Online in Inventory or Download (Batch) | | Vendor, Contract, Dept, SA, BTN, WTN, Products, PO City, Advanced Location Search, Status (Active, Deactivated, Active & Deactivated), Dept Type (COPA, BP, Enterprise, All), Charge Type (MRC, NRC, Both) | Identifier, Activation Date, Deactivation Date, Product Number, Product Description, Charge Type, Quantity, BTN, Department Type, Serial Number, TelCove Tag Number, Location, Service ID, Latitude, Longitude, Dpt, Rpt Level, Sub Acct, Fund, Budget Period, Cost Center, Internal Order, WBS Element, Percentage, Vendor, Contract |
| IQD-91 | Product Catalog | On Demand | Online in Inventory | | Vendor, Contract, Major Service Type, Product Codes | Product Code, Vendor, Contract, Description, General Ledger, Activation Date, Deactivation Date, SRC1 - SRC10, Total All SRCs, NRC, MRC, Total MRC + SRCs. |

| Product Catalog | | | | | | | |
|-----------------|---|-------------------------------------|---|--|--|---|--|
| Report # | Report Name | Frequency | Delivery | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report | |
| PC-1 | Product Catalog Download | On-Demand | Online in Admin - Product Maintenance; Inventory - Product Catalog; and Ordering - Product Catalog CSV | Shows all product catalog information for the selected product(s). | Vendor, Contract, Major Service Type, Service Sub Type, Service, Product Number, MRC/NRC, Description, Notification Group, OA Review Group, Status (Active, Deactivated or Both). | Product Code, Vendor Name, Contract Name, Major Service Type, Service Sub Type, Short Description, Long Description, Type, Unit Price, SRC1, SRC2, SRC3, SRC4, SRC5, Total Cost, Activation Date, Deactivation Date, Notify Group, OA Review Group, Variable Charge, WTN Formatted, Ship To, General Ledger, Standard Interval Days, Extended Interval Days, Order Form Type, Shared Resource Per Minute, Orderable, Gross Receipts Surcharge, PA Sales Tax, 911 Surcharge, 911 Line Count, 911 Surcharge Rate Type, TRS Surcharge, TRS Line Count, Supplier Billing Code, Supplier Billing Text, Notes, Last Update | |
| PC-2 | Product Catalog Download | On-Demand | Online in Admin - Product Maintenance; Inventory - Product Catalog; and Ordering - Product Catalog Excel | Shows all product catalog information for the selected product(s) on Active and Deactivated worksheets (as needed). Also includes the International Rate Table worksheets (when appropriate) and a worksheet for the descriptions of the Major Service Type and Service Sub Type. | Vendor, Contract, Major Service Type, Service Sub Type, Service, Product Number, MRC/NRC, Description, Notification Group, OA Review Group, Status (Active, Deactivated or Both). | "Product Catalog - Active" and "Deactivated Products" worksheet fields/columns are: Product Code, Vendor Name, Contract Name, Major Service Type, Service Sub Type, Short Description, Long Description, Type, Unit Price, SRC1, SRC2, SRC3, SRC4, SRC5, Total Cost, Activation Date, Deactivation Date, Notify Group, OA Review Group, Variable Charge, WTN Formatted, Ship To, General Ledger, Standard Interval Days, Extended Interval Days, Order Form Type, Shared Resource Per Minute, Orderable, Gross Receipts Surcharge, PA Sales Tax, 911 Surcharge, 911 Line Count, 911 Surcharge Rate Type, TRS Surcharge, TRS Line Count, Supplier Billing Code, Supplier Billing Text, Notes, Last Update "International Rate Schedule" worksheet fields/columns are: Country, Country Code, Dedicated Access, Switched Access "Major and Sub-Types" worksheet fields/columns are: Vendor Name, Contract Name, | |
| PC-3 | Product Catalog With Vendor Data Download | On-Demand | Online in Admin - Product Maintenance; Inventory - Product Catalog; and Ordering - Product Catalog CSV | Shows all product catalog information for the selected product(s), including vendor specific data. | Vendor, Contract, Major Service Type, Service Sub Type, Service, Product Number, MRC/NRC, Description, Notification Group, OA Review Group, Status (Active, Deactivated or Both), Include on VzB Billed Data File, Hold For VzB Billed Data File, Hold For VzB SOA File. | Product Code, Vendor Name, Contract Name, Major Service Type, Service Sub Type, Short Description, Long Description, Type, Unit Price, SRC1, SRC2, SRC3, SRC4, SRC5, Total Cost, Activation Date, Deactivation Date, Notify Group, OA Review Group, Variable Charge, WTN Formatted, Ship To, General Ledger, Standard Interval Days, Extended Interval Days, Order Form Type, Shared Resource Per Minute, Orderable, Gross Receipts Surcharge, PA Sales Tax, 911 Surcharge, 911 Line Count, 911 Surcharge Rate Type, TRS Surcharge, TRS Line Count, Supplier Billing Code, Supplier Billing Text, Notes, Last Update, Include on VzB Billed Data File, Hold For VzB Billed Data File, Hold For VzB SOA File, Provision Company | |
| PC-4 | Product Catalog With Vendor Data Download | On-Demand | Online in Admin - Product Maintenance; Inventory - Product Catalog; and Ordering - Product Catalog Excel | Shows all product catalog information for the selected product(s), including vendor specific data, on Active and Deactivated worksheets (as needed). Also includes the International Rate Table worksheets (when appropriate) and a worksheet for the descriptions of the Major Service Type and Service Sub Type. | Vendor, Contract, Major Service Type, Service Sub Type, Service, Product Number, MRC/NRC, Description, Notification Group, OA Review Group, Status (Active, Deactivated or Both), Include on VzB Billed Data File, Hold For VzB Billed Data File, Hold For VzB SOA File. | "Product Catalog - Active" and "Deactivated Products" worksheet fields/columns are: Product Code, Vendor Name, Contract Name, Major Service Type, Service Sub Type, Short Description, Long Description, Type, Unit Price, SRC1, SRC2, SRC3, SRC4, SRC5, Total Cost, Activation Date, Deactivation Date, Notify Group, OA Review Group, Variable Charge, WTN Formatted, Ship To, General Ledger, Standard Interval Days, Extended Interval Days, Order Form Type, Shared Resource Per Minute, Orderable, Gross Receipts Surcharge, PA Sales Tax, 911 Surcharge, 911 Line Count, 911 Surcharge Rate Type, TRS Surcharge, TRS Line Count, Supplier Billing Code, Supplier Billing Text, Notes, Last Update, Include on VzB Billed Data File, Hold For VzB Billed Data File, Hold For VzB SOA File, Provision Company "International Rate Schedule" worksheet fields/columns are: Country, Country Code, Dedicated Access, Switched Access "Major and Sub-Types" worksheet fields/columns are: Vendor Name, Contract Name, | |
| PC-5 | Product Catalog Change | Monthly - on the 25th of each month | Download | Shows products that were changed in the last month by non-CoPA users. Includes the old value and the new value of each field that was changed. | NA | Product Code, Field, Old Value, New Value, User Name, Date | |

| Billing | | | | | | |
|----------|--|---|----------|--|---------------------------------------|--|
| Report # | Report Name | Frequency | Location | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| BR-1 | Charge by BTN - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides expenditures summarized by Billing Identifier (BTN) to support the budgeting process. | NA | BTN, Service Charges, Credits, SRC Charges, SRC Credits, Total, Dept, RL, SA, SAPF, CC, IO, WBS, GL |
| BR-2 | Total Cost by Major Service - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides total monthly charges by Major Service Type. | NA | MST, MRC, NRC, Credits, SRC Charges, SRC Credits, Total |
| BR-3 | Total Cost by Major Service - Commonwealth/Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides total monthly charges by Major Service Type. | NA | Dept, MST, MRC, NRC, Credits, SRC Charges, SRC Credits, Total, Dept, RL, SA, SAPF, CC, IO, WBS, GL |
| BR-4 | Total Cost by Major Service - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides total monthly charges by Major Service Type. | NA | MST, MRC, NRC, Credits, SRC Charges, SRC Credits, Total, Dept, RL, SA, SAPF, CC, IO, WBS, GL |
| BR-5 | Total Cost by Major Service/Service Sub Type - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides total monthly charges by Major and Service Sub Type. | NA | MST, SST, MRC, NRC, Credits, SRC Charges, SRC Credits, Total |
| BR-6 | Total Cost by Major Service/Service Sub Type - Commonwealth/Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides total monthly charges by Major and Service Sub Type. | NA | Dept, MST, SST, MRC, NRC, Credits, SRC Charges, SRC Credits, Total, Dept, RL, SA, SAPF, CC, IO, WBS, GL |
| BR-7 | Total Cost by Major Service/Service Sub Type - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides total monthly charges by Major and Service Sub Type. | NA | MST, SST, MRC, NRC, Credits, SRC Charges, SRC Credits, Total, Dept, RL, SA, SAPF, CC, IO, WBS, GL |
| BR-8 | Long Distance Usage - On-network-to-On-network - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides the total long distance calls and minutes for calls originating on-network and terminating on-network. | NA | All PA NPA combinations of originating and terminating - number of minutes & calls |
| BR-9 | Long Distance Usage - On-network-to-Off-network - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides the total long distance calls and minutes for Calls originating on-network and terminating off-network. | NA | All originating PA NPAs and all terminating NPA - number of minutes & calls |
| BR-10 | Long Distance Usage - Off-network-to-Off-network - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides the total long distance calls and minutes for Calls originating off-network and terminating off-network. | NA | All PA NPA combinations of originating and terminating - number of minutes & calls |
| BR-11 | Long Distance Usage - Int'l, DA, CC - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | Minute and call totals for long distance for calling card and directory assistance calls. | NA | All NPAs, Int'l Calls, Int'l Minutes, DA Calls, DA Minutes, CC Calls, CC Minutes |
| BR-12 | Monthly Cost/Qty/Usage Variance by Major Service - Commonwealth/Department (acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides cost qty usage variances summarized by Major Service Type. | NA | Dept, MST, Cost Current Month, Cost Previous Month, Difference, Qty Current Month, Qty Previous Month, Difference, Minutes Current Month, Minutes Previous Month, Difference |
| BR-13 | Monthly Cost/Qty/Usage Variance by Product Code - Commonwealth/Department (Acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides cost qty usage variances summarized by Product Code. | NA | Dept, Product, Product Desc, Cost Current Month, Cost Previous Month, Difference, Qty Current Month, Qty Previous Month, Difference, Minutes Current Month, Minutes Previous Month, Difference |
| BR-14 | Total Qty, Calls, Usage, Cost, and SRCs by Product Code - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides a summary of charges, quantity, and usage by Product Code | NA | Product Code, Product Description, Charge Type, Quantity, Minutes, Charge Amount, SRCs (1-10), Total SRC Cost |
| BR-15 | Total Qty, Calls, Usage, Cost, and SRCs by Product Code - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides a summary of charges, quantity, and usage by Product Code | NA | Product Code, Description, Charge Type, Quantity, Minutes, Charge Amount, SRCs (1-10), Total SRC Cost, Dept, RL, SA, SAPF, CC, IO, WBS, GL |
| BR-16 | Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides a twelve month summary of charges, quantity, and usage by Major Service Type | NA | MST, (for each 12 months - Cost, Quantity, Minutes), |
| BR-17 | Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service/Service Sub Type - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides a twelve month summary of charges, quantity, and usage by Major Service Type and Service Sub Type | NA | MST, SST, Charge Type, (for each 12 months - Cost, Quantity, Minutes) |
| BR-18 | Voice Usage Exceptions - # of Calls - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides a count, grouped by originating/terminating number combinations, for long distance calls occurring more than "x" times. ("x" is an input parameter that can be variable and will be displayed in the report). | NA | Originating Number, Service Location, Service ID, Terminating Number, # of Times Called. |
| BR-19 | Voice Usage Exceptions - # of Minutes - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides a count, grouped by originating/terminating number combinations, for long distance calls of a duration greater than "x" minutes. ("x" is an input parameter that can be variable and will be displayed in the report). | NA | Originating Number, Service Location, Service ID, Terminating Number, # of Calls Longer Than Exception Limit. |
| BR-20 | Voice Usage Exceptions Operator Assisted and 900 Calls - Department(acct) | Monthly - at time of bill run (by 7th business day) | Download | This report provides a listing of originating numbers and their corresponding count for Operator Assisted and 900 number calls. The originating numbers are only listed if the count is greater than "x". ("x" is an input parameter that can be variable and will be displayed in the report. Different values of "x" can be established for Operator Assisted calls versus 900 number calls. | NA | Originating Number, Service Location, Service ID, Number of Operator Assisted Calls, Number of 900 Calls. |
| BR-21 | Quarterly Trending/Compliance by Major Service - Monthly Averages - Commonwealth | Quarterly - (1st bill run after each Qtr) | Download | This report provides average monthly charges SRC charges, quantity/calls, Minutes, for the most recently completed quarter for each Major Service Type. | NA | MST, Average Monthly Cost, Average Monthly NRC, Average Monthly SRC, Average Monthly QTY, Average Monthly Minutes, Average Monthly Total cost. |
| BR-22 | Quarterly Trending/Compliance by Major Service/Service Sub Type - Monthly Averages - Commonwealth | Quarterly - (1st bill run after each Qtr) | Download | This report provides average monthly charges SRC charges, quantity/calls, Minutes, for the most recently completed quarter for each Service Sub Type. | NA | MST, SST, Average Monthly Cost, Average Monthly NRC, Average Monthly SRC, Average Monthly QTY, Average Monthly Minutes, Average Monthly Total cost. |
| BR-23 | Non-Usage Revenue Report - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides non-usage revenue for the current billing cycle. | NA | Dept, Category, TelCove CC, Prod Code, Prod Descript, MST, SST, Charge Type, From Date, To Date, Quantity, Svc Cost, SRC, Total |
| BR-24 | Usage Revenue Report - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides usage revenue for the current billing cycle. | NA | Dept, Category, TelCove CC, Prod Code, Prod Descript, MST, SST, Quantity, Call Duration, Svc Cost within 45 days, Svc Cost prior to 45 Days, Svc Cost Total, SRC, Total |

| Billing | | | | | | |
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| Report # | Report Name | Frequency | Location | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| BR-25 | International Usage Report - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides international usage from the current billing cycle. | NA | Country, Quantity, Call Duration, Svc Cost, SRC, Total |
| BR-26 | Adjustment Report - Commonwealth by Dept | Monthly - at time of bill run (by 7th business day) | Download | This report provides adjustments from the current billing cycle | NA | Dept, Category, Amount, WTN/Item, BTN, Trouble Ticket, ESMS PON, Reason, Author, SLA, SLA Text |
| BR-27 | Credit Report - Commonwealth by Dept | Monthly - at time of bill run (by 7th business day) | Download | This report provides credits from the current billing cycle | NA | Dept, Category, TelCove CC, Prod Code, Prod Desc, Svc Cost, SRC, Total, WTN/Item, From Date, To Date, Call Date, Call Duration, Reason, User Name |
| BR-28 | Register Report - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides the register as of the current billing cycle | NA | Dept, Category, Invoice Date, Total Due This Period, Net Balance Due, Total Payment, Payments, Payment Date, Check Number, Payment Description |
| BR-29 | Charges by Account Code - Department | Monthly - at time of bill run (by 7th business day) - starting 8/1/03 | Download | This report provides total monthly charges by Account Code. | NA | RL, SA, SAPP, CC, IO, WBS, GL, Cost, SRC, Total |
| BR-30 | Charges by Account Code - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) - starting 8/1/03 | Download | This report provides total monthly charges by Account Code. | NA | Dept, RL, SA, SAPP, CC, IO, WBS, GL, Cost, SRC, Total |
| BR-31 | SAP vs. Non-SAP - Commonwealth | Monthly - at time of bill run (by 7th business day) - starting 8/1/03 | Download | This report provides a comparison of summary charges of all SAP participating departments (accounts) against all Non-SAP participating departments (accounts). | NA | Dept Type, Service Charges, Adjustments, Credits, SRC Charges, SRC Credits. |
| BR-32 | Quarterly Voice Lines Without Usage - Commonwealth by Dept | Quarterly - (1st bill run after each Qtr) | Download | Lines without usage in current month that have been active for more than three months for product codes: VCE1030, VCE1035, VCE1040, VBL1300, VBL1305, OCO4105 | NA | Dept #, BTN, WTN, Product, COS, Building Name, Add 1, Add 2, PO City, Service ID, Optional Identifier, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Hotline, TTY/TTD, Paging, Rept Level, Sub Acct, SAPP, CC, IO, WBS, percent |
| BR-33 | Quarterly Voice Lines Without Usage - Dept (Acct) | Quarterly - (1st bill run after each Qtr) | Download | POTS/BRI and Video BRI lines without usage in the current month that have been active for more than three months. | NA | BTN, WTN, Product, COS, Building Name, Add 1, Add 2, PO City, Service ID, Optional Identifier, Voice, Video, Fax, Modem, Copier, Printer, Software, Alarm, Hotline, TTY/TTD, Paging, Rept Level, Sub Acct, SAPP, CC, IO, WBS, % |
| BR-34 | Account Code Summary Report - Dept (Acct) | Monthly - at time of bill run (by 7th business day) - starting 5/1/04 | Download | This report provides a summary of charges by Account code, but only by the Account Code Fund, Budget Period, Internal Order and General Ledger values. | NA | Fund, Budget Period, Internal Order, General Ledger, Service Amount, SRC Amount, Total Amount |
| BR-35 | Account Code Summary Report - Commonwealth/Dept (Acct) | Monthly - at time of bill run (by 7th business day) - starting 5/1/04 | Download | This report provides a summary of charges by Account code, but only by the Account Code Fund, Budget Period, Internal Order and General Ledger. | NA | Dept, Fund, Budget Period, Internal Order, General Ledger, Service Amount, SRC Amount, Total Amount |
| BR-36 | Total Cost by Location, BTN, & Account Code - Dept | Monthly - at time of bill run (by 7th business day) | Download | Reports the cost for each service location by BTN and account code. | NA | Address Line1, Address Line2, City, State / Zip, Service ID, Dervice ID, BTN, Rept Lvl, Sub Acct, Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, General Ledger, Service Amt, SRC Amt, Total Amt |
| BR-37 | SRC Report - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | Reports the SRC amounts that are credited to the Commonwealth. It includes this month's SRC amounts for SAP departments and last month's SRC amounts for non-SAP departments. | NA | Department(Account), SRC 1, SRC 2, SRC 3, SRC 4, SRC 5, SRC 6, SRC 7, SRC 8, SRC 9, SRC 10, SRC Credits |
| BR-38 | Bad Call Report - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report summarizes the CDR and Radius usage records that cannot be billed. | NA | Originating Number, Carrier Code, Customer Name, Number Of Calls, Number of Minutes, Calling Card Number, WTN in ESMS, First Month On File, Error Code, Error Description |
| BR-39 | Duplicate Call Report - Commonwealth | Monthly - at time of bill run (by 7th business day) | Download | This report provides the duplicate call records that cannot be billed. | NA | Originating Number, Terminating Number, Call Date, Call Duration, Call ID |
| BR-40 | Sales Tax | Monthly - at time of bill run (by 7th business day) | Download | This report provides a listing of net totals of Sales Tax surcharges grouped by county and at the state level. | NA | County and State, Sales Tax Amt |
| BR-41 | Non-SAP SRC - Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides the SRC cost for each Product Code | NA | Product Code, Description, Quantity, SRC Rate, SRC Total |
| BR-42 | Non-SAP SRC - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides the SRC cost for each Product Code | NA | Department (Account), Product Code, Description, Quantity, SRC 1 Amount, SRC 2 Amount, SRC 3 Amount, SRC 4 Amount, SRC 5 Amount, SRC 6 Amount, SRC 7 Amount, SRC 8 Amount, SRC 9 Amount, SRC 10 Amount, SRC Total, Dept SRC Total |
| BR-43 | Enterprise Mobile Management Error | Monthly - at time of bill run (by 7th business day) | Email to CoPA OA | This report provides the EMMS License usage that could not be billed. | NA | Source, Organization Group, Ownership, Phone Number, Reprocess, Error Description, Billing Date |
| BR-44 | Kofax Error | Monthly - at time of bill run (by 7th business day) | Email to CoPA OA | This report provides the Kofax usage that could not be billed. | NA | Billing FAX, Type, Remote FAX, Pages, FAX Timestamp, Reprocess, Error Description |
| BR-45 | Billing MRC NRC Report - Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides MRC and NRC charges for the current billing cycle. | NA | Department, BTN, Wtn/Item, Address 1, Address 2, City, State/Zip, Service ID, Product Code, Description, From Date, To Date, MRC, NRC, SRC, Total, Vendor, Contract |
| BR-46 | Billing MRC NRC Report - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides MRC and NRC charges for the current billing cycle. | NA | Department, BTN, Wtn/Item, Address 1, Address 2, City, State/Zip, Service ID, Product Code, Description, From Date, To Date, MRC, NRC, SRC, Total, Vendor, Contract |
| BR-47 | VCC Error | Monthly - at time of bill run (by 7th business day) | Email to Verizon Business | This report provides the VCC usage that could not be billed. | NA | Site ID, Service Name, Usage Start, Usage End, Quantity, Reprocess, Error Description, Billing Date |
| BR-48 | Excessive Call Duration | Monthly - at time of bill run (by 7th business day) | Email to CoPA OA | This report lists Verizon Business Usage with call durations exceeding a set number of minutes | NA | Call Duration (Minutes), Call Duration (Hours), Originating WTN, Call Date And Time, Terminating Number, Terminating City, Terminating State, Charge Amount, Percentage, Product Code, Product Description, Department Number, Service |
| BR-49 | Billing MRC NRC Location Report - Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides MRC and NRC charges including account codes, as well as Z-Term and A-Term location data for the current billing cycle. | NA | Department, BTN, WTN/Item, Z-Term Address 1, Z-Term Address 2, Z-Term City, Z-Term State/ZIP, Z-Term Service ID, A-Term Address 1, A-Term Address 2, A-Term City, A-Term State/ZIP, A-Term Service ID, Pct Based Qty, Product Code, Description, From Date, To Date, Pct Based MRC, Pct Based NRC, Pct Based SRC, Pct Based Grand Total, Vendor, Contract, Reporting Level, Sub Account, SAP Fund, Budget Period, Cost Center, Internal Order, WBS Element, General Ledger, Percentage Of Cost |

| Billing | | | | | | |
|----------|---|---|---------------------------------------|--|--|--|
| Report # | Report Name | Frequency | Location | Description of Report | Fields-on-Query Report Query Criteria | Fields/Columns on the Report |
| BR-50 | Billing MRC NRC Location Report - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download | This report provides MRC and NRC charges including account codes, as well as Z-Term and A-Term location data for the current billing cycle. This is a Commonwealth version sorted by Department. | NA | Department, BTN, WTN/Item, Z-Term Address 1, Z-Term Address 2, Z-Term City, Z-Term State/ZIP, Z-Term Service ID, A-Term Address 1, A-Term Address 2, A-Term City, A-Term State/ZIP, A-Term Service ID, Pct Based Qty, Product Code, Description, From Date, To Date, Pct Based MRC, Pct Based NRC, Pct Based SRC, Pct Based Grand Total, Vendor, Contract, Reporting Level, Sub Account, SAP Fund, Budget Period, Cost Center, Internal Order, WBS Element, General Ledger, Percentage Of Cost |
| BR-51 | Enterprise Charges - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download Email to CoPA OA | This report provides total monthly charges of Enterprise MRCs and NRCs for the current billing cycle. This is a Commonwealth version sorted by Department. | NA | Department, Major Service Type, Service Sub Type, Charge Type, Total Service Charges |
| BR-52 | Agency Charges - Commonwealth/Department | Monthly - at time of bill run (by 7th business day) | Download Email to CoPA OA | This report provides total monthly charges by Agency for the current billing cycle. This is a Commonwealth version sorted by Department. | NA | Department, IPT MRC Service Charges, Non-IPT/Enterprise MRC Service Charges, Total Service Charges, Enterprise MRC Service Charges, Total MRC Service Charges, Total NRC Service Charges, Total Usage Charges, Total Surcharges, Grand Total |
| BR-53 | Download Billing Spreadsheet | On Demand - Batch if over 500 results | Online in Billing or Download (Batch) | | NA | BTN, WTN/Item, Address 1, Address 2, City, State/ZIP, Service ID, Product Code, Description, To Number, City, State, Date/Time, From Date, To Date, Duration, Cost, SRC, Total, From Number, From City, From State, Reporting Level, Sub Account, SAP Fund, BudgetPeriod, Cost Center, Internal Order, WBS Element, General Ledger |
| BR-54 | Validate Billing Account Codes Email | Monthly - at time of bill run (by 7th business day) | Email to CoPA OA | Reports all Pending Adjustment Requests and Pending Credit Requests and Service Charge Reimbursement Accounts and SRC Reimbursement Accounts that have invalid account codes. | NA | Adjustments - Adjustment ID, Department, Amount, BTN, ESMS PON, Trouble Ticket, Description, Author, Date WTN/Item, Account Code, SLA Code, SLA Text, Error Credits - Credit ID, Department, Amount, SRC Amount, BTN, Description, Date, WTN/Item, Account Code, Error Reimbursements Accounts - Contract, Account Code, Error |

Appendix K

Change Management Process

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

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Scope

This document provides a unified process which shall be used by all Service Owners within the OA-OIT organization. Its purpose is to align the OA-OIT Change Management process with ITIL standards for consistency and to improve service delivery.

Objectives:

- Provide a structured process for planning, prioritizing, reviewing and implementing changes
- Reduce incidents, disruptions and re-work
- Allow for auditability

Acronyms

ASC – Agency Specific Change

CAB – Change Advisory Board

CI – Configuration Item

CM – Change Management

CR – Change Record

ECAB – Emergency Change Advisory Board

FSC – Forward Schedule of Change

ITSCM - Information Technology Service Continuity Management

ITSM - Information Technology Service Management

KPI - Key Performance Indicator

MAC – Multi-Agency Change

PIR – Post Implementation **Review**

RFC - Request for Change

Definitions

| Term | Definition |
|-------------------------------|---|
| Agency Specific Change | A change that affects only a single agency. Processed through the Agency CAB only. |
| Back-out Plan | A contingency plan of step-by-step instructions with defined success criteria (with sufficient detail to allow an individual with similar skills to execute the plan and is understood by all reviewers) to minimize any disruption of service if a change implementation does not go as planned. |
| Blackout | Submitted to Change Management to request a freeze on all or certain types of changes for business reasons. Also referred to as Change Freeze. |
| Change Advisory Board | A group of people that support the assessment, prioritization, authorization and scheduling of changes. This board is usually made up of representatives from all areas within the IT Service Provider, the Business, the business, and Third Parties, such as Suppliers. |
| Change | <p>The addition, modification or removal of anything that could have an effect on IT services. The scope should include changes to all architectures, processes, tools, metrics and documentation, as well as changes to IT services and other configuration items.</p> <p>Examples include a service, hardware, software, network, IT security, application, desktop build, associated documentation, configuration item or asset. Changes include those that are service affecting and non-service affecting.</p> |
| Change Window | A regular, agreed time when changes may be implemented with minimal impact on services. |
| Closure Reason | <p>Documentation of the change's success. Each of the below three reasons can also be considered as an Unauthorized Change.</p> <p><u>Successful</u> – CI's have been modified successfully; Documented process was followed</p> <p><u>Successful with Issues</u> – Most or all CI's have been modified successfully; Process was not followed or most CI's were not modified successfully; Process was followed successfully</p> <p><u>Unsuccessful</u> - CI's were not modified; Process was not followed</p> <p>Unauthorized – Successful (same as above & without approval)</p> <p>Unauthorized – Successful with issues (same as above & without approval)</p> <p>Unauthorized - Unsuccessful (same as above & without approval)</p> |
| Change Management | The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services. |
| Change Record | A record containing the details of a change. A change record is created for every request for change that is received, even those that are subsequently rejected. Change records should reference the configuration items that are affected by the change. A change record may be stored in a Configuration Management System or in another agreed upon way. |

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| Communication Plan | Information on how and when the proposed change will be communicated to stakeholders. Level of detail must be sufficient for a person with similar skill to execute the plan successfully and be understood by all reviewers/approvers. |
| Configuration Item | Any component or service asset that needs to be managed in order to deliver an IT service. Information about each configuration item is recorded in a configuration record within the configuration management system and is maintained throughout its lifecycle by service asset and configuration management. Configuration items are under the control of change management. They include but are not necessarily limited to IT services, hardware, software, buildings, people, and formal documentation such as process documentation and service level agreements. |
| Conflicts | Any Change or Blackout already approved for the same day and time, agency and/or configuration items. |
| Enterprise CAB | A group of people that support the assessment, prioritization, authorization and scheduling of Enterprise Changes. A change advisory board is usually made up of representatives from: all areas within the IT service provider; the business; and third parties such as suppliers. |
| Enterprise Change | A change that affects all agencies (usually a service). Processed through the Agency level CAB and then the Enterprise CAB. |
| Emergency CAB | A group of people that exists (as a subset to the CAB) to make decisions about emergency changes. Membership may be decided at the time a meeting is called, and depends on the nature of the emergency change. |
| Forward Schedule of Changes | The schedule of all approved changes and their scheduled implementation date and start time. |
| Implementation Plan | A step-by-step set of instructions detailing information on how the proposed change will be implemented. Level of detail must be sufficient for a person with similar skill to execute the implementation successfully and be understood by all reviewers/approvers. |
| Information Technology Service Continuity Management | The process for managing risks that could seriously affect IT services and ensures that the IT service provider can always provide minimum agreed service levels, by reducing the risk to an acceptable level and planning for the recovery of IT services |
| Information Technology Service Management | The implementation and management of quality IT services that meet the needs of the business. IT service management is performed by IT service providers through an appropriate mix of people, process and information technology. See also service management. |
| Key Performance Indicator | A metric that is used to help manage an IT service, process, plan, project or other activity. Key performance indicators are used to measure the achievement of critical success factors. Many metrics may be measured, but only the most important of these are defined as key performance indicators and used to actively manage and report on the process, IT service or activity. They should be selected to ensure that efficiency, effectiveness and cost effectiveness are all managed. |
| Multi-Agency Change | A change that affects two (2) or more agencies. Processed through the Agency level CAB and then the Enterprise CAB. |
| OA Change Advisory Board | This Agency level CAB has the authority to approve the implementation of changes for OA that do not qualify as Enterprise Changes. The CAB may be broken into several service towers as need for processing. |

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| Post Implementation Review | A review that takes place after a change or a project has been implemented. It determines if the change or project was successful, and identifies opportunities for improvement. If needed a formal document and meeting will be requested to discuss the review and to identify opportunities for improvement. |
| Request for Change | A formal proposal for a change to be made. It includes details of the proposed change, and may be recorded on paper or electronically. Also sometimes called a Change Request, but should not be confused with a Change Record or the Change itself. |
| Stakeholders | A person who has an interest in an organization, project, IT service etc. Stakeholders may be interested in the activities, targets, resources or deliverables. Stakeholders may include customers, partners, employees, shareholders, owners etc. (Commonwealth role of Business Process Owner (BPO) will also be considered a stakeholder in this process.) |
| Test Plan | A step-by-step set of instructions detailing information on how the proposed change will be tested. Level of detail must be sufficient for a person with similar skill to execute the testing successfully and be understood by all reviewers/approvers. |
| Timeline | A specific schedule of when each part of the plan (implementation, test, back-out, communication) will occur. |
| Technical Reviewer Group | Group of individuals authorized and responsible for the technical review and approval of Change Requests. |
| Unauthorized Change | A change that was performed prior to obtaining appropriate approvals. |

Policies

A steering committee will address ITSM policy concerns in consultation with the Change Management Process Owner. All changes made to OA-OIT supported services are subject to the Change Management Process. Exceptions to the Change Management Policy require authorization.

Policy Statements:

1. All Changes must be documented in a Change Record.
2. All Changes must be evaluated for performance and risk prior to approval.
3. All Changes must be approved prior to implementation.
4. All Changes must adhere to the approved maintenance windows.
5. All Changes must adhere to the approved plans and timelines.

Supporting IT Policies:

1. Change Window

To maintain availability and reliability of provided services, OA-OIT has established predetermined dates and times for implementing changes.

To ensure service excellence, changes defined as enterprise will be scheduled for implementation during an Enterprise Change Window or as negotiated within the affected service(s). Systems or servers may be unavailable during the Enterprise Change Window. The dates and times for implementation of Enterprise changes are defined in ITP-SYM010.

Additional non-enterprise windows may be defined and documented within each Agency level CAB.

To implement Enterprise changes in a non-Enterprise window, the Change Submitter is to email their Emergency CAB the brief description of the change, impact of the change, change window timeframe and justification. An ECAB reviewer will reply to the request and copy the Change Manager with approval or rejection.

2. Blackout / Change Freeze

Per ITP-SYM010, an agency or a vendor may request a Blackout / Change Freeze. Changes requested during a blackout / change freeze require a full risk assessment. The responsible individual may either document that there is no potential impact to a blackout / change freeze or obtain a waiver from the blackout / change freeze contact.

Roles and Responsibilities

The following roles are associated with the Change Management process.

- A single individual may have one or more roles they perform based on the change request and situation. However, Submitter/Requester, Approvers, Change Owner, and Implementer roles must be filled by unique individuals on a single change record.
 - Requester and Submitter may be the same person.
- Any OA-OIT staff employed as a contractor may not act as technical reviewer for changes submitted or implemented by that contracting company.
- All OA-OIT staff are responsible to ensure the Change Process is followed for OA supported services.

Change Requester

| | |
|-------------------------|---|
| Profile | Asks for a change to happen. |
| Responsibilities | <ul style="list-style-type: none"> • <input type="checkbox"/> Makes general request of what is needed. Usually initiated through another process (incident, problem, service request, etc.). • <input type="checkbox"/> Requester and Submitter may be the same person. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> None |

Change Submitter

| | |
|-------------------------|--|
| Profile | Plans and documents the change record and provides necessary details for processing. |
| Responsibilities | <ul style="list-style-type: none"> • <input type="checkbox"/> Defines success criteria. • <input type="checkbox"/> Identifies tasks and resource group required to accomplish tasks, assigns as appropriate. • <input type="checkbox"/> Identifies and assigns resource group appropriate to own the change. • <input type="checkbox"/> Ensures appropriate documentation, based on the change type, has been provided. • <input type="checkbox"/> Determines the impact and risk for implementing the change. • <input type="checkbox"/> Determines the urgency and classification for the change. • <input type="checkbox"/> Checks for potential conflicts. • <input type="checkbox"/> Confirms there is no potential impact to a Blackout / Change Freeze in effect. • <input type="checkbox"/> Associates related configuration items (CIs), incidents, and services to the change request. • <input type="checkbox"/> Coordinates communication, as needed. • <input type="checkbox"/> Documents all implementation, test, back-out and communication plans and timeline. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Contact reviewers and/or Change Manager to address processing time concerns. • <input type="checkbox"/> Recommends process improvement. |

Change Owner

| | |
|-------------------------|--|
| Profile | Manages and provides guidance for a specific change record. Ensures the record processes timely and appropriately. |
| Responsibilities | <ul style="list-style-type: none"> • <input type="checkbox"/> Ensures all approvals received outside of the process are included in the change record. • <input type="checkbox"/> Ensures the change processes appropriately and contacts reviewers as needed. • <input type="checkbox"/> Assigns change tasks to appropriate implementers and/or ensures all change tasks are created and assigned before implementation. • <input type="checkbox"/> Assists the Change Manager as needed. <input type="checkbox"/> |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Contact reviewers and/or Change Manager to address processing time concerns. • <input type="checkbox"/> Creates and assigns change tasks. • <input type="checkbox"/> Recommends process improvement. |

Technical Reviewer

| | |
|-------------------------|--|
| Profile | One of a group (Technical reviewer group) responsible for reviewing a change request. |
| Responsibilities | <ul style="list-style-type: none"> • <input type="checkbox"/> Responsible for assuring the total quality of all requests including all documentation requirements. • <input type="checkbox"/> Reviews changes per defined work instructions. • <input type="checkbox"/> Identifies tasks and resource group required to accomplish tasks if necessary and assigns as appropriate. • <input type="checkbox"/> Notifies Change Manager when technical reviewer group modifications are needed. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Approve or reject changes. • <input type="checkbox"/> Recommends process improvement. |

CAB member

| | |
|-------------------------|--|
| Profile | Includes people with a clear understanding across the whole range of stakeholder needs. Some members will be permanent members of the CAB, others will be invited to participate when they are needed because of the particular changes that are being discussed. |
| Responsibilities | <p>Bases decisions on the scope of the CAB being represented.</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Ensures that all changes are fully assessed for risk, impact, funding, and funding approval. • <input type="checkbox"/> Approves, rejects, or requests further analysis on all changes after full consideration of the information required/available. • <input type="checkbox"/> Prioritizes approved changes and approves the group forward schedule of change (FSC), once scheduling conflicts have been resolved. • <input type="checkbox"/> Supports determination of whether or not a change needs Enterprise CAB review. • <input type="checkbox"/> Suggests, reviews and approves changes for Standard change classification. • <input type="checkbox"/> Reviews and approves Blackout requests. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Approve or reject changes, standard nominations and blackout requests. • <input type="checkbox"/> Escalate concerns to the Change Manager. • <input type="checkbox"/> Recommends process improvement. |

Agency Representative

| | |
|-------------------------|--|
| Profile | Authorized staff from a commonwealth agency that participates in the OA change management process. |
| Responsibilities | <ul style="list-style-type: none"> • <input type="checkbox"/> Invited to participate in appropriate Enterprise CAB meetings. • <input type="checkbox"/> Reviews changes that may affect the agency represented. • <input type="checkbox"/> Approves or rejects changes on the agency's behalf. • <input type="checkbox"/> Submits blackout requests as needed. • <input type="checkbox"/> Reviews changes and issues blackout waiver approvals as needed. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Provide input to approve or reject changes. • <input type="checkbox"/> Submit blackout requests through the documented process. • <input type="checkbox"/> Approve or reject blackout waivers regarding approved blackouts that affect the agency represented. |

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| | <ul style="list-style-type: none"> •□ Escalate concerns to the Change Manager. •□ Recommends process improvement. |
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OA Change Manager

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| Profile | Manages and provides guidance on the change management process based on the scope of the group being managed. |
| Responsibilities | <ul style="list-style-type: none"> •□ Reviews all open changes for compliance. •□ Processes all Blackouts / Change Freezes through the CAB per procedures. •□ Tracks all open group changes. •□ Prepares the CAB meeting agenda, chairs the CAB meeting. •□ Provides the FSC for review in the CAB meeting. •□ As needed, documents reason(s) for rejection. •□ Cancels changes as needed. •□ Performs final review of each OA (non-Enterprise) change to assess the change results and determine closure type or cancellations. <ul style="list-style-type: none"> ◦□ Change assessment is performed on a case-by-case basis. •□ Ensures Post Implementation Reviews (PIRs) are completed. •□ Supports identification of process improvement opportunities identified during PIRs. •□ Monitors CAB participation and escalates non-participation as appropriate. •□ Interpret and quantify KPI reports for Process Owner. •□ Coordinates annual review of all Standard changes. |
| Authority | <ul style="list-style-type: none"> •□ Escalate to the Change Process Owner any process conflict or non-compliance •□ Assist other roles with the Change process. •□ Request PIR review and documentation as necessary. •□ Recommends process improvement. |

Enterprise Change Manager

| | |
|-------------------------|--|
| Profile | Manages and provides guidance on the change management process for all changes classified as Enterprise. |
| Responsibilities | <ul style="list-style-type: none"> •□ Represents Enterprise change management in OA CAB meetings. •□ Participates in OA CAB meetings as a means by which to monitor adherence to the Change Management process. •□ Reviews all open changes (as available and needed) for compliance. •□ Prepares the Enterprise CAB meeting agenda, chairs the Enterprise CAB meeting. •□ As needed, documents reason(s) for rejection. •□ Cancels changes as needed. •□ Provides the FSC for review in the CAB meeting. •□ Ensures the FSC calendar includes all scheduled Enterprise changes. •□ Performs final review of each Enterprise Production change to assess the change results and determine closure type or cancellations. •□ Oversees OA Change Manager and Change Owner Responsibilities |

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| | <p>to ensure they are completed appropriately.</p> <ul style="list-style-type: none"> •□ Ensures Post Implementation Reviews (PIRs) are completed at all levels. •□ Supports identification of process improvement opportunities identified during PIRs. •□ Chairs the PIR meetings for Enterprise changes. •□ Reports Enterprise change PIR results to stakeholders and management. •□ Interpret and quantify KPI reports for Process Owner. |
| Authority | <ul style="list-style-type: none"> •□ Escalate to the Change Process Owner any process conflict or non-compliance. •□ Assist other roles with the Change process. •□ Request PIR review and documentation as necessary. •□ Recommends process improvement. |

OA-OIT Change Process Owner

| | |
|-------------------------|--|
| Profile | Ensures the Change process is fit for purpose. |
| Responsibilities | <ul style="list-style-type: none"> •□ Owns the change management process. •□ Provides education and guidance on the change management process. •□ Responsible for sponsorship, design and ongoing process improvements. •□ Ensures changes follow the agreed and documented change management process. •□ Maintains the process model. •□ Ensures the process aligns with the business strategy. •□ Conducts process audits and communicates results. •□ Monitors KPIs and PIR results to identify process improvements. |
| Authority | <ul style="list-style-type: none"> •□ Review, facilitate and document process improvements as suggested by others. •□ Ensure Process Managers are performing documented responsibilities. Escalate as needed. •□ Review, consolidate, interpret and distribute KPI reports. •□ Escalate strategy and business alignment concerns. •□ Recommends process improvement. |

Change Implementer

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| Profile | Technical Staff assigned to perform implementation tasks as documented in the Change Plan. |
| Responsibilities | <ul style="list-style-type: none"> •□ Implements approved changes, as documented in the implementation plan. •□ Coordinates testing and/or works with the tester as needed. •□ Performs back-out plan as planned if necessary. •□ Notifies customers and Change Manager of completion of installation and testing results. •□ Updates change record with results of implementation. |
| Authority | <ul style="list-style-type: none"> •□ Back-out change as needed. •□ Contact ECAB for permissions to perform tasks outside of the documented and approved change record. •□ Escalate concerns to the Change Manager. |

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| | <ul style="list-style-type: none"> • <input type="checkbox"/> Recommends process improvement. |
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Change Tester

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|-------------------------|---|
| Profile | Technical and non-technical staff assigned to perform testing tasks as documented in the Change Plan. |
| Responsibilities | <ul style="list-style-type: none"> • <input type="checkbox"/> Executes testing for approved changes, as documented in the test plan. • <input type="checkbox"/> Notifies Change Implementer of test results. • <input type="checkbox"/> Verifies the change was successful and was not harmful to other services. • <input type="checkbox"/> If testing shows the change was unsuccessful, assist with determining and/or make recommendations regarding the need to back-out the change. • <input type="checkbox"/> If the Change Tester differs from the Change Implementer, the Change Tester does not have any responsibilities in regard to updating the change record. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Escalate concerns to the Change Manager. • <input type="checkbox"/> Recommends process improvement. |

Emergency CAB member

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|-------------------------|--|
| Profile | A subset of the main CAB, responsible for evaluation and approving emergency changes when urgent major problems arise and there is no time to convene the full CAB. |
| Responsibilities | <p>Bases decisions on the scope of the CAB being represented.</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Available after hours. • <input type="checkbox"/> Ensures that all changes are fully assessed for risk, impact, funding, and funding approval. • <input type="checkbox"/> Approves, rejects, or requests further analysis on all changes after full consideration of the information required/available. • <input type="checkbox"/> Ensures that all changes meet the definition of an Emergency Change and are documented as such. • <input type="checkbox"/> Supports determination of whether or not a change needs Enterprise CAB review. |
| Authority | <ul style="list-style-type: none"> • <input type="checkbox"/> Approve or reject changes. • <input type="checkbox"/> Escalate concerns to the Change Manager. • <input type="checkbox"/> Recommends process improvement. |

RACI:

This RACI model is used to clarify operational roles, responsibilities, and relationships; define levels of accountability; and coordinate participation in the Change Management Process.

R – Responsible – Those who perform an activity or make a decision to complete an activity. Responsibilities may be shared.

A – Accountable – The individual who is ultimately accountable for the correct and thorough completion of an activity. There is only one person accountable for each activity.

C – Consulted – Those who need to be consulted or provide input before an activity is performed or a decision is made.

I – Informed – Those who need to be informed as or after an activity is performed or a decision is made. For example, they may receive outputs from an activity or need to be kept up-to-date on progress or completion of an activity.

| Activity | CM Process Owner | CM Process Manager | Technical Reviewer | Change Advisory Board | Change Submitter | Tester/ Implementer | Change Owner | Stakeholders |
|------------------------------------|------------------|--------------------|--------------------|-----------------------|------------------|---------------------|--------------|--------------|
| Provide vision and Enforce Process | R, A | C | I | I | I | I | I | I |
| Plan and Document Change | | I | C | | R, A | C | | C |
| Review Change | | R, A | R | R | I | C | | C |
| Implement and Test Change | | I | | | I | R, A | | I |
| Review and Close Change | | R, A | C | C | C | C | C | I |
| Metrics | R, A | R | | | | | | C, I |
| Process Improvements | R, A | R | C | C | C | C | C | C |

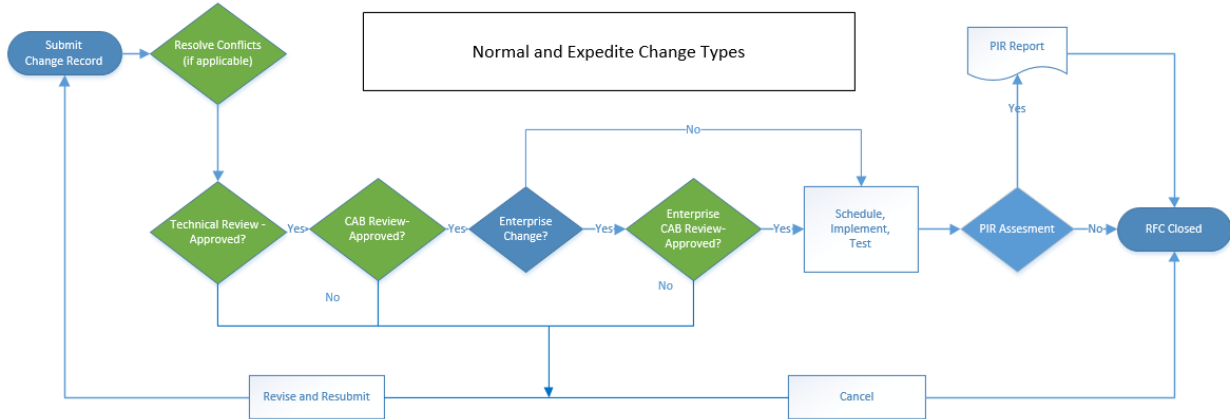
Service Model

Process Flow Overview:

The goal of the change management process is to increase awareness and understanding of proposed changes across an organization and ensure that all changes are made in a thoughtful way that minimizes negative impact to services and customers.

Change management includes the following steps:

- **Planning:** Plan the change, including the implementation design, scheduling, communication plan, testing plan and *back-out* plan; consult stakeholders as needed.
- **Documentation:** Document the change per procedures.
- **Reviewing:** Evaluate the change, including determining the priority level of the service and the risk of the proposed change.
- **Approving:** Obtain approval as needed by change type.
- **Communication:** Notification of change plan with the appropriate stakeholders.
- **Implementation:** Implement and test the change per documented and approved plan, back-out if needed.
- **Post-implementation review assessment:** Review the change to determine successes, failures and process improvements, document as needed.
- **Closure:** Change record is closed.



Normal Change:

Definition – A Normal change requires technical and CAB review. The CAB review and processing can occur within just the OA CAB or both Agency and Enterprise levels. A normal change requires 5 business days between submission for approval and implementation.

Characteristics of a normal change include any of the following:

1. Tasks are not well-known and proven.
2. Is not executed using a predefined template.
3. Does not qualify as another type of change.

| Step | Description | Owner |
|------|---|--|
| 1 | Process Starts Document the change record to include: <ol style="list-style-type: none"> a. <input type="checkbox"/> Unique Identifier b. <input type="checkbox"/> Brief summary c. <input type="checkbox"/> Risk d. <input type="checkbox"/> Impact and Urgency e. <input type="checkbox"/> Implement, test, back-out and communication plans f. <input type="checkbox"/> Justification for implementation g. <input type="checkbox"/> Affected/related items (configuration items/assets) h. <input type="checkbox"/> Affected Agencies (based on affected items) i. <input type="checkbox"/> Environment (based on affected items) j. <input type="checkbox"/> Start and End date and time k. <input type="checkbox"/> Implement, test and back-out task assignment(s) and timelines | Change Submitter |
| 2 | Resolve Blackout Conflicts (if applicable) | Change Submitter |
| 3 | Review change record for: <ol style="list-style-type: none"> a. <input type="checkbox"/> Technical validity b. <input type="checkbox"/> Accuracy c. <input type="checkbox"/> Affected Agencies d. <input type="checkbox"/> Task(s) assigned to the appropriate groups (add if applicable/not completed) e. <input type="checkbox"/> Implement, test, back-out and communications plans appropriateness Approve or reject the change - document reason <ol style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 1 for resubmission or Step 10 for cancelled Notify Affected Agencies of planned change for their input | Technical Reviewer(s) (Approval required by 1 member) |

| | | |
|----|--|--|
| 4 | <p>Review change record for:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Accuracy b. <input type="checkbox"/> Schedule conflicts (including other changes and blackouts) c. <input type="checkbox"/> Communication plan d. <input type="checkbox"/> Alignment with business need/justification e. <input type="checkbox"/> Funding approval (if applicable) <p>Approve or reject the change - document reason</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected by the OA CAB, go to Step 1 or Step 10 b. <input type="checkbox"/> If the change is rejected by an Agency Representative, document reason and go to the next step | <p>OA CAB Members/ Agency Liaisons</p> <p>(Approval required by all CAB members)</p> |
| 4a | <p>Review change record at the OA CAB meeting (if timing allows before implementation) to address Agency questions or issues</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, document reason and go to Step 1 or Step 9 <p>Notify the submitter and assigned group is that the Change is approved and can proceed as planned.</p> | <p>OA Change Manager</p> |
| 5 | <p>Assess change record for number of Affected Agencies:</p> <p>If change record affects only 1 agency (Agency Specific)</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> OA Change Manager is responsible for Steps 8 & 9 a. <input type="checkbox"/> Proceed to Step 7 <p>If change record affects 2 or more agencies (Multi-Agency or Enterprise)</p> <ul style="list-style-type: none"> b. <input type="checkbox"/> Enterprise Change Manager is responsible for Steps 8 & 9 c. <input type="checkbox"/> Proceed to next step | <p>OA Change Manager</p> |
| 6 | <p>Review change record for:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Accuracy b. <input type="checkbox"/> Schedule conflicts (including other changes and blackouts) c. <input type="checkbox"/> Alignment with business need/justification <p>Approve or reject the change</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 1 for resubmission or Step 9 for cancelled | <p>Enterprise CAB</p> <p>(Approval required by all CAB members)</p> |
| 6a | <p>Review change record at the Enterprise CAB meeting (if timing allows) to address questions or issues</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, document reason and go to Step 1 or Step 9 <p>Notify the submitter and assigned group that the Change is approved and can proceed as planned.</p> | <p>Enterprise Change Manager</p> |
| 7 | <p>At the start of the scheduled window, record the actual Start Date/Time and implement the approved change as documented</p> <p>Test the change as documented</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the testing is not successful, rollback as documented <p>Record Actual End Date/Time and results of implementation</p> <p>Notify Change Manager and Stakeholders. Mark change as complete.</p> | <p>Implementer</p> |
| 8 | <p>Review the completed change for process compliance and success</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If necessary, coordinate PIR document and review | <p>Change Manager *</p> |

| | | |
|---|---|---------------------|
| 9 | Process Ends Close the change record and document closure reason | Change Manager * |
|---|---|---------------------|

* Responsibility is based on Enterprise, Multi-Agency or Agency-Specific Classification

Expedite Change:

Definition – An Expedite change follows all defined steps of the Normal change management process, but in a quicker time frame. It requires technical and CAB review. The CAB review and processing can occur within just the OA CAB or both Agency and Enterprise levels. An expedite change requires one (1) business day between submission for approval and implementation.

Characteristics of an Expedite change include any of the following:

1. Tasks are not well-known and proven.
2. Is not executed using a predefined template.
3. Requires faster approval processing – may not be discussed in CAB meetings.
4. Steps the same as a Normal Change.
5. Justification for Expedite
 - a. Customer/business need
 - b. Insufficient lead time
 - c. Known error correction
 - d. Scheduling conflict
6. Can be done via email approvals instead of the usual approval system.
 - a. Change Submitter is responsible for gathering approvals.
7. Must be documented and all approvals gained per procedures before implementation.

| Step | Description | Owner |
|--------------------------------------|-------------|-------|
| All Steps the same as Normal Request | | |

Standard Change:

Definition – A Standard change is pre-authorized Change that is low risk, relatively common and follows a procedure or work instruction. The CAB review and processing can occur within just the OA CAB or both Agency and Enterprise levels. A standard change requires two (2) business days between submission for approval and implementation. Many steps are the same as a normal, except that less approvers are required at the CAB level allowing it to process quicker.

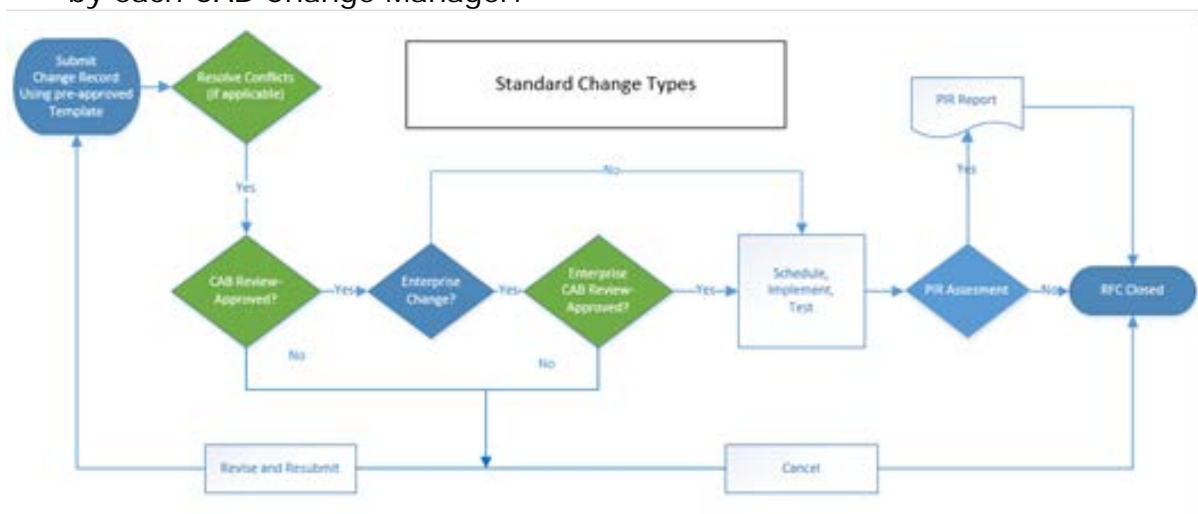
Each CAB maintains a list of changes that it has approved to be classified as Standard changes. Standard changes must be nominated and pre-approved before submission as an approved standard. Once approved they no longer require authorization from Technical approvers or approval from the full CAB on a request-by-request basis.

Characteristics of a standard change include all of the following:

1. □ A defined trigger to initiate the change.
2. □ The type of change occurs frequently.
3. □ Tasks are well known, documented and proven.
4. □ Risk is low and always well understood.

Nomination

1. □ A change can be nominated as a Standard by providing a completed Change Request template to the appropriate Change Manager. The template must be provided with all repeatable steps to install, test and back-out the change. A general notification, if needed, is to be included in the template. Any special conditions, such as a defined window, are to be included in the template. The Change Manager coordinates review and approval by the CAB. Unapproved nominations should be discussed at a CAB meeting as needed.
2. □ Provided a technical review is done and all CAB members approve, the change is then logged as a Standard change, given a unique identifier and individual change requests follow the Standard Change review. The Standard plan template and a list or log of approved Standard changes is maintained by each CAB Change Manager.



| Step | Description | Owner |
|------|--|---|
| 1 | <p>Process Starts</p> <p>Submit change using a preapproved and defined Standard Change template.</p> <p>Document Planned Start and End date and time</p> <p>Notify Affected Agencies of planned change for their input.</p> | Change Submitter |
| 2 | Resolve Blackout Conflicts | Change Submitter |
| 3 | <p>Review change record for:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Accuracy b. <input type="checkbox"/> Schedule conflicts (including other changes and blackouts) c. <input type="checkbox"/> Communication plan d. <input type="checkbox"/> Alignment with business need/justification e. <input type="checkbox"/> Funding approval (if applicable) <p>Approve or reject the change - document reason</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected by the CAB, go to Step 1 or Step 8 b. <input type="checkbox"/> If the change is rejected by an Agency Representative, document reason and go to the next step | <p>OA CAB Members/ Agency Liaisons</p> <p>(Approval required by 1 CAB member)</p> |
| 3a | <p>Review change record (at the OA CAB meeting if timing allows) to address Agency questions or issues</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, document reason and go to Step 1 or Step 8 <p>Notify the submitter and assigned group is that the Change is approved and can proceed as planned.</p> | OA Change Manager |
| 4 | <p>Assess change record for number of Affected Agencies:</p> <p>If change record affects only 1 agency (Agency Specific)</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> OA Change Manager is responsible for Steps 7 and 8 b. <input type="checkbox"/> Proceed to Step 5 <p>If change record affects 2 or more agencies (Multi-Agency or Enterprise)</p> <ul style="list-style-type: none"> d. <input type="checkbox"/> Enterprise Change Manager is responsible for Steps 7 and 8 e. <input type="checkbox"/> Proceed to next step | OA Change Manager |
| 5 | <p>Review change record for:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Accuracy b. <input type="checkbox"/> Schedule conflicts (including other changes and blackouts) c. <input type="checkbox"/> Alignment with business need/justification <p>Approve or reject the change</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 1 for resubmission or Step 8 for cancelled | <p>Enterprise CAB/ Enterprise Change Manager</p> <p>(Approval required by 1 CAB member)</p> |
| 5a | <p>Review Change record at the Enterprise CAB meeting (if timing allows before implementation) to address questions or issues</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, document reason and go to Step 1 for resubmission or Step 8 to end the process <p>Notify the submitter and assigned group is that the Change is approved and can proceed as planned.</p> | Enterprise Change Manager |

| | | |
|---|--|-----------------|
| 6 | <p>At the start of the scheduled window, record the actual Start Date/Time and implement the approved change as documented</p> <p>Test the change as documented a. <input type="checkbox"/> If the testing is not successful, rollback as documented</p> <p>Record Actual End Date & Time and results of implementation</p> <p>Notify Change Manager and Stakeholders. Mark change as complete.</p> | Implementer |
| 7 | <p>Review the completed change for process compliance and success a. <input type="checkbox"/> If necessary, coordinate PIR document and review</p> | Change Manager* |
| 8 | <p>Process Ends Close the change record and document closure reason</p> | Change Manager* |

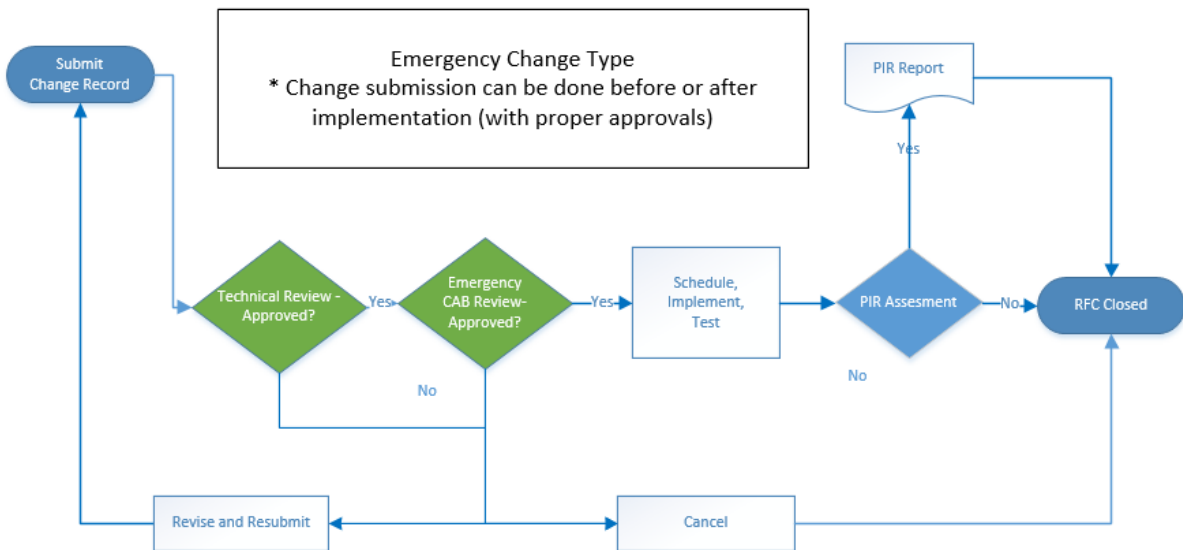
Emergency Change:

Definition – An Emergency change usually requires implementation as soon as possible to restore a service, implement a proactive measure to prevent imminent disruption of a business critical service, or to address a security breach. The emergency classification is reserved for service repair that, if not implemented, will potentially or negatively impact the business to a high degree. The CAB review and processing can occur within just the OA CAB or both Agency and Enterprise levels.

The number of Emergency changes proposed should be kept to an absolute minimum, because they are generally more disruptive and prone to failure.

Requirements

1. An emergency change must be associated to a valid incident or problem.
2. Documentation may be deferred, with justification, typically until normal working hours.
 - a. Must be submitted within 24 hours of the change implementation.
3. Authorization is documented to ensure that formal agreement from the appropriate Emergency CAB has been received, and to provide proper records for audits of the process.



| Step | Description | Owner |
|------|--|-----------------------|
| 1 | Process Starts Document the change record to include: <ul style="list-style-type: none"> a. <input type="checkbox"/> Unique Identifier b. <input type="checkbox"/> Brief summary c. <input type="checkbox"/> Environment d. <input type="checkbox"/> Risk, Impact and Urgency e. <input type="checkbox"/> Implement, test, back-out and communications plans f. <input type="checkbox"/> Justification for implementation g. <input type="checkbox"/> Reason for Emergency <ul style="list-style-type: none"> a. <input type="checkbox"/> Correct an identified incident b. <input type="checkbox"/> Correct an imminent incident c. <input type="checkbox"/> Security threat d. <input type="checkbox"/> Management directed h. <input type="checkbox"/> Affected Agencies i. <input type="checkbox"/> Affected/related item(s) - (configuration items/assets) j. <input type="checkbox"/> Start and End Date/Time k. <input type="checkbox"/> Implement, test and back-out task assignment(s) and timelines | Change Submitter |
| 2 | Review change record for: <ul style="list-style-type: none"> a. <input type="checkbox"/> Technical validity b. <input type="checkbox"/> Accuracy c. <input type="checkbox"/> Affected Agencies d. <input type="checkbox"/> Task(s) assigned to appropriate group (add if applicable/not completed) e. <input type="checkbox"/> Implement, test, back-out and communication plans appropriateness | Technical Reviewer(s) |

| | | |
|---|--|-----------------------|
| | <p>Approve or reject the change - document reason</p> <p>a. <input type="checkbox"/> If the change is rejected, go to Step 1 for resubmission or Step 7 for cancelled</p> <p>Notify Affected Agencies of planned change for their input.</p> | |
| 3 | <p>Review change record for:</p> <p>a. <input type="checkbox"/> Accuracy Communication plan</p> <p>b. <input type="checkbox"/> Alignment with business need/justification</p> <p>c. <input type="checkbox"/> Funding approval (if applicable)</p> <p>Approve or reject the change - document reason</p> <p>a. <input type="checkbox"/> If the change is rejected by the CAB, go to Step 1 for resubmission or Step 7 for cancelled</p> | Emergency CAB Members |
| 4 | <p>Notify the submitter, assigned group and stakeholders that the Change is approved and can proceed as planned.</p> | Emergency CAB Members |
| 5 | <p>At the start of the scheduled window, record the actual Start Date/Time and implement the approved change as documented</p> <p>Test the change as documented</p> <p>a. <input type="checkbox"/> If the testing is not successful, rollback as documented</p> <p>Record Actual End Date/Time and results of implementation</p> <p>Notify Change Manager and stakeholders and mark change as complete.</p> | Implementer |
| 6 | <p>Review the completed change for process compliance and success</p> <p>a. <input type="checkbox"/> If necessary, coordinate PIR document and review</p> | Change Manager * |
| 7 | <p>Process Ends</p> <p>Close the change and document closure reason</p> | Change Manager * |

* Responsibility is based on Enterprise or Non-Enterprise Classification

Supplemental Process Flow

Cancelled Changes:

Cancellations are to be communicated to the appropriate Change Manager, prior to the start of the approved maintenance window. The cancelled change will be closed.

If a change is to be cancelled after the start of the approved maintenance window, ECAB approval must be attached to the change request. Cancellation requests received after the approved maintenance window, and without Emergency CAB approval attached, will be closed as unsuccessful.

Any cancelled change that needs to be rescheduled shall be submitted as a new change request. The new change request shall reference the original change request.

Rejected Changes:

Rejected changes may be updated and resubmitted or they may be cancelled. Change type (Normal, Expedite, Standard, and Emergency) may not be modified once submitted for approvals.

Unauthorized Changes:

Any Change submitted for processing after implementation requires documentation showing that all review and approvals were done prior to implementation. If this cannot be provided the change will be considered Unauthorized.

Changes submitted as any type before implementation but implemented before approval will be marked as unauthorized in the closure reason. Unauthorized Changes submitted after implementation are processed through the Emergency Change process and marked as unauthorized in the closure reason. These changes also require an unauthorized reason – Unaware of Change Management Process; Human error; Planning issues.

Metrics

The following metrics will be measured and reported to help manage the process and show alignment of business objectives.

- Change Management Process owner shall consolidate the following Key Performance Indicators (KPI's) captured by individual Change Management Coordinators/Mangers for their assigned CAB

| Classification | Metric | Calculation | Frequency | KPI |
|----------------|--------------------------------|---|-----------|-----|
| Management | % Closed Unsuccessful | # of changes "Close Unsuccessful"/total number of closed changes | Monthly | x |
| Management | # PIR | Shows the total number of change requests that required Post Implementation Review (PIR) | Monthly | x |
| Management | % Unauthorized | # of changes "Unauthorized"/total number of closed changes | Monthly | x |
| Management | % Expedite | # of changes classified as Expedite/total number of closed changes | Monthly | x |
| Management | % Emergency | # of changes classified as Emergency/total number of closed changes | Monthly | x |
| Operational | Total # of Changes | Shows the total number of submitted change requests | Monthly | |
| Operational | Total # of Implemented Changes | Shows the total number of implemented change requests | Monthly | |
| Operational | Tasks by Group | Shows the number of tasks by implementation group | Monthly | |
| Operational | # Rejected | Total # of rejections | Monthly | |
| Operational | # Cancelled | # of changes that are in "Cancelled" status | Monthly | |
| Operational | Changes by Type | Changes grouped by classification type (Standard, Normal, Expedite, Emergency) - All submitted changes | Monthly | |

Appendix

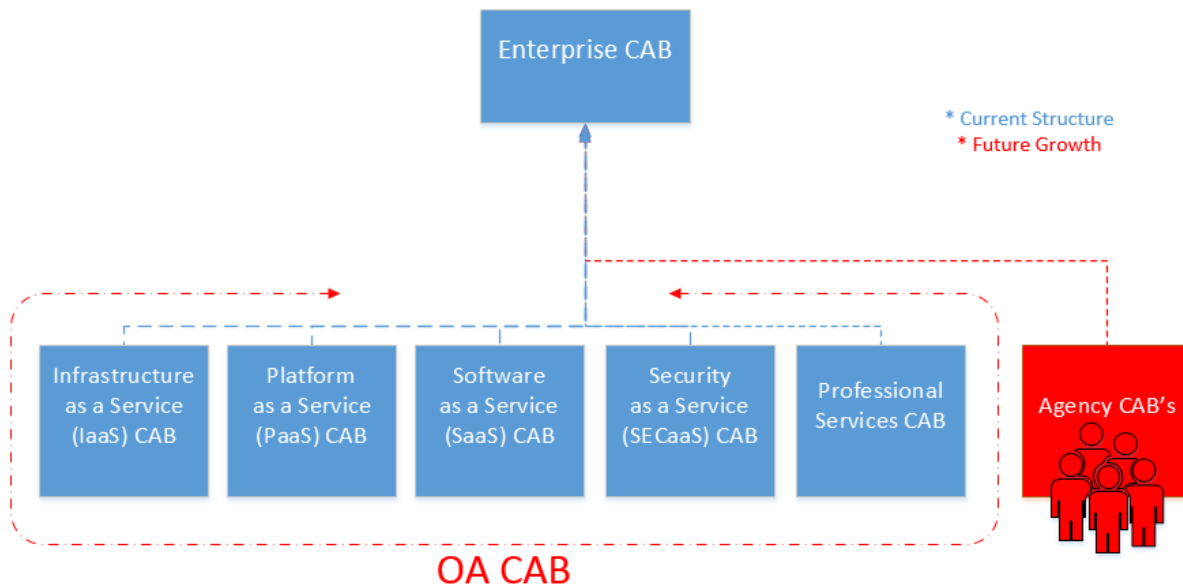
CAB Structure:

Change Advisory Board (CAB)

A CAB is a body that exists to support the authorization of changes and to assist Change Management in the assessment, prioritization, and scheduling of changes.

CABs will be the vehicle for approving changes before they are implemented. When a CAB meeting occurs, meeting attendees shall be chosen who are capable of ensuring that all changes within the scope of the CAB are adequately assessed from both a business and a technical viewpoint. The CAB will approve the schedule for each change request. Once a change has been scheduled by a CAB, the scheduled dates will be reflected on the Forward Schedule of Changes (FSC).

The OA-OIT organization uses a “collaborative” and multi-tier CAB model, which includes Agency Level CABs, Emergency CABs, and an Enterprise CAB. Each service area within OA potentially has its own CAB within the OA CAB (necessary until maturity of the process occurs). Each CAB has its own set of work instructions which define its members, stakeholders, change scope, change criteria, deadlines and schedules. There are specific criteria defined for the types/classifications of changes that agency level CAB has the authority to approve vs. those changes that must be approved by the Enterprise CAB prior to implementation. Based on the defined criteria, the CAB review can occur within just the OA CAB or both Agency and Enterprise levels.



Enterprise Change Advisory Board (CAB)

The Enterprise CAB will consist of the Commonwealth Chief Technology Officer (CTO), other OA management and Agency Representatives. The Enterprise CAB will meet weekly on a recurring basis, as coordinated and chaired by the Enterprise Change Manager.

Participation in the weekly meeting is mandatory for Enterprise CAB members. In cases where an Enterprise CAB member cannot attend in person, arrangements should be made with the Enterprise Change Manager for a conference line or the designated alternate should be asked to participate in the meeting.

In addition to reviewers for specific contested changes to be discussed, others may be required to participate in CAB meetings as the need arises, such as to answer questions about specific changes that are up for discussion. The following roles will be represented in the Enterprise CAB meeting on an as-needed basis:

- Change Owner
- Technical Support Manager
- Service Level Manager
- Problem Manager
- Request Manager
- IT Continuity Manager
- Financial Manager
- Capacity Manager
- Availability Manager
- Security Manager
- Release Manager
- Authorized Agency representative(s)
- Agency Point(s) of Contact
- Applications developers/maintainers
- Specialists/technical consultants
- Services and Operations staff
- Facilities/office services staff (where changes may affect moves/accommodation and vice versa) and /or Contractors' or third parties' representatives

OA CAB

The OA CAB structure will be based on the Service Catalog structure. Until such time that all groups utilize the same process, separate CAB work instructions, meetings and staff may be needed to facilitate each Service tower CAB.

Emergency CAB (ECAB)

An ECAB is a subset of the CAB that exists to support the authorization of Emergency Changes and to assist Change Management in the assessment, prioritization, and scheduling of Emergency Changes. ECABs will be the vehicle for approving emergency changes before they are implemented. ECABs are defined in each CABs Work Instructions.

Risk Assessment:

The change submitter will be prompted to answer a series of questions to assess risk when opening a change record. The risk of the change will be calculated from the answers to these questions. Risk options are Low, Medium, High and Critical and will be populated by the Risk calculation.

Revision History

| Version | Date | Description | Author |
|---------|------------|---|----------------|
| 1.0 | 11/20/2015 | Initial Draft | Katherine Hann |
| 1.1 | 12/22/2015 | Steering Committee comments | Katherine Hann |
| 1.2 | 1/19/2016 | Final Draft removing/approving comments and updating file name | Katherine Hann |
| 2.0 | 3/23/2016 | Maturity (including CAB Structure, Standard Change, Blackout, Submission thresholds, approvals in tool and not via meetings, risk assessment) and process details clarity Core Team input and clarification on Agency Level CAB, Unauthorized and Change Owner | Katherine Hann |
| 2.1 | 3/29/2016 | Steering Committee questions and updates (role overlap, end time extension details and expedite metric addition) | Katherine Hann |
| 2.2 | 4/1/2016 | Additional Steering committee updates (unauthorized change details, risk assessment clarification) | Katherine Hann |
| 2.3 | 4/6/2016 | Removal of Window extension section, per 4/5/16 ITSM Steering Committee Meeting | Katherine Hann |

Appendix L

Contract Change Request Procedures

RFP 3 Unified Communications and Voice Services - Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

APPENDIX L

CONTRACT CHANGE REQUEST PROCEDURES

A. General

This document describes the process and procedures to be followed by Commonwealth and Contractor when either Party wishes to make a Change (the "**Change Control Procedures**"). The Parties may, by joint agreement, amend or waive any part of the Change Control Procedures including, but not limited to, where the Parties agree that shorter or longer time frames are more appropriate.

B. Definitions

The definitions for the Change Request Form and the actual form are located in table 1 at the end of this document.

C. Objectives

The objectives of the Change Control Procedures are as follows:

1. To review each request for a Change (a "**Change Request**") to determine whether such Change is appropriate;
2. To determine whether a Change is within the scope of the Services or constitutes a New Service or is considered to be a change to the in-scope Services without constituting a change in the scope;
3. To prioritize all Change Requests;
4. To minimize the risk of exceeding both time and cost estimates, if any, associated with the requested Change by identifying, documenting, quantifying, controlling, managing and communicating:
 - a. Change Requests,
 - b. the routing for approval of Change Requests, and
 - c. their disposition;
5. To document a Change whether or not such Change results in any extra charge.

D. Change Requests

Either Contractor or Commonwealth may initiate a Change Request by uploading the completed Change Request Form, referenced in Section F, to the SharePoint Contract Change Request Library. The Change Request Form provides areas for a description, justification and impact to such change. Commonwealth will assign a unique number to any such request and will enter demographic data applicable to that Change Request in the Change Request Log as described in Section E below. Each Change Request that is prepared will be tracked by reference number applied to the Change Request to which it relates.

Each Party's respective Contract Compliance Manager or his/her nominated representatives will be responsible for reviewing and considering any Change Request.

E. Effectiveness of a Change

1. Signed Change Requests:

Upon the signature of a Change Request by both parties, the contents of such Change will be deemed to be agreed and incorporated into the Contract on the date of the last signature or as the Parties may otherwise agree. All services added or modified by a Change Request will be "Services" under the Contract, and the performance of Change Request will in all respects be governed by the Contract. Except as expressly provided herein, no part of the discussions or interchanges between the Parties will obligate the Parties to approve any Change or will constitute an amendment or waiver of the Contract unless and until reflected in a Change Request and adopted in accordance with this agreement.

Neither Party will have any obligation to commence or comply with any Change, perform services that would be covered by any Change, or pay any Charges that would be covered by any Change, until such time as the Parties have signed the appropriate Change Request.

2. Acceptance Criteria:

Commonwealth's acceptance of, and payment for, work under other Change Requests will be subject to Commonwealth's approval that such work materially complies with the mutually agreed objective acceptance criteria set forth in the Change Request during an acceptance period designated in the Change Request. If Contractor's work under a Change Request does not comply, Contractor will correct such work and resubmit the Change for Commonwealth's acceptance.

F. Change Request Log

1. The Commonwealth will maintain the Change Request Log which will consist of, but not limited to, the following fields:
 - a. Number of the Change Request;
 - b. Name of the originating Party;
 - c. A brief description of the Change;
 - d. The current status of the Change; and
 - e. Date of registration of the Change Request in the Change Request Log.
2. The Commonwealth will provide the Contractor access to the log for reviews and report generation.
3. The status of the Change Request at any stage in Change Control Procedures will be one of the following:
 - a. Approved - change request is approved for signature
 - b. CMP - change request has been signed, schedules have been updated and are correct and services can be implemented
 - c. Pending Compliance, Supplier, Service Owner, or Management/OA Legal - change request is being reviewed by designated party for decision
 - d. Rejected
 - e. Cancelled - change request is no longer required
 - f. Under review - CCR is ON HOLD pending discussions or solution

G. Contract Change Request Form (CCR) (Form below not to be used when submitting a change, formal template provided)

OA/OIT – Contract Compliance – Contract Change Control

Contract Change Request Form

| | | | |
|---|---|--|--|
| Change Request Number and Name: | VEN_CCR_ | Related CR, Schedule, Contract Section #: | |
| Date Created: | | Date Submitted to COPA: | |
| Description (Brief): | | | |
| Priority: | <input type="checkbox"/> URGENT | <input type="checkbox"/> ORDINARY | <input type="checkbox"/> LOW |
| Status: (Please Check) | Approved <input type="checkbox"/> | Pending <input type="checkbox"/> | Rejected <input type="checkbox"/> |
| | Cancelled <input type="checkbox"/> | Completed <input type="checkbox"/> | On Hold <input type="checkbox"/> |
| Category: (Please Check) | Data Ops <input type="checkbox"/> | Voice Ops <input type="checkbox"/> | Security <input type="checkbox"/> |
| | ESMS <input type="checkbox"/> | Support <input type="checkbox"/> | Contract X <input type="checkbox"/> |
| REQUESTOR INFORMATION | | | |
| Requestor: | | | |
| Requestor Email: | | | |
| Requestor Phone Number: | | | |
| Date Change Requested: | | | |
| COPA CONTACT INFORMATION | | | |
| COPA Contact: | | | |
| COPA Email: | | | |
| COPA Phone Number: | | | |
| Date Submitted: | | | |
| Target Date: | | | |
| SERVICES AFFECTED | | | |
| Service Name: | | | |
| Product Code: | Code: | <input type="checkbox"/> New Service | <input type="checkbox"/> Change Existing Service |
| FOR EACH PRODUCT CODE | | | |
| Unit Price: | | | |
| Amt of Increase/Decrease: | | | |
| <input type="checkbox"/> Increase * – (Reference Cost Impact Study) | <input type="checkbox"/> Decrease * - (Reference Cost Impact Study) | <input type="checkbox"/> Revised | <input type="checkbox"/> New Catalog Entry – Add new codes to Product Cat. |
| | | | <input type="checkbox"/> No Unit Price Change |
| COST IMPACT | | | |
| Cost Impact – (None, brief description or attached doc): | | | |
| Technology: (check all that apply): | <input type="checkbox"/> New | <input type="checkbox"/> Revised | <input type="checkbox"/> Hardware <input type="checkbox"/> Software |
| SAP Account Information, if applicable: | SAP Fund: | SAP Cost Center: | |
| Performance Impact: | | | |
| Business Justification: | | | |
| (*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance | | | |

Commonwealth of PA

Supplier

Authorized Signature, Title

Bureau

Date: _____

Authorized Signature, Title

Department/Division

Date: _____

Table 1: Change Request Form Definitions

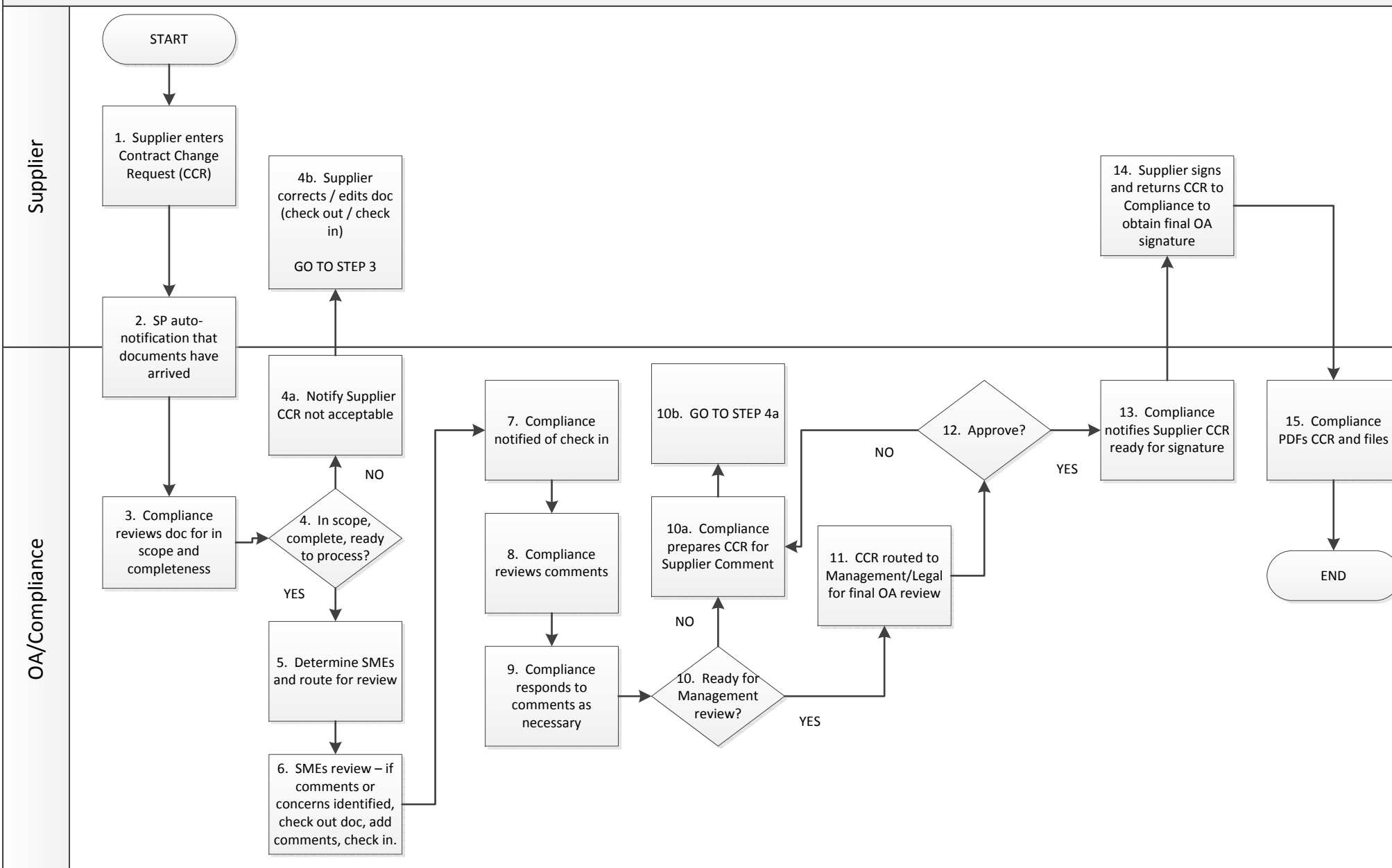
| <p>The data to be filled in on the Change Request Form are the following:</p> <p>Change Request Information</p> | <p>Comments</p> |
|--|---|
| Change Request Number and Name | Chronological number of the Change requests plus a name that gives it meaning |
| Related CR/Contract Section # | Previous related CCR or Section of the contract affected by the change |
| Date Created | Date of creation of the Change Request |
| Date Submitted to COPA | Date when the Change Request was submitted to the Commonwealth |
| Description (Brief) | High level explanation of the Change Request |
| Priority | Priority options are Urgent, Ordinary, or Low |
| Status | The status of the change request, as described in section 3.0 |
| Category | The change request is classified in one of the following categories: Data Ops, Voice Ops, Security, ESMS, Support or other contract (will be inserted at CCR review). |
| Requestor | Name of individual requesting the change |
| Requestor Email | Email address of the individual requesting the change |
| Requestor Phone Number | Phone number of the individual requesting the change |
| Date Change Requested | Date that the change is actually requested |
| COPA Contact | Individual from the Commonwealth who is the Point of contact for the Commonwealth in regards to this Change Request |
| COPA Email | Email address for the Commonwealth POC |
| COPA Phone Number | Phone number for the Commonwealth POC |
| Date Submitted | Date when the Change Request was submitted to the Commonwealth |
| Target Date | Date at which Commonwealth is expecting the Change to be implemented |
| Service Name | Name of the Service affected by the Change Request |
| Product Code | Code of the product/service and whether or not this is new or change to an existing service |
| Unit Price | The unit price of the product/service |
| Amt of Increase/Decrease | The amount of increase or decrease in price, plus whether this is a revision or new catalog entry or no unit price change |
| Cost Impact (None, brief description or attached doc) | Identify the cost impact of the requested change |
| Technology | Identify whether the technology is: new, revised, hardware, and/or software – check all that apply |
| SAP Account Information (if Applicable) | The SAP Fund and Cost Center |
| Performance Impact | Identify whether performance will be impacted by the requested change |
| Business Justification | The business justification for the Change Request |

Contract Compliance Contract Change Control – Narrative

| Step | Description | Owner |
|------|---|----------|
| 1 | Supplier uploads Contract Change Request (CCR) into the SharePoint Supplier CCR Tracking Log. | Supplier |
| 2 | SharePoint notifications are sent to user as each new document has been uploaded to the CCR Libraries (log files). | CoPA |
| 3 | Contract Compliance reviews CCR – ensures it complies with agreement; validates all associated documents; identifies issues that may need supplier response and ensures the form has all required information to process the request. | CoPA |
| 4 | If CCR appears to have all information required to approve the request, proceed to Step 5. If CCR is not complete and/or requires clarification/response from supplier, proceed to Step 4a. | CoPA |
| 4a. | Identify required information/clarification on the CCR and notify the supplier there is a need for additional information on the CCR. | CoPA |
| 4b. | Supplier checks out the document, modifies the CCR with the requested information, checks CCR back in and process continues by returning to Step 2. | Supplier |
| 5 | CCR is routed to Subject Matter Expert(s) (SME) for review and approval. | CoPA |
| 6 | SME(s) review – if needed will check out document and identify concerns, add comments and check-in for continued approval routing. | CoPA |
| 7 | Compliance receives SharePoint notification that document has been checked in. | CoPA |
| 8 | Compliance reviews comments. | CoPA |
| 9 | Compliance responds to comments as necessary. | CoPA |
| 10 | Ready for Management/OA Legal review? If CCR is ready for Management/OA Legal review, proceed to Step 11. If CCR is not ready for Management/OA Legal review, proceed to Step 10a. | CoPA |
| 10a. | Compliance prepares CCR for Supplier comment. Go to step 4a. | CoPA |
| 11 | CCR routed to Management/OA Legal for review. | CoPA |
| 12. | Is CCR Approved? If CCR is approved, proceed to Step 13. If CCR is not approved, proceed to Step 10a. | CoPA |
| 13. | Compliance notifies Supplier that CCR is ready for signature | CoPA |
| 14. | Supplier signs and returns CCR to Compliance for OA signature. | Supplier |
| 15. | Compliance adds CoPA signature and PDF's the CCR and associated documents and sends notification of CCR approval. | CoPA |
| | | |

Contract Change Control Workflow - SharePoint

Phase





Appendix M

SLA Data Sheets

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

RFP 3 - Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

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Service Level Agreement Definitions

Service Level Agreement Definitions

| | |
|----------------------------------|--|
| Agency Level | <i>Service levels that are applied to each agency per each agency location. The measurement describes supplier performance per agency per location.</i> |
| CM – Critical Measurement | <i>Service Levels identified as “CM”, Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.</i> |
| Enterprise Level | <i>Service levels applied to a service that is provided to all agencies, but calculated as one encompassing Service Level, i.e. Internet.</i> |
| Service Level (SL) Target | <i>A commitment that is documented in a service level agreement.</i> |
| SL Minimum | <i>A measure of minimum expected performance. Actual results below the SL Minimum will incur a Remedy and negate Earn back as described in each SLA reference.</i> |
| Measurement Window | <i>Measurement window is 24/7.</i> |
| KM – Key Measurement | <i>SLAs for which the Remedy is designated as KM shall be reviewed monthly by the Commonwealth but will not entitle the Commonwealth to any credits if service levels are not met. Any request by the Commonwealth that an SLA designated as a KM be converted to a credit-bearing SLA shall be negotiated in accordance with the Commonwealth Contract Change Procedures.</i> |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA - 01 Time to Deliver - Agency | CM | 99% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | All service orders completed on time within the measurement window. Completed service orders indicate service is ready for use per applicable status in ESMS. | | | | |
| Metric Description | Timeliness – Service delivered on time. This Service Level calculation is the total number of Orders that are successfully completed per agency during the applicable Measurement Window on or before the due date specified minus the total number of service orders not met divided by the total number of orders have been completed during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All Service Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Total number of service orders completed} - \text{Total number of service orders not met}) / \text{Total number of service orders completed}) * 100$ (NOTE: calculated per agency) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Orders, Number of Orders Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]</p> <p><i>(Suggested)</i></p> <p>Detail categorized by Service, by Category and by Type to include Order Number, Unique ID, Agency, Service Sub-Type, Date Submitted, Date Requested, Date Completed, Number of Business Days to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$1,000 credit for each order missed. Remedy Credit to be applied directly to agency affected. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA – 02 Time to Respond - Enterprise | CM | 99% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | Time to respond to service requests within 30 minutes during the measurement window. Response means: Notable action taken to move forward in resolving the issue | | | | |
| Metric Description | Timeliness. The percent of trouble tickets responded to within 30 minutes of creation of the trouble ticket. The calculation is the total number of Trouble Tickets responded to on or before the 30 minutes of ticket creation during the applicable Measurement Window divided by the total number of Trouble Tickets created during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All trouble tickets generated during the measurement window. | | | | |
| Metric Exclusions | No exclusions. | | | | |
| Calculation | $\% \text{ Timeliness} = (\text{Total number of Trouble Tickets within the month responded to within 30 minutes of create time}) / (\text{Total number of Trouble Tickets within the month}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Tickets, Number of Tickets that Missed the Interval, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]; Detail to include Ticket Number, Agency, Type of Service, Brief Description of Issue, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason Interval was not Met.</p> <p>Detailed Exclusion Report: Ticket Number, Agency, Brief Description of Issue, Type of Service, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason for Exclusion.</p> <p>Trouble Ticket Response Chart: to include Department Number, Agency Name, Number of Tickets per Agency; Graphical representation.</p> | | | | |
| Remedy Credit | \$8,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|-----|-----------|-----------------------------|
| SLA – 03 Change Management - Successfulness - Enterprise | CM | 98% | 95% | 9 months | (Service Commencement Date) |
| Definition | All change requests completed successfully. Determination of successful is as defined in the Commonwealth Change Management process. | | | | |
| Metric Description | This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy and negate earn back potential. | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. If Commonwealth is determined the cause of a failed change. | | | | |
| Calculation | $\% \text{ Successful} = ((\text{Total number of Successful Change Requests completed} - \text{Total number of unsuccessful Change Requests}) / (\text{Total number of Change Requests completed})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p><i>(Suggested)</i></p> <p>Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | <p>\$10,000</p> <p>Any Unauthorized Changes during measurement window- \$15,000</p> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date | | | | | | | | | | |
|--|--|--------|-----|-----------|-----------------------------|----------------------|-------------|-----------|------------------|----------|--------------------|--------|------------------|----------|------------------|
| SLA – 03a Change Management - Timeliness - Enterprise | KM | 95% | 90% | 9 months | (Service Commencement Date) | | | | | | | | | | |
| Definition | All change requests successfully completed within the measurement window. | | | | | | | | | | | | | | |
| Metric Description | Timeliness – Change requests completed on time. This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed within the specified time interval for that priority type during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy. | | | | | | | | | | | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | | | | | | | | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. | | | | | | | | | | | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Total number of Change Requests completed} - \text{Change Requests not completed according to priority type}) / (\text{Total number of Change Requests completed})) * 100$ <table border="0"> <thead> <tr> <th><u>Priority Type</u></th> <th><u>Time</u></th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>Less than 1 hour</td> </tr> <tr> <td>Expedite</td> <td>Less than 24 hours</td> </tr> <tr> <td>Normal</td> <td>Less than 5 days</td> </tr> <tr> <td>Standard</td> <td>Less than 7 days</td> </tr> </tbody> </table> | | | | | <u>Priority Type</u> | <u>Time</u> | Emergency | Less than 1 hour | Expedite | Less than 24 hours | Normal | Less than 5 days | Standard | Less than 7 days |
| <u>Priority Type</u> | <u>Time</u> | | | | | | | | | | | | | | |
| Emergency | Less than 1 hour | | | | | | | | | | | | | | |
| Expedite | Less than 24 hours | | | | | | | | | | | | | | |
| Normal | Less than 5 days | | | | | | | | | | | | | | |
| Standard | Less than 7 days | | | | | | | | | | | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | | | | | | | | | | | |
| Reporting Window | Monthly | | | | | | | | | | | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | | | | | | | | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p><i>(Suggested)</i></p> <p>Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | | | | | | | | | | | |
| Remedy Credit | \$8,000 | | | | | | | | | | | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|-----|-----------|-----------------------------|
| SLA – 04 Chronic Problem - Agency | KM | 1 | 2 | 9 months | (Service Commencement Date) |
| Definition | Incidents occurring greater than 2 times on a single product/service/component reported within the measurement window. | | | | |
| Metric Description | Service Quality – Chronic problem identification. This Service Level calculation is the total number of Chronic Problem Items during the applicable Measurement Window. | | | | |
| Metric Inclusions | Product/Service/Component(s) that are identified as Chronic during the applicable Measurement Window. | | | | |
| Metric Exclusions | Customer hold time (must be documented and approved) password resets, and any other item that needs to be excluded per approval of COPA management. | | | | |
| Calculation | Total count of product/service/component identified as a chronic problem item. | | | | |
| Hours/Days of Measurement | 24 hours X 365 days – rolling 60 days (starting on the first day of the first incident being reported) | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Active Services/Devices Measured, Number of Chronic, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Status, Service/Device Identifier, Agency, Product [Model], Data, Etc., Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Service/Device Identifier, Total Hours to Resolve per Service/Device Identifier; Categorized by Agency, Proposed Resolution to Chronic Problem, Action by Vendor, Status of Resolution.</p> <p>Detailed Exclusion Report: Ticket Number, Status, Service/Device Identifier, Agency, Product [Voice, ACD, Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Unique Identifier, Reason for Exclusion, Categorized by Agency.</p> | | | | |
| Remedy Credit | One month credit for cost of individual services with chronic issues. Remedy Credit to be applied directly to agency affected. | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|---------|---------|-----------|-----------------------------|
| SLA – 05 Incident Notification - Enterprise | CM | 100.00% | 98.00 % | 9 months | (Service Commencement Date) |
| Definition | Notifications for unavailable or degradation statuses delivered to the Commonwealth within the measurement window. | | | | |
| Metric Description | Timeliness – Delivery system unavailability or degradation notifications. The Service Level calculation for unavailable or degradation notifications delivered to the Commonwealth within 30 minutes from discovering or receiving notice of system unavailability or degradation divided by the total number of unavailable or degradation notifications required within the measurement window, expressed as a percentage. | | | | |
| Metric Inclusions | All required notifications during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors. | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Count of unavailability and/or degradation Incidents requiring notification} - \text{Count of unavailability and/or degradation incidents not delivered within 30 minutes}) / (\text{Count of unavailability and/or degradation Incidents requiring notification})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include:</p> <p>Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL</p> | | | | |

| | |
|----------------------|---|
| | Achieved [Yes/No], Reason for exclusion, To be sorted by category; Summarized by Count of excluded tickets. |
| Remedy Credit | \$10,000 |

| Service Level Reference | SL Class | Target | Min <input type="checkbox"/> | Earn Back <input type="checkbox"/> | Start Date |
|--|---|--------|------------------------------|------------------------------------|----------------------------------|
| SLA – 06 Abandoned Calls - Enterprise | CM | < 2% | < 5% | 9 months | (Service Desk Commencement Date) |
| Definition | True Abandoned calls are the percentage of calls in queue abandoned by the caller after thirty [30] seconds but before connecting to a Service Desk agent which must be less than or equal to five percent [5%] of all calls | | | | |
| Metric Description | Total number of abandoned calls greater than 30 seconds, divided by total calls equals percent of abandoned calls as calculated via Offerors ACD system. <ul style="list-style-type: none"> • <input type="checkbox"/> A call is defined as “a leg of a call” • <input type="checkbox"/> Example: A call comes into an agent=one call. The agent places call back in queue (This equals a second call) | | | | |
| Metric Inclusions | All Service Desk calls | | | | |
| Metric Exclusions | No Exclusions | | | | |
| Calculation | % Abandoned calls = (Abandoned calls / Total calls) * 100 | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Abandoned Calls > 30 Seconds, Daily Total Number of Calls, Daily Abandon Rate; Totals to include Number of Abandoned Calls > 30 Seconds, Total Number of Calls, Abandon Rate; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Calls Abandoned > 30 Seconds, Percentage Achieved; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target <input type="checkbox"/> | Min | Earn Back <input type="checkbox"/> | Start Date |
|---|--|---------------------------------|---------|------------------------------------|----------------------------------|
| SLA – 07 Time to Answer - Enterprise | CM | 98.00% | 95.00 % | 9 months | (Service Desk Commencement Date) |
| Definition | The percentage of calls answered within thirty (30) seconds by a Service Desk agent | | | | |
| Metric Description | Percent of Service Desk calls answered in thirty seconds divided by number of Service Desk calls answered during the month | | | | |
| Metric Inclusions | All Service Desk calls answered | | | | |
| Metric Exclusions | Abandoned Calls | | | | |
| Calculation | $\% \text{ Time Required to Answer} = (\text{Total number of answered calls within 30 seconds} / \text{Total calls answered}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Calls Answered in < 30 Seconds, Daily Total Number of Calls, Daily Percentage TTA Met; totals to include Number of Calls Answered <30 Seconds, Total Number of Calls, Percentage TTA Met; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Number Calls Answered <= 30 Seconds, Total Number Calls Answered > 30 Seconds; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|-----------------------------|
| SLA – 08 Security Incident Notification - Enterprise | CM | 1 hour | 2 hours | 9 months | (Service Commencement Date) |
| Definition | The time to notify the Commonwealth of all Security Incidents shall not exceed the Service Level. | | | | |
| Metric Description | Time to notify is defined as identification of the issue until the Commonwealth is notified. | | | | |
| Metric Inclusions | All Managed Security Services | | | | |
| Metric Exclusions | None | | | | |
| Calculation | Time to Notify = date and time of Security Incident Notification to the Commonwealth minus (date and time of Incident Identification) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No]</p> | | | | |
| Remedy Credit | \$15,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|--|---|-----------|-----------------------------|
| SLA - 09 Availability (Voice Services) - Agency (per location) | CM | Gold <5 Min Silver <30 Min Bronze <2.5 Hours | Gold <10 Min Silver <45 Min Bronze <3 Hours | 9 months | (Service Commencement Date) |
| Definition | <p>Availability of the application/component/service and not in a degraded state.</p> <p>Unavailable—all users and critical functions are affected by the unscheduled downtime or incident. Service is completely unavailable.</p> <p>Partial degradation—one or more critical business functions of the application is unavailable; or a workaround exists for the impacted business functions.</p> <p>Minor degradation—all critical business functions are available but a portion of users are impacted; or a workaround exists for the impacted business functions.</p> <p>Workaround—A temporary solution to the problem(s) raised by an Incident, which must be removed for the Incident to be brought to Resolution.</p> <p>Voice Services- Voice Services to included, but not limited to voice lines, Auto Attendants, trunking, toll free, Centrex, and POTS.</p> | | | | |
| Metric Description | <p>Availability - Percentage of time the application/component/service is available and non-degraded. Degradation shall mean a Service that tests as fully operational but is degraded below the baselines established during acceptance testing or one or more critical business functions of the application is unavailable and any portion of the users are impacted. A workaround process shall not be considered as acceptable availability. This includes, but is not limited to, slow performance and/or intermittent system errors.</p> | | | | |
| Metric Inclusions | <p>All applications/components/services required by the Commonwealth/agency in operation within the measurement window. Service Levels defined by the CMDB, whereas, the availability targets are assigned according to the following service levels:</p> <ul style="list-style-type: none"> Gold < 5 outage/degraded minutes in calendar month Silver < 30 outage/degraded minutes in calendar month Bronze < 2.5 outage/degraded hours (150 min) in a calendar month | | | | |
| Metric Exclusions | <p>The Service Level measurement does not include any degradation of the Service experienced outside of the vendor's control.</p> <p>Scheduled maintenance, provided that the Agency is informed of scheduled maintenance that will directly affect the Service at least seven (7) calendar days before maintenance work commences, and the Agency approves the scheduled downtime.</p> | | | | |
| Calculation | <p>The Service Level calculation for Availability is the total outage minutes per agency, per location, by tier.</p> | | | | |
| Hours/Days of Measurement | <p>24 hours X 365 days</p> | | | | |

| | |
|---|--|
| Reporting Window | Monthly |
| Reporting Tools / Data Source(s) | TBD |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL [in Minutes] and [in Hours], Minimum SL [in Minutes] and [in Hours], Actual SL [Average Time to Restore] [in Minutes] and [in Hours], Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, and Categorized by Agency.</p> <p>Detailed Exclusion Report: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, Reason for Exclusion, Categorized by Agency.</p> |
| Remedy Credit | 100% Monthly Invoice |

| Service Level Reference | SL Class | Target | Min | Start Date |
|--|--|---|---|-----------------------------|
| SLA – 10 Time to Resolve - Agency | CM | Gold <2 Hours Silver <4 Hours Bronze <8 Hours | Gold <3 Hours Silver <5 Hours Bronze <9 Hours | (Service Commencement Date) |
| Definition | Amount of time from when the problem/incident is reported until the problem is resolved or full functionality is restored within the measurement window. | | | |
| Metric Description | Timeliness – Time to resolve each reported incidents. | | | |
| Metric Inclusions | All incident service tickets completed during measurement window. | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors. | | | |
| Calculation | <p>Summary: The Service Level calculation is the Ticket Resolution Time minus the Ticket Create Time equals total number of hours to resolve.</p> <p>Measurement Windows as defined by tiers listed below:</p> <ul style="list-style-type: none"> Gold < 2 hours per incident Silver <4 hours per incident Bronze <8 hours per incident | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | |
| Reporting Window | Monthly | | | |
| Reporting Tools / Data Source(s) | TBD | | | |

| | |
|----------------------------------|--|
| <p>Reporting Format/s</p> | <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Reason Interval was not Met.</p> <p>Itemize each incident as a line item with total credit due per incident with a sum per agency.</p> <p><i>(Suggested)</i></p> <p>Detailed Exclusion Report: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Missed or Met Status, Reason for Exclusion, Categorized by Service</p> <p>Monthly overview of Enterprise Services: in table format by Enterprise Service with Number of Trouble Tickets per Enterprise Service: Graphical representation</p> |
| <p>Remedy Credit</p> | <p>100% Monthly Invoice</p> |

Appendix N

Outage Notification Process

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

Appendix N Outage Notification Process

The process should be followed in the event of an outage or degradation of services.

Service Outages

- A. For any service outage affecting 1 agency the following individuals should be notified in the order identified:
 - a. Point of contact for agency affected.
 - b. OA, Voice and Unified Communication Division- Only 1 person from this team must be notified by phone call. Individuals should be tried in the order in which they are listed:
 - i. Brian Andrews- Chief, Voice and Unified Communication Division
1. 717-705-9514
 - ii. Liz Zeigler Parry- Senior Telecom Solutions Architect
1. 717-487-1003
 - iii. Jason Heisler- Telecom Supervisor
1. 717-214-7081
 - c. Follow up email should be sent to the OA, Voice and Unified Communication Division resource account.
 - i. Ra-oaenterprisevoiceservices@pa.gov
 - d. Further communication should follow the commonwealth incident management process.
- B. For any service outage affecting more than 1 agency, OA Voice and Unified Communication Division should be notified. Individuals should be tried in the order in which they are listed (Only 1 person needs to be notified.):
 - i. Brian Andrews- Chief, Voice and Unified Communication Division
1. 717-705-9514
 - ii. Liz Zeigler Parry- Senior Telecom Solutions Architect
1. 717-487-1003
 - iii. Jason Heisler- Telecom Supervisor
1. 717-214-7081
- b. Follow up email should be sent to the OA, Voice and Unified Communication Division resource account.
 - i. Ra-oaenterprisevoiceservices@pa.gov
- c. Further communication should follow the commonwealth incident management process.

Degradation of Services

- A. For any 1 contact center that is experiencing degradation of service, the agency point of contact should be notified.
- C. For any degradation of services that are affecting more than 1 agency, OA Voice and Unified Communication Division should be notified. Individuals should be tried in the order in which they are listed (Only 1 person need to be notified.):
 - i. Brian Andrews- Chief, Voice and Unified Communication Division
1. 717-705-9514
 - ii. Liz Zeigler Parry- Senior Telecom Solutions Architect
1. 717-487-1003
 - iii. Jason Heisler- Telecom Supervisor
1. 717-214-7081
- b. Follow up email should be sent to the OA, Voice and Unified Communication Division resource account.
 - i. Ra-oaenterprisevoiceservices@pa.gov
- c. Further communication should follow the commonwealth incident management process.

Appendix O

SLA Methodology

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

Service Level Methodology

A. General

The Commonwealth has adopted the ITIL framework and has established Service Level Management to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring, measuring, and reporting upon IT Service achievements and the instigation of actions to acquire quality service.

The Service Level Performance Measures and their targets that are described in this methodology document have been specifically designed to support the Service Level Agreements set forth in Appendix J. Effective on the Service Commencement Date, the Contractor will perform the Service to which Service Levels apply, so that the Service Level Performance will, in each month of the Term, meet or exceed, the Service Levels.

New Service Levels may be added or substituted by the Commonwealth as specified in this methodology during the Term. For example, such additions or substitutions may occur in conjunction with changes to the environment and the introduction of new Equipment or Software to support a new or additional service. However, where such Equipment or Software or such means of Service delivery is a replacement or upgrade of existing technology to support an existing catalog service, there shall be a presumption of equivalent or improved performance.

The Contractor is responsible for all measuring, monitoring and reporting capabilities necessary to measure, monitor and report the Contractor's performance against the Service Levels. Except as otherwise stated, all Service Levels must be measured by the Contractor on a 24x7x365 days per year basis. The Contractor must report to the Commonwealth its performance Service Levels upon the measurement window frequency specified in each and shall provide all Service Level substantiating information upon request by the Commonwealth that pertains to the performance of the Contractor's services.

The Contractor may be required to coordinate and collaborate with third parties to achieve the required service levels. The Contractor shall provide a single point of contact for the prompt resolution of all Service Level Defaults and all failures to provide high quality Services to the Commonwealth, regardless of whether the reason for such Service Level Defaults, or failure to provide high quality Services to the Commonwealth, was caused by the Contractor.

The Commonwealth and the Contractor will each provide a single point of contact for the management and monitoring of the Service Levels.

B. Reporting

Unless otherwise specified in this methodology, each Service Level shall be measured and reported on a monthly basis. The format, layout and content of such monthly report shall be as directed by the Commonwealth. The Contractor's monthly performance reports are due by the 10th Business day of each month and shall include a set of soft-copy reports such that the Commonwealth is able to verify the Contractor's performance and compliance with the Service Levels. The reports shall provide various metrics related to each of the Service Levels, including but not limited to:

1. Contractor's performance against and calculations with respect to each Service Level during the preceding month;
2. Contractor's performance with respect to each service level as a trend analysis against a thirteen (13) month rolling performance trend report;

3. Potential problems of which the Contractor is aware that could reasonably be expected to result in a failure to meet a service level and remedial actions including summaries of the reports submitted to the Commonwealth.

The Contractor shall provide detailed supporting information for each report to the Commonwealth in a format suitable for use on a personal computer. The data and detailed supporting information shall include the method used by Contractor to calculate the service level performance based on the data measured and reported by the measurement tool such that the Commonwealth is able to reproduce the calculations made by Contractor and validate the results reported in the monthly Service Level Performance reports. All detailed supporting information shall be the Commonwealth's Confidential Information, and the Commonwealth may access such information online and in real-time, where feasible, at any time during the Term. In addition, Contractor shall provide the Commonwealth with direct, unaltered access to review and audit all raw data collection related to Service Levels.

1. If any monthly performance report provided by the Contractor to the Commonwealth does not have sufficient detail and accuracy for the Commonwealth to determine whether the Contractor achieved or failed to achieve the service level for each service level in the immediately preceding measurement window, then the Commonwealth may provide written notice thereof to the Contractor, for a replacement report. The Contractor must provide the replacement report to the Commonwealth within ten (10) calendar days after receiving such notice. If within 10 days of receiving such notice the Contractor fails to deliver to the Commonwealth a revised or replacement monthly performance report containing sufficient detail and accuracy for the Commonwealth to determine whether the Contractor achieved or failed to achieve a Service Level in the applicable Measurement Window, such failure shall constitute a Service Level Default with respect to such Service Level for such immediately preceding Measurement Window.

The Contractor will create, maintain, and provide to the Commonwealth detailed procedure documentation of its Service Level measurement process used to collect Service Level data and calculate Service Level attainment. The process documentation must include quality assurance reviews and verification procedures. The measurement process must be automated to the extent possible, and any manual data collection steps must be clearly documented, verified and auditable. All methods, codes and automated programs must be documented and provided to the Commonwealth for validation and approval. The Contractor must ensure it tests and validates the accuracy and currency of the documentation and measurement process on a quarterly basis.

C. Service Level Obligations

1. The metrics, measurement standards and other pertinent features are described in the Service Level Data Sheets in Appendix III.04.
2. The Service Level Target is a commitment documented in each service level agreement.
3. The Service Level Minimum is a measure of minimum expected performance. Actual results of performance below the service level minimum result in a default and will incur the remedy credit due on the next invoice. Performance level below the service level minimum also negates the opportunity to enter into an earn back status.
4. Any occasional request by the Contractor to temporary SLA relief on a per incident basis must be submitted in advance in writing to the Commonwealth in accordance with the Commonwealth Change/Waiver Procedures. The Commonwealth, must in its sole discretion, determine whether SLA relief should be granted and the period of time for such relief (if any), and its decision in this respect must not be subject to dispute resolution. The Contractor's failure to achieve the Service Level will not constitute a Service Level

default or accrue toward a Service Level termination event to the extent such failure is excused in accordance with the terms of the contract.

D. Service Level Credits

1. In the event of a Service Level Default, the Contractor must begin delivering the services in accordance with the Service Levels as the service offering is implemented, maintained and/or repaired.
2. The Contractor must promptly prepare a written root cause and recovery plan designed to prevent the reoccurrence of such Service Level default.
3. If the Contractor's performance results in a service level default, the Commonwealth is entitled to receive a Service Level Credit.
4. The total amount of Service Level Credits that the Contractor will be obligated to pay to the Commonwealth, with respect to Service Level Defaults occurring each month and in accordance with the terms of Section E below, shall be credited on the invoice applicable per this methodology document. For example, the amount of Service Level Credits payable with respect to Service Level Defaults occurring in August shall be reported and validated in September and credited to the invoice issued in October.
5. The Contractor acknowledges and agrees that the Service Level Credits shall not be deemed or construed to be liquidated damages or a sole and exclusive remedy or in derogation of any other rights and remedies the Commonwealth has hereunder or under the Contract.
6. Service Levels identified as "CM", Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.
7. Services Levels identified as "KM", Key Measurement, will be monitored and reported per this agreement, but will not have remedy credits applied. The Commonwealth has the ability to change a KM to a CM per requirements indicated in Section G, Additions, Modifications, Deletions, of this document.

A maximum at risk amount of 15% of the total monthly invoice has been established. Service credits in the excess of 15% of the total value of the monthly invoice shall not be assessed.

E. Service Level Earn Backs

The Contractor shall have Earn-Back opportunities with respect to Service Level Credits as follows:

1. The Service Level must be identified as Earn Back Eligible per the Service Level Agreement Data Sheet in Appendix III.04.
2. Within fifteen (15) days after the Earn Back period as shown on the Service Level Agreement Data Sheets, the Contractor shall provide a report to the Commonwealth that will include, with respect to each Service Level for which there was a Service Level Default, the following:
 - a. Statistics on the Contractor's average monthly performance during the Earn Back period
 - b. The amount of Service Level Credit imposed for Service Level Default
3. If a Service Level violation is incurred during the Earn Back period, the Earn Back is negated and the credit is due on the next invoice.
4. During an Earn Back period, if a service is terminated by the Commonwealth, the Contractor will not be obligated to fulfill the credit obligation.
5. If the Contract is terminated for default, all service credits are due upon notice of termination.

F. Additions, Modifications, Deletions

The Commonwealth may add, modify or delete Service Level Agreements by sending written notice to the Contractor. The Commonwealth may require the Contractor to modify the definition, metrics, data elements, measurement standards, or other pertinent features of any existing service level, by sending a written request to the Contractor at least ninety (90) days prior to the date that such modifications are to be effective; provided that the Commonwealth may send such a request (which request may contain multiple changes) not more than once each calendar quarter. The terms and conditions upon which such modifications of metrics are implemented must be subject to the reasonable and mutual agreement of the Commonwealth and the Contractor and must be determined pursuant to the Commonwealth Contract Change Procedures (in which measurement tools and design changes appropriate to each new service level or modified metric or measurement standard must be negotiated in good faith and agreed). The Contractor may not withhold its consent to add new service levels or modify the definition, metrics, data elements, measurement standards, or other pertinent features of any existing service levels, but the Contractor is permitted to negotiate in good faith the implementation specifics for such requested additions and modifications.

For new Service Levels, the Contractor must submit its proposal to the Commonwealth for review and approval through the Commonwealth's Contract Change Procedures.

The Contractor must begin providing monthly performance measurement within thirty (30) calendar days of the Commonwealth approval.

1. **Additions:** The Commonwealth may add Service Levels in accordance with this Section G and the Commonwealth Contract Change Procedures.
2. **Deletions:** The Commonwealth may delete Service Level Agreements in accordance with this Section G and the Commonwealth Contract Change Procedures.

G. Continuous Improvement

The Parties agree to the concept of continuous improvement and beginning 12 months after each Service Level is in effect and annually thereafter, the Parties agree to review each of the Service Levels for effectiveness and to identify potential areas of improvement. The Contractor shall provide a written plan within 30 days of the review date.

H. Measuring Tools

1. The Contractor must provide, implement, maintain and utilize the necessary measurement and monitoring tools and procedures required to measure and report on the Contractor's performance of the services against the applicable Service Levels. The Contractor's measurement and monitoring of service level performance must permit reporting at a level of detail sufficient to permit the Commonwealth to verify compliance with the Service Levels, and must be subject to audit by the Commonwealth pursuant to the contract. The Contractor must provide the Commonwealth with the information about and access to such procedures upon request for purposes of verification.
2. Any new tools required for new service levels added after the effective date must be identified in the Change Request Form (required by the Commonwealth Contract Change Procedure) approving such new Service Level. In connection therewith, the Contractor must be obligated to propose a commercially reasonable measuring tool or methodology for a Service Level and if it fails to do so, such tool or methodology must be determined by mutual agreement between the Commonwealth and Contractor.

3. If after the effective date or the implementation of tools for new Service Levels either the Commonwealth or the Contractor desires to use a different measuring tool or methodology for a Service Level, it must request such change through the Commonwealth Contract Change Procedure. If the other Party approves the new measuring tool or methodology, the Commonwealth and the Contractor will reasonably adjust the service level measurements to account for any increased or decreased sensitivity in the new measuring tools. It is not anticipated that changes in the measuring tools or methodologies will drive changes in service levels; rather, the need to collect and accurately reflect the performance data should drive the development or change in measuring tools or methodologies.

It is not anticipated that changes in the measuring tools will drive changes in Service Levels; rather, the need to collect and accurately reflect the performance data should drive the development or change in performance monitoring tools. Contractor will configure all measuring tools to create an auditable record of each user access to the tool and any actions taken with respect to the data measured by or residing within the tool. All proposed measuring tools must include functionality enabling such creation of an auditable record for all accesses to the tool.

I. Remedies and Waivers

The exercise by the Commonwealth of its rights under this document, including the right to receive service level credits is without prejudice to its other rights or remedies under the contract or at law or equity, including the Commonwealth's right to claim and collect damages and the Commonwealth's right to terminate the contract in whole or in part in accordance with the Contract.

J. Investigation and Correction

The Contractor must promptly investigate and correct each failure to meet the service levels (whether or not such failure constitutes a service level default) by:

1. Immediate initiation of problem investigations.
2. Report problems and findings to the Commonwealth.
3. Correct problems and meet or restore Service Levels as soon as practicable.
4. Advise the Commonwealth of the root cause of problems and the status of remedial efforts being undertaken with respect to such problems.
5. Provide reasonable evidence to the Commonwealth that the causes of such problems have been or will be corrected.
6. Make written recommendations to the Commonwealth for improvement in procedures.

Appendix P

Converged Network Standards

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

Converged Network Standards

Contents

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Version History

| Date | Version | Modified By / Approved By | Section(s) | Comment |
|------------|---------|---------------------------|--|---------------------------------------|
| 11/25/2015 | 1.0 | Dale Kline | All | Initial Version |
| 12/3/2015 | 1.1 | Dale Kline | Layer 1 CWDM IPv4 Routing added BGP DSCP Standards added Life and Safety and General Voice Standards added encryption paragraph Video Standards new Access to Facilities added Monitoring and Surveillance | Information updated in those sections |
| 01/6/2016 | 1.2 | Dale Kline | DSCP Standards added LMR and 911 Voice, Network Control Routing Protocol, Video | Information updated in those sections |
| 01/20/2016 | 1.3 | Dale Kline | Version History Overview Video Conferencing | Information updated in those sections |
| 1/22/2016 | 1.4 | Dale Kline | CPOP Locations | Information updated in those sections |
| 2/4/2016 | 1.5 | Dale Kline | CPOP Locations Layer 1 General Video Transmission | Information updated in those sections |
| | | | | |
| | | | | |
| | | | | |

Note: Replace this information with your own version history information.

Overview

As the Commonwealth looks forward to a future of interconnecting disparate networks and converging services, it is important that all organizations abide by a common set of standards. This document provides a set of network standards for those entities wishing to offer communications and/or application services to the Commonwealth. This applies to Physical and Virtual Environments. Additionally, all providers must adhere to standards listed in other Commonwealth Informational Technology Policies (ITP).

Definitions

The following definitions are utilized in this Standards document:

| TERM | DEFINITION |
|------------------|---|
| RETIRED | This standard is no longer accepted by the Commonwealth. Items will only be maintained on this list for a maximum of 24 months after retirement. |
| CONTAIN | The Commonwealth currently supports this standard but no longer accepts it for new services. (possibly match text to ITP language) |
| PREFERRED | The Commonwealth currently prefers these service standards. |
| SPECIAL | The Commonwealth has approved these standards; however, they are not preferred. They may require special equipment or other special considerations. In some cases, additional cost, which may be forwarded to the requesting entity, would be required to implement such a connection. An example of this is the use of Single-Mode (SM) Fiber vs. Multi-Mode (MM) Fiber; such a scenario involves the purchase of expensive SM optics. |
| FUTURE | The Commonwealth foresees the future use of this standard, but the current infrastructure would require upgrades to support it. Entities may request the use of such standard but should not expect that existing facilities will support it. |
| CPOP | A Commonwealth Point-of-Presence (CPOP) is a point of access for service providers to interconnect with Commonwealth's network(s). |
| REQUIRED | The Commonwealth currently requires these standards. Such requirements may involve public safety concerns or protection of regulated information (ex: CJIS, HIPPA, PII, etc.). |

Commonwealth Point-of-Presence (CPOP) Locations

Currently, the Commonwealth provides the following CPOP location(s):

- Group A
 - Commonwealth Technology Center
 - Cameron St. (Limited Space and Environmental)
 - Keystone Building (Limited Space and Environmental)
 - M25E Capital Building (Limited Space and Environmental)
 - Rachel Carson Building (Limited Space and Environmental)
 - Strawberry Square (Limited Space and Environmental)
- Group B – Commonwealth Owned facilities outside of Harrisburg
 - TBD
- Group C – State-Wide Radio
 - Radio to provide list of sites
- Group D – Middle-Mile Backbone Sites (Non Commonwealth)
 - TBD

The Commonwealth reserves the right to modify the list of CPOP locations with reasonable notification to all entities currently providing services through any locations changing status.

Provider Responsibilities

Critical Sites

Commonwealth-identified critical sites require redundant connections that are physically diverse. Organizations wishing to provide services to or from locations defined as critical sites must, upon Commonwealth request, provide end-to-end physical and logical path details to ensure that diversification is maintained. If diversification is not provided by the service provider, the provider shall support the coordination with the Commonwealth, and where appropriate other service provider(s), necessary for the Commonwealth to obtain such diversity through multiple carriers.

Telecommunication Service Priority (TSP)

All organizations providing common carrier services to the Commonwealth must support the federal TSP program. If a provider's service does not qualify for the TSP program, the provider must notify the Commonwealth as such.

Service Delivery Standards

Authentication

The Commonwealth considers integration with Commonwealth authentication systems to be preferred. Providers, whose services include a web-based management or reporting functionality or allow for some form of Commonwealth management of devices, should seek solutions that can integrate with the Commonwealth's infrastructure for authentication.

Network Time Protocol (NTP)

Providers must maintain reliable NTP synchronization with all devices to ensure that logging is accurate. The Commonwealth considers a minimum of Stratum 2 to be Preferred for the time source.

Interconnection Standards

Included are the standards for interconnection with the Commonwealth network. Any desire to connect with a deviation from these standards will be dealt with on a case-by-case basis. In such cases, every effort will be made to conform to the standard or modify the standards list to include another connection method that can be widely utilized. The Commonwealth will periodically update the standards for connections with reasonable notification to all entities currently affected by a status changing to Contain or Retired.

Layer 1 – Physical Layer

| Technology | Speed | Status | CPOP Group (s) | Media | Standard(s) | Fiber Size(s) | Connector(s) |
|------------|---------|----------------------|----------------|-----------|----------------------------|---------------|--------------|
| Fiber | Any | Contain | N/A | Any | Any | Any | ST, FC |
| Fiber | Any | Special | N/A | Any | Any | Any | SC |
| Fiber | Any | Preferred | N/A | SM Fiber | Any | N/A | LC |
| Fiber | Any | Preferred | N/A | MM Fiber | Any | 50µm | LC |
| Fiber | Any | Contain | N/A | MM Fiber | Any | 62.5µm | Any |
| Ethernet | 10Mbps | Special ¹ | A,B | >= Cat 5 | 10BASE-T | N/A | RJ45 |
| Ethernet | 10Mbps | Special | C | >= Cat 5 | 10BASE-T | N/A | RJ45 |
| Ethernet | 100Mbps | Special ² | A, B | >= Cat 5 | 100BASE-T | N/A | RJ45 |
| Ethernet | 100Mbps | Preferred | C | >= Cat 5 | 100BASE-T | N/A | RJ45 |
| Ethernet | 1Gbps | Preferred | A, B, D | >= Cat 5e | 1000BASE-T | N/A | RJ45 |
| Ethernet | 1Gbps | Preferred | A, B, D | MM Fiber | 1000BASE-SX | 50µm OM3/4 | LC |
| Ethernet | 1Gbps | Special | A, B, D | SM Fiber | 1000BASE-LX 1000BASE-EX | N/A | LC |
| Ethernet | 10Gbps | Preferred | A, D | Twinax | 10GSFP+Cu 802.3 | N/A | SFP+ |
| Ethernet | 10Gbps | Preferred | A, D | MM Fiber | 10GBASE-SR | 50µm OM3/4 | LC |
| Ethernet | 10Gbps | Special | A, D | SM Fiber | 10GBASE-LR 10GBASE-ER | N/A | LC |
| Ethernet | 40Gbps | Future | A, D | MM Fiber | 40GBASE-SR4 | 50µm OM3/4 | LC |
| Ethernet | 40Gbps | Future | A, D | SM Fiber | 40GBASE-LR4 | N/A | LC |
| Ethernet | 100Gbps | Future | A, D | MM Fiber | 100GBASE-SR10 | 50µm OM3/4 | LC |
| Ethernet | 100Gbps | Future | A, D | SM Fiber | 100GBASE-LR4 | N/A | LC |

| Technology | Speed | Status | CPOP Group (s) | Media | Standard(s) | Fiber Size(s) | Connector(s) |
|-------------------------------|---------|---------|----------------|----------|-------------|---------------|--------------|
| DWDM | 100Gbps | Future | A | SM Fiber | - | N/A | LC |
| CWDM | TBD | Future | TBD | SM Fiber | - | N/A | LC |
| All Others³ | Any | Special | Any | Any | Any | Any | Any |

¹ Voice Only Standard: This standard is Preferred for new PIP Voice circuit installs.

² Voice Only Standard: This standard is Preferred for new PIP Voice circuit installs.

³ Examples: cable modems, CATV, satellite, wireless, WiFi, microwave, etc.

Layer 2—Data Link Layer

| Technology | Status |
|---|------------------------|
| Ethernet | Preferred |
| Link Aggregation Control Protocol (LACP) | Preferred |
| MPLS | Preferred ¹ |
| 802.1Q | Preferred |
| Link Layer Discovery Protocol (LLDP) | Preferred |
| Cisco Discovery Protocol (CDP) | Special |

¹ This standard is also Preferred for PIP SIP trunking.

Layer 3—Network Layer

| Technology | Status |
|---------------------------------------|------------------------|
| IPv4 | Preferred |
| IPv4 – Multicast | Future |
| IPv6 | Future ¹ |
| Differentiated Services (DSCP) | Preferred ² |
| RFC 1918 Private Internets | Contain ³ |
| Network-to-Network Tunnels | Special |

¹ The Commonwealth’s standard Network Layer protocol is IPv4. At this time, the Commonwealth does not provide native transport or translation of IPv6 traffic. The Commonwealth is investigating implementation strategies for IPv6 and will support it in the future. Vendors must be prepared to support IPv6 when the Commonwealth deploys.

² Use of DSCP marking on all Layer 3 traffic is “Preferred”, with standards that prioritize public-safety voice and honor DSCP through disparate networks. If providers do not honor QoS tags, they must, at minimum, pass the QoS tags through their network. Providers that do not honor the QoS tags must disclose this to the Commonwealth.

³ To promote interoperability, the Commonwealth will route Commonwealth-assigned RFC1918 prefixes only and any other use is “Contained.” IPv4 public addresses are “Preferred” when connecting Layer 3 networks.

IPv4 Routing

| Technology | Standard |
|----------------------------------|-----------|
| OSPF | Special |
| EIGRP | Special |
| Static | Special |
| BGP or MP-BGP¹ | Preferred |
| BGP or MP-BGP² | Special |

¹ Private AS numbers must be assigned by the Commonwealth.

² Private AS numbers not assigned by the Commonwealth.

DSCP Standards

| Use | DSCP | DS Field | Status |
|----------------------------------|--|----------|------------------------|
| VoIP Traffic | Expedited Forwarding (EF) | 101 110 | Preferred |
| LMR and 911 Voice | Network Control 1(NC1) | 110 000 | Preferred |
| Network Control Routing Protocol | Network Control 2(NC2) | 111 000 | Preferred |
| Life and Safety ¹ | Assured Forwarding (AF31) Mission-Critical Data | 011 010 | Preferred |
| Video | Assured Forwarding(AF41) | 100 010 | Preferred |
| General | Assured Forwarding (AF11) Best Effort | 001 010 | Preferred ² |

¹ Examples: Building fire alarms, Building security devices, etc.

² All data not previously tagged with DSCP should be treated as Bulk Data.

Layer 3+

Perimeter Control – Commonwealth Security Zones

Entities wishing to connect to the Commonwealth may not provide interconnections between Security Zones of the Enterprise network. All non-Commonwealth connectivity and/or traffic must be isolated from all Commonwealth Security Zones. If there is a special business need to provide this functionality (ex: route leaking for device management), the entity must have its sponsoring agency submit the appropriate COPPAR and obtain approval before implementing such a configuration.

Perimeter Control – Service Provider Network

All service providers shall be responsible for providing any necessary perimeter control among their client networks and management network. The service provider is solely responsible for any traffic that is permitted to cross between these networks. Additionally, such activities may cause the service provider to be in violation of this and/or other Commonwealth standards.

Voice Standards

- Concurrent calls – Status of this capability is dependent on the agencies needs/requirements. Providers must disclose the status of this capability to the Commonwealth.
- Make Table:
 - ITU Telecommunication Standardization Sector (ITU-T) Standards
 - G.711 – 64kb uncompressed (Preferred, best voice quality)
 - G.729 – 8kb compressed – high complex algorithm (Special – bandwidth constraints)
 - G.729A – 8kb compressed – medium complexity algorithm – lower quality (Special – bandwidth constraints)
 - T.38 – for FAX – If agency wants total IP configuration

- Session Border Controller (SBC) – A SBC, or gateway device with equivalent functionality, is essential at the agency level to connect to the providers IP/PSTN SIP cloud. This is required for both new PIP and existing PIP. ??Does EISO have any requirements for the minimum firewall capabilities of this??
- Encryption is Preferred for all voice traffic on the Commonwealth network. This ensures compliance with HIPPA, IRS, and other regulatory requirements. Non-encrypted communications are acceptable for certain application—including those with communications that ultimately are broadcasted in the clear (ex: Fire/Police radio that would not be encrypted otherwise).

Video Standards

Video Conferencing

- PRI - 23B+D, FAS signaling, ISDN Protocol NI2, Pulse Type DTMF, 10 digits out, Hunt Sequential Ascending, B Channel configuration 2 Way universal

General Video Transmission

- Transport stream encapsulation of:
 - Video - MPEG-2, H.264, H.265 (future)
 - Audio - MPEG-1, MPEG-2, AAC, Dolby/AC3
- Unicast for point to point transmission
- Multicast for point to multi-point/broadcast transmission
- RTMP/RTSP/HLS stream encapsulation allowed for non-broadcast/web applications using same audio/video standards above

Facilities

Environmental Specifications

Entities wishing to house terminating equipment within a Commonwealth Point of Presence (CPOP) facility must submit a request to the Commonwealth, including the following environmental specifications:

- Total power consumption of all equipment
- Power diversity requirements
- Quantity and connector type for all powered devices
- Heat dissipation specifications for all equipment
- Number of rack units (RUs) required for equipment
- Weight of equipment/rack
- Fiber/Copper connectivity required
- Phone/Video/CATV connectivity required
- Surveillance requirements
- Physical security requirements
- Special audit requirements

All equipment must meet the following specifications. If no device that meets the specifications below is available, the entity must obtain prior approval for a waiver.

- Power
 - 220V AC Preferred, 110V AC as required at Group A and B CPOP locations
 - -48V DC Preferred, 110V AC as required at Group C locations
 - Vendor-owned UPS's will not be permitted when facility power is already UPS supported
- Proper grounding must be maintained on all equipment.
- Equipment must be rack mounted.
 - Commonwealth-provided racks will be 19" wide
 - If waiver is obtained, the following additional specifications must be provided:
 - Equipment footprint
 - Service area
 - Tile cut-out positioning
 - Full equipment dimensions

Access to Facilities

Monitoring and Surveillance

All entities within CPOP locations must support onsite and remote auditing of the CPOP, equipment in the CPOP, and access to the equipment. This may include alerts from, real-time system access to, or reporting from security, physical access, environmental monitoring, surveillance, and other monitoring systems and may include onsite visits to audit.

Physical Access

All CPOP facility access will be coordinated through the Commonwealth's representative.

Appendix Q - VoIP Service Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Commonwealth is looking for a statewide VoIP solution for its various locations. The VoIP Service Locations tab of this appendix indicates locations where VoIP is currently available to the Commonwealth. The Data Service Locations tab indicates all data service locations across the Commonwealth.

Offerors shall complete both tabs if bidding in Lot 1 services.

To complete a tab, the Offeror shall denote any location if it is unable to provide VoIP services.

The response options are provided in a drop-down box and are as follows:

X

For the VoIP Service Locations tab, any response of "X", denoting the inability to provide VoIP services, must also be explained in the Comments column and the Offeror's Technical Submittal.

For the Data Service Locations tab, any response of "X", denoting the inability to provide VoIP services, may optionally be explained in the Comments.

The completed matrix must be included as Attachment Q in the Offeror's response to this RFP.

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|------------------------------------|------------------------|----------------|-------|------------|------|---|
| District 11-0 | 45 Thoms Run Rd | Bridgeville | 15017 | 5926 | | |
| Washington CAO/Valley District | 595 Galiffa Dr | Donora | 15033 | 6094 | | |
| Westmoreland CAO/New Kensington | 909 Industrial Blvd | New Kensington | 15068 | 8025 | | |
| Beaver CAO | 171 Virginia Ave | Rochester | 15074 | 8941 | | |
| U.C Service Center | 14 N Linden St | Duquesne | 15110 | 13585 | | |
| Allegheny CAO/Southeast District | 220 6th St | McKeesport | 15132 | 7624 | | |
| Allegheny CAO/Greater Pgh East | 5947 Penn Ave | Pittsburgh | 15206 | 8684 | | |
| 11 Parkway Center | 875 Greentree Rd | Pittsburgh | 15220 | 8723 | | |
| City County Building | 414 Grant St | Pittsburgh | 15222 | 8653 | | |
| | 500 Waterfront Dr | Pittsburgh | 15222 | 8665 | | |
| Allegheny LI BVRS/BVVS District | 531 Penn Ave | Pittsburgh | 15222 | 8673 | | |
| Gateway Center | 603 Stanwix St | Pittsburgh | 15222 | 15609 | | |
| Warner Center | 332 5th Ave | Pittsburgh | 15222 | 19775 | | |
| DOR | 1424 Western Avenue | Pittsburgh | 15233 | 21904 | | |
| | 3070 William Pitt Way | Pittsburgh | 15238 | 8624 | | |
| Washington CAO | 167 N Main St | Washington | 15301 | 9577 | | |
| WSH147 | 90 W Chestnut St | Washington | 15301 | 9589 | | |
| District 12-4 | 172 SR 519 | Eighty Four | 15330 | 23442 | | |
| Fayette CAO | 41 W Church St | Uniontown | 15401 | 9476 | | |
| District 12-0 & 12-1 | 825 N Gallatin Ave Ext | Uniontown | 15401 | 9486 | | |
| DEP California District Office | 25 Technology Dr | Coal Center | 15423 | 15802 | | |
| Somerset CAO | 164 Staybrook St | Somerset | 15501 | 14487 | | |
| Bedford CAO | 150 North St | Bedford | 15522 | 10278 | | |
| DOR | 15 W 3rd St | Greensburg | 15601 | 6580 | | |
| Westmoreland CAO/Headquarters | 587 Sells Ln | Greensburg | 15601 | 6592 | | |
| Westmoreland CAO/E Greensburg Dist | 595 Sells Ln | Greensburg | 15601 | 6593 | | |
| | 144 N Main St | Greensburg | 15601 | 20744 | | |
| | 131 Broadview Road | New Stanton | 15672 | 25958 | | |
| District 10-0 & 10 | 2550 Oakland Ave | Indiana | 15701 | 13246 | | |
| | 607 Main St | Johnstown | 15901 | 7202 | | |
| Cambria CAO | 625 Main St | Johnstown | 15901 | 10553 | | |
| DOR | 425 Main St | Johnstown | 15901 | 19947 | | |
| | 184 Donald Ln | Johnstown | 15904 | 16229 | | |
| DEP Cambria District Office | 286 Industrial Park Rd | Ebensburg | 15931 | 10826 | | |
| Butler CAO | 108 Woody Dr | Butler | 16001 | 5650 | | |
| | 101 S Mercer St | New Castle | 16101 | 7962 | | |
| Lawrence CAO | 100 S Jefferson St | New Castle | 16101 | 15568 | | |
| Lakeview Industrial Park | 25 McQuiston Dr | Jackson Center | 16133 | 10159 | | |
| Lakeview Industrial Park | 19 McQuiston Dr | Jackson Center | 16133 | 12773 | | |
| District 1-1 | 215 N Maple St | Mercer | 16137 | 7706 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|------------------------------------|---------------------------------|----------------|-------|------------|------|---|
| Potter CAO | 269 Rte 6 W | Coudersport | 16195 | 14654 | | |
| Armstrong CAO | 1280 N Water St | Kittanning | 16201 | 7248 | | |
| Clarion CAO | 71 Lincoln Dr | Clarion | 16214 | 14499 | | |
| | 255 Elm St | Oil City | 16301 | 12803 | | |
| Venango CAO | 530 13th St | Franklin | 16323 | 10844 | | |
| DEP NW Regional Office @ Meadville | 230 Chestnut St | Meadville | 16335 | 7652 | | |
| UCSC Erie | 1316 State St | Erie | 16501 | 6357 | | |
| DOR | 448 W 11th St | Erie | 16501 | 6392 | | |
| Erie CAO | 1316 Holland St | Erie | 16503 | 6356 | | |
| DOR | 1600 Peninsula Dr | Erie | 16505 | 6364 | | |
| | 100 State St | Erie | 16507 | 6347 | | |
| DOR | 4802 Pittsburgh Ave | Erie | 16515 | 13719 | | |
| Blair CAO | 1100 Green Ave | Altoona | 16601 | 5313 | | |
| Altoona State Office Bldg | 1101 Green Ave | Altoona | 16601 | 5314 | | |
| | 615 Howard Ave | Altoona | 16601 | 5335 | | |
| | 1130 12th Ave | Altoona | 16601 | 18690 | | |
| Huntingdon CAO | 7591 Lake Raystown Shopping Ctr | Huntingdon | 16652 | 10579 | | |
| McKean CAO | 68 Chestnut St | Bradford | 16701 | 21439 | | |
| FBC Benner Springs SFH | 1735 Shiloh Rd | State College | 16801 | 9249 | | |
| Centre CAO | 2580 Park Centre Blvd | State College | 16801 | 9270 | | |
| FBC Pleasant Gap Complex | 450 Robinson Ln | Bellefonte | 16823 | 5452 | | |
| Clearfield CAO | 1025 Leonard St | Clearfield | 16830 | 22093 | | |
| PennDOT District 2 Office | 70 PennDot Drive | Clearfield | 16830 | 25652 | | |
| DEP Moshannon District Office | 186 Enterprise Dr | Philipsburg | 16866 | 12274 | | |
| Cumberland CAO | 33 Westminster Dr | Carlisle | 17013 | 5750 | | |
| Lebanon CAO | 625 S 8th St | Lebanon | 17042 | 7394 | | |
| Mifflin CAO | 1125 Riverside Dr | Lewistown | 17044 | 7453 | | |
| Middletown Topo Geo | 3240 Schoolhouse Rd | Middletown | 17057 | 14382 | | |
| DOR | 1200 Fulling Mill Rd | Middletown | 17057 | 20297 | | |
| Cold Storage Rd | Perry CAO | New Bloomfield | 17068 | 7952 | | |
| Market Square Plaza | 17 N 2nd St | Harrisburg | 17101 | 19263 | | |
| Eastgate Bldg | 1010 N 7th St | Harrisburg | 17102 | 6688 | | |
| Farm Show Building | 1030 McClay St | Harrisburg | 17102 | 6689 | | |
| Pitnick Building | 901 N 7th St Rear | Harrisburg | 17102 | 6846 | | |
| Capital Associates Building | 901 N 7th St | Harrisburg | 17102 | 6847 | | |
| Stateside Insurance Building | 2150 Herr St | Harrisburg | 17103 | 6758 | | |
| PennDOT Server Farm | 1400A N Cameron St | Harrisburg | 17103 | 16044 | | |
| PBPP Harrisburg DO | 1130 Herr St | Harrisburg | 17103 | 19140 | | |
| Riverfront Office Center | 1101 S Front St | Harrisburg | 17104 | 6693 | | |
| Olcam Building | 1171 S Cameron St | Harrisburg | 17104 | 6697 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|-----------------------------------|--------------------------|---------------|-------|------------|------|---|
| DOR | 1854 Brookwood St | Harrisburg | 17104 | 6734 | | |
| | 1850 Arsenal Blvd | Harrisburg | 17104 | 6745 | | |
| Kline Plaza | 32 Kline Plz | Harrisburg | 17104 | 16204 | | |
| Forum Place | 555 Walnut St | Harrisburg | 17105 | 6828 | | |
| PSP Headquarters | 1800 Elmerton Ave | Harrisburg | 17110 | 6729 | | |
| Hearings & Appeals Harrisburg | 2330 Vartan Way | Harrisburg | 17110 | 6772 | | |
| Dauphin CAO | 2432 N 7th St | Harrisburg | 17110 | 6773 | | |
| Pennsylvania Emergency Management | 2605 Interstate Dr | Harrisburg | 17110 | 6779 | | |
| Strategic Development | 2629 Market Pl | Harrisburg | 17110 | 6780 | | |
| | 3101 N Front St | Harrisburg | 17110 | 6798 | | |
| State Museum Building | 300 North St | Harrisburg | 17110 | 6811 | | |
| PA DEP SCRO | 909 Elmerton Ave | Harrisburg | 17110 | 6850 | | |
| FBC Fish and Boat Commission HQ | 1601 Elmerton Ave | Harrisburg | 17110 | 10570 | | |
| Penn Center | 2601 N 3rd St | Harrisburg | 17110 | 15824 | | |
| BIPS/BCI | 7820 Allentown Blvd | Harrisburg | 17112 | 6840 | | |
| | 130A Kline Plz | Harrisburg | 17112 | 17774 | | |
| | 02 Kline Plaza | Harrisburg | 17112 | 25056 | | |
| North Office Building | 501 North St | Harrisburg | 17120 | 6703 | | |
| District 7-0 | 1700 Arsenal Blvd | Harrisburg | 17120 | 6728 | | |
| District 8-0 | 2140 Herr St | Harrisburg | 17120 | 6757 | | |
| Finance Building | 613 North St | Harrisburg | 17120 | 6882 | | |
| Northwest Office Building | 910 Capital St | Harrisburg | 17124 | 6852 | | |
| Franklin CAO | 620 Norland Ave | Chambersburg | 17201 | 5801 | | |
| District 8-1 | 1185 Fairfield Rd | Gettysburg | 17325 | 6522 | | |
| Adams CAO | 225 S Franklin St | Gettysburg | 17325 | 6526 | | |
| District 8-4 | 1920 Susquehanna Trail N | York | 17404 | 9930 | | |
| | 29 E King St | Lancaster | 17602 | 21435 | | |
| Liberty Place | 313 West Liberty St. | Lancaster | 17603 | 26474 | | |
| Lancaster CAO | 832 Manor St | Lancaster | 17604 | 7326 | | |
| | 1000 Commerce Park Dr | Williamsport | 17701 | 9843 | | |
| The Grit Building | 208 W 3rd St | Williamsport | 17701 | 9852 | | |
| Lycoming CAO | 400 Little League Blvd | Williamsport | 17703 | 9858 | | |
| Clinton CAO | 300 Bellefonte Ave | Lock Haven | 17745 | 10228 | | |
| District 3-0 | 715 Jordan Ave | Montoursville | 17754 | 7834 | | |
| Northumberland CAO | 320 Chestnut St | Sunbury | 17801 | 9309 | | |
| Columbia CAO | 27 E 7th St | Bloomsburg | 17815 | 5553 | | |
| Montour CAO | 327 Church St | Danville | 17821 | 6068 | | |
| Danville State Hospital | 1605 Bloom Rd | Danville | 17821 | 14377 | | |
| PennDOT Snyder County Office | 45 Industrial Park Rd | Selinsgrove | 17870 | 20147 | | |
| DEP Dist Ofc @ Pottsville | 5 W Laurel Blvd | Pottsville | 17901 | 8811 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|-------------------------------------|----------------------------|---------------|-------|------------|------|---|
| Schuylkill CAO | 2640 Woodglen Rd | Pottsville | 17901 | 10437 | | |
| DOR | 44 E Broad St | Bethlehem | 18018 | 5509 | | |
| Northampton CAO | 201 Larry Holmes Dr | Easton | 18044 | 6225 | | |
| Lehigh CAO | 101 S 7th St | Allentown | 18101 | 5262 | | |
| UCSC Allentown | 160 W Hamilton St | Allentown | 18101 | 5274 | | |
| District 5-0 | 1002 W Hamilton St | Allentown | 18103 | 19098 | | |
| DOR | 29 N Rte 100 | Allentown | 18106 | 5288 | | |
| DOR | 555 Union Blvd | Allentown | 18109 | 25262 | | |
| Luzerne CAO/Hazleton | 10 W Chestnut St | Hazleton | 18201 | 6943 | | |
| Mercer CAO | 2236 Highland Rd | Hermitage | 18201 | 6968 | | |
| District 9-0 | 1620 N Juniata St | Hollidaysburg | 18201 | 6998 | | |
| Carbon CAO | 101 Lehigh Dr | Lehighton | 18235 | 19152 | | |
| Monroe CAO | Tanite Rd | Stroudsburg | 18360 | 9285 | | |
| Wayne CAO | 107 8th St | Honesdale | 18431 | 7015 | | |
| Oppenheim Bldg | 409 Lackawanna Ave | Scranton | 18503 | 18692 | | |
| Bank Towers Building | 321 Spruce Street | Scranton | 18503 | 25716 | | |
| 55 Keystone Industrial Prk | O'Neil Highway | Dunmore | 18512 | 6168 | | |
| UCSC Scranton | 30 Stauffer Industrial Prk | Taylor | 18517 | 13173 | | |
| | 2 N. Main St. | Pittston | 18640 | 26698 | | |
| DOR | 47 S Washington St | Wilkes Barre | 18701 | 19134 | | |
| | 39 Public Square | Wilkes Barre | 18701 | 22151 | | |
| PO Box 1105 | 665 Carey Ave | Wilkes Barre | 18706 | 9827 | | |
| The Pomeroy Building | 2 Public Sq | Wilkes Barre | 18711 | 9815 | | |
| Luzerne CAO | 205 S Washington St | Wilkes Barre | 18711 | 14863 | | |
| Bucks CAO | 1214 Veterans Highway | Bristol | 19007 | 5606 | | |
| Bucks CAO/Bristol District | 1214 Veterans Highway | Bristol | 19007 | 5607 | | |
| PBPP Chester DO | 701 Crosby St | Chester | 19013 | 5833 | | |
| DOR | 419 Avenue of the States | Chester | 19013 | 22325 | | |
| DOR | 4600 Edgemont Ave | Brookhaven | 19015 | 5622 | | |
| Delaware CAO/Darby District | 845 Main St | Darby | 19023 | 12857 | | |
| PA Wine & Spirits Shoppe 2333 | 1500 Garret Rd | Upper Darby | 19082 | 9497 | | |
| The Bellvue | 200 S Broad St | Philadelphia | 19102 | 8298 | | |
| DOR | 3240 Red Lion Rd | Philadelphia | 19114 | 22323 | | |
| | 444 N 3rd St | Philadelphia | 19123 | 8392 | | |
| Philadelphia CAO/Girard District | 961 N Marshall St | Philadelphia | 19123 | 8496 | | |
| Philadelphia CAO/Boulevard District | 4109 Frankford Ave | Philadelphia | 19124 | 8385 | | |
| Philadelphia CAO/Unity District | 4111 Frankford Ave | Philadelphia | 19124 | 8386 | | |
| Philadelphia CAO | 219 E Lehigh Ave | Philadelphia | 19125 | 8311 | | |
| Philadelphia CAO/West District | 5070 Parkside Ave | Philadelphia | 19131 | 8411 | | |
| Philadelphia CAO/Tioga District | 1348 W Sedgely Ave | Philadelphia | 19132 | 8258 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|-------------------------------------|---------------------------|-----------------|------------|------------|------|---|
| Philadelphia CAO/Ridge District | 1350 W Sedgely Ave | Philadelphia | 19132 | 8260 | | |
| Somerset District | 2701 N Broad St | Philadelphia | 19132 | 8335 | | |
| | 5740 Market St | Philadelphia | 19139 | 15348 | | |
| PBPP Phila Northwest SO | 301 E Chelten Ave | Philadelphia | 19144 | 8347 | | |
| Philadelphia CAO/South District | 1163 S Broad St | Philadelphia | 19147 | 24256 | | |
| DOR | 700 Packer Ave | Philadelphia | 19148 | 8463 | | |
| | 110 Pickering Way | Lionville | 19341 | 7483 | | |
| | 72 Lancaster Ave | Malvern | 19355 | 6218 | | |
| Chester County Assistance Office | 100 James Buchanan Dr | Thorndale | 19372 | 9355 | | |
| 3 Stoney Creek Office Center | 151 W Marshall St | Norristown | 19401 | 8082 | | |
| Montgomery CAO/Norristown District | 1931 New Hope St | Norristown | 19401 | 8084 | | |
| | 1937 New H+B94:B108ope St | Norristown | 19401 | 8085 | | |
| 2 E Main St | DEP SE Regional Office | Norristown | 19401 | 15860 | | |
| Southeast Staff Development | 123 Boroline Rd | Bridgeport | 19405 | 14686 | | |
| District 6-0 | 7000 Geerdes Blvd | King of Prussia | 19406 | 11071 | | |
| Ross Corporate Center | 100 Ross Road | King of Prussia | 19406 | 25930 | | |
| Spring Mill Complex Quaker Offices | 1001 E Hector St | Conshohocken | 19428 | 19777 | | |
| Montgomery CAO | 24 Robinson St | Pottstown | 19464 | 16408 | | |
| Pittsburgh Annex | 411 7th Ave | Pittsburgh | 15219-1919 | 16639 | | |
| Pittsburgh Annex | 11 Stanwix St | Pittsburgh | 15222-1312 | 22990 | | |
| Pittsburgh Annex | 301 Fifth Ave | Pittsburgh | 15222-2420 | 22994 | | |
| | 914 Penn Ave | Pittsburgh | 15222-3713 | 14453 | | |
| | 630 Kolter Dr | Indiana | 15701-3570 | 13584 | | |
| District 9-3 | 4595 Admiral Perry Hwy | Ebensburg | 15931-4332 | 12383 | | |
| Warren CAO | 210 North Drive | N Warren | 16365-4848 | 24926 | | |
| ITS District 9-2 | 1598 Juniata St | Hollidaysburg | 16648-1046 | 10830 | | |
| Harrisown I | 303 Walnut St | Harrisburg | 17101-1803 | 6797 | | |
| Harrisown II | 333 Market St | Harrisburg | 17101-2210 | 6802 | | |
| Rachel Carson State Office Building | 400 Market St | Harrisburg | 17101-2301 | 6814 | | |
| Executive House | 101 S 2nd St | Harrisburg | 17101-2509 | 6685 | | |
| HBG194 | 1521 N 6th St | Harrisburg | 17102-1104 | 14496 | | |
| Governor's Residence | 2035 N Front St | Harrisburg | 17102-2106 | 6743 | | |
| State Record Center | 1825 Stanley Dr | Harrisburg | 17103-1256 | 6731 | | |
| DGS Public Works | 1800 Herr St | Harrisburg | 17103-1540 | 6735 | | |
| Forster Street Office Building | 2221 Forster St | Harrisburg | 17103-1729 | 6763 | | |
| Kline Plaza | 101 S 25th St | Harrisburg | 17104-2103 | 6711 | | |
| Commonwealth Technology Center | 1 Technology Prk | Harrisburg | 17110-2913 | 6678 | | |
| Computer Bldg / Gov's Office | 5 Technology Prk | Harrisburg | 17110-2918 | 6824 | | |
| Cherrywood | 49 Beech Dr | Harrisburg | 17110-3591 | 12873 | | |
| Beechmont Building | 21 Beech Dr | Harrisburg | 17110-3591 | 13306 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|--------------------------------|--------------------|--------------|------------|------------|------|---|
| Hillcrest | 5 Magnolia Dr | Harrisburg | 17110-3591 | 14278 | | |
| Clothes Tree | 25 Beech Dr | Harrisburg | 17110-3591 | 14619 | | |
| Shamrock Hall | 112 E Azalea Dr | Harrisburg | 17110-3591 | 14620 | | |
| Administration Building | 20 Azalea Dr | Harrisburg | 17110-3591 | 14621 | | |
| Dixmont Cottage | 132 E Azalea Dr | Harrisburg | 17110-3591 | 19942 | | |
| Petry Building | 116 E Azalea Dr | Harrisburg | 17110-3591 | 21961 | | |
| PennDOT Testing Lab | 82 Dogwood Ave | Harrisburg | 17110-3591 | 22424 | | |
| DGS Annex Complex | 120 E Azalea Dr | Harrisburg | 17110-3591 | 22876 | | |
| Hilltop | 3 Ginko Dr | Harrisburg | 17110-3591 | 23158 | | |
| Willow Oak Bldg | 1006 Hemlock Dr | Harrisburg | 17110-3595 | 6752 | | |
| Agriculture Bldg | 2301 N Cameron St | Harrisburg | 17110-9405 | 6769 | | |
| | 2001 Elmerton Ave | Harrisburg | 17110-9762 | 6740 | | |
| Keystone Building | 400 North St | Harrisburg | 17120-0211 | 11588 | | |
| Capitol Building | 501 N 3rd St | Harrisburg | 17120-0302 | 6860 | | |
| Forum / Education Building | 607 South Dr | Harrisburg | 17120-0600 | 14791 | | |
| Health and Welfare Building | 601 Forster St | Harrisburg | 17120-0701 | 6864 | | |
| Labor and Industry Bldg | 651 Boas St | Harrisburg | 17121-0750 | 6842 | | |
| Harristown I | 393 Walnut St | Harrisburg | 17128-2005 | 10018 | | |
| | 4510 Bath Pike | Bethlehem | 18017-9265 | 26766 | | |
| Scranton State Office Building | 100 Lackawanna Ave | Scranton | 18503-1923 | 8998 | | |
| Philadelphia Annex | 801 Market St | Philadelphia | 19107-3126 | 22666 | | |
| Philly Rec & Con | 801 Market St | Philadelphia | 19107-3126 | 22816 | | |
| Philadelphia Annex | 801 Arch St | Philadelphia | 19107-5157 | 22019 | | |
| Philadelphia CAO | 5201 Old York Rd | Philadelphia | 19141-2950 | 22966 | | |
| Reading State Office Building | 625 Cherry St | Reading | 19602-1152 | 8885 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|----------------------------------|--------------|---------------|------------|------|-------------------|
| 1166 Old York Rd | - | Abington | PA 19001 | 5244 | | |
| 2350 N Reading Rd | PA Wine & Spirits Shoppe 3610 | Denver | PA 17517 | 5248 | | |
| 10745 Rte 18 | Administration Bldg | Albion | PA 16475 | 5251 | | |
| 10585 Rte 6 N | District 1-22 | Albion | PA 16401 | 5252 | | |
| 2719 Brodhead Rd | PA Wine & Spirits Shoppe 0410 | Aliquippa | PA 15001 | 5258 | | |
| 101 S 7th St | Lehigh CAO | Allentown | PA 18101 | 5262 | | |
| 1227 Liberty St | - | Allentown | PA 18102 | 5264 | | |
| 1251 Airport Rd | PA Wine & Spirits Shoppe 3921 | Allentown | PA 18109 | 5265 | | |
| 1304 Fairview St | Allentown Police Department | Allentown | PA 18102 | 5268 | | |
| 160 W Hamilton St | UCSC Allentown | Allentown | PA 18101 | 5274 | | |
| 1600 Hanover Ave | Allentown State Hospital | Allentown | PA 18103 | 5275 | | |
| 1601 Union Blvd | Lehigh Valley Team PA CareerLink | Allentown | PA 18103 | 5276 | | |
| 1604 S 4th St | PA Wine & Spirits Shoppe 3914 | Allentown | PA 18103 | 5277 | | |
| 1710 Hoover Ave | DLC-25 Allentown | Allentown | PA 18103 | 5278 | | |
| 1712 Lehigh St | District 5-3 | Allentown | PA 18103 | 5279 | | |
| 1918 Allen St | PA Wine & Spirits Shoppe 3903 | Allentown | PA 18104 | 5281 | | |
| 29 N Rte 100 | DOR | Allentown | PA 18106 | 5288 | | |
| 3300 Lehigh St | PA Wine & Spirits Shoppe 3904 | Allentown | PA 18103 | 5290 | | |
| 333 S Cedar Crest Blvd | PA Wine & Spirits Shoppe 3907 | Allentown | PA 18103 | 5291 | | |
| 425 Hamilton St | Allentown Police Department | Allentown | PA 18101 | 5293 | | |
| 455 Hamilton St | - | Allentown | PA 18105 | 5294 | | |
| 4701 Tilghman St | PA Wine & Spirits Shoppe 3919 | Allentown | PA 18104 | 5295 | | |
| 504 W Hamilton St | US Courthouse & Federal Bldg | Allentown | PA 18101 | 5296 | | |
| 610 Hamilton St | CCC Allentown | Allentown | PA 18101 | 5298 | | |
| 170 Duncan Ave | DLC-42 Allison Park | Allison Park | PA 15101 | 5311 | | |
| 4706 William Flynn Hwy | PA Wine & Spirits Shoppe 0285 | Allison Park | PA 15101 | 5312 | | |
| 1100 Green Ave | Blair CAO | Altoona | PA 16601 | 5313 | | |
| 1101 Green Ave | Altoona State Office Bldg | Altoona | PA 16601 | 5314 | | |
| 1304 7th St | PBPP Altoona DO | Altoona | PA 16601 | 5318 | | |
| 1738 A 9th Ave | DLC-44 Altoona | Altoona | PA 16602 | 5323 | | |
| 3415 Pleasant Valley Blvd | PA Wine & Spirits Shoppe 0709 | Altoona | PA 16602 | 5325 | | |
| 613 Pleasant Valley Blvd | PA Wine & Spirits Shoppe 0707 | Altoona | PA 16602 | 5333 | | |
| 615 4th St | Blair County 911 | Altoona | PA 16602 | 5334 | | |
| 615 Howard Ave | DOR | Altoona | PA 16601 | 5335 | | |
| 1401 Church St | Old Economy Village | Ambridge | PA 15003 | 5340 | | |
| 999 Merchant St | PA Wine & Spirits Shoppe 0403 | Ambridge | PA 15003 | 5342 | | |
| 2 Governor's Way | Lt Governor's Residence | Annaville | PA 17003-5300 | 5352 | | |
| 206 Warren Ave | PA Wine & Spirits Shoppe 0307 | Apollo | PA 15613 | 5355 | | |
| 471 4451 Rte 66 | Troop A - Kiski Valley | Apollo | PA 15613 | 5356 | | |
| 71 E Lancaster Ave | - | Ardmore | PA 19003 | 5360 | | |
| 630 W Centre St | PA Wine & Spirits Shoppe 5404 | Ashland | PA 17921 | 5365 | | |
| 2 Moxley Ln | Troop J - Avondale - CHES680 | Avondale | PA 19311 | 5381 | | |
| 214 5th St | PA Wine & Spirits Shoppe 6513 | Avonmore | PA 15618 | 5384 | | |
| 1603 State St W | PA Wine & Spirits Shoppe 0412 | Baden | PA 15005 | 5385 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------|------------------|---------------|------------|------|-------------------|
| 908 Philadelphia Ave | PA Wine & Spirits Shoppe 1103 | Northern Cambria | PA 15714 | 5394 | | |
| 687 Tuscarora Park Rd | Park Office | Barnesville | PA 18214 | 5396 | | |
| 362 S Walnut St | PA Wine & Spirits Shoppe 4809 | Bath | PA 18014 | 5402 | | |
| 1400 Brighton Rd | Troop D - Beaver - BEAV680 | Beaver | PA 15009 | 5404 | | |
| 810 3rd St | Courthouse | Beaver | PA 15009 | 5409 | | |
| 1317 7th Ave | - | Beaver Falls | PA 15010 | 5412 | | |
| 2580 Constitution Blvd | PA Wine & Spirits Shoppe 0409 | Beaver Falls | PA 15010-1252 | 5416 | | |
| 715 15th St | Municipal Building | Beaver Falls | PA 15010 | 5418 | | |
| 130 Vondersmith Ave | Bedford County 911 | Bedford | PA 15522 | 5424 | | |
| 560 Circle Dr | Troop B - Belle Vernon | Belle Vernon | PA 15012 | 5436 | | |
| 878 Tri-County Plaza | PA Wine & Spirits Shoppe 6524 | Belle Vernon | PA 15012 | 5437 | | |
| 950 Rostraver Rd | DLC-64 Belle Vernon | Belle Vernon | PA 15012 | 5438 | | |
| 1000 E Bishop St | District 2-1 | Bellefonte | PA 16823 | 5440 | | |
| 420 Holmes St | Willowbank Office Building | Bellefonte | PA 16823 | 5451 | | |
| 450 Robinson Ln | FBC Pleasant Gap Complex | Bellefonte | PA 16823 | 5452 | | |
| 745 S Eagle Valley Rd | Troop G - Rockview | Bellefonte | PA 16823 | 5453 | | |
| 2223 Galloway Rd | PA Wine & Spirits Shoppe 0919 | Bensalem | PA 19020 | 5461 | | |
| 2400 Byberry Rd | Bensalem Twp. Police Dept | Bensalem | PA 19020 | 5464 | | |
| 3255 Richlieu Rd | Philadelphia Park Racetrack | Bensalem | PA 19020 | 5470 | | |
| 3331 Street Rd | Bldg II | Bensalem | PA 19020 | 5471 | | |
| 3401 State Rd | Park Office | Bensalem | PA 19020 | 5472 | | |
| 4201 Neshaminy Blvd | DLC-15 Bensalem | Bensalem | PA 19020 | 5475 | | |
| 695 State Rte 487 | Park Office | Benton | PA 17814 | 5480 | | |
| 1001B Mulberry St | DLC-56 Berwick | Berwick | PA 18603 | 5484 | | |
| 5000 Oxford Dr | Village Square Mall | Bethel Park | PA 15102 | 5494 | | |
| 5100 W Library Ave | - | Bethel Park | PA 15102 | 5495 | | |
| 10 E Church St | Bethlehem Police Dept | Bethlehem | PA 18018 | 5500 | | |
| 1844-A Stefko Blvd | PA Wine & Spirits Shoppe 4804 | Bethlehem | PA 18017 | 5501 | | |
| 224 Nazareth Pke | UCBR - U.C. Referee Office | Bethlehem | PA 18020 | 5503 | | |
| 2289 Schoenersville Rd | Westgate Mall | Bethlehem | PA 18017 | 5504 | | |
| 2930 Airport Rd | Troop M - HQ | Bethlehem | PA 18017 | 5505 | | |
| 30 E 4th St | PA Wine & Spirits Shoppe 4813 | Bethlehem | PA 18015 | 5506 | | |
| 3926 Liden St | Bldg D Space 4 | Bethlehem | PA 18017 | 5507 | | |
| 44 E Broad St | DOR | Bethlehem | PA 18018 | 5509 | | |
| 4530 Bath Pke | DEP Dist @ Bethlehem | Bethlehem | PA 18017 | 5511 | | |
| 4520 Bath Pke | - | Bethlehem | PA 18017 | 5513 | | |
| 520 E 4th St | - | Bethlehem | PA 18015 | 5514 | | |
| 400 Daniel Boone Rd | Daniel Boone Homestead | Birdsboro | PA 19508 | 5528 | | |
| 215 E Market St | PA Wine & Spirits Shoppe 3201 | Blairsville | PA 15717 | 5538 | | |
| 26 W 1st St | Columbia County 911 | Bloomsburg | PA 17815 | 5552 | | |
| 27 E 7th St | Columbia CAO | Bloomsburg | PA 17815 | 5553 | | |
| 45 Lunger Dr | District 3-1 & 3-3 | Bloomsburg | PA 17815 | 5557 | | |
| 6850 Hidlay Church Rd | Troop N - Bloomsburg | Bloomsburg | PA 17815 | 5558 | | |
| 400 E 2nd St | Waller Administration Bldg | Bloomsburg | PA 17815 | 5567 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|-----------------------------------|-------------------|-----------|------------|------|-------------------|
| 601 Boalsburg Pke | PA Military Museum | Boalsburg | PA 16827 | 5569 | | |
| 440 S Old Middletown Rd | District 6-31 | Bortondale | PA 19063 | 5572 | | |
| 38 Davis St | PA Wine & Spirits Shoppe 4201 | Bradford | PA 16701 | 5586 | | |
| 40 Davis St | - | Bradford | PA 16701 | 5587 | | |
| 68 Chestnut St | DLC-37 Bradford | Bradford | PA 16701 | 5588 | | |
| 84-90 Boylston St | Gleason Bldg | Bradford | PA 16701 | 5589 | | |
| 24 E 4th St | PA Wine & Spirits Shoppe 4619 | Bridgeport | PA 19405 | 5596 | | |
| 1025 Washington Pke | DLC-13 Bridgeville and LCB # 0298 | Bridgeville | PA 15017 | 5597 | | |
| 98 Vanadium Rd | Building D | Scott | PA 15017 | 5601 | | |
| 1353 Washington Pke | District 11-12 | Bridgeville | PA 15017 | 5603 | | |
| 1214 Veterans Highway | Bucks CAO | Bristol | PA 19007 | 5606 | | |
| 1214 Veterans Highway | Bucks CAO/Bristol District | Bristol | PA 19007 | 5607 | | |
| 238 Commerce Cir | Bristol Commerce Park | Bristol | PA 19007 | 5609 | | |
| 2501 Bath Rd | Bristol Twp Police Department | Bristol | PA 19007 | 5610 | | |
| 3900 New Falls Rd | PA Wine & Spirits Shoppe 0915 | Bristol | PA 19007 | 5611 | | |
| 4142 Medical Center Drive | - | Broad Top | PA 16621 | 5614 | | |
| 445 Main St | PA Wine & Spirits Shoppe 3303 | Brockway | PA 15824 | 5617 | | |
| 4600 Edgemont Ave | DOR | Brookhaven | PA 19015 | 5622 | | |
| 155 Main St | County Office Bldg | Brookville | PA 15825 | 5625 | | |
| 160 Main St | PA Wine & Spirits Shoppe 3301 | Brookville | PA 15825 | 5626 | | |
| 1991 Sproul Rd | Lawrence Park Shopping Ctr | Broomall | PA 19008 | 5634 | | |
| 629 Park Way | PA Wine & Spirits Shoppe 2301 | Broomall | PA 19008 | 5635 | | |
| 922 W Lancaster Ave | PA Wine & spirits shoppe 4608 | Bryn Mawr | PA 19010 | 5641 | | |
| 2038 Smith Township Rd | PA Wine & Spirits Shoppe 6307 | Burgettstown | PA 15021 | 5645 | | |
| 108 Woody Dr | Butler CAO | Butler | PA 16001 | 5650 | | |
| 110 Bon Aire Plaza | Bon Aire Plaza | Butler | PA 16001 | 5651 | | |
| 124 W Diamond St | Butler County Government Ctr | Butler | PA 16001 | 5653 | | |
| 200 Barracks Rd | Troop D - HQ | Butler | PA 16001 | 5659 | | |
| 207 Sunset Dr | PBPP Butler SO | Butler | PA 16001 | 5661 | | |
| 340 Greater Butler Mart | PA Wine & Spirits Shoppe 1006 | Butler | PA 16001 | 5671 | | |
| 351 New Castle Rd | District 10-2 | Butler | PA 16001 | 5672 | | |
| 158 Point Plaza Mall | - | Butler | PA 16001 | 5673 | | |
| 608 Moraine Pointe Plz | PA Wine & Spirits Shoppe 1003 | Butler | PA 16001 | 5676 | | |
| 327 3rd St | PA Wine & Spirits Shoppe 6311 | California | PA 15419 | 5681 | | |
| 451 Fullerton Ave | Bldg 1 Washington | Cambridge Springs | PA 16403 | 5695 | | |
| 2500 Lisburn Rd | SCI Camp Hill | Camp Hill | PA 17001 | 5701 | | |
| 3445 Simpson Ferry Rd | Hills Plaza Shopping Ctr | Camp Hill | PA 17011 | 5709 | | |
| 3461 Market St | Suite 200; Atrium West | Camp Hill | PA 17011 | 5710 | | |
| 3760 Market St | PA Wine & Spirits Shoppe 2107 | Camp Hill | PA 17011 | 5711 | | |
| 500 E 4th St | SCI Chester | Chester | PA 19013 | 5718 | | |
| 43 E Pike St | PA Wine & Spirits Shoppe 6302 | Canonsburg | PA 15317 | 5723 | | |
| 1 Alexandra Ct | - | Carlisle | PA 17013 | 5738 | | |
| 1 Courthouse Sq | Cumberland County Courthouse | Carlisle | PA 17013 | 5739 | | |
| 1101 Claremont Rd | - | Carlisle | PA 17013 | 5740 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|----------------------------------|---------------|-----------|------------|------|-------------------|
| 13 N Hanover St | - | Carlisle | PA 17013 | 5742 | | |
| 1538 Commerce Ave | Troop H - Carlisle | Carlisle | PA 17013 | 5743 | | |
| 195 Lebo Rd | FBC Huntsdale SFH | Carlisle | PA 17013 | 5744 | | |
| 281 S Spring Garden St | PA Wine & Spirits Shoppe 2101 | Carlisle | PA 17013 | 5749 | | |
| 33 Westminster Dr | Cumberland CAO | Carlisle | PA 17013 | 5750 | | |
| 431 E North St | - | Carlisle | PA 17013 | 5752 | | |
| 500 Kings Gap Rd | Kings Gap Environmental Edu Bldg | Carlisle | PA 17013 | 5755 | | |
| 950 Walnut Bottom Rd | Stonehenge Square Shopping Ctr | Carlisle | PA 17013 | 5759 | | |
| 400 Forbes Ave | Bldg 400 | Carlisle | PA 17013 | 5761 | | |
| 554 S 88 Rd | Brodak Commons | Carmichaels | PA 15320 | 5764 | | |
| 104 E Mall Plz | PA Wine & Spirits Shoppe 0216 | Carnegie | PA 15106 | 5766 | | |
| 809 Market St | - | Port Royal | PA 17082 | 5779 | | |
| 4275 County Line Rd | PA Wine & Spirits Shoppe 0929 | Chalfont | PA 18914 | 5782 | | |
| 157 Lincoln Way E | Franklin County Courthouse | Chambersburg | PA 17201 | 5787 | | |
| 190 Mill Rd | Stockpile 03 Chambersburg | Chambersburg | PA 17201 | 5791 | | |
| 600 Norland Ave | - | Chambersburg | PA 17201 | 5798 | | |
| 619 N Franklin St | District 8-3 | Chambersburg | PA 17201 | 5799 | | |
| 620 Norland Ave | Franklin CAO | Chambersburg | PA 17201 | 5801 | | |
| 679 Franklin Farms Ln | Troop H - Chambersburg | Chambersburg | PA 17201 | 5802 | | |
| 105 3rd St | PA Wine & Spirits Shoppe 6304 | Charleroi | PA 15022 | 5813 | | |
| 151 W 5th St | - | Chester | PA 19013 | 5824 | | |
| 160 E 7th St | - | Chester | PA 19013 | 5825 | | |
| 239 Concord Rd | PA Wine & Spirits Shoppe 2325 | Chester | PA 19013 | 5826 | | |
| 701 Crosby St | PBPP Chester DO | Chester | PA 19013 | 5833 | | |
| 38 Academy Ln | District 7-29 | Cheswick | PA 15024 | 5835 | | |
| 1064B E Main St | - | Clarion | PA 16214 | 5842 | | |
| 158 S 2nd Ave | Forest District 8 Office | Clarion | PA 16214 | 5844 | | |
| 162 S 2nd Ave | - | Clarion | PA 16214 | 5845 | | |
| 845 Main St | 800 Center | Clarion | PA 16214 | 5851 | | |
| 800 Center | 845 Main St | Clarion | PA 16214 | 5851 | | |
| 22361 Rte 68 Suite 50 | Clarion Mall | Clarion | PA 16214 | 5855 | | |
| 1451 Hillside Dr | Clarks Summit State Hospital | Clarks Summit | PA 18411 | 5860 | | |
| 1000 I-70 E | Washington Cnty Welcome Ctr | Donegal | PA 15323 | 5865 | | |
| 1800 Daisy St | DLC-110 Clearfield | Clearfield | PA 16830 | 5876 | | |
| 230 E Market St | - | Clearfield | PA 16830 | 5879 | | |
| 911 Leonard St | Clearfield County 911 | Clearfield | PA 16830 | 5884 | | |
| 560 Franklin St | PA Wine & Spirits Shoppe 3203 | Clymer | PA 15728 | 5901 | | |
| 1 Kelley Dr | SCI Coal Township | Coal Township | PA 17866 | 5904 | | |
| 1 City Hall Pl | - | Coatesville | PA 19320 | 5907 | | |
| 201 2nd Ave | Market Place Shop Ctr | Collegeville | PA 19426 | 5919 | | |
| 851 Mayhall Rd | Park Office | Collegeville | PA 19426 | 5924 | | |
| 45 Thoms Run Rd | District 11-0 | Bridgeville | PA 15017 | 5926 | | |
| 36 S 18th St | Columbia Shopping Ctr | Columbia | PA 17512 | 5928 | | |
| 321 N State St | DEP Northwest Dist Ofc | Warren | PA 16365 | 5939 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|---------------------------------|--------------------|-----------|------------|------|-------------------|
| 34 Ridge Pke | Whitemarsh Shopping Ctr | Conshohocken | PA 19428 | 5955 | | |
| 1110 4th Ave | PA Wine & Spirits Shoppe 0217 | Corapolis | PA 15108 | 5970 | | |
| 880 Narrows Run Rd | Moon Plz | Coraopolis | PA 15108 | 5972 | | |
| 2103 Rexmont Rd | Cornwall Iron Furnaces | Cornwall | PA 17016 | 5973 | | |
| 13365 Rte 6 | FBC Corry SFH | Corry | PA 16407 | 5975 | | |
| 350 W Columbus Ave | Corry Plaza | Corry | PA 16407 | 5981 | | |
| 1 S Main St | DLC-66 Coudersport | Coudersport | PA 16915 | 5985 | | |
| 96 State Rte 244 E | FBC Oswayo SFH | Coudersport | PA 16915 | 6003 | | |
| 20 111 Rte 19 | PA Wine & Spirits Shoppe 1007 | Cranberry Township | PA 16066 | 6014 | | |
| 1015 Bridge Rd | Rte 113 | Creamery | PA 19430 | 6016 | | |
| 101 Park Ave | PA Wine & Spirits Shoppe 1104 | Cresson | PA 16630 | 6020 | | |
| 2910 New Holland Rd | Mansion | Reading | PA 19607 | 6036 | | |
| 449 State St | PA Wine & Spirits Shoppe 1704 | Curwensville | PA 16833 | 6040 | | |
| 1000 Follies Rd | SCI Dallas | Dallas | PA 18612 | 6047 | | |
| 327 Church St | Montour CAO | Danville | PA 17821 | 6068 | | |
| 329 Church St | - | Danville | PA 17821 | 6069 | | |
| 604 Continental Blvd | PA Wine & Spirits Shoppe 4701 | Danville | PA 17821 | 6070 | | |
| 444 Rte 22 | PA Wine & Spirits Shoppe 6512 | Delmont | PA 15626 | 6076 | | |
| 443 Panorama Dr | Troop T - Bowmansville | Denver | PA 17517 | 6080 | | |
| 595 Galiffa Dr | Washington CAO/Valley District | Donora | PA 15033 | 6094 | | |
| 1239 Horseshoe Pke | Brandywine Village Shopping Ctr | Downingtown | PA 19335 | 6103 | | |
| 675 Park Rd | Park Office | Downingtown | PA 19335 | 6109 | | |
| 4999 Horseshoe Pike | Stockpile 6 - CHES691 | Downingtown | PA 19335 | 6110 | | |
| 132 Veterans Ln | PA Wine & Spirits Shoppe 0926 | Doylestown | PA 18901 | 6112 | | |
| 19 W Court St | PA Wine & Spirits Shoppe 0902 | Doylestown | PA 18901 | 6114 | | |
| 229 N Broad St | District 6-1 | Doylestown | PA 18901 | 6116 | | |
| 55 E Court St | Bucks County Emergency Comm | Doylestown | PA 18901 | 6120 | | |
| 1825-A Limekiln Pke | Fairway Shopping Ctr | Dresher | PA 19025 | 6128 | | |
| 161 N Main St | DLC-51 Dublin | Dublin | PA 18917 | 6139 | | |
| 199 Beaver Dr | - | DuBois | PA 15801 | 6144 | | |
| 65 Main St | PA Wine & Spirits Shoppe 5002 | Duncannon | PA 17020 | 6157 | | |
| 202 Hollidaysburg Plz | PA Wine & Spirits Shoppe 0703 | Duncansville | PA 16635 | 6160 | | |
| 930 Rte 22 E | LCE - DO # 5 | Duncansville | PA 16635 | 6163 | | |
| 55 Keystone Industrial Prk | District 4-0 | Dunmore | PA 18512 | 6168 | | |
| 81 Keystone Industrial Prk | DLC-8 Dunmore | Dunmore | PA 18512 | 6170 | | |
| 85 Keystone Industrial Prk | Troop R - HQ | Dunmore | PA 18512 | 6171 | | |
| 121 W Main St | PA Wine & Spirits Shoppe 5701 | Dushore | PA 18614 | 6174 | | |
| 50 Eagleville Rd | - | Eagleville | PA 19403 | 6180 | | |
| 513 Chestnut St | PA Wine & Spirits Shoppe 1107 | East Conemaugh | PA 15909 | 6186 | | |
| 26 E 4th St | PA Wine & Spirits Shoppe 4615 | East Greenville | PA 18041 | 6189 | | |
| 1661 Old Philadelphia Pke | LAN118 | Lancaster | PA 17602 | 6191 | | |
| 149 Stewart Ave | PennDOT D11-21 Rochester Annex | East Rochester | PA 15074 | 6201 | | |
| 730 Ohio River Blvd | PA Wine & Spirits Shoppe 0404 | East Rochester | PA 15074 | 6202 | | |
| 2808 Three Mile Run Rd | State Park Regional Office 4 | Perkasie | PA 18944 | 6203 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|----------------------------------|------------------|-----------|------------|------|-------------------|
| 322 E Brown Ave | Pocono Plaza | East Stroudsburg | PA 18301 | 6208 | | |
| 72 Lancaster Ave | - | Malvern | PA 19355 | 6218 | | |
| 101 Larry Holmes Dr | - | Easton | PA 18042 | 6219 | | |
| 111 Northampton St | PA Wine & Spirits Shoppe 4802 | Easton | PA 18042 | 6221 | | |
| 1400 Cedarville Rd | Northampton Cnty Welcome Ctr | Easton | PA 18042 | 6223 | | |
| 201 Larry Holmes Dr | Northampton CAO | Easton | PA 18044 | 6225 | | |
| 2473 Nazareth Rd | DLC-6 Easton 2 | Easton | PA 18045 | 6228 | | |
| 3300 Freemansburg Ave | District 5-5 | Easton | PA 18045 | 6230 | | |
| 100 Casale Ct | Troop A - Ebensburg | Ebensburg | PA 15931 | 6239 | | |
| 155 Hillcrest Dr | Forest District 6 Office | Ebensburg | PA 15931 | 6244 | | |
| 401 Candlelight Dr | Courthouse | Ebensburg | PA 15931 | 6249 | | |
| 26 Gateway Shopping Ctr | PA Wine & Spirits Shoppe 4026 | Edwardsville | PA 18704 | 6271 | | |
| 820 McKeesport Rd | PA Wine & Spirits Shoppe 0236 | Elizabeth | PA 15037 | 6275 | | |
| 1451 N Market St | - | Elizabethtown | PA 17022 | 6278 | | |
| 1575 S Market St | PA Wine & Spirits Shoppe 3611 | Elizabethtown | PA 17022 | 6279 | | |
| 301 State Rd | Troop H Lykens | Elizabethtown | PA 17023 | 6285 | | |
| 4686 Rte 209 | DLC-100 Elizabethtown | Elizabethtown | PA 17023 | 6287 | | |
| 217 State Dr | Satellite Office | Elizabethtown | PA 17023 | 6289 | | |
| 255 W Brubaker Valley Rd | FBC Southeast Region | Lititz | PA 17543 | 6301 | | |
| 729 Lawrence Ave | PA Wine & Spirits Shoppe 3702 | Ellwood City | PA 16117 | 6305 | | |
| 1325 Chestnut St | PA Wine & Spirits Shoppe 3920 | Emmaus | PA 18049 | 6310 | | |
| 411 Chestnut St | Cameron CAO | Emporium | PA 15834 | 6317 | | |
| 54 E 4th St | PA Wine & Spirits Shoppe 1201 | Emporium | PA 15834 | 6318 | | |
| 199 E Cowley Run Rd | Park Office | Emporium | PA 15834 | 6331 | | |
| 443 N Enola Rd | Summerdale Plaza Shopping Center | Enola | PA 17025 | 6339 | | |
| 31 W Main St | PA Wine & Spirits Shoppe 3604 | Ephrata | PA 17522 | 6344 | | |
| 632 W Main St | Ephrata Cloister Museum | Ephrata | PA 17522 | 6345 | | |
| 100 State St | - | Erie | PA 16507 | 6347 | | |
| 1001 State St | G Daniel Building | Erie | PA 16501 | 6348 | | |
| 107 W 18th St | PA Wine & Spirits Shoppe 2502 | Erie | PA 16501 | 6351 | | |
| 1316 Holland St | Erie CAO | Erie | PA 16503 | 6356 | | |
| 1316 State St | UCSC Erie | Erie | PA 16501 | 6357 | | |
| 140 W 6th St | Erie County Courthouse | Erie | PA 16514 | 6360 | | |
| 150 E Front St | Erie Maritime Museum | Erie | PA 16507 | 6361 | | |
| 155 W 8th St | Sumner Nichols Bldg | Erie | PA 16501 | 6363 | | |
| 1600 Peninsula Dr | DOR | Erie | PA 16505 | 6364 | | |
| 1720 Holland St | Booker T Washington Ctr | Erie | PA 16503 | 6369 | | |
| 1910 W 26th St | - | Erie | PA 16508 | 6370 | | |
| 2021 E 20th St | - | Erie | PA 16510 | 6373 | | |
| 2208 Broad St | Commodore Perry Plaza | Erie | PA 16503 | 6375 | | |
| 221 E 18th St | PBPP Erie DO | Erie | PA 16503 | 6376 | | |
| 2501 W 12th St | Yorktown Centre | Erie | PA 16505 | 6377 | | |
| 3412 W Lake Rd | PA Wine & Spirits Shoppe 2517 | Erie | PA 16505 | 6383 | | |
| 3608 W 26th St | Millcreek Twp Police Dept | Erie | PA 16506 | 6385 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|------------------------------------|-----------------|-----------|------------|------|-------------------|
| 4310 Iroquois Ave | Forensics - Erie | Erie | PA 16501 | 6390 | | |
| 4320 Iroquois Ave | Troop E - HQ | Erie | PA 16514 | 6391 | | |
| 448 W 11th St | DOR | Erie | PA 16501 | 6392 | | |
| 556 W 4th St | - | Erie | PA 16507 | 6395 | | |
| 560 E 3d St | PA Soldier's & Sailor's Home | Erie | PA 16512 | 6396 | | |
| 606 W 2nd St | Erie County Health | Erie | PA 16507 | 6397 | | |
| 626 State St | Municipal Building | Erie | PA 16501 | 6398 | | |
| 7200 Peach St | PA Wine & Spirits Shoppe 2501 | Erie | PA 16509 | 6400 | | |
| 737 E 38th St | PA Wine & Spirits Shoppe 2511 | Erie | PA 16504 | 6401 | | |
| 828 E 6th St | PA Wine & Spirits Shoppe 2513 | Erie | PA 16507 | 6402 | | |
| 23 Marchwood Rd | PA Wine & Spirits Shoppe 1515 | Exton | PA 19341 | 6425 | | |
| 1416 Scranton Carbondale Hwy | PA Wine & Spirits Shoppe 3523 | Archbald | PA 18403 | 6429 | | |
| 510 Oxford Valley Rd | PA Wine & Spirits Shoppe 0911 | Fairless Hills | PA 19030 | 6431 | | |
| 241 Manchester Rd | FBC Walnut Creek | Fairview | PA 16415 | 6432 | | |
| 611 Ross Ave | Capital City Airport - Flight Serv | New Cumberland | PA 17070 | 6435 | | |
| 2000 Lohrer Rd | FBC Fairview FCS | Fairview | PA 16415 | 6437 | | |
| 101 Preston Way | Troop C - Dubois | Falls Creek | PA 15840 | 6439 | | |
| 601 Indiana Ave | - | Farrell | PA 16121 | 6442 | | |
| 10099 Lincoln Way E | Forest District 1 Office | Fayetteville | PA 17222 | 6444 | | |
| 801 Butler Prk | SCI Mercer | Mercer | PA 16137 | 6454 | | |
| 110 W Arch St | - | Fleetwood | PA 19522 | 6458 | | |
| 605 Main St | PA Wine & Spirits Shoppe 5801 | Forest City | PA 18421 | 6468 | | |
| 6235 Aughwick Rd | Park Office | McConnellsburg | PA 17233 | 6473 | | |
| 500 Bethlehem Pke | Park Office | Fort Washington | PA 19034 | 6476 | | |
| 501 Office Center Dr | Federal Bureau of Investigation | Fort Washington | PA 19034 | 6477 | | |
| 553 Bethlehem Pke | Hope Lodge Museum | Fort Washington | PA 19034 | 6478 | | |
| 1989 Wyoming Ave | NE Training Center | Forty Fort | PA 18704 | 6479 | | |
| 1111 Altamont Blvd | SCI Frackville | Frackville | PA 17932 | 6480 | | |
| 301 Morea Rd | SCI Mahanoy | Frackville | PA 17931 | 6482 | | |
| 1174 Elk St | Courthouse Annex | Franklin | PA 16323 | 6485 | | |
| 1460 Pittsburgh Rd | District 1-5 - VENA614 | Franklin | PA 16323 | 6488 | | |
| 430 13th St | Franklin City Police Dept | Franklin | PA 16323 | 6493 | | |
| 644 Elm St | PA Wine & Spirits Shoppe 2702 | Tionesta | PA 16353 | 6501 | | |
| 15 West St | PA Wine & Spirits Shoppe 5302 | Galeton | PA 16922 | 6508 | | |
| 454 Lyman Run Rd | Park Office | Galeton | PA 16922 | 6510 | | |
| 5660 US Rte 6 W | PA Lumber Museum | Galeton | PA 16922 | 6512 | | |
| 5360 Lincoln Hwy | PA Wine & Spirits Shoppe 3612 | Gap | PA 17527 | 6513 | | |
| 1100 Pine Grove Rd | Park Office | Gardners | PA 17324 | 6515 | | |
| 111 Baltimore St | Adams County Courthouse | Gettysburg | PA 17325 | 6521 | | |
| 1185 Fairfield Rd | District 8-1 - ADAM690 | Gettysburg | PA 17325 | 6522 | | |
| 153 N Stratton St | - | Gettysburg | PA 17325 | 6524 | | |
| 225 S Franklin St | Adams CAO | Gettysburg | PA 17325 | 6526 | | |
| 3033 Old Harrisburg Pke | Troop H - Gettysburg | Gettysburg | PA 17325 | 6527 | | |
| 424 E Middle St | - | Gettysburg | PA 17325 | 6531 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|------------------------------------|---------------|---------------|------------|------|-------------------|
| 59 N 5th St | DLC-55 Gettysburg | Gettysburg | PA 17325 | 6534 | | |
| 3000 Haberlein Rd | Troop T - Gibsonia | Gibsonia | PA 15044 | 6538 | | |
| 354 Northtowne Sq | PA Wine & Spirits Shoppe 0211 | Gibsonia | PA 15044 | 6539 | | |
| 1050 E Philadelphia Ave Ste 8&9 | PA Wine & Spirits Shoppe 4639 | Gilbertsville | PA 19525-9517 | 6541 | | |
| 5950 Meadville Rd | Troop E - Girard | Girard | PA 16417 | 6544 | | |
| 9100 Ridge Rd | PA Wine & Spirits Shoppe 2520 | Girard | PA 16417 | 6546 | | |
| 739 Monongahela Ave | PA Wine & Spirits Shoppe 0244 | Glassport | PA 15045 | 6547 | | |
| 2910 Conestoga Rd | PA Wine & Spirits Shoppe 1520 | Glenmoore | PA 19343 | 6548 | | |
| 1700 Mt Royal Blvd | PA Wine & Spirits Shoppe 0281 | Glenshaw | PA 15116 | 6551 | | |
| 123 S Easton Rd | PA Wine & Spirits Shoppe 4638 | Glenside | PA 19038 | 6553 | | |
| 500 N Antrim Way | PA Wine & Spirits Shoppe 2803 | Greencastle | PA 17225 | 6567 | | |
| 100 N Westmoreland Ave | Troop A - HQ | Greensburg | PA 15601 | 6571 | | |
| 105 Harrison Ave | PA Wine & Spirits Shoppe 6501 | Greensburg | PA 15601 | 6573 | | |
| 15 W 3rd St | DOR | Greensburg | PA 15601 | 6580 | | |
| 2 N Main St | Courthouse | Greensburg | PA 15601 | 6581 | | |
| 2900 Seminary Dr | SW Training Center | Greensburg | PA 15601 | 6582 | | |
| 416 S Main St | Greensburg Police Dept | Greensburg | PA 15601 | 6588 | | |
| 595 Sells Ln | Westmoreland CAO/E Greensburg Dist | Greensburg | PA 15601 | 6593 | | |
| 1100 W Pittsburgh St | PA Wine & Spirits Shoppe 6525 | Greensburg | PA 15601 | 6596 | | |
| 770 E Pittsburgh St | DLC-3 Greensburg | Greensburg | PA 15601 | 6597 | | |
| 144 Donohoe Rd | District 12-5 | Greensburg | PA 15601 | 6601 | | |
| 33 Pine Grove Square Dr | PA Wine & Spirits Shoppe 4308 | Grove City | PA 16127 | 6632 | | |
| 3775 Peters Mountain Rd | PA Wine & Spirits Shoppe 2213 | Halifax | PA 17032 | 6642 | | |
| 90 Industrial Dr | Troop L - Hamburg | Hamburg | PA 19526 | 6654 | | |
| 3566 Old Route 22 | Hamburg Center | Windsor | PA 19526 | 6655 | | |
| 1066 Blooming Grove Rd | Park Office | Hanover | PA 17331 | 6662 | | |
| 530 William Pitt Way | UPARC Building D4 | Pittsburgh | PA 15328 | 6673 | | |
| 9 Northgate Plz | PA Wine & Spirits Shoppe 1002 | Harmony | PA 16037 | 6676 | | |
| 1 Technology Prk | Commonwealth Technology Center | Harrisburg | PA 17110-2913 | 6678 | | |
| 10 N 2nd St | - | Harrisburg | PA 17101 | 6679 | | |
| 1010 N 7th St | Eastgate Bldg | Harrisburg | PA 17102 | 6688 | | |
| 1001 N 6th St | The Annex Building | Harrisburg | PA 17102 | 6690 | | |
| 1101 S Front St | Riverfront Office Center | Harrisburg | PA 17104 | 6693 | | |
| 1171 S Cameron St | Olcam Building | Harrisburg | PA 17104 | 6697 | | |
| 1200 N 3rd St | PA Wine & Spirits Shoppe 2202 | Harrisburg | PA 17102 | 6698 | | |
| 501 North St | North Office Building | Harrisburg | PA 17120 | 6703 | | |
| 123 Walnut St | - | Harrisburg | PA 17103 | 6704 | | |
| 1303 N 7th St | Ollie Building | Harrisburg | PA 17120 | 6709 | | |
| 150 S 43rd St | - | Harrisburg | PA 17111 | 6716 | | |
| 1549 Bobali Rd | - | Harrisburg | PA 17110 | 6724 | | |
| 1700 Arsenal Blvd | District 7-0 | Harrisburg | PA 17120 | 6728 | | |
| 1800 Elmerton Ave | PSP Headquarters | Harrisburg | PA 17110 | 6729 | | |
| 1825 Stanley Dr | State Record Center | Harrisburg | PA 17103-1256 | 6731 | | |
| 1854 Brookwood St | DOR | Harrisburg | PA 17104 | 6734 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------|-------------------------------------|------------|---------------|------------|------|-------------------|
| 1800 Herr St | DGS Public Works - Arsenal | Harrisburg | PA 17103-1540 | 6735 | | |
| 200 N 3rd St | Fulton Bank Building | Harrisburg | PA 17101 | 6738 | | |
| 2035 N Front St | Governor's Residence | Harrisburg | PA 17102-2106 | 6743 | | |
| 1850 Arsenal Blvd | - | Harrisburg | PA 17104 | 6745 | | |
| 1006 Hemlock Dr | Willow Oak Bldg | Harrisburg | PA 17110-3595 | 6752 | | |
| 2140 Herr St | District 8-0 | Harrisburg | PA 17120 | 6757 | | |
| 2150 Herr St | Stateside Insurance Building | Harrisburg | PA 17103 | 6758 | | |
| 22 S 3rd St | Old Keystone | Harrisburg | PA 17101 | 6760 | | |
| 2221 Forster St | Forster Street Office Building | Harrisburg | PA 17103-1729 | 6763 | | |
| 2221 Paxton Church Rd | Liquor Control Board | Harrisburg | PA 17110 | 6764 | | |
| 228 Walnut St | Federal Building; 5th Floor | Harrisburg | PA 17105 | 6767 | | |
| 2330 Vartan Way | Hearings & Appeals Harrisburg | Harrisburg | PA 17110 | 6772 | | |
| 2432 N 7th St | Dauphin CAO | Harrisburg | PA 17110 | 6773 | | |
| 2605 Interstate Dr | Pennsylvania Emergency Management | Harrisburg | PA 17110 | 6779 | | |
| 2629 Market Pl | Strategic Development | Harrisburg | PA 17110 | 6780 | | |
| 27 N Cameron St | CCC Harrisburg | Harrisburg | PA 17101 | 6782 | | |
| 29 Kline Village | PA Wine & Spirits Shoppe 2201 | Harrisburg | PA 17104 | 6783 | | |
| 2943 N 7th St | PA Wine & Spirits Shoppe 2208 | Harrisburg | PA 17110 | 6787 | | |
| 30 N 3rd St | State Employees Retirement System | Harrisburg | PA 17101 | 6795 | | |
| 300 N 2nd St | Commerce Towers | Harrisburg | PA 17120 | 6796 | | |
| 303 Walnut St | Harrisburg I - Verizon Tower | Harrisburg | PA 17101-1803 | 6797 | | |
| 3101 N Front St | - | Harrisburg | PA 17110 | 6798 | | |
| 333 Market St | Harrisburg II | Harrisburg | PA 17101-2210 | 6802 | | |
| 3655 Vartan Way | LCE - HQ | Harrisburg | PA 17110 | 6810 | | |
| 400 Market St | Rachel Carson State Office Building | Harrisburg | PA 17101-2301 | 6814 | | |
| 83 Point Mall | PA Wine & Spirits Shoppe 2215 | Harrisburg | PA 17111 | 6827 | | |
| 555 Walnut St | Forum Place | Harrisburg | PA 17105 | 6828 | | |
| 614 N Front St | B.D.L.E. | Harrisburg | PA 17101 | 6831 | | |
| 6301 Grayson Rd | PA Wine & Spirits Shoppe 2217 | Harrisburg | PA 17111 | 6832 | | |
| 711 Gibson Blvd | DOR | Harrisburg | PA 17104 | 6836 | | |
| 7820 Allentown Blvd | BIPS/BCI | Harrisburg | PA 17112 | 6840 | | |
| 651 Boas St | Labor and Industry Bldg | Harrisburg | PA 17121-0750 | 6842 | | |
| 901 N 7th St | Capital Associates Building | Harrisburg | PA 17102 | 6847 | | |
| 905 Elmerton Ave | BOMO Annex | Harrisburg | PA 17110 | 6848 | | |
| 909 Elmerton Ave | PA DEP SCRO | Harrisburg | PA 17110 | 6850 | | |
| 910 Capital St | Northwest Office Building | Harrisburg | PA 17124 | 6852 | | |
| 911 Gibson Blvd | - | Harrisburg | PA 17111 | 6853 | | |
| 990 Briarsdale Rd | LCB Real Estate Maintenance - 8007 | Harrisburg | PA 17109 | 6855 | | |
| 501 N 3rd St | Capitol Building | Harrisburg | PA 17120-0302 | 6860 | | |
| 601 Forster St | Health and Welfare Building | Harrisburg | PA 17120-0701 | 6864 | | |
| 300 Commonwealth Ave | South Office Building | Harrisburg | PA 17120 | 6906 | | |
| 192 N Valley Rd | Forest Pest Mgmt - Breezewood | Harrisburg | PA 17228 | 6910 | | |
| 225 N York Rd | PA Wine & Spirits Shoppe 4612 | Hatboro | PA 19040 | 6916 | | |
| 1547 Bethlehem Pke | PA Wine & Spirits Shoppe 0901 | Hatfield | PA 19440 | 6920 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|---------------------------------|-------------------|-----------|------------|------|-------------------|
| 10 W Chestnut St | Central Plaza Building | Hazleton | PA 18201 | 6943 | | |
| 100 W Broad St | SERS Hazleton | Hazleton | PA 18201 | 6944 | | |
| 1052 S Church St | DLC-50 Hazleton | Hazleton | PA 18201 | 6948 | | |
| 1099 N Church St | PA Wine & Spirits Shoppe 4033 | Hazleton | PA 18201 | 6949 | | |
| 200 Dessen Dr | Old Exam Bldg | Hazleton | PA 18020 | 6952 | | |
| 40 N Church St | City Hall | Hazleton | PA 18201 | 6956 | | |
| 75 N Laurel St | HAZ139 | Hazleton | PA 18201 | 6959 | | |
| 2236 Highland Rd | Mercer CAO | Hermitage | PA 16148 | 6968 | | |
| 2321 E State St | PA Wine & Spirits Shoppe 4306 | Hermitage | PA 16148 | 6969 | | |
| 175 E Hershey Park Dr | State Police Academy | Hershey | PA 17033 | 6978 | | |
| 3218 Rickert Rd | Troop M - Dublin | Perkasie | PA 18944 | 6993 | | |
| 1510 N Juniata St | Troop G - HQ | Hollidaysburg | PA 16684 | 6997 | | |
| 1620 N Juniata St | District 9-0 | Hollidaysburg | PA 16648 | 6998 | | |
| 423 Allegheny St | County Office Bldg | Hollidaysburg | PA 16648 | 7002 | | |
| 160 Marsh Rd | Visitor Center | Hollidaysburg | PA 16648 | 7005 | | |
| 2143 MacDade Blvd | PA Wine & Spirits Shoppe 2324 | Holmes | PA 19043 | 7009 | | |
| 107 8th St | Wayne CAO | Honesdale | PA 18431 | 7015 | | |
| 615 Erie Heights | - | Honesdale | PA 18431 | 7021 | | |
| 925 Court St | - | Honesdale | PA 18431 | 7023 | | |
| 3 Mi East of Rt 6 | District 4-6 | Honesdale | PA 18431 | 7025 | | |
| 3000 State Rte 18 | Park Office | Hookstown | PA 15050 | 7043 | | |
| 1025 Horsham Rd | HORSHAM POLICE DEPARTMENT | Horsham | PA 19044 | 7046 | | |
| 859 County Line Rd | Graeme Park | Horsham | PA 19044 | 7048 | | |
| 821 Centennial St | PA Wine & Spirits Shoppe 1703 | Houtzdale | PA 16651 | 7051 | | |
| 2009 Industrial Dr | SCI Houtzdale | Houtzdale | PA 16698 | 7053 | | |
| 149 Main Park Rd | Park Office | Howard | PA 16841 | 7054 | | |
| 660 State Rte 11 | SCI Retreat | Hunlock Creek | PA 18621 | 7063 | | |
| 1100 Pike St | SCI Huntingdon | Huntingdon | PA 16652 | 7065 | | |
| 1120 Pike St | SCI Smithfield | Huntingdon | PA 16652 | 7066 | | |
| 241 Mifflin St | Huntingdon Cnty Sheriffs Office | Huntingdon | PA 16652 | 7070 | | |
| 530 Washington St | Huntingdon Borough Police Dept | Huntingdon | PA 16652 | 7073 | | |
| 54 Pennsylvania Ave | - | Huntingdon | PA 16652 | 7074 | | |
| 7657 Lake Raystown Shopping Ctr | PA Wine & Spirits Shoppe 3101 | Huntingdon | PA 16652 | 7075 | | |
| 909 Moore St | - | Huntingdon | PA 16652 | 7078 | | |
| 181 Rothrock Ln | Forest District 5 Office | Huntingdon | PA 16652 | 7087 | | |
| 2022 E County Line Rd | DLC-35 Huntingdon Valley | Huntingdon Valley | PA 19006 | 7091 | | |
| 640 Red Lion Rd | Lower Moreland Police Dept | Huntingdon Valley | PA 19006 | 7092 | | |
| 1905 Washington Ave | District 2-2 | Hyde | PA 16843 | 7095 | | |
| 86 Hyner Park Rd | Park Office | Hyner | PA 17738 | 7098 | | |
| 124 Park Rd | Park Office | Imler | PA 16655 | 7100 | | |
| 440 Lincoln Dr | Penn Lincoln Center | Imperial | PA 15126 | 7102 | | |
| 325 McClaren Rd Exit | ATR 375 | Imperial | PA 15126 | 7103 | | |
| 276 Stormer Rd | - | Indiana | PA 15701 | 7104 | | |
| 2750 W Pike Rd | Indiana CAO | Indiana | PA 15701 | 7109 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|--------------------------------|-----------------|-----------|------------|------|-------------------|
| 4221 Rte 286 | Troop A - Indiana | Indiana | PA 15701 | 7114 | | |
| 575 Philadelphia St | PA Wine & Spirits Shoppe 3202 | Indiana | PA 15701 | 7115 | | |
| 75 N 2nd St | - | Indiana | PA 15701 | 7120 | | |
| 80 N 8th St | Indiana Borough Police Dept | Indiana | PA 15701 | 7122 | | |
| 825 Philadelphia St | Indiana County Sheriffs Office | Indiana | PA 15701 | 7123 | | |
| 2334 Oakland Ave | Indiana Mall | Indiana | PA 15701 | 7128 | | |
| 310 Main St | PA Wine & Spirits Shoppe 6508 | Irwin | PA 15642 | 7137 | | |
| 4534 Tar Kiln Rd | Youth Forestry Camp 3 | James Creek | PA 16651 | 7142 | | |
| 2660 Williamsfield Rd | Park Office | Jamestown | PA 16134 | 7145 | | |
| 114 S 5th St | PA Wine & Spirits Shoppe 6504 | Jeannette | PA 15644 | 7149 | | |
| 354 Allegheny St | PA Wine & Spirits Shoppe 4103 | Jersey Shore | PA 17740 | 7156 | | |
| 1215 North St | PA Wine & Spirits Shoppe 1302 | Jim Thorpe | PA 18229 | 7165 | | |
| 4 Broadway | Carbon County Courthouse | Jim Thorpe | PA 18229 | 7166 | | |
| 76 Susquehanna St | - | Jim Thorpe | PA 18229 | 7169 | | |
| 533 State Park Rd | Park Office | Johnsonburg | PA 15845 | 7176 | | |
| 1513 Scalp Ave | East Hills Plz | Johnstown | PA 15904 | 7179 | | |
| 1735 Lyter Dr | Westmont Shopping Ctr | Johnstown | PA 15905 | 7180 | | |
| 2451 Bedford St | Geistown Shopping Ctr | Johnstown | PA 15904 | 7184 | | |
| 301 Washington St | CCC Johnstown | Johnstown | PA 15901 | 7186 | | |
| 322 Schoolhouse Rd | Richland Twp Police Dept | Johnstown | PA 15904 | 7189 | | |
| 358 N Sheridan St | 20th Ward Shopping Center | Johnstown | PA 15906 | 7191 | | |
| 20th Ward Shopping Center | 358 N Sheridan St | Johnstown | PA 15906 | 7191 | | |
| 401 Washington St | Johnstown Police Department | Johnstown | PA 15901 | 7192 | | |
| 426 Main St | PA Wine & Spirits Shoppe 1101 | Johnstown | PA 15901 | 7195 | | |
| 516 Main St | - | Johnstown | PA 15901 | 7197 | | |
| 563 Walters Ave | DLC-45 Johnstown | Johnstown | PA 15901 | 7200 | | |
| 607 Main St | - | Johnstown | PA 15901 | 7202 | | |
| 727 Goucher St | Hiram G Andrews Center | Johnstown | PA 15905 | 7206 | | |
| 120 Fraley St | PA Wine & Spirits Shoppe 4202 | Kane | PA 16735 | 7214 | | |
| 3178 Rte 219 | Troop C - Kane | Kane | PA 16735 | 7216 | | |
| 4395 Quehanna Hwy | Quehanna Boot Camp | Karthus | PA 16845 | 7219 | | |
| 350 Scarlett Rd | PA Wine & Spirits Shoppe 1507 | Kennett Square | PA 19348 | 7228 | | |
| 251 Flint Hill Rd | Troop T - King Of Prussia | King Of Prussia | PA 19406 | 7234 | | |
| 500 Wyoming Ave | Kingston Police Dept | Kingston | PA 18704 | 7239 | | |
| 1280 N Water St | Armstrong CAO | Kittanning | PA 16201 | 7248 | | |
| 239 Butler Rd | - | Kittanning | PA 16201 | 7250 | | |
| 2P S Water St | District 10-1 | Kittanning | PA 16201 | 7255 | | |
| 500 E Market St | County Office Bldg | Kittanning | PA 16201 | 7260 | | |
| 13 Franklin Village Mall | PA Wine & Spirits Shoppe 0308 | Kittanning | PA 16201 | 7265 | | |
| 504 S Waters St | District 10-1 | Kittanning | PA 16201 | 7266 | | |
| 45 Constitution Blvd | PA Wine & Spirits Shoppe 0605 | Kutztown | PA 19530 | 7275 | | |
| 1234 Millersville Pke | PA Wine & Spirits Shoppe 3608 | Lancaster | PA 17603 | 7290 | | |
| 1825 Municipal Dr | Manheim Twp PD | Lancaster | PA 17601 | 7297 | | |
| 2076 Fruitville Pke | PA Wine & Spirits Shoppe 3614 | Lancaster | PA 17601 | 7301 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|--|------------|-----------|------------|------|-------------------|
| 2099 Lincoln Hwy E | Troop J - HQ | Lancaster | PA 17602 | 7302 | | |
| 2451 Kissel Hill Rd | Vistor Center | Lancaster | PA 17601 | 7305 | | |
| 252 N Queen St | PA Wine & Spirits Shoppe 3602 | Lancaster | PA 17603 | 7306 | | |
| 832 Manor St | Lancaster CAO | Lancaster | PA 17604 | 7326 | | |
| 2105 Lincoln Hwy E | District 8-7 | Lancaster | PA 17604 | 7333 | | |
| 405 Sharpless Rd | White Clay Creek Preserve Park Off | Landenberg | PA 19350 | 7335 | | |
| 517 Sharpless Rd | CHES62-White Clay Creek State Preserve | Landenberg | PA 19350 | 7336 | | |
| 118 N Flowers Mill Rd | PA Wine & Spirits Shoppe 0928 | Langhorne | PA 19047 | 7342 | | |
| 607 N Broad St | - | Lansdale | PA 19446 | 7346 | | |
| 850 Valley Forge Rd | PA Wine & Spirits Shoppe 4633 | Lansdale | PA 19446 | 7348 | | |
| 920 Baltimore Ave | PA Wine & Spirits Shoppe 2312 | Lansdowne | PA 19050 | 7352 | | |
| 46 W Ridge St | PA Wine & Spirits Shoppe 1301 | Lansford | PA 18232 | 7355 | | |
| 5837 Route 220 | Troop P - Laporte | Laporte | PA 18626 | 7359 | | |
| 1100 Ligonier St | - | Latrobe | PA 15650 | 7362 | | |
| 313 Depot St | PA Wine & Spirits Shoppe 6502 | Latrobe | PA 15650 | 7366 | | |
| 314 Latrobe Thirty Pl | PA Wine & Spirits Shoppe 6523 | Latrobe | PA 15650 | 7367 | | |
| 1445 Cumberland St | District 8-8 - LEBA690 | Lebanon | PA 17042 | 7387 | | |
| 243 Schneider Dr | - | Lebanon | PA 17046 | 7390 | | |
| 400 S 8th St | Municipal Building | Lebanon | PA 17042 | 7393 | | |
| 625 S 8th St | Lebanon CAO | Lebanon | PA 17042 | 7394 | | |
| 9 N 9th St | - | Lebanon | PA 17042 | 7398 | | |
| 900 E Cumberland St | DLC-48 Lebanon | Lebanon | PA 17042 | 7399 | | |
| 163 3rd St | PA Wine & Spirits Shoppe 0303 | Leechburg | PA 15656 | 7401 | | |
| 100 Village Dr | PA Wine & Spirits Shoppe 9203 | Leetsdale | PA 15056 | 7404 | | |
| 1403 Blakeslee Blvd Dr E | DLC-57 Lehighton | Lehighton | PA 18235 | 7407 | | |
| 143 South St | PA Wine & Spirits Shoppe 1304 | Lehighton | PA 18235 | 7408 | | |
| 2950 Pohopoco Dr | Park Office | Lehighton | PA 18235 | 7411 | | |
| 1200 Market St | PA Wine & Spirits Shoppe 2102 | Lemoyne | PA 17043 | 7422 | | |
| 7321 New Falls Rd | - | Levittown | PA 19055 | 7429 | | |
| 103 S 2nd St | Union County Courthouse | Lewisburg | PA 17837 | 7438 | | |
| 1610 Industrial Blvd | Union CAO | Lewisburg | PA 17837 | 7439 | | |
| 612 Fairground Rd | District 3-8 | Lewisburg | PA 17837 | 7444 | | |
| 4612 West Branch Hwy | - | Lewisburg | PA 17837 | 7446 | | |
| 1125 Riverside Dr | Mifflin CAO | Lewistown | PA 17044 | 7453 | | |
| 129 S Main St | PA Wine & Spirits Shoppe 4401 | Lewistown | PA 17044 | 7454 | | |
| 20 N Wayne St | Mifflin County Courthouse | Lewistown | PA 17044 | 7455 | | |
| 2550 Brownsville Rd | PA Wine & Spirits Shoppe 0210 | Library | PA 15129 | 7463 | | |
| 613 W Main St | PA Wine & Spirits Shoppe 6507 | Ligonier | PA 15658 | 7469 | | |
| 211 E Erie St | PA Wine & Spirits Shoppe 2004 | Linesville | PA 16424 | 7477 | | |
| 3388 W Erie St Ext | Linesville Contact Station | Linesville | PA 16424 | 7478 | | |
| 13300 Hartstown Rd | FBC Linesville SFH | Linesville | PA 16424 | 7480 | | |
| 110 Pickering Way | - | Lionville | PA 19341 | 7483 | | |
| 137 E Main St | PA Wine & Spirits Shoppe 1801 | Lock Haven | PA 17745 | 7488 | | |
| 215 E Church St | - | Lock Haven | PA 17745 | 7489 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------------|----------------|-----------|------------|------|-------------------|
| 232 E Main St | Garden Building | Lock Haven | PA 17745 | 7493 | | |
| 738 Bellefonte Ave | - | Lock Haven | PA 17745 | 7499 | | |
| 8 N Grove St | Lock Haven CareerLink - Job Center | Lock Haven | PA 17754 | 7500 | | |
| 110 Trooper Court | Troop H - York | York | PA 17403 | 7510 | | |
| 10 Opportunity Dr | Loysville YDC | Loysville | PA 17047 | 7533 | | |
| 576 Union St | PA Wine & Spirits Shoppe 4006 | Luzerne | PA 18709 | 7535 | | |
| 529 S Market St | PA Wine & Spirits Shoppe 2205 | Lykens | PA 17048 | 7536 | | |
| 7 S Main St | PA Wine & Spirits Shoppe 5406 | Mahanoy City | PA 17948 | 7542 | | |
| 20 Liberty Blvd | PA Wine & Spirits Shoppe 1519 | Malvern | PA 19355 | 7549 | | |
| 225 Lancaster Ave | DLC-16 Malvern | Malvern | PA 19355 | 7554 | | |
| 28 S Charlotte St | Lancaster County Wide Communication | Manheim | PA 17545 | 7563 | | |
| 1745 Valley Rd | Troop F - Mansfield | Mansfield | PA 16933 | 7570 | | |
| 181 N Main St | PA Wine & Spirits Shoppe 5905 | Mansfield | PA 16933 | 7571 | | |
| 600 Gateway Dr | DEP NCR District Ofc | Mansfield | PA 16933 | 7572 | | |
| 1925 Norristown Rd | PA Wine & Spirits Shoppe 4606 | Maple Glen | PA 19002 | 7578 | | |
| 121 Chestnut St | PA Wine & Spirits Shoppe 2701 | Marienville | PA 16239 | 7580 | | |
| 1890 McClellandtown Rd | PA Wine & Spirits Shoppe 2604 | Masontown | PA 15561 | 7595 | | |
| 116 W Market St | Neighborhood Services Center | McConnellsburg | PA 17233 | 7604 | | |
| 208 N 2nd St | Courthouse | McConnellsburg | PA 17233 | 7605 | | |
| 440 Buchanan Trail | Forest District 2 Office | McConnellsburg | PA 17233 | 7608 | | |
| 22907 Great Cove Rd | District 9-4 | Fort Littleton | PA 17223 | 7611 | | |
| 301 W Barr St | PA Wine & Spirits Shoppe 6305 | McDonald | PA 15057 | 7614 | | |
| 409 Chartiers Ave | PA Wine & Spirits Shoppe 0206 | McKees Rocks | PA 15136 | 7618 | | |
| 500 Pine Hollow Rd | PA Wine & Spirits Shoppe 9206 | McKees Rocks | PA 15136 | 7619 | | |
| 139 5th Ave | PA Wine & Spirits Shoppe 0205 | McKeesport | PA 15132 | 7623 | | |
| 220 6th St | Allegheny CAO/Southeast District | McKeesport | PA 15132 | 7624 | | |
| 339 5th Ave | - | McKeesport | PA 15132 | 7626 | | |
| 4313 Walnut St | PA Wine & Spirits Shoppe 0294 | McKeesport | PA 15132 | 7628 | | |
| 710 Thompson Ave | - | McKees Rocks | PA 15136 | 7631 | | |
| 3929 Washington Rd | PA Wine & Spirits Shoppe 6315 | McMurray | PA 15317 | 7633 | | |
| 200 Racetrack Rd | Meadows Race Track | Meadowlands | PA 15347 | 7638 | | |
| 1084 Water St | Crawford CAO | Meadville | PA 16335 | 7641 | | |
| 11528 State Hwy 98 | FBC Northwest Region | Meadville | PA 16335 | 7644 | | |
| 13410 Dunham Rd | - | Meadville | PA 16335 | 7645 | | |
| 16942 Patricia Dr | DLC-23 Meadville | Meadville | PA 16335 | 7646 | | |
| 19017 Park Ave Plz | PA Wine & Spirits Shoppe 2006 | Meadville | PA 16335 | 7648 | | |
| 195 Valley View Dr | NW Training Center | Meadville | PA 16335 | 7649 | | |
| 230 Chestnut St | DEP NW Regional Office @ Meadville | Meadville | PA 16335 | 7652 | | |
| 747 Terrace St | - | Meadville | PA 16335 | 7658 | | |
| 900 Water St | PA Wine & Spirits Shoppe 2001 | Meadville | PA 16335 | 7662 | | |
| 903 Diamond Sq | Crawford County Courthouse | Meadville | PA 16335 | 7663 | | |
| 5020 Richard Ln | IntelliMark Inc | Mechanicsburg | PA 17055 | 7674 | | |
| 5035 Ritter Rd | - | Mechanicsburg | PA 17055 | 7675 | | |
| 6560 Carlisle Pke | PA Wine & Spirits Shoppe 2106 | Mechanicsburg | PA 17050 | 7681 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|-------------------------------|-----------------|-----------|------------|------|-------------------|
| 1342 W Baltimore Pke | Troop K - Media | Media | PA 19063 | 7686 | | |
| 201 W Front St | Fronefield Building | Media | PA 19063 | 7687 | | |
| 426 S Old Middletown Rd | District 6-3 | Bortondale | PA 19063 | 7698 | | |
| 205 S Erie St | - | Mercer | PA 16137 | 7705 | | |
| 215 N Maple St | District 1-4 | Mercer | PA 16137 | 7706 | | |
| 519B Greenville Rd | DLC-53 Mercer | Mercer | PA 16137 | 7707 | | |
| 826 Franklin Rd | Troop D - Mercer | Mercer | PA 16137 | 7711 | | |
| 8362 Sharon-Mercer Rd | PBPP Mercer DO | Mercer | PA 16137 | 7712 | | |
| 9 S Main St | PA Wine & Spirits Shoppe 2804 | Mercersburg | PA 17236 | 7717 | | |
| 119 W City Ave | PA Wine & Spirits Shoppe 4614 | Bala Cynwyd | PA 19004 | 7718 | | |
| 686 Market Sq | PA Wine & Spirits Shoppe 5601 | Meyersdale | PA 15552 | 7721 | | |
| 9 W Market St | Courthouse | Middleburg | PA 17842 | 7728 | | |
| 430 E Main St | PA Wine & Spirits Shoppe 2206 | Middletown | PA 17057 | 7737 | | |
| 508 Midland Ave | PA Wine & Spirits Shoppe 0405 | Midland | PA 15059 | 7749 | | |
| 17 Rte 333 | PA Wine & Spirits Shoppe 3401 | Mifflin | PA 17058 | 7750 | | |
| 30 E Chestnut St | PA Wine & Spirits Shoppe 6002 | Mifflinburg | PA 17844 | 7751 | | |
| 100 Meadow Ln | Juniata CAO | Mifflintown | PA 17059 | 7755 | | |
| 68 N Main St | Courthouse | Mifflintown | PA 17059 | 7759 | | |
| 4373 William Penn Highway | District 2-9 | Mifflintown | PA 17059 | 7760 | | |
| 10 Buist Rd | Millford Professional Park | Milford | PA 18337 | 7767 | | |
| 106 W Harford St | PA Wine & Spirits Shoppe 5201 | Milford | PA 18337 | 7768 | | |
| 201 W Harford St | DLC-106 Milford | Milford | PA 18337 | 7770 | | |
| 101 Bennett Ave | District 4-4 | Milford | PA 18337 | 7771 | | |
| 1405 New Lancaster Valley Rd | Park Office | Milroy | PA 17063 | 7791 | | |
| 50 Lawton Ln | Troop F - Milton | Milton | PA 17847 | 7795 | | |
| 551 Mahoning St | PA Wine & Spirits Shoppe 4904 | Milton | PA 17847 | 7796 | | |
| 888 Gordon Nagle Trail | PA Wine & Spirits Shoppe 5408 | Pottsville | PA 17954 | 7798 | | |
| 245 W Main St | PA Wine & Spirits Shoppe 6306 | Monongahela | PA 15063 | 7802 | | |
| 925 Donner Ave | PA Wine & Spirits Shoppe 6503 | Monessen | PA 15062 | 7804 | | |
| 2700 Monroeville Blvd | - | Monroeville | PA 15146 | 7818 | | |
| 4500 Broadway Blvd | PA Wine & Spirits Shoppe 0242 | Monroeville | PA 15146 | 7823 | | |
| 1001 Stump Rd | Montgomery Twp Police Dept | Montgomeryville | PA 18936 | 7828 | | |
| 150 Choate Cir | LCE - DO # 6 | Montoursville | PA 17754 | 7831 | | |
| 542 County Farm Rd | Lycoming County 911 Comm Ctr | Montoursville | PA 17754 | 7832 | | |
| 715 Jordan Ave | District 3-0 | Montoursville | PA 17754 | 7834 | | |
| 803 N Loyalsock Ave | PA Wine & Spirits Shoppe 4107 | Montoursville | PA 17754 | 7836 | | |
| 899 Cherry St | Troop F - HQ | Montoursville | PA 17754 | 7837 | | |
| 31 Public Ave | County Courthouse | Montrose | PA 18801 | 7845 | | |
| 111 Spruce St | Susquehanna CAO | Montrose | PA 18801 | 7846 | | |
| 35 Spruce St | - | Montrose | PA 18801 | 7847 | | |
| 2846 Main St | PA Wine & Spirits Shoppe 3618 | Morgantown | PA 19543 | 7859 | | |
| 229 Plaza Blvd | PA Wine & Spirits Shoppe 0906 | Morrisville | PA 19067 | 7862 | | |
| 400 Pennsbury Memorial Ln | Crozier House | Morrisville | PA 19067 | 7863 | | |
| 136 S Oak St | PA Wine & Spirits Shoppe 4901 | Mount Carmel | PA 17851 | 7867 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------|------------------------------------|----------------|-----------|------------|------|-------------------|
| 931-B E Main St | PA Wine & Spirits Shoppe 3609 | Mount Joy | PA 17552 | 7871 | | |
| 1040 Countryside Plz | PA Wine & Spirits Shoppe 6509 | Mt Pleasant | PA 15666 | 7891 | | |
| 656 Main St | PA Wine & Spirits Shoppe 6506 | Mount Pleasant | PA 15666 | 7893 | | |
| 3041 Route 940 | Unit 104 | Mount Pocono | PA 18344 | 7901 | | |
| 25 W Water St | PA Wine & Spirits Shoppe 3102 | Mount Union | PA 17066 | 7902 | | |
| 3408 Main St | PA Wine & Spirits Shoppe 0271 | Munhall | PA 15120 | 7912 | | |
| 1 Station Cir | PA Wine & Spirits Shoppe 4636 | Narberth | PA 19072 | 7929 | | |
| 34 S Broad St | PA Wine & Spirits Shoppe 4806 | Nazareth | PA 18064 | 7934 | | |
| 452 Broad St | PA Wine & Spirits Shoppe 1602 | New Bethlehem | PA 16242 | 7944 | | |
| 413 W Main St | District 8-9 | New Bloomfield | PA 17068 | 7948 | | |
| 816 3rd Ave | PA Wine & Spirits Shoppe 0408 | New Brighton | PA 15066 | 7957 | | |
| 101 S Mercer St | - | New Castle | PA 16101 | 7962 | | |
| 102 Margaret St | CTL238 | New Castle | PA 16101 | 7963 | | |
| 106 Margaret St | Park Center | New Castle | PA 16101 | 7964 | | |
| 2034 W State St | PA Wine & Spirits Shoppe 3707 | New Castle | PA 16101 | 7970 | | |
| 2410 Wilmington Rd | PA Wine & Spirits Shoppe 3708 | New Castle | PA 16101 | 7972 | | |
| 2650 Ellwood Rd | PA Wine & Spirits Shoppe 3701 | New Castle | PA 16101 | 7974 | | |
| 430 Court St | County Office Bldg | New Castle | PA 16101 | 7977 | | |
| 1800 Wilimington Rd | District 11-4 | New Castle | PA 16103 | 7990 | | |
| 1745 Frew Mill Rd | New Castle YDC | New Castle | PA 16107 | 7995 | | |
| 128 Old York Rd | PA Wine & Spirits Shoppe 6708 | New Cumberland | PA 17070 | 7999 | | |
| 679 W Main St | PA Wine & Spirits Shoppe 3601 | New Holland | PA 17557 | 8014 | | |
| 1600 Greensburg Rd | DLC-9 New Kensington | New Kensington | PA 15068 | 8017 | | |
| 328 Central City Plz | PA Wine & Spirits Shoppe 6505 | New Kensington | PA 15068 | 8021 | | |
| 909 Industrial Blvd | Westmoreland CAO/New Kensington | New Kensington | PA 15068 | 8025 | | |
| 162 Fish Hatchery Ln | FBC Reynoldsdale SFH | New Paris | PA 15554 | 8031 | | |
| 2200 N Center Ave | Troop T - New Stanton | New Stanton | PA 15672 | 8037 | | |
| 111 Westmore Ave | PA Wine & Spirits Shoppe 6522 | New Stanton | PA 15672 | 8039 | | |
| 153 Red Hill Rd | - | Newport | PA 17074 | 8048 | | |
| 10 W Centre Ave | PA Wine & Spirits Shoppe 0909 | Newtown | PA 18940 | 8053 | | |
| 101 Swamp Rd | Park Office | Newtown | PA 18940 | 8054 | | |
| 42 Alpha Dr | PA Wine & Spirits Shoppe 2314 | Newtown Square | PA 19073 | 8064 | | |
| 1599 Doubling Gap Rd | Park Office | Newville | PA 17241 | 8068 | | |
| 1704 Pine Rd | FBC Southcentral Region | Newville | PA 17241 | 8069 | | |
| 248 Center Rd | Troop T - Newville | Newville | PA 17241 | 8071 | | |
| 844 Big Spring Rd | Big Spring Fish Culture Station | Newville | PA 17241 | 8074 | | |
| 1001 Sterigere St | Norristown State Hospital | Norristown | PA 19401 | 8079 | | |
| 151 W Marshall St | DOR - 3 Stoney Creek Office Center | Norristown | PA 19401 | 8082 | | |
| 1931 New Hope St | Montgomery CAO/Norristown District | Norristown | PA 19401 | 8084 | | |
| 1937 New Hope St | - | Norristown | PA 19401 | 8085 | | |
| 1961 New Hope St | PBPP Norristown SO | Norristown | PA 19401 | 8088 | | |
| 1965 Calamia Dr | Norristown/Philadelphia UMR Team | Norristown | PA 19401 | 8089 | | |
| 2101 Swede Rd | DLC-22 Norristown | Norristown | PA 19401 | 8091 | | |
| 235 E Airy St | - | Norristown | PA 19401 | 8092 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|-------------------------------------|------------------|-----------|------------|------|-------------------|
| 504 W Marshall St | PA Wine & Spirits Shoppe 4618 | Norristown | PA 19401 | 8097 | | |
| 2927 Swede Rd | PA Wine & Spirits Shoppe 4631 | Norristown | PA 19401 | 8105 | | |
| 10730 W Main St | PA Wine & Spirits Shoppe 2504 | North East | PA 16428 | 8109 | | |
| 11279 Center Hwy | North Huntingdon Twp Police Dept | North Huntingdon | PA 15642 | 8114 | | |
| 8775 Norwin Ave | PA Wine & Spirits Shoppe 6518 | North Huntingdon | PA 15642 | 8116 | | |
| 1401 Greensburg Ave | PSP - Enterprise Network | North Versailles | PA 15137 | 8122 | | |
| 2001 Lincoln Way | PA Wine & Spirits Shoppe 0282 | White Oak | PA 15131 | 8123 | | |
| 500 Lincoln Hwy | PA Wine & Spirits Shoppe 0295 | North Versailles | PA 15137 | 8124 | | |
| 1210 Bethlehem Pke | PA Wine & Spirits Shoppe 4632 | North Wales | PA 19454 | 8126 | | |
| 323 N State St | Forest District 14 Office | North Warren | PA 16365 | 8133 | | |
| 33 Main Dr | Warren State Hospital | Warren | PA 16365 | 8134 | | |
| 1910 Center St | PA Wine & Spirits Shoppe 4805 | Northampton | PA 18067 | 8136 | | |
| 624 Allegheny River Blvd | PA Wine & Spirits Shoppe 0220 | Oakmont | PA 15139 | 8146 | | |
| 171 Dinner Bell Rd | Park Office | Ohiopyle | PA 15470 | 8147 | | |
| 400 Kentuck Dr | Contact Station | Ohiopyle | PA 15470 | 8149 | | |
| 1052 Grandview Rd | Venango Couty Emergency Services | Oil City | PA 16301 | 8151 | | |
| 106 Duncomb St | - | Oil City | PA 16301 | 8152 | | |
| 50 Seneca St | PA Wine & Spirits Shoppe 6101 | Oil City | PA 16301 | 8156 | | |
| 305 State Park Rd | Park Office | Oil City | PA 16301 | 8158 | | |
| 305 S Main St | PA Wine & Spirits Shoppe 3505 | Old Forge | PA 18518 | 8160 | | |
| 221 Delaware Ave | PA Wine & Spirits Shoppe 1303 | Palmerton | PA 18071 | 8176 | | |
| 966 Marina Rd | Park Office | Patton | PA 16668 | 8193 | | |
| 1531 Main St | PA Wine & Spirits Shoppe 3510 | Peckville | PA 18452 | 8198 | | |
| 11620 Keleket Dr | DLC-26 Pittsburgh | Pittsburgh | PA 15235 | 8206 | | |
| 170 Rte 259 Hwy | Park Office | Penn Run | PA 15765 | 8208 | | |
| 315 W Lincoln Hwy | PA Wine & Spirits Shoppe 0908 | Penndel | PA 19047 | 8211 | | |
| 341 Dublin Pke | PA Wine & Spirits Shoppe 0931 | Bedminster | PA 18944 | 8217 | | |
| 511 Constitution Ave | PA Wine & Spirits Shoppe 0904 | Perkasie | PA 18944 | 8218 | | |
| 102 Main St | PA Wine & Spirits Shoppe 1004 | Petrolia | PA 16050 | 8225 | | |
| 10 S 11th St | SCSC Eastern Regional Office | Philadelphia | PA 19107 | 8228 | | |
| 101 E Olney Ave | One and Olney Square Shopping Ctr | Philadelphia | PA 19120 | 8230 | | |
| 115 S 3rd St | - | Philadelphia | PA 19106 | 8236 | | |
| 1234 Market St | - | Philadelphia | PA 19107 | 8246 | | |
| 1237 S 11th St | PA Wine & Spirits Shoppe 5157 | Philadelphia | PA 19147 | 8247 | | |
| 135 W Chelten Ave | PA Wine & Spirits Shoppe 5101 | Philadelphia | PA 19144 | 8259 | | |
| 1350 W Sedgely Ave | Philadelphia CAO/Ridge District | Philadelphia | PA 19132 | 8260 | | |
| 1446 Point Breeze Ave | PA Wine & Spirits Shoppe 5129 | Philadelphia | PA 19146 | 8267 | | |
| 1515 Arch St | Philadelphia Dept of Human Services | Philadelphia | PA 19102 | 8270 | | |
| 1600 Callowhill St | US Dept of Immigration | Philadelphia | PA 19130 | 8277 | | |
| 1628 John F Kennedy Blvd | PA Wine & Spirits Shoppe 5122 | Philadelphia | PA 19103 | 8280 | | |
| 1628 N 15th St | CCC Phila #4 | Philadelphia | PA 19121 | 8281 | | |
| 1741 S 54th St | Philadelphia DAP | Philadelphia | PA 19143 | 8287 | | |
| 1801 Vine St | Philadelphia State Court Unit | Philadelphia | PA 19103 | 8288 | | |
| 1935 Fairmount Ave | PA Wine & Spirits Shoppe 5169 | Philadelphia | PA 19130 | 8295 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------------|-------------------|-----------|------------|------|-------------------|
| 200 S Broad St | The Bellvue | Philadelphia | PA 19102 | 8298 | | |
| 2115 N 22nd St | PA Wine & Spirits Shoppe 5153 | Philadelphia | PA 19121 | 8308 | | |
| 217-33 W Lehigh Ave | - | Philadelphia | PA 19133 | 8309 | | |
| 219 E Lehigh Ave | Philadelphia CAO - Liberty DO | Philadelphia | PA 19125 | 8311 | | |
| 2201 Belmont Ave | Troop K - HQ | Philadelphia | PA 19131 | 8314 | | |
| 2238 Washington Ave | PA Wine & Spirits Shoppe 5103 | Philadelphia | PA 19146 | 8315 | | |
| 2320 Island Ave | DLC-5 Philadelphia | Philadelphia | PA 19142 | 8318 | | |
| 2401 Vare Ave | PA Wine & Spirits Shoppe 5191 | Philadelphia | PA 19145 | 8323 | | |
| 2429 South St | PA Wine & Spirits Shoppe 5143 | Philadelphia | PA 19146 | 8326 | | |
| 2701 N Broad St | Somerset District | Philadelphia | PA 19132 | 8335 | | |
| 2717 N American St | PA Wine & Spirits Shoppe 5142 | Philadelphia | PA 19133 | 8336 | | |
| 2807 S Front St | PA Wine & Spirits Shoppe 5189 | Philadelphia | PA 19148 | 8340 | | |
| 301 E Cheltenham Ave | PBPP Phila Northwest SO | Philadelphia | PA 19144 | 8347 | | |
| 32 S 2nd St | PA Wine & Spirits Shoppe 5134 | Philadelphia | PA 19106 | 8350 | | |
| 3246 Red Lion Rd | PA Wine & Spirits Shoppe 5120 | Philadelphia | PA 19114 | 8354 | | |
| 326 S 5th St | PA Wine & Spirits Shoppe 5155 | Philadelphia | PA 19106 | 8355 | | |
| 3521 Cottman Ave | PA Wine & Spirits Shoppe 5180 | Philadelphia | PA 19149 | 8370 | | |
| 3772 L St | PA Wine & Spirits Shoppe 5152 | Philadelphia | PA 19124 | 8376 | | |
| 401 Franklin Mills Cir | PA Wine & Spirits Shoppe 5133 | Philadelphia | PA 19154 | 8381 | | |
| 4040 Chestnut St | - | Philadelphia | PA 19104 | 8382 | | |
| 407 N 8th St | CCC Phila #2 | Philadelphia | PA 19123 | 8384 | | |
| 4109 Frankford Ave | Philadelphia CAO/Boulevard District | Philadelphia | PA 19124 | 8385 | | |
| 444 N 3rd St | - | Philadelphia | PA 19123 | 8392 | | |
| 4750 Wingate St | | 8014 Philadelphia | PA 19136 | 8403 | | |
| 5 N 12th St | PA Wine & Spirits Shoppe 5105 | Philadelphia | PA 19107 | 8407 | | |
| 5070 Parkside Ave | Philadelphia CAO/West District | Philadelphia | PA 19131 | 8411 | | |
| 5101 Germantown Ave | PA Wine & Spirits Shoppe 5198 | Philadelphia | PA 19144 | 8412 | | |
| 5101 Lancaster Ave | PA Wine & Spirits Shoppe 5135 | Philadelphia | PA 19131 | 8413 | | |
| 5828 Market St | PBPP Phila West SO | Philadelphia | PA 19139 | 8436 | | |
| 5235 Frankford Ave | PA Wine & Spirits Shoppe 5145 | Philadelphia | PA 19135 | 8440 | | |
| 600 Arch St | Federal Building | Philadelphia | PA 19106 | 8441 | | |
| 6034 Woodland Ave | PA Wine & Spirits Shoppe 5173 | Philadelphia | PA 19142 | 8445 | | |
| 6400 Frankford Ave | DLC-20 Philadelphia | Philadelphia | PA 19135 | 8452 | | |
| 642 N Broad St | - | Philadelphia | PA 19130 | 8453 | | |
| 6577 Roosevelt Blvd | PA Wine & Spirits Shoppe 9111 | Philadelphia | PA 19149 | 8459 | | |
| 6822 Rising Sun Ave | PA Wine & Spirits Shoppe 5158 | Philadelphia | PA 19111 | 8461 | | |
| 6901 Woodland Ave | LCE - DO # 1 | Philadelphia | PA 19142 | 8462 | | |
| 700 Packer Ave | DOR | Philadelphia | PA 19148 | 8463 | | |
| 700 Race St | - | Philadelphia | PA 19106 | 8464 | | |
| 7161 Ogontz Ave | PA Wine & Spirits Shoppe 5190 | Philadelphia | PA 19138 | 8469 | | |
| 7204 Germantown Ave | PA Wine & Spirits Shoppe 5138 | Philadelphia | PA 19119 | 8471 | | |
| 730 Adams Ave | PA Wine & Spirits Shoppe 9114 | Philadelphia | PA 19124 | 8472 | | |
| 7702 City Line Ave | PA Wine & Spirits Shoppe 5195 | Philadelphia | PA 19151 | 8477 | | |
| 8001 State Rd | PBPP Phila County Prison | Philadelphia | PA 19144 | 8481 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------------|-------------------------------------|--------------|-----------|------------|------|-------------------|
| 8200 E Roosevelt Blvd | PA Wine & Spirits Shoppe 9108 | Philadelphia | PA 19152 | 8483 | | |
| 8201 Enterprise Ave | LCB Philadelphia Distribution Cente | Philadelphia | PA 19153 | 8484 | | |
| 8705 Germantown Ave | Top of the Hill Shopping Ctr | Philadelphia | PA 19118 | 8487 | | |
| 8854 Frankford Ave | PA Wine & Spirits Shoppe 5114 | Philadelphia | PA 19136 | 8488 | | |
| 919B Levick St | DLC-19 Philadelphia | Philadelphia | PA 19111 | 8492 | | |
| 961 N Marshall St | Philadelphia CAO/Girard District | Philadelphia | PA 19123 | 8496 | | |
| 990 Spring Garden St | - | Philadelphia | PA 19123 | 8498 | | |
| 4A Ames Plz | PA Wine & Spirits Shoppe 1706 | Phillipsburg | PA 16866 | 8529 | | |
| 10 Old Clairton Rd | PA Wine & Spirits Shoppe 0284 | Pittsburgh | PA 15236 | 8551 | | |
| 1012 W View Park Dr | PA Wine & Spirits Shoppe 0234 | Pittsburgh | PA 15229 | 8557 | | |
| 1121 W North Ave | PBPP Pitts North Shore SO | Pittsburgh | PA 15233 | 8563 | | |
| 11663 Penn Hills Shopping Ctr | PA Wine & Spirits Shoppe 0299 | Pittsburgh | PA 15235 | 8567 | | |
| 1400 E Busway Way | - | Pittsburgh | PA 15222 | 8573 | | |
| 1601 Liberty Ave | Wine & spirits shoppe 0215 | Pittsburgh | PA 15222 | 8577 | | |
| 1602 Cochran Rd | PA Wine & Spirits Shoppe 9205 | Pittsburgh | PA 15220 | 8578 | | |
| 1749 S Braddock Ave | PA Wine & Spirits Shoppe 0228 | Pittsburgh | PA 15218 | 8580 | | |
| 1824 Murray Ave | PA Wine & Spirits Shoppe 0224 | Pittsburgh | PA 15217 | 8582 | | |
| 2060 William Pitt Way | Bldg A6 | Pittsburgh | PA 15238 | 8594 | | |
| 217 Atwood St | PA Wine & Spirits Shoppe 0213 | Pittsburgh | PA 15213 | 8598 | | |
| 230 Yost Blvd | PA Wine & Spirits Shoppe 0203 | Pittsburgh | PA 15221 | 8602 | | |
| 2350 Noblestown Rd | PA Wine & Spirits Shoppe 0290 | Pittsburgh | PA 15205 | 8606 | | |
| 2356 Golden Mile Hwy | PA Wine & Spirits Shoppe 9213 | Pittsburgh | PA 15239 | 8607 | | |
| 239 4th Ave | - | Pittsburgh | PA 15222 | 8608 | | |
| 2629 Brownsville Rd | PA Wine & Spirits Shoppe 0261 | Pittsburgh | PA 15227 | 8609 | | |
| 2947 W Liberty Ave | PA Wine & Spirits Shoppe 0218 | Pittsburgh | PA 15216 | 8613 | | |
| 300 Liberty Ave | Riverfront | Pittsburgh | PA 15222 | 8615 | | |
| 300 Mt Lebanon Blvd | PA Wine & Spirits Shoppe 0274 | Pittsburgh | PA 15234 | 8616 | | |
| 3001 Beaver Ave | SCI Pittsburgh | Pittsburgh | PA 15233 | 8618 | | |
| 3070 William Pitt Way | - | Pittsburgh | PA 15238 | 8624 | | |
| 320 Smithfield St | One Oxford Centre | Pittsburgh | PA 15222 | 8628 | | |
| 3202 Brighton Rd | PA Wine & Spirits Shoppe 0273 | Pittsburgh | PA 15212 | 8629 | | |
| 3643 California Ave | PA Wine & Spirits Shoppe 0270 | Pittsburgh | PA 15212 | 8639 | | |
| 400 N Lexington St | Allegheny Cty Police Emer Services | Pittsburgh | PA 15208 | 8645 | | |
| 400 Waterfront Dr | DEP SW Regional Ofcs @ Pgh | Pittsburgh | PA 15222 | 8647 | | |
| 410 E Bruceton Rd | Pleasant Hills Police Dept | Pittsburgh | PA 15236 | 8650 | | |
| 4104 Butler St | PA Wine & Spirits Shoppe 0209 | Pittsburgh | PA 15201 | 8651 | | |
| 414 Grant St | DOR | Pittsburgh | PA 15222 | 8653 | | |
| 418 E Ohio St | PA Wine & Spirits Shoppe 0263 | Pittsburgh | PA 15222 | 8655 | | |
| 4643 Centre Ave | PA Wine & Spirits Shoppe 0252 | Pittsburgh | PA 15213 | 8660 | | |
| 4801 McKnight Rd | PA Wine & Spirits Shoppe 0292 | Pittsburgh | PA 15237 | 8662 | | |
| 500 Waterfront Dr | - | Pittsburgh | PA 15222 | 8665 | | |
| 529 Liberty Ave | PA Wine & Spirits Shoppe 0230 | Pittsburgh | PA 15222 | 8669 | | |
| 5301 Grove Rd | Unit 530E | Pittsburgh | PA 15236 | 8672 | | |
| 531 Penn Ave | Allegheny LI BVRS/BVVS District | Pittsburgh | PA 15222 | 8673 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|----------------------------------|----------------|-----------|------------|------|-------------------|
| 535 S Aiken Ave | CCC Pitts #3 | Pittsburgh | PA 15232 | 8675 | | |
| 5947 Penn Ave | Allegheny CAO/Greater Pgh East | Pittsburgh | PA 15206 | 8684 | | |
| 6320 Shakespeare St | PA Wine & Spirits Shoppe 0238 | Pittsburgh | PA 15206 | 8694 | | |
| 660 1st Ave | Municipal Building | Pittsburgh | PA 15222 | 8697 | | |
| 681 Andersen Dr | SERS Pittsburgh | Pittsburgh | PA 15220 | 8698 | | |
| 7060 Highland Dr | Southwestern Veterans Center | Pittsburgh | PA 15206 | 8701 | | |
| 722 Brookline Blvd | PA Wine & Spirits Shoppe 0279 | Pittsburgh | PA 15226 | 8704 | | |
| 8050 McKnight Rd | PA Wine & Spirits Shoppe 0277 | Pittsburgh | PA 15237 | 8712 | | |
| 807 Wallace St | - | Pittsburgh | PA 15221 | 8713 | | |
| 875 Greentree Rd | 2 Parkway Center | Pittsburgh | PA 15220 | 8719 | | |
| 2 Parkway Center | 875 Greentree Rd | Pittsburgh | PA 15220 | 8719 | | |
| 875 Greentree Rd | 11 Parkway Center | Pittsburgh | PA 15220 | 8723 | | |
| 11 Parkway Center | 875 Greentree Rd | Pittsburgh | PA 15220 | 8723 | | |
| 900 Sarah St | Suite 208 | Pittsburgh | PA 15203 | 8724 | | |
| 950 2nd Ave | Allegheny County Jail | Pittsburgh | PA 15219 | 8731 | | |
| 959 Liberty Ave | PA Wine & Spirits Shoppe 0212 | Pittsburgh | PA 15222 | 8732 | | |
| 972 Freeport Rd | PA Wine & Spirits Shoppe 0214 | Pittsburgh | PA 15238 | 8734 | | |
| 1 Fort Pitt Tunnel | District 11-3 | Pittsburgh | PA 15210 | 8745 | | |
| 812 W College Ave | DLC-1 Pleasant Gap | Pleasant Gap | PA 16823 | 8756 | | |
| 213 Penn St | PA Wine & Spirits Shoppe 2605 | Point Marion | PA 15474 | 8769 | | |
| 1 Lakewood Cir North | Polk Center | Polk | PA 16342 | 8771 | | |
| 66 Mill St | PA Wine & Spirits Shoppe 4204 | Port Allegheny | PA 16743 | 8775 | | |
| 3670 Portage St | PA Wine & Spirits Shoppe 1111 | Portage | PA 15946 | 8781 | | |
| 225 Pleasant Valley Rd | Park Office | Portersville | PA 16051 | 8783 | | |
| 448 N Shore Dr | Marina Office | Portersville | PA 16051 | 8784 | | |
| 1300 N Charlotte St | PA Wine & Spirits Shoppe 4630 | Pottstown | PA 19464 | 8790 | | |
| 112 Claude A Lord Blvd | - | Pottsville | PA 17901 | 8802 | | |
| 203 E Arch St | - | Pottsville | PA 17901 | 8806 | | |
| 401 N 2nd St | Schuylkill County Courthouse | Pottsville | PA 17901 | 8808 | | |
| 103 One Norwegian Plz | - | Pottsville | PA 17901 | 8809 | | |
| 435 N Centre St | Schuylkill Communications Center | Pottsville | PA 17901 | 8810 | | |
| 5 W Laurel Blvd | DEP Dist Ofc @ Pottsville | Pottsville | PA 17901 | 8811 | | |
| 530 Pottsville Park Plz | PA Wine & Spirits Shoppe 5401 | Pottsville | PA 17901 | 8815 | | |
| 195 Park Rd | Region 2 Park Office | Prospect | PA 16052 | 8822 | | |
| 100 Prushnok Dr | Jefferson CAO | Punxsutawney | PA 15767 | 8828 | | |
| 301 E Mahoning St | - | Punxsutawney | PA 15767 | 8833 | | |
| 305 Sutton St | LCE | Punxsutawney | PA 15767 | 8834 | | |
| 461 N Findley St | Co B 337th Engr Bn | Punxsutawney | PA 15767 | 8835 | | |
| 485 N Findley Ave | Troop C - HQ | Punxsutawney | PA 15767 | 8836 | | |
| 545 W Mahoning St | DLC-38 Punxutawney | Punxsutawney | PA 15767 | 8838 | | |
| 205 Witherow St | District 10-5 | Punxsutawney | PA 15767 | 8841 | | |
| 1542 Mountain View Dr | Park Office | Quakertown | PA 18951 | 8845 | | |
| 1 Harrisburg School Rd | Marina Bldg | Quakertown | PA 18951 | 8850 | | |
| 1005 Crossroads Blvd | SCR District Office DEP | Reading | PA 19605 | 8863 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|--------------------------------|------------------|---------------|------------|------|-------------------|
| 1202 Rockland St | PA Wine & Spirits Shoppe 0602 | Reading | PA 19604 | 8866 | | |
| 3039 N 5th St Hwy | PA Wine & Spirits Shoppe 0619 | Reading | PA 19605 | 8873 | | |
| 501 Washington St | Suite 210 | Reading | PA 19601 | 8879 | | |
| 537 Penn St | PA Wine & Spirits Shoppe 0601 | Reading | PA 19601 | 8881 | | |
| 600 Kenhorst Blvd | Troop L - HQ | Reading | PA 19611 | 8883 | | |
| 625 Cherry St | Reading State Office Building | Reading | PA 19602-1152 | 8885 | | |
| 633 Court St | - | Reading | PA 19602 | 8886 | | |
| 815 Washington St | - | Reading | PA 19601 | 8889 | | |
| 770 Linn Run Rd | Park Office | Rector | PA 15677 | 8894 | | |
| 97 Kettle Creek Park Ln | Park Office | Renovo | PA 17764 | 8906 | | |
| 410 Main St | PA Wine & Spirits Shoppe 3305 | Reynoldsville | PA 15851 | 8912 | | |
| 305 N Broad St | PA Wine & Spirits Shoppe 2401 | Ridgway | PA 15853 | 8922 | | |
| 651 Montmorenci Ave | - | Ridgway | PA 15853 | 8923 | | |
| 12 E Hinckley Ave | PA Wine & Spirits Shoppe 2317 | Ridley Park | PA 19078 | 8933 | | |
| 171 Virginia Ave | Beaver CAO | Rochester | PA 15074 | 8941 | | |
| 155 Stewart Ave | District 11-2 - BEAV609 | Rochester | PA 15074 | 8946 | | |
| 404 Huntingdon Pke | PA Wine & Spirits Shoppe 4622 | Rockledge | PA 09827 | 8947 | | |
| 301 N Lewis Rd | PA Wine & Spirits Shoppe 4611 | Royersford | PA 19468 | 8956 | | |
| 684 Lake Wilhelm Rd | Park Office | Stoneboro | PA 16153 | 8971 | | |
| 600 Main St | PA Wine & Spirits Shoppe 0502 | Saxton | PA 16678 | 8975 | | |
| 837 N Elmira St | PA Wine & Spirits Shoppe 0801 | Sayre | PA 18840 | 8980 | | |
| 435 State Park Rd | State Park Region 3 Office | Schellsburg | PA 15559 | 8981 | | |
| 132 State Park Rd | Park Office | Schellsburg | PA 15559 | 8982 | | |
| 23 Meadowbrook Dr | Troop L - Schuylkill Haven | Schuylkill Haven | PA 17972 | 8988 | | |
| 970 E Main St | District 5-6 | Schuylkill Haven | PA 17972 | 8989 | | |
| 100 Main St | PA Wine & Spirits Shoppe 4616 | Schwenksville | PA 19473 | 8991 | | |
| 100 Lackawanna Ave | Scranton State Office Building | Scranton | PA 18503-1923 | 8998 | | |
| 1006 Pittston Ave | Polish National Union Building | Scranton | PA 18505 | 8999 | | |
| 135 Franklin Ave | - | Scranton | PA 18503 | 9005 | | |
| 1600 Nay Aug Ave | PA Wine & Spirits Shoppe 3520 | Scranton | PA 18509 | 9007 | | |
| 1770 N Keyser Ave | PA Wine & Spirits Shoppe 3518 | Scranton | PA 18508 | 9008 | | |
| 200 Adams Ave | SCR019 | Scranton | PA 18503 | 9011 | | |
| 200 N Washington Ave | Courthouse | Scranton | PA 18503 | 9012 | | |
| 210 Meadow Ave | PA Wine & Spirits Shoppe 3522 | Scranton | PA 18505 | 9014 | | |
| 235 N Washington Ave | Post Office Building | Scranton | PA 18503 | 9015 | | |
| 240 Adams Ave | CCC Scranton | Scranton | PA 18503 | 9016 | | |
| 401 Penn Ave | Northeastern Veterans Center | Scranton | PA 18503 | 9018 | | |
| 1510 S Main Ave | PA Wine & Spirits Shoppe 3503 | Scranton | PA 18504 | 9024 | | |
| 1015 Rte 522 S | DLC-4 Selinsgrove | Selinsgrove | PA 17870 | 9032 | | |
| 1000 Rte 522 | Selinsgrove Center | Selinsgrove | PA 17870 | 9041 | | |
| 3298 State Rte 257 | - | Seneca | PA 16346 | 9050 | | |
| 521 Beaver St | PA Wine & Spirits Shoppe 0266 | Sewickley | PA 15143 | 9056 | | |
| 2 E Arch St | - | Shamokin | PA 17782 | 9061 | | |
| 120 S Water Ave | PA Wine & Spirits Shoppe 4301 | Sharon | PA 16146 | 9072 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|-----------------------------------|--------------------|-----------|------------|------|-------------------|
| 300 W State St | CCC Sharon | Sharon | PA 16146 | 9075 | | |
| 837 Sharon New Castle Rd | PA Wine & Spirits Shoppe 4302 | Farrrell | PA 16121 | 9082 | | |
| 212 S Main St | PA Wine & Spirits Shoppe 6202 | Sheffield | PA 16347 | 9097 | | |
| 500 E Lancaster Ave | DLC-32 Shillington | Shillington | PA 19606 | 9113 | | |
| 7 E Lancaster Ave | - | Shillington | PA 19607 | 9114 | | |
| 1871 Old Main Dr | Reed Operations Ctr | Shippensburg | PA 17257 | 9117 | | |
| 21057 Paint Blvd | District 10-3 | Shippenville | PA 16254 | 9124 | | |
| 2 I-83-N | I-83NB Welcome Center J | Shrewsbury | PA 17361 | 9127 | | |
| 38 Clear Creek Park Rd | Park Office | Sigel | PA 15860 | 9129 | | |
| 1 Prison Rd | SCI Graterford | Skippack | PA 19426 | 9136 | | |
| 2047C Bridge Rd | Troop K - Skippack | Schwenksville | PA 19473 | 9139 | | |
| 223 Grove City Rd | PA Wine & Spirits Shoppe 1008 | Slippery Rock | PA 16057 | 9144 | | |
| 2951 Prospect Rd | Jennings Environmental Educ Ctr | Slippery Rock | PA 16057 | 9145 | | |
| 433 W Main St | PA Wine & Spirits Shoppe 4203 | Smethport | PA 16749 | 9151 | | |
| 500 W Main St | McKean County Courthouse | Smethport | PA 16749 | 9152 | | |
| 15 W Olive St | PA Wine & Spirits Shoppe 1403 | Snow Shoe | PA 16874 | 9162 | | |
| 10649 Somerset Pke | Somerset Historical Center | Somerset | PA 15501 | 9167 | | |
| 111 E Union St | Somerset County Court House | Somerset | PA 15501 | 9168 | | |
| 1312 N Center Ave | District 9-7 | Somerset | PA 15501 | 9171 | | |
| 142 Sagamore St | Troop A - Somerset | Somerset | PA 15501 | 9172 | | |
| 1454 Laurel Hill Park Rd | Park Office | Somerset | PA 15501 | 9173 | | |
| 1534 N Center Ave | PA Wine & Spirits Shoppe 5602 | Somerset | PA 15501 | 9174 | | |
| 1590 Walters Mill Rd | SCI Somerset | Somerset | PA 15510 | 9176 | | |
| 218 N Kimberly Ave | - | Somerset | PA 15501 | 9177 | | |
| 236 Lake Rd | FBC Southwest Region | Somerset | PA 15501 | 9178 | | |
| 2584 Laurel Hill Park Rd | Visitors Center | Somerset | PA 15501 | 9180 | | |
| 5593 Glades Pke | DLC-46 Somerset | Somerset | PA 15501 | 9181 | | |
| 5706 Glades Pke | Bldg A | Somerset | PA 15501 | 9184 | | |
| 651 S Center Ave | - | Somerset | PA 15501 | 9186 | | |
| 943 Glades Pke | Park Office | Somerset | PA 15501 | 9187 | | |
| 766 Rte 113 | PA Wine & Spirits Shoppe 0910 | Souderton | PA 18964 | 9196 | | |
| 10058 South Mountain Rd | South Mountain Restoration Center | South Mountain | PA 17261 | 9199 | | |
| 510 W Southern Ave | PA Wine & Spirits Shoppe 4109 | South Williamsport | PA 17701 | 9209 | | |
| 1260 E Woodland Ave | Suite 104 | Springfield | PA 19064 | 9213 | | |
| 50 Powell Rd | Springfield Twp Police Dept | Springfield | PA 19064 | 9215 | | |
| 1 Veterans' Dr | Southeastern Veterans Center | Spring City | PA 19475 | 9222 | | |
| 137 Penn Nursery Rd | Penn Nursery | Spring Mills | PA 16875 | 9227 | | |
| 830 Pittsburgh St | - | Springdale | PA 15144 | 9233 | | |
| 129 N Michael St | DLC-59 St Marys | St Marys | PA 15857 | 9240 | | |
| 778 Washington Rd | - | St Marys | PA 15857 | 9243 | | |
| 832 St Marys Rd | PA Wine & Spirits Shoppe 2402 | St Marys | PA 15857 | 9245 | | |
| 1735 Shiloh Rd | FBC Benner Springs SFH | State College | PA 16801 | 9249 | | |
| 1690 N Atherton St | PA Wine & Spirits Shoppe 1405 | State College | PA 16803 | 9251 | | |
| 2051 S Atherton St | PA Wine & Spirits Shoppe 1402 | State College | PA 16801 | 9252 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|------------------------------------|----------------------|-----------|------------|------|-------------------|
| 216 W Hamilton Ave | PA Wine & Spirits Shoppe 1404 | State College | PA 16801 | 9257 | | |
| 2525 Green Tech Dr | SERS State College | State College | PA 16803 | 9259 | | |
| 2580 Park Centre Blvd | Centre CAO | State College | PA 16801 | 9270 | | |
| 30 F Eisenhower Parking Deck | Penn State University Police | State College | PA 16801 | 9272 | | |
| 300 Gap Rd | PA Railroad Museum | Strasburg | PA 17579 | 9282 | | |
| 1060 N 9th St | PA Wine & Spirits Shoppe 4506 | Stroudsburg | PA 18360 | 9283 | | |
| 209 South | Rural Rte 2 Box 2003 | Stroudsburg | PA 18360 | 9286 | | |
| 4218 Manor Dr | DLC-36 Snydersville | Stroudsburg | PA 18360 | 9288 | | |
| 1586 N 9th St | District 5-4 | Stroudsburg | PA 18360 | 9297 | | |
| 216 N 6th St | - | Sunbury | PA 17801 | 9306 | | |
| 247 Pennsylvania Ave | - | Sunbury | PA 17801 | 9307 | | |
| 309 N 5th St | DEP NCR District Office | Sunbury | PA 17801 | 9308 | | |
| 320 Chestnut St | Northumberland CAO | Sunbury | PA 17801 | 9309 | | |
| 535 Chestnut St | DOR | Sunbury | PA 17801 | 9312 | | |
| 236 Erie Blvd | PA Wine & Spirits Shoppe 5803 | Susquehanna | PA 18847 | 9322 | | |
| 5566 Main Rd | FBC Northeast Region | Sweet Valley | PA 18656 | 9327 | | |
| 143 N Railroad St | PA Wine & Spirits Shoppe 5403 | Tamaqua | PA 18252 | 9336 | | |
| 1 Kane Ln | LCB Scranton Distribution Center | Taylor | PA 18517 | 9344 | | |
| 51 Water St | District 5-1 | Temple | PA 19560 | 9349 | | |
| 100 James Buchanan Dr | Chester County Assistance Office | Thorndale | PA 19372 | 9355 | | |
| 500 Cheyney Rd | Administration Building | Thornton | PA 19373 | 9358 | | |
| 526 Elm St | - | Tionesta | PA 16353 | 9365 | | |
| 172 Fish Hatchery Ln | Tionesta State Fish Hatchery | Tionesta | PA 16353 | 9368 | | |
| 305 S Elm St | PO Box 405 | Tionesta | PA 16353 | 9373 | | |
| 126 S Martin St | PA Wine & Spirits Shoppe 2002 | Titusville | PA 16354 | 9377 | | |
| 202 Museum Ln | Drake Well Museum | Titusville | PA 16354 | 9379 | | |
| 11 Hap Arnold Blvd | Bldg 20 | Tobyhanna | PA 18466 | 9382 | | |
| 301 Main St | Bradford County Courthouse | Towanda | PA 18848 | 9394 | | |
| 340 York Ave | District 3-9 | Towanda | PA 18848 | 9395 | | |
| 387 York Ave | PA Wine & Spirits Shoppe 0802 | Towanda | PA 18848 | 9396 | | |
| 101 Hawkins Rd | Troop P - Towanda | Towanda | PA 18848 | 9402 | | |
| 1100 Duportail Rd | - | Berwyn | PA 19312 | 9408 | | |
| 44 N Crescent St | Mine Rescue Station | Tremont | PA 17981 | 9412 | | |
| 560 Andrews Rd | PA Wine & Spirits Shoppe 0918 | Feasterville Trevose | PA 19053 | 9415 | | |
| 6900 Hamilton Blvd | PA Wine & Spirits Shoppe 3916 | Trexlerstown | PA 18087 | 9417 | | |
| 49 Canton St | PA Wine & Spirits Shoppe 0803 | Troy | PA 16947 | 9421 | | |
| 1 Courthouse Sq | County Office Bldg | Tunkhannock | PA 18657 | 9427 | | |
| 113 State Rte 92 S | - | Tunkhannock | PA 18657 | 9428 | | |
| 5632 SR 6 | Wyoming County State Health Center | Tunkhannock | PA 18657 | 9429 | | |
| 2 Village Ctr | PA Wine & Spirits Shoppe 6601 | Tunkhannock | PA 18657 | 9430 | | |
| 1 Franklin Ave | District 4-7 | Tunkhannock | PA 18657 | 9436 | | |
| 3 Skyline Complex | Wyoming CAO | Tunkhannock | PA 18657 | 9443 | | |
| 819 Rte 29 S | Charles Brother's Plaza | Tunkhannock | PA 18657 | 9444 | | |
| 600 Hunter Hwy | DLC-105 Tunkhannock | Tunkhannock | PA 18657 | 9448 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|-------------------------------------|---------------------|-----------|------------|------|-------------------|
| 519 Penn Ave | - | Turtle Creek | PA 15145 | 9450 | | |
| 1260 Pennsylvania Ave | PA Wine & Spirits Shoppe 0704 | Tyrone | PA 16686 | 9453 | | |
| 66 N Main St | PA Wine & Spirits Shoppe 2512 | Union City | PA 16438 | 9465 | | |
| 100 New Salem Rd | DEP BDMS & Dist Ofcs @ Uniontown | Uniontown | PA 15401 | 9467 | | |
| 111 W Fayette St | PA Wine & Spirits Shoppe 2601 | Uniontown | PA 15401 | 9468 | | |
| 140 N Beeson Ave | UNT116 | Uniontown | PA 15401 | 9470 | | |
| 22 E Main St | County Office Bldg | Uniontown | PA 15401 | 9471 | | |
| 41 W Church St | Fayette CAO | Uniontown | PA 15401 | 9476 | | |
| 61 E Main St | Fayette Couty Sheriffs Office | Uniontown | PA 15401 | 9478 | | |
| 619 Pittsburgh Rd | PA Wine & Spirits Shoppe 2610 | Uniontown | PA 15401 | 9479 | | |
| 855 N Gallatin Ave Ext | DLC-40 Uniontown | Uniontown | PA 15401 | 9483 | | |
| 825 N Gallatin Ave Ext | District 12-0 & 12-1 | Uniontown | PA 15401 | 9486 | | |
| 11 Lodi Hill Rd | Delaware Canal State Park | Upper Black Eddy | PA 18972 | 9494 | | |
| 1500 Garret Rd | PA Wine & Spirits Shoppe 2333 | Upper Darby | PA 19082 | 9497 | | |
| 7236 W Chester Pk | - | Upper Darby | PA 19082 | 9504 | | |
| 175 W Valley Forge Rd | Upper Marion Township Police Dept | King Of Prussia | PA 19406 | 9509 | | |
| 1820 McLaughlin Run Rd | Upper St Clair Twp Police Dept | Upper St Clair | PA 15241 | 9512 | | |
| 147 Columbia Ave | PA Wine & Spirits Shoppe 6514 | Vandergrift | PA 15690 | 9524 | | |
| 1103 Milltown Rd | PA Wine & Spirits Shoppe 9210 | Verona | PA 15147 | 9528 | | |
| 106 Allegheny River Blvd | PA Wine & Spirits Shoppe 0202 | Verona | PA 15147 | 9530 | | |
| 1001 Quarryhill Rd | I-70WB Welcome Center | Warfordsburg | PA 17267 | 9538 | | |
| 605 Louis Dr | - | Warminster | PA 18974 | 9544 | | |
| 2579 E Pennsylvania Ave | District 1-6 | Warren | PA 16365 | 9551 | | |
| 4 Market Plz | PA Wine & Spirits Shoppe 6201 | Warren | PA 16365 | 9558 | | |
| 407 Market St | Warren County Sheriff Office | Warren | PA 16365 | 9559 | | |
| 984 Hatch Run Rd | DLC-68 Warren | Warren | PA 16365 | 9560 | | |
| 22001 Route 6 | Troop E - Warren | Warren | PA 16365 | 9562 | | |
| 1661 Easton Rd | PA Wine & Spirits Shoppe 0930 | Warrington | PA 18976 | 9567 | | |
| 100 W Beau St | County Courthouse | Washington | PA 15301 | 9572 | | |
| 150 W Beau St | - | Washington | PA 15301 | 9575 | | |
| 167 N Main St | Washington CAO | Washington | PA 15301 | 9577 | | |
| 201 W Wheeling St | WSH011 | Washington | PA 15301 | 9580 | | |
| 83 Murtland Ave | Troop B - HQ | Washington | PA 15301 | 9587 | | |
| 90 W Chestnut St | WSH147 | Washington | PA 15301 | 9589 | | |
| 980 Jefferson Ave | PA Wine & Spirits Shoppe 6314 | Washington | PA 15301 | 9590 | | |
| 1112 River Rd | Washington Crossing Historical Park | Washington Crossing | PA 18977 | 9593 | | |
| 9031 Peach St | District 1-2 | Waterford | PA 16441 | 9601 | | |
| 101 Limbaugh Rd | Contact Station | Waterville | PA 17776 | 9603 | | |
| 4205 Little Pine Creek Rd | Park Office | Waterville | PA 17776 | 9604 | | |
| 145 E Swedesford Rd | PA Wine & Spirits Shoppe 1514 | Wayne | PA 19087 | 9609 | | |
| 209 W Lancaster Ave | PA Wine & Spirits Shoppe 2306 | Wayne | PA 19087 | 9610 | | |
| 301 Iven Ave | Radnor Twp Police Dept | Wayne | PA 19087 | 9611 | | |
| 1030 E Roy Furman Hwy | SCI Greene | Waynesburg | PA 15370 | 9622 | | |
| 164 Willow Rd | DLC-69 Waynesburg | Waynesburg | PA 15370 | 9623 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|---------------------------------|---------------|-----------|------------|------|-------------------|
| 129 Jefferson Rd | District 12-2 | Waynesburg | PA 15370 | 9626 | | |
| 4 W High St | WYN196 | Waynesburg | PA 15370 | 9631 | | |
| 432 E Oakview Dr | - | Waynesburg | PA 15370 | 9632 | | |
| 2 Eckley Main Street | Eckley Miners Village | Weatherly | PA 18255 | 9649 | | |
| 1 Nessmuk Ln | Forest District 16 Office | Wellsboro | PA 16901 | 9651 | | |
| 118 Main St | Courthouse Annex | Wellsboro | PA 16901 | 9653 | | |
| 44 Plaza Ln | - | Wellsboro | PA 16901 | 9655 | | |
| 56 Plaza Lane | - | Wellsboro | PA 16901 | 9656 | | |
| 16 Crafton St | PA Wine & Spirits Shoppe 5903 | Wellsboro | PA 16901 | 9657 | | |
| 5 East Ave | - | Wellsboro | PA 16901 | 9659 | | |
| 6 Berwert St | District 3-7 | Wellsboro | PA 16901 | 9660 | | |
| 4797 Rte 660 | Park Office | Wellsboro | PA 16901 | 9666 | | |
| 1502 W Chester Pke | PA Wine & Spirits Shoppe 1518 | West Chester | PA 19382 | 9685 | | |
| 601 Westtown Rd | Suite 366-368 | West Chester | PA 19382 | 9698 | | |
| 933 Paoli Pke | PA Wine & Spirits Shoppe 1516 | West Chester | PA 19380 | 9702 | | |
| 250 Dessen Dr | Troop N - HQ | Hazleton | PA 18202 | 9715 | | |
| 1874 Homeville Rd | PA Wine & Spirits Shoppe 0297 | West Mifflin | PA 15122 | 9729 | | |
| 801 Wyoming Ave | PA Wine & Spirits Shoppe 4023 | West Pittston | PA 18643 | 9739 | | |
| 126 W Main St | PA Wine & Spirits Shoppe 5904 | Westfield | PA 16950 | 9753 | | |
| 501 Main St | PA Wine & Spirits Shoppe 4020 | White Haven | PA 18661 | 9763 | | |
| 4 Family Camp Road | Contact Station | White Haven | PA 18661 | 9765 | | |
| 3613 State Route 534 | Park Office | White Haven | PA 18661 | 9766 | | |
| 827 Oley Valley Rd | White Haven Center | White Haven | PA 18661 | 9770 | | |
| 3730 Lehigh St | - | Whitehall | PA 18052 | 9778 | | |
| 3731 Lehigh St | Whitehall Twp Police Dept | Whitehall | PA 18052 | 9779 | | |
| 100 Young St | Luzerne County 911 | Wilkes Barre | PA 18706 | 9799 | | |
| 101-105 N Main St | WBR117 | Wilkes Barre | PA 18701 | 9800 | | |
| 1085 Hanover St | DLC-17 Wilkes-Barre | Wilkes Barre | PA 18706 | 9803 | | |
| 1095 Hanover St | LCE - DO # 2 | Wilkes Barre | PA 18706 | 9804 | | |
| 112 Stevens Rd | PA Wine & Spirits Shoppe 4015 | Wilkes Barre | PA 18702 | 9806 | | |
| 1280 Rte 315 Hwy | Pocono Downs Racetrack | Wilkes Barre | PA 18702 | 9809 | | |
| 15 Public Sq | Suit 410 | Wilkes Barre | PA 18701 | 9812 | | |
| 2 Public Sq | The Pomeroy Building | Wilkes Barre | PA 18711 | 9815 | | |
| 200 N River St | Luzerne County Courthouse | Wilkes Barre | PA 18711 | 9816 | | |
| 21 N River St | WPA ine & Spirits Shoppe 4017 | Wilkes Barre | PA 18701 | 9817 | | |
| 32 E Union St | - | Wilkes Barre | PA 18702 | 9822 | | |
| 379 S Main St | PA Wine & Spirits Shoppe 4013 | Wilkes Barre | PA 18701 | 9826 | | |
| 665 Carey Ave | PO Box 1105 | Wilkes Barre | PA 18706 | 9827 | | |
| 850 San Souci Pkwy | PA Wine & Spirits Shoppe 4028 | Wilkes Barre | PA 18702 | 9831 | | |
| 99 Water St | Luzerne County Correctional Fac | Wilkes Barre | PA 18702 | 9832 | | |
| 1000 Commerce Park Dr | - | Williamsport | PA 17701 | 9843 | | |
| 1782 E 3rd St | DLC-43 Williamsport | Williamsport | PA 17701 | 9848 | | |
| 1903 E 3rd St | PA Wine & Spirits Shoppe 4110 | Williamsport | PA 17701 | 9849 | | |
| 2067 Lycoming Creek Rd | PA Wine & Spirits Shoppe 4106 | Williamsport | PA 17701 | 9851 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|--------------------------------|----------------|-----------|------------|------|-------------------|
| 208 W 3rd St | The Grit Building | Williamsport | PA 17701 | 9852 | | |
| 240 W 3rd St | Federal Bldg | Williamsport | PA 17701 | 9853 | | |
| 245 W 4th St | - | Williamsport | PA 17701 | 9854 | | |
| 400 Little League Blvd | Lycoming CAO | Williamsport | PA 17703 | 9858 | | |
| 449 Hepburn St | PA Wine & Spirits Shoppe 4102 | Williamsport | PA 17701 | 9862 | | |
| 450 Little League Blvd | PBPP Williamsport DO | Williamsport | PA 17701 | 9863 | | |
| 48 W 3rd St | - | Williamsport | PA 17701 | 9866 | | |
| 612 W 4th St | - | Williamsport | PA 17701 | 9868 | | |
| 1029 N Easton Rd | PA Wine & Spirits Shoppe 4635 | Willow Grove | PA 19090 | 9881 | | |
| 117 Park Ave | Upper Moreland Twp Police Dept | Willow Grove | PA 19090 | 9882 | | |
| 1607 Jefferson Ave | PA Wine & Spirits Shoppe 5603 | Windber | PA 15963 | 9890 | | |
| 430 N 3rd St | PA Wine & Spirits Shoppe 0617 | Womelsdorf | PA 19567 | 9895 | | |
| 8156 Ogontz Ave | PA Wine & Spirits Shoppe 4640 | Wyncote | PA 19095 | 9904 | | |
| 1008 Wyoming Ave | PA Wine & Spirits Shoppe 4034 | Wyoming | PA 18644 | 9905 | | |
| 475 Wyoming Ave | Troop P - HQ | Wyoming | PA 18644 | 9906 | | |
| 479 Wyoming Ave | Forensics - Wyoming Crime Lab | Wyoming | PA 18644 | 9907 | | |
| 565 Mt Olivet Rd | Park Office | Wyoming | PA 18644 | 9908 | | |
| 1101 Woodland Rd | PA Wine & Spirits Shoppe 0621 | Wyomissing | PA 19610 | 9910 | | |
| 21 S Main St | PA Wine & Spirits Shoppe 0921 | Yardley | PA 19067 | 9914 | | |
| 13187 Ferguson Valley Rd | DLC-65 Lewistown | Yeagertown | PA 17099 | 9915 | | |
| 130 N Duke St | York CAO | York | PA 17405 | 9923 | | |
| 150 Roosevelt Ave | DEP SCR District Office | York | PA 17403 | 9925 | | |
| 1750 N George St | - | York | PA 17404 | 9927 | | |
| 1920 Susquehanna Trail N | District 8-4 | York | PA 17404 | 9930 | | |
| 2081 Springwood Rd | PA Wine & Spirits Shoppe 6705 | York | PA 17403 | 9933 | | |
| 2130 S Queen St | DLC-10 York | York | PA 17403 | 9935 | | |
| 2143 White St | PA Wine & Spirits Shoppe 6712 | York | PA 17404 | 9937 | | |
| 2550 Kingston Rd | YRK120 | York | PA 17402 | 9940 | | |
| 317 W Market St | CCC York | York | PA 17404 | 9945 | | |
| 131 N Duke Rm A2 | PA Wine & Spirits Shoppe 6701 | York | PA 17401 | 9946 | | |
| 6000 Mt Pisgah Rd | Samuel S Lewis State Park | York | PA 17406 | 9950 | | |
| 841 Vogel song Rd | - | York | PA 17404 | 9951 | | |
| 121 N Mill St | DEP NW Dist Ofc @ New Castle | New Castle | PA 16101 | 10047 | | |
| 11685 Bustleton Ave | PA Wine & Spirits Shoppe 5160 | Philadelphia | PA 19116 | 10109 | | |
| 200 Southbest Ave | PA Wine & Spirits Shoppe 4801 | Walnutport | PA 18088 | 10147 | | |
| 3539 Wilmington Rd | Troop D - New Castle | New Castle | PA 16105 | 10155 | | |
| 110 St Mary's Rd | DEP AMR Warehouse | Wilkes Barre | PA 18702 | 10157 | | |
| 25 McQuiston Dr | Lakeview Industrial Park | Jackson Center | PA 16133 | 10159 | | |
| 149 Campground Rd | Contact Station | Patton | PA 16668 | 10181 | | |
| 220 E Rosedale Ave | Equine Toxology Lab | West Chester | PA 19383 | 10190 | | |
| 222 Northern Blvd | PA Wine & Spirit Shoppe 3516 | Clarks Summit | PA 18411 | 10198 | | |
| 3303 Pleasant Valley Blvd | - | Altoona | PA 16602 | 10209 | | |
| 300 Bellefonte Ave | Clinton CAO | Lock Haven | PA 17745 | 10228 | | |
| 4501 Admiral Perry Hwy | Ebensburg Center | Ebensburg | PA 15931 | 10248 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|---------------------------------|----------------|-----------|------------|------|-------------------|
| 150 North St | Bedford CAO | Bedford | PA 15522 | 10278 | | |
| 189 Fyock Rd | SCI Pine Grove | Indiana | PA 15701 | 10388 | | |
| 251 Correction Rd | Cresson Secure Unit | Cresson | PA 16699 | 10408 | | |
| 2640 Woodglen Rd | Schuylkill CAO | Pottsville | PA 17901 | 10437 | | |
| 4459 Adams Rd | Park Ranger Station | Jamestown | PA 16134 | 10464 | | |
| 3150 E 2nd St | Forest District 15 Office | Coudersport | PA 16915 | 10466 | | |
| 270 Airport Dr | Aviation Patrol Unit III | New Cumberland | PA 17070 | 10470 | | |
| 101 Commonwealth Pl | Fort Pitt Museum | Pittsburgh | PA 15222 | 10493 | | |
| 1509 Pittsburgh Rd | Northwest Regional Office | Franklin | PA 16323 | 10502 | | |
| 625 Main St | Cambria CAO | Johnstown | PA 15901 | 10553 | | |
| 1601 Elmerton Ave | FBC Fish and Boat Commission HQ | Harrisburg | PA 17110 | 10570 | | |
| 7591 Lake Raystown Shopping Ctr | Huntingdon CAO | Huntingdon | PA 16652 | 10579 | | |
| 500 S 2nd Street Pke | PA Wine & Spirits Shoppe 0917 | Southampton | PA 18966 | 10587 | | |
| 2047B Bridge Rd | SE Training Center | Schwenksville | PA 19473 | 10594 | | |
| 310 N Middletown Rd | - | Media | PA 19063 | 10595 | | |
| 2932 Airport Rd | Bethlehem Lab | Bethlehem | PA 18017 | 10599 | | |
| 177 Menser Rd | Troop T - Somerset | Somerset | PA 15501 | 10624 | | |
| 205 Canoe Creek Road | Park Office | Hollidaysburg | PA 16648 | 10649 | | |
| 136 Poe Valley Park Cir | Park Office | Coburn | PA 16832 | 10683 | | |
| 1123 Linden St | - | Clearfield | PA 16830 | 10752 | | |
| 280 W Hamilton Ave | - | State College | PA 16801 | 10754 | | |
| 3372 State Park Rd | Forest District 9 Office | Penfield | PA 15849 | 10772 | | |
| 35 W Main St | Courthouse | Bloomsburg | PA 17815 | 10816 | | |
| 286 Industrial Park Rd | DEP Cambria District Office | Ebensburg | PA 15931 | 10826 | | |
| 506 Broad St | County Administration Building | Milford | PA 18337 | 10839 | | |
| 530 13th St | Venango CAO | Franklin | PA 16323 | 10844 | | |
| 100 Greene Plz | Greene CAO | Waynesburg | PA 15370 | 10869 | | |
| 436 Grant St | - | Pittsburgh | PA 15219 | 10870 | | |
| 1309 French St | - | Erie | PA 16501 | 10882 | | |
| 2395 Old York Rd | PA Wine & Spirits Shoppe 0935 | Jamison | PA 18929 | 10915 | | |
| 126 Grant Ave | PA Wine & Spirits Shoppe 0223 | Millvale | PA 15209 | 10919 | | |
| 529 Main St | PA Wine & Spirits Shoppe 3504 | Carbondale | PA 18407 | 10925 | | |
| 55 Memorial Hwy | PA Wine & Spirits Shoppe 4003 | Dallas | PA 18612 | 10931 | | |
| 35 Briar Creek Plz | PA Wine & Spirits Shoppe 1901 | Briar Creek | PA 18603 | 10938 | | |
| 240 Buffalo Plz | PA Wine & Spirits Shoppe 1009 | Sarver | PA 16055 | 10950 | | |
| 1824 Daisy St | Clearfield Mall | Clearfield | PA 16830 | 10957 | | |
| 567 W Mahoning St | PA Wine & Spirits Shoppe 3302 | Punxsutawney | PA 15767 | 10961 | | |
| 4229 N Broad St | PA Wine & Spirits Shoppe 5132 | Philadelphia | PA 19140 | 11004 | | |
| 724 South St | PA Wine & Spirits Shoppe 5119 | Philadelphia | PA 19147 | 11005 | | |
| 2800 Robinson Blvd | PA Wine & Spirits Shoppe 0280 | Pittsburgh | PA 15235 | 11007 | | |
| 1106 16th St | Altoona Police Department | Altoona | PA 16601 | 11014 | | |
| 300 N Center Ave | CCMIS of Somerset County | Somerset | PA 15501 | 11024 | | |
| 20 E 5th St | County Office Bldg | Emporium | PA 15834 | 11026 | | |
| 69 Broadway St | - | Jim Thorpe | PA 18229 | 11030 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------|----------------------------------|------------------|---------------|------------|------|-------------------|
| 3 S Brady St | Deposit Bank Bldg | DuBois | PA 15801 | 11034 | | |
| 243A W Main St | - | Monongahela | PA 15063 | 11039 | | |
| 1000 National Pke | Rte 40 | Brownsville | PA 15417 | 11040 | | |
| 2600 W 9th St | - | Chester | PA 19013 | 11047 | | |
| 1282 Almshouse Rd | - | Doylestown | PA 18901 | 11048 | | |
| 2928 Peach St | - | Erie | PA 16508 | 11057 | | |
| 2418 Freeport Rd | - | Natrona Heights | PA 15065 | 11060 | | |
| 218 N 2nd St | Franklin County DRS | Chambersburg | PA 17201 | 11062 | | |
| 7000 Geerdes Blvd | District 6-0 | King of Prussia | PA 19406 | 11071 | | |
| 1 I-80 | Mercer Cnty Welcome Ctr | Shenango | PA 16125 | 11073 | | |
| 740 Cheyney Rd | - | Thornbury | PA 19319 | 11076 | | |
| 154 W 9th St | - | Erie | PA 16501 | 11085 | | |
| 4000 Crums Mill Rd | - | Harrisburg | PA 17112 | 11099 | | |
| 11 N 3rd St | - | Mifflintown | PA 17059 | 11101 | | |
| 6724 US 322 | Troop E - Franklin | Franklin | PA 16323 | 11111 | | |
| 6395 State Rte 103 N | LEW077 | Lewistown | PA 17044 | 11114 | | |
| 1260 New Rodgers Rd | - | Bristol | PA 19007 | 11117 | | |
| 78 Grow Ave | DLC-103 Montrose | Montrose | PA 18801 | 11139 | | |
| 930 Bridge St | District 5-2 | Lehighton | PA 18235 | 11157 | | |
| 2005 Swede Rd | District 6-4 | Norristown | PA 19404 | 11162 | | |
| 1901 Ruffner St | District 6-5 | Philadelphia | PA 19140 | 11163 | | |
| 18492 Smock Hwy | District 1-1 | Meadville | PA 16335 | 11164 | | |
| 18073 Erie St | District 1-11 | Centerville | PA 16404 | 11165 | | |
| 9203 Rte 6 | District 1-21 | Union City | PA 16438 | 11166 | | |
| 723 Elm St | District 1-3 | Tionesta | PA 16353 | 11167 | | |
| 1200 W 4th St | District 2-7 | Lewistown | PA 17044 | 11169 | | |
| 9735 Perry Hwy | Pine Creek Shed | Pittsburgh | PA 15237 | 11175 | | |
| 201 Haymaker Rd | ATR 208 | Monroeville | PA 15146 | 11176 | | |
| 100 E High St | Pottstown Police Dept | Pottstown | PA 19464 | 11192 | | |
| 401 N Broad St | North American Bldg | Philadelphia | PA 19108 | 11210 | | |
| 335 5th Ave | PBPP Mon Valley SO | McKeesport | PA 15132 | 11215 | | |
| 401 E Gay St | West Chester Police Dept | West Chester | PA 19380 | 11218 | | |
| 1025 Paoli Pke | West Goshen Twp Police Dept | West Chester | PA 19380 | 11219 | | |
| 103 W Cheltenham Ave | PA Wine & Spirits Shoppe 4605 | Cheltenham | PA 19012 | 11231 | | |
| 1125 Linden St | CLF075 | Clearfield | PA 16830 | 11247 | | |
| 1000 Leonard St | DOR | Clearfield | PA 16830 | 11440 | | |
| 880 Butler St | PA Wine & Spirits Shoppe 0264 | Pittsburgh | PA 15223 | 11479 | | |
| 143 S Gulph Rd | PA Wine & Spirits Shoppe 4620 | King of Prussia | PA 19406 | 11482 | | |
| 1761A Columbia Ave | PA Wine & Spirits Shoppe 3617 | Lancaster | PA 17603 | 11574 | | |
| 716 Williamsfield Rd | Jamestown Contact Station | Jamestown | PA 16134 | 11583 | | |
| 400 North St | Keystone Building | Harrisburg | PA 17120-0211 | 11588 | | |
| 1 Progress Plz | Bradford CAO | Towanda | PA 18848 | 11598 | | |
| 258/260 Sizerville Rd | Forest District 13 Park Region 1 | Emporium | PA 15834 | 11662 | | |
| 140 W Germantown Pke | Meetinghouse Business Center | Plymouth Meeting | PA 19462 | 11683 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|----------------------------------|----------------|-----------|------------|------|-------------------|
| 221 Center St | - | Oil City | PA 16121 | 11716 | | |
| 1600 Northampton St | - | Easton | PA 18042 | 11733 | | |
| 1150 Riverside Dr | - | Lewistown | PA 17044 | 11979 | | |
| 1301 Filbert St | - | Philadelphia | PA 19102 | 11992 | | |
| 43 Hatchery Ln | FBC Tylersville SFH | Loganton | PA 17747 | 12003 | | |
| 1326 Hoffman Blvd | PA Wine & spirits shoppe 0219 | West Mifflin | PA 15122 | 12056 | | |
| 1566 S Rte 44 Hwy | PO Box 5038 | Jersey Shore | PA 17740 | 12142 | | |
| 300 Tyburn Rd | Stockpile 3 - BUCK690 | Fairless | PA 19030 | 12187 | | |
| 7 West Locust Street | Potter County Maintenance Office | Coudersport | PA 16915 | 12270 | | |
| 186 Enterprize Dr | DEP Moshannon District Office | Philipsburg | PA 16866 | 12274 | | |
| 300 Bingham Rd | Smethport | Cyclone | PA 16726 | 12294 | | |
| 4595 Admiral Perry Hwy | District 9-3 | Ebensburg | PA 15931 | 12383 | | |
| 410 Clearfield Valley Blvd | Stockpile 9 - CAMB690 | Ashville | PA 16613 | 12385 | | |
| 8763 William Penn Hwy | District 9-5 | Huntingdon | PA 16652 | 12398 | | |
| 6201 Grand Ave | Maint Shed Gotech | Pittsburgh | PA 15225 | 12559 | | |
| 800 Progress St | - | Pittsburgh | PA 15212 | 12560 | | |
| 1017 Lovedale Hollow Rd | District 11-15 | Elizabeth | PA 15037 | 12566 | | |
| 4 Parkway West - Out Parkway | Fort Pitt Garage | Pittsburgh | PA 15222 | 12574 | | |
| 51 Fox Chapel Rd | District 11-10 | Pittsburgh | PA 15238 | 12575 | | |
| 355 Dewart St | District 3-4 | Sunbury | PA 17801 | 12581 | | |
| 1605 Ashcom Rd | Troop T - Everett | Everett | PA 15537 | 12737 | | |
| 11088 Rte 6 E | Troop E - Corry | Union City | PA 16438 | 12743 | | |
| 559 Miller Ave | - | Clairton | PA 15025 | 12748 | | |
| 861 E Lancaster Ave | Ashbridge Shopping Center | Downingtown | PA 19335 | 12767 | | |
| 19 McQuiston Dr | Lakeview Industrial Park | Jackson Center | PA 16133 | 12773 | | |
| 313 W Liberty Ave | LAN122 | Lancaster | PA 17603 | 12783 | | |
| 255 Elm St | District 1-0 | Oil City | PA 16301 | 12803 | | |
| 2856 State Route 848 | Troop R - Gibson | New Milford | PA 18834 | 12807 | | |
| 520 Willowbrook Plaza | PA Wine & Spirits Shoppe 6511 | Belle Vernon | PA 15012 | 12853 | | |
| 845 Main St | Delaware CAO/Darby District | Darby | PA 19023 | 12857 | | |
| 570 Galifa Dr | DON060 | Donora | PA 15033 | 12881 | | |
| 209 Commerce Rd | Troop C - Clarion | Clarion | PA 16214 | 12886 | | |
| 4 Eleanor Dr | Troop L - Frackville | Frackville | PA 17931 | 12890 | | |
| 145 Race St | Elk CAO | Ridgway | PA 15853 | 12904 | | |
| 217 W State St | SHR140 | Sharon | PA 16146 | 12918 | | |
| 2701 Southampton Rd | Delaware Valley Veterans Home | Philadelphia | PA 19154 | 12976 | | |
| 8320 Schantz Rd | Troop M - Fogelsville | Breinigsville | PA 18031 | 12982 | | |
| 180 Dessen Dr | Garage | Hazleton | PA 18201 | 12984 | | |
| 274 Arbutus Park Rd | Forest District 20 Office | Bloomsburg | PA 17815 | 12996 | | |
| 315 W James St | CATS / Lancaster | Lancaster | PA 17602 | 12999 | | |
| 7895 W Lake Rd | FBC Lake Erie Research Unit | Fairview | PA 16415 | 13023 | | |
| 2121 Noblestown Rd | - | Pittsburgh | PA 15205 | 13037 | | |
| 630 E Penn St | PennDOT District 9-1 Bedford | Bedford | PA 15522 | 13079 | | |
| 151 Pavilion Ln | YNG204 | Youngwood | PA 15697 | 13090 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|------------------------------------|------------------|-----------|------------|------|-------------------|
| 2040 S 12th St | PBPP Allentown DO | Allentown | PA 18103 | 13092 | | |
| 110 Franklin St | - | Johnstown | PA 15901 | 13162 | | |
| 250 Oak Spring Rd | DLC-109 Washington | Washington | PA 15301 | 13164 | | |
| 669 Washington St | Northampton County Government Ctr. | Easton | PA 18042 | 13165 | | |
| 30 Stauffer Industrial Prk | UCSC Scranton | Taylor | PA 18517 | 13173 | | |
| 30 N Main St | - | Mifflintown | PA 17059 | 13188 | | |
| 25 Westwood Ctr | - | Pottsville | PA 17901 | 13211 | | |
| 128 S 69th St | PA Wine & Spirits Shoppe 2302 | Upper Darby | PA 19082 | 13214 | | |
| 501 S Wawaset Rd | Chester County Prison | Pocopson | PA 19382 | 13233 | | |
| 85 Haven Dr | Indian Co Emergency Mngmt Center | Indiana | PA 15701 | 13237 | | |
| 2550 Oakland Ave | District 10-0 & 10-4 | Indiana | PA 15701 | 13246 | | |
| 124 W Apron Dr | Aviation Patrol Unit I | Reading | PA 19605 | 13284 | | |
| 100 Gypsum Rd | Public Safety Building | Snydersville | PA 18360 | 13290 | | |
| 1489 Baltimore Pke | Building 100 | Springfield | PA 19064 | 13294 | | |
| 312 Main St | TOW048 | Towanda | PA 18848 | 13296 | | |
| 872 Salem Blvd | Troop P - Shickshinny | Berwick | PA 18603 | 13317 | | |
| 1526 Airport Rd | B.E.S.O. - FRANKLIN | Franklin | PA 16323 | 13319 | | |
| 3001 Fairway Dr | DEP SER District Office | Altoona | PA 16602 | 13360 | | |
| 700 S Eisenhower Blvd | Turnpike Bldg | Middletown | PA 17057 | 13439 | | |
| 1525 Rte 30 | BEAV690 | Clinton | PA 15026 | 13453 | | |
| 255 Elm Dr | Troop B - Waynesburg | Waynesburg | PA 15370 | 13531 | | |
| 20-22 E Union St | Phoenix Bldg | Wilkes Barre | PA 18701 | 13533 | | |
| 1 Belle Vista Dr | CCTV 81-65 | East Pennsboro | PA 17053 | 13548 | | |
| 630 Kolter Dr | - | Indiana | PA 15701 | 13584 | | |
| 14 N Linden St | U.C Service Center | Duquesne | PA 15110 | 13585 | | |
| 3159 Cape Horn Rd | PA Wine & Spirits Shoppe 6710 | Red Lion | PA 17356 | 13678 | | |
| 1302 Pittsburgh St | Cheswick Plaza | Cheswick | PA 15024 | 13694 | | |
| 4802 Pittsburgh Ave | DOR | Erie | PA 16515 | 13719 | | |
| 690 Church St | People's Bldg | West Chester | PA 19383 | 13751 | | |
| 960 Wentz Rd | Whitpain Twp Police Dept | Blue Bell | PA 19422 | 13753 | | |
| 8349 Perry Hwy | LCE - DO # 8 | Erie | PA 16505 | 13775 | | |
| 3133 - 65 New Germany Rd | - | Ebensburg | PA 15931 | 13776 | | |
| 175 E Brown St | - | East Stroudsburg | PA 18301 | 13779 | | |
| 1001 E Lincoln Hwy | - | Coatesville | PA 19320 | 13782 | | |
| 212 Ohio St | PA Wine & Spirits Shoppe 5606 | Boswell | PA 15331 | 13821 | | |
| 864 E Street Rd | PA Wine & spirits shoppe 0923 | Warminster | PA 18974 | 13854 | | |
| 736 Wertzville Rd | East Penn Center | Enola | PA 17025 | 13860 | | |
| 1855 New Hope St | - | Norristown | PA 19401 | 13869 | | |
| 7869 National Pke | Stockpile 14 | Addison | PA 15411 | 13881 | | |
| 848 Rutledge Rd | PennDOT Mercer Stockpile 11 | Transfer | PA 16154 | 13914 | | |
| 17171 Shreve Run Rd | PennDOT Oil Creek Stockpile | Pleasantville | PA 16341 | 14011 | | |
| 645 Rte 403 Hwy North | Stockpile 05 - INDI62 | Strongstown | PA 15957 | 14024 | | |
| 140 E High St | Stockpile 3 | Union City | PA 16438 | 14071 | | |
| 14 Jefferson Ave | HAR97 and CCTV27 | DuBois | PA 16843 | 14085 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|----------------------------------|-----------------|---------------|------------|------|-------------------|
| 3140 E 2nd St | Troop F - Coudersport | Coudersport | PA 16915 | 14095 | | |
| 14885 Molly Pitcher Hwy | I-81NB Welcome Center G | Greencastle | PA 17225 | 14128 | | |
| 1500 Old Trail Rd. | SR 0392 Seg 0040 | Etters | PA 17319 | 14145 | | |
| 1605 Bloom Rd | Administration Bldg | Danville | PA 17821 | 14377 | | |
| 3240 Schoolhouse Rd | Middletown Topo Geo | Middletown | PA 17057 | 14382 | | |
| 1510 Scranton Carbondale Hwy | PA Wine & Spirits Shoppe 3502 | Dickson City | PA 18519 | 14446 | | |
| 3720 Main St | PA Wine & Spirits Shoppe 5111 | Philadelphia | PA 19127 | 14468 | | |
| 164 Stayrook St | Somerset CAO | Somerset | PA 15501 | 14487 | | |
| 333 Harvey Ave | PBPP Greensburg SO | Greensburg | PA 15601 | 14489 | | |
| 300 Indian Springs Rd | IND057 | Indiana | PA 15701 | 14495 | | |
| 71 Lincoln Dr | Clarion CAO | Clarion | PA 16214 | 14499 | | |
| 1622 Lincoln Hwy East | PA Wine & Spirits Shoppe 3615 | Lancaster | PA 17602 | 14507 | | |
| 140 Washington Towne Blvd | PA Wine & Spirit Shoppe 2518 | Edinboro | PA 16412 | 14519 | | |
| 935 Old York Rd | PA Wine & Spirits Shoppe 4613 | Jenkintown | PA 19046 | 14520 | | |
| 1218 Chestnut St | PA Wine & Spirits Shoppe 5144 | Philadelphia | PA 19107 | 14584 | | |
| 17 Kimberly Ln | PA Wine & Spirits Shoppe 6103 | Cranberry | PA 16319 | 14600 | | |
| 99 N Westmoreland | Building 5 | Greensburg | PA 15601 | 14633 | | |
| 448 Haycock Run Rd | FBC Fish Management Area 6 | Bucksville | PA 18953 | 14651 | | |
| 269 Rte 6 W | Potter CAO | Coudersport | PA 16195 | 14654 | | |
| 2174A Rte 611 | Forest District 19 Office | Swiftwater | PA 18370 | 14677 | | |
| 123 Boroline Rd | Southeast Staff Development | Bridgeport | PA 19405 | 14686 | | |
| 47 Dry Run Rd | Hills Grove Ranger Station | Hills Grove | PA 18619 | 14704 | | |
| 1300 Old Plank Rd | Lackawanna HV Ctr | Mayfield | PA 18433 | 14714 | | |
| 93 Pierce Ln | SERS Montoursville | Montoursville | PA 17754 | 14718 | | |
| 225 Grandview Ave | EDS Building | Camp Hill | PA 17011 | 14719 | | |
| 1 Frankford Ave | CCTV | Philadelphia | PA 19125 | 14734 | | |
| 2300 Wakeling St | CCTV | Philadelphia | PA 19124 | 14740 | | |
| 2799 E Ann St | CCTV | Philadelphia | PA 19134 | 14741 | | |
| 4860 Ashburner St | CCTV | Philadelphia | PA 19136 | 14749 | | |
| 5040 Van Kirk St | CCTV | Philadelphia | PA 19135 | 14750 | | |
| 6935 State Rd | CCTV | Philadelphia | PA 19135 | 14753 | | |
| 739 W York St | CCTV | Philadelphia | PA 19113 | 14755 | | |
| 7927 State Rd | CCTV | Philadelphia | PA 19136 | 14756 | | |
| 8550 State Rd | CCTV | Philadelphia | PA 19136 | 14757 | | |
| 3104 Port Matilda Hwy | Troop G - Philipsburg | Philipsburg | PA 16866 | 14759 | | |
| 406 E High St | Greene Cnty Welcome Ctr | Waynesburg | PA 15370 | 14771 | | |
| 607 South Dr | Forum / Education Building | Harrisburg | PA 17120-0600 | 14791 | | |
| 524 Front St | PA Wine & Spirits Shoppe 6312 | Fredericktown | PA 15333 | 14839 | | |
| 1375 Blue Valley Dr | PA Wine & Spirits Shoppe 4803 | Pen Argyl | PA 18072 | 14840 | | |
| 5 Municipal Way | Middletown Twp Police Department | Langhorne | PA 19047 | 14846 | | |
| 32 Saint Leo Ave | District 2-8 | Ridgway | PA 15853 | 14849 | | |
| 205 S Washington St | Luzerne CAO | Wilkes Barre | PA 18711 | 14863 | | |
| 801 Loch Alsh Ave | Upper Dublin Twp Police Dept | Fort Washington | PA 19034 | 14865 | | |
| 425 Swede St | One Montgomery Plaza | Norristown | PA 19404 | 14877 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------|-------------------------------------|------------------|-----------|------------|------|-------------------|
| 200 S Center St | Cambria County Courthouse | Ebensburg | PA 15931 | 14878 | | |
| 616 Germantown Pke | Whitemarsh Twp Police Dept | Lafayette Hill | PA 19444 | 14879 | | |
| 17 Arentzen Blvd | Vista One Professional Ctr | Charleroi | PA 15022 | 14880 | | |
| 1 River Rd | US National Park Service | Bushkill | PA 18324 | 14882 | | |
| 279 Rt 6 W | - | Coudersport | PA 16915 | 14884 | | |
| 2 W Main St | Perry County Radio | New Bloomfield | PA 17068 | 14886 | | |
| 6000 Woodlawn Blvd | Beaver County Jail | Aliquippa | PA 15001 | 14887 | | |
| 3311 E Carson St | Federal Bureau of Investigation | Pittsburgh | PA 15203 | 14890 | | |
| 911 Public Safety Rd | Westmoreland County 911 | Greensburg | PA 15601 | 14907 | | |
| 4120 Sardis Rd | Murrysville Police Dept | Murrysville | PA 15668 | 14910 | | |
| 8230 Old York Rd | Cheltenham Police Department | Elkins Park | PA 19027 | 14913 | | |
| 1137 Branchton Rd | OPM/IS Federal Investigation Ctr | Boyers | PA 16018 | 14914 | | |
| 301 N Jackson St | Media Borough Police Dept | Media | PA 19063 | 14934 | | |
| 24 E Main St | Fayette County Emergency Management | Uniontown | PA 15401 | 14935 | | |
| 22 Burgert Dr | Bradford County Radio | Towanda | PA 18848 | 14942 | | |
| 700 Belvoir Rd | Plymouth Twp Police Dept | Plymouth Meeting | PA 19462 | 14943 | | |
| 1000 Beaver Grade Rd | Moon Twp Police Dept | Moon Twp | PA 15108 | 14944 | | |
| 30 Woodbine Ln | Montour County 911 | Danville | PA 17821 | 14950 | | |
| 5601 Buffalo Rd | East Erie Cnty Emergency Comm Ctr | Harborcreek | PA 16421 | 14953 | | |
| 1090 Troxel Rd | Towamencin Twp Police Dept | Kulpville | PA 19443 | 14954 | | |
| 1476 Broadhead Rd | PA Wine & Spirits Shoppe 0414 | Monaca | PA 15061 | 14961 | | |
| 111 Valley Park Rd | Schuykill Twp Police Department | Phoenixville | PA 19460 | 14980 | | |
| 1630 Arlington Ave | - | Pittsburgh | PA 15210 | 14982 | | |
| 50 Overlook Rd | SCI Fayette | Labelle | PA 15450 | 14992 | | |
| 30 Universal Rd | Snyder County Emergency Services | Selinsgrove | PA 17870 | 14998 | | |
| 360 N Middletown Rd | Delaware County Emergency Services | Media | PA 19063 | 15000 | | |
| 911 Greenough St | Northumberland 911 | Sunbury | PA 17801 | 15002 | | |
| 1010 Darby Rd | Haverford Twp Police Dept | Havertown | PA 19083 | 15003 | | |
| 534 Wyoming Ave | Medical Arts Bldg | Kingston | PA 18704 | 15025 | | |
| 2421 Ashbury Rd | PA Wine & Spirits Shoppe 2503 | Erie | PA 16506 | 15050 | | |
| 541 Allegheny Blvd | PA Wine & Spirits Shoppe 6102 | Franklin | PA 16323 | 15051 | | |
| 705 W Market St | PA Wine & Spirits Shoppe 5409 | Orwigsburg | PA 17961 | 15052 | | |
| 800 Bustletown Pke | PA Wine & Spirits Shoppe 0925 | Richboro | PA 18954 | 15053 | | |
| 1848 Leithsville Rd | Retail Unit 1 | Hellertown | PA 18055 | 15083 | | |
| 15187 Renovo Rd | Forest District 10 Office | Renovo | PA 17764 | 15111 | | |
| 4216 Beaver Rd | Park Office | Philipsburg | PA 16681 | 15127 | | |
| 69 Cellular Ln | LUZE01 PTC/OPRS Wyoming | Wilkes Barre | PA 18702 | 15137 | | |
| 400 N Branch Rd | North Fayette Twp Police Dept | Oakdale | PA 15071 | 15146 | | |
| 1264 Emergency Ln | Carbon Cnty 911 Communications | Nesquehoning | PA 18240 | 15156 | | |
| 560 Service Center Rd | Jefferson Cnty 911 Communications | Brookville | PA 15825 | 15157 | | |
| 1099 Oak St | DOH Business Partner | Indiana | PA 15701 | 15164 | | |
| 2001 Mission Ln | Bldg 102 Police Headquarters | New Cumberland | PA 17070 | 15172 | | |
| 2 S 2nd St | Dauphin County Administration Bldg | Harrisburg | PA 17108 | 15173 | | |
| 600 6th St | PBPP Beaver Falls SO | Beaver Falls | PA 15010 | 15176 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|------------------------------------|-------------------|-----------|------------|------|-------------------|
| 7 Campus Blvd | Newton Corporate Campus | Newtown Square | PA 19073 | 15202 | | |
| 421 Main St | | Clarion | PA 16214 | 15203 | | |
| 116 S 2nd St | Chambersburg Police Dept | Chambersburg | PA 17201 | 15204 | | |
| 225 S Sproul Rd | Marple Twp Police Dept | Broomall | PA 19008 | 15205 | | |
| 220 Locust Lake Rd | Contact Station | Barnesville | PA 18214 | 15207 | | |
| 800 E Campground Rd | Contact Station | Wellsville | PA 17365 | 15212 | | |
| 717 State St | Federal Bureau of Investigation | Erie | PA 16501 | 15213 | | |
| 100 E Union St | Somerset 911 | Somerset | PA 15501 | 15222 | | |
| 100 E McDade Blvd | Ridley Twp Police Dept | Folsom | PA 19033 | 15234 | | |
| 2012 Penny Ln | Penn Crossing Shopping Ctr | Jeannette | PA 15644 | 15255 | | |
| 206 W Plank Rd | - | Altoona | PA 16602 | 15318 | | |
| 630 Norland Ave | PBPP Chambersburg SO | Chambersburg | PA 17201 | 15329 | | |
| 115 Poheganut Dr | TriVin Inc CSS | Groton | CT 06340 | 15343 | | |
| 5740 Market St | - | Philadelphia | PA 19139 | 15348 | | |
| 110 N Diamond St | Mercer County Courthouse | Mercer | PA 16137 | 15349 | | |
| 750 Race St | Police Communication Center | Philadelphia | PA 19107 | 15358 | | |
| 2860 Audubon Village Dr | PA Wine & Spirits Shoppe 4637 | Audubon | PA 19403 | 15359 | | |
| 5900 Baum Blvd | East Central AAA | Pittsburgh | PA 15206 | 15363 | | |
| 140 Purity Rd | Purity Plaza | Pittsburgh | PA 15235 | 15376 | | |
| 300-G Laird St | - | Wilkes Barre | PA 18702 | 15377 | | |
| 275 Main St | PA Wine & Spirits Shoppe 1501 | Exton | PA 19341 | 15391 | | |
| 324 Commons Dr | West Sadsbury Commons Shopping Ctr | Parkesburg | PA 19365 | 15416 | | |
| 843 Park Rd | Contact Station | Elverson | PA 19520 | 15417 | | |
| 3000 State Rte 18 | Contact Station | Hookstown | PA 15050 | 15419 | | |
| 1393 Chestnut Hill Rd | BUCK60-Chestnut Hill | Upper Black Eddy | PA 18972 | 15461 | | |
| 1274 E Penn St | PA Wine & Spirits Shoppe 4104 | Muncy | PA 17756 | 15462 | | |
| 449 Center Hill Rd | BUCK61-Center Hill | Upper Black Eddy | PA 18972 | 15468 | | |
| 1872 Holicong Rd | BUCK65-Buckingham MT | Buckingham Valley | PA 18938 | 15469 | | |
| 1351 Woodside Rd | BUCK68-Yardley | Yardley | PA 19067 | 15470 | | |
| 6426 Lower York Rd | BUCK62-Best Western New Hope Inn | New Hope | PA 18938 | 15471 | | |
| 3000 Sidley Hill Rd | CHES77 | Malvern | PA 19355 | 15472 | | |
| 12921 Rte 120 | Troop F - Emporium | Emporium | PA 15834 | 15477 | | |
| 7343 Ferry Rd | BUCK64-Point Pleasant | Point Pleasant | PA 18950 | 15480 | | |
| 4110 Brownsville Rd | Brentwood Towne Square | Pittsburgh | PA 15227 | 15485 | | |
| 400 Tower Ln | WEST77 | Irwin | PA 15642 | 15515 | | |
| 1158 Mae St | PA Wine & Spirits Shoppe 2211 | Hummelstown | PA 17036 | 15520 | | |
| 1516 N Cedar Crest Blvd | Crest Plaza Shopping Center | Allentown | PA 18104 | 15536 | | |
| 449 McCormick Rd | Troop B - Findlay | Pittsburgh | PA 15108 | 15558 | | |
| 100 S Jefferson St | 4 Cascade Galleria | New Castle | PA 16101 | 15565 | | |
| 4 Cascade Galleria | 100 S Jefferson St | New Castle | PA 16101 | 15565 | | |
| 100 S Jefferson St | 108 Cascade Galleria | New Castle | PA 16101 | 15568 | | |
| 108 Cascade Galleria | 100 S Jefferson St | New Castle | PA 16101 | 15568 | | |
| 11809 Rte 6 | Tioga CAO | Wellsboro | PA 16901 | 15569 | | |
| 215 Lancaster Ave | PA Wine & Spirits Shoppe 1512 | Malvern | PA 19355 | 15575 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|--------------------------------|----------------------|-----------|------------|------|-------------------|
| 915 SR 6 W | Troop P - Tunkhannock | Tunkhannock | PA 18657 | 15589 | | |
| 2715 E Lincoln Hwy | PA Wine & Spirits Shoppe 1510 | Coatesville | PA 19320 | 15594 | | |
| 1120 Roosevelt Ave | Runkles | York | PA 17404 | 15603 | | |
| 603 Stanwix St | Gateway Center | Pittsburgh | PA 15222 | 15609 | | |
| 150 V-Twin Dr | GTU083 | Gettysburg | PA 17325 | 15612 | | |
| 1950 Crooked Hill Rd | DMS | Harrisburg | PA 17110 | 15638 | | |
| 525 Chestnut St | LEHI61 Coplay | Coplay | PA 18037 | 15648 | | |
| 120 W Germantown Pke | Meetinghouse Business Center | Plymouth Meeting | PA 19462 | 15658 | | |
| 2575 Interstate Dr | DEP Laboratory | Harrisburg | PA 17110 | 15661 | | |
| 1363 Wilmington Pke | Shoppes at Dilworthtown Cir | West Chester | PA 19380 | 15677 | | |
| 360 Bristoria Rd | Park Office | Wind Ridge | PA 15380 | 15690 | | |
| 102 N 8th Ave | PA Wine & Spirits Shoppe 3801 | Lebanon | PA 17046 | 15694 | | |
| 13809 US Route 15 | Tioga Cnty Welcome Ctr | Tioga | PA 16946 | 15705 | | |
| 2671 Shillington Rd | Sprintown Shopping Center | Sinking Spring | PA 19608 | 15733 | | |
| 440 Fairview Rd | CENT606-Howard | Howard | PA 16841 | 15740 | | |
| 1124 Devels Elbow Rd | CENT64-Yarnell | Yarnell | PA 16823 | 15741 | | |
| 1494 W Pine Grove Rd | Livestock Evaluation Center | Pennsylvania Furnace | PA 16865 | 15748 | | |
| 101 S 38th St | PSP - Central Supply | Harrisburg | PA 17111 | 15750 | | |
| 131 Rohrerstown Rd | Regency Square Shopping Center | Lancaster | PA 17603 | 15770 | | |
| 200 S Jefferson St | - | New Castle | PA 16101 | 15777 | | |
| 13 Weis Plaza | PA Wine & Spirits Shoppe 4007 | Nanticoke | PA 18634 | 15781 | | |
| 16 Tremont Rd | PA Wine & Spirits Shoppe 5413 | Pine Grove | PA 17963 | 15782 | | |
| 1070 Eberly Way | Troop B - Uniontown | Lemont Furnace | PA 15456 | 15789 | | |
| 25 Technology Dr | DEP California District Office | Coal Center | PA 15423 | 15802 | | |
| 2601 N 3rd St | Penn Center | Harrisburg | PA 17110 | 15824 | | |
| 3716 Easton-Nazareth Hwy | Northampton Crossings | Easton | PA 18045 | 15832 | | |
| 300 Hughes Rd | MONY60 - PSP Radio Tower Site | King of Prussia | PA 19406 | 15835 | | |
| 1061 Birch St | CLEA60-Lanse | Lanse | PA 16849 | 15836 | | |
| 78 Country Club Trail | ADAM60 Ski Liberty | Fairfield | PA 17320 | 15856 | | |
| 2 E Main St | DEP SE Regional Office | Norristown | PA 19401 | 15860 | | |
| 8001 Bretz Dr | CDC Super Core | Harrisburg | PA 17112 | 15872 | | |
| 1301 Easton Rd | MONY69 - Willow Grove NAS | Horsham | PA 19044 | 15893 | | |
| 15795 Greenwood Rd | Park Office | Huntingdon | PA 16652 | 15897 | | |
| 506 Main St | PA Wine & Spirits Shoppe 1604 | Knox | PA 16232 | 15900 | | |
| 205 W Beaver St | Sign Shop | Mercer | PA 16137 | 15953 | | |
| 205 E Main St | DOH-WIC | Harrison Valley | PA 16927 | 15956 | | |
| 4346 Frankford Ave | PA Wine & Spirits Shoppe 5102 | Philadelphia | PA 19135 | 15984 | | |
| 642 Church St | Multiple ITS | Upper Macungie | PA 18052 | 16016 | | |
| 3821 Rte 309 | TCC | Upper Saucon | PA 18034 | 16038 | | |
| 1400A N Cameron St | PennDOT Server Farm | Harrisburg | PA 17103 | 16044 | | |
| 25 W Main St | County Office Bldg | New Bloomfield | PA 17068 | 16046 | | |
| 1 Quaker Plaza | County Administration Bldg | Stroudsburg | PA 18360 | 16047 | | |
| 29 Mill St | Montour County Courthouse | Danville | PA 17821 | 16048 | | |
| 609 Market St | - | Sunbury | PA 17801 | 16049 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|--|-----------------|---------------|------------|------|-------------------|
| 93 E High St | County Office Bldg | Waynesburg | PA 15370 | 16050 | | |
| 223 Penn St | County Office Bldg | Huntingdon | PA 16652 | 16051 | | |
| 171 Arthur L Hershey Dr | Troop G - Bedford | Bedford | PA 15522 | 16053 | | |
| 1054 Locust St | ALLE62-Crown Castle 805346 | North Braddock | PA 15104 | 16059 | | |
| 959 SR 989 | Stockpile 5 | New Sewickley | PA 15042 | 16061 | | |
| 430 Penn Ave | PBPP Scranton DO | Scranton | PA 18503 | 16067 | | |
| 340 Old Leechburg Rd | ALLE63-Crown Castle 806831 | Plum | PA 15239 | 16070 | | |
| 2725 Glasgow St | ALLE60-Crown Castle 807060 | Pittsburgh | PA 15204 | 16071 | | |
| 11 Maple St | County Office Bldg | Montrose | PA 18801 | 16075 | | |
| 810 Parish St | - | Pittsburgh | PA 15222 | 16124 | | |
| 301 Peninsula Dr | Tom Ridge Center | Erie | PA 16505 | 16157 | | |
| 5837 Easton Rd | PA Wine & Spirits Shoppe 0927 | Pipersville | PA 18949 | 16180 | | |
| 137 W 2nd St | CCC Erie | Erie | PA 16507 | 16188 | | |
| 184 Hardly Able Rd | CLEA63-Greenville | Grampian | PA 16838 | 16197 | | |
| 520 N Delaware St | Riverview Place | Philadelphia | PA 19123 | 16202 | | |
| 32 Kline Plz | Kline Plaza | Harrisburg | PA 17104 | 16204 | | |
| 1119 Cell Tower Rd | ARMS631 Vandergrift | Vandergrift | PA 15690 | 16215 | | |
| 833 County Rd | WEST62 Saltsburg | Saltsburg | PA 15681 | 16216 | | |
| 184 Donald Ln | - | Johnstown | PA 15904 | 16229 | | |
| 6345 Flank Dr | Viisage Hub Site | Harrisburg | PA 17112 | 16292 | | |
| 2118 Cottman Ave | PA Wine & Spirits Shoppe 5165 | Philadelphia | PA 19152 | 16296 | | |
| 24 Robinson St | Montgomery CAO - Pottstown District | Pottstown | PA 19464 | 16408 | | |
| 97 Doe Run Rd | PA Wine & Spirits Shoppe 3605 | Manheim | PA 17545 | 16430 | | |
| 240 Airport Rd | SCHU63 | Pottsville | PA 17901 | 16473 | | |
| 244 Skyline Dr | WEST60-Crown Castle 805528 | Smithton | PA 15479 | 16486 | | |
| 130 N Main St | Union City Hospital | Union City | PA 16438 | 16490 | | |
| 1301 Skipack Pke | Center Square Shopping Ctr | Blue Bell | PA 19422 | 16527 | | |
| 55 W Greene St | Greene County 911 Center | Waynesburg | PA 15370 | 16532 | | |
| 6523 Rt 59 | MCKE633 Crown Castle 800346 | Lewis Run | PA 16738 | 16535 | | |
| 1418 Summit Rd | MCKE11-Bradford | Rew | PA 16744 | 16537 | | |
| 39 W Chestnut St | Lancaster Bureau of Police | Lancaster | PA 17602 | 16541 | | |
| 300 Tanker Rd | ALLE69-Bldg 300 | Coraopolis | PA 15108 | 16551 | | |
| 931 Merwin Rd | WEST65 Camp Jo-Ann | New Kingsington | PA 15068 | 16553 | | |
| 100 Gracedale Ave | Northampton Cty 911 Center | Nazareth | PA 18064 | 16586 | | |
| 2401 E Venango St | PA Wine & Spirits Shoppe 5140 | Philadelphia | PA 19134 | 16590 | | |
| 300 Brair Valley Rd | BEDF601-Crown Castle 805450 | Bedford | PA 15522 | 16596 | | |
| 45 N 4th St | Allentown OVR Office | Allentown | PA 18102 | 16602 | | |
| 401 Gibson Ave | Police Administration Bldg | Warminster | PA 18974 | 16615 | | |
| 411 7th Ave | Pittsburgh Annex - Chamber of Commerce | Pittsburgh | PA 15219-1919 | 16639 | | |
| 311 S 9th St | Upper Bucks Cnty Reg Booking Ctr | Perkasie | PA 18944 | 16641 | | |
| 4880 Penn Ave | PA Wine & Spirits Shoppe 0603 | Sinking Spring | PA 16645 | 16645 | | |
| 74 Glocker Way | PA Wine & Spirits Shoppe 1522 | Pottstown | PA 19465 | 16647 | | |
| 4534 W State St | LAWR60 Crown Castle 800196 | Hillsville | PA 16132 | 16655 | | |
| 3702 Liberty St | Liberty Plaza Shopping Ctr | Erie | PA 16508 | 16666 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------------------|--------------------------------------|-----------------|-----------|------------|------|-------------------|
| 115 W Shirley St | - | Mt Union | PA 17066 | 16675 | | |
| 8002 Bretz Dr | MPOETC | Harrisburg | PA 17112 | 16721 | | |
| 201 Mt Morris Rd | GRE60 Crown Castle 818014 | Mt Morris | PA 15349 | 16728 | | |
| 726 Campground Rd | LUZE680 Mt Lookout Remote | West Pittston | PA 18643 | 16758 | | |
| 339 & 345 5th Ave | - | McKeesport | PA 15132 | 16765 | | |
| 1 N I-95 | Delaware Cnty Welcome Ctr | Marcus Hook | PA 19061 | 16768 | | |
| 230 Greenamyer Ln | Adams Cnty Emergency Services | Gettysburg | PA 17325 | 16799 | | |
| 10th & Ayer Sts rear | Site 9 CCTV | Lemoyne | PA 17043 | 16813 | | |
| 644 East Main St | Hillcrest Shopping Center | Lansdale | PA 19446 | 16833 | | |
| 3501 Neshaminy Blvd | Troop M - Trevoese Station | Bensalem | PA 19020 | 16846 | | |
| 300 Block of S 10th St | District 8-21 | Lemoyne | PA 17043 | 16854 | | |
| 325 N Front St | PA Wine & spirits shoppe 2204 | Steelton | PA 17113 | 16886 | | |
| 45 N George St | York County Judicial Ctr | York | PA 17401 | 16989 | | |
| 280 Mt Olivet Rd | CHES603 Chrome | Oxford | PA 19363 | 17001 | | |
| 1579 State Park Rd | Park Office | Newport | PA 17074 | 17009 | | |
| 323 Sunset Dr | WIC 36-876 | Butler | PA 16001 | 17077 | | |
| 301 11th St | New Kensington Police Department | New Kensington | PA 15068 | 17082 | | |
| 3203 E Route 22 | HAR | South Whitehall | PA 18103 | 17086 | | |
| 89 N Interstate 81 | RWIS 2 | Jonestown | PA 17038 | 17090 | | |
| 7121 Ogontz Ave | DLC-70 West Oak Lane | Philadelphia | PA 19138 | 17170 | | |
| 3239 Washington Pke | PA Wine & Spirits Shoppe 0201 | Bridgeville | PA 15017 | 17176 | | |
| 132 Ben Avon Heights Rd | PA Wine & Spirits Shoppe 0226 | Pittsburgh | PA 15237 | 17178 | | |
| 313 Mt Nebo Rd | LCE DO 4 | Pittsburgh | PA 15237 | 17180 | | |
| 3532 Pittsburgh Rd | PA Wine & Spirits Shoppe 2608 | Perryopolis | PA 15473 | 17193 | | |
| 3170 E Route 22 | DMS SR22 1 | South Whitehall | PA 18104 | 17202 | | |
| 1399 Sterigere St | BCI SE | Norristown | PA 19401 | 17216 | | |
| 2140 Wilkes Barre Twp Marketplace | PA Wine & Spirits Shoppe 4001 | Wilkes Barre | PA 18702 | 17228 | | |
| 529 Ringtown Blvd | SCHU65 Pattersonville | Ringtown | PA 17967 | 17232 | | |
| 17175 Rte 6 | McKean County 911 | Smethport | PA 16749 | 17243 | | |
| 40 Army Heritage Dr | Cumberland County Maintenance Office | Carlisle | PA 17013 | 17249 | | |
| 720 E Chestnut St | SCHU64-Hegins Fire Company | Hegins | PA 17938 | 17265 | | |
| 8794 Easton Rd | PA Wine & Spirits Shoppe 0903 | Revere | PA 18953 | 17278 | | |
| 55 Sugar Run Rd | Widewaters Commons | Waynesburg | PA 15370 | 17284 | | |
| 20 N 6th St | - | Dubois | PA 15801 | 17286 | | |
| 19 S Washington St | CCIS of Greene County | Waynesburg | PA 15370 | 17292 | | |
| 5705 Rte 981 | APU 5 | Latrobe | PA 15650 | 17296 | | |
| 3250 N Broad St | PA Wine & Spirits Shoppe 5108 | Philadelphia | PA 19140 | 17308 | | |
| 2501 W Main St | PA Wine & Spirits Shoppe 4626 | West Norriton | PA 19403 | 17310 | | |
| 2800 Pottsville Pke | First Energy / RPO | Reading | PA 19612 | 17322 | | |
| 18330 Williams St | CRAW60 Meadville | Meadville | PA 16335 | 17332 | | |
| 1025 Henrys Rd | Stockpile 23 | Latrobe | PA 15650 | 17334 | | |
| 558 McGees Mills Rd | CLEA604 RPO PennElec | Mahaffey | PA 15757 | 17346 | | |
| 246 Cocalico Rd | LEAB639 - Womelsdorf | Robesonia | PA 19551 | 17353 | | |
| 997 Lieds Rd | Troop J - Embreeville | Coatesville | PA 19320 | 17367 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|-------------------------------------|--------------------|-----------|------------|------|-------------------|
| 1265 Freedom Rd | BUTL617 Stockpile 06 | Cranberry Township | PA 16066 | 17376 | | |
| 1579B Mine Rd | LANC634 Traingle RPO | Paradise | PA 17562 | 17402 | | |
| 4112 Ferry Rd | BUCK603 RPO PennDOT | Doylestown | PA 18901 | 17406 | | |
| 4820 Rte 711 | PGC Southwest Region | Bolivar | PA 15923 | 17454 | | |
| 44 Transportation Ctr | ELK30 RPO ATA | Johnsonburg | PA 15845 | 17462 | | |
| 395 Bishop Hollow Rd | DELA64 Bishop Hollow Rd | Newtown Square | PA 19073 | 17466 | | |
| 500 S Easton Rd | PennDOT Camera 3091 | Wyncote | PA 19095 | 17522 | | |
| 988 E Pittsburgh St | Westmoreland Mall | Greensburg | PA 15601 | 17544 | | |
| 1100 Edgewood Rd | Lower Makefield Twp Police Dpt | Yardley | PA 19067 | 17554 | | |
| 1203 Western Ave | Pittsburgh Bureau of Police | Pittsburgh | PA 15233 | 17556 | | |
| 1936 Warren Rd | VENA606-Warren Road | Oil City | PA 16301 | 17571 | | |
| 5301 Simpson Ferry Rd | PA Wine & Spirits Shoppe 2105 | Mechanicsburg | PA 17050 | 17579 | | |
| 10 Zicks Hill Rd | SUSQ609 Kingsley | Kingsley | PA 18826 | 17587 | | |
| 150 N Independence Mall West | Federal Reserve Bank | Philadelphia | PA 19106 | 17603 | | |
| 15 Fox Run Ln - Store 1 | PA Wine & Spirits Shoppe 4510 | East Stroudsburg | PA 18301 | 17606 | | |
| 1955 Wharton St | PA Wine & Spirits Shoppe 0260 | Pittsburgh | PA 15203 | 17620 | | |
| 87 SR 940 | PA Wine & Spirits Shoppe 4502 | Mt Pocono | PA 18344 | 17626 | | |
| 425 Willow Crossing | Southwest CDC | Greensburg | PA 15601 | 17632 | | |
| 1133 Scott Center Rd | WAYN601 Hale Eddy RPO | Starlight | PA 18461 | 17648 | | |
| 46 I-90 | Erie County Welcome Ctr | North East | PA 16428 | 17663 | | |
| 11 Park Ave | Troop N - Fern Ridge | Blakeslee | PA 18610 | 17707 | | |
| 212 High St | PA Wine & Spirits Shoppe 4604 | Pottstown | PA 19464 | 17717 | | |
| 240 Lincoln St | Carlisle Police Department | Carlisle | PA 17013 | 17723 | | |
| 1 Corporate Dr | - | Bedford | PA 15522 | 17729 | | |
| 310 Limestone Rd | Visage #15 Wiggins Auto Tags | Oxford | PA 19363 | 17750 | | |
| 5070 Jonestown Rd | K-Mart Shopping Plz | Harrisburg | PA 17112 | 17798 | | |
| 431 Eisenhower Dr | Hanover Crossing Shopping Ctr | Hanover | PA 17331 | 17802 | | |
| 29263 N Rte 44 Hwy | LYCO77 Pump Station ROC 3 at LYCO21 | Slate Run | PA 17769 | 17808 | | |
| 643 Conchester Pke | PA Wine & Spirits Shoppe 2315 | Marcus Hook | PA 19061 | 17810 | | |
| 635 Heacock Rd | Edgewood Village Shopping Ctr | Yardley | PA 19067 | 17814 | | |
| 1135 N 4th St | PA Wine & Spirits Shoppe 4903 | Sunbury | PA 17801 | 17816 | | |
| 4379 Fire Tower Loop | HUNT01/77-Loop Lookout | Williamsburg | PA 16693 | 17825 | | |
| 200 Town Center | PA Wine & Spirits Shoppe 0936 | New Britain | PA 18901 | 17837 | | |
| 1601 Big Oak Rd | Oxford Oaks Shopping Ctr | Yardley | PA 19067 | 17839 | | |
| 401 E Louthier St | DOH WIC | Carlisle | PA 17013 | 17896 | | |
| 4326 Chestnut Grove Hwy | CLEA602 Grampian | Grampian | PA 16838 | 17898 | | |
| 465 Delaware Ave | MONY63 Spectrasite PA-0169 | Fort Washington | PA 19034 | 17924 | | |
| 2040 Ardmore Blvd | - | Pittsburgh | PA 15221 | 18190 | | |
| 149 Baltimore Pke | PA Wine & Spirits Shoppe 2310 | Springfield | PA 19064 | 18192 | | |
| 1850 Park Manor Blvd | PA Wine & Spirits Shoppe 0231 | Pittsburgh | PA 15205 | 18194 | | |
| 12 Diana Ln | PA Wine & Spirits Shoppe 4032 | West Hazleton | PA 18201 | 18196 | | |
| 530 W Broad St | PA Wine & Spirits Shoppe 4031 | Hazleton | PA 18201 | 18198 | | |
| 2525 Mickley Ave | PA Wine & Spirits Shoppe 3913 | Whitehall | PA 18052 | 18200 | | |
| 106 S Conestoga Dr | Shippen Towne Centre | Shippensburg | PA 17257 | 18206 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------------|-------------------------------------|----------------------|-----------|------------|------|-------------------|
| 1456 Bethlehem Pke | PA Wine & Spirits Shoppe 4623 | Flourtown | PA 19031 | 18298 | | |
| 60 Eagleville Rd | Montgomery Cty Correctional Facilit | Norristown | PA 19403 | 18456 | | |
| 210 E Street Rd | Southampton Village Shopping Ctr | Feasterville Trevose | PA 19053 | 18478 | | |
| 341 Town Center Blvd | Forks Town Center | Easton | PA 18040 | 18481 | | |
| 1940 S Christopher Columbus Blvd | Columbus Commons North | Philadelphia | PA 19148 | 18511 | | |
| 108 N Beeson Ave | - | Uniontown | PA 15401 | 18578 | | |
| 142 Colonial Dr | Bradford County Health Center | Towanda | PA 18848 | 18582 | | |
| 1439 Route 11 | Susquehanna County Welcome Ctr | Great Bend | PA 18821 | 18604 | | |
| 449 Bedford Rd | MERC62-Bradford Rd | West Middlesex | PA 16159 | 18618 | | |
| 8419 Sharon-Mercer Rd | Unit 2A | Mercer | PA 16137 | 18626 | | |
| 175 Harrisburg Run | MCKE613-Harrisburg Run | Bradford | PA 16701 | 18628 | | |
| 200 N Front St | - | Phillipsburg | PA 16866 | 18648 | | |
| 361 New Commerce Blvd | Hanover Industrial Estates | Wilkes Barre | PA 18706 | 18672 | | |
| 206 Seven Fields Blvd | PA Wine & Spirits Shoppe 1010 | Seven Fields | PA 16046 | 18678 | | |
| 362 S Second St | Ayr Town Center | McConnellsburg | PA 17233 | 18684 | | |
| 1130 12th Ave | - | Altoona | PA 16601 | 18690 | | |
| 409 Lackawanna Ave | Oppenheim Bldg | Scranton | PA 18503 | 18692 | | |
| 5035 Township Line Rd | PA Wine & Spirits Shoppe 2331 | Drexel Hill | PA 19026 | 18704 | | |
| 323 Benner Pke | Benner Pike Shops | State College | PA 16801 | 18706 | | |
| 249 Hillcrest Shopping Ctr | PA Wine & Spirits Shoppe 6510 | Lower Burrell | PA 15068 | 18708 | | |
| 200 W Ridge Pke | PA Wine & Spirits Shoppe 4645 | Limerick | PA 19468 | 18710 | | |
| 2084 E County Line Rd | PA Wine & Spirits Shoppe 4642 | Huntingdon Valley | PA 19006 | 18714 | | |
| 3113 Green Garden Rd | PA Wine & Spirits Shoppe 0402 | Aliquippa | PA 15001 | 18743 | | |
| 400 Bent Creek Rd | PSBA | Mechanicsburg | PA 17050 | 18747 | | |
| 1465 W Broad St Suite 19 | Quakertown Shopping Ctr | Quakertown | PA 18951 | 18751 | | |
| 2400 Fox Gap Rd | MONR09 Fox Gap GPU | Bangor | PA 18013 | 18878 | | |
| 1 Bridge Approach Rd | NORH63 Portland | Portland | PA 18351 | 18880 | | |
| 4848 Admiral Perry Hwy | CCTV SR 22 Cambria | Ebensburg | PA 15931 | 18882 | | |
| 330-340 N 12th St | Inspiritec Inc | Philadelphia | PA 19107 | 18884 | | |
| 1770 Main St | CCTV 22 I-78 & SR 412 | Allentown | PA 18105 | 18895 | | |
| 3154 E Route 22 | CCTV 16 | Upper Macungie | PA 18106 | 18897 | | |
| 3187 W Route 22 | CCTV 5 sr 22 & Cedar Crest Blvd | South Whitehall | PA 18104 | 18899 | | |
| 8400 Furey Rd | Upper Chichester Twp Police Dept | Boothwyn | PA 19061 | 18925 | | |
| 731 Cherry Dr | PA Wine & Spirits Shoppe 2218 | Hershey | PA 17033 | 18930 | | |
| 1191 I-80 WB | HAR 120 | Clearfield | PA 16830 | 18949 | | |
| 1105 I-80 WB | HAR 111 | Rockton | PA 15856 | 18951 | | |
| 8955 Back Mountain Rd | MIFF65 Spectrasite PA 0007 | Milroy | PA 17063 | 18968 | | |
| 601 Grace Rd | Weigh Station | Clarion | PA 16214 | 18972 | | |
| 1115 Main St | PA Wine & Spirits Shoppe 0932 | Warrington | PA 18976 | 18978 | | |
| 900 Village Mall | PA Wine & Spirits Shoppe 4644 | Horsham | PA 19044 | 18980 | | |
| 300 Corporate Center Dr | - | Camp Hill | PA 17011 | 19039 | | |
| 1401 Arch St | First Judicial District of PA | Philadelphia | PA 19102 | 19045 | | |
| 149 Rte 6 West | PA Wine & Spirits Shoppe 5301 | Coudersport | PA 16915 | 19047 | | |
| 901 E Main St | PA Wine & Spirits Shoppe 3803 | Palmyra | PA 17078 | 19050 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|----------------------------------|----------------|-----------|------------|------|-------------------|
| 70 Keystone Industrial Park | PA Wine & Spirits Shoppe 3508 | Dunmore | PA 18512 | 19054 | | |
| 814 Shrewsbury Commons Ave | Shrewsbury Commons Shopping Ctr | Shrewsbury | PA 17361 | 19084 | | |
| 100 S Washington Ave | Scranton Police Department | Scranton | PA 18503 | 19090 | | |
| 1002 W Hamilton St | District 5-0 | Allentown | PA 18103 | 19098 | | |
| 168 Eagleview Blvd | Clemens Supermarket | Exton | PA 19341 | 19117 | | |
| 47 S Washington St | DOR | Wilkes Barre | PA 18701 | 19134 | | |
| 1130 Herr St | PBPP Harrisburg DO | Harrisburg | PA 17103 | 19140 | | |
| 40 Terrace Dr | - | Houtzdale | PA 16651 | 19146 | | |
| 101 Lehigh Dr | Carbon CAO | Lehighton | PA 18235 | 19152 | | |
| 5250 Umbria St | PHIL64 Roxborough OPRS | Philadelphia | PA 19128 | 19162 | | |
| 1345 W Chester Pke | Manoa Shopping Center | Havertown | PA 19083 | 19200 | | |
| 1318 W Clearfield St | PBPP Phila Northeast SO | Philadelphia | PA 19132 | 19218 | | |
| 448 Buckeye Dr | MERC65-Buckeye Dr | Sharpsville | PA 16150 | 19221 | | |
| 5730 Shaffer Rd | LCB Store 1702 | Dubois | PA 15801 | 19228 | | |
| 315 W Baltimore Pke | PA Wine & Spirits Shoppe 2305 | Media | PA 19063 | 19233 | | |
| 101 Pine Grove Rd | Park Office | Fayetteville | PA 17222 | 19235 | | |
| 908 Little Deer Creek Valley Rd | PA Wine & Spirits Shoppe 0265 | Russellton | PA 15076 | 19239 | | |
| 146 Cascade Galleria Mall | - | New Castle | PA 16101 | 19255 | | |
| 17 N 2nd St | Market Square Plaza | Harrisburg | PA 17101 | 19263 | | |
| 233 Shiloh St | PA Wine & Spirits Shoppe 0272 | Pittsburgh | PA 15211 | 19299 | | |
| 3590 West Chester Pke | Newtown Square Shopping Ctr | Newtown Square | PA 19073 | 19302 | | |
| 1400 John F Kennedy Blvd | City Hall | Philadelphia | PA 19107 | 19312 | | |
| 1770 Gill Hill Rd | Jefferson Hills Turnpike Station | Finleyville | PA 15332 | 19323 | | |
| 18 River Rd | Delaware Water Gap Welcome Ctr | Smithfield | PA 18360 | 19327 | | |
| 135 E 38th Street Blvd | Veteran Affairs Medical Center | Erie | PA 16504 | 19345 | | |
| 5041 Rte 873 | PA Wine & Spirits Shoppe 3902 | Schnecksville | PA 18078 | 19361 | | |
| 7 George Ave | PA Wine & Spirits Shoppe 4002 | Wilkes Barre | PA 18705 | 19368 | | |
| 120 McCune Dr | Butler County Emergency 911 | Butler | PA 16001 | 19370 | | |
| 5956 Penn Circle South | PA Wine & Spirits Shoppe 0247 | Pittsburgh | PA 15206 | 19375 | | |
| 1562 Chester Pke | Eddystone Crossing Shopping Ctr | Eddystone | PA 19022 | 19379 | | |
| 785 Starr St | PA Wine & Spirits Shoppe 1526 | Phoenixville | PA 19460 | 19385 | | |
| 555 Washington Rd | Mt Lebanon Police Department | Pittsburgh | PA 15228 | 19387 | | |
| 555 Raymond St | - | Reading | PA 19605 | 19413 | | |
| 55 W Rte 78 | CCTV 14 | Allentown | PA 18103 | 19460 | | |
| 512 Grays Wood Blvd | CCTV 3 | State College | PA 16803 | 19470 | | |
| 800 Vanderbilt Rd | PA Wine & Spirits Shoppe 2603 | Connellsville | PA 15425 | 19555 | | |
| 325.6 MM SR22 EB | CCTV 8 | Bethlehem | PA 18017 | 19557 | | |
| 330 SR22 WB | CCTV 9 | Bethlehem | PA 18020 | 19559 | | |
| 200 Morgan Hill Rd | CCTV 19 | Easton | PA 18042 | 19561 | | |
| 51 I-99 | CCTV 1 | Tyrone | PA 16686 | 19600 | | |
| 789 E Lancaster Ave | PA Wine & Spirits Shoppe 2327 | Villanova | PA 19085 | 19604 | | |
| 1577 I 80 WB | CCTV 10 | Milesburg | PA 16853 | 19637 | | |
| 5 Airport Rd | PSP Aviation Patrol Unit 7 | Martinsburg | PA 16662 | 19656 | | |
| 711 Ryan Blvd | District 6-2 | Coatesville | PA 19320 | 19667 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------------|-------------------------------------|-----------------------|-----------|------------|------|-------------------|
| 351 S Forrest St | FORE605-Forrest Street | Marienville | PA 16239 | 19698 | | |
| 1031 Flexer Ave | LEHI63 Dorenyville Hope UCC | Allentown | PA 18103 | 19706 | | |
| 148 S State Line Rd | MERC66 State Line Rd First Energy | Greenville | PA 16125 | 19708 | | |
| 870 Penns Park Rd | BUCK605 Wrightstown American Tower | Wrightstown | PA 18940 | 19721 | | |
| 2525 Rochester Rd | Cranberry Township Police Dept | Cranberry Township | PA 16066 | 19733 | | |
| 11890 Jackson Run Rd | WARR615 PennDOT Stockpile 11 | Sugar Grove | PA 16350 | 19741 | | |
| 1039 Willow Street Pke | LANC65-Willow Street Pike | Lancaster | PA 19747 | 19747 | | |
| 1 Tannery St | SUSQ614-Great Bend Hose Co | Great Bend | PA 18821 | 19751 | | |
| 332 5th Ave | Warner Center | Pittsburgh | PA 15222 | 19775 | | |
| 1001 E Hector St | Spring Mill Complex Quaker Offices | Conshohocken | PA 19428 | 19777 | | |
| 155 N 15th St | Union County Government Ctr | Lewisburg | PA 17837 | 19780 | | |
| 4493 Business 220 | DMS CCTV 4 | Bedford | PA 15522 | 19782 | | |
| 3101 McCully Rd | ALLE609-Crown Castle 805376 | Allison Park | PA 15101 | 19796 | | |
| 270 Walker Dr | WIC Clinic 28-273 | State College | PA 16801 | 19798 | | |
| 165 Ort Valley 322 Off Ramp | CCTV Electric Ave | Lewistown | PA 17044 | 19821 | | |
| 162 Alberta Ln | WEST605-Crown Castle 805385 | Greensburg | PA 15626 | 19826 | | |
| 990 Arona Rd | WEST607-Crown Castle 806450 | New Stanton | PA 15672 | 19830 | | |
| 552 Lancaster Ave | PA Wine & Spirits Shoppe 1513 | Berwyn | PA 19312 | 19838 | | |
| 720 Admiral Peary Hwy | CCTV SR22 Jackson Twp WB | Johnstown | PA 15909 | 19848 | | |
| 2 Fairgrounds Rd | SUSQ612 industrial Electronics | Montrose | PA 18801 | 19864 | | |
| 4801 Lindle Rd | WITF | Harrisburg | PA 17111 | 19867 | | |
| 4241 Mount Nittnay Expry | District 2-0 ITS CCTV | State College | PA 16801 | 19869 | | |
| 5 American Pkwy | The John Yurconic Agency | Allentown | PA 18102 | 19873 | | |
| 216 Nazareth Pke | The John Yurconic Agency | Bethlehem | PA 18017 | 19879 | | |
| 740 I99 N | CCTV 4A | State College | PA 16803 | 19883 | | |
| 822 I99 N | CCTV 6 | Pleasant Gap | PA 16823 | 19885 | | |
| 1570 I80 W | CCTV 9 | Milesburg | PA 16853 | 19887 | | |
| 1100 Cotton Rd | LAWR632-American Tower 85103 | New Wilmington | PA 16142 | 19900 | | |
| 440 N Broad St | Philadelphia School District | Philadelphia | PA 19130 | 19904 | | |
| 10933 Main St | CAME691-Sinmahoning | Sinmahoning | PA 15861 | 19907 | | |
| 5565 N Montour Rd | Gibsonia American Tower | Gibsonia | PA 15044 | 19909 | | |
| 847 N Main St | - | Meadville | PA 16335 | 19911 | | |
| 801 W Street RD | BUCK615 Southampton SBA | Feasterville Trevoise | PA 19053 | 19913 | | |
| 3187 Bedford Valley Rd | American Tower 308605 | Bedford | PA 15522 | 19919 | | |
| 5285 Bedford Valley Rd | American Tower 0263 | Bedford | PA 15522 | 19921 | | |
| 400 W Sproul Rd | DELA602-American Tower 87 | Springfield | PA 19064 | 19923 | | |
| 987 Wayne Ave | Wayne Plaza | Chambersburg | PA 17201 | 19927 | | |
| 1163 Country Club Rd | WASH612-Monongahela Valley Hospital | Monongahela | PA 15063 | 19933 | | |
| 425 Main St | DOR | Johnstown | PA 15901 | 19947 | | |
| 3810 Saxonburg Blvd | Satellite Office | Indianola | PA 15051 | 19951 | | |
| 132 E Butler Ave | PA Wine & Spirits Shoppe 4607 | Ambler | PA 19002 | 19977 | | |
| 501 E Price St | PHIL63-SBA Tower PA01179-B | Philadelphia | PA 19144 | 19997 | | |
| 100 Brugh Ave | Butler County State Health Ctr/OVR | Butler | PA 16001 | 19999 | | |
| 4843 Park Rd | Park Office / Visitor Center | Austin | PA 16720 | 20009 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|--------------------------------------|------------------|---------------|------------|------|-------------------|
| 18865 Old Turnpike Rd | FD 7 Bald Eagle State Forest | Millmont | PA 17845 | 20013 | | |
| 14017 Rte 120 | Stockpile 5 | Sinnemahoning | PA 15861 | 20033 | | |
| 3795 Talley Rd | ERIE631-Crown Castle 805527 | Erie | PA 16509 | 20043 | | |
| 1520 Roosevelt Rd | ALLE607-Crown Castle 807249 | Ohio | PA 15237 | 20045 | | |
| 510 Airport Dr | Bldg 5-11 | Middletown | PA 17057 | 20049 | | |
| 293 E Conestoga Rd | CHES613-American Tower 308532 | Wayne | PA 19087 | 20051 | | |
| 777 Harrahs Blvd | Harrahs Chester Casino | Chester | PA 19013 | 20053 | | |
| 351 Loucks Rd | PA Wine & Spirits Shoppe 6709 | York | PA 17404 | 20056 | | |
| 180 Old Swede Rd | Douglassville Shopping Center | Douglassville | PA 19518 | 20062 | | |
| 515 Dock St | PA Wine & Spirits Shoppe 5412 | Schuylkill Haven | PA 17972 | 20072 | | |
| 3412 Forbes Ave | University of Pittsburgh Police Dpt | Pittsburgh | PA 15260 | 20076 | | |
| 8199 Perry Hwy | Presque Isle Downs | Erie | PA 16509 | 20084 | | |
| 222 Carey Ave | - | Wilkes Barre | PA 18702 | 20086 | | |
| 5751 N Broad St | - | Philadelphia | PA 19141 | 20107 | | |
| 421 Madison Street | Clarion County Communication | Clarion | PA 16214 | 20118 | | |
| 648 North Old Turnpike Rd | LUZE630-Hazelton SBA Tower PA05329-B | Drums | PA 18222 | 20120 | | |
| 200 S Juliana St | Bedford County Courthouse | Bedford | PA 15522 | 20125 | | |
| 12111 Old Route 56 Highway West | INDI691-Green Valley Lake | Shelocta | PA 15774 | 20128 | | |
| 6658 Route 954 Highway North | INDI690-Creekside | Creekside | PA 15732 | 20129 | | |
| 4900 Route 62 | WARR696-Thompsons Island | Irvine | PA 16329 | 20130 | | |
| 6315 Route 666 | WARR690-Henrys Mills | Sheffield | PA 16347 | 20131 | | |
| 10 Lower Pine Bottom Rd | New District Office | Waterville | PA 17776 | 20132 | | |
| 511 Big Shannon Run Rd | GREE608-Greeley School | Mount Morris | PA 15349 | 20137 | | |
| 2800 White Oak Road | FD-18 Haldeman House | Halifax | PA 17032 | 20140 | | |
| 1674 Mt Davis Rd | SOME691-St Paul's Lutheran Church | Fort Hill | PA 15540 | 20143 | | |
| 837 Gas Company Rd | SOME694-Elklick Rod & Gun Club | Salisbury | PA 15558 | 20144 | | |
| 45 Industrial Park Rd | District 3-5 | Selinsgrove | PA 17870 | 20147 | | |
| 300 Kenhorst Plaza | Store 0610 | Kenhorst | PA 19607-3645 | 20149 | | |
| 925 Court St | Dimmick Building A | Honesdale | PA 18431 | 20150 | | |
| 325 Thomas Rd | GREE602-Crown Castle 806426 | Carmichaels | PA 15320 | 20152 | | |
| 440 Market St | Sunbury Police Department | Sunbury | PA 17801 | 20157 | | |
| 415 West Butler Dr | Butler Township Police Department | Drums | PA 18222 | 20180 | | |
| 2627 William Flynn Hwy | American Tower 85096 | Slippery Rock | PA 16057 | 20182 | | |
| 70 Tower Ln | WYOM630-NOXEN-SBA PA060509-B | Noxen | PA 18636 | 20186 | | |
| 600 Clearwater Rd | Township of Derry Police Department | Hershey | PA 17033 | 20189 | | |
| 609 Rouse Ave | Warren County 911 Center | Youngsville | PA 16371 | 20198 | | |
| 1111 East End Blvd | Dpt of Veterans Affairs Police | Wilkes Barre | PA 18711 | 20214 | | |
| 2291 S River Rd | CCTV 6 | Dauphin | PA 17018 | 20255 | | |
| 13160 First Fork Rd | CAME615-Upper Logue Hollow | Sinnemahoning | PA 15861 | 20258 | | |
| 5042 Sizerville Rd | CAME628-Sizerville | Emporium | PA 15834 | 20260 | | |
| 4401 State Route 156 | ARMS692-Long Run | Avonmore | PA 15618 | 20266 | | |
| 21027 CCC Memorial Highway | CAME626- Penndot Stockpile 01 | Emporium | PA 15834 | 20268 | | |
| 51 May Hollow Rd | CAME621-May Hollow Road | Driftwood | PA 15832 | 20270 | | |
| 1306 Low Grade Rd | CAME613-Hicks Hollow | Driftwood | PA 15832 | 20287 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|--|----------------|---------------|------------|------|-------------------|
| 797 Allegheny St | CCTV 7 | Dauphin | PA 17018 | 20289 | | |
| 265 Tower Rd | FAYE607-American Tower 88231 | Dawson | PA 15428 | 20295 | | |
| 1200 Fulling Mill Rd | DOR | Middletown | PA 17057 | 20297 | | |
| 122 Grange Rd | BEAV692-Grange Road | Beaver Falls | PA 15015 | 20312 | | |
| 4201 Neshaminy Blvd | Nelson's Messenger Service Inc | Bensalem | PA 19020 | 20324 | | |
| 20 School Ct | WASH636-SBA Tower PA01086-B | Avella | PA 15312 | 20337 | | |
| 106 Sykes Street Ext | JEFF695-Sykesville | Sykesville | PA 15865 | 20347 | | |
| 4127 Blue Jay Creek Rd | FORE695-Blue Jay Creek | Sheffield | PA 16347 | 20359 | | |
| 912 S Main St Ext | JEFF691-Punxsutawney | Punxsutawney | PA 15767 | 20363 | | |
| 6484 Robin Hill Rd | WARR694-Lounsbury Corners | Russell | PA 16345 | 20365 | | |
| 978 High St | Photo License Center | Pottstown | PA 19464 | 20374 | | |
| 1 Outlet Ln | Driver License Center | McElhattan | PA 17748 | 20376 | | |
| 308 Railroad Street | Photo License Center | Danville | PA 17821 | 20378 | | |
| 130 Buffalo Rd | Photo License Center | Lewisburg | PA 17837 | 20380 | | |
| 3 Maple Street | Photo License Center | Laporte | PA 18626 | 20382 | | |
| 379 Pennsylvania Ave | Photo License Center | South Waverly | PA 18840 | 20384 | | |
| 1356 Harrisburg Pke | Photo License Center | Lancaster | PA 17601 | 20386 | | |
| 5 Broadway Ave | Photo License Center | Duncannon | PA 17020 | 20388 | | |
| 63 North Main St | Photo License Center | Stewartstown | PA 17363 | 20390 | | |
| 655 Lincoln Way East | Photo License Center | McConnelsburg | PA 17233 | 20392 | | |
| 668 Elm St | Photo License Center | Tionesta | PA 16353 | 20394 | | |
| 1Dubois Area Plz | Photo License Center | Dubois | PA 15801 | 20396 | | |
| 514 South Oxford Rd | Photo License Center | Fairless Hills | PA 19030 | 20398 | | |
| 2725 Mosside Blvd | Photo License Center | Monroeville | PA 15146 | 20400 | | |
| 9 Clairton Blvd | Photo License Center | Pittsburgh | PA 15236 | 20402 | | |
| 345 Main St | Photo License Center | Harleysville | PA 19438 | 20404 | | |
| 481 Conchester Hwy | Photo License Center | Aston | PA 19014 | 20408 | | |
| 30th Street Station - 8th Fl | National Communications Center | Philadelphia | PA 19104 | 20420 | | |
| 3rd Floor | 701 Bridge St | Lehighton | PA 18235 | 20422 | | |
| 701 Bridge St | 3rd Floor | Lehighton | PA 18235 | 20422 | | |
| 1255 Main St | WAYN632-Gouldsboro | Gouldsboro | PA 18424 | 20425 | | |
| 13992 Route 666 | FORE691-Kingsley | Tionesta | PA 16353 | 20427 | | |
| 2227 Blue Jay Creek Rd | FORE692-Pigeon | Marienville | PA 16329 | 20429 | | |
| 12052 Route 666 | FORE693-Mayburg | Sheffield | PA 16347 | 20431 | | |
| 1285 Route 666 | FORE694-Minister | Sheffield | PA 16347 | 20433 | | |
| 284 Oley Valley Rd | LUZE604-White Haven | White Haven | PA 18661 | 20449 | | |
| 931 S Main St Bldg Pole | Narrows CCTV | Lewistown | PA 17044 | 20727 | | |
| 233 W Otterman St | - | Greensburg | PA 15601 | 20740 | | |
| 144 N Main St | - | Greensburg | PA 15601 | 20744 | | |
| 2682 Cumberland Rd | BEDF630-Bedford | Bedford | PA 15522 | 20750 | | |
| 1804 Opportunity Ave | Franklin County Jail | Chambersburg | PA 17201 | 20759 | | |
| 74 Wellwood Ave | PA Wine & spirits shoppe 6401 | Hawley | PA 18428-9004 | 20761 | | |
| 7232 First Fork Rd | Control Tower - George B Stevenson Dam | Sinnemahoning | PA 15861 | 20789 | | |
| 3520 6th Ave | Dist #9 CCTV Site #1 | Altoona | PA 16602 | 20805 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|--------------------------------------|---------------|---------------|------------|------|-------------------|
| 800 Waterfront Dr | Western PA Conservancy | Pittsburgh | PA 15222 | 20807 | | |
| 124 Main St | Visitor Center | Chiopyle | PA 15470 | 20813 | | |
| 3606 Birmingham Pke | Dist 9-0 CCTV Site #2 | Alexandria | PA 16611 | 20834 | | |
| 720 Bow Creek Rd | Penn National Racino | Grantville | PA 17028 | 20841 | | |
| 3060 Center Valley Pkwy | The Promenade Shops at Saucon Valley | Center Valley | PA 18034-9551 | 20851 | | |
| 828 Kieffer Hill Rd | FORE697-Yellow Hammer | Tionesta | PA 16353 | 20857 | | |
| 17236 SR-666 | FORE696-Endeavor | Endeavor | PA 16322 | 20859 | | |
| 824 South 19th St | Dist 8-0 ITS #10 CCTV | Harrisburg | PA 17104 | 20863 | | |
| 4150 Jonestown Rd | Dist 8 CCTV 83-50 | Harrisburg | PA 17109 | 20876 | | |
| 7676 Rt-337 | WARR699-Izenbrown Corners | Tidioute | PA 16351 | 20878 | | |
| 8100 Davey Hill Rd | WARR689-Davey Hill Road | Pittsfield | PA 16340 | 20882 | | |
| 1372 Blue Eye Road | WARR687-Old Route 77 | Spring Creek | PA 16436 | 20884 | | |
| 700 S 13th St | ITS CCTV 83-43 | Harrisburg | PA 17104 | 20895 | | |
| 44 Woodland Rd | Mt. Airy Casino | Mount Pocono | PA 18344 | 20899 | | |
| 1599 Combs Creek Rd | MCKE682-Strang Hollow | Port Allegany | PA 16743 | 20901 | | |
| 13 Barnum Rd | MCKE681-West Eldred | Eldred | PA 16731 | 20903 | | |
| 2485 W Washington St | MCKE659-Stickney | Bradford | PA 16701 | 20905 | | |
| 5503 Route 219 | MCKE688-Kinzua Creek | Lewis Run | PA 16738 | 20907 | | |
| 1934 Big Shanty Rd | MCKE687-Big Shanty Hill | Lewis Run | PA 16738 | 20909 | | |
| 888 High St | MCKE686-Degolia | Bradford | PA 16701 | 20911 | | |
| 904 Christian Hollow Rd | MCKE685-Christian Hollow | Smethport | PA 16749 | 20913 | | |
| 1148 McCrea Brook Rd | MCKE684-McCrea Brook Road | Eldred | PA 16731 | 20915 | | |
| 1723 Lindholm Rd | MCKE683-Kinzua Park | Kane | PA 16735 | 20917 | | |
| 13770 Route 6 | MCKE690-Marvindale | Hazel Hurst | PA 16733 | 20921 | | |
| 12602 Route 46 | MCKE691-Norwich | Smethport | PA 16749 | 20923 | | |
| 8142 Route 155 | MCKE692-Liberty | Austin | PA 16720 | 20925 | | |
| 2409 Route 219 | MCKE694-Lantz Corners | Kane | PA 16735 | 20927 | | |
| 10013 Route 46 | MCKE697-Colegrove | Crosby | PA 16724 | 20929 | | |
| 1758 Red Mill Rd | MCKE696-Red Mill | Smethport | PA 16749 | 20931 | | |
| 218 E Chestnut Avenue | Chesnut Plaza | Altoona | PA 16601 | 20933 | | |
| 843 Park Rd | Campground | Elverson | PA 19520 | 20988 | | |
| 1150 Spring Creek Road | Stackhouse School | Bellefonte | PA 16823 | 21076 | | |
| 1076 Eagle Road | Upper Makefield Twp PD | Newtown | PA 18940 | 21082 | | |
| 2668 Burning Well Road | ELKC690-Rocky Run | Wilcox | PA 15870 | 21084 | | |
| 1475 Glen Hazel Road | ELKC694 - Flower Valley Road | St Marys | PA 15857 | 21086 | | |
| 1550 Veterans Memorial Hwy | VMS 83N@-16 | York | PA 17402 | 21098 | | |
| 1099 Costello Rd | POTT646-Costello | Austin | PA 16720 | 21100 | | |
| 1010 State Rte 49 | POTT647-Frinks | Coudersport | PA 16915 | 21102 | | |
| 2411 Wharton Rd | POTT649-Big Nelson Rd | Austin | PA 16720 | 21104 | | |
| 4164 State Rte 72 | POTT660-Odin | Coudersport | PA 16915 | 21106 | | |
| 633 S Ayers Hill Rd | POT662-Ayers Hill | Austin | PA 16720 | 21108 | | |
| 1931 East Fork Rd | POTT663-Logue | Austin | PA 16720 | 21110 | | |
| 207 Baker Creek Rd | POTT685-Baker Creek | Coudersport | PA 16915 | 21112 | | |
| 4395 Phoenix Run Rd | POTT688-Hector | Galeton | PA 16922 | 21114 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|-----------------------------|-----------------|-----------|------------|------|-------------------|
| 975 Horse Run Rd | POTT689-Horse Run Road | Shinglehouse | PA 16748 | 21116 | | |
| 1644 Sunnyside Rd | POTT690-Canada Hollow | Shinglehouse | PA 16748 | 21118 | | |
| 1281 Plank Rd | POTT692-Plank Road | Shinglehouse | PA 16748 | 21122 | | |
| 1501 Genesee Mills Rd | POTT693-North Bingham | Genesee | PA 16923 | 21124 | | |
| 3327 Phoenix Run Rd | POTT696-Sunderlinville | Galeton | PA 16922 | 21126 | | |
| 1174 West Branch Rd | POTT697-Burrows | Galeton | PA 16922 | 21128 | | |
| 1224 Pine Hill Rd | POTT698-Oleona | Cross Fork | PA 16922 | 21130 | | |
| 1095 Ole Bull Rd | POTT699-Rebel Hollow | Cross Fork | PA 16922 | 21132 | | |
| 3410 Black Gap Rd | CCTV 81-20 | Chambersburg | PA 17202 | 21136 | | |
| 851 Walker Rd | CCTV 81-17 | Chambersburg | PA 17202 | 21138 | | |
| 1246 Willow Mill Rd | CCTV 81-57 | Mechanicsburg | PA 17050 | 21144 | | |
| 12983 Route 555 | ELKC691-Summerson | Benezette | PA 15821 | 21146 | | |
| 11988 Quehanna Highway | ELKC692-Beaver Run | Weedville | PA 15868 | 21148 | | |
| 15739 Hallton Rd | ELKC693-Hallton | Sigel | PA 15860 | 21151 | | |
| 3536 West Creek Rd | ELKC695-Rathbun | St Marys | PA 15857 | 21152 | | |
| 35117 Portland Mills Road | ELKC696-Portland Mills Road | Ridgeway | PA 15853 | 21154 | | |
| 1301 Harrisburg Pke | CCTV 81-52 | Carlisle | PA 17013 | 21156 | | |
| 8114 Old Scotland Rd | CCTV 81-24 | Shippensburg | PA 17257 | 21160 | | |
| 400 Walnut Bottom Road | CCTV 81-29 | Shippensburg | PA 17257 | 21166 | | |
| 1190 Lincoln Way East | CCTV HAR 81-16 | Chambersburg | PA 17201 | 21176 | | |
| 5525 Smith Dr | CCTV 81-59 | Mechanicsburg | PA 17050 | 21178 | | |
| 4901 Wertzville Rd | 81-61 | Mechanicsburg | PA 17050 | 21180 | | |
| 81-61 | 4901 Wertzville Rd | Mechanicsburg | PA 17050 | 21180 | | |
| 309 Amsler Ave | Clarion County Corrections | Shipperville | PA 16254 | 21184 | | |
| 4500 Interstate 83 S | CCTV 83-45 | Harrisburg | PA 17111 | 21193 | | |
| 4590 Interstate 83 S | CCTV 83-46 | Harrisburg | PA 17111 | 21195 | | |
| 4680 Interstate 83 S | CCTV 83-47 | Harrisburg | PA 17111 | 21197 | | |
| 790 Eisenhower Blvd | CCTV 283-2 | Harrisburg | PA 17111 | 21199 | | |
| 1175 Fishing Creek Rd | POTT648-Fishing Creek | Roulette | PA 16746 | 21205 | | |
| 470 East Fork Rd | POTT683-Wharton | Austin | PA 16720 | 21207 | | |
| 4054 East Fork Rd | POTT684-Conrad | Austin | PA 16720 | 21209 | | |
| 570 Pine Hill Rd | POTT686-Pipe Line Hollow | Galeton | PA 16922 | 21211 | | |
| 61 West Main St | POTT687-Oswayo | Oswayo | PA 16748 | 21213 | | |
| 1586 Startwell Rd | POTT694-Beckwith Hollow | Port Allegany | PA 16743 | 21215 | | |
| 661 White Corners Rd | POTT695-Harrison Valley | Harrison Valley | PA 16927 | 21217 | | |
| 295 N Lockwillow Ave | CCTV 81-72 | Harrisburg | PA 17112 | 21225 | | |
| 14 Interstate 81 | CCTV 81-14 | Chambersburg | PA 17201 | 21227 | | |
| 10 Interstate 81 | CCTV 81-10 | Marion | PA 17235 | 21229 | | |
| 5997 Cumberland Hwy | SOME690-Pleasant Union | Meyersdale | PA 15552 | 21241 | | |
| 4534 Camp Coffman Rd | VENA691-Fertigs | Cranberry | PA 16319 | 21243 | | |
| 20069 Croghan Rd | Stockpile #11 | Orbisonia | PA 17243 | 21245 | | |
| 7880 Linglestown Rd | CCTV 81-77 | Harrisburg | PA 17112 | 21247 | | |
| 285 Wescott Rd | WAYN689-Rutledgedale | Tyler Hill | PA 18469 | 21257 | | |
| 949 Upper Woods Rd | WAYN687-Upper Woods Road | Honesdale | PA 18431 | 21259 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|----------------------------------|-------------|-----------|------------|------|-------------------|
| 1975 Princeton St | CCTV 581-6 | Camp Hill | PA 17011 | 21261 | | |
| 1035 Braman Rd | WAYN694-Stalker | Equinunk | PA 18417 | 21263 | | |
| 6 Callicoon Rd | WAYN695-Lookout | Equinunk | PA 18417 | 21265 | | |
| 88 Cemetery Rd | WAYN697-Galilee | Damascus | PA 18415 | 21267 | | |
| 14 Route 315 | CCTV 14-315 | Pittston | PA 18640 | 21279 | | |
| 120 Davies Dr | Department of Emergency Services | York | PA 17402 | 21289 | | |
| 1200 Trindle Rd | CCTV 81-49 | Carlisle | PA 17013 | 21295 | | |
| 645 Evitts Creek Dam | BEDF605-Evitts Creek Dam | Bedford | PA 15522 | 21299 | | |
| 540 Dubs Church Rd | Campground | Hanover | PA 17331 | 21301 | | |
| 189 Hartman Rd | WAYN686-Butternut Flats | Honesdale | PA 18431 | 21303 | | |
| 1 North Interstate 81 | CCTV 81-1 | Greencastle | PA 17235 | 21307 | | |
| 2600 Interstate 81 South | CCTV 81-3 | Greencastle | PA 17225 | 21309 | | |
| 4700 Interstate 81 South | CCTV 81-5 | Greencastle | PA 17225 | 21311 | | |
| 101 Lowther St Extended | CCTV 83-42 | Lemoyne | PA 17043 | 21315 | | |
| 525 So 32nd St | CCTV 581-5 | Camp Hill | PA 17011 | 21320 | | |
| 321 River Rd | WAYN688-Narrowsburg | Beach Lake | PA 18405 | 21336 | | |
| 317 Sherman Rd | WAYN690-Sherman | Susquehanna | PA 18847 | 21338 | | |
| 853 Winterdale Rd | WAYN691-Balls Eddy | Starlight | PA 18461 | 21340 | | |
| 1117 Winterdale Rd | WAYN692-Twin Falls Campground | Starlight | PA 18461 | 21342 | | |
| 816 Conklin Hill Rd | WAYN699-Conklin Hill | Damascus | PA 18415 | 21344 | | |
| 1370 Galilee Rd | WAYN698-Damascus | Damascus | PA 18415 | 21346 | | |
| 849 Callicoon Rd | WAYN696-Abrahamsville | Damascus | PA 18415 | 21348 | | |
| 6049 Hancock Hwy | WAYN693-Crosstown | Starlight | PA 18461 | 21350 | | |
| 2721 Lehigh St | CCTV TBD1 | Allentown | PA 18103 | 21360 | | |
| 3893 Starrucca Creek Rd | SUSQ699-Brandt | Susquehanna | PA 18847 | 21364 | | |
| 6 Bear Swamp Rd | SUSQ693-Bear Swamp Rd | Susquehanna | PA 18847 | 21366 | | |
| 4455 Starrucca Creek Rd | SUSQ687-Stevens Point | Susquehanna | PA 18847 | 21368 | | |
| 36 Stevens Point Rd | SUSQ685-Deep Hollow Brook | Susquehanna | PA 18847 | 21370 | | |
| 145 Sawmill Ln | CLEA631-Mcgees Mill | Mahaffey | PA 15757 | 21376 | | |
| 15 Dimock To Nicholson Rd | SUSQ695-Parkvale | Montrose | PA 18801 | 21380 | | |
| 10 SR-167 | SUSQ694-SR-167 | Kingsley | PA 18826 | 21382 | | |
| 3233 SR-3001 | WYOM691-Kasson Brook | Mehoopany | PA 18629 | 21391 | | |
| 2224 SR-3001 | WYOM692-Becker Brook | Dushore | PA 18614 | 21393 | | |
| 4351 SR-3001 | WYOM693-White Brook | Mehoopany | PA 18629 | 21395 | | |
| 346 SR-3002 | WYOM694-Stull | Noxen | PA 18636 | 21397 | | |
| 2370 SR-29 S | WYOM695-Bowman Creek | Tunkhannock | PA 18657 | 21399 | | |
| 60 SR-267 | SUSQ686-Rushboro | Meshoppen | PA 18630 | 21403 | | |
| 12 Hawleyton Tpke | SUSQ689-Choconut | Brackney | PA 18812 | 21405 | | |
| 1755 Lower Rhiney Creek Rd | SUSQ691-Lower Rhiney Creek Road | Hallstead | PA 18822 | 21407 | | |
| 35 Plank Rd | SUSQ692-Alford | New Milford | PA 18834 | 21409 | | |
| 4495 Lower Rhiney Creek Rd | SUSQ697-Brookdale | Hallstead | PA 18822 | 21411 | | |
| 35 SR-547 | SUSQ698-Kingsley | Kingsley | PA 18826 | 21413 | | |
| 858 Dunbar Ohiopyle Rd | FAYE691-Dunbar | Dunbar | PA 15431 | 21415 | | |
| 102 W Church Ave | - | Masontown | PA 15461 | 21417 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------|-------------------|-----------|------------|------|-------------------|
| 8080 81 North INT | CCTV 81-80 | Grantville | PA 17028 | 21429 | | |
| 534 Panic Knoxdale Rd | JEFF692-SR-2008 | Reynoldsville | PA 15851 | 21431 | | |
| 14356 SR-36 | JEFF696-Cooksburg | Cooksburg | PA 16217 | 21433 | | |
| 29 E King St | - | Lancaster | PA 17602 | 21435 | | |
| 68 Chestnut St | McKean CAO | Bradford | PA 16701 | 21439 | | |
| 6319 National Pke | SOME695-Somerfield | Addison | PA 15411 | 21441 | | |
| 269 Benner Pke | CCTV SR 150 & 26 | State College | PA 16801 | 21450 | | |
| 3502 Industrial Rd | CCTV 81-66 | Harrisburg | PA 17110 | 21452 | | |
| 6454 Route 405 | SCI Muncy | Muncy | PA 17756 | 21456 | | |
| 2628 Clear Ridge Rd | BEDF691-Clear Ridge | Clearville | PA 15535 | 21460 | | |
| 4906 Baltimore Ave | PA Wine & Spirits Shoppe 5141 | Philadelphia | PA 19143 | 21464 | | |
| 4768 Locey Creek Rd | TIOG699-Osceola | Osceola | PA 16942 | 21474 | | |
| 1306 Holdenbrook Rd | TIOG698-Red House Hollow | Osceola | PA 16942 | 21476 | | |
| 4514 Rte 414 | TIOG697-Blackwell | Morris | PA 16938 | 21478 | | |
| 3532 Cummings Creek Rd | TIOG696-Cummings Creek | Lawrenceville | PA 16929 | 21480 | | |
| 1213 Rte 49 | TIOG695-Birch Hill | Lawrenceville | PA 16929 | 21482 | | |
| 5396 Rte 6 | TIOG692-Ansonia Station | Wellsboro | PA 16901 | 21484 | | |
| 9969 Rte 249 | TIOG694-Austinburg | Knoxville | PA 16928 | 21486 | | |
| 1909 Rte 349 | TIOG693-Blue Run Trail | Westfield | PA 16950 | 21488 | | |
| 1282 Rte 287 | TIOG691-Crooked Creek | Middlebury Center | PA 16935 | 21490 | | |
| 1053 Rte 49 | TIOG688-Nelson | Lawrenceville | PA 16929 | 21492 | | |
| 3440 Rte 287 | TIOG685-Antrim | Morris | PA 16938 | 21494 | | |
| 1915 Elk Run Rd | TIOG686-Gas Well Hollow | Gaines | PA 16921 | 21496 | | |
| 1500 Rte 287 | TIOG684-Hoytville | Morris | PA 16938 | 21498 | | |
| 3579 Ogdnesburg Rd | TIOG648-Ogdensburg | Roaring Branch | PA 17765 | 21502 | | |
| 889 Mack Rd | TIOG682-Johnson Hill | Covington | PA 16917 | 21504 | | |
| 232 Rte 14 | TIOG649-Roaring Branch | Roaring Branch | PA 17765 | 21506 | | |
| 3611 Rte 14 | TIOG647-Newelltown | Roaring Branch | PA 17765 | 21508 | | |
| 5131 Rte 287 | TIOG646-Broughton Hollow | Wellsboro | PA 16901 | 21510 | | |
| 255 Rte 6 | TIOG630-MCM Tower PA-16 | Westfield | PA 16950 | 21512 | | |
| 251 Norrisbrook Rd | TIOG687-Niles Valley | Wellsboro | PA 16901 | 21514 | | |
| 104 Parkview Dr | - | Kittanning | PA 16201 | 21532 | | |
| 9999 Hamilton Blvd | Tek Park Technology Campus | Breinigsville | PA 18031 | 21540 | | |
| 3950 Baldwin Run Rd | TIOG632-Wellsboro | Wellsboro | PA 16901 | 21590 | | |
| 7469 Kettle Creek Rd | CLIN691-Gospel Camp | Renovo | PA 17764 | 21615 | | |
| 5829 Renovo Rd | CLIN686-Teats Run | Mill Hall | PA 17751 | 21617 | | |
| 18399 Renovo Rd | CLIN687-Cooks Run | Westport | PA 17778 | 21619 | | |
| 13779 Renovo Rd | CLIN688-Renovo | Renovo | PA 17764 | 21621 | | |
| 4000 Kettle Creek Rd | CLIN689-Alvin R Bush Dam | Renovo | PA 17764 | 21623 | | |
| 9927 Kettle Creek Rd | CLIN690-Cross Fork | Cross Fork | PA 17729 | 21625 | | |
| 6297 Kettle Creek Rd | CLIN692-Weed Run | Renovo | PA 17644 | 21627 | | |
| 3060 Kettle Creek Rd | CLIN693-Summerson Run | Renovo | PA 17764 | 21629 | | |
| 16115 Renovo Rd | CLIN694-Westport | Renovo | PA 17764 | 21631 | | |
| 20082 Renovo Rd | CLIN695-Keating | Westport | PA 17778 | 21633 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|--------------------------------------|---------------|---------------|------------|------|-------------------|
| 8309 Renovo Rd | CLIN698-Goodman Hollow | Mill Hall | PA 17751 | 21635 | | |
| 4383 Renovo Rd | CLIN699-McCloskey Run | Mill Hall | PA 17751 | 21637 | | |
| 23103 Renovo Rd | CLIN696-Round Island | Westport | PA 17778 | 21639 | | |
| 9940 Renovo Rd | CLIN697-Hyner | Hyner | PA 17738 | 21641 | | |
| 205 Municipal Dr | Rostraver Township Police Department | Belle Vernon | PA 15012 | 21651 | | |
| 501 N High St | ITS District 2 | Port Matilda | PA 16870 | 21663 | | |
| 1209 Markton Rd | JEFF698-Green Valley | Brookville | PA 15825 | 21675 | | |
| 4857 SR-1830 | JEFF697-Horm Run | Reynoldsville | PA 15851 | 21677 | | |
| 7316 Pine City Rd | CLAR693-Fryburg | Venus | PA 16364 | 21679 | | |
| 247 Lackawaxen Rd | PIKE694-Panther Brook | Shohola | PA 18458 | 21712 | | |
| 467 Twin Lakes Rd | PIKE695-Walker Lake | Shohola | PA 18458 | 21714 | | |
| 1823 E Hilton Street | - | Philadelphia | PA 19134 | 21733 | | |
| 478 Mast Hope Plank Rd | PIKE691-West Colang | Lackawaxen | PA 18435 | 21737 | | |
| 924 SR-590 | PIKE692-Lackawaxen | Lackawaxen | PA 18435 | 21739 | | |
| 298 Towpath Rd | PIKE693-West Rowland | Rowland | PA 18457 | 21741 | | |
| 607 SR-590 | PIKE696-South Lackawaxen | Lackawaxen | PA 18435 | 21743 | | |
| 1118 Rt 590 | PIKE698-Tow Path | Lackawaxen | PA 18435 | 21745 | | |
| 9996 Little Pine Creek Rd | LYCO683-Yutamark Hollow | Waterville | PA 17776 | 21756 | | |
| 214 Letonia Rd | LYCO684-Cedar Run | Morris | PA 16938 | 21758 | | |
| 9895 Route 414 Hwy | LYCO685-Ross Siding | Jersey Shore | PA 17740 | 21760 | | |
| 9728 S Route 44 Hwy | LYCO686-Collomsville | Williamsport | PA 17702 | 21762 | | |
| 39 Route 880 Hwy | LYCO687-Antes Creek | Jersey Shore | PA 17740 | 21764 | | |
| 102 Randolph Hill RD | GREE611- Roberts Road | Mt Morris | PA 15349 | 21783 | | |
| 153 Haines Ridge Rd | GREE612 - Haines Run Road | Mt Morris | PA 15349 | 21785 | | |
| 180 Pine Bank Rd | GREE688- Clawson Run | New Freeport | PA 15352 | 21787 | | |
| 300 Golden Oaks Rd | GREE693- Garrison | New Freeport | PA 15352 | 21789 | | |
| 331 Crows Rock Rd | GREE657 - Crows Mills | West Finley | PA 15377 | 21795 | | |
| 136 Smith Creek RD | GREE687- Blacksville | Spraggs | PA 15362 | 21797 | | |
| 340 Oak Forest Rd | GREE694- North Brave | Brave | PA 15316 | 21801 | | |
| 389 Fall Run Rd | GREE695- Fall Run | Aleppo | PA 15310 | 21803 | | |
| 1276 Browns Creek RD | GREE696- Bear Lakes | Sycamore | PA 15364 | 21805 | | |
| 228 Bluff Ridge Rd | GREE697- Bluff | Holbrook | PA 15341 | 21807 | | |
| 2105 Smith Creek Rd | GREE699-Smith Creek | Waynesburg | PA 15370 | 21811 | | |
| 1650 Bobali Dr | Bobali Warehouse | Harrisburg | PA 17104-3209 | 21817 | | |
| 15049 Rt 414 Hwy | LYCO697-Hilborn | Jersey Mills | PA 17739 | 21819 | | |
| 1421 Rt-590 | PIKE699-Bohemia | Hawley | PA 18428 | 21821 | | |
| 5541 Route 87 | SULL693-Forks ville | Forks ville | PA 18616 | 21823 | | |
| 522 Route 87 | SULL692-Ogdonia | Hillsgrove | PA 18619 | 21825 | | |
| 4023 Route 87 | SULL691-Cape Run | Hillsgrove | PA 18619 | 21827 | | |
| 9268 Route 87 | SULL694-Black Creek | Dushore | PA 18614 | 21830 | | |
| 1672 SR-154 | SULL697-Pole Hill | Laporte | PA 18626 | 21832 | | |
| 253 SR-154 | SULL696-Laporte | Laporte | PA 18626 | 21834 | | |
| 950 RT 414 Hwy | LYCO694-Jersey Mills | Waterville | PA 17776 | 21838 | | |
| 105 LeRaysville | BRAD693-Windham Center | Rome | PA 18837 | 21848 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|-------------------------------------|----------------|---------------|------------|------|-------------------|
| 4986 Litchfield Rd | BRAD694-Sackett Creek | Sayre | PA 18840 | 21850 | | |
| 5105 RT 414 Hwy | LYCO695-Bluestone | Jersey Mills | PA 17739 | 21858 | | |
| 12015 RT 414 Hwy | LYCO696-Slate Run | Jersey Shore | PA 17740 | 21860 | | |
| 4541 Broadway | CCTV 13 | Allentown | PA 18104 | 21862 | | |
| 857 Trexlertown Rd | CCTV TBD2 | Wescosville | PA 18106 | 21864 | | |
| 25 Summit Rd | MCKE699-Derrick City | Bradford | PA 16701 | 21868 | | |
| 348 Skyport Rd | CCTV 581-3 | Mechanicsburg | PA 17050 | 21870 | | |
| 4440 RT 284 Hwy | LYCO691-Fishermans Point | Waterville | PA 17776 | 21880 | | |
| 201 Bushkill St | CCTV 21 | Easton | PA 18042 | 21884 | | |
| 9345 State Route 61 | Plaza at Coal Township | Coal Township | PA 17866-4170 | 21896 | | |
| 2710 Shelly Rd | PA Wine & Spirits Shoppe 4617 | Harleysville | PA 19438 | 21902 | | |
| 1424 Western Avenue | DOR | Pittsburgh | PA 15233 | 21904 | | |
| 12661 Rte 8t Hwy | LYCO693-Smith Knob | Williamsport | PA 17701 | 21908 | | |
| 3121 Warriors Mark Path | CCTV Hub Site #1 | Tyrone | PA 16686 | 21940 | | |
| 577 Swank Rd | Sinemahoning Dam Maintenance Office | Sinnemahoning | PA 15861 | 21942 | | |
| 9455 First Fork Rd | CAME692-Mill Run | Sinnemahoning | PA 15861 | 21957 | | |
| 3144 Elton Rd | CCTV #3 Cambria County | Johnstown | PA 15904 | 21963 | | |
| 606 Solomon Run Rd | CCTV #1 Cambria County | Johnstown | PA 15904 | 21965 | | |
| 1402 Scalp Ave | CCTV #2 Cambria County | Johnstown | PA 15904 | 21967 | | |
| 1120 Fernwood Ave | CCTV-15-ZIMM | Camp Hill | PA 17011 | 21971 | | |
| 534 SR-155 | POTT645-Reese Hollow | Austin | PA 16720 | 21983 | | |
| 273 Old Shovel Rd | POTT659-Eulalia | Coudersport | PA 16915 | 21995 | | |
| 4288 Loucks Mill Rd | POTT639-MCM Tower PA-111 | Ulysses | PA 16948 | 21997 | | |
| 2799 State Road 49 East | POTT635-Coudersport | Coudersport | PA 16915 | 21999 | | |
| 1446 Baltimore St | PA Wine & Spirits Shoppe 6703 | Hanover | PA 17331-8531 | 22001 | | |
| 284 Route 6 | TIOG631-Shippen | Wellsboro | PA 16901 | 22005 | | |
| 1359 Westline Rd | MCKE658-Westline | Mt Jewett | PA 16740 | 22013 | | |
| 3854 W Washington St | MCKE648-Willow Bay | Bradford | PA 16701 | 22015 | | |
| 801 Arch St | Philadelphia Annex - Arch St | Philadelphia | PA 19107-5157 | 22019 | | |
| 9091 Laurel Lake Rd | SUSQ684-Lawsville Center | Montrose | PA 18801 | 22023 | | |
| 1827 East Rush Rd | SUSQ649-Prospect Hill | Montrose | PA 18801 | 22025 | | |
| 211 Welcome Lake Rd | PIKE697-East Berlin | Beach Lake | PA 18405 | 22028 | | |
| 24494 SR-167 | SUSQ683-Brackney | Brackney | PA 18812 | 22030 | | |
| 20 Natural Spring Rd | CCTV C-30 & N S Rd | Gettysburg | PA 17325 | 22037 | | |
| 504 Baltimore St | CCTC C-BR15-97 | Gettysburg | PA 17325 | 22039 | | |
| 21 Springs Ave | CCTV C-30-West St | Gettysburg | PA 17325 | 22041 | | |
| 1395 York Rd | CCTV C-15-30 | Gettysburg | PA 17325 | 22043 | | |
| 1921 Elk Creek Rd | SULL686-Lincoln Falls South | Forks ville | PA 18616 | 22045 | | |
| 6735 Route 220 | FD-20 | Dushore | PA 18614 | 22049 | | |
| 6613 RT-220 | SULL699-Laporte East | Dushore | PA 18614 | 22051 | | |
| 460 McClelland Rd | GREE609-McClelland Road | Wind Ridge | PA 15380 | 22061 | | |
| 455 SR 6E | Wyoming County Emergency Op Cntr | Tunkhannock | PA 18657 | 22077 | | |
| 747 Miller Rd | GREE659-Miller Road | Aleppo | PA 15310 | 22081 | | |
| 539 Fulton Dr | Fulton CAO | McConnellsburg | PA 17233 | 22089 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|------------------------------------|---------------|---------------|------------|------|-------------------|
| 137 Backbone Rd | WASH649-Backbone Road | Claysville | PA 15323 | 22091 | | |
| 1025 Leonard St | Clearfield CAO | Clearfield | PA 16830 | 22093 | | |
| 150 North Queen St | Lancaster County JNET/CCN | Lancaster | PA 17603 | 22103 | | |
| 33 Reservoir Rd | CCTV Ols SR 22 | Mifflintown | PA 17059 | 22113 | | |
| 44 South Woodland Ave | GREE630-Crown Castle 805414 | Waynesburg | PA 15370 | 22129 | | |
| 872 Forest Rd | Bldg 19 | Selinsgrove | PA 17870 | 22145 | | |
| 39 Public Square | - | Wilkes Barre | PA 18701 | 22151 | | |
| 860 Bodamer Rd | VENA659-Bodamer Road | Oil City | PA 16301 | 22157 | | |
| 261 California Rd | - | Quakertown | PA 18951 | 22159 | | |
| 3808 Jacks Hollow Rd | LYCO646-Jacks Hollow Rd-Raccoon Mt | Williamsport | PA 17702 | 22161 | | |
| 821 Route 184 | LYCO645-Steam Valley | Trout Run | PA 17771 | 22163 | | |
| 109 Little Hickory Rd | FORR698-Kiser Corners | Tionesta | PA 16353 | 22176 | | |
| 16515 Route 87 | SULL695-Colley | Dushore | PA 18614 | 22178 | | |
| 225 Block House Rd | LYCO692-Jackson Corners | Trout Run | PA 17771 | 22190 | | |
| 3951 First Fork Rd | CAME612-Guys Hollow | Sinnemahoning | PA 15861 | 22194 | | |
| 1314 Cameron Rd T-303 | CAME657-Cameron Road | Driftwood | PA 15832 | 22202 | | |
| 1 South Interstate 81 | CCTV-14 | Nuangola | PA 18707 | 22252 | | |
| 1 North Interstate 81 | CCTV-15 | Nuangola | PA 18707 | 22254 | | |
| 118 Reuben Bell Dr | CCTV-16 | Matamoras | PA 18336 | 22256 | | |
| 2561 Bernville Rd | Directlink Technologies Corp. | Reading | PA 19605 | 22260 | | |
| 2561 Piccadilly Hill Road | WARR682- Piccadilly Road | Corry | PA 16407 | 22273 | | |
| 10067 Scandia Road | WARR684- Priest Hollow | Russel | PA 16345 | 22277 | | |
| 1294 Swede Hill Road | WARR685-Swede Hill | Russel | PA 16345 | 22279 | | |
| 3155 Miller Hill Road | WARR686- Alcorn Corners | Warren | PA 16365 | 22281 | | |
| 1195 Watson Farm Road | FORE659- Watson Farm Road | Marienville | PA 16239 | 22285 | | |
| 2609 Job Corps Road | FORE644- Deadman Corners | Marienville | PA 16239 | 22287 | | |
| 1576 Churchill Road | FORE645-Churchill Road | East Hickory | PA 16321 | 22289 | | |
| 526 West Finley Road | WASH690- West Finley | West Finley | PA 15377 | 22291 | | |
| 21 Griffith Dr | Merion Center Mine Rescue Station | Home | PA 15747 | 22295 | | |
| 5610 Lancaster Ave | - | Philadelphia | PA 19131 | 22299 | | |
| 3240 Red Lion Rd | DOR | Philadelphia | PA 19114 | 22323 | | |
| 419 Avenue of the States | DOR | Chester | PA 19013 | 22325 | | |
| 2259 Bells Run Rd | MCKE649-Wingard Hollow | Shinglehouse | PA 16748 | 22333 | | |
| 3810 Easton / Nazareth Hwy | CCTV PA33 & PA248 | Easton | PA 18045 | 22335 | | |
| 16574 Lincoln Hwy | CCTV 39 | Breezewood | PA 15533 | 22337 | | |
| 16436 Lincoln Hwy | CCTV 38 | Breezewood | PA 15533 | 22339 | | |
| 16372 Lincoln Hwy | CCTV 37 | Breezewood | PA 15533 | 22341 | | |
| 1275 York Rd | Store 0101 | Gettysburg | PA 17325-7565 | 22349 | | |
| 1155 River St | CCTV 9 | Scranton | PA 18505 | 22357 | | |
| 9999 Rt 247 | CCTV 11 | Mt Cobb | PA 18436 | 22359 | | |
| 9999 Rt 307 | CCTV 10 | Daleville | PA 18444 | 22361 | | |
| 1065 Hollow Ave | CCTV 21 | Scranton | PA 18508 | 22363 | | |
| 9999 St Marys Villa Rd | CCTV 20 | Moscow | PA 18444 | 22371 | | |
| 313 Jamison Run Rd | FORE688-Jamison Run Road | Pleasantville | PA 16341 | 22378 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|---------------------------------------|----------------|---------------|------------|------|-------------------|
| 32435 Portland Mills Rd | ELKC697-Carman | Ridgeway | PA 15853 | 22380 | | |
| 5584 Shaffer Rd | CCTV 26 | DuBois | PA 15801 | 22388 | | |
| 14 N Park Pl | CCTV 25 | DuBois | PA 15801 | 22390 | | |
| 3465 German Hill Rd | FORE699-Crystal Springs | Tionesta | PA 16353 | 22392 | | |
| 340 W Union | Somerset Borough Police Department | Somerset | PA 15501 | 22394 | | |
| 11445 Route 321 | MCKE647-Red Bridge South | Bradford | PA 16701 | 22397 | | |
| 180 Commercial St | POTT644-Genesee | Genesee | PA 16923 | 22412 | | |
| 6452 Rt 287 Hwy | LYCO656-Kline Hollow | Jersey Shore | PA 17740 | 22422 | | |
| 1010 Rauchtown Rd | CLIN683-Rauchtown Road | Loganton | PA 17747 | 22426 | | |
| 47 Tuna Cross Rd | MCKE644-Tuna | Bradford | PA 16701 | 22432 | | |
| 8721 RT 87 HWY | LYCO657-Bar Bottom Hollow | Williamsport | PA 17701 | 22436 | | |
| 1925 N Front St | PAA Services Inc | Harrisburg | PA 17102 | 22440 | | |
| 185 Hospital Dr | - | Everett | PA 15537 | 22458 | | |
| 204 Universal Rd | PSP Selinsgrove Station | Selinsgrove | PA 17870 | 22468 | | |
| 2880 Flower Rd | Department of Public Safety | Erie | PA 16509 | 22470 | | |
| 1150 5th Avenue | Careerlink | New Kensington | PA 15068-6144 | 22476 | | |
| 1617 John F Kennedy Blvd | Suburban Station Careerlink | Philadelphia | PA 19103 | 22478 | | |
| 23 Jennings Rd | CCTV 19 | New Milford | PA 18834 | 22480 | | |
| 591 Rt 739 | CCTV 17 | Loards Valley | PA 18428 | 22482 | | |
| 77 Sands Blvd | Bethlehem Sands Casino Resort | Bethlehem | PA 18015 | 22488 | | |
| 464 Allegheny Rd | - | Franklin | PA 16323 | 22496 | | |
| 310 East Berlin Rd | York Co 911 - Backup Facility | York | PA 17408 | 22498 | | |
| 643 N Ayers Hill Rd | POTT619-Ayers Hill | Coudersport | PA 16915 | 22500 | | |
| 550 Kimberton Rd | PA Wine & Spirits Shoppe 1502 | Phoenixville | PA 19460 | 22508 | | |
| 14980 RT 87 HWY | LYCO658-Days Round Top | Williamsport | PA 17701 | 22510 | | |
| 1 Ft Pitt Tunnel In | ALLE690-Fort Pitt Tunnel | Pittsburgh | PA 15210 | 22516 | | |
| 1 S Liberty PGH 15220 | ALLE691-Liberty Tunnel | Pittsburgh | PA 15217 | 22518 | | |
| 2 Parkway East Inbound | ALLE692-Squirrel Hill Tunnel West End | Pittsburgh | PA 15217 | 22520 | | |
| 6311 Margy Dr | - | Huntingdon | PA 16652 | 22522 | | |
| 777 Casino Dr | Rivers Casino | Pittsburgh | PA 15212 | 22524 | | |
| 252 Erie Blvd | - | Susquehanna | PA 18847 | 22530 | | |
| 1 Tower Rd | Bowman's Tower Visitor Center | New Hope | PA 18938 | 22541 | | |
| 1128 Old York Rd | - | Abington | PA 19001 | 22555 | | |
| 11419 Sunset Hills Rd | - | Reston | VA 20190 | 22562 | | |
| 13500 SR 666 | FORE686-Kellettville North | Tionesta | PA 16353 | 22566 | | |
| 13620 Route 957 | WARR648-Sugar Grove | Sugar Grove | PA 16350 | 22568 | | |
| 30 Overhill Rd | CHES609-Coatesville | Coatesville | PA 19320 | 22590 | | |
| 1970 Ogdensburg Rd | TIOG623-North Ogdensburg | Roaring Branch | PA 17765 | 22598 | | |
| 8300 Route 549 | TIOG615-Daggett North | Millerton | PA 16936 | 22600 | | |
| 241 E Market St | - | Clearfield | PA 16830 | 22610 | | |
| 1520 Penn Ave | Bunger Building | Pittsburgh | PA 15222 | 22652 | | |
| 3100 Penrose Ferry Rd | Passyunk Admin Building | Philadelphia | PA 19145 | 22662 | | |
| 801 Market St | Philadelphia Annex - Market St | Philadelphia | PA 19107-3126 | 22666 | | |
| 82 Cabin Bridge Rd | SULL640-Worlds End State Park | Forksville | PA 18616 | 22676 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|--|--------------|---------------|------------|------|-------------------|
| 1363 Woodbury Pke | BEDF692-Loysburg Gap | Hopewell | PA 16650 | 22684 | | |
| 601 Commonwealth Ave | Judicial Center | Harrisburg | PA 17120-0901 | 22730 | | |
| 230 Pearce Mill Rd | Northern Regional Police Department | Wexford | PA 15090 | 22732 | | |
| 127 Woodtown Rd | PIKE656-Shohola | Shohola | PA 18458 | 22756 | | |
| 1601 State Route 44 N | POTT615-Coneville South | Coudersport | PA 16915 | 22758 | | |
| 23 Madden Dr | CLAR636-Lucinda | Lucinda | PA 16235 | 22802 | | |
| 219 W High St | - | Ebensburg | PA 15931 | 22806 | | |
| 86 Hyner Park Rd | CLIN642-Hyner Run State Park | North Bend | PA 17760 | 22818 | | |
| 777 Casino Dr | Rivers Casino | Pittsburgh | PA 15212 | 22858 | | |
| 323 Hook City Rd | BUTL688-Hook City Road | Parker | PA 16049 | 22878 | | |
| 1200 Skyline Dr | Braddock Division Maintenance HQ | Farmington | PA 15437 | 22890 | | |
| 1000 Ross Municipal Dr | Ross Township Municipal Bldg | Pittsburgh | PA 15237-2725 | 22900 | | |
| 124 Mill St | Anti Icing Machine | Bradford | PA 16701 | 22902 | | |
| 910 First St | - | Hiller | PA 15444 | 22938 | | |
| 4299 Admiral Peary Hwy | CCTV Cambria County SR22 | Ebensburg | PA 15931 | 22942 | | |
| 3638 Brooks Run Rd | CAME659-Brooks Run Road | Sinamahoning | PA 15861 | 22944 | | |
| 18 Western Ave | Suite F | Brookville | PA 15825 | 22946 | | |
| 445 Schoolhouse Rd | - | Johnstown | PA 15904 | 22948 | | |
| 5201 Old York Rd | Philadelphia CAO - Glendale DO | Philadelphia | PA 19141-2950 | 22966 | | |
| 429 Awol Rd | PSP Drivers Training Facility | Jonestown | PA 17038 | 22988 | | |
| 11 Stanwix St | Pittsburgh Annex - Stanwix Building | Pittsburgh | PA 15222-1312 | 22990 | | |
| 101 I-80 WB | CCTV #28 | DuBois | PA 15801 | 22992 | | |
| 301 Fifth Ave | Pittsburgh Annex - Piatt Place | Pittsburgh | PA 15222-2420 | 22994 | | |
| 712 I-81 | CCTV-22 | Nicholson | PA 18446 | 23004 | | |
| 30 Valley View Business Pk | Lackawanna County Center for Public Safety | Jessup | PA 18434 | 23006 | | |
| 500 Harrison Rd | BRAD684-Jackson Road | Rome | PA 18837 | 23008 | | |
| 1570 Four Mile Rd | CAME629-Four Mile Road | Emporium | PA 15834 | 23016 | | |
| 5 Fullerton Rd | MCKE657-Fullerton Road | Derrick City | PA 16727 | 23038 | | |
| 390 New York Ave | Franklin County Courthouse | Chambersburg | PA 17201 | 23052 | | |
| 261 Old York Rd | The Pavillion | Jenkintown | PA 19046 | 23054 | | |
| 100 North Cameron St | - | Harrisburg | PA 17120 | 23060 | | |
| 321 N 3rd St | Oxford Square Shopping Center | Oxford | PA 19363-1429 | 23064 | | |
| 1401 John F Kennedy Blvd | City of Philadelphia Municipal Services Building | Philadelphia | PA 19102 | 23070 | | |
| 294 Hogan Blvd | CCTV # 50 | Mill Hall | PA 17751 | 23094 | | |
| 7017 Blue Ridge Avenue | CCTV 81-74 | Harrisburg | PA 17112 | 23102 | | |
| 809 South Hanover St | CCTV 81-47 | Carlisle | PA 17015 | 23104 | | |
| 1694 Oregon Pke | CCTV 30-501 | Lancaster | PA 17601 | 23106 | | |
| 370 West Roseville Rd | CCTV 30-283 | Lancaster | PA 17601 | 23108 | | |
| 355 Church Rd | CCTV 83-24 | York | PA 17406 | 23110 | | |
| 170 Aresenal Rd | CCTV 83-21 | York | PA 17404 | 23112 | | |
| 1137 Countryside Dr | CCTV 22-322 | Harrisburg | PA 17110 | 23116 | | |
| 7114 Ridge Avenue | - | Philadelphia | PA 19128 | 23128 | | |
| 7950 N 81 | CCTV 81-79 | Grantville | PA 17028 | 23130 | | |
| 98 Alexander Spring Rd | CCTV 81-45 | Carlisle | PA 17015 | 23132 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|---|------------------|-----------|------------|------|-------------------|
| 800 Sipe Rd | CCTV 83-30 | York Haven | PA 17370 | 23134 | | |
| 618 Telescope Rd | POTT616-Telescope Road | Ulysses | PA 16948 | 23142 | | |
| 1093 Rouch Rd | POTT611-Rouch Road | Galeton | PA 16922 | 23144 | | |
| 3602 Kutztown Rd | - | Laureldale | PA 19605 | 23154 | | |
| 435 Donner Ave | Suite 330 | Monessen | PA 15022 | 23160 | | |
| 4245 Bobst Mountain Rd | LYCO614-Bobst Mountain | Trout Run | PA 17771 | 23166 | | |
| 351 14th St | BCP041 | Ambridge | PA 15003 | 23186 | | |
| 227 State Street | Acclaim Systems Inc. | Harrisburg | PA 17101 | 23190 | | |
| 5342 Roaring Branch Rd | LYCO626-Roaring Branch West | Trout Run | PA 17771 | 23206 | | |
| 187 Big Run Rd | ELKC686-Big Run Road | Sigel | PA 15860 | 23208 | | |
| 895 Drift Ridge Rd | GREE686-Drift Ridge Road | Spraggs | PA 15362 | 23210 | | |
| 1940 Duhring Rd | FORE62-Parrish | Marienville | PA 16239 | 23212 | | |
| 2776 Duhring Rd | FORE647-Duhring Road | Marienville | PA 16239 | 23216 | | |
| 1289 Norton Rd | SULL646-Norton Road | Dushore | PA 18614 | 23220 | | |
| 456 Rays Rd | SULL644-Rays Road | Muncy Valley | PA 17758 | 23222 | | |
| 1625 Bloomster Hollow Rd | MCKE624-Bloomster Hollow Road | Smethport | PA 16749 | 23230 | | |
| 16 Weiser Lane | FD-18 RMC | Aristes | PA 17920 | 23240 | | |
| 4121 Wharton Rd | POTT657-South Wharton | Austin | PA 16720 | 23250 | | |
| 1160 South Road | TIOG621- South Road | Westfield | PA 16950 | 23252 | | |
| 508 Burfield Road | TIOG628-Burfield Road | Osceola | PA 16942 | 23254 | | |
| 3603 Rich Valley Rd | CAME649-Rich Valley Road | Emporium | PA 15834 | 23260 | | |
| 417 Lackawanna Ave | Northeast Regional Office | Scranton | PA 18503 | 23262 | | |
| 740 S Lehigh Ave | CCTV 124 | West Mahoney Twp | PA 17931 | 23266 | | |
| 6 SR 8004 | CCTV I-80 7PA 940 | White Haven | PA 18661 | 23270 | | |
| 424 Highridge Park Rd. | I-81 @ exit 119 CCTV | Cass Twp | PA 17901 | 23274 | | |
| 103 I 380N on Ramp Exit 3 | CCTV I380@ Exit 3 | Pocono Summit | PA 18346 | 23278 | | |
| 3762 Hemlock Rd | WARR692-Hemlock | Warren | PA 16365 | 23284 | | |
| 594 Dry Run Rd | POTT614-Dry Run Road | Coudersport | PA 16915 | 23288 | | |
| 101 Westwood Rd | CCTV 107 | Frailley Twp | PA 17981 | 23296 | | |
| 705 Shawville Hwy | CCTV 322 & 970 | Woodland | PA 16881 | 23298 | | |
| 1712 Daisy St Ext | CCTV 322 & 879 | Clearfield | PA 16830 | 23300 | | |
| 320 N Front St | CCTV 322 & 153 | Clearfield | PA 16830 | 23302 | | |
| 942 Route 36 | Cook Forest State Park Ridge Campground | Cooksburg | PA 16217 | 23306 | | |
| 1440 Route 143 | CCTV 78 @ 35 | Lenhartsville | PA 19534 | 23430 | | |
| 2290 Camp Swatara Rd | CCTV 78 @ 10 | Myerstown | PA 17067 | 23432 | | |
| 8350 Route 183 | CCTV 78 @ 19 | Strausstown | PA 19559 | 23434 | | |
| 2964 Interstate 78 | CCTV 78 @ 29 | Hamburg | PA 19526 | 23436 | | |
| 172 SR 519 | District 12-4 | Eighty Four | PA 15330 | 23442 | | |
| 106 Montrose Turnpike | BRAD692-Montrose Turnpike | Warren Center | PA 18851 | 23448 | | |
| 2657 Masten Rd | LYCO620-Masten Road | Canton | PA 17724 | 23450 | | |
| 603 Linden St | Allentown Transportation Center | Allentown | PA 18102 | 23458 | | |
| 7201 Allentown Blvd | CCF - KEY1 - DOC Data MDF | Harrisburg | PA 17112 | 23466 | | |
| 3200 Henry Ave | CCF - DRC1 - DOC Data MDF | Philadelphia | PA 19129 | 23468 | | |
| 301 East Erie Ave | CCF - KIN1 - DOC Data MDF | Philadelphia | PA 19124 | 23470 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|---|------------------|---------------|------------|------|-------------------|
| 1928 Wager Rd | CCF - GAT1 - DOC Data MDF | Erie | PA 16509 | 23474 | | |
| 3950 D St | CCF - COL1 - DOC Data MDF | Philadelphia | PA 19124 | 23476 | | |
| 339 Blvd of the Allies | CCF - REN1 - DOC Data MDF | Pittsburgh | PA 15222 | 23478 | | |
| 704 2nd Ave | CCF - REN2 - DOC Data MDF | Pittsburgh | PA 15222 | 23480 | | |
| 12 Parker Hill Road | POTT624- Parker Hill Road | Ulysses | PA 16948 | 23502 | | |
| 1822 Eleven Mile Road | POTT621-Eleven Mile Road | Shinglehouse | PA 16748 | 23504 | | |
| 217 King St | - | Laporte | PA 18626 | 23510 | | |
| 748 W Street Rd | Center Point Place Shopping Center | Warminster | PA 18974-3102 | 23516 | | |
| 319 Washington St | Suite 210 | Johnstown | PA 15901-1624 | 23522 | | |
| 30 Bothel St | - | North East | PA 16428 | 23528 | | |
| 76 Constellation Ct | BLDG 76 Room 137 | Middletown | PA 17057 | 23534 | | |
| 2230 North George St | HAR | York | PA 17406 | 23536 | | |
| 2 Sunrise Dr | MONR61-Sunrise Drive | East Stroudsburg | PA 18301 | 23542 | | |
| 17666 Route 87 | SULL645-Lovelton | Dushore | PA 18614 | 23548 | | |
| 398 Allen Rd | CCTV 81 @ 44 | Carlisle | PA 17013 | 23552 | | |
| 594 Fowler Brook Rd | MCKE620-Fowler Brook Road | Eldred | PA 16731 | 23562 | | |
| 922 Indian Creek Rd | MCKE625-Drake Hollow | Eldred | PA 16731 | 23564 | | |
| 2401 East Tioga St | Suite A3 | Philadelphia | PA 19134 | 23570 | | |
| 593 Jameson City Rd | SULL647-Jameson Road | Benton | PA 17814 | 23576 | | |
| 8627 William Penn Highway | PA Game Commission SCRO | Huntingdon | PA 16652 | 23584 | | |
| 1st Fl | 2027 Pennsylvania Ave East | Warren | PA 16365 | 23592 | | |
| 2027 Pennsylvania Ave East | 1st Fl | Warren | PA 16365 | 23592 | | |
| 303 Walnut St | Harrisstown I - Verizon Tower | Harrisburg | PA 17101-1803 | 23598 | | |
| 381 West Dekalb Pike | King of Prussia Welcome Center | King of Prussia | PA 19406 | 23602 | | |
| 1518 Wolf Run Road | MCKE628-Wolf Run Road | Bradford | PA 16701 | 23614 | | |
| 75 Young Street | PLCB Training Site | Wilkes Barre | PA 18706 | 23626 | | |
| 529 Preacher Hill Rd | FORE646-Preacher Hill Road | West Hickory | PA 16370 | 23636 | | |
| 1067 W Baltimore Pk | DLC-07 Granite Hill | Media | PA 19063 | 23640 | | |
| 155 W 8th St | Suite LL1 | Erie | PA 16501 | 23642 | | |
| 1920 Technology Parkway | DOC Central Office | Mechanicsburg | PA 17050 | 23646 | | |
| 1043 Barden Brook Road | MCKE617-Barden Brook Road | Eldred | PA 16731 | 23660 | | |
| 824 First Fork Road | CAME695-North Jerico | Sinamahoning | PA 15861 | 23666 | | |
| 328 Innovation Boulevard | DGS Construction State College | University Park | PA 16802 | 23672 | | |
| 188 Lincoln Highway | Falls Township Municipal Building | Fairless Hills | PA 19030 | 23674 | | |
| 340 Beaver Valley Mall | - | Monaca | PA 15061 | 23680 | | |
| 6542 Lower York Road | PA Wine & Spirits 0912 | New Hope | PA 18938 | 23682 | | |
| 520 7th Street | - | New Kensington | PA 15068 | 23706 | | |
| 4797 Route 660 | TIOG640 - Leonard Harrison State Park | Wellsboro | PA 16901 | 23726 | | |
| 514 5th Street | - | Charleroi | PA 15022 | 23730 | | |
| 30 Lawrence Rd | Pathmark 561 - DELA62 | Broomall | PA 19008 | 23788 | | |
| 506 Cummins Hill Rd | PIKE659-Cummins Hill Road | Milford | PA 18337 | 23802 | | |
| 945 Cross Fork Creek Rd | POTT612-Camp Conewago Old Cross Fork Creek Road | Cross Fork | PA 17729 | 23806 | | |
| 122 East Mahoning Street | Suite C | Punxsutawney | PA 15767 | 23816 | | |
| 1001 N Delaware Ave | Sugarhouse Casino | Philadelphia | PA 19123 | 23818 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------------|---|------------------|---------------|------------|------|-------------------|
| 20170 Route 948 | FORE64 - Brookston | Sheffield | PA 16347 | 23820 | | |
| 2087 Rt. 87 Highway | SULL 649 - Hillsgrove SR-87 | Hillsgrove | PA 18619 | 23836 | | |
| 22011 Route 6 | MCKE61 - Port Allegany | Port Allegany | PA 16743 | 23838 | | |
| 1054 Ridge Road | District 2-3 County Maintenance | Mill Hall | PA 17751 | 23840 | | |
| 8 Main St | WIC Clinic 04-222 | Towanda | PA 18848 | 23852 | | |
| 125 E Centre St | WIC Clinic 04-208 | Shenandoah | PA 17976 | 23854 | | |
| 100 Superior Avenue | - | Aliquippa | PA 15001 | 23862 | | |
| 7146 Ridge Avenue | Ivy Ridge Shopping Center | Philadelphia | PA 19128 | 23866 | | |
| 3201 Arch Street Suite 350 | Drexel University Department of Public Safety | Philadelphia | PA 19104 | 23880 | | |
| 2376 Hemlock Road | FORE63 - Hemlock Road | Tionesta | PA 16353 | 23882 | | |
| 2025 Pennsylvania Avenue East | - | Warren | PA 16365 | 23904 | | |
| 1398 N Atherton St | CCTV #44 | State College | PA 16803 | 23906 | | |
| 498 N Atherton St | CCTV #45 | State College | PA 16803 | 23908 | | |
| 199 S Atherton St | CCTV #49 | State College | PA 16801 | 23910 | | |
| 756 Vairo Blvd | CCTV #43 | State College | PA 16803 | 23912 | | |
| 201 N Lincoln St | WIC 31-720 | Shinglehouse | PA 16748 | 23930 | | |
| 161 Main St | MCKE62-Hazel Hurst | Hazel Hurst | PA 16733 | 23934 | | |
| 2999 Street Rd | Parx Casino | Bensalem | PA 19020 | 23938 | | |
| 700 McKeegan Rd | PERR66-Perry County 911 New Bloomfield | New Bloomfield | PA 17068 | 23944 | | |
| 43 Volunteer Drive | Wayne CO Emergency Operations Center | Honesdale | PA 18431 | 23968 | | |
| 29 Waldy Run Road | CAME62 Old North Creek Road | Emporium | PA 15834-0000 | 23972 | | |
| 508 Mohns Hill Rd | BERK65-Gouglersville | Reading | PA 19608 | 23980 | | |
| 772 Seven Bridge Rd | MONR62-North Water Gap | East Stroudsburg | PA 18301 | 23982 | | |
| 256 South Main St | ADAM691-Bendersville Stockpile | Bendersville | PA 17306 | 23984 | | |
| 4447 Chambersburg Rd | ADAM692-Cashtown Stockpile | Biglerville | PA 17307 | 23992 | | |
| 218 North Second St | - | Allentown | PA 18102 | 24058 | | |
| 1621 Dutch Lane | Suite 103 | Hermitage | PA 16148 | 24062 | | |
| 1233 State Route 2069 | SUSQ61-SR2069 Smiley | Union Dale | PA 18470 | 24064 | | |
| 10 East Independence Street | - | Shamokin | PA 17872 | 24074 | | |
| 6915 Route 367 | BRAD698 Silvara SR367 | Laceyville | PA 18623 | 24080 | | |
| 140 Akron Rd | Windstream Facility DR | Ephrata | PA 17522 | 24086 | | |
| 381 South Main St | Luzerne County Maintenance Office | Ashley | PA 18706 | 24106 | | |
| 4721 Perkiomen Ave | Exeter Commons Center | Reading | PA 19606 | 24108 | | |
| 650 Sutton Rd | LUZE68-Sutton Road | Shavertown | PA 18708 | 24116 | | |
| 785 Vogelsong Rd | PBPP York SO | York | PA 17404 | 24120 | | |
| 318 Blue Shutters Road | LACK67 Blue Shutters Road | Moscow | PA 18444 | 24122 | | |
| 316 Old Kennett Road | CHES693 Old Kennett Road | Chadds Ford | PA 19317 | 24126 | | |
| 2107 Newton Ransom Blvd. | LACK65 Shaffers Corner | Clarks Summit | PA 18411 | 24128 | | |
| 399 S 5th St | - | Sunbury | PA 17801 | 24144 | | |
| 1670 Crooked Oak Drive | CCTV | Lancaster | PA 17601 | 24146 | | |
| 1292 New Holland Pike | CCTV | Lancaster | PA 17601 | 24148 | | |
| 1460 Harrisburg Pike | CCTV | Lancaster | PA 17601 | 24150 | | |
| 1498 Manheim Pike | CCTV | Lancaster | PA 17601 | 24152 | | |
| 355 Route 222 South | CCTV | Lititz | PA 17543 | 24154 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------------|---------------------------------------|--------------------|-----------|------------|------|-------------------|
| 620 North Third Street | CCTV Rt 30 at PA 441 Exit | Columbia | PA 17512 | 24160 | | |
| 670 Camera Yorktown Road | CCTV Rt I83 Exit 35 | Lewisberry | PA 17339 | 24162 | | |
| 213 East Forrest Avenue | CCTV Rt I83 Exit 4 | Shrewsbury | PA 17361 | 24164 | | |
| 8732 Route 66 | CLAR61-Limestone | Fairmount City | PA 16224 | 24166 | | |
| 1740 East Market Street | CCTV | York | PA 17402 | 24174 | | |
| 2600 Spooky Nook Road | CCTV PA 283 Spooky Nook Exit | Manheim | PA 17545 | 24180 | | |
| 400 Centerville Road | CCTV Rt 30 West Centerville Road Exit | Lancaster | PA 17601 | 24182 | | |
| 1010 Rohrerstown Road | CCTV Rt 20 741 Exit | Lancaster | PA 17601 | 24184 | | |
| 85 Stevens Road | - | Etters | PA 17319 | 24186 | | |
| 1601 Cloister Drive | - | Lancaster | PA 17601 | 24188 | | |
| 510 Camera Fishing Creek Road | CCTV | Lewisberry | PA 17339 | 24190 | | |
| 5350 Susquehanna Trail | CCTV | York | PA 17406 | 24192 | | |
| 701 Seaks Run Road | CCTV | Glen Rock | PA 17327 | 24194 | | |
| 431 North 7th Avenue | - | Scranton | PA 18503 | 24196 | | |
| 645 Kolter Drive | - | Indiana | PA 15701 | 24198 | | |
| 151 Leader Heights Road | CCTV I-83 North Exit 14 | York | PA 17403 | 24204 | | |
| 401 North 3rd Street | City Of Life Donor Program | Philadelphia | PA 19123 | 24226 | | |
| 21 Seneca St | Oil City Police Department | Oil City | PA 16301 | 24228 | | |
| 1094 Chestnut Ave | Sandy Township Police Department | Dubois | PA 15801 | 24230 | | |
| 2100 Mt Rose Avenue | CCTV | York | PA 17402 | 24232 | | |
| 8 Silk Mill Drive | Suite 225 | Hawley | PA 18428 | 24234 | | |
| 2801 Mount Joy Road | CCTV | Manheim | PA 17545 | 24236 | | |
| 124 Doe Run Station Road | CHES614-Doe Run Station Road | Coatesville | PA 19320 | 24242 | | |
| 225 Market Street | - | Sunbury | PA 17801 | 24254 | | |
| 1163 S Broad St | Philadelphia CAO/South District | Philadelphia | PA 19147 | 24256 | | |
| 329 Pine St | - | Williamsport | PA 17701 | 24258 | | |
| 7248 Tilghman St | Highmark Building | Allentown | PA 18106 | 24262 | | |
| 1971 Philadelphia Avenue | CCTV | Birdsborough | PA 19508 | 24282 | | |
| 135 Alex Court | BERK66-Kutztown North | Kutztown | PA 19530 | 24288 | | |
| 2501 Leechburg Road Suite F | | 6519 Lower Burrell | PA 15068 | 24324 | | |
| 35 North Third Street | Quakerown Police Department | Quakertown | PA 18951 | 24326 | | |
| 7200 Peach Street - Unite 480 | PennDot DLC 02 Erie | Erie | PA 16509 | 24342 | | |
| 3900 Woodland Ave | Veterans Affairs Medical Center | Philadelphia | PA 19104 | 24344 | | |
| 58 East Greene Street | - | Waynesburg | PA 15370 | 24346 | | |
| 3931 Master Rd | CLAR65 | Emlenton | PA 16373 | 24356 | | |
| 4956 State Route 899 | Marienville State Police Station | Marienville | PA 16239 | 24358 | | |
| 49 Cragle Hill Rd | LUZE64-Cragle Hill Road | Shickshinny | PA 18655 | 24364 | | |
| 1592 Route 739 | - | Dingmans Ferry | PA 18328 | 24368 | | |
| 5965 Morgantown Road | Camera 37 | Morgantown | PA 19543 | 24378 | | |
| 245 Depot Street | - | Saint Marys | PA 15857 | 24382 | | |
| 101 Commonwealth Place | Point State Park Maintenance Building | Pittsburgh | PA 15222 | 24384 | | |
| 2838 98 Woodhaven Road | Police Adademy Philadelphia PD | Philadelphia | PA 19154 | 24386 | | |
| 8017 Station Road | ERIE690 Station Road | Erie | PA 16510 | 24392 | | |
| 10053 Edinboro Road | ERIE694 Edinboro Road | McKean | PA 16426 | 24400 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|-------------------------------------|-----------------|-----------|------------|------|-------------------|
| 4481 Business 220 | CCTV SR8007 Ramp B C | Bedford | PA 15522 | 24402 | | |
| 2nd floor | 262 Chestnut Street | Meadville | PA 16335 | 24408 | | |
| 262 Chestnut Street | 2nd floor | Meadville | PA 16335 | 24408 | | |
| 40 East Main Street | - | Ephrata | PA 17522 | 24410 | | |
| 354 Limestone Road | CHES96 Oxford Stockpile | Oxford | PA 19363 | 24412 | | |
| 475 Ben Franklin South 5 | Townfair Plaza | Indiana | PA 15701 | 24414 | | |
| 55 Township Road | Northampton Township PD | Richboro | PA 18954 | 24420 | | |
| 29 West South Street | Suite E | Corry | PA 16407 | 24436 | | |
| 250 Mount Lebanon Blvd | PACESS Domestic Relations Satellite | Pittsburgh | PA 15234 | 24454 | | |
| 1301 Easton Road | Bldg 310 | Horsham | PA 19044 | 24460 | | |
| 180 West Gerard Ave | Store 5185 | Philadelphia | PA 19123 | 24468 | | |
| 221 North Main Street | - | Coudersport | PA 16915 | 24478 | | |
| 126 South Union Street | - | Easton | PA 18042 | 24480 | | |
| 152 East Market Street | Suite 105 | Lewistown | PA 17044 | 24486 | | |
| 121 North Pitt Street | Courthouse | Mercer | PA 16137 | 24488 | | |
| 113 West North Street | - | Wilkes-Barre | PA 18711 | 24490 | | |
| 701 North Church Street | - | Hazleton | PA 18201 | 24492 | | |
| 14 North 6th Street | - | Allentown | PA 18101 | 24494 | | |
| 31 North Main Street | Courthouse | Mifflintown | PA 17059 | 24496 | | |
| 665 Philadelphia Street | Atrium Suite 101 | Indiana | PA 15701 | 24498 | | |
| 231 Washington Street | - | Huntingdon | PA 16652 | 24500 | | |
| 8th Floor | 25 South Front Street | Harrisburg | PA 17101 | 24508 | | |
| 25 South Front Street | 8th Floor | Harrisburg | PA 17101 | 24508 | | |
| 898 Park Avenue | - | Meadville | PA 16335 | 24510 | | |
| 15 Perry Avenue | - | Bloomsburg | PA 17815 | 24512 | | |
| 496 Jeffers Street | - | Dubois | PA 15801 | 24514 | | |
| 201 West Market Street | Suite 3400 | West Chester | PA 19380 | 24516 | | |
| 499 Manor Drive | - | Ebensburg | PA 15931 | 24518 | | |
| 1240 Veterans Highway | - | Bristol | PA 19007 | 24522 | | |
| 17 South 4th Avenue | - | Clarion | PA 16214 | 24524 | | |
| 123 Baltimore Street | - | Gettysburg | PA 17325 | 24528 | | |
| 333 Hickory Street | - | Warren | PA 16365 | 24530 | | |
| 16975 Route 6 | - | Smethport | PA 16749 | 24540 | | |
| 5950 Darlington Trail | Radio Tower | Enola | PA 17025 | 24670 | | |
| 103 East Union Street | - | Punxsutawney | PA 15767 | 24674 | | |
| 314 South Water Street | - | Kittanning | PA 16201 | 24676 | | |
| 301 Institution Drive | SCI Benner | Bellefonte | PA 16823 | 24694 | | |
| 2046 Lewis Street | ALLE632 White Oak | McKeepport | PA 15131 | 24706 | | |
| 4 N Sandy Flash Dr | Ridley Creek State Park | Edgemont | PA 19073 | 24712 | | |
| 50 Gibb Road | PBPP Franklin SO | Franklin | PA 16323 | 24714 | | |
| 4880 Birchdale Drive | Clinic 18-723 | Girard | PA 16417 | 24726 | | |
| 627 Wood St | - | Clarion | PA 16214 | 24732 | | |
| 1257 Columbia Blvd | WIC 34-986 | Bloomsburg | PA 17815 | 24734 | | |
| 1160 First Avenue | Valley Forge Gaming Office | King of Prussia | PA 19406 | 24742 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|---|------------------|---------------|------------|------|-------------------|
| 1200 First Ave | - | King of Prussia | PA 19406 | 24768 | | |
| 3185 State Route 72 | TROOP L Jonestown Station | Jonestown | PA 17038 | 24772 | | |
| 821 Lancaster Avenue Suite 310 | Store 1527 | Wayne | PA 19087 | 24774 | | |
| 722 North Market Street | PERR62 Old Sled Works | Duncannon | PA 17020 | 24778 | | |
| 110 North Street | York680 York Station 3H13 PA State Police | York | PA 17403 | 24784 | | |
| 155 Red Hill Road | Newport Station | Newport | PA 17074 | 24806 | | |
| 11 West Main Street | Columbia County Domestic Relations | Bloomsburg | PA 17815 | 24812 | | |
| 7626 State Highway 198 | CRAW64-Pierpoint Road | Conneautville | PA 16406 | 24820 | | |
| 18 South 6th Street | CCF - TRE1 - DOC Data MDF | Allentown | PA 18101 | 24830 | | |
| 650 Culver Hill Road | LUZE66 Culver Road | Pittston | PA 18643 | 24846 | | |
| 415 Walnut Street | CCF - ADA1 - DOC Data MDF | Reading | PA 19601 | 24856 | | |
| 17-19 Leopard Rd | 1528 Paoli | Paoli | PA 19301-1517 | 24870 | | |
| 150 Walnut Hill Road | Wine & Spirits Store 2606 | Uniontown | PA 15401 | 24880 | | |
| 2012 North Fourth Street | CCF - CAP1 - DOC Data MDF | Harrisburg | PA 17102 | 24888 | | |
| 900 I 80 West On Ramp Exit 309 | - | East Stroudsburg | PA 18301 | 24898 | | |
| 1334 Riansares Rd | Riansares Remote | Mill Hall | PA 17751 | 24902 | | |
| 1886 Pulaski Mercer Road | MERC69 Hoagland | Mercer | PA 16137 | 24906 | | |
| 3719 Luthersburg Rockton Road | CLEA62 Rockton | Rockton | PA 16856 | 24910 | | |
| 330 Innovation Blvd | FBI State College | State College | PA 16803 | 24912 | | |
| 1413 New London Road | CHES694 New London Road | Landenberg | PA 19350 | 24918 | | |
| 10828 Route 549 | BRAD691 Millerton | Millerton | PA 16936 | 24922 | | |
| 301 East Chelton Avenue | - | Philadelphia | PA 19144 | 24928 | | |
| 1076 State Route 239 Highway | LUZE67 Berwick | Wapwallopen | PA 18660 | 24930 | | |
| 680 Anderson Drive | Foster Plaza Building 10 | Pittsburgh | PA 15220 | 24938 | | |
| 409 Olive Street | CCF - CAT1 - DOC Data MDF | Scranton | PA 18509 | 24946 | | |
| 11025 Murray Road | Troop E Meadville | Meadville | PA 16335 | 24948 | | |
| 7959 Bustleton Avenue | - | Philadelphia | PA 19152 | 24950 | | |
| 1165 South Broad Street | - | Philadelphia | PA 19144 | 24954 | | |
| 1300 East Lehigh Avenue | - | Philadelphia | PA 19133 | 24958 | | |
| 1668 Williamsfield Road | CRAW63 Williamsfield Road | Jamestown | PA 16134 | 24960 | | |
| 2040 Linglestown Road | PCG | Harrisburg | PA 17110 | 24962 | | |
| 30 North 3rd Street | KPMG | Harrisburg | PA 17101 | 24964 | | |
| 1058 North Ridge Road | BUCK691 North Ridge Road | Perkasie | PA 18944 | 24966 | | |
| 178 Veterans Blvd | Administration Building | Duncansville | PA 16635 | 24968 | | |
| 334 East Chelton Avenue | PBPP Phila Northwest SO | Philadelphia | PA 19144 | 24970 | | |
| 212034 Enterstate 80 EB | CCTV 80 180 | Milton | PA 17847 | 24974 | | |
| 700 Downingtown Pike Unite 692 | Bradford Plaza Shopping Center | West Chester | PA 19380 | 24976 | | |
| 2442 Mercer West Middlesex Road | MERC68 Bethel | West Middlesex | PA 16159 | 24980 | | |
| 1688 New Grenada Highway | FULT62 New Grenada | Waterfall | PA 16689 | 24982 | | |
| 4593 W Center Rd | CRAW66-West Center Road | Linesville | PA 16424 | 24984 | | |
| 139 West Carbondale Road | SCI Waymart | Waymart | PA 18472 | 24988 | | |
| 594 Fire Tower Road | PSP Furnace Hill Remote | Lititz | PA 17543 | 24992 | | |
| 1 Rockview Place | SCI Rockview | Bellefonte | PA 16823 | 25010 | | |
| 135 Pike County Blvd | Pike CO 911 | Lords Valley | PA 18424 | 25014 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------------|--------------------------------------|----------------------|-----------|------------|------|-------------------|
| 692 Downingtown Pike | Bradford Plaza Shopping Center | West Chester | PA 19380 | 25020 | | |
| 209 Institution Dr | SCI Houtzdale | Houtzdale | PA 16698 | 25022 | | |
| 115 2nd Avenue | Sawis | Waltham | MA 02451 | 25024 | | |
| 3415 State Road | BUCK640 Neshaminy State Park | Bensalem | PA 19020 | 25034 | | |
| 2580 Constitution Blvd | Chippewa Center | Beaver Falls | PA 15010 | 25036 | | |
| 23641 Route 14 | BRAD63 North Troy | Columbia Cross Roads | PA 16914 | 25038 | | |
| 901 Jefferson Street | Latrobe Municipal Building | Latrobe | PA 15650 | 25050 | | |
| 4000 Municipal Road | PIKE08 GPU Birchwood Lakes | Bushkill | PA 18324 | 25058 | | |
| 413 East Gibson Avenue | - | Connellsville | PA 15425 | 25062 | | |
| 2201 Belmont Avenue | PHIL02 State Police Office Troop K | Philadelphia | PA 19131 | 25066 | | |
| 3566 Old Route 22 | Eastern Area Office | Windsor | PA 19526 | 25076 | | |
| 131 Armsdale Road | Department of Public Safety | Kittanning | PA 16201 | 25082 | | |
| 894 Diamond Park | City Hall | Meadville | PA 16335 | 25084 | | |
| 777 Old Saw Mill River Rd | DPW Business Partner | Tarrytown | NY 10591 | 25094 | | |
| 300 Long Meadow Rd | - | Sterling Forest | NY 10979 | 25096 | | |
| 100 North Academy Avenue | Geisinger Data Center | Danville | PA 17822 | 25098 | | |
| 1199 Texas Palmyra Highway | Route 6 Plaza | Honesdale | PA 18431 | 25102 | | |
| 3084 Emrick Blvd | Wine and Spirits Shoppe 4817 | Bethlehem | PA 18020 | 25104 | | |
| 1101 Bloom Road | Mahoning Township PD | Danville | PA 17821 | 25106 | | |
| 207 North 2nd Street | FCS291 | McConnellsburg | PA 17233 | 25108 | | |
| 1951 Green Avenue | Old Lycoming Township Police Dept. | Williamsport | PA 17701 | 25126 | | |
| 99 Autumn Street | - | Aliquippa | PA 15001 | 25128 | | |
| 539 South Heckman Road | - | Mill Hall | PA 17751 | 25136 | | |
| 836 Browns Hill Road | - | Mill Hall | PA 17751 | 25138 | | |
| 1737 Kylertown Drifting Highway | - | Kylertown | PA 16847 | 25140 | | |
| 611 Independent Road | - | Woodland | PA 16881 | 25144 | | |
| 100 Ross Road | Ross Corporate Center | King of Prussia | PA 19406 | 25146 | | |
| 103 Beech Creek Road | - | Snow Shoe | PA 16874 | 25148 | | |
| 1472 Forest Avenue | - | Bellefonte | PA 16823 | 25150 | | |
| 2056 Plank Road | - | Carrolltown | PA 15722 | 25152 | | |
| 721 Iron Street | Columbia CO Prison | Bloomsburg | PA 17815 | 25156 | | |
| 301 South Chestnut Street | Suite 101 | Emporium | PA 15834 | 25164 | | |
| 3845 Northern Pike | 227 | Monroeville | PA 15146 | 25172 | | |
| 125 Towne Centre Drive Suite 500 | Store 9208 | Wexford | PA 15090 | 25178 | | |
| 1300 West Lehigh Avenue | PBPP Phila Eastern Regional Office | Philadelphia | PA 19132 | 25184 | | |
| 5174 Old Airport Road | Hazleton Fire Control Station | Hazle Township | PA 18202 | 25190 | | |
| 1 North Main St | Gunzberger Annex | Coudersport | PA 16915 | 25196 | | |
| 1030 Reed Avenue | Suite 110 | Wyomissing | PA 19610 | 25200 | | |
| 415 Central Road | Suite 2 | Bloomsburg | PA 17815 | 25202 | | |
| 3511 Pennypacker Avenue | PDot owned pole for circuit connecti | Scranton | PA 18508 | 25206 | | |
| 577 Bear Lake Road | Thornhurst Maint Hdqt | Thornhurst | PA 18424 | 25208 | | |
| 5 South Washington Avenue | - | Jermyn | PA 18433 | 25210 | | |
| 2550 Grant Avenue | PA Wine and Spirits 5112 | Philadelphia | PA 19114 | 25216 | | |
| 91 North 48th Street | Juvenile Justice Service Center | Philadelphia | PA 19139 | 25220 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|-----------------------------------|-----------------|---------------|------------|------|-------------------|
| 134 Enterprise St | PBPP Pittsburgh DO | Pittsburgh | PA 15206 | 25222 | | |
| 1772 Tilden Ridge Ddrive | Tilden Ridge Shopping Center | Hamburg | PA 19526 | 25224 | | |
| 1920 Kutztown Rd | - | Reading | PA 19604-1518 | 25228 | | |
| 223 South Mountain Boulevard | Weis Markets Shopping Center | Mountaintop | PA 18707 | 25232 | | |
| 10505 RT 287 Highway | LYCO625 Larrys Creek New | Trout Run | PA 17771 | 25240 | | |
| 4067 National Pike | Lady Luck Casino Nemaocolin | Wharton | PA 15437 | 25250 | | |
| 555 Union Blvd | DOR | Allentown | PA 18109 | 25262 | | |
| 1 Braddock Road | Suite D | Mt Pleasant | PA 15666 | 25270 | | |
| 2151 Long Pond Road | PennDOT CCTV I 80 Median MM 290 4 | Long Pond | PA 18334 | 25278 | | |
| 1944 Sullivan Trail | PennDOT I 80 MM 298 3 Median CCTV | Tannersville | PA 18372 | 25282 | | |
| 200 Edella Road | PennDOT Traffic Camera | Clarks Summit | PA 18411 | 25290 | | |
| 6380 Flank Drive | Gateway Corporate Center | Harrisburg | PA 17112 | 25294 | | |
| 2610 Bernville Road | PenDOT Pole CCTV US 222 at PA I83 | Reading | PA 19605 | 25300 | | |
| 7634 Diamond Road | CCTV 83 10 | Dallastown | PA 17313 | 25302 | | |
| 700 Memory Lane | CCTV 30 M Lane | Springettsbury | PA 17402 | 25304 | | |
| 1316 Whiteford Road | CCTV 30 Sherman | Springettsbury | PA 17402 | 25306 | | |
| 3317 Concord Road | CCTV 30 24 | Springettsbury | PA 17402 | 25308 | | |
| 2040 Market ST | PA Wine & Spirits Shop 9101 | Philadelphia | PA 19103 | 25314 | | |
| 3600 Forbes Avenue | Forbes Tower | Pittsburgh | PA 15219 | 25318 | | |
| 1372 Woodberry Road | CCTV 30 462 | York | PA 17408 | 25320 | | |
| 5233 West Baltimore Pike | - | Clifton Heights | PA 19012 | 25322 | | |
| 3920 West Market Street | CCTV 30 616 | York | PA 17408 | 25326 | | |
| 1291 Carlisle Road | CCTV 30 74 | York | PA 17404 | 25328 | | |
| 400 Belfast Rd | Jacobsburg Environmental Educ Ctr | Nazareth | PA 18064 | 25332 | | |
| 171 Elm Street | Forest CAO | Tionesta | PA 16353 | 25334 | | |
| 116 Kreutz Creek Road | CCTV C30 Kr Crk | York | PA 17406 | 25398 | | |
| 1444 Loucks Road | CCTV 30 Loucks | York | PA 17408 | 25400 | | |
| 416 Cool Springs Road | CCTV 30 Hellam | York | PA 17406 | 25402 | | |
| 4301 Chestnut Street | Store 5150 | Philadelphia | PA 19104 | 25404 | | |
| 813 Male Road | Wind Gap Plaza | Wind Gap | PA 18091 | 25406 | | |
| 520 North Columbus Blvd. | Riverview Place | Philadelphia | PA 19123 | 25410 | | |
| 145 McDowell Road | MERC64 McDowell Road | Transfer | PA 16154 | 25414 | | |
| 253 Snyder Road | PA Game Commission SERO | Reading | PA 19605 | 25420 | | |
| 900 West Third Street | - | Williamsport | PA 17701 | 25422 | | |
| 665 Hood School Road | Indiana County Jail | Indiana | PA 15701 | 25424 | | |
| 1001 State Street | Renaissance Center | Erie | PA 16501 | 25428 | | |
| 200 South Duke Street | - | York | PA 17401 | 25448 | | |
| 435 Devon Park Drive | Building 500 Suite 510 | Wayne | PA 19087 | 25454 | | |
| 307 Adams Avenue | CCF - CEC1 - DOC Data MDF | Scranton | PA 18503 | 25460 | | |
| 222 West Washington Street | - | Bradford | PA 16701 | 25470 | | |
| 1835 Market Street | Philadelphia Parking Authority | Philadelphia | PA 19103 | 25474 | | |
| 113 N First St | - | McConnellsburg | PA 17233 | 25550 | | |
| 1400 Howard Blvd | AAA Mid-Atlantic | Mt Laurel | NJ 08054 | 25552 | | |
| 1125 N Washington Ave | AAA North Penn | Scranton | PA 18509 | 25554 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|-------------------------------------|-----------------------|-----------|------------|------|-------------------|
| 1320 Lincoln Highway East | PennDot DLC 021 Chambersburg | Chambersburg | PA 17201 | 25578 | | |
| 335 Center Avenue | CARB64 Diligent Fire Company | Jim Thorpe | PA 18229 | 25580 | | |
| 51 South Church Street | - | New Bloomfield | PA 17068 | 25584 | | |
| 855 Pennsylvania Boulevard | Wine & Spirits Shoppe 0940 | Feasterville Trevoese | PA 19053 | 25588 | | |
| 1130 Perry Highway | Wine Spirits Shoppe 0286 | Pittsburgh | PA 15257 | 25592 | | |
| 1043 Municipal Road | Lehigh Township Police Department | Walnutport | PA 18088 | 25600 | | |
| 9681 Silvercreek Road | Wadsworth SDC Datacenter | Wadsworth | OH 44281 | 25614 | | |
| 253 White Pond Drive | Akron ISOC Data Center | Akron | OH 44320 | 25616 | | |
| 107 Kinsley Drive | Kinsley Shopping Plaza | Brodheads ville | PA 18322 | 25620 | | |
| 1704 4th Avenue | - | Arnold | PA 15068 | 25624 | | |
| 426 George Street | - | Braddock | PA 15104 | 25626 | | |
| 701 Penn Avenue | - | New Brighton | PA 15066 | 25630 | | |
| 414 West 5th Street | - | Erie | PA 16507 | 25632 | | |
| 6260 Heverly Blvd | - | Coalport | PA 16627 | 25636 | | |
| 500 Fulton Dr | Troop G - McConnellsburg | McConnellsburg | PA 17233 | 25642 | | |
| 39 E Chestnut St | PBPP Lancaster SO - Data MDF | Lancaster | PA 17602 | 25644 | | |
| 3145 East Valley Road | CCTV 41 | Loganton | PA 17747 | 25648 | | |
| 70 PennDot Drive | PennDOT District 2 Office | Clearfield | PA 16830 | 25652 | | |
| 311 Frederick Street | Clinton County Government Building | Flemington | PA 17745 | 25682 | | |
| 801 South 4th Street | - | Clearfield | PA 16830 | 25686 | | |
| 8890 Interstate 81 South | CCTV 81 90 | Jonestown | PA 17038 | 25706 | | |
| 12000 Frankstown Road | PACSES Domestic Relations | Pittsburgh | PA 15235 | 25714 | | |
| 321 Spruce Street | Bank Towers Building | Scranton | PA 18503 | 25716 | | |
| 1974 Sproul Road | Allan Collaunt Associates Inc | Broomall | PA 19008 | 25718 | | |
| 9999 Hamilton Blvd | Health Partners Plans Inc | Breinigsville | PA 18031 | 25748 | | |
| 901 Market Street | Health Partners Plans Inc | Philadelphia | PA 19107 | 25750 | | |
| 2520 New Butler Road | SBHM Inc | New Castle | PA 16101 | 25756 | | |
| 430 Penn Street | Huntingdon County Children Services | Huntingdon | PA 16652 | 25766 | | |
| 240 Main Street | Elk County Courthouse | Ridgway | PA 15853 | 25770 | | |
| 2351 Oregon Pike Suite 105 | PA Wine Spirits Shoppe 3621 | Lancaster | PA 17601 | 25772 | | |
| 1100 Rosedale Avenue | Xerox/SCDU | Middletown | PA 17057 | 25778 | | |
| 333 Oregon Avenue Whitman Plaza | PennDot DLC 108 Oregon Avenue | Philadelphia | PA 19148 | 25792 | | |
| 315 Market Street | Suite B | Sunbury | PA 17801 | 25794 | | |
| 9170 Interchange Road | - | Lehigh ton | PA 18235 | 25796 | | |
| 113 Boyd Lane | New Trp F Lamar | Mill Hall | PA 17751 | 25798 | | |
| 2800 Fox Street Unit C | Baker's Centre | Philadelphia | PA 19129 | 25804 | | |
| 178 Buckaroo Lane | Weise Markets Shopping Center | Bellefonte | PA 16823 | 25808 | | |
| 479 Thomas Jones Way | - | Exton | PA 19341 | 25816 | | |
| 321 Spruce Street | - | Scranton | PA 18503 | 25818 | | |
| 542 Forbes Avenue | Allegheny County Dept of Human Serv | Pittsburgh | PA 15219 | 25820 | | |
| 205 Glen Drive | East Manchester Village Center | Manchester | PA 17345 | 25822 | | |
| 4 I80 | - | Shenango | PA 16159 | 25824 | | |
| 19 I80 | - | Findley | PA 16137 | 25826 | | |
| 112 1/2 I79 | - | Springfield | PA 16127 | 25828 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|---------------------------------|------------------|-----------|------------|------|-------------------|
| 100 West Market Street | York County Human Services | York | PA 17401 | 25830 | | |
| 5998 Route 6N | CAM-01-003 | Edinboro | PA 16412 | 25832 | | |
| 36 I90 WB | CAM-01-012 | North East | PA 16428 | 25834 | | |
| 7869 Perry Highway | - | Erie | PA 16509 | 25836 | | |
| 7894 Peach Street | CAM-001-001 | Erie | PA 16509 | 25838 | | |
| 1 I90 WB | CAM-01-PL002 | West Springfield | PA 16443 | 25840 | | |
| 180 I79 SB | CAM-01-004 | Erie | PA 16565 | 25842 | | |
| 22 I90 WB | CAM-01-011 | Erie | PA 16509 | 25844 | | |
| 46 I90 WB | CAM-01-PL003 | North East | PA 16428 | 25846 | | |
| 101 State Street | CAM-01-005 | Erie | PA 16505 | 25848 | | |
| 1398 West Bayfront Parkway | CAM-01-009 | Erie | PA 16505 | 25850 | | |
| 5920 Peach Street | - | Erie | PA 16509 | 25852 | | |
| 5902 Station Road | CAM-01-007 | Erie | PA 16510 | 25854 | | |
| 182 I79 SB | CAM-01-002 | Erie | PA 16502 | 25856 | | |
| 1099 E Bayfront | CAM-01-008 | Erie | PA 16505 | 25858 | | |
| 1365 Colonial Rd | CM 91-70 | Harrisburg | PA 17112 | 25866 | | |
| 304 Wood Street | - | Pittsburgh | PA 15222 | 25870 | | |
| 45 Shad Blue Lane | PSP Lehighon Remote | Jim Thorpe | PA 18229 | 25874 | | |
| 1711 Hampden Blvd | - | Reading | PA 19604 | 25878 | | |
| 100A Pine Drive | SOC Building | Harrisburg | PA 17103 | 25888 | | |
| 112 Radio Tower Lane | PSP Tower Hill Remote | Tioga | PA 16946 | 25890 | | |
| 1501 Arch Street | PACSES Philadelphia | Philadelphia | PA 19102 | 25892 | | |
| 100 N Main Street | Bucks County Domestic Relations | Doylestown | PA 18901 | 25896 | | |
| 12369 Sunrise Valley Drive | Value Options | Reston | VA 20191 | 25904 | | |
| 1776 Minuteman Lane | Building 10 | State College | PA 16801 | 25906 | | |
| 403 E Christiana St | PA Dept of Agriculture Region 5 | Martinsburg | PA 16662 | 25908 | | |
| 350 Sportsman Road | Wernersville State Hospital | Wernersville | PA 19565 | 25912 | | |
| 200 Stevens Drive | AmeriHealth Caritas | Philadelphia | PA 19113 | 25914 | | |
| 15 Public Square | Bicentennial Building | Wilkes Barre | PA 18701 | 25926 | | |
| 100 Ross Road | Ross Corporate Center | King of Prussia | PA 19406 | 25930 | | |
| 911 Hill Street | BUTL690-Evans City | Evans City | PA 16033 | 25934 | | |
| 1516 Washington Avenue | CCF - GAU6 - DOC Data MDF | Philadelphia | PA 19146 | 25938 | | |
| 918 North Broad Street | CCF - CEC6 - DOC Data MDF | Philadelphia | PA 19130 | 25940 | | |
| 1917 West Oxford Street | CCF - CEC4 - DOC Data MDF | Philadelphia | PA 19121 | 25942 | | |
| 2600 Southampton Road | CCF - SHM1 - DOC Data MDF | Philadelphia | PA 19116 | 25944 | | |
| 600 East Luzerne Street | CCF - CEC5 - DOC Data MDF | Philadelphia | PA 19124 | 25946 | | |
| 1007 West Lehigh Avenue | CCF - LIB1 - DOC Data MDF | Philadelphia | PA 19133 | 25948 | | |
| 2900 North 17th Street | CCF - LIB2 - DOC Data MDF | Philadelphia | PA 19132 | 25950 | | |
| 130 Parkview Drive | Troop D Kittanning Station | Kittanning | PA 16201 | 25952 | | |
| 1030 South Concord Road | CCF - GAU5 - DOC Data MDF | West Chester | PA 19342 | 25954 | | |
| 1101 South Front Street | River Front Office Center | Harrisburg | PA 17104 | 25956 | | |
| 131 Broadview Road | - | New Stanton | PA 15672 | 25958 | | |
| 1501 Reedsdale Street | Cardello Building | Pittsburgh | PA 15233 | 25960 | | |
| 207 Wyoming Avenue | Suite 100 | Scranton | PA 18503 | 25962 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------------------|-----------------------------------|----------------|---------------|------------|------|-------------------|
| 320 Route 315 Highway | Pittston Crossing Shopping Center | Pittston | PA 18640-3914 | 25964 | | |
| 1340 Dekalb Street | - | Norristown | PA 19401 | 25966 | | |
| 1011 Old Salem Road | - | Greensburg | PA 15601 | 25968 | | |
| 1020 Ridge Avenue | DBP231 | Darby | PA 19023 | 25970 | | |
| 1737 Quentin Road | FW&GS 3802 | Lebanon | PA 17042 | 25984 | | |
| 2310 Linglestown Road | FW&GS 2220 | Harrisburg | PA 17110 | 25988 | | |
| 3635 North Front Street | - | Philadelphia | PA 19134 | 25998 | | |
| 240 Match Factory Place | - | Bellefonte | PA 16823 | 26026 | | |
| 7801 Glenlivet West Drive Suite E | FW&GS 3923 | Fogelsville | PA 18051 | 26030 | | |
| 600 North 12th Street | CCS Call Center | Lemoyne | PA 17043 | 26038 | | |
| 62 Railroad Street | - | Lewistown | PA 17044 | 26040 | | |
| 1310 Elmerton Avenue | Main Building | Harrisburg | PA 17110 | 26042 | | |
| 558 Centerville Road | FW&GS 3625 | Lancaster | PA 17601 | 26048 | | |
| 11781 Shaulls Road | PSP Sherman Remote | Brogue | PA 17309 | 26056 | | |
| 180 Newberry Parkway | FW&GS 6715 | Etters | PA 17319 | 26060 | | |
| 5665 Chestnut Street | LEHI30 Upper Milford | Zionsville | PA 18092 | 26086 | | |
| 406 Route 15 North | FW&GS 6720 | Dillsburg | PA 17019 | 26090 | | |
| 10 Monument Rd | NBC10 | Bala Cynwyd | PA 19004 | 26110 | | |
| 6 Hutchins Loop | MCKE695 Hutchins Drive | Kane | PA 16735 | 26112 | | |
| 1200 Prison Road | SCI Phoenix | Collegeville | PA 19426 | 26118 | | |
| 2023 N Atherton Street | CCTV 33 | State College | PA 16803 | 26122 | | |
| 30 Greenfield Avenue | AAA Mid Atlantic | Ardmore | PA 19003 | 26126 | | |
| 1500 Garrett Road | - | Upper Darby | PA 19082 | 26132 | | |
| 2547 East Market Street | York Marketplace | York | PA 17402 | 26136 | | |
| 498 South Main Street | - | Montrose | PA 18801 | 26140 | | |
| 381 South 2nd Street | - | Steelton | PA 17113 | 26142 | | |
| 201 East 12th Street | - | Chester | PA 19013 | 26144 | | |
| 1306 Spring Garden St | - | Philadelphia | PA 19123 | 26146 | | |
| 2100 W Venango St | - | Philadelphia | PA 19140 | 26148 | | |
| 654 Bangor Road | Troop M Belfast | Easton | PA 18040 | 26152 | | |
| 14 Collan Park | Troop R Honesdale | Honesdale | PA 18431 | 26154 | | |
| 15010 Boot Jack Road | Troop C Ridgway | Ridgway | PA 15853 | 26156 | | |
| 853 855 West Baltimore Pike | Shoppes at Jenners Village | West Grove | PA 19390 | 26158 | | |
| 112 Commonwealth Drive | Suite 201 | Lemont Furnace | PA 15456 | 26166 | | |
| 873 Scots Pine Lane | LUZE65 Weston | Hazleton | PA 18202 | 26174 | | |
| 147 Doe Hill Road | Troop C | Woodland | PA 16881 | 26176 | | |
| 250 Burlington Drive | Hewlett Packard | Clarksville | VA 29327 | 26180 | | |
| 248 Glencrest Rd | CHES69- Glencrest Rd | Coatesville | PA 19320 | 26192 | | |
| 2630 Liberty Ave | Pittsburgh Data Center | Pittsburgh | PA 15222 | 26194 | | |
| 2600 Willow Street North | Kindig Square | Willow Street | PA 17584 | 26204 | | |
| 3401 North Broad Street | Temple University Hospital | Philadelphia | PA 19140 | 26208 | | |
| 186 Main Street | PACESSES Jefferson County | Brooksville | PA 15825 | 26210 | | |
| 100 North Wilkes Barre Blvd | Jewelcor Building | Wilkes Barre | PA 18702 | 26238 | | |
| 1036 Lititz Pike | Shoppes at Kissel Village | Lititz | PA 17543 | 26242 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------------|--------------------------------------|-----------------|---------------|------------|------|-------------------|
| 62 Greenfield Avenue | Ardmore Plaza | Ardmore | PA 19003 | 26246 | | |
| 70 Long Run Rd | CCTV | Mill Hall | PA 17751 | 26252 | | |
| 15 North Washington Street | Wilkes-Barre City Police Department | Wilkes-Barre | PA 18701 | 26258 | | |
| 1250 Camp Hill Bypass | HP | Camp Hill | PA 17011 | 26264 | | |
| 435 State School Road | - | Selinsgrove | PA 17870 | 26278 | | |
| 56 Highlands Mall | FW&GS 0250 | Natrona Heights | PA 15065 | 26304 | | |
| 274 S MAIN ST | - | PLAINS TWP | PA 18705 | 26308 | | |
| 1003 Pennsylvania Ave West | - | Warren | PA 16365 | 26312 | | |
| 9180 Bartram Avenue | PHIL91 - Bartram Avenue | Philadelphia | PA 19153 | 26320 | | |
| 1185 Lumber St | District 8-0 ITS | Middletown | PA 17057 | 26322 | | |
| 6321 Locust Lane | - | Mechanicsburg | PA 17050 | 26326 | | |
| 402 PennHar Street | District 8-0 ITS | Harrisburg | PA 17111 | 26328 | | |
| 640 Madison Avenue | - | Scranton | PA 18510 | 26336 | | |
| 5001 WYNNEFIELD AVENUE | - | PHILADELPHIA | PA 19131 | 26340 | | |
| 642 E. Main Street | Waynesboro Shopping Center | Waynesboro | PA 17268-2387 | 26342 | | |
| 330 E. Waterfront Drive | PA Wine & Spirits Shoppe 0245 | Homestead | PA 15120 | 26346 | | |
| 4700 Wissahickon Ave | Multi-Agency Communication Center | Philadelphia | PA 19144 | 26376 | | |
| 2215 Houston/Hill Church Road | Meadows Complex - suite 4-A | Canonsburg | PA 15317 | 26380 | | |
| 105 Maple St. | Warner Building | Montrose | PA 18801 | 26388 | | |
| 320 N. 2nd St. | PACSES | Sunbury | PA 17801 | 26390 | | |
| 610 Monroe St. | PACSES | Stroudsburg | PA 18360 | 26394 | | |
| 9475 Roosevelt Boulevard | AAA Mid Atlantic Store | Philadelphia | PA 19114 | 26402 | | |
| 1728 North 2nd Street | - | Harrisburg | PA 17102 | 26422 | | |
| 244 Market Place Blvd. | Monroe Market Place | Selinsgrove | PA 17870 | 26424 | | |
| 99 William Farrell Drive | TCS593 | Wellsboro | PA 16901 | 26444 | | |
| 2493 East End Blvd | D4-ITS CCTV 27 | Plains Township | PA 18702 | 26450 | | |
| 313 West Liberty St. | Liberty Place | Lancaster | PA 17603 | 26474 | | |
| 747 William Street | - | Avoca | PA 18641 | 26478 | | |
| 860 Durlach Road | Clay Township\NLCRPD Headquarters | Stevens | PA 17578 | 26486 | | |
| 2nd Floor | 2121 Noblestown Road | Pittsburgh | PA 15205 | 26488 | | |
| 2121 Noblestown Road | 2nd Floor | Pittsburgh | PA 15205 | 26488 | | |
| 1133 New Hanover St. | BCI NE | Hanover Twp | PA 18706 | 26494 | | |
| 33 W. Third Street | Third Street Plaza | Williamsport | PA 17701 | 26504 | | |
| 200 Prushnok Drive | Punxsutawney Community Health Center | Punxsutawney | PA 15756 | 26516 | | |
| 5847 Germantown Avenue | - | Philadelphia | PA 19144-2154 | 26520 | | |
| 4261 N 5th Street | - | Philadelphia | PA 19140 | 26522 | | |
| 3901 Market Street | - | Philadelphia | PA 19104 | 26524 | | |
| 300 Wal-Mart Drive - Suite 130 | FW&GS 1108 | Ebensburg | PA 15931 | 26526 | | |
| 475 3A West Penn Avenue | Cleona Square Shopping Center | Cleona | PA 17042-3140 | 26528 | | |
| 36 Broad Street | PennDOT D05-0 CCTV 1-80WB at PA191 | Stroudsburg | PA 18360 | 26560 | | |
| 3600 Route 611 | PennDOT CCTV I-80WB at PA33 | Bartonsville | PA 18321 | 26562 | | |
| 310 N. 10th Street - Suite 200 | FW&GS 6003 | Lewisburg | PA 17837 | 26568 | | |
| 1001 Scott Town Center | Temp. 1903 | Bloomsburg | PA 17815 | 26570 | | |
| 1310 W. Main Street | CCTV I-80WB at US209 | Stroudsburg | PA 18360 | 26572 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------------|----------------------------------|-----------------|-----------|------------|------|-------------------|
| 1751 Wilmington Pike - Suite B-6 | Brandywine Mills Shopping Center | Glen Mills | PA 19342 | 26580 | | |
| 100 East Lehigh Avenue | - | Philadelphia | PA 19125 | 26602 | | |
| 1451 County Line Road | - | New Castle | PA 16101 | 26614 | | |
| 375 Floral Avenue | - | Chambersburg | PA 17201 | 26620 | | |
| 119 Airport Road | Air National Guard Armory | Lewis Run | PA 16738 | 26632 | | |
| 1810 Shumway Hill Road | FACD1 | Wellsboro | PA 16901 | 26636 | | |
| 518 MUNICIPAL DRIVE | GACD1 | Duncansville | PA 16635 | 26638 | | |
| 104 Greene Plaza | Greene Plaza | Waynesburg | PA 15370 | 26640 | | |
| 295 US Highway 6 West | - | Coudersport | PA 16915 | 26648 | | |
| 21 South Brown Street | Suite 2A | Lewistown | PA 17044 | 26650 | | |
| 400 Fayette St | Suite 100 | Conshohocken | PA 19428 | 26654 | | |
| 615 Howard Avenue | Suite 101 | ALTOONA | PA 16601 | 26662 | | |
| 6750 Hollywood Blvd | Temp 6527 | Delmont | PA 15626 | 26666 | | |
| 179B Levittown Parkway | Temp 0942 | Levittown | PA 19055 | 26670 | | |
| 2 N. Main St. | - | Pittston | PA 18640 | 26698 | | |
| 125 W. DeKalb Pike | Store #4624 | King of Prussia | PA 19406 | 26726 | | |

Current Telephone Number (TN) Count per VoIP Location

| Row Labels | Count of WTN |
|---|--------------|
| 02 Kline Plaza - Harrisburg | 5 |
| 100 Centre Drive - Perry CAO - New Bloomfield | 45 |
| 100 James Buchanan Dr - Chester County Assistance Office - Thorndale | 138 |
| 100 State St - Erie | 19 |
| 1000 Commerce Park Dr - Williamsport | 58 |
| 1002 W Hamilton St - District 5-0 - Allentown | 300 |
| 101 Lehigh Dr - Carbon CAO - Lehighton | 61 |
| 101 S 25th St - Kline Plaza - Harrisburg | 6 |
| 101 S 7th St - Lehigh CAO - Allentown | 7 |
| 101 S Mercer St - New Castle | 80 |
| 1025 Leonard St - Clearfield CAO - Clearfield | 119 |
| 107 8th St - Suite 203 - Wayne CAO - Honesdale | 47 |
| 108 Cascade Galleria - 100 S Jefferson St - Lawrence CAO - New Castle | 100 |
| 108 Woody Dr - Butler CAO - Butler | 153 |
| 11 Parkway Center - 875 Greentree Rd - DOR - Pittsburgh | 71 |
| 110 Pickering Way - Lionville | 133 |
| 1100 Green Ave - Blair CAO - Altoona | 173 |
| 1125 Riverside Dr - Mifflin CAO - Lewistown | 65 |
| 1130 12th Ave - Altoona | 96 |
| 1130 Herr St - PBPP Harrisburg DO - Harrisburg | 60 |
| 1163 S Broad St - Philadelphia CAO/South District - Philadelphia | 306 |
| 1185 Fairfield Rd - District 8-1 - ADAM690 - Gettysburg | 25 |
| 1200 Fulling Mill Rd - DOR - Middletown | 202 |
| 1214 Veterans Highway - Bucks CAO - Bristol | 241 |
| 1214 Veterans Highway - Bucks CAO/Bristol District - Bristol | 1 |
| 123 Boroline Rd - Southeast Staff Development - Bridgeport | 64 |
| 1280 N Water St - Armstrong CAO - Kittanning | 83 |
| 130-A Kline Plz - Harrisburg | 1 |
| 131 Broadview Road - New Stanton | 112 |
| 1316 Holland St - Erie CAO - Erie | 465 |
| 1316 State St - UCSC Erie - Erie | 268 |
| 1348 W Sedgely Ave - Philadelphia CAO/Tioga District - Philadelphia | 170 |
| 1350 W Sedgely Ave - Philadelphia CAO/Ridge District - Philadelphia | 134 |
| 14 N Linden St - U.C Service Center - Duquesne | 255 |
| 1400A N Cameron St - PennDOT Server Farm - Harrisburg | 89 |
| 1424 Western Avenue - DOR - Pittsburgh | 25 |
| 144 N Main St - Greensburg | 46 |
| 15 W 3rd St - DOR - Greensburg | 15 |
| 150 North St - Bedford CAO - Bedford | 72 |
| 1500 Garret Rd - PA Wine & Spirits Shoppe 2333 - Upper Darby | 12 |
| 151 W Marshall St - Suite 400 - DOR - 3 Stoney Creek Office Center - Norristown | 48 |
| 1521 N 6th St - HBG194 - Harrisburg | 112 |
| 1598 Juniata St - ITS District 9-2 - Hollidaysburg | 2 |
| 160 W Hamilton St - Suite 500 - UCSC Allentown - Allentown | 252 |
| 1600 Peninsula Dr - DOR - Erie | 15 |
| 1601 Elmerton Ave - FBC Fish and Boat Commission HQ - Harrisburg | 151 |
| 1620 N Juniata St - District 9-0 - Hollidaysburg | 458 |
| 164 Stayrook St - Somerset CAO - Somerset | 102 |
| 167 N Main St - Washington CAO - Washington | 149 |
| 1700 Arsenal Blvd - District 7-0 - Harrisburg | 35 |
| 171 Virginia Ave - Beaver CAO - Rochester | 196 |
| 172 SR 519 - District 12-4 - Eighty Four | 43 |

| | |
|--|-----|
| 1735 Shiloh Rd - FBC Benner Springs SFH - State College | 29 |
| 184 Donald Ln - Johnstown | 52 |
| 1850 Arsenal Blvd - Harrisburg | 19 |
| 1854 Brookwood St - DOR - Harrisburg | 108 |
| 186 Enterprise Dr - DEP Moshannon District Office - Philipsburg | 60 |
| 1920 Susquehanna Trail N - District 8-4 - York | 28 |
| 1931 New Hope St - Montgomery CAO/Norristown District - Norristown | 235 |
| 1937 New Hope St - Norristown | 92 |
| 2 E Main St - DEP SE Regional Office - Norristown | 388 |
| 2 N. Main St. - Pittston | 19 |
| 200 S Broad St - Bellevue Suite - The Bellvue - Philadelphia | 54 |
| 2001 Elmerton Ave - Harrisburg | 1 |
| 201 Larry Holmes Dr - Northampton CAO - Easton | 151 |
| 205 S Washington St - Luzerne CAO - Wilkes Barre | 222 |
| 2140 Herr St - District 8-0 - Harrisburg | 254 |
| 215 N Maple St - District 1-4 - Mercer | 39 |
| 219 E Lehigh Ave - Philadelphia CAO - Liberty DO - Philadelphia | 209 |
| 220 6th St - Allegheny CAO/Southeast District - McKeesport | 151 |
| 2236 Highland Rd - Mercer CAO - Hermitage | 141 |
| 225 S Franklin St - Adams CAO - Gettysburg | 56 |
| 230 Chestnut St - DEP NW Regional Office @ Meadville - Meadville | 215 |
| 2330 Vartan Way - Hearings & Appeals Harrisburg - Harrisburg | 75 |
| 24 Robinson St - Montgomery CAO - Pottstown District - Pottstown | 179 |
| 2432 N 7th St - Dauphin CAO - Harrisburg | 351 |
| 25 Technology Dr - California Technology Park - DEP California District Office - Coal Center | 97 |
| 255 Elm St - District 1-0 - Oil City | 280 |
| 2550 Oakland Ave - District 10-0 & 10-4 - Indiana | 168 |
| 2580 Park Centre Blvd - Centre CAO - State College | 75 |
| 2629 Market Pl - Strategic Development - Harrisburg | 152 |
| 2640 Woodglen Rd - Schuylkill CAO - Pottsville | 124 |
| 269 Rte 6 W - Potter CAO - Coudersport | 32 |
| 27 E 7th St - Columbia CAO - Bloomsburg | 125 |
| 2701 N Broad St - Somerset District - Philadelphia | 219 |
| 286 Industrial Park Rd - DEP Cambria District Office - Ebensburg | 155 |
| 29 E King St - Lancaster | 286 |
| 29 N Rte 100 - DOR - Allentown | 26 |
| 30 Stauffer Industrial Prk - UCSC Scranton - Taylor | 301 |
| 300 Bellefonte Ave - Clinton CAO - Lock Haven | 64 |
| 301 E Chelton Ave - PBPP Phila Northwest SO - Philadelphia | 213 |
| 3070 William Pitt Way - Pittsburgh | 23 |
| 3101 N Front St - Harrisburg | 174 |
| 320 Chestnut St - Northumberland CAO - Sunbury | 101 |
| 3240 Red Lion Rd - DOR - Philadelphia | 25 |
| 3240 Schoolhouse Rd - Middletown Topo Geo - Middletown | 42 |
| 327 Church St - Montour CAO - Danville | 39 |
| 33 Westminster Dr - Cumberland CAO - Carlisle | 83 |
| 39 Public Square - Wilkes Barre | 19 |
| 400 Little League Blvd - Lycoming CAO - Williamsport | 147 |
| 41 W Church St - Fayette CAO - Uniontown | 369 |
| 4109 Frankford Ave - Philadelphia CAO/Boulevard District - Philadelphia | 201 |
| 4111 Frankford Ave - Philadelphia CAO/Unity District - Philadelphia | 173 |
| 414 Grant St - City County Building - DOR - Pittsburgh | 14 |
| 419 Avenue of the States - DOR - Chester | 22 |
| 425 Main St - DOR - Johnstown | 17 |
| 44 E Broad St - DOR - Bethlehem | 29 |

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|---|-----|
| 444 N 3rd St - Philadelphia | 262 |
| 448 W 11th St - DOR - Erie | 16 |
| 45 Thoms Run Rd - District 11-0 - Bridgeville | 338 |
| 450 Robinson Ln - FBC Pleasant Gap Complex - Bellefonte | 169 |
| 4510 Bath Pike - Bethlehem | 43 |
| 4595 Admiral Perry Hwy - District 9-3 - Ebensburg | 26 |
| 4600 Edgemont Ave - DOR - Brookhaven | 30 |
| 47 S Washington St - DOR - Wilkes Barre | 13 |
| 4802 Pittsburgh Ave - DOR - Erie | 15 |
| 5 W Laurel Blvd - DEP Dist Ofc @ Pottsville - Pottsville | 62 |
| 500 Waterfront Dr - Pittsburgh | 312 |
| 5070 Parkside Ave - Philadelphia CAO/West District - Philadelphia | 241 |
| 5201 Old York Rd - Philadelphia CAO - Glendale DO - Philadelphia | 174 |
| 530 13th St - Venango CAO - Franklin | 84 |
| 531 Penn Ave - Allegheny LI BVRV/BVVS District - Pittsburgh | 132 |
| 55 Keystone Industrial Prk - O'Neil Highway - District 4-0 - Dunmore | 197 |
| 555 Union Blvd - DOR - Allentown | 198 |
| 5740 Market St - Philadelphia | 279 |
| 587 Sells Ln - Westmoreland CAO/Headquarters - Greensburg | 197 |
| 5947 Penn Ave - Allegheny CAO/Greater Pgh East - Pittsburgh | 145 |
| 595 Galiffa Dr - Washington CAO/Valley District - Donora | 75 |
| 595 Sells Ln - Annex - Westmoreland CAO/E Greensburg Dist - Greensburg | 103 |
| 607 Main St - Johnstown | 58 |
| 615 Howard Ave - suite 202 - DOR - Altoona | 23 |
| 620 Norland Ave - Franklin CAO - Chambersburg | 104 |
| 625 Main St - Cambria CAO - Johnstown | 162 |
| 625 S 8th St - Lebanon CAO - Lebanon | 96 |
| 630 Kolter Dr - Indiana | 164 |
| 665 Carey Ave - PO Box 1105 - Wilkes Barre | 51 |
| 68 Chestnut St - Suite B - McKean CAO - Bradford | 61 |
| 700 Packer Ave - DOR - Philadelphia | 19 |
| 7000 Geerdes Blvd - District 6-0 - King of Prussia | 467 |
| 701 Crosby St - PBPP Chester DO - Chester | 234 |
| 71 Lincoln Dr - Clarion CAO - Clarion | 57 |
| 715 Jordan Ave - District 3-0 - Montoursville | 405 |
| 72 Lancaster Ave - Malvern | 56 |
| 7591 Lake Raystown Shopping Ctr - Huntingdon CAO - Huntingdon | 47 |
| 7820 Allentown Blvd - BIPS/BCI - Harrisburg | 94 |
| 825 N Gallatin Ave Ext - District 12-0 & 12-1 - Uniontown | 240 |
| 832 Manor St - Lancaster CAO - Lancaster | 277 |
| 845 Main St - Delaware CAO/Darby District - Darby | 147 |
| 90 W Chestnut St - WSH147 - Washington | 33 |
| 909 Elmerton Ave - PA DEP SCRO - Harrisburg | 317 |
| 909 Industrial Blvd - Westmoreland CAO/New Kensington - New Kensington | 105 |
| 914 Penn Ave - Pittsburgh | 1 |
| 961 N Marshall St - Philadelphia CAO/Girard District - Philadelphia | 206 |
| Administration Bldg - 1605 Bloom Rd - Danville State Hospital - Danville | 89 |
| Administration Building - 20 Azalea Dr - Harrisburg | 13 |
| Agriculture Bldg - 2301 N Cameron St - Harrisburg | 348 |
| Altoona State Office Bldg - 1101 Green Ave - UCSC Altoona - Altoona | 288 |
| Bank Towers Building - 321 Spruce Street - DOR - Scranton | 35 |
| Beechmont Building - 21 Beech Dr - Harrisburg | 12 |
| Capital Associates Building - 901 N 7th St - Harrisburg | 113 |
| Capitol Building - 501 N 3rd St - Harrisburg | 282 |
| Central Plaza Building - 10 W Chestnut St - Luzerne CAO/Hazleton - Hazleton | 68 |

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|---|------|
| Cherrywood - 49 Beech Dr - Harrisburg | 37 |
| Clothes Tree - 25 Beech Dr - Harrisburg State Hospital - Harrisburg | 1 |
| Commonwealth Technology Center - 1 Technology Prk - Harrisburg | 150 |
| Computer Bldg / Gov's Office - 5 Technology Prk - Harrisburg | 136 |
| DGS Public Works - Arsenal - 1800 Herr St - Harrisburg | 127 |
| District 3-5 - 45 Industrial Park Rd - PennDOT Snyder County Office - Selinsgrove | 36 |
| Dixmont Cottage - 132 E Azalea Dr - Harrisburg State Hospital - Harrisburg | 1 |
| Eastgate Bldg - 1010 N 7th St - Shared Access Circuit EDBKX8S00001 - Harrisburg | 131 |
| Executive House - 101 S 2nd St - Harrisburg | 5 |
| Farm Show Building - 1030 McClay St - Harrisburg | 41 |
| Finance Building - 613 North St - Harrisburg | 362 |
| Forster Street Office Building - 2221 Forster St - State Garage - Harrisburg | 100 |
| Forum / Education Building - 607 South Dr - Harrisburg | 136 |
| Forum Place - 555 Walnut St - Harrisburg | 2145 |
| Gateway Center - 603 Stanwix St - Pittsburgh | 80 |
| Governor's Residence - 2035 N Front St - Governor's Residence - Harrisburg | 87 |
| Harristown I - Revenue Tower - 393 Walnut St - DOR Strawberry Square - Harrisburg | 1756 |
| Harristown I - Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg | 1048 |
| Harristown II - 333 Market St - PDE / PA Wine & Spirits Shoppe 2219 - Harrisburg | 944 |
| Health and Welfare Building - 601 Forster St - Harrisburg | 1401 |
| Hillcrest - 5 Magnolia Dr - Harrisburg | 238 |
| Hilltop - 3 Ginko Dr - Harrisburg | 58 |
| Keystone Building - 400 North St - Harrisburg | 2550 |
| Kline Plaza - 32 Kline Plz - Suite A - Harrisburg | 248 |
| Labor and Industry Bldg - 651 Boas St - Harrisburg | 2184 |
| Lakeview Industrial Park - 19 McQuiston Dr - Jackson Center | 68 |
| Lakeview Industrial Park - 25 McQuiston Dr - State Health Center - State Health Center - Jackson Center | 30 |
| Liberty Place - 313 West Liberty St. - Suite 335 - Lancaster Call Center - Lancaster | 280 |
| Logan Vista Dome - 120 E Azalea Dr - DGS Annex Complex - Harrisburg | 7 |
| Market Square Plaza - 17 N 2nd St - Market Square - Harrisburg | 163 |
| North Office Building - 501 North St - Harrisburg | 409 |
| Northwest Office Building - 910 Capital St - Harrisburg | 495 |
| Olcam Building - 1171 S Cameron St - Harrisburg | 19 |
| Oppenheim Bldg - 409 Lackawanna Ave - Scranton | 2 |
| Penn Center - 2601 N 3rd St - Harrisburg | 394 |
| PennDOT District 2 Office - 70 PennDot Drive - District 2 Office - Clearfield | 233 |
| PennDOT Testing Lab - 82 Dogwood Ave - District 7-02 - Delivery - Harrisburg | 195 |
| Petry Building - 116 E Azalea Dr - Harrisburg | 3 |
| Philadelphia Annex - Arch St - 801 Arch St - DOR - Philadelphia | 191 |
| Philadelphia Annex - Market St - 801 Market St - Shared Access Circuit EDBKT5W90001 - Philadelphia | 839 |
| Philly Rec & Con - 801 Market St - Philly Rec & Con - Philadelphia | 6 |
| Pitnick Building - 901 N 7th St Rear - Harrisburg | 14 |
| Pittsburgh Annex - Chamber of Commerce - 411 7th Ave - DOR - Pittsburgh | 103 |
| Pittsburgh Annex - Piatt Place - 301 Fifth Ave - Shared Access Circuit EDBKF0F60001 - Pittsburgh | 817 |
| Pittsburgh Annex - Stanwix Building - 11 Stanwix St - DOR - Pittsburgh | 327 |
| PSP Headquarters - 1800 Elmerton Ave - PSP Department Headquarters - Harrisburg | 765 |
| Rachel Carson State Office Building - 400 Market St - 1st Floor Data/Voice Demarcs - Harrisburg | 1794 |
| Reading State Office Building - 625 Cherry St - DOR - Reading | 383 |
| Riverfront Office Center - 1101 S Front St - PennDOT - Harrisburg | 911 |
| Ross Corporate Center - 100 Ross Road - Suite 200 - King of Prussia | 22 |
| Rte 209-Tanite Rd - Monroe CAO - Stroudsburg | 109 |
| Scranton State Office Building - 100 Lackawanna Ave - Shared Access Circuit EDBKF0050001 - Scranton | 786 |
| Shamrock Hall - 112 E Azalea Dr - Harrisburg | 4 |
| Spring Mill Complex Quaker Offices - 1001 E Hector St - Suite 410 - PGCB East - Conshohocken | 40 |
| State Museum Building - 300 North St - Harrisburg | 85 |

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|---|--------------|
| State Record Center - 1825 Stanley Dr - DOR - Harrisburg | 61 |
| Stateside Insurance Building - 2150 Herr St - Harrisburg | 212 |
| The Grit Building - 208 W 3rd St - DEP NCR Offices - Williamsport | 294 |
| The Pomeroy Building - 2 Public Sq - DEP NER Offices - Wilkes Barre | 300 |
| Warner Center - 332 5th Ave - 3 Rivers DO - Pittsburgh | 289 |
| Warren CAO - 210 North Drive - Suite A - Warren CAO - N Warren | 63 |
| Willow Oak Bldg - 1006 Hemlock Dr - Harrisburg | 764 |
| (blank) | |
| Grand Total | 46070 |

Appendix R - Compatible Hardware Requirements

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Compatible Hardware Requirements tab of this appendix indicates hardware that is currently in use by the Commonwealth.

Offerors shall complete this appendix if bidding on Lot 2 services.

To complete the tab, the Offeror shall denote any hardware that is not compatible with their solution.

The response options are provided in a drop-down box and are as follows:

X

Any response of "X", denoting incompatibility, must also be explained in the Comments column and the Offeror's Technical Submittal.

The completed matrix must be included as Attachment R in the Offeror's response to this RFP.

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|---------------------------|------------------------------|---|--------------|---|
| Transportation | VOIP Phone | Polycom CX5500 | | |
| STATE POLICE | Analog Base Station/Repeater | MOTOROLA MCC 7500 CONSOLE; MOTOROLA | | |
| STATE POLICE | HEADSETS | Plantronics GN9450ePlantronics CS | | |
| STATE POLICE | PBX | NEC SV8100, SV9100; | | |
| STATE POLICE | ROUTER | ADTRAN 3200 ROUTER - 56k DDS NETWORK | | |
| STATE POLICE | VIDEO CONFERENCING | 4000-2 IPPolycom HDX 7000-2 IPPolycom HDX | | |
| SERS | Access Router | Adtran Netvanta 32xx + 43xx | | |
| SERS | PBX | NEC SV8500 | | |
| SERS | Video Conferencing | Polycom HDX 8000 w/ quad BRI Module. | | |
| SERS | VOIP Phone | NEC DT7xx VOIP Phone | | |
| PUC | Headset | Plantronics - Vista M22 | | |
| Public Utility Commission | Headsets | Jabra 9330 | | |
| PHMC | Analog | EPIC ET 4300 | | |
| PHMC | Executone | IDS 42 | | |
| PHMC | Headset | Plantronics CS540 | | |
| PHMC | Headset | Plantronics M22 | | |
| PHMC | Headset | Plantronics A10-16 | | |
| PHMC | Headset | Plantronics APS-11 | | |
| PHMC | Headset | Plantronics HL-10 | | |
| PHMC | NEC | Electra Elite IPK II | | |
| PHMC | Toshiba | Strata DK 280 | | |
| PennDOT | Conference Phones | Spreadsheet attached | | |
| PennDOT | Headsets and Cameras | spreadsheet attached | | |
| PBPP | Board Room Phone | Polycom | | |
| PBPP | PBX | NEC 300 Series | | |
| PBPP | Plantronics Headsets | HL10 | | |
| PBPP | Video Conference Equipment | Polycom | | |
| OIG | Headset | Jabra Pro 9460 | | |
| OA | Headsets | Plantronics/ Savi 740 | | |
| Health | Headset | Plantronics CS50 | | |
| FBC | Headsets | Sennheiser and Plantronics | | |
| DOH | Headset | Plantronics HW251N SUPRAPLUS | | |
| DHS | PBX | Fujitsu 9600 | | |
| DHS | PBX | NEC SV8300 | | |
| DHS | PBX | NEC SV8500 | | |
| DHS | PBX | NEC SV9500 | | |
| DHS | Key System | NEC SV8100 | | |
| DHS | Video Conference Equipment | Polycom | | |
| DHS | Headsets | Plantronics CS-540 with HL-10 Lifter | | |
| DHS | Headsets | Jabra 9350 with Lifter | | |

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|--------------|------------------------|--------------------------------------|--------------|---|
| DHS | Headsets | Jabra 9460 with Lifter | | |
| DHS | Headsets | Plantronics/ Savi 740 | | |
| DHS | Conference Phones | Polycom SoundStation 2W | | |
| DGS and PHMC | Polycom | SoundStation 2 | | |
| DGS | Executone | IDS | | |
| DGS | Headset | Plantronics CS540 | | |
| DGS | Headset | Plantronics M22 | | |
| DGS | Headset | Plantronics A10-16 | | |
| DGS | Headset | Plantronics APS-11 | | |
| DGS | Headset | Plantronics HL 10 | | |
| DGS | NEC | SV8100 | | |
| DGS | Toshiba | Strata DK-228 | | |
| DCNR | Conference Room Phones | Polycom Soundstation 2 | | |
| DCNR | VoIP Headsets | Plantronics CS-540 with HL-10 lifter | | |
| DCNR | Key System | Toshiba Strata Vi | | |
| DCNR | Key System | Toshiba DK-16 | | |
| DCNR | Key System | Toshiba DKT-2010-SD | | |
| DCNR | Key System | Executone IDS 42 | | |
| DCNR | Key System | NEC NEAX 2000 IVS2 | | |
| DCNR | Key System | NEC Elite IPK II | | |
| DCNR | Key System | NEX Electra Elite IPK II | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | Samsung OS-7200 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | Mitel 5000HX | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | Mitel 5000HX | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV8100 | | |
| DCNR | Key System | NEC SV9100 | | |
| DCNR | Key System | NEC SV9100 | | |
| DCNR | Key System | NEC SV9100 | | |
| DCNR | Key System | NEC SV9100 | | |

Appendix S - Hardware Matrix

RFP 6100039274

Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide information regarding hardware desired by the Commonwealth. For Lot 1 hardware, specific requirements are categorized as either Required or Nice to Have.

Offerors shall complete all Lot 1 related tabs if they are bidding on Lot 1. Offerors should complete all Lot 2 related tabs if they are bidding on Lot 2.

The Offeror shall specify the Model, Manufacturer, Name, Description and Warranty period for all devices. For each device the Offeror shall indicate, for each requirement, whether the device meets the requirement.

The response options are provided in a drop-down box and are as follows:

Yes

No

The completed matrix must be included as Attachment S in the Offeror's response to this RFP.

Lot 1 - Desk Phones

| | | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|---------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Model | | | | | | | |
| Manufacturer | | | | | | | |
| Name | | | | | | | |
| Description | | | | | | | |
| Warranty | | | | | | | |
| Requirement | Required/ Nice To Have | | | | | | |
| Open SIP standard, non proprietary equipment. | Required | | | | | | |
| Speed dial and/or programmable keys able to be set by user with electronic labeling. | Required | | | | | | |
| Skype for Business/ O365 certified for on prem or cloud solution. | Required | | | | | | |
| HD Voice capability. | Nice To Have | | | | | | |
| Call forwarding option that is able to be set by user. | Required | | | | | | |
| Call hold capability. | Required | | | | | | |
| Skype for Business like user interface. | Required | | | | | | |
| Transfer capabilities. | Required | | | | | | |
| Call waiting notifications. | Required | | | | | | |
| Full duplex, echo cancellation, and noise reduction. | Required | | | | | | |
| Call log (journal). | Required | | | | | | |
| Do not disturb feature that allows user to send all calls directly to voicemail. | Required | | | | | | |
| Same provisioning method to be used on desk phones and conference phones. | Required | | | | | | |
| Desk phone should support G.722.1 and/ or G.722.1c. | Required | | | | | | |
| Voicemail message waiting indicator. | Required | | | | | | |
| Muting capability. | Required | | | | | | |
| Redialing capabilities from a journal or recent call log. | Required | | | | | | |
| Web based GUI allowing user to manipulate features and settings of phones remotely. | Required | | | | | | |
| Option to add expansion modules for additional programmable keys. | Required | | | | | | |
| Color display | Nice To Have | | | | | | |
| Data and time automatically synced with network date and time. | Required | | | | | | |
| Standard RJ11 headset port. | Required | | | | | | |
| Ability for users to sign in to any phone using SfB credentials will all features "following". | Required | | | | | | |
| Call pick up button or programmable button for pick up feature use. | Required | | | | | | |
| Configurable ringing options. | Required | | | | | | |
| Wi-Fi enabled desk phones. | Nice To Have | | | | | | |
| Configurable buttons for shared phone lines. | Required | | | | | | |
| Speaker phone capability. | Required | | | | | | |
| Volume control for ringer, headset, handset, and speaker volumes. | Required | | | | | | |
| Ability to access Skype for Business directory. | Required | | | | | | |
| Inbound caller ID synced with Skype Directory for internal calls. | Required | | | | | | |
| Inbound caller ID with name for external calls. | Required | | | | | | |
| Skype for Business favorites automatically sync between phone and SfB client. | Required | | | | | | |
| Administration tool for provisioning devices in bulk. | Required | | | | | | |
| Allows for at least 6 individuals to be conferenced together. | Required | | | | | | |
| At a minimum of 1 Gig data throughput port. | Required | | | | | | |
| DTMF Tone Generation | Required | | | | | | |

Lot 1 - Conference Phones

| | | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|---|-----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Model | | | | | | | |
| Manufacturer | | | | | | | |
| Name | | | | | | | |
| Description | | | | | | | |
| Warranty | | | | | | | |
| Requirement | Required/ Nice To Have | | | | | | |
| Open SIP standard, non proprietary equipment. | Required | | | | | | |
| Skype for Business/ O365 certified for on prem or cloud solution. | Required | | | | | | |
| HD Voice capability. | Nice To Have | | | | | | |
| Skype for Business like user interface. | Required | | | | | | |
| Full duplex, echo cancellation, and noise reduction. | Required | | | | | | |
| Call log (journal). | Required | | | | | | |
| Conference phone- exchange calendar join button. Should allow users to invite conference room phone to meetings and subsequently join them from conference phone calendar button. | Required | | | | | | |
| Same provisioning method to be used on desk phones and conference phones. | Required | | | | | | |
| Conference phones should have the ability to configure additional microphones. | Required | | | | | | |
| Conference phone should support G.722.1 and/ or G.722.1c. | Required | | | | | | |
| Muting capability. | Required | | | | | | |
| Data and time automatically synced with network date and time. | Required | | | | | | |
| Speaker phone capability. | Required | | | | | | |
| Volume control for ringer and speaker volumes. | Required | | | | | | |
| Ability to access Skype for Business directory. | Required | | | | | | |
| Allows for at least 6 individuals to be conferenced together for "ad-hoc" conferencing. | Required | | | | | | |
| Calendar function that is synced with user's calendar with ability to join Skype conferences directly from phone calendar. | Required | | | | | | |
| Integrated HD camera @30fps for collaboration meetings | Nice To Have | | | | | | |

Lot 1 - Soft Phones

| | | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|-----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Model | | | | | | | |
| Manufacturer | | | | | | | |
| Name | | | | | | | |
| Description | | | | | | | |
| Warranty | | | | | | | |
| Requirement | Required/ Nice To Have | | | | | | |
| Open SIP standard, non proprietary. | Required | | | | | | |
| Skype for Business/ O365 compatible. | Required | | | | | | |
| HD Voice capability. | Nice To Have | | | | | | |
| Full duplex, echo cancellation, and noise reduction. | Required | | | | | | |
| Wireless Headset softphones | Required | | | | | | |
| Wired Headset softphones | Required | | | | | | |

Lot 2 - Desk Phones

| | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Model | | | | | | |
| Manufacturer | | | | | | |
| Name | | | | | | |
| Description | | | | | | |
| Warranty | | | | | | |
| Requirement | | | | | | |
| Open SIP standard, non proprietary equipment. | | | | | | |
| Speed dial and/or programmable keys able to be set by user with electronic labeling. | | | | | | |
| Skype for Business/ O365 certified for on prem or cloud solution. | | | | | | |
| HD Voice capability. | | | | | | |
| Call forwarding option that is able to be set by user. | | | | | | |
| Call hold capability. | | | | | | |
| Skype for Business like user interface. | | | | | | |
| Transfer capabilities. | | | | | | |
| Call waiting notifications. | | | | | | |
| Full duplex, echo cancellation, and noise reduction. | | | | | | |
| Call log (journal). | | | | | | |
| Do not disturb feature that allows user to send all calls directly to voicemail. | | | | | | |
| Same provisioning method to be used on desk phones and conference phones. | | | | | | |
| Desk phone should support G.722.1 and/ or G.722.1c. | | | | | | |
| Voicemail message waiting indicator. | | | | | | |
| Muting capability. | | | | | | |
| Redialing capabilities from a journal or recent call log. | | | | | | |
| Web based GUI allowing user to manipulate features and settings of phones remotely. | | | | | | |
| Option to add expansion modules for additional programmable keys. | | | | | | |
| Color display | | | | | | |
| Data and time automatically synced with network date and time. | | | | | | |
| Standard RJ11 headset port. | | | | | | |
| Ability for users to sign in to any phone using Sfb credentials will all features "following". | | | | | | |
| Call pick up button or programmable button for pick up feature use. | | | | | | |
| Configurable ringing options. | | | | | | |
| Wi-Fi enabled desk phones. | | | | | | |
| Configurable buttons for shared phone lines. | | | | | | |
| Speaker phone capability. | | | | | | |
| Volume control for ringer, headset, handset, and speaker volumes. | | | | | | |
| Ability to access Skype for Business directory. | | | | | | |
| Inbound caller ID synced with Skype Directory for internal calls. | | | | | | |
| Inbound caller ID with name for external calls. | | | | | | |
| Skype for Business favorites automatically sync between phone and Sfb client. | | | | | | |
| Administration tool for provisioning devices in bulk. | | | | | | |
| Allows for at least 6 individuals to be conferenced together. | | | | | | |
| At a minimum of 1 Gig data throughput port. | | | | | | |
| DTMF Tone Generation | | | | | | |

Lot 2 - Conference Phones

| | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Model | | | | | | |
| Manufacturer | | | | | | |
| Name | | | | | | |
| Description | | | | | | |
| Warranty | | | | | | |
| Requirement | | | | | | |
| Open SIP standard, non proprietary equipment. | | | | | | |
| Skype for Business/ O365 certified for on prem or cloud solution. | | | | | | |
| HD Voice capability. | | | | | | |
| Skype for Business like user interface. | | | | | | |
| Full duplex, echo cancellation, and noise reduction. | | | | | | |
| Call log (journal). | | | | | | |
| Conference phone- exchange calendar join button. Should allow users to invite conference room phone to meetings and subsequently join them from conference phone calendar button. | | | | | | |
| Same provisioning method to be used on desk phones and conference phones. | | | | | | |
| Conference phones should have the ability to configure additional microphones. | | | | | | |
| Conference phone should support G.722.1 and/ or G.722.1c. | | | | | | |
| Muting capability. | | | | | | |
| Data and time automatically synced with network date and time. | | | | | | |
| Speaker phone capability. | | | | | | |
| Volume control for ringer and speaker volumes. | | | | | | |
| Ability to access Skype for Business directory. | | | | | | |
| Allows for at least 6 individuals to be conferenced together for "ad-hoc" conferencing. | | | | | | |
| Calendar function that is synced with user's calendar with ability to join Skype conferences directly from phone calendar. | | | | | | |
| Integrated HD camera @30fps for collaboration meetings | | | | | | |

Lot 2 - Headsets

| | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Model | | | | | | |
| Manufacturer | | | | | | |
| Name | | | | | | |
| Description | | | | | | |
| Warranty | | | | | | |
| Requirement | | | | | | |
| Open SIP standard, non proprietary. | | | | | | |
| Skype for Business/ O365 compatible. | | | | | | |
| HD Voice capability. | | | | | | |
| Full duplex, echo cancellation, and noise reduction. | | | | | | |
| Wireless Headset | | | | | | |
| Wired Headset | | | | | | |

Appendix T - PBX and Key System Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Offeror shall indicate its current and planned service availability of DID, PRI and SIP services for existing and future PBX and key systems locations.

Offerors shall complete the PBX and Key System Locations tab if bidding in Lot 2 services.

To complete a tab, the Offeror shall indicate whether it can provide the denoted service at the location.

The response options are provided in a drop-down box and are as follows:

- Yes
- Future
- No

Any response of "Future" or "No" must be explained in the column labeled "Comments".

The completed matrix must be included as Attachment T in the Offeror's response to this RFP.

Appendix T - PBX and Key System Locations

| Location ID | ADDRESS | CITY | STATE | ZIP | D/D | PRI | SIP | Comments |
|-----------------------------------|--------------------------|-------------------|-------|------------|-----|-----|-----|----------|
| Box 99901 SCI Pittsburgh | 1 Doerr St | Pittsburgh | PA | 15233 | | | | |
| SCI Coal Township | 1 Kelley Dr | Coal Township | PA | 17866 | | | | |
| Bradford CAO | 1 Progress Plz | Towanda | PA | 18848 | | | | |
| Loysville YDC | 10 Opportunity Dr | Loysville | PA | 17047 | | | | |
| Greene CAO | 100 Greene Plz | Waynesburg | PA | 15370 | | | | |
| SCI Dallas | 1000 Follies Rd | Dallas | PA | 18612 | | | | |
| SCI Greene | 1030 E Roy Furman Hwy | Waynesburg | PA | 15370 | | | | |
| Crawford CAO | 1084 Water St | Meadville | PA | 16335 | | | | |
| SCI Huntingdon | 1100 Pike St | Huntingdon | PA | 16652 | | | | |
| PBPP Pittsburgh DO | 134 Enterprise St | Pittsburgh | PA | 15206 | | | | |
| SCI Waymart | 139 West Carbondale Road | Waymart | PA | 18472 | | | | |
| BCI SE | 1399 Sterigere St | Norristown | PA | 19401 | | | | |
| - | 144 N Main St | Greensburg | PA | 15601 | | | | |
| - | 1451 N Market St | Elizabethtown | PA | 17022 | | | | |
| SCI Somerset | 1590 Walters Mill Rd | Somerset | PA | 15510 | | | | |
| District 1-1 | 18492 Smock Hwy | Meadville | PA | 16335 | | | | |
| SCI Pine Grove | 189 Fyock Rd | Indiana | PA | 15701 | | | | |
| - | 2001 Elmerston Ave | Harrisburg | PA | 17110 | | | | |
| SCI Houtzdale | 2009 Industrial Dr | Houtzdale | PA | 16698 | | | | |
| Troop K - HQ | 2201 Belmont Ave | Philadelphia | PA | 19131 | | | | |
| - | 225 Market Street | Sunbury | PA | 17801 | | | | |
| SCI Camp Hill | 2500 Lisburn Rd | Camp Hill | PA | 17001 | | | | |
| Pennsylvania Emergency Management | 2605 Interstate Dr | Harrisburg | PA | 17110 | | | | |
| State Employees Retirement System | 30 N 3rd St | Harrisburg | PA | 17101 | | | | |
| Warren State Hospital | 33 Main Dr | Warren | PA | 16365 | | | | |
| District 8-9 | 413 W Main St | New Bloomfield | PA | 17068 | | | | |
| DOR | 47 S Washington St | Wilkes Barre | PA | 18701 | | | | |
| - | 5 N 5th St | Harrisburg | PA | 17101 | | | | |
| SCI Chester | 500 E 4th St | Chester | PA | 19013 | | | | |
| District 10-1 | 504 S Waters St | Kittanning | PA | 16201 | | | | |
| Troop H - HQ | 8000 Bretz Dr | Harrisburg | PA | 17111 | | | | |
| MPOETC | 8002 Bretz Dr | Harrisburg | PA | 17112 | | | | |
| SCI Mercer | 801 Butler Prk | Mercer | PA | 16137 | | | | |
| Troop F - HQ | 899 Cherry St | Montoursville | PA | 17754 | | | | |
| Administration Bldg | 10745 Rte 18 | Albion | PA | 16475 | | | | |
| Administration Building | 178 Veterans Blvd | Duncansville | PA | 16635 | | | | |
| Bldg 1 Washington | 451 Fullerton Ave | Cambridge Springs | PA | 16403 | | | | |
| Bldg A | 5706 Glades Pke | Somerset | PA | 15501 | | | | |
| SCI Forest | Box 307 Hard Rock Dr | Marienville | PA | 16239 | | | | |
| CDC Super Core | 8001 Bretz Dr | Harrisburg | PA | 17112 | | | | |
| COPA Enterprise Only | 1 Technology Prk | Harrisburg | PA | 17110-2913 | | | | |
| Eastern Area Office | 3566 Old Route 22 | Windsor | PA | 19526 | | | | |
| Eastgate Bldg | 1010 N 7th St | Harrisburg | PA | 17102 | | | | |
| Ebensburg Center | 4501 Admiral Perry Hwy | Ebensburg | PA | 15931 | | | | |
| Labor and Industry Bldg | 651 Boas St | Harrisburg | PA | 17121-0750 | | | | |
| Luzerne County Maintenance Office | 381 South Main St | Ashley | PA | 18706 | | | | |
| Northeastern Veterans Center | 401 Penn Ave | Scranton | PA | 18503 | | | | |
| Olcam Building | 1171 S Cameron St | Harrisburg | PA | 17104 | | | | |
| P-9-61 FTIG | Stahr Ave | Annville | PA | 17003 | | | | |

Appendix T - PBX and Key System Locations

| Location ID | ADDRESS | CITY | STATE | ZIP | D/D | PRI | SIP | Comments |
|-----------------------------------|---------------------------------|----------------|-------|-------|-----|-----|-----|----------|
| PA Soldier's & Sailor's Home | 560 E 3d St | Erie | PA | 16512 | | | | |
| Pitnick Building | 901 N 7th St Rear | Harrisburg | PA | 17120 | | | | |
| Polk Center | 1 Lakewood Cir North | Polk | PA | 16342 | | | | |
| Rte 26 | SCI Rockview | Bellefonte | PA | 16823 | | | | |
| Rte 422 & Sportsman's Rd | Wernersville State Hospital | Wernersville | PA | 19565 | | | | |
| SCI Fayette | 50 Overlook Rd | Labelle | PA | 15450 | | | | |
| Scranton AFRC | 3401 Olyphant Avenue | Scranton | PA | 18509 | | | | |
| South Mountain Restoration Center | 10058 South Mountain Rd | South Mountain | PA | 17261 | | | | |
| Southeastern Veterans Center | 1 Veterans' Dr | Spring City | PA | 19475 | | | | |
| Southwestern Veterans Center | 7060 Highland Dr | Pittsburgh | PA | 15206 | | | | |
| Stryker Readiness Center | 1455 N Market St | Elizabethtown | PA | 17022 | | | | |
| Torrance State Hospital AHN 5 | Torrance State Hospital | Torrance | PA | 15779 | | | | |
| White Haven Center | 827 Oley Valley Rd | White Haven | PA | 18661 | | | | |
| District 1-2 | 9031 Peach Street | Waterford | PA | 16441 | | | | |
| District 1-3 | 645 Elm Street | Tionesta | PA | 16353 | | | | |
| District 1-5 | 1460 Pittsburgh Rd | Franklin | PA | 16323 | | | | |
| District 1-6 | 20745 Route 6 | Warren | PA | 16365 | | | | |
| District 2-1 | 1038 Ridge Road | Mill Hall | PA | 17751 | | | | |
| District 2-2 | 1905 Washington Ave | Hyde | PA | 16830 | | | | |
| District 2-4 | 21013 CCC Memorial Highway | Emporium | PA | 15834 | | | | |
| District 2-6 | 101 West Locust Street | Coudersport | PA | 16915 | | | | |
| District 2-8 | 32 St. Leo Ave. | Ridgeway | PA | 15859 | | | | |
| District 3-1 & 3-3 | 45 Lunger Drive | Bloomsburg | PA | 17815 | | | | |
| District 3-4 | 355 Dewart Street | Sunbury | PA | 17801 | | | | |
| District 3-6 | 322 Park Street | Laporte | PA | 18626 | | | | |
| District 3-7 | 6 Berwart Street | Wellsboro | PA | 16901 | | | | |
| District 3-8 | 612 Fairground Road | Lewisburg | PA | 17837 | | | | |
| District 3-9 | 340 York Ave. | Towanda | PA | 18848 | | | | |
| District 4-2 | Grove Street and Morgan Highway | Clarks Summit | PA | 18411 | | | | |
| District 4-4 | 101 Bennett Ave | Milford | PA | 18337 | | | | |
| District 4-5 | 111 Spruce Street | Montrose | PA | 18801 | | | | |
| District 4-6 | 986 Texas Palmyra Highway | Honesdale | PA | 18431 | | | | |
| District 4-7 | 1 Franklin Ave | Tunkhannock | PA | 18657 | | | | |
| District 5-2 | 930 Bridge Street | Leighton | PA | 18235 | | | | |
| District 5-3 | 1712 Lehigh Street | Allentown | PA | 18103 | | | | |
| District 5-4 | 5684 Route 611 | Stroudsburg | PA | 18360 | | | | |
| District 6-1 | 229 N Broad St | Doylestown | PA | 18901 | | | | |
| District 6-3 | 426 Old Middletown Rd | Media | PA | 19063 | | | | |
| District 6-4 | Swede Rd & Johnson Hwy | Norristown | PA | 19404 | | | | |
| District 6-5 | 1901 Ruffner St | Philadelphia | PA | 19140 | | | | |
| District 8-2 | 40 Army Heritage Drive | Carlisle | PA | 17013 | | | | |
| District 8-3 | 619 N Franklin Street | Chambersburg | PA | 17201 | | | | |
| District 8-5 | 2140 Herr Street | Harrisburg | PA | 17103 | | | | |
| District 8-8 | 1445 Cumberland St | Lebanon | PA | 17042 | | | | |
| District 9-1 | 630 E Penn St | Bedford | PA | 15522 | | | | |
| District 9-4 | 22907 Great Cove Road | McConnellsburg | PA | 17233 | | | | |
| District 9-7 | 1312 N Center Ave | Somerset | PA | 15501 | | | | |
| District 10-2 | 351 New Castle Road | Butler | PA | 16001 | | | | |
| District 11-1 | 2 Fox Chapel Road | Pittsburgh | PA | 15238 | | | | |

Appendix T - PBX and Key System Locations

| Location ID | ADDRESS | CITY | STATE | ZIP | D/D | PRI | SIP | Comments |
|-----------------------------------|------------------------------|---------------------|-------|-------|-----|-----|-----|----------|
| District 11-2 | 155 Stewart Ave | Rochester | PA | 15074 | | | | |
| Fort Pitt Garage | 4 Parkway West | Pittsburgh | PA | 15222 | | | | |
| Fort Pitt Tunnel | Fort Pitt Tunnel - South End | Pittsburgh | PA | 15221 | | | | |
| District 12-2 | 129 Jefferson Road | Waynesburg | PA | 15370 | | | | |
| District 12-5 | 144 Donohoe Road | Greensburg | PA | 15601 | | | | |
| Eastern PA Training Facility | Stahr Ave | Anneville | PA | 17003 | | | | |
| Western PA Training Facility | 38 Academy Lane | Cheswick | PA | 15024 | | | | |
| Gifford Pinchot, Lewisberry | 2200 Rosstown Road | Lewisberry | PA | 17339 | | | | |
| Trough Creek, James Creek | RR1 Box 211 | James Creek | PA | 16657 | | | | |
| Blue Knob, Imler | 124 Park Road | Imler | PA | 16655 | | | | |
| Tuscarora, Barnesville | 687 Tuscarora Park Road | Barnesville | PA | 18214 | | | | |
| FD-3, Blain | 4455 Big Spring Road | Blain | PA | 17006 | | | | |
| FD-20, Dushore | 6735 Rout 220 | Dushore | PA | 18614 | | | | |
| Raccoon Creek, Hookstown | 3000 State Road 18 | Hookstown | PA | 15050 | | | | |
| FD-13, Emporium | 258 Sizerville Road | Emporium | PA | 15834 | | | | |
| Bald Eagle Inn, Howard | 201 Warbler Way | Howard | PA | 16841 | | | | |
| FD-12, Waterville | 10 Lower Pine Bottom Road | Waterville | PA | 17776 | | | | |
| Bendigo, Johnsonburg | 533 State Park Road | Johnsonburg | PA | 15845 | | | | |
| FD-15, Coudersport | 3150 E. Second Street | Coudersport | PA | 16915 | | | | |
| FD-18, Aristes | 16 Weiser Lane | Aristes | PA | 17920 | | | | |
| FD-2, McConnellsburg | 440 Buchanan Trail | McConnellsburg | PA | 17233 | | | | |
| FD-14, North Warren | 323 N. State Street | North Warren | PA | 16365 | | | | |
| FD-10, Renovo | 15187 Renovo Road | Renovo | PA | 17764 | | | | |
| FD-5, Huntingdon | 181 Rothrock Lane | Huntingdon | PA | 16652 | | | | |
| Washington Crossing | 1112 River Road | Washington Crossing | PA | 18977 | | | | |
| Jacobsburg EEC, Nazareth | 400 Belfast Rd | Nazareth | PA | 18064 | | | | |
| Penn Nursery, Spring Mills | 137 Penn Nursery Road | Spring Mills | PA | 16875 | | | | |
| Ohiopyle | 124 Main Street | Ohiopyle | PA | 15470 | | | | |
| FD-9, Penfield | 3372 State Park Road | Penfield | PA | 15849 | | | | |
| Laurel Hill, Somerset | 1454 Laurel Hill Park Road | Somerset | PA | 15501 | | | | |
| Kinzua | 296 Viaduct Road | Kane | PA | 16735 | | | | |
| Pymatuning | 2660 Williamsfield Road | Jamestown | PA | 16134 | | | | |
| Raccoon Creek, Wildflower Reserve | 482 State Route 30 | Hookstown | PA | 15050 | | | | |

Appendix U - Centrex Analog Service Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Offeror shall indicate its current and planned service availability of Centrex analog services for existing and future key systems locations.

Offerors shall complete the Centrex Analog Service Locations tab if bidding in Lot 2 services.

To complete a tab, the Offeror shall indicate whether it can provide the denoted service at the location.

The response options are provided in a drop-down box and are as follows:

- Yes
- Future
- No

Any response of "Future" or "No" must be explained in the column labeled "Comments".

The completed matrix must be included as Attachment U in the Offeror's response to this RFP.

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-----------------------------------|--------------------------------|----------------|--------------|------------|-------------|----------------|-----------------|
| - | - | Cheltenham | PA | 19102 | | | |
| Wyoming CAO | #5 Cross Country Complex | Tunkhannock | PA | 18657 | | | |
| Stockpile 02 | 0.125 Mi off Twp Rd 962 | New Florence | PA | 15944 | | | |
| PennDOT HAR | 0.25 Mi W of Colebrook Rte 241 | Mt Gretna | PA | 17064 | | | |
| | 02 Kline Plaza | Harrisburg | PA | 17104 | | | |
| | 1 @ Carlisle Pke | Camp Hill | PA | 17011 | | | |
| Old Economy Village | 1 AHN Industrial Hwy | Tinicum | PA | 19113 | | | |
| Visitor Center | 1 AHN SR 522 | Decatur | PA | 17841 | | | |
| | 1 Alexandra Ct | Carlisle | PA | 17013 | | | |
| Mr Vaughn Lohr - BOIS | 1 Belle Vista Dr | East Pennsboro | PA | 17053 | | | |
| Shed 11 | 1 Boyce Rd | Robinson | PA | 15949 | | | |
| | 1 Clidco Dr | Carbondale | PA | 18407 | | | |
| Troop D - Beaver - BEAV680 | 1 Corporate Dr | Bedford | PA | 15522 | | | |
| - | 1 Courthouse Sq | Carlisle | PA | 17013 | | | |
| - | 1 Dark Hollow Rd | Tunkhannock | PA | 18657 | | | |
| PBPP Beaver Falls SO | 1 Davis Rd | New Castle | PA | 16117 | | | |
| Municipal Building | 1 Doerr St | Pittsburgh | PA | 15233 | | | |
| Shelter Copams | 1 E Stadium Dr | Pittsburgh | PA | 15212 | | | |
| - | 1 Forestwood Dr | Pittsburgh | PA | 15237 | | | |
| Chippewa Center | 1 Fort Pitt Tunnel | Pittsburgh | PA | 15210 | | | |
| Troop B - Belle Vernon | 1 Franklin Ave | Tunkhannock | PA | 18657 | | | |
| DLC-64 Belle Vernon | 1 Harrisburg School Rd | Quakertown | PA | 18951 | | | |
| ATR 370 | 1 Haymaker Rd | Monroeville | PA | 15146 | | | |
| - | 1 Hickory Run | White Haven | PA | 18661 | | | |
| Snow Removal Sta 112+00 | 1 High Rock Road | Hanover | PA | 17331 | | | |
| | 1 I-80 | Shenango | PA | 16125 | | | |
| | 1 Kane Ln | Taylor | PA | 18517 | | | |
| DLC-13 Bridgeville and LCB # 0298 | 1 Kelley Dr | Coal Township | PA | 17866 | | | |
| Polk Center | 1 Lakewood Cir North | Polk | PA | 16342 | | | |
| District 11-0 | 1 Logan Valley Mall | Altoona | PA | 16602 | | | |
| - | 1 Mi N of Cherrytree | Cherry Tree | PA | 15724 | | | |
| - | 1 Mi S off PA 23 | Leola | PA | 17604 | | | |
| | 1 Morton Ave | Chester | PA | 19013 | | | |
| | 1 N I-95 | Marcus Hook | PA | 19061 | | | |
| | 1 Nessmuk Ln | Wellsboro | PA | 16901 | | | |
| RWIS Site 0106 | 1 Novelty Place | Mansfield | PA | 16933 | | | |
| | 1 Peninsula Drive | Erie | PA | 16505 | | | |
| | 1 Presque Isle State Park | Erie | PA | 16509 | | | |
| District 7-29 | 1 Prison Rd | Skippack | PA | 19426 | | | |
| Bradford CAO | 1 Progress Plz | Towanda | PA | 18848 | | | |
| Cabin Colony | 1 Rockview Place | Bellefonte | PA | 16823 | | | |
| Reststop | 1 S Liberty Tunnel | Pittsburgh | PA | 15210 | | | |
| BEAV690 | 1 S Main St | Coudersport | PA | 16915 | | | |
| DON060 | 1 Star Rte | Renovo | PA | 17764 | | | |
| Washington CAO/Valley District | 1 Station Cir | Narberth | PA | 19072 | | | |
| District 11-15 | 1 Technology Prk | Harrisburg | PA | 17110-2913 | | | |
| | 1 Tower Rd | New Hope | PA | 18938 | | | |
| Stockpile 5 | 1 Upper Indian Head Rd | Oaks | PA | 19456 | | | |
| Michael Parrucci | 1 Veterans' Dr | Spring City | PA | 19475 | | | |
| Pike CAO | 10 Buist Rd | Milford | PA | 18337 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|------------------------------------|---------------------------------------|-----------------|-------|------------|------|---------|----------|
| | 10 Dolores Dr | Wyoming | PA | 18644 | | | |
| | 10 Lawrence Rd | Broomall | PA | 19008 | | | |
| Park Office | 10 Lower Pine Bottom Rd | Waterville | PA | 17776 | | | |
| Satellite Office | 10 Old Clairton Rd | Pittsburgh | PA | 15236 | | | |
| Loysville YDC | 10 Opportunity Dr | Loysville | PA | 17047 | | | |
| LR 04013 N of TR 68 | 10 Presque Isle State Park | Erie | PA | 16509 | | | |
| | 10 Ridge Dr | Carlisle | PA | 17015 | | | |
| | 10 W Centre Ave | Newtown | PA | 18940 | | | |
| Luzerne CAO/Hazleton District | 10 W Chestnut St | Hazleton | PA | 18201 | | | |
| - | 10 Westside Dr | Carbondale | PA | 18407 | | | |
| | 100 11-15 Route | Duncannon | PA | 17020 | | | |
| Mon Valley Community Health Center | 100 Brugh Ave | Butler | PA | 16001 | | | |
| | 100 Casale Ct | Ebensburg | PA | 15931 | | | |
| Greene CAO | 100 Greene Plz | Waynesburg | PA | 15370 | | | |
| - | 100 Hadley Rd | Greenville | PA | 16125 | | | |
| | 100 Hastings St | Williamsport | PA | 17701 | | | |
| Penn Pavilion | 100 I-79 SB | Portersville | PA | 16051 | | | |
| Chester CAO | 100 James Buchanan Dr | Thorndale | PA | 19372 | | | |
| Scranton State Office Building | 100 Lackawanna Ave | Scranton | PA | 18503-1923 | | | |
| DLC-9 New Kensington | 100 Lewicki Rd | Canonsburg | PA | 15317 | | | |
| | 100 Lower Lake Road | Greentown | PA | 18426 | | | |
| | 100 Main St | Schwenksville | PA | 19473 | | | |
| | 100 Margaret St | New Castle | PA | 16101 | | | |
| Bldg S-14 - ALLE605 | 100 Match Factory Place | Bellefonte | PA | 16823 | | | |
| Juniata CAO | 100 Meadow Ln | Mifflintown | PA | 17059 | | | |
| | 100 Museum Rd | Newmanstown | PA | 17073 | | | |
| PennDOT D11-21 Rochester Annex | 100 N Westmoreland Ave | Greensburg | PA | 15601 | | | |
| District 11-2 - BEAV609 | 100 New Salem Rd | Uniontown | PA | 15401 | | | |
| Near Chippewa | 100 North Cameron St | Harrisburg | PA | 17120 | | | |
| Darlington Boro | 100 North Wilkes Barre Blvd Suite 220 | Wilkes Barre | PA | 18702 | | | |
| - | 100 PanCoast Street | Throop | PA | 18512 | | | |
| | 100 Penn Ave | Scranton | PA | 18503 | | | |
| Jefferson CAO | 100 Prushnok Dr | Punxsutawney | PA | 15767 | | | |
| Developmental Disabilities Counsel | 100 Robinson Centre Dr | Pittsburgh | PA | 15205 | | | |
| | 100 Ross Road | King of Prussia | PA | 19406 | | | |
| Lawrence CAO | 100 S Jefferson St | New Castle | PA | 16101 | | | |
| - | 100 State St | Erie | PA | 16507 | | | |
| | 100 W Main St | Landsdale | PA | 19446 | | | |
| TyAnn Neal | 100 West Penn Ave | Robesonia | PA | 19551 | | | |
| - | 1000 Bridge St | Lehighton | PA | 18235 | | | |
| | 1000 Commerce Park Dr | Williamsport | PA | 17701 | | | |
| | 1000 E Bishop St | Bellefonte | PA | 16823 | | | |
| Sandy Zeleznik | 1000 E Bishop St (rear) | Bellefonte | PA | 16823 | | | |
| Carnegie Anti-Icing (ITS) | 1000 E Cumberland St | Lebanon | PA | 17042 | | | |
| | 1000 Follies Rd | Dallas | PA | 18612 | | | |
| | 1000 I-70 E | Donegal | PA | 15323 | | | |
| BOIS David Pitaro | 1000 Lambs Creek Rd | Mansfield | PA | 16933 | | | |
| - | 1000 Leonard St | Clearfield | PA | 16830 | | | |
| Troop B - Findlay | 1000 Liberty Ave | Pittsburgh | PA | 15222 | | | |
| | 1000 Meyersdale Bypass | Meyersdale | PA | 15552 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|-----------------------------------|----------------------------|------------------|--------------|------------|-------------|----------------|-----------------|
| | 1000 Route 219 | Jerome | PA | 15937 | | | |
| Selinsgrove Center | 1000 Rte 522 | Selinsgrove | PA | 17870 | | | |
| U.C Service Center | 1000 S Market St | Bloomsburg | PA | 17815 | | | |
| | 1000 Sycamore Mills Rd | Media | PA | 19063 | | | |
| | 1001 E Hector St | Conshohocken | PA | 19428 | | | |
| | 1001 Lindale Avenue | Drexel Hills | PA | 19026 | | | |
| | 1001 N Delaware Ave | Philadelphia | PA | 19123 | | | |
| | 1001 Quarryhill Rd | Warfordsburg | PA | 17267 | | | |
| | 1001 Scott Town Ctr | Bloomsburg | PA | 17815 | | | |
| Erie H&A | 1001 State St | Erie | PA | 16501 | | | |
| | 1001 State Street | Erie | PA | 16501 | | | |
| Norristown State Hospital | 1001 Sterigere St | Norristown | PA | 19401 | | | |
| - | 1001 Winter St | Philadelphia | PA | 19107 | | | |
| | 1001B Mulberry St | Berwick | PA | 18603 | | | |
| | 1002 W Hamilton St | Allentown | PA | 18103 | | | |
| - | 10025 South Mountain Rd | Fayetteville | PA | 17222 | | | |
| - | 1003 Pennsylvania Ave West | Warren | PA | 16365 | | | |
| Sheryl R. Kamp | 10034 Raystown Rd | Huntingdon | PA | 16652 | | | |
| Allegheny CAO/Southeast District | 1005 Crossroads Blvd | Reading | PA | 19605 | | | |
| South Mountain STU | 10056 South Mountain Rd | South Mountain | PA | 17261 | | | |
| South Mountain Restoration Center | 10058 South Mountain Rd | South Mountain | PA | 17261 | | | |
| Willow Oak Building | 1006 Hemlock Dr | Harrisburg | PA | 17110-3595 | | | |
| | 1006 Pittston Ave | Scranton | PA | 18505 | | | |
| | 1007 Franklin Rd | Jackson Center | PA | 16133 | | | |
| - | 1008 Wyoming Ave | Wyoming | PA | 18644 | | | |
| | 10095 Timber Ridge | Big Cove Tannery | PA | 17212 | | | |
| | 10099 Lincoln Way E | Fayetteville | PA | 17222 | | | |
| - | 100A Pine Drive | Harrisburg | PA | 17103 | | | |
| | 101 Bennett Ave | Milford | PA | 18337 | | | |
| Food Distribution | 101 Commonwealth Pl | Pittsburgh | PA | 15222 | | | |
| Maintenance Shed | 101 E Olney Ave | Philadelphia | PA | 19120 | | | |
| | 101 East Olney Avenue | Philadelphia | PA | 19120 | | | |
| | 101 Hawkins Rd | Towanda | PA | 18848 | | | |
| | 101 Hilldale Rd | Cheltenham | PA | 19012 | | | |
| | 101 Keystone Park Rd | New Alexandria | PA | 15670 | | | |
| Carbon CAO | 101 Lehigh Dr | Lehighton | PA | 18235 | | | |
| Stockpile 6 | 101 Limbaugh Rd | Waterville | PA | 17776 | | | |
| 10th Ward | 101 Meadow Dr | Ligonier | PA | 15658 | | | |
| | 101 Park Ave | Cresson | PA | 16630 | | | |
| - | 101 Penn Ave | Scranton | PA | 18503 | | | |
| PGHMCLA | 101 Pine Grove Rd | Fayetteville | PA | 17222 | | | |
| | 101 Preston Way | Falls Creek | PA | 15840 | | | |
| Robinson Mall | 101 S 25th St | Harrisburg | PA | 17104 | | | |
| Suite 301 | 101 S 2nd St | Harrisburg | PA | 17101 | | | |
| Weather Station | 101 S 38th St | Harrisburg | PA | 17111 | | | |
| De-Icing Pump House | 101 S Mercer St | New Castle | PA | 16101 | | | |
| - | 101 Secane Ave | Pittsburgh | PA | 15211 | | | |
| | 101 Swamp Rd | Newtown | PA | 18940 | | | |
| | 1010 Lincoln Way W | Chambersburg | PA | 17201 | | | |
| Allegheny CAO/Greater Pgh East | 1010 N 7th St | Harrisburg | PA | 17102 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------|-------------------------------|------------------|-------|-------|------|---------|----------|
| Southwestern Veterans Center | 101-105 N Main St | Wilkes Barre | PA | 18701 | | | |
| PBPP Pittsburgh DO | 1012 W View Park Dr | Pittsburgh | PA | 15229 | | | |
| PBPP Pittsburgh DO | 1015 Bridge Rd | Creamery | PA | 19430 | | | |
| | 1015 Rte 522 S | Selinsgrove | PA | 17870 | | | |
| | 1017 Lovedale Hollow Rd | Elizabeth | PA | 15037 | | | |
| HAR Transmitter 31 | 1019 Glades Pke | Somerset | PA | 15501 | | | |
| | 102 E Main St | Carnegie | PA | 15106 | | | |
| District 11-3 | 102 Industrial Rd | Hegins | PA | 17838 | | | |
| North End Lbrty Tnl | 102 Main St | Petrolia | PA | 16050 | | | |
| South End Lbrty Tnl | 102 Margaret St | New Castle | PA | 16101 | | | |
| West End Squirrel Hill Tunnel | 102 N 8th Ave | Lebanon | PA | 17046 | | | |
| Liberty Tunnel Fan House | 1021 Delchester Rd | Newtown Square | PA | 19073 | | | |
| District 11-31 | 1022 W Sunbury Rd | West Sunbury | PA | 16061 | | | |
| | 1025 Henrys Rd | Latrobe | PA | 15650 | | | |
| Clearfield CAO | 1025 Leonard St | Clearfield | PA | 16830 | | | |
| Rivers Casino | 1025 Little Mountain Rd | Myerstown | PA | 17067 | | | |
| - | 1025 Route 706 | Wyalusing | PA | 18853 | | | |
| - | 1025 Washington Pke | Bridgeville | PA | 15017 | | | |
| - | 1025 Washington Pke Units G-H | Bridgeville | PA | 15017 | | | |
| - | 10266 Rte 58 | Callensburg | PA | 16213 | | | |
| | 10267 Tyler Road | Penfield | PA | 15849 | | | |
| | 10287 Rte 30 | North Huntingdon | PA | 15642 | | | |
| | 1029 N Easton Rd | Willow Grove | PA | 19090 | | | |
| | 103 East Union Street | Punxsutawney | PA | 15767 | | | |
| - | 103 Lincoln Ave | West Wyoming | PA | 18644 | | | |
| - | 103 One Norwegian Plz | Pottsville | PA | 17901 | | | |
| | 103 W Cheltenham Ave | Cheltenham | PA | 19012 | | | |
| Apt 1 | 103 Wonderly Dr | Sarver | PA | 16055 | | | |
| | 1030 E Roy Furman Hwy | Waynesburg | PA | 15370 | | | |
| | 1030 McClay St | Harrisburg | PA | 17110 | | | |
| | 1031 Buckwheat Hollow Rd | Lawrenceville | PA | 16929 | | | |
| Regional Enterprise Towers | 1036 Lititz Pike | Lititz | PA | 17543 | | | |
| Frick Building | 1037 Mile Hill Rd | Hazleton | PA | 18201 | | | |
| - | 1038 Latrobe 30 Plz Ste 311 | Latrobe | PA | 15650 | | | |
| Greene CAO | 104 Greene Plaza | Waynesburg | PA | 15370 | | | |
| 11 Parkway Center | 104 Industrial Dr West | Valencia | PA | 16059 | | | |
| Foster Plaza Building 10 | 10445 Forest Lake Rd | Montrose | PA | 18801 | | | |
| SERS Pittsburgh | 1046 Belvoir Rd | Plymouth Meeting | PA | 19462 | | | |
| | 10462 Rockton Mountain Hwy | Clearfield | PA | 16830 | | | |
| | 105 3rd St | Charleroi | PA | 15022 | | | |
| - | 105 Angstadt Ln | Birdsboro | PA | 19508 | | | |
| DHS OCFY-OCDEL | 105 E Park St | Hollidaysburg | PA | 16648 | | | |
| Allegheny LI BVRV/BVVS District | 105 Harrison Ave | Greensburg | PA | 15601 | | | |
| - | 105 Owl Hollow Rd | Millerstown | PA | 17062 | | | |
| - | 105 River Road | Cooksburg | PA | 16217 | | | |
| Gateway Center | 1050 E Philadelphia Ave | Gilbertsville | PA | 19525 | | | |
| Warner Center | 1050 Pine Grove Rd | Gardners | PA | 17324 | | | |
| Federal Building | 10510 Hill Rd | Waterford | PA | 16441 | | | |
| DOR | 1052 S Church St | Hazleton | PA | 18201 | | | |
| Riverfront | 1054 E Baltimore Pke | Kennett Square | PA | 19348 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-----------------------------|--------------------------------|------------------|-------|------------|------|---------|----------|
| Fort Pitt Museum | 1054 Ridge Road | Mill Hall | PA | 17751 | | | |
| DEP SW Regional Ofcs @ Pgh | 10574 US Rte 6 N | Albion | PA | 16401 | | | |
| - | 106 Allegheny River Blvd | Verona | PA | 15147 | | | |
| Point State Park | 106 Ardmore Ave | Tamaqua | PA | 18252 | | | |
| Fort Pitt Garage | 106 Duncomb St | Oil City | PA | 16301 | | | |
| | 106 Margaret St | New Castle | PA | 16101 | | | |
| | 106 Stone Lodge Road | Derry | PA | 15627 | | | |
| | 106 W Harford St | Milford | PA | 18337 | | | |
| | 1060 E National Pke | Amwell | PA | 15301 | | | |
| | 1060 N 9th St | Stroudsburg | PA | 18360 | | | |
| | 1060 Pennsylvania Ave | Matamoras | PA | 18336 | | | |
| Maint Shed Gotech | 1060 Plowman Rd | Vintondale | PA | 15961 | | | |
| | 10649 Somerset Pke | Somerset | PA | 15501 | | | |
| | 1065 SR 390 Hi County Cottages | Greentown | PA | 18426 | | | |
| | 1066 Blooming Grove Rd | Hanover | PA | 17331 | | | |
| - | 1067 W Baltimore Pk | Media | PA | 19063 | | | |
| Wayne CAO | 107 8th St | Honesdale | PA | 18431 | | | |
| CCC Pitts #3 | 107 Kinsley Dr Ste 104 | Brodheads ville | PA | 18322 | | | |
| Box 99901 SCI Pittsburgh | 107 W 18th St | Erie | PA | 16501 | | | |
| - | 107 W High St | Milford | PA | 18337 | | | |
| SCI Pittsburgh | 1070 Eberly Way | Lemont Furnace | PA | 15456 | | | |
| DOR | 1070 Lake Meade Rd | East Berlin | PA | 17316 | | | |
| PBPP Pitts North Shore SO | 10720 W Main St | North East | PA | 16428 | | | |
| - | 10745 Rte 18 | Albion | PA | 16475 | | | |
| | 1078 Petroleum Center Rd | Oil City | PA | 16301 | | | |
| DLC-26 Pittsburgh | 108 Baughman Hollow Road | Tyrone | PA | 16686 | | | |
| Purity Plaza | 108 E South St | New Castle | PA | 16101 | | | |
| | 108 N Beeson Ave | Uniontown | PA | 15401 | | | |
| | 108 Nine Mile Lane | Ulysses | PA | 16948 | | | |
| | 108 Valley View Dr | Ford City | PA | 16226 | | | |
| Butler CAO | 108 Woody Dr | Butler | PA | 16001 | | | |
| - | 1080 Petroleum Center Road | Oil City | PA | 16301 | | | |
| | 1083 Mountain View Dr | Lehman | PA | 18627 | | | |
| Crawford CAO | 1084 Water St | Meadville | PA | 16335 | | | |
| LCE DO 4 | 10846 South Mountain Rd | Fayetteville | PA | 17261 | | | |
| ERC Monitoring Site/Trailer | 1085 Hanover St | Wilkes Barre | PA | 18706 | | | |
| - | 1086 Prospect Rd | Evans City | PA | 16033 | | | |
| - | 1088 Little Mountain Rd | Myerstown | PA | 17067 | | | |
| Pine Creek Shed | 1088 Rt 14 Hwy | Trout Run | PA | 17754 | | | |
| | 1089 N Church St | Hazleton | PA | 18201-1465 | | | |
| | 109 Chestnut Pky | Wallingford | PA | 19086 | | | |
| | 109 Mile Hill Rd | Sunbury | PA | 17801 | | | |
| | 109 S Conestoga Dr | Shippensburg | PA | 17257 | | | |
| - | 109 Wyndham Way | Harrisburg | PA | 17109 | | | |
| Bldg A6 | 1090 Pine Grove Rd | Gardners | PA | 17324 | | | |
| HAR 2 | 10913 Cutter Rd | Meadville | PA | 16335 | | | |
| District 11-10 | 1095 Hanover St | Wilkes Barre | PA | 18706 | | | |
| | 10963 Swamp Rd | Hartstown | PA | 16131 | | | |
| | 11 Lodi Hill Rd | Upper Black Eddy | PA | 18972 | | | |
| | 11 Park Ave | Blakeslee | PA | 18610 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|------------------------------|----------------------------|---------------------|--------------|------------|-------------|----------------|-----------------|
| WSH011 | 11 Presque Isle State Park | Erie | PA | 16509 | | | |
| Pittsburgh Annex | 11 Stanwix St | Pittsburgh | PA | 15222-1312 | | | |
| - | 110 Marcy Rd | Tunkhannock | PA | 18657 | | | |
| Washington CAO | 110 N 8th St | Philadelphia | PA | 19106 | | | |
| - | 110 N Main Street | Butler | PA | 16001 | | | |
| Troop B - HQ | 110 Pickering Way | Lionville | PA | 19341 | | | |
| PSP Mount Wheeler Remote | 110 St Mary's Rd | Wilkes Barre | PA | 18702 | | | |
| PGC SWRO Richard Joyce | 110 Trooper Court | York | PA | 17403 | | | |
| Shelter | 110 W Arch St | Fleetwood | PA | 19522 | | | |
| Blair CAO | 1100 Green Ave | Altoona | PA | 16601 | | | |
| - | 1100 Little Mountain Rd | Myerstown | PA | 17067 | | | |
| Stockpile 4 | 1100 Pike St | Huntingdon | PA | 16652 | | | |
| DLC-109 Washington | 1100 Pine Grove Rd | Gardners | PA | 17324 | | | |
| District 12-7 | 1101 German Rd | Drifting | PA | 16834 | | | |
| Stockpile #27 | 1101 Green Ave | Altoona | PA | 16601 | | | |
| ROC | 1101 S Front St | Harrisburg | PA | 17104 | | | |
| HAR | 1101 South Front Street | Harrisburg | PA | 17104 | | | |
| Lone Pine Stockpile | 1101 Woodland Rd | Wyomissing | PA | 19610 | | | |
| PennDot ATR | 11025 Murray Road | Meadville | PA | 16335 | | | |
| - | 1103 Milltown Rd | Verona | PA | 15147 | | | |
| - | 1105 Scrub Oak Place | Moscow | PA | 18444 | | | |
| - | 1106 16th St | Altoona | PA | 16601 | | | |
| - | 1108 Broad St | Akron | PA | 17501 | | | |
| DEP District Ofcs @ McMurray | 11088 Rte 6 E | Union City | PA | 16438 | | | |
| - | 1109 E Susquehanna Ave | Philadelphia | PA | 19125 | | | |
| Stockpile 7 | 111 Armory Dr | Spring City | PA | 19475 | | | |
| - | 111 E 7th St | Bloomsburg | PA | 17815 | | | |
| - | 111 Madison Ave | Howard | PA | 16841-4119 | | | |
| Stockpile 6 | 111 Northampton St | Easton | PA | 18042 | | | |
| - | 111 Owego Station Drive | Lords Valley | PA | 18428 | | | |
| SGL 245 - Greene County | 111 Radio Lane | Latrobe | PA | 15650 | | | |
| Washington Cnty Welcome Ctr | 111 Spillway Road | Wellsboro | PA | 16901 | | | |
| Susquehanna CAO | 111 Spruce St | Montrose | PA | 18801 | | | |
| UPARC Building D4 | 111 W Fayette St | Uniontown | PA | 15401 | | | |
| Troop B Garage/P&S Building | 111 Westmore Ave | New Stanton | PA | 15672 | | | |
| District 12-4 | 1110 4th Ave | Coraopolis | PA | 15108 | | | |
| - | 1111 Altamont Blvd | Frackville | PA | 17932 | | | |
| ATR 019 | 1112 Chestnut Str | Philadelphia | PA | 19107 | | | |
| - | 1112 River Rd | Washington Crossing | PA | 18977 | | | |
| Stockpile | 1115 Jim Mountain Rd | Rockwood | PA | 15557 | | | |
| Stockpile | 1115 Main St | Warrington | PA | 18976 | | | |
| Meadows Race Track | 1117 Jim Mountain Rd | Rockwood | PA | 15557 | | | |
| Greene Cnty Welcome Ctr | 11176 Murray Rd | Meadville | PA | 16335 | | | |
| - | 112 Claude A Lord Blvd | Pottsville | PA | 17901 | | | |
| - | 112 Commonwealth Drive | Lemont Furnace | PA | 15456 | | | |
| SCI Greene | 112 Hollywood Dr | Butler | PA | 16001 | | | |
| WYN196 | 112 Stevens Rd | Wilkes Barre | PA | 18702 | | | |
| Greene CAO | 1120 Pike St | Huntingdon | PA | 16652 | | | |
| Greene CAO | 1121 W North Ave | Pittsburgh | PA | 15233 | | | |
| Evergreen Technology Park | 1123 Linden St | Clearfield | PA | 16830 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-----------------------------------|------------------------------|-----------------|-------|------------|------|---------|----------|
| Troop B - Waynesburg | 1125 Linden St | Clearfield | PA | 16830 | | | |
| Mifflin CAO | 1125 Riverside Dr | Lewistown | PA | 17044 | | | |
| SWRO Jeremy Febringer | 1126 Pheasant Run | Quakertown | PA | 18951 | | | |
| - | 113 Boyd Lane | Mill Hall | PA | 17751 | | | |
| DLC-69 Waynesburg | 113 River Road | Cooksburg | PA | 16217 | | | |
| District 12-2 | 113 State Rte 92 S | Tunkhannock | PA | 18657 | | | |
| Greene Cnty Welcome Ctr | 1130 12th Ave | Altoona | PA | 16601 | | | |
| Stockpile 8 | 1130 Herr St | Harrisburg | PA | 17103 | | | |
| | 1130 Perry Highway | Pittsburgh | PA | 15237 | | | |
| GREE609-McClelland Road | 1132 Clamtown Rd | Tamaqua | PA | 18252 | | | |
| Park Office | 1133 New Hanover St. | Hanover Twp | PA | 18706 | | | |
| Park Office | 1135 N 4th St | Sunbury | PA | 17801 | | | |
| CCMIS of Fayette County | 114 Campground Road | Tobyhanna | PA | 18466 | | | |
| UNT116 | 114 Guth Ln | Shippenville | PA | 16254 | | | |
| Fayette County CareerLink | 114 N VanBuren Ave | Scranton | PA | 18504 | | | |
| - | 114 S 5th St | Jeannette | PA | 15644 | | | |
| Fayette CAO | 11440 Lincoln Hwy | Irwin | PA | 15642 | | | |
| DEP BDMS & Dist Ofcs @ Uniontown | 115 Hopewell Ridge Rd | Graysville | PA | 15337 | | | |
| DLC-40 Uniontown | 115 South 2nd St | Frackville | PA | 17931-1631 | | | |
| District 12-0 & 12-1 | 1150 5th Avenue | New Kensington | PA | 15068-6144 | | | |
| ATR 395 Uniontown | 1150 Keystone Park Road | Derry | PA | 15627 | | | |
| | 1150 Riverside Dr | Lewistown | PA | 17044 | | | |
| | 1150 Spring Creek Road | Bellefonte | PA | 16823 | | | |
| | 1152 Rte 390 | Cresco | PA | 18326 | | | |
| Stockpile 14 | 1158 Mae St | Hummelstown | PA | 17036 | | | |
| ATR 378 | 1159 Rapps Dam Rd | Phoenixville | PA | 19460 | | | |
| | 116 ELC Rd | Howard | PA | 16841 | | | |
| - | 1160 First Avenue | King of Prussia | PA | 19406 | | | |
| DEP California District Office | 1160 Keystone Park Road | Derry | PA | 15627 | | | |
| Ramcat GAI-Tronics Phone | 11620 Keleket Dr | Pittsburgh | PA | 15235 | | | |
| Philadelphia CAO/South District | 1163 S Broad St | Philadelphia | PA | 19147 | | | |
| - | 11685 Bustleton Ave | Philadelphia | PA | 19116 | | | |
| Dog Law Warden | 11685 Penn Hills Dr | Pittsburgh | PA | 15235 | | | |
| | 117 Tall Trees Cir | Dauphin | PA | 17018 | | | |
| State Game Lands 51 | 117 Whitewood Drive | Aliquippa | PA | 15001 | | | |
| Dunbar-Ohiopyle Rd | 1171 S Cameron St | Harrisburg | PA | 17104 | | | |
| - | 11781 Shaulls Road | Brogue | PA | 17309 | | | |
| PennDOT District 12-1 Fayette Cty | 118 52nd Street | Pittsburgh | PA | 15201 | | | |
| FAYE01 Pondfield | 118 Maintenance Area Ln | Rector | PA | 15677 | | | |
| DCNR - Forest District 4 | 118 N Flowers Mill Rd | Langhorne | PA | 19047 | | | |
| Tioga CAO | 11809 Rte 6 | Wellsboro | PA | 16901 | | | |
| RWIS Site 0103 | 1185 Fairfield Rd | Gettysburg | PA | 17325 | | | |
| Stockpile 13 | 1188 Lutzville Rd | Everett | PA | 15537 | | | |
| SCI Fayette | 119 Airport Rd | Lewis Run | PA | 16738 | | | |
| Springhill | 119 West City Ave | Bala Cynwyd | PA | 19004 | | | |
| Suite 201 | 1190 Dillerville Rd | Lancaster | PA | 17601 | | | |
| Troop B - Uniontown | 11910 State Hwy 285 | Conneaut Lake | PA | 16316 | | | |
| - | 1192 Skyline Drive | Farmington | PA | 15437 | | | |
| - | 1199 Texas Palmyra Hwy Ste 0 | Honesdale | PA | 18431 | | | |
| Park Office | 12 Diana Ln | West Hazleton | PA | 18201 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------------|-----------------------------|------------------|-------|------------|------|---------|----------|
| Ohiopyle State Park | 12 E Hinckley Ave | Ridley Park | PA | 19078 | | | |
| Contact Station | 12 Jetston Dr | Hamburg | PA | 19526 | | | |
| Visitor Center | 12 Red Oak Dr | Danville | PA | 17821-1318 | | | |
| Ohiopyle State Park | 120 Fraley St | Kane | PA | 16735 | | | |
| Railroad Station | 120 Pin Oak Drive | Ligonier | PA | 15658 | | | |
| | 120 S Water Ave | Sharon | PA | 16146 | | | |
| | 120 W Germantown Pke | Plymouth Meeting | PA | 19462 | | | |
| - | 1200 Bethlehem Pke Ste 7 | North Wales | PA | 19454 | | | |
| Bldg A | 1200 Fulling Mill Rd | Middletown | PA | 17057 | | | |
| - | 1200 Market Street | Lemoyne | PA | 17043 | | | |
| Somerset CAO | 1200 N 3rd St | Harrisburg | PA | 17102 | | | |
| Troop A - Somerset | 1200 Prison Road | Collegeville | PA | 19426 | | | |
| 236 Lake Rd | 1200 S 20th St | Harrisburg | PA | 17104 | | | |
| SGL 050 - Somerset County | 1200 W 4th St | Lewistown | PA | 17044 | | | |
| Somerset Historical Center | 1202 Rockland St | Reading | PA | 19604 | | | |
| Park Office | 12052 Route 666 | Sheffield | PA | 16347 | | | |
| Visitors Center | 1206 Laurel Hill Park Rd | Somerset | PA | 15501 | | | |
| Park Office | 1206 Timberidge Drive | Bethel Park | PA | 15102 | | | |
| Kooser Lifeguard Bldg | 121 Chestnut St | Marienville | PA | 16239 | | | |
| Kooser State Park | 121 N Mill St | New Castle | PA | 16101 | | | |
| Laurel Hill State Park | 121 W Main St | Dushore | PA | 18614 | | | |
| Inside Camp 8 | 1212 Clamtown Rd | Tamaqua | PA | 18252 | | | |
| Bucks CAO | 1214 Veterans Highway | Bristol | PA | 19007 | | | |
| Laurel Hill State Park Beach Houses | 1215 North St | Jim Thorpe | PA | 18229 | | | |
| - | 1217 Vale Wood Rd | Loretto | PA | 15940 | | | |
| DLC-46 Somerset | 1218 Chestnut St | Philadelphia | PA | 19107 | | | |
| Near Centerville | 1220 Oakdale Rd | Oakdale | PA | 15071 | | | |
| 1312 N Center Av | 1220 Route 259 Hwy | Penn Run | PA | 15765 | | | |
| Stockpile 10 | 1221 Blacks Hill Road | Jenners | PA | 15531 | | | |
| Near Glencoe | 1223 Dallas Drive | Greencastle | PA | 17225 | | | |
| Garage | 123 Beachhouse Road | Derry | PA | 15627 | | | |
| DHS SE Dev Staff | 123 Boroline Rd | Bridgeport | PA | 19405 | | | |
| | 123 S Easton Rd | Glenside | PA | 19038 | | | |
| SCI Somerset | 123 Village Center Dr Ste 5 | Hawley | PA | 18428 | | | |
| - | 1234 Market St | Philadelphia | PA | 19107 | | | |
| Bedford CAO | 1234 Millersville Pke | Lancaster | PA | 17603 | | | |
| Troop G - Bedford | 12341 Cotton Rd | Meadville | PA | 16335 | | | |
| American Tower 308605 | 1236 Camp Ground Circle | Clarendon | PA | 16313 | | | |
| American Tower 0263 | 1237 S 11th St | Philadelphia | PA | 19147 | | | |
| BEDF630-Bedford | 1237 Stonehaven Way | York | PA | 17403 | | | |
| BEDF605-Evitts Creek Dam | 1239 Horseshoe Pke | Downingtown | PA | 19335 | | | |
| Mary Jo Casalenda | 124 Conica Ln | Evans City | PA | 16033 | | | |
| Bedford County 911 | 124 Main St | Ohiopyle | PA | 15470 | | | |
| DLC-62 Bedford | 124 Mill St | Bradford | PA | 16701 | | | |
| ATR 323 | 124 Park Rd | Imler | PA | 16655 | | | |
| 4063 Center St | 124 W Apron Dr | Reading | PA | 19605 | | | |
| PennDOT District 9-1 Bedford | 125 Goodridge Ln | Washington | PA | 15301 | | | |
| Stockpile #12 | 125 Towne Centre Dr Ste 500 | Wexford | PA | 15090 | | | |
| ATR 323 | 125 W. DeKalb Pke | King of Prussia | PA | 19406 | | | |
| DHS-HP | 1250 Camp Hill Bypass | Camp Hill | PA | 17011 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--------------------------------------|----------------------------|--------------------|-------|------------|------|---------|----------|
| Stockpile 5 | 12500 Forge Hill Rd | Roxbury | PA | 17201 | | | |
| Near Roxbury | 1251 Airport Rd | Allentown | PA | 18109 | | | |
| Near Jenner Aux Shed | 1252 Willowbrook Dr | Washington | PA | 15301-5076 | | | |
| Stockpile #16 | 1256 Clifton Rd | Bethel Park | PA | 15102 | | | |
| State Game Lands 48 | 126 A Ridge Rd | Biglerville | PA | 17307 | | | |
| BEDF02 DCNR | 126 Grant Ave | Millvale | PA | 15209 | | | |
| Stockpile 17 | 126 N Second St | Phillipsburg | PA | 16866-1649 | | | |
| - | 126 S Martin St | Titusville | PA | 16354 | | | |
| ATR 371 | 126 W Main St | Westfield | PA | 16950 | | | |
| ITS | 1260 Pennsylvania Ave | Tyrone | PA | 16686 | | | |
| - | 1263 Gringo Clinton Rd | Hopewell | PA | 15001 | | | |
| - | 1265 Freedom Rd | Cranberry Township | PA | 16066 | | | |
| Dog Warden | 12675 Buchanan Trail East | Way | PA | 17268 | | | |
| District 9-1 | 127 Benner Run Rd | Phillipsburg | PA | 16866 | | | |
| - | 127 South Ridge Plaza | State College | PA | 16801 | | | |
| ATR 387 | 127 Wolfe Rd | St Marys | PA | 15857 | | | |
| PGC SWRO Whitherite | 1272 Elk St | Franklin | PA | 16323 | | | |
| Near Meyersdale | 12723 Rte 19 | Waterford | PA | 16441 | | | |
| RWIS | 1274 E Penn St | Muncy | PA | 17756 | | | |
| - | 1275 York Rd Lot 12 | Gettysburg | PA | 17325-7565 | | | |
| 162 Fish Hatchery Ln | 1276A Montgomery Ave | Boyertown | PA | 19512 | | | |
| Park Office | 128 Brownstone Ln | Horsham | PA | 19044 | | | |
| Laurel Hill State Park | 128 Glades Pke | Somerset | PA | 15501 | | | |
| RWIS Site 110 | 128 Old York Rd | New Cumberland | PA | 17070 | | | |
| PSP Mount Davis Remote | 128 S 69th St | Upper Darby | PA | 19082 | | | |
| Armstrong CAO | 1280 N Water St | Kittanning | PA | 16201 | | | |
| State Park Region 3 Office | 1280 Rte 315 Hwy | Wilkes Barre | PA | 18702 | | | |
| Park Office | 1281 Reynolds Ave | Scranton | PA | 18504 | | | |
| Park Office | 1285 Route 666 | Sheffield | PA | 16347 | | | |
| Shawnee Water Treatment Plant | 1289 Fire Tower Rd | Port Clinton | PA | 19549 | | | |
| Shawnee New Maintenance Bldg | 129 Jefferson Rd | Waynesburg | PA | 15370 | | | |
| - | 129 N Michael St | St Marys | PA | 15857 | | | |
| 584 Horner Church Rd | 129 S Main St | Lewistown | PA | 17044 | | | |
| Stockpile 3 | 1291 Route 30 | Laughlintown | PA | 15655 | | | |
| - | 1291 Rt 30 | Laughlintown | PA | 15655 | | | |
| Westmoreland CAO/Greensburg District | 12921 Rte 120 | Emporium | PA | 15834 | | | |
| Westmoreland CAO/CSC | 12983 Route 555 | Benezette | PA | 15821 | | | |
| - | 1299 Mannsville Rd | Elliottsburg | PA | 17024 | | | |
| DOR | 13 Franklin Village Mall | Kittanning | PA | 16201 | | | |
| Troop A - HQ | 13 Presque Isle State Park | Erie | PA | 16505 | | | |
| SW Training Center | 13 Weis Plz | Nanticoke | PA | 18634 | | | |
| Forensics - Greensburg | 130 N Church St Rear | Quarryville | PA | 17604 | | | |
| York CAO | 130 N Duke St | York | PA | 17405 | | | |
| Forensics DNA Data Annex | 130 Parkview Drive | Kittanning | PA | 16201 | | | |
| SCI Greensburg | 130 Vondersmith Ave | Bedford | PA | 15522 | | | |
| PBPP Greensburg SO | 130 Williamson Rd | Templeton | PA | 16259 | | | |
| RD 1 Rte 819 N | 1300 N Charlotte St | Pottstown | PA | 19464 | | | |
| GRN109 | 1300 Sathers Dr | Pittston | PA | 18640 | | | |
| - | 1300 Virginia Dr | Fort Washington | PA | 19034 | | | |
| Green Forge Building | 1301 Beaver Ave | Pittsburgh | PA | 15233 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------|-------------------------------|------------------|-------|------------|------|---------|----------|
| DLC-3 Greensburg | 1301 Filbert St | Philadelphia | PA | 19102 | | | |
| District 12-5 | 1301 SkipFineck Pke | Blue Bell | PA | 19422 | | | |
| - | 1302 Penn St | Williamsport | PA | 17703 | | | |
| Stockpile 15 | 1302 Pittsburgh St | Cheswick | PA | 15024 | | | |
| | 1302 State Hwy 285 | Espyville | PA | 16424 | | | |
| | 1303 N 7th St | Harrisburg | PA | 17120 | | | |
| | 1304 7th St | Altoona | PA | 16601 | | | |
| | 1305 Prospect St | Tobyhanna | PA | 18466 | | | |
| Stockpile 18 | 1305 West Chester Pke Ste 44B | Havertown | PA | 19083 | | | |
| Troop A - Kiski Valley | 1306 Low Grade Rd | Driftwood | PA | 15832 | | | |
| Stockpile 03 | 1307 Grove St | Williamsport | PA | 17701 | | | |
| | 1307 North Orianna St | Philadelphia | PA | 19122 | | | |
| SR 0819 Seg 0670 Offset 1300 | 13076 US Route 422 | Kittanning | PA | 16201 | | | |
| | 1308 Susquehanna Ave | West Pittston | PA | 18643 | | | |
| Inside Camp 5 | 1309 Gleason Rd | Canton | PA | 17724 | | | |
| | 130-A Kline Plz | Harrisburg | PA | 17104 | | | |
| - | 131 Broadview Road | New Stanton | PA | 15672 | | | |
| Visitor Center | 131 N Duke St Ste 4 | York | PA | 17401 | | | |
| Maintenance Building | 131 Rohrerstown Rd | Lancaster | PA | 17603 | | | |
| Contact Station | 131 Snodgrass Road | Airville | PA | 17302 | | | |
| Beach House | 1310 Elmerton Avenue | Harrisburg | PA | 17110 | | | |
| Park Office | 1311 Chestnut Ridge Dr | State College | PA | 16801 | | | |
| WEST77 | 1312 Elmerton Avenue | Harrisburg | PA | 17110 | | | |
| ROC2/WEST77/West03 Beacon | 1314 Cameron Rd T-303 | Driftwood | PA | 15832 | | | |
| Erie CAO | 1316 Holland St | Erie | PA | 16503 | | | |
| - | 1316 State St | Erie | PA | 16501 | | | |
| RWIS 12-5 AFLAD De-icer | 1318 W Clearfield St | Philadelphia | PA | 19132 | | | |
| | 13187 Ferguson Valley Rd | Yeagertown | PA | 17099 | | | |
| | 132 Ben Avon Heights Rd | Pittsburgh | PA | 15237 | | | |
| Bushy Run Battlefield | 132 E Azalea Dr | Harrisburg | PA | 17110-3587 | | | |
| Traffic Counter Rt 30 | 132 E Butler Ave | Ambler | PA | 19002 | | | |
| | 132 Keewaydin Rd | Frenchville | PA | 16836 | | | |
| | 132 Kline Plz | Harrisburg | PA | 17104 | | | |
| APU 5 | 132 State Park Rd | Schellsburg | PA | 15559 | | | |
| PSP Simone Remote | 132 Treatment Plant Road | Philipsburg | PA | 16866 | | | |
| Stockpile 23 | 132 Veteran Ln | Doylestown | PA | 18901 | | | |
| Stockpile 23 | 1320 Lincoln Highway East | Chambersburg | PA | 17201 | | | |
| | 1324 Saltsburg Rd | Clarksburg | PA | 15725 | | | |
| | 1325 Chestnut St | Emmaus | PA | 18049 | | | |
| Mt. Laurel Maint Shop | 1326 Hoffman Blvd | West Mifflin | PA | 15122 | | | |
| Forbes District Office | 133 Anderson St | Pottsville | PA | 17901 | | | |
| Snow Removal LR 64181 | 133 Penn Circle West | Pittsburgh | PA | 15206 | | | |
| | 133 Tollgate Lane | Martinsburg | PA | 16665 | | | |
| - | 13301 Keefer Rd | Upper Strawsburg | PA | 17265 | | | |
| PA Game Commission Brian Singer | 1331 Ben Franklin Hwy East | Douglassville | PA | 19518 | | | |
| - | 1331 S 7th St | Chambersburg | PA | 17201 | | | |
| Stockpile | 1337 Moravia Road | Enon Valley | PA | 16120 | | | |
| | 134 Enterprise St | Pittsburgh | PA | 15206 | | | |
| | 13410 Dunham Rd | Meadville | PA | 16335 | | | |
| National Guard | 1342 W Baltimore Pke | Media | PA | 19063 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------------|----------------------------------|------------------|-------|------------|------|---------|----------|
| - | 1347 Dum Rd | Elliottsburg | PA | 17024 | | | |
| Philadelphia CAO/LIHEAP | 1348 W Sedgely Ave | Philadelphia | PA | 19132 | | | |
| - | 135 Armory St | Everett | PA | 15537 | | | |
| - | 135 Franklin Ave | Scranton | PA | 18503 | | | |
| Beach OD | 135 Pennway Dr 1 | Nanty Glo | PA | 15943 | | | |
| Family Cabins RD4 | 135 W Chelten Ave | Philadelphia | PA | 19144 | | | |
| ATR 024 | 135 Waylan Smith Dr | Uniontown | PA | 15401 | | | |
| Philadelphia CAO/Ridge/Tioga District | 1350 W Sedgely Ave | Philadelphia | PA | 19132 | | | |
| - | 1351 Krumsville Rd | Lenhartsville | PA | 19534 | | | |
| Park Office | 1353 Washington Pke | Bridgeville | PA | 15017 | | | |
| Park Office | 1355 State Route 292 East | Centermoreland | PA | 18657 | | | |
| Linn Run Maintenance Bldg | 136 Game Farm Rd | Montoursville | PA | 17754 | | | |
| - | 136 Houck Hollow Rd | Bloomsburg | PA | 17815 | | | |
| YNG204 | 136 Palonder Ln | Perryopolis | PA | 19002 | | | |
| SCI Pine Grove | 136 Poe Valley Park Cir | Coburn | PA | 16832 | | | |
| - | 136 S Oak St | Mount Carmel | PA | 17851 | | | |
| IND057 | 1363 Dilworthtown Crossing Ste B | West Chester | PA | 19382-8217 | | | |
| Indiana CAO | 1365 Manheim Pike | Manheim | PA | 17601 | | | |
| Indiana Armory | 137 E Main St | Lock Haven | PA | 17745 | | | |
| Troop A - Indiana | 137 East Edison Avenue | New Castle | PA | 16101 | | | |
| - | 137 N Beeson Ave | Uniontown | PA | 15401 | | | |
| - | 137 Penn Nursery Rd | Spring Mills | PA | 16875 | | | |
| Indiana Mall | 137 S Jefferson St | Kittanning | PA | 16201 | | | |
| District 10-0 & 10-4 | 137 W 2nd St | Erie | PA | 16507 | | | |
| RWIS | 1371 Forest Rd | Imler | PA | 16655 | | | |
| - | 13710 State Route 374 | Uniondale | PA | 18470 | | | |
| - | 1375 Blue Valley Dr | Pen Argyl | PA | 18072 | | | |
| - | 1376 Cedar St | Mifflintown | PA | 17059 | | | |
| - | 138 State Park Rd | Schellsburg | PA | 15559 | | | |
| Penn View RWIS Site # 1017 | 1380 Church Rd | Middleburg | PA | 17842 | | | |
| - | 13809 US Route 15 | Tioga | PA | 16946 | | | |
| SR 0008 Seg 0630 Offset 0004 | 1385 St Clair Rd | Johnstown | PA | 15905 | | | |
| Dog Warden | 1386 Blue Mountain Dr | Danielsville | PA | 18038 | | | |
| Stockpile # 02 | 139 Shed Dr | Houtzdale | PA | 16651 | | | |
| - | 139 West Carbondale Road | Waymart | PA | 18472 | | | |
| PA Game Commission Fuqua | 1391 Cedar Crest Blvd N | Cedar Crest | PA | 18104 | | | |
| - | 1395 Nace Ave | Bethlehem | PA | 18015 | | | |
| Stockpile 06 | 1399 Spruce Street | Blue Bell | PA | 19422 | | | |
| Merion Center Mine Rescue Station | 1399 Sterigere St | Norristown | PA | 19401 | | | |
| Stockpile 3 | 14 Messerschmidt Rd | Oakdale | PA | 15071 | | | |
| Punxsutawney Community Health Center | 14 N Linden St | Duquesne | PA | 15110 | | | |
| - | 140 E High St | Union City | PA | 16438 | | | |
| Patrick Scanlon | 140 N Beeson Ave | Uniontown | PA | 15401 | | | |
| - | 140 Purity Rd | Pittsburgh | PA | 15235 | | | |
| Park Office | 140 Rockton Tower Rd | Rockton | PA | 15856 | | | |
| - | 140 Route 519 | Eighty-Four | PA | 15330 | | | |
| Bathhouse | 140 W Germantown Pke | Plymouth Meeting | PA | 19462 | | | |
| - | 140 Walnut Hill Road | Uniontown | PA | 15401 | | | |
| Jefferson CAO | 140 Washington Towne Blvd | Edinboro | PA | 16412 | | | |
| Co B 337th Engr Bn | 1400 Brighton Rd | Beaver | PA | 15009 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--------------------------------------|------------------------------|---------------|-------|------------|------|---------|----------|
| LCE | 1400 Cedarville Rd | Easton | PA | 18042 | | | |
| Troop C - HQ | 1400 Delabole Junction Rd | Pen Argyl | PA | 18072 | | | |
| - | 1400 JFK Blvd | Philadelphia | PA | 19107 | | | |
| - | 1400 Little Creek Rd | Zelienople | PA | 16063 | | | |
| ATR 389 | 1400 N 14th St | Harrisburg | PA | 17103 | | | |
| DLC-38 Punxutawney | 1400 Spring Garden St | Philadelphia | PA | 19130 | | | |
| District 10-5 | 1400A N Cameron St | Harrisburg | PA | 17103 | | | |
| Stockpile 05 | 1401 Church St | Ambridge | PA | 15003 | | | |
| | 14015 Route 120 | Sinnemahoning | PA | 15861 | | | |
| Torrance State Hospital | 14017 Rte 120 | Sinnemahoning | PA | 15861 | | | |
| PA Army National Guard | 1403 Blakeslee Blvd Dr E | Lehighton | PA | 18235 | | | |
| - | 1405 New Lancaster | Milroy | PA | 17084 | | | |
| LCB Store 1702 | 1405 New Lancaster Valley Rd | Milroy | PA | 17063 | | | |
| - | 1408 Chapman Area | Hyner | PA | 17764 | | | |
| CLEA07 Dubois | 141 Burnt House Rd | Carlisle | PA | 17015 | | | |
| Stockpile 14 | 141 E Spruce St | Ringtown | PA | 17967 | | | |
| | 141 N Railroad St | Tamaqua | PA | 18252 | | | |
| ELKC691-Summerson | 1413 Guitonville Rd | Marienville | PA | 16239 | | | |
| PA Game Commission | 1418 Summit Rd | Rew | PA | 16744 | | | |
| Stockpile 04 | 142 Colonial Dr | Towanda | PA | 18848 | | | |
| | 142 Sagamore St | Somerset | PA | 15501 | | | |
| Suite F | 1424 Western Avenue | Pittsburgh | PA | 15233 | | | |
| - | 1428 Rt. 901 | Minersville | PA | 17954 | | | |
| State Game Lands 244 | 143 South St | Lehighton | PA | 18235 | | | |
| Stockpile 07 | 143 Tory Rd | Plumstead | PA | 18947 | | | |
| Stockpile 03 | 14356 SR-36 | Cooksburg | PA | 16217 | | | |
| HAR & VMS 81 EB Site 39 | 1439 Route 11 | Great Bend | PA | 18821 | | | |
| HAR 86 Site 43 | 144 Donohoe Rd | Greensburg | PA | 15601 | | | |
| HAR 81/VMS 86 EB Site 41 | 144 N Main St | Greensburg | PA | 15601 | | | |
| | 144 Winters Rd | Orangeville | PA | 17859 | | | |
| Stockpile #09 | 1440 Bethlehem Pke | Flourtown | PA | 19031 | | | |
| HAR 70 Site 35 | 1441 Platt Rd | Dubois | PA | 15801 | | | |
| Olean Rd and Maple St | 1444 Marina Rd | Patton | PA | 16668 | | | |
| Toby Creek Treatment Plant | 1445 Cumberland St | Lebanon | PA | 17042 | | | |
| CAME613-Hicks Hollow | 1446 Baltimore St Unit G | Hanover | PA | 17331-8531 | | | |
| CAME657-Cameron Road | 1446 Point Breeze Ave | Philadelphia | PA | 19146 | | | |
| PA Game Commission Abigail Kane | 1449A Flint Hill Road | Coopersburg | PA | 18036 | | | |
| Quehanna Foreman's HQ | 145 McDowell Road | Transfer | PA | 16154 | | | |
| Hicks Run Foreman's HQ | 145 Penn Nursery Rd | Spring Mills | PA | 16875 | | | |
| Elk CAO | 145 Race St | Ridgway | PA | 15853 | | | |
| Cameron CAO | 145 Stewart Ave | Rochester | PA | 15074 | | | |
| Clarks Summit State Hospital | 1451 Hillside Dr | Clarks Summit | PA | 18411 | | | |
| CAME628-Sizerville | 1451 N Market St | Elizabethtown | PA | 17022 | | | |
| CAME626- Penndot Stockpile 01 | 1454 Laurel Hill Park Rd | Somerset | PA | 15501 | | | |
| CAME629-Four Mile Road | 1455 Chapman Area | North Bend | PA | 17760 | | | |
| CAME649-Rich Valley Road | 1455 N Market St | Elizabethtown | PA | 17022 | | | |
| - | 1458 I-80 East | Snow Shoe | PA | 16875 | | | |
| PA Game Commission c/o Matthew Trick | 146 Cascade Galleria Mall | New Castle | PA | 16101 | | | |
| Park Office | 1460 I-80 West | Snow Shoe | PA | 16875 | | | |
| - | 1460 Pittsburgh Rd | Franklin | PA | 16323 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-----------------------------------|-------------------------|----------------------|-------|-------|------|---------|----------|
| - | 14604 Campground Rd | Huntingdon | PA | 16652 | | | |
| Forest District 13 Park Region 1 | 1463 N Center Ave | Somerset | PA | 15501 | | | |
| Forest District 13 | 1465 W Broad St Ste 19 | Quakertown | PA | 18951 | | | |
| Park Region 1 | 147 Campground Rd | Sinnemahoning | PA | 15861 | | | |
| Cameron County Maintenance Office | 147 Columbia Ave | Vandergrift | PA | 15690 | | | |
| | 147 Midstate Trail | State College | PA | 16865 | | | |
| Troop C - Dubois | 1475 Glen Hazel Road | St Marys | PA | 15857 | | | |
| ELK30 RPO ATA | 1476 Broadhead Rd | Monaca | PA | 15061 | | | |
| Park Office | 14770 Campground Road | Huntingdon | PA | 16652 | | | |
| Bendigo State Park | 148 Rattlesnake Rd | Brockway | PA | 15824 | | | |
| Stockpile #10 | 1483 Stoystown Rd | Friedens | PA | 15541 | | | |
| Hollywood AMD Treatment Plant | 1484 Cross Creek Rd | Irwin | PA | 15642 | | | |
| Forest District 9 Office | 1485 Greenhill Rd | Collegeville | PA | 19426 | | | |
| Building Office | 1486 Routes 66 948 | De-Young | PA | 16728 | | | |
| S B Elliott State Park | 14876 Boot Jack Road | Ridgway | PA | 15853 | | | |
| Parker Dam State Park | 14885 Molly Pitcher Hwy | Greencastle | PA | 17225 | | | |
| Building Sewage | 1489 Baltimore Pke | Springfield | PA | 19064 | | | |
| Building Office | 149 5th Ave | McKeesport | PA | 15132 | | | |
| ATR 3 | 149 Baltimore Pke | Springfield | PA | 19064 | | | |
| - | 149 Main Park Rd | Howard | PA | 16841 | | | |
| - | 149 Penn Nursery Rd | Spring Mills | PA | 16875 | | | |
| - | 149 Stewart Ave | East Rochester | PA | 15074 | | | |
| | 1494 W Pine Grove Rd | Pennsylvania Furnace | PA | 16865 | | | |
| Elk CAO | 15 Lower Campground Rd | Renovo | PA | 17764 | | | |
| Troop C - Ridgway | 15 Public Square | Wilkes Barre | PA | 18701 | | | |
| Troop C - Ridgway | 15 W 3rd St | Greensburg | PA | 15601 | | | |
| ELKC696-Portland Mills Road | 15 W Olive St | Snow Shoe | PA | 16874 | | | |
| ELKC697-Carman | 15 West Fisher Drive | Erie | PA | 16505 | | | |
| Troop C Ridgway | 15 West St | Galeton | PA | 16922 | | | |
| Troop C - Ridgway | 150 Choate Cir | Montoursville | PA | 17754 | | | |
| 422 Quarry Rd | 150 E Front St | Erie | PA | 16507 | | | |
| State Game Lands 44 | 150 Janet St | Beaver Falls | PA | 15010 | | | |
| Bedford CAO | 150 North St | Bedford | PA | 15522 | | | |
| WIM 324 | 150 Poseytown Road | Templeton | PA | 16259 | | | |
| RWIS Site 1034 | 150 Roosevelt Ave | York | PA | 17403 | | | |
| Stockpile #12 | 150 Sand Hill Rd | Selinsgrove | PA | 17870 | | | |
| Stockpile #05 | 150 V-Twin Dr | Gettysburg | PA | 17325 | | | |
| | 150 Waverly Blvd | Coatesville | PA | 19320 | | | |
| Rockton Fire Tower | 1500 Bedford Ave | Pittsburgh | PA | 15219 | | | |
| Dana Wolfe | 1500 Garret Rd | Upper Darby | PA | 19082 | | | |
| - | 1500 Rte 663 | Milford | PA | 18337 | | | |
| ELKC694 - Flower Valley Road | 15001 US Route 422 | Worthington | PA | 16262 | | | |
| - | 1501 Allen St | Allentown | PA | 18102 | | | |
| DHS State Court Unit | 1501 Arch Street | Philadelphia | PA | 19102 | | | |
| | 15010 Boot Jack Road | Ridgway | PA | 15853 | | | |
| ELKC693-Hallton | 1502 W Chester Pke | West Chester | PA | 19382 | | | |
| ELKC686-Big Run Road | 1509 Pittsburgh Rd | Franklin | PA | 16323 | | | |
| PA Game Comm c/o George Miller | 15097 Broad Mountain Rd | Huntingdon | PA | 16652 | | | |
| Park Office | 151 Enterprise Dr | New Oxford | PA | 17350 | | | |
| Fisher Rd | 151 Park Ave | Oil City | PA | 16301 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------------|------------------------------|----------------|-------|------------|------|---------|----------|
| Outdoor | 151 Pavilion Ln | Youngwood | PA | 15697 | | | |
| Cabin Area AC From Museum | 151 Rte 6 West | Coudersport | PA | 16915 | | | |
| Stockpile 5 | 151 W 5th St | Chester | PA | 19013 | | | |
| Sinemahoning Dam Maintenance Office | 151 W Marshall St | Norristown | PA | 19401 | | | |
| Sinnemahoning Park Office | 1510 N Juniata St | Hollidaysburg | PA | 16684 | | | |
| Sinnemahoning Park Manager Residence | 1510 S Main Ave | Scranton | PA | 18504 | | | |
| Sinnemahoning Carpenter Shop | 1510 Scranton Carbondale Hwy | Dickson City | PA | 18519 | | | |
| Sinnemahoning Kiosk at the Campground | 1510 Wilimington Pke | Chadds Ford | PA | 19382 | | | |
| Brooks Run Foremans Hdqts | 1511 Hillside Court | Tyrone | PA | 16686 | | | |
| Stockpile #05 | 1513 Scalp Ave | Johnstown | PA | 15904 | | | |
| PA Game Commission- Andrew Troutman | 15132 Broad Mountain Rd | Huntingdon | PA | 19372 | | | |
| Quehanna Foreman Headquarters | 1515 Golden Oaks Rd | Holbrook | PA | 15341 | | | |
| Outdoor | 1516 N Cedar Crest Blvd | Allentown | PA | 18104 | | | |
| CCC Johnstown | 1517 New 22 Hwy | Cresson | PA | 16630 | | | |
| - | 15187 Renovo Rd | Renovo | PA | 17764 | | | |
| Cambria CAO | 1519 Meadowbrook Ln | West Chester | PA | 19380 | | | |
| DOR | 1521 N 6th St | Harrisburg | PA | 17120 | | | |
| Jupiter Bldg | 1525 Rte 30 | Clinton | PA | 15026 | | | |
| DLC-45 Johnstown | 1526 Airport Rd | Franklin | PA | 16323 | | | |
| - | 153 Red Hill Rd | Newport | PA | 17074 | | | |
| - | 1530 S Columbus Blvd | Philadelphia | PA | 19147 | | | |
| - | 1531 Main St | Peckville | PA | 18452 | | | |
| - | 1534 N Center Ave Ste 110 | Somerset | PA | 15501 | | | |
| Michael J Susko | 1538 Commerce Ave | Carlisle | PA | 17013 | | | |
| - | 1538 Oak Forest Road | Waynesburg | PA | 15370 | | | |
| - | 1542 Mountain View Dr | Quakertown | PA | 18951 | | | |
| - | 1545 Clarksburg Rd | Clarksburg | PA | 15725 | | | |
| OMS | 1547 Bethlehem Pke | Hatfield | PA | 19440 | | | |
| - | 1549 Bobali Rd | Harrisburg | PA | 17110 | | | |
| SR 0056 Seg 0310/0125 | 155 Carriage Ct | Harleysville | PA | 19438 | | | |
| - | 155 Hillcrest Dr | Ebensburg | PA | 15931 | | | |
| - | 155 N 15th St | Lewisburg | PA | 17837 | | | |
| Hiram G Andrews Center | 155 Red Hill Road | Newport | PA | 17074 | | | |
| SR 3005 Seg 0040/2296 | 155 Stewart Ave | Rochester | PA | 15074 | | | |
| WIM ORG5100 | 155 W 8th St | Erie | PA | 16501 | | | |
| - | 156 Dwight D Eisenhower Hwy | Crystal Spring | PA | 15536 | | | |
| - | 156 Elder Dr | Blairsville | PA | 15717-8085 | | | |
| ATR 382 | 1562 Chester Pke | Eddystone | PA | 19022 | | | |
| - | 1565 Burnsville Ridge Rd | Claysville | PA | 15323 | | | |
| Stockpile 18 | 1566 S Rte 44 Hwy | Jersey Shore | PA | 17740 | | | |
| IST RWIS SR22 WB | 15683 Greenwood Rd | Huntingdon | PA | 16652 | | | |
| - | 157 Boone Run Rd | Blossburg | PA | 16912 | | | |
| PGC Southwest Region | 157 Spruce Street | Montrose | PA | 18801 | | | |
| Ebensburg Center | 157 TB Oakville Dr | Pittsburgh | PA | 15220 | | | |
| Troop A - Ebensburg | 1570 Four Mile Rd | Emporium | PA | 15834 | | | |
| CAMB01 Pindleton RPO DCNR PSP | 15739 Hallton Rd | Sigel | PA | 15860 | | | |
| DEP Cambria District Office | 1575 S Market St Ste 109 | Elizabethtown | PA | 17022 | | | |
| Forest District 6 Office | 1577 I-80 West | Milesburg | PA | 16853 | | | |
| - | 1578 Bushkill Center Rd | Bath | PA | 18014 | | | |
| District 9-3 | 1579 State Park Rd | Newport | PA | 17074 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|------------------------------------|--------------------------|----------------|-------|------------|------|---------|----------|
| SR 0553 Seg 0770 Offset 1284 | 1579 State Park Road | Newport | PA | 17074 | | | |
| Stockpile 11 | 15795 Greenwood Rd | Huntingdon | PA | 16652 | | | |
| Stockpile 1 | 158 Point Plz | Butler | PA | 16001 | | | |
| | 158 Purity Rd | Penn Hills | PA | 15235 | | | |
| SWRO Zach Edwards | 158 S 2nd Ave | Clarion | PA | 16214 | | | |
| RWIS Site 590-3 | 1586 N 9th St | Stroudsburg | PA | 18360 | | | |
| PA Game Commission - Dan Yahner | 15887 Trough Creek Drive | James Creek | PA | 16657 | | | |
| Frank P Bopp | 1590 Walters Mill Rd | Somerset | PA | 15510 | | | |
| - | 15919 Greenwood Rd | Huntingdon | PA | 16652 | | | |
| State Game Lands 42 | 1598 Juniata St | Holidaysburg | PA | 16648 | | | |
| Stockpile 04 | 1599 Doubling Gap Rd | Newville | PA | 17241 | | | |
| - | 1599 Route 478 | Emlenton | PA | 16373 | | | |
| Clyde CAVC 808 | 16 Crafton St | Wellsboro | PA | 16901 | | | |
| - | 16 James St | Pittston | PA | 18640-2528 | | | |
| - | 16 Tremont Rd | Pine Grove | PA | 17963 | | | |
| CAVC 985 | 16 Weiser Lane | Aristes | PA | 17920 | | | |
| Stockpile 05 - INDI62 | 160 George Jr Rd | Grove City | PA | 16127 | | | |
| - | 160 Main St | Brookville | PA | 15825 | | | |
| Babcock Ranger Station | 160 W Hamilton St | Allentown | PA | 18101 | | | |
| Windber Boro | 1600 Green Ave | Williamsport | PA | 17701 | | | |
| RWIS 1002-317 | 1600 Greensburg Rd | New Kensington | PA | 15068 | | | |
| Allentown State Hospital | 1600 Hanover Ave | Allentown | PA | 18103 | | | |
| Career Link | 1600 Lebanon Rd | Manheim | PA | 17545 | | | |
| Butler County State Health Ctr/OVR | 1600 N Hagys Run Rd | Lower Marion | PA | 19072 | | | |
| Butler CAO | 1600 Nay Aug Ave | Scranton | PA | 18509 | | | |
| - | 1600 Northampton St | Easton | PA | 18042 | | | |
| Troop D - HQ | 1600 Peninsula Dr | Erie | PA | 16505 | | | |
| PBPP Butler SO | 16003 Lincoln Hwy | Breezewood | PA | 15533 | | | |
| District 10-2 | 1601 Big Oak Rd | Yardley | PA | 19067 | | | |
| DLC-14 Butler | 1601 Liberty Ave | Pittsburgh | PA | 15222 | | | |
| ATR 18 | 1601 Union Blvd | Allentown | PA | 18103 | | | |
| | 1602 Cochran Rd | Pittsburgh | PA | 15220 | | | |
| | 1603 State St W | Baden | PA | 15005 | | | |
| | 1604 S 4th St | Allentown | PA | 18103 | | | |
| Danville State Hospital | 1605 Bloom Rd | Danville | PA | 17821 | | | |
| BUTL690-Evans City | 1606 Leona Ave | South Park | PA | 15129 | | | |
| - | 1607 Jefferson Ave | Windber | PA | 15963 | | | |
| Stockpile 5 | 1609 Proctor Rd | Williamsport | PA | 17701 | | | |
| | 161 Critter Crossing | Houtzdale | PA | 16651 | | | |
| Stockpile 3 | 161 E Swedesford Rd | Wayne | PA | 19087 | | | |
| | 161 N Main St | Dublin | PA | 18917 | | | |
| Union CAO | 1610 Industrial Blvd | Lewisburg | PA | 17837 | | | |
| Stockpile 2 | 1614 Boxwood Rd | Garnet Valley | PA | 19061 | | | |
| | 1617 John F Kennedy Blvd | Philadelphia | PA | 19103 | | | |
| Park Office | 162 E Street Rd | Feasterville | PA | 19053 | | | |
| Marina Office | 162 Eagleview Blvd | Exton | PA | 19341 | | | |
| Sewage Treatment Plant | 162 S 2nd Ave | Clarion | PA | 16214 | | | |
| Stockpile 4 | 1620 N Juniata St | Holidaysburg | PA | 16648 | | | |
| RWIS | 1621 Dutch Lane | Hermitage | PA | 16148 | | | |
| Region 2 Park Office | 1622 Lincoln Hwy East | Lancaster | PA | 17602 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------------|-----------------------------------|---------------|-------|------------|------|---------|----------|
| | 1625 Breakneck Road | Connellsville | PA | 15425 | | | |
| | 1628 John F Kennedy Blvd | Philadelphia | PA | 19103 | | | |
| Danny Wenger | 1628 N 15th St | Philadelphia | PA | 19121 | | | |
| Brian Murray BLLC Home Office | 163 3rd St | Leechburg | PA | 15656 | | | |
| American Tower 85096 | 163 Akron Rd | Ephrata | PA | 17522 | | | |
| Jennings Environmental Educ Ctr | 1630 North Washington Avenue | Scranton | PA | 18509 | | | |
| BUTL94 Stockpile 07 | 1633 River Rd | New Hope | PA | 18938 | | | |
| | 1634 North Main St | Washington | PA | 15301 | | | |
| Stockpile 8 | 16362 Little Valley Road | James Creek | PA | 16657 | | | |
| State Game Lands 95 | 16364 Little Valley Road | James Creek | PA | 16657 | | | |
| PGC NWRO Arthur Brunst | 1638 Gable Dr | Coopersburg | PA | 18036 | | | |
| ITS Crash Advance Station System | 164 Glacial Till Road | Slippery Rock | PA | 16057 | | | |
| Somerset CAO | 164 Staybrook St | Somerset | PA | 15501 | | | |
| ATR 374 | 164 Willow Rd | Waynesburg | PA | 15370 | | | |
| BUTL617 Stockpile 06 | 165 Freeman Hollow Rd | Loysville | PA | 17047 | | | |
| HAR | 165 Hawbaker Rd | Fort Loudon | PA | 17224 | | | |
| | 1650 Bobali Dr | Harrisburg | PA | 17104-3209 | | | |
| - | 166 Goss Rd | Sinnemahoning | PA | 15861 | | | |
| CTL238 | 1660 Lincoln Way East Units 8 & 9 | Chambersburg | PA | 17201 | | | |
| - | 1661 Easton Rd | Warrington | PA | 18976 | | | |
| - | 1661 Old Philadelphia Pke | Lancaster | PA | 17602 | | | |
| Lawrence CAO | 1663 Beaver Valley Rd | Patton | PA | 16619 | | | |
| - | 167 7th St. | Renovo | PA | 17764 | | | |
| Washington CAO | 167 N Main St | Washington | PA | 15301 | | | |
| State Game Lands 216 | 1670 Bucks Valley Rd | Liverpool | PA | 17068 | | | |
| DEP NW Dist Ofc @ New Castle | 16750 State Rte 706 Ste 6 | Montrose | PA | 18801 | | | |
| - | 1676 County Line Rd | Somerset | PA | 15622 | | | |
| Park Center | 168 Mann Creek Rd | Mansfield | PA | 16933 | | | |
| DLC-39 New Castle | 1680 Kirby Rd | Waynesburg | PA | 15370 | | | |
| ATR 20 | 1688 New Grenada Highway | Waterfall | PA | 16689 | | | |
| - | 1690 N Atherton St | State College | PA | 16803 | | | |
| Lawrence CAO | 16942 Patricia Dr | Meadville | PA | 16335 | | | |
| | 1699 Pottsville Street | Lykens | PA | 17048 | | | |
| | 1699 Valley Forge Rd | Valley Forge | PA | 19482 | | | |
| | 17 AHN Industrial Hwy | Tinicum | PA | 19113 | | | |
| - | 17 Kimberly Ln Ste 4 | Cranberry | PA | 16319 | | | |
| District 11-4 | 17 N 2nd St | Harrisburg | PA | 17101 | | | |
| - | 170 Rte 259 Hwy | Penn Run | PA | 15765 | | | |
| Troop D - New Castle | 1700 Arsenal Blvd | Harrisburg | PA | 17120 | | | |
| New Castle YDC | 1700 Markley Street | Norristown | PA | 19401 | | | |
| Near Clarks Mills | 1701 Duncan Ave | McCandless | PA | 15101 | | | |
| - | 1706 Mount Royal Blvd | Glenshaw | PA | 15116 | | | |
| Municipal Building | 171 Arthur L Hershey Dr | Bedford | PA | 15522 | | | |
| - | 171 Aumick Rd | Mansfield | PA | 16933 | | | |
| Near Ellwood City | 171 Dinner Bell Rd | Hiopyle | PA | 15470 | | | |
| | 171 E Hershey Park Dr | Hershey | PA | 17033 | | | |
| Forest CAO | 171 Elm St | Tionesta | PA | 16353 | | | |
| Beaver CAO | 171 Virginia Ave | Rochester | PA | 15074 | | | |
| PA Game Commission | 1710 Hoover Ave | Allentown | PA | 18103 | | | |
| PA Game Commission Mario Piccirilli | 17117 Trough Creek Dr | James Creek | PA | 16657 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|----------------------------------|----------------------------------|---------------|-------|------------|------|---------|----------|
| Mercer Cnty Welcome Ctr | 1712 Lehigh St | Allentown | PA | 18103 | | | |
| Stockpile 9 | 1712 Piper Rd | Ligonier | PA | 15658 | | | |
| | 1713 Lehigh St | Allentown | PA | 18103 | | | |
| - | 1714 North St | Philadelphia | PA | 19122 | | | |
| | 17171 Shreve Run Rd | Pleasantville | PA | 16341 | | | |
| | 17-19 LeoFiner Rd Sts D1 D2 & D3 | Paoli | PA | 19301-1517 | | | |
| SGL 214 - Crawford County | 172 Fish Hatchery Ln | Tionesta | PA | 16353 | | | |
| PA Game Commission Jacob Olexsak | 172 SR 519 | Eighty Four | PA | 15330 | | | |
| Lakeview Industrial Park | 1720 E Caracas Ave | Hershey | PA | 17033 | | | |
| Lakeview Industrial Park | 1721 Lindholm Rd | Johnsonburg | PA | 16735 | | | |
| Stockpile 140-05 | 17215 Buffalo Rd | Mifflinburg | PA | 17844 | | | |
| Park Office | 1731 W 67th Ave | Philadelphia | PA | 19126 | | | |
| Jamestown Marina Env Classroom | 1735 Lyter Dr | Johnstown | PA | 15905 | | | |
| SCI Mercer | 1737 Quentin Rd | Lebanon | PA | 17042 | | | |
| - | 1738 A 9th Ave | Altoona | PA | 16602 | | | |
| New Castle YDC | 1745 Frew Mill Rd | New Castle | PA | 16107 | | | |
| Troop D - Mercer | 1745 Valley Rd | Mansfield | PA | 16933 | | | |
| PBPP Mercer DO | 1749 S Braddock Ave | Pittsburgh | PA | 15218 | | | |
| District 1-4 | 175 E Hershey Park Dr | Hershey | PA | 17033 | | | |
| DLC-53 Mercer | 175 Shackleford Dr | Monroeville | PA | 15146 | | | |
| Sign Shop | 1750 N George St | York | PA | 17404 | | | |
| Tire Shop | 1751 Wilmington Pike Suite B6 | Glen Mills | PA | 19342 | | | |
| | 176 Purity Rd | Pittsburgh | PA | 15235 | | | |
| RWIS | 1761A Columbia Ave | Lancaster | PA | 17603 | | | |
| SR 0551 Seg 0240 | 1762 Keyser Oak Ave | Scranton | PA | 18508 | | | |
| CCC Sharon | 1772 Tilden Ridge Dr | Hamburg | PA | 19526 | | | |
| SHR140 | 1776 Minuteman Ln | State College | PA | 16803 | | | |
| | 178 Buckaroo Lane | Bellefonte | PA | 16823 | | | |
| Suite 103 | 178 Veterans Blvd | Duncansville | PA | 16635 | | | |
| Mercer CAO | 1782 E 3rd St | Williamsport | PA | 17701 | | | |
| - | 17933 Paint Blvd | Paint | PA | 16254 | | | |
| ATR 381 | 17948 Stone Bridge Rd | Spring Run | PA | 17262 | | | |
| | 179B Levittown Parkway | Levittown | PA | 19055 | | | |
| Park Office | 17A Cabin Rd | Philipsburg | PA | 16866 | | | |
| MERC64 McDowell Road | 18 Boundary Road | Grantville | PA | 17028 | | | |
| 205 Habarka Rd | 18 River Rd | Smithfield | PA | 18360 | | | |
| Stockpile 140-06 | 18 Western Ave | Brookville | PA | 15825 | | | |
| RWIS 180-Mercer | 180 Dessen Dr | Hazleton | PA | 18201 | | | |
| Potter CAO | 180 Eleventh Ave | Meyersdale | PA | 15552 | | | |
| - | 180 Newberry Parkway | Etters | PA | 17319 | | | |
| Armstrong CAO | 180 Old Swede Rd Ste 6 | Douglassville | PA | 19518 | | | |
| Troop D Kittanning Station | 180 West Girard Ave | Philadelphia | PA | 19123 | | | |
| State Game Lands 247 | 1800 Daisy St | Clearfield | PA | 16830 | | | |
| - | 1800 Elmerton Ave | Harrisburg | PA | 17110 | | | |
| District 10-1 | 1800 Herr St | Harrisburg | PA | 17103-1540 | | | |
| District 10-1 | 1800 Wilimington Rd | New Castle | PA | 16103 | | | |
| Stockpile 08 | 1807 Walnut Street | Camp Hill | PA | 17011 | | | |
| | 18073 Erie St | Centerville | PA | 16404 | | | |
| | 1808 Milligans Cove Rd | Buffalo Mills | PA | 15534 | | | |
| Stockpile 3 | 181 N Main St | Mansfield | PA | 16933 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|---|-----------------------------|--------------------|--------------|------------|-------------|----------------|-----------------|
| - | 181 Rothrock Ln | Huntingdon | PA | 16652 | | | |
| Clarion CAO | 1810 Shumway Hill Rd | Wellsboro | PA | 16901 | | | |
| Still Hall | 182 Buchanan Trail | McConnellsburg | PA | 17233 | | | |
| Troop C - Clarion | 1824 Daisy St | Clearfield | PA | 16830 | | | |
| Forest District 8 Office | 1824 Murray Ave | Pittsburgh | PA | 15217 | | | |
| - | 1825 Stanley Dr | Harrisburg | PA | 17103-1256 | | | |
| Clarion Mall | 1825-A Limekiln Pke Ste 1 | Dresher | PA | 19025 | | | |
| - | 183 Clay Pike Road | Acme | PA | 15610 | | | |
| - | 183 High Flight Drive | Washington | PA | 15301 | | | |
| JEFF696-Cooksburg | 183 McCall Dam Rd | Loganton | PA | 17747 | | | |
| Park Office | 1839 Abington Road | North Abington Twp | PA | 18414 | | | |
| - | 184 Donald Ln | Johnstown | PA | 15904 | | | |
| Cook Forest State Park Ridge Campground | 184 Hardly Able Rd | Grampian | PA | 16838 | | | |
| Breezmont Water Pump Station | 1844-A Stefko Blvd | Bethlehem | PA | 18017 | | | |
| Cook Homestead Bed and Breakfast | 1848 Leithsville Rd | Hellertown | PA | 18055 | | | |
| Cook Forest Park Office | 18492 Smock Hwy | Meadville | PA | 16335 | | | |
| Stockpile 05 | 1850 Arsenal Blvd | Harrisburg | PA | 17104 | | | |
| Stockpile 7 | 1850 Pard Manor Blvd | Pittsburgh | PA | 15205 | | | |
| Stockpile 06 | 1854 Brookwood St | Harrisburg | PA | 17104 | | | |
| - | 1855 New Hope St | Norristown | PA | 19401 | | | |
| Stockpile 02 | 186 Enterprise Dr | Philipsburg | PA | 16866 | | | |
| Clarion Weigh Station | 1861 Harmony Rd | Patchinville | PA | 15742 | | | |
| White Memorial Bldg | 1864 New Castle Rd | Portersville | PA | 16051 | | | |
| Stockpile 2 | 187 Big Run Rd | Sigel | PA | 15860 | | | |
| HAR 53 Site 27 | 1874 Homeville Rd | West Mifflin | PA | 15122 | | | |
| - | 1875 New Hope St | Norristown | PA | 19401 | | | |
| PA Game Commission NWRO Stacy Wolbert | 1880 Park Dr | Drumore | PA | 17518 | | | |
| SCI Forest | 1885 New Hope St | Norristown | PA | 19401 | | | |
| Marienville State Police Station | 1889 Wolf Rock South Rd | Salisbury | PA | 15558 | | | |
| - | 189 Fyock Rd | Indiana | PA | 15701 | | | |
| - | 189 Pleasant View-Smock Rd | Smock | PA | 15449 | | | |
| SR 0066 Seg 0180 Offset 0171 | 189 Tower Road | Mahanoy City | PA | 17948 | | | |
| - | 1890 McClellandtown Rd | Masontown | PA | 15561 | | | |
| PGC Southwest Game Farm | 19 McQuiston Dr | Jackson Center | PA | 16133 | | | |
| Stockpile 04 | 19 W Court St | Doylestown | PA | 18901 | | | |
| - | 190 Briar City Rd | Pottsville | PA | 17901 | | | |
| PA Game Commission SGL 63 | 190 Mill Rd | Chambersburg | PA | 17201 | | | |
| Food Distribution | 1901 Ruffner St | Philadelphia | PA | 19140 | | | |
| District 10-3 | 19017 Finerk Ave Plz | Meadville | PA | 16335 | | | |
| Har-60 VMS-62 EB Site 29 | 1903 E 3rd St | Williamsport | PA | 17701 | | | |
| HAR 64 Site 32 | 1905 Washington Ave | Hyde | PA | 16843 | | | |
| PSP Cosmus Remote | 191 Erie Blvd, Ste A | Susquehanna | PA | 18847 | | | |
| RD 2 Box 245 | 1910 Center St | Northampton | PA | 18067 | | | |
| PA Game Commission - Podeszek | 1910 Cochran Rd | Pittsburgh | PA | 15220 | | | |
| Stockpile 04 | 1910 Pine Drive - Lancaster | Lancaster | PA | 17601-5530 | | | |
| - | 1910 W 26th St | Erie | PA | 16508 | | | |
| District 1-0 | 1911 Holicong Road | New Hope | PA | 18939 | | | |
| Btry C 1st Bn 107th FA | 1918 Allen St | Allentown | PA | 18104 | | | |
| Park Office | 192 N Valley Rd | Harrisonville | PA | 17228 | | | |
| Plumer Fire Tower | 1920 Inverness Road | Montoursville | PA | 17754 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---|----------------------------------|---------------------|-------|------------|------|---------|----------|
| Oil Creek State Park | 1920 Kutztown Rd | Reading | PA | 19604-1518 | | | |
| Oil Creek SP amphitheater/education bldg. | 1920 Susquehanna Trail N | York | PA | 17404 | | | |
| | 1920 Technology Parkway | Mechanicsburg | PA | 17050 | | | |
| Campground Parking Lot | 1922 Mineral Point Road | Mineral Point | PA | 15942 | | | |
| Chapman State Park Office | 1924-30 Daisy St | Clearfield | PA | 16830 | | | |
| Montgomery CAO/Norristown District | 1931 New Hope St | Norristown | PA | 19401 | | | |
| RWIS | 1935 Fairmount Ave | Philadelphia | PA | 19130 | | | |
| RWIS Boshung | 1935 Mountain View Dr | Ottsville | PA | 18942 | | | |
| - | 1936 W. MacDade Unit 17A | Woodlyn | PA | 19094 | | | |
| - | 1937 New Hope St | Norristown | PA | 19401 | | | |
| Stockpile 6 | 1940 North Wolf Rock Road | Salisbury | PA | 15558 | | | |
| | 1940 S Christopher Columbus Blvd | Philadelphia | PA | 19148 | | | |
| - | 1942 Kent Drive | Camp Hill | PA | 17011 | | | |
| Sandra Baughman | 1945 Greymont St | Philadelphia | PA | 19116 | | | |
| Venango CAO | 195 Aviation Dr | Johnstown | PA | 15904 | | | |
| Troop E - Franklin | 195 Camp 3 Rd | Hookstown | PA | 15026 | | | |
| B.E.S.O. - FRANKLIN | 195 Park Rd | Prospect | PA | 16052 | | | |
| State Game Lands 39 | 195 Valley View Dr | Meadville | PA | 16335 | | | |
| Northwest Regional Office | 1950 Crooked Hill Rd | Harrisburg | PA | 17110 | | | |
| PBPP Franklin SO | 1955 Wharton St | Pittsburgh | PA | 15203 | | | |
| PBPP Franklin SO | 196 E Overbrook Rd | Shavertown | PA | 18707 | | | |
| - | 1961 New Hope St | Norristown | PA | 19401 | | | |
| District 1-5 - VENA614 | 1964 Stover Mill Rd | Bedminster | PA | 18944 | | | |
| Norristown/Philadelphia UMR Team | 1965 Calamia Dr | Norristown | PA | 19401 | | | |
| Anita Mottillo | 1966 Calamia Dr | Norristown | PA | 19401 | | | |
| 2nd floor | 1969 Highland Dr | State College | PA | 16803 | | | |
| Crawford CAO | 1969 Stover Mill Rd | Bedminster | PA | 18944 | | | |
| Troop E - Meadville Radio Tower | 197 Gibbons Rd | Patton | PA | 16668 | | | |
| NW Training Center | 197 Nursery Rd | Howard | PA | 16841 | | | |
| Troop E Meadville | 1970 New Holland Rd | Kenhorst | PA | 19607-3645 | | | |
| 11528 State Hwy 98 | 1971 Mahoning Dr E | Lehighton | PA | 18235 | | | |
| - | 1973 Norristown Rd | Maple Glen | PA | 19002 | | | |
| DEP NW Regional Office @ Meadville | 198 River Rd | Washington Crossing | PA | 18977 | | | |
| FD 14 Meadville Satellite Office | 1989 Wyoming Ave | Forty Fort | PA | 18704 | | | |
| PA Wine & Spirits Shoppe 2001 | 199 Beaver Dr | DuBois | PA | 15801 | | | |
| - | 199 E Cowley Run Rd | Emporium | PA | 15834 | | | |
| - | 199 N 7th St | Harrisburg | PA | 17125 | | | |
| Food Distribution Rep | 199 W Main St | Macungie | PA | 18062 | | | |
| DLC-23 Meadville | 1991 Sproul Rd, Spc 37 | Broomall | PA | 19008 | | | |
| District 1-1 | 2 E Arch St | Shamokin | PA | 17782 | | | |
| | 2 E Main St | Norristown | PA | 19401 | | | |
| Pa Game Commission SGL 143 NWRO | 2 Eckley Main Street | Weatherly | PA | 18255 | | | |
| Stockpile 12 | 2 Governor's Way | Annaville | PA | 17003-5300 | | | |
| Torpedo Stockpile 04 | 2 Humbert Ln | South Strabane | PA | 15301 | | | |
| PennDOT Oil Creek Stockpile | 2 I-81 Route 1 Box 5670 | Grantville | PA | 17078 | | | |
| FD 14 Tionesta Satellite Ofc | 2 I-83-N | Shrewsbury | PA | 17361 | | | |
| Stockpile | 2 Kane Ln | Taylor | PA | 18517 | | | |
| Fieldmore Hill | 2 Market St | Warren | PA | 16365 | | | |
| Polk Center | 2 Moxley Ln | Avondale | PA | 19311 | | | |
| - | 2 N 9th St | Allentown | PA | 18103 | | | |

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|------------------------------------|----------------------------|--------------------|--------------|------------|-------------|----------------|-----------------|
| RWIS | 2 N. Main St. | Pittston | PA | 18640 | | | |
| RWIS Nu Metrics | 2 Noyes Area | Renovo | PA | 17764 | | | |
| - | 2 Old Pond Rd | Bridgeville | PA | 19107 | | | |
| SERS Suite 6 Duawl Prof. Plaza | 2 Parkedge Dr | Zelienople | PA | 16063 | | | |
| Building 140 | 2 Parkway E | Pittsburgh | PA | 15210 | | | |
| WARR690-Henrys Mills | 2 Pleasant Hill Rd | Fairview | PA | 17070 | | | |
| FORE695-Blue Jay Creek | 2 Presque Isle State Park | Erie | PA | 16509 | | | |
| FORE693-Mayburg | 2 Public Sq | Wilkes Barre | PA | 18711 | | | |
| FORE694-Minister | 2 Village Ctr | Tunkhannock | PA | 18657 | | | |
| FORE64 - Brookston | 2 West Fisher Drive | Erie | PA | 16505 | | | |
| | 2.5 Mi NE of Marienville | Marienville | PA | 16239 | | | |
| ATR 385 | 20 Follies Rd | Dallas | PA | 18612 | | | |
| Stockpile 05 | 20 Liberty Blvd | Malvern | PA | 19355 | | | |
| Stockpile 07 | 20 N 6th St | Dubois | PA | 15801 | | | |
| Forest CAO | 200 Adams Ave | Scranton | PA | 18503 | | | |
| Tionesta State Fish Hatchery | 200 Barracks Rd | Butler | PA | 16001 | | | |
| PO Box 405 | 200 Prushnok Drive | Punxsutawney | PA | 15756 | | | |
| - | 200 Racetrack Rd | Meadowlands | PA | 15347 | | | |
| RWIS SR 62 | 200 S Broad St | Philadelphia | PA | 19102 | | | |
| Danville State Hospital | 200 State Hospital Drive | Danville | PA | 17821 | | | |
| - | 200 W Ridge Pke | Limerick | PA | 19468 | | | |
| Drake Well Museum | 2001 Elmerton Ave | Harrisburg | PA | 17110 | | | |
| | 2001 Lincoln Way | White Oak | PA | 15131 | | | |
| RWIS Site 1031 | 2005 Swede Rd | Norristown | PA | 19404 | | | |
| Townville Stockpile | 20069 Croghan Rd | Orbisonia | PA | 17243 | | | |
| Stockpile 06 | 2009 Industrial Dr | Houtzdale | PA | 16698 | | | |
| - | 200C South Best Ave | Walnutport | PA | 18088 | | | |
| Warren CAO | 201 2nd Ave Ste 107 | Collegeville | PA | 19426 | | | |
| Northampton CAO | 201 Larry Holmes Dr | Easton | PA | 18044 | | | |
| Warren State Hospital | 201 Old Rodgers Rd | Bristol | PA | 19007 | | | |
| Troop E - Warren | 201 Pine St | Berwick | PA | 18603 | | | |
| DEP Northwest Dist Ofc | 201 Power St | New Castle | PA | 16102 | | | |
| Forest District 14 Office | 201 Princeton Ave | Palmerton | PA | 18071 | | | |
| Wheeler Fire Tower | 201 W Harford St | Milford | PA | 18337 | | | |
| 1st Fl | 201 W Wheeling St | Washington | PA | 15301 | | | |
| DLC-68 Warren | 201 Warbler Wy | Howard | PA | 16841 | | | |
| - | 2010 Rittenhouse Sq | Philadelphia | PA | 19103 | | | |
| Stockpile 09 | 20111 Rte 19 Rm 302A | Cranberry Township | PA | 16066 | | | |
| District 1-6 | 2012 Penny Ln | Jeannette | PA | 15644 | | | |
| PennDOT Warren County Maint Office | 2014 Old Arch Rd Store 4 | Norristown | PA | 19401 | | | |
| | 20170 Route 948 | Sheffield | PA | 16347 | | | |
| - | 202 Farmington Dr | Venetia | PA | 15367 | | | |
| Stockpile 08 | 202 Hollidaysburg Plz | Duncansville | PA | 16635 | | | |
| RWIS Clintonville | 202 Museum Ln | Titusville | PA | 16354 | | | |
| HAR 45 Site 25 | 2022 E County Line Rd | Huntingdon Valley | PA | 19006 | | | |
| VMS 45 EB & HAR 42 Site 23 | 2026 W Sunbury Rd | West Sunbury | PA | 16061 | | | |
| Stockpile 2 | 2027 Pennsylvania Ave East | Warren | PA | 16365 | | | |
| Bldg 1 Washington | 202A 1st St | Summerdale | PA | 17093 | | | |
| Cambridge Springs Readiness Center | 203 Bottle Drive | Ralpho | PA | 17860 | | | |
| - | 203 E Arch St | Pottsville | PA | 17901 | | | |

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|--------------------------------------|------------------------------|-------------------|--------------|------------|-------------|----------------|-----------------|
| PA Game Commission Western Game Farm | 203 N Main St | Punxsutawney | PA | 15767 | | | |
| ATR 002 | 2034 Brandywine St | Philadelphia | PA | 19130 | | | |
| Stockpile | 2034 W State St | New Castle | PA | 16101 | | | |
| | 2035 N Front St | Harrisburg | PA | 17102-2106 | | | |
| District 1-11 | 2038 Smith Township Rd Ste 2 | Burgettstown | PA | 15021 | | | |
| - | 204 2nd Avenue | Franklin | PA | 16323 | | | |
| 13365 Rte 6 | 2040 Ardmore Blvd | Pittsburgh | PA | 15221 | | | |
| RR 2 Box 140 | 2040 Market St | Philadelphia | PA | 19103 | | | |
| | 2040 S 12th St | Allentown | PA | 18103 | | | |
| Presque Isle Chemical - DEP | 2041 Deer Path Rd | Harrisburg | PA | 17110 | | | |
| - | 2047B Bridge Rd | Schwenksville | PA | 19473 | | | |
| SR 3006 Seg 0330 Offset 1750 | 2047C Bridge Rd | Schwenksville | PA | 19473 | | | |
| - | 20480 Old Turnpike Rd | Laurelton | PA | 17845 | | | |
| RWIS SR 6N | 205 Canoe Creek Road | Hollidaysburg | PA | 16648 | | | |
| Luzerne CAO | 205 S Washington St | Wilkes Barre | PA | 18711 | | | |
| 241 Manchester Rd | 205 W Beaver St | Mercer | PA | 16137 | | | |
| 2000 Lohrer Rd | 205 Witherow St | Punxsutawney | PA | 15767 | | | |
| 7895 W Lake Rd | 2051 S Atherton St | State College | PA | 16801 | | | |
| Troop E - Girard | 20591 Coles Valley Rd | Waterfall | PA | 16689 | | | |
| | 206 Maintenance Way | Tobyhanna | PA | 18466 | | | |
| | 206 Marion Street | Browndale | PA | 18421 | | | |
| 13300 Hartstown Rd | 206 N Warren Ave | Apollo | PA | 15613 | | | |
| 13240 Hartstown Rd | 206 Seven Fields Blvd | Seven Fields | PA | 16046 | | | |
| Linesville Contact Station | 2060 William Pitt Way | Pittsburgh | PA | 15238 | | | |
| Linesville Livery | 2064 Logan Rd | Glen Campbell | PA | 15742 | | | |
| 1.5 Mi E of Linesville | 2067 Lycoming Creek Rd | Williamsport | PA | 17701 | | | |
| RWIS Site 157-2 | 20670 Bennets Valley Hwy | Byrnedale | PA | 15827 | | | |
| CAVC 805 | 207 Correction Rd | Cresson | PA | 16699 | | | |
| | 207 Stackpole St | St Marys | PA | 17518 | | | |
| PA Game Commission WLM Tim Hoppe | 207 Sunset Dr | Butler | PA | 16001 | | | |
| 8451 Station Rd | 207 W Willow Ave | Middleburg | PA | 17842 | | | |
| Erie County Welcome Ctr | 20745 Route 6 | Warren | PA | 16365 | | | |
| RWIS | 2075 Springwood Rd Unit 30 | York | PA | 17403 | | | |
| | 2076 Fruitville Pke | Lancaster | PA | 17601 | | | |
| SGL 269 - Crawford County | 208 Chestnut St | Kane | PA | 16735 | | | |
| HAR | 208 Constitution Ave | Hanover Township | PA | 18706 | | | |
| Troop E - Corry | 208 Countryside Plz | Mt Pleasant | PA | 15666 | | | |
| 9450 Rte 6 | 208 W 3rd St | Williamsport | PA | 17701 | | | |
| Stockpile 3 | 2080 County Line Rd | Huntingdon Valley | PA | 19006 | | | |
| | 209 8th St 1st Floor | Upland | PA | 19015 | | | |
| SGL 218 - Erie County | 209 Commerce Rd | Clarion | PA | 16214 | | | |
| - | 209 Institution Dr | Houtzdale | PA | 16698 | | | |
| District 1-2 | 209 W Baltimore Ave | East Lansdowne | PA | 19050 | | | |
| ATR 001 | 209 W Lancaster Ave | Wayne | PA | 19087 | | | |
| ATR 207 | 2099 Lincoln Hwy E | Lancaster | PA | 17602 | | | |
| DMS | 21 Carl Dr | Friendensburg | PA | 17933 | | | |
| HAR @ Welcome Ctr | 21 Griffith Dr | Home | PA | 15747 | | | |
| | 1.0783E+5 21 Little St | Canton | PA | 17724 | | | |
| Administration Bldg | 21 N River St | Plains | PA | 18705 | | | |
| UCSC Erie | 21 S 5th St | Philadelphia | PA | 19106 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|---|-----------------------------------|----------------|--------------|------------|-------------|----------------|-----------------|
| DOR | 21 S Brown St | Lewistown | PA | 17044 | | | |
| Suite LL1 | 210 Market St | Williamsport | PA | 17701 | | | |
| Renaissance Bldg Erie H&A, OLTL | 210 Meadow Ave | Scranton | PA | 18505 | | | |
| Warren CAO | 210 North Drive | N Warren | PA | 16365 | | | |
| Renaissance Center | 210 Route 61 | Conyngham | PA | 17801 | | | |
| | 2100 Easton Rd | Danboro | PA | 18916 | | | |
| Erie CAO | 2100 Longs Rd | Patton | PA | 16668 | | | |
| PBPP Erie DO | 2101 Swede Rd | Norristown | PA | 19401 | | | |
| RWIS A60 Fast Bridge | 21013 CCC Memorial Highway | Emporium | PA | 15834 | | | |
| | 21027 CCC Memorial Highway | Emporium | PA | 15834 | | | |
| | 2103 Rexmont Rd | Cornwall | PA | 17016 | | | |
| DOR | 2105 Lincoln Hwy E | Lancaster | PA | 17604 | | | |
| LCE - DO # 8 | 21057 Paint Blvd | Shippenville | PA | 16254 | | | |
| Tom Ridge Center | 2107 Antis Area | Bellwood | PA | 16617 | | | |
| Presque Isle Sewage Treatment Plant | 211 E Erie St | Linesville | PA | 16424 | | | |
| Presque Isle State Park Lifeguard Building | 2112 Bumble Bee Hollow Rd | Mechanicsburg | PA | 17055 | | | |
| Presque Isle State Park Maintenance Bldg | 2115 N 22nd St | Philadelphia | PA | 19121 | | | |
| Presque Isle State Park Marina | 2117 Rostraver Area | Rostraver | PA | 15012 | | | |
| Presque Isle State Park Office Ranger Station | 2118 Cottman Ave | Philadelphia | PA | 19152 | | | |
| Stull Interpretive Center | 212 E High St | Pottstown | PA | 19464 | | | |
| | 212 Ohio St | Boswell | PA | 15331 | | | |
| | 212 S Main St | Sheffield | PA | 16347 | | | |
| | 2121 Noblestown Rd | Pittsburgh | PA | 15205 | | | |
| - | 21251 Route 322 | Clarion Twp | PA | 15829 | | | |
| CCC Erie | 213 N Woodlawn Ave | Aldan | PA | 19018 | | | |
| Erie Maritime Museum | 213 Penn St | Point Marion | PA | 15474 | | | |
| Rambler's Rest | 2130 Herr St | Harrisburg | PA | 17105 | | | |
| | 2130 S Queen St | York | PA | 17403 | | | |
| - | 2136 Wilkes Barre Twp Marketplace | Wilkes Barre | PA | 18702 | | | |
| | 214 5th St | Avonmore | PA | 15618 | | | |
| Presque Isle Downs | 2140 Herr St | Harrisburg | PA | 17120 | | | |
| Presque Isle State Park Ranger Station | 2140 Herr St Rear | Harrisburg | PA | 17103 | | | |
| Beach 10 | 2143 MacDade Blvd | Holmes | PA | 19043 | | | |
| Beach 11 | 21449 Broad St | Huntingdon | PA | 16652 | | | |
| Cook House | 2148 White St Ste 3 | York | PA | 17404 | | | |
| Beach 6 | 215 E Church St | Lock Haven | PA | 17745 | | | |
| Stull Center | 215 E Market St | Blairsville | PA | 15717 | | | |
| Beach 8 | 215 Lancaster Ave | Malvern | PA | 19355 | | | |
| HAR | 215 N Maple St | Mercer | PA | 16137 | | | |
| PennDot DLC 02 Erie | 215 SR 244 N | Coudersport | PA | 16915 | | | |
| | 2150 Herr St | Harrisburg | PA | 17103 | | | |
| Camillo L Presogna | 2152 N Bethlehem Pke | West Rockhill | PA | 18960 | | | |
| ITS RWIS Sensor | 2154 W Union Blvd | Bethlehem | PA | 18018-2011 | | | |
| | 216 Mountain View | Jim Thorpe | PA | 18229 | | | |
| ATR 301 | 216 N 6th St | Sunbury | PA | 17801 | | | |
| PA Soldier's & Sailor's Home | 2161 Memorial Hwy Ste 101 | Dallas | PA | 18612 | | | |
| Troop E - HQ | 2169 Roaring Creek Trail | Mt Carmel | PA | 17851 | | | |
| DOR | 217 Atwood St | Pittsburgh | PA | 15213 | | | |
| Milcreek Square Suite A 9 | 217 Pheasant Farm Rd | New Bethlehem | PA | 16242 | | | |
| Altoona State Office Bldg | 217 State Dr | Elizabethville | PA | 17023 | | | |

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|----------------------------------|-------------------------------|-------------------|--------------|------------|-------------|----------------|-----------------|
| DOR | 217 W State St | Sharon | PA | 16146 | | | |
| Altoona Police Department | 2170 Ben Franklin Hwy | Ebensburg | PA | 15931 | | | |
| - | 21742 German Rd | Meadville | PA | 16335 | | | |
| Blair CAO | 2174A Rte 611 | Swiftwater | PA | 18370 | | | |
| PBPP Altoona DO | 218 Aviation Dr | Johnstown | PA | 15902 | | | |
| Suite 101 | 218 E Chestnut Avenue | Altoona | PA | 16601 | | | |
| ATR 379 | 218 N Kimberly Ave | Somerset | PA | 15501 | | | |
| Philadelphia CAO - Liberty DO | 219 E Lehigh Ave | Philadelphia | PA | 19125 | | | |
| - | 219 Grayson Dr | Clarks Green | PA | 18411 | | | |
| DEP SER District Office | 219 I-80-W | Danville | PA | 17821 | | | |
| Logan Valley Mall | 219 W High St | Ebensburg | PA | 15931 | | | |
| DLC-44 Altoona | 2193 Barrertt Rd | Woodland | PA | 16881 | | | |
| | 2197 Golden Key Rd | New Smithville | PA | 18066 | | | |
| | 22 Buckingham St | Tidioute | PA | 16351 | | | |
| Cross Keys Rd | 22 Burgert Dr | Towanda | PA | 18848 | | | |
| Stockpile 9 - CAMB690 | 22 S 23rd St | Philadelphia | PA | 19103 | | | |
| Bellwood Stockpile | 22 Saratoga Lane | Mifflinburg | PA | 17844 | | | |
| Allegheny CAO/Southeast District | 220 6th St | McKeesport | PA | 15132 | | | |
| PSP Blue Knob Remote | 220 Beacon Light Rd | Coatesville | PA | 19320 | | | |
| Group Camp #1 | 220 E Rosedale Ave | West Chester | PA | 19383 | | | |
| DMS | 220 Jacksonville Road | Hatboro | PA | 19040 | | | |
| | 220 Locust Lake Rd | Barnesville | PA | 18214 | | | |
| Administration Building | 220 Passmore Hill Rd | Curwensville | PA | 16833 | | | |
| Hollidaysburg Readiness Center | 2200 Ben Franklin Pkwy | Philadelphia | PA | 19107 | | | |
| LCE - DO # 5 | 2200 Rosstown Rd | Lewisberry | PA | 17339 | | | |
| | 22001 Route 6 | Warren | PA | 16365 | | | |
| | 2201 Belmont Ave | Philadelphia | PA | 19131 | | | |
| Raystown Building (Area 420) | 2201 Belmont Avenue | Philadelphia | PA | 19131 | | | |
| Hollidaysburg OCYF-OCDEL | 2208 Broad St | Erie | PA | 16503 | | | |
| Hollidaysburg OCYF-OCDEL | 221 Delaware Ave | Palmerton | PA | 18071 | | | |
| Park Office | 221 E 18th St | Erie | PA | 16503 | | | |
| Park Office | 22130 Greytown Hills | Cambridge Springs | PA | 16403 | | | |
| Canoe Creek State Park | 222 Marshall Drive | McKeesport | PA | 15132 | | | |
| Bathhouse | 222 Northern Blvd Ste C | Clarks Summit | PA | 18411 | | | |
| District 9-0 | 2221 Forster St | Harrisburg | PA | 17103-1729 | | | |
| ITS District 9-2 | 2223 Galloway Rd | Bensalem | PA | 19020 | | | |
| HAR | 2225 Lick Run Rd | Williamsport | PA | 17701 | | | |
| Near Rodman | 223 Grove City Rd Ste 2 | Slippery Rock | PA | 16057 | | | |
| Stockpile 12 | 223 South Mountain Blvd Ste 2 | Mountaintop | PA | 18707 | | | |
| WIM | 2230 Rte 6 | Gaines | PA | 16921 | | | |
| Mercer CAO | 2236 Highland Rd | Hermitage | PA | 16148 | | | |
| Youth Forestry Camp 3 | 22361 Rte 68 Suite 50 | Clarion | PA | 16214 | | | |
| PGC NCRO Christopher Ivicic | 2238 Washington Ave | Philadelphia | PA | 19146 | | | |
| Food Distribution Field Rep | 2239 School Street | Mt Pleasant | PA | 15666 | | | |
| Stockpile 07 | 224 Nazareth Pke | Bethlehem | PA | 18020 | | | |
| | 224 S German St | Dushore | PA | 18614 | | | |
| SCI Huntingdon | 224 Stone Lodge Road | Derry | PA | 15627 | | | |
| SCI Smithfield | 2241 Paxton Church Rd | Harrisburg | PA | 17110 | | | |
| - | 2243 Paxton Church Rd | Harrisburg | PA | 17110 | | | |
| Huntingdon CAO | 225 E Park Ave | Sellersville | PA | 18960 | | | |

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|-----------------------------------|--------------------------------|-------------------|--------------|------------|-------------|----------------|-----------------|
| Huntingdon Readiness Center | 225 La Carra Dr | Lansdowne | PA | 19050-1717 | | | |
| Roxanne Oswald | 225 Lancaster Ave | Malvern | PA | 19355 | | | |
| Troop G - Huntingdon | 225 Market Street | Sunbury | PA | 17801 | | | |
| South Central Regional Office | 225 N York Rd | Hatboro | PA | 19040 | | | |
| SCRO Forestry Randy Fickes | 225 Pleasant Valley Rd | Portersville | PA | 16051 | | | |
| Adams CAO | 225 S Franklin St | Gettysburg | PA | 17325 | | | |
| Ironmasters Mansion | 2250 Dinner Bell Five Forks Rd | Wharton | PA | 15440 | | | |
| Forest District 5 Office | 2256 South River Rd | Halifax | PA | 17032 | | | |
| Contact Station | 226 Big 96 Rd | Georges | PA | 15436 | | | |
| Park Office | 226 Big Six Rd (rear) | Georges | PA | 15436 | | | |
| Beach Bldg | 226 Donohoe Road | Greensburg | PA | 15601 | | | |
| Maintenance Bldg | 226 N High St | West Chester | PA | 19380 | | | |
| Maintenance Headquarters | 226 Stereator Rd | Penfield | PA | 15849 | | | |
| Call Center | 227 N State St | Ephrata | PA | 17522 | | | |
| Call Center | 227 State Street | Harrisburg | PA | 17101 | | | |
| Greenwood Furnace STP | 227-A Spruce Run Rd | Millville | PA | 17846 | | | |
| - | 228 Summer Place Ln | Somerset | PA | 15557 | | | |
| - | 2289 Schoenersville Rd | Bethlehem | PA | 18017 | | | |
| DLC-61 Huntingdon | 229 N Broad St | Doylestown | PA | 18901 | | | |
| District 9-5 | 229 Plaza Blvd | Morrisville | PA | 19067 | | | |
| District 9-5 | 22907 Great Cove Rd | Fort Littleton | PA | 17223 | | | |
| District 09-5 | 22992 Center St | Cambridge Springs | PA | 16403 | | | |
| Stockpile 9 | 23 Marchwood Rd | Exton | PA | 19341 | | | |
| - | 23 Meadowbrook Dr | Schuylkill Haven | PA | 17972 | | | |
| | 230 Chestnut St | Meadville | PA | 16335 | | | |
| Park Office | 230 W Hamilton Ave | State College | PA | 16801 | | | |
| Swimming Pool | 230 Yost Blvd | Pittsburgh | PA | 15221 | | | |
| Twin Fawn Cabin | 2300 Vartan Way | Harrisburg | PA | 17110 | | | |
| Stockpile 8 | 2301 N Cameron St | Harrisburg | PA | 17110-9405 | | | |
| Trough Creek Maintenance HQ | 2310 Linglestown Rd | Harrisburg | PA | 17110 | | | |
| Gasboy TopKAT System | 2312 Laurel Hill Park Rd | Somerset | PA | 15501 | | | |
| Park Office | 232 Fox Run Ln Ste 101 | East Stroudsburg | PA | 18302 | | | |
| Campground | 232 Sunrise Ave | Honesdale | PA | 18431 | | | |
| GAI Tronics | 2320 Island Ave | Philadelphia | PA | 19142 | | | |
| PSP Aviation Patrol Unit 7 | 2321 E State St | Hermitage | PA | 16148 | | | |
| SGL 147 - Blair County | 2323 N Elmira St | Sayre | PA | 18840 | | | |
| PA Game Commission c/o Brad Myers | 2329 Federal Street | Philadelphia | PA | 19146 | | | |
| PA Dept of Agriculture Region 5 | 233 Shiloh St | Pittsburgh | PA | 15211 | | | |
| PA Game Commission SGL 41 | 233 W Otterman St | Greensburg | PA | 15601 | | | |
| DHS Hearings and Appeals | 2330 Vartan Way | Harrisburg | PA | 17110 | | | |
| Stockpile 20 | 2334 Oakland Ave | Indiana | PA | 15701 | | | |
| SGL 108 - Cambria County | 234 Allegheny Blvd | Brookville | PA | 15825 | | | |
| Park Office | 234 Kutenai Trail | Mercer | PA | 16137 | | | |
| Lifeguard Station | 23429 N Mosiertown Rd | Saegertown | PA | 16433 | | | |
| Ranger Station | 2347 Oregon Pke Ste 105 | Lancaster | PA | 17601 | | | |
| Marina | 235 East 23rd Street | Hazle Township | PA | 18202 | | | |
| Prince Gallitzin State Park | 235 W Chelton Ave | Philadelphia | PA | 19144 | | | |
| Lifeguard Bldg | 2350 N Reading Rd Store 11 | Denver | PA | 17517 | | | |
| Wyerough Mooring Area | 2350 Noblestown Rd | Pittsburgh | PA | 15205 | | | |
| OD Campground | 2356 Golden Mile Hwy | Pittsburgh | PA | 15239 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------------|--------------------------|-------------------|-------|------------|------|---------|----------|
| PGC WLM Biologist G Turner | 2364 Harmony Rd | Susquehanna | PA | 18847 | | | |
| PA Game Comm c/o Amy Nabozny | 237 Sussex Way | Greensburg | PA | 15601 | | | |
| Wipple Dam State Park | 238 Commerce Cir | Bristol | PA | 19007 | | | |
| Stockpile 05 | 239 Butler Rd | Kittanning | PA | 16201 | | | |
| - | 2390 Hudson Dr | Weatherly | PA | 18255 | | | |
| State Game Lands 33 | 2395 Old York Rd | Jamison | PA | 18929 | | | |
| ITS District 05 | 24 E 4th St | Bridgeport | PA | 19405 | | | |
| Warriors Path State Park | 24 Hillside Ave | Eagleville | PA | 19403-1559 | | | |
| Montgomery CAO - Pottstown District | 24 Robinson St | Pottstown | PA | 19464 | | | |
| Park Office | 24 Stewardson Area | Cross Fork | PA | 17729 | | | |
| Troop G - HQ | 240 Adams Ave | Scranton | PA | 18503 | | | |
| - | 240 Buffalo Plz | Sarver | PA | 16055 | | | |
| - | 240 Match Factory Place | Bellefonte | PA | 16823 | | | |
| - | 240 Ridge Ave | Ephrata | PA | 17522 | | | |
| Stockpile | 2401 E Venango St | Philadelphia | PA | 19134 | | | |
| RWIS | 2401 Vare Ave | Philadelphia | PA | 19145 | | | |
| | 241 E Market St | Clearfield | PA | 16830 | | | |
| FULT62 New Grenada | 241 Golden City Rd | Saxonburg | PA | 16056 | | | |
| PA Game Commission SGI 121 | 2410 Wilmington Rd | New Castle | PA | 16101 | | | |
| HUNT01/77-Loop Lookout | 2411 26th St SW | Allentown | PA | 18103 | | | |
| SCI Houtzdale | 2413 Laurel Hill Park Rd | Somerset | PA | 15501 | | | |
| SCI Houtzdale | 2413 Laurel Hill Rd | Somerset | PA | 15501 | | | |
| PO Box A | 2421 Ashbury Rd | Erie | PA | 16506 | | | |
| Cresson Secure Unit | 2425 Route 4009 | Forksville | PA | 18616 | | | |
| RWIS SR 0022 | 2429 Aramingo Ave | Philadelphia | PA | 19125 | | | |
| - | 2429 South St | Philadelphia | PA | 19146 | | | |
| McKean CAO | 243 Pearson Rd | Jersey Shore | PA | 17740 | | | |
| - | 243 Schneider Dr | Lebanon | PA | 17046 | | | |
| Dauphin CAO | 2432 N 7th St | Harrisburg | PA | 17110 | | | |
| DHS Staff Dev | 2433 Jefferson Street | Harrisburg | PA | 17110 | | | |
| Anti Icing Machine | 2433 Lisburn Rd | Camp Hill | PA | 17001 | | | |
| CAVC 809 | 244 Arch Dr | Emporium | PA | 15834 | | | |
| Park Office / Visitor Center | 244 Market Place Blvd | Selinsgrove | PA | 17870 | | | |
| Campground | 245 Darr Street | Johnstown | PA | 15904 | | | |
| pole at dam - Sinnemahoning St Prk | 245 Depot Street | Saint Marys | PA | 15857 | | | |
| Near Austin | 245 W Main St | Monongahela | PA | 15063 | | | |
| Near Eldred | 2451 Bedford St | Johnstown | PA | 15904 | | | |
| Bradford Stockpile | 2451 Kissel Hill Rd | Lancaster | PA | 17601 | | | |
| District 2-8 | 246 Edge Park Dr | Lake City | PA | 16423 | | | |
| Smethport | 246 Long Loop Rd | Mifflinburg | PA | 17844 | | | |
| ATR #27 | 24604 Hwy 408 | Cambridge Springs | PA | 16403 | | | |
| Michael Yagercik | 247 Murtland Ave | South Strabane | PA | 15301 | | | |
| - | 247 Pennsylvania Ave | Sunbury | PA | 17801 | | | |
| Troop C - Kane | 2473 Nazareth Rd | Easton | PA | 18045 | | | |
| MCKE695 Hutchins Drive | 248 Glencrest Rd | Coatesville | PA | 19320 | | | |
| Kinzua Bridge State Park | 2489 Ridge Rd Ext | Ambridge | PA | 16735 | | | |
| Kinzua Bridge State Park | 249 Campground Rd | Patton | PA | 16668 | | | |
| Near Kane | 249 Shaffer Rd | Moon Township | PA | 15108 | | | |
| | 2495 Alvira Rd | Allenwood | PA | 17810 | | | |
| Bradford Readiness Center | 25 Fairway Dr | Quarryville | PA | 17566 | | | |

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|---------------------------------------|--------------------------------|-----------------|--------------|------------|-------------|----------------|-----------------|
| ATR 363 | 25 Lower Campground Rd | Renovo | PA | 17764 | | | |
| State Game Lands 62 | 25 McQuiston Dr | Jackson Center | PA | 16133 | | | |
| FD 15 Bark Shanty Forest Hdqtrs Kea | 25 Old Lake Road | Erie | PA | 16505 | | | |
| | 25 S Main St | Yardley | PA | 19067 | | | |
| MCKE11-Bradford | 25 Technology Dr | Coal Center | PA | 15423 | | | |
| Stockpile 9 | 25 W Water St | Mount Union | PA | 17066 | | | |
| Becks Remote | 25 Westwood Ctr | Pottsville | PA | 17901 | | | |
| Near Smethport | 250 Chestnut Rd | Penn Run | PA | 15765 | | | |
| | 250 Dessen Dr | Hazleton | PA | 18202 | | | |
| - | 250 E Harmony St | Coatesville | PA | 19320 | | | |
| Garden Level | 250 Kriess Rd | Butler | PA | 16001 | | | |
| Suite 1200 | 250 Oak Spring Rd | Washington | PA | 15301 | | | |
| Centre CAO | 2500 Lisburn Rd | Camp Hill | PA | 17001 | | | |
| TROOP G - ROCKVIEW | 2501 Leechburg Road Ste F | Lower Burrell | PA | 15068 | | | |
| 1735 Shiloh Rd | 2501 W 12th St | Erie | PA | 16505 | | | |
| Scotia Range | 2501 W Ridge Pke | Norristown | PA | 19403 | | | |
| - | 2503 Mickley Ave | Whitehall | PA | 18052 | | | |
| Cresson Secure Unit | 251 Correction Rd | Cresson | PA | 16699 | | | |
| | 251 Country Ln | Lewistown | PA | 17044 | | | |
| | 251 Curtin Village | Howard | PA | 16841 | | | |
| | 2511 Rauchtown Rd | Jersey Shore | PA | 17740 | | | |
| | 2516 Federal St | Philadelphia | PA | 19146 | | | |
| DGS Construction State College | 252 N Queen St First Floor | Lancaster | PA | 17603 | | | |
| State College Air National Guard | 252 Steelstown Rd | Newville | PA | 17013 | | | |
| PA Game Commission c/o Greg Turner | 2520 Lisburn Rd | Camp Hill | PA | 17001 | | | |
| SERS State College | 2525 Green Tech Dr | State College | PA | 16803 | | | |
| SR 0036 Seg 0250 Offset 1437 | 253 Perry St | Elkins Park | PA | 19027 | | | |
| | 253 Snyder Road | Reading | PA | 19605 | | | |
| - | 2547 East Market Street | York | PA | 17402 | | | |
| Willowbank Office Building | 2547 Marina Drive | Jamestown | PA | 16134 | | | |
| Troop G - Rockview | 2547 W State St | New Castle | PA | 16101 | | | |
| SCI Rockview | 255 Elm Dr | Waynesburg | PA | 15370 | | | |
| SCI Benner | 255 Elm St | Oil City | PA | 16301 | | | |
| SCI Rockview | 255 Rauchtown Rd | Jersey Shore | PA | 17740 | | | |
| Unit 18F2 | 2550 Brownsville Rd | South Finerk | PA | 15129 | | | |
| - | 2550 Grant Ave Ste 130 | Philadelphia | PA | 19114 | | | |
| 1115 Spring Creek Rd | 2550 Kingston Rd | York | PA | 17402 | | | |
| 450 Robinson Ln | 2550 Oakland Ave | Indiana | PA | 15701 | | | |
| Stackhouse School | 2561 Bernville Rd | Reading | PA | 19605 | | | |
| Centre County Regional Office Complex | 2575 Interstate Dr | Harrisburg | PA | 17110 | | | |
| District 2-1 | 258 Sizerville Rd | Emporium | PA | 15834 | | | |
| DLC-1 Pleasant Gap | 258/260 Sizerville Rd | Emporium | PA | 15834 | | | |
| CAVC 800 | 2580 Constitution Blvd | Beaver Falls | PA | 15010 | | | |
| Stockpile 1 | 2580 Constitution Blvd Rms 5&6 | Beaver Falls | PA | 15010-1252 | | | |
| Centre CAO | 2580 Park Centre Blvd | State College | PA | 16801 | | | |
| Bald Eagle Sewage Treatment Plant | 2584 Laurel Hill Park Rd | Somerset | PA | 15501 | | | |
| PA Military Museum | 259 Interstate 80 | Conyngham | PA | 18219 | | | |
| Boalsburg Stockpile | 259 S Front St | Philadelphia | PA | 19106 | | | |
| CLF075 | 26 E 4th St | East Greenville | PA | 18041 | | | |
| - | 26 Gateway Shopping Ctr Ste B | Edwardsville | PA | 18704 | | | |

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|--|----------------------------------|-------------------|-------|-------|------|---------|----------|
| Clearfield CAO | 260 Reitz Blvd | Lewisburg | PA | 17837 | | | |
| - | 260 Sizerville Rd | Emporium | PA | 15834 | | | |
| DOR | 2600 E Carson St | Pittsburgh | PA | 15203 | | | |
| Campground Bathhouse | 2600 Smith Station Rd | Hanover | PA | 17331 | | | |
| - | 2600 Willow Street North Ste 308 | Willow Street | PA | 17584 | | | |
| DLC-110 Clearfield | 2601 N 3rd St | Harrisburg | PA | 17110 | | | |
| District 2-0 | 2601 River Rd | Reading | PA | 19605 | | | |
| Stockpile 05 | 2605 Interstate Dr | Harrisburg | PA | 17110 | | | |
| Mile Marker 106 Interstate 80 | 261 Old York Rd | Jenkintown | PA | 19046 | | | |
| PennDOT District 2 Office | 2616 Northfield Dr | East Petersburg | PA | 17520 | | | |
| - | 26165 State Hwy 408 | Cambridge Springs | PA | 16403 | | | |
| - | 262 Chestnut Street | Meadville | PA | 16335 | | | |
| Park Office | 2621 E Winter Rd | Loganton | PA | 17747 | | | |
| Refreshment Stand | 2622 Tilbury Avenue | Pittsburgh | PA | 15217 | | | |
| Stockpile 09 | 2627 William Flynn Hwy | Slippery Rock | PA | 16057 | | | |
| - | 2629 Brownsville Rd | Pittsburgh | PA | 15227 | | | |
| PGC WLM Tara Barrier | 2629 Market Pl | Harrisburg | PA | 17110 | | | |
| Stockpile 13 | 2630 N 13th St | Philadelphia | PA | 19133 | | | |
| CLEA63-Greenville | 2632 State Route 72 | Jonestown | PA | 17038 | | | |
| CLEA602 Grampian | 264 Shafer Rd | Moon Twp | PA | 15108 | | | |
| Schuylkill CAO | 2640 Woodglen Rd | Pottsville | PA | 17901 | | | |
| ATR 360 | 2650 Ellwood Rd | New Castle | PA | 16101 | | | |
| Stockpile #23 | 2650 Rosstown Rd | Lewisberry | PA | 17339 | | | |
| Empire Rd | 2656 Mud Run Rd | Penfield | PA | 15849 | | | |
| Howard Nursery | 2660 Williamsfield Rd | Jamestown | PA | 16134 | | | |
| PGC Wildlife Mgt Mark Ternent | 2671 Shillington Rd | Sinking Spring | PA | 19608 | | | |
| - | 26779 I-79 S | Edinboro | PA | 16412 | | | |
| Park Office | 2682 Cumberland Rd | Bedford | PA | 15522 | | | |
| Bald Eagle Nature Inn | 2684 Breezemont Drive | Cooksburg | PA | 16217 | | | |
| Potter CAO | 269 Rte 6 W | Coudersport | PA | 16195 | | | |
| District 2-2 | 26th St & Zuck Rd | Mill Creek | PA | 17060 | | | |
| Columbia CAO | 27 E 7th St | Bloomsburg | PA | 17815 | | | |
| RWIS site I 80 W | 27 N Cameron St | Harrisburg | PA | 17101 | | | |
| Quehanna Boot Camp | 27 West Pittston Street | Allentown | PA | 18103 | | | |
| PGC NCRO Land Mgt Grp 3 | 270 16th St | Ambridge | PA | 15003 | | | |
| - | 270 Airport Dr | New Cumberland | PA | 17070 | | | |
| PennDOT Quehanna Training Center | 2700 Ramsey Road | Jersey Shore | PA | 17740 | | | |
| ATR 328 | 2700 Southampton Rd | Philadelphia | PA | 19154 | | | |
| Philadelphia CAO/Somerset District | 2701 N Broad St | Philadelphia | PA | 19132 | | | |
| PGC Forester - Chris Folmer | 2701 Southampton Rd | Philadelphia | PA | 19154 | | | |
| Stockpile #06 | 2702 Winslow Hill Road | Benezette | PA | 15821 | | | |
| PSP Pine Grove Mills Remote | 2707 Chapel Hill Rd | Huntingdon | PA | 16652 | | | |
| Livestock Evaluation Center | 2709 W 9th St | Chester | PA | 19013 | | | |
| Troop G - Philipsburg | 271 Hartman Hollow Road | Benton | PA | 17814 | | | |
| PA Game Commission c/o Travis McNichol | 271 Hill St | York | PA | 17405 | | | |
| DEP Moshannon District Office | 271 Piper Rd | Crystal Springs | PA | 15536 | | | |
| - | 271 Washington St | East Stroudsburg | PA | 18301 | | | |
| Black Mo HQ | 2710 Shelly Rd | Harleysville | PA | 19438 | | | |
| - | 2715 E Lincoln Hwy | Coatesville | PA | 19320 | | | |
| Black Moshannon State Park | 2717 N American St | Philadelphia | PA | 19133 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|----------------------------------|-------------------------|-----------------|-------|------------|------|---------|----------|
| Beach House | 2719 Brodhead Rd Ste 13 | Aliquippa | PA | 15001 | | | |
| Maintenance Building | 275 Main St | Exton | PA | 19341 | | | |
| Indiana CAO | 2750 W Pike Rd | Indiana | PA | 15701 | | | |
| Sewage Treatment Plant | 276 Stormer Rd | Indiana | PA | 15701 | | | |
| 9th St | 277 N Hopple Rd | Green Twp | PA | 17747 | | | |
| Stockpile 25 | 278 Six Mile Run Rd | Riddlesburg | PA | 16672 | | | |
| | 2788 Dividing Ridge Rd | Coudersport | PA | 16915 | | | |
| Martha Furnace | 279 Rt 6 W | Coudersport | PA | 16915 | | | |
| - | 28 Armory Ln | Lewistown | PA | 17044 | | | |
| SR 0080 Seg 1460 Offset 0245 | 28 Bunker Hill Rd | Wyoming | PA | 18644 | | | |
| - | 28 Entrance Road | Troy | PA | 16947 | | | |
| | 28 Fairview Rd | Penfield | PA | 15849 | | | |
| - | 28 McGinley Pond Rd | White Haven | PA | 18661 | | | |
| - | 28 Weiser Ln | Womelsdorf | PA | 19567 | | | |
| - | 280 Blackberry Way | Smethport | PA | 16749 | | | |
| PA Game Commission Lisa Williams | 280 Market St | Wilkes Barre | PA | 18704 | | | |
| Penn Nursery | 280 Stormer Rd | Indiana | PA | 15701 | | | |
| Laminated Sign Shop | 280 Toll House Rd | Middletown | PA | 17057 | | | |
| Office | 280 W Hamilton Ave | State College | PA | 16801 | | | |
| West Bound Snow Shoe Rest Stop | 2800 Robinson Blvd | Pittsburgh | PA | 15235 | | | |
| East Bound Snow Shoe Rest Stop | 2800 Skippack Pke | Fort Washington | PA | 19034 | | | |
| PSP Clearfield Remote | 2800 White Oak Road | Halifax | PA | 17032 | | | |
| Troop C - Clearfield | 2806 State Route 215 | Dupont | PA | 18641 | | | |
| Stockpile 22 | 2807 Burnt House Rd | Imler | PA | 16655 | | | |
| - | 2807 S Front St | Philadelphia | PA | 19148 | | | |
| Tioga CAO | 2807 State Rte 247 | Jefferson | PA | 18436 | | | |
| Mansfield Rediness Ctr Armory | 2808 Three Mile Run Rd | Perkasie | PA | 18944 | | | |
| Forest District 16 Office | 281 S Spring Garden St | Carlisle | PA | 17013 | | | |
| Park Office | 2813 Anthony Hwy | Chambersburg | PA | 17201 | | | |
| Maintenance Bldg | 2826 White Oak Rd | Halifax | PA | 17032 | | | |
| Rattlesnake Rock Parking Lot | 2828 South Bridge Road | Buffalo | PA | 15301 | | | |
| Darling Ru Pine Creek | 283 Campground Rd | Patton | PA | 16668 | | | |
| Beach Concession Bldg | 2834 White Oak Rd | Halifax | PA | 17032 | | | |
| Park Office | 2839 E Tioga St | Philadelphia | PA | 19134 | | | |
| - | 2846 Main St | Morgantown | PA | 19543 | | | |
| District 3-7 | 2856 State Route 848 | New Milford | PA | 18834 | | | |
| DLC-54 Wellsboro | 286 Industrial Park Rd | Ebensburg | PA | 15931 | | | |
| ATR 4 | 286 Poe Valley Rd | Milroy | PA | 16832 | | | |
| Stockpile 14 | 2860 Audubon Village Dr | Audubon | PA | 19403 | | | |
| Near Westfield | 2864 Fourth Ave | Houtzdale | PA | 16651 | | | |
| Stockpile 15 | 2868 McAlevys Fort Road | Petersburg | PA | 16669 | | | |
| | 289 Glendale Rd | North Sewickley | PA | 15189 | | | |
| Stockpile 12 | 29 E King St | Lancaster | PA | 17602 | | | |
| - | 29 Kline Village | Harrisburg | PA | 17104 | | | |
| Troop F - Coudersport | 29 N Rte 100 | Allentown | PA | 18106 | | | |
| 96 State Rte 244 E | 29 Waldy Run Road | Emporium | PA | 15834-0000 | | | |
| PGC NCRO W Ragosta | 2900 Seminary Dr | Greensburg | PA | 15601 | | | |
| PGC Mark Fair | 2907 4th Ave | Altoona | PA | 16602-1931 | | | |
| Forest District 15 Office | 2910 Conestoga Rd | Glenmoore | PA | 19343 | | | |
| Contact Station | 2910 New Holland Rd | Reading | PA | 19607 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|--------------------------------------|-------------------------------|---------------|--------------|------------|-------------|----------------|-----------------|
| Potter County SHC | 2911 Schonerville Rd | Bethlehem | PA | 18017 | | | |
| - | 292 Aviation Dr | Johnstown | PA | 15902 | | | |
| DLC-66 Coudersport | 29263 N Rte 44 Hwy | Slate Run | PA | 17769 | | | |
| ATR 51 | 2927 Swede Rd | Norristown | PA | 19401 | | | |
| Potter County Maintenance Office | 2930 Airport Rd | Bethlehem | PA | 18017 | | | |
| Near Galeton | 2931 O'Neil Dr | Bethel Park | PA | 15102-2665 | | | |
| - | 2932 Airport Rd | Bethlehem | PA | 18017 | | | |
| Near Genesee | 2943 N 7th St | Harrisburg | PA | 17110 | | | |
| | 2945 Eagle Valley Rd | Mill Hall | PA | 17044 | | | |
| Construction Trailer | 2947 W Liberty Ave | Pittsburgh | PA | 15216 | | | |
| Road Side Rest | 295 US Highway 6 West | Coudersport | PA | 16915 | | | |
| PA Lumber Museum | 2950 Pohopoco Dr | Lehighton | PA | 18235 | | | |
| Park Office | 2950 Pohopoco Rd | Franklin | PA | 18235 | | | |
| Maintenance Headquarters | 2951 Prospect Rd | Slippery Rock | PA | 16057 | | | |
| Ole Bull State Park | 2954 Red Schoolhouse Rd | Osceola Mills | PA | 16666 | | | |
| Maintenance Shop | 296 Viaduct Road | Kane | PA | 16735 | | | |
| Lyman Run Lake Restrooms | 297 High Line Rd | Hawley | PA | 18428 | | | |
| Near Germania | 2977 Hope Rd | Easton | PA | 18045 | | | |
| | 298 Camp One Rd | Claysburg | PA | 16625 | | | |
| Stockpile 7 | 2995 Street Rd | Bensalem | PA | 19020 | | | |
| RWIS Site 577-1 | 2P S Water St | Kittanning | PA | 16201 | | | |
| OVR Counselor | 3 Baldtop Heights | Danville | PA | 17821 | | | |
| - | 3 Crossgate Dr | Mechanicsburg | PA | 17050 | | | |
| Hilltop | 3 Ginko Dr | Harrisburg | PA | 17110-2539 | | | |
| - | 3 LR 47024 | Mausedale | PA | 17821 | | | |
| - | 3 Quaker Village Shopping Ctr | Leetsdale | PA | 15056 | | | |
| DEP NCR District Ofc | 30 E 4th St | Bethlehem | PA | 18015 | | | |
| Tioga County Mansfield Stockpile #02 | 30 E Chestnut St | Mifflinburg | PA | 17844 | | | |
| | 30 N 3rd St | Harrisburg | PA | 17101 | | | |
| Stockpile 8 | 30 Pheasant Rd | Schwenksville | PA | 19473 | | | |
| ATR 384 | 30 Stauffer Industrial Prk | Taylor | PA | 18517 | | | |
| WIM 410 | 300 Anderson St | Pittsburgh | PA | 15212 | | | |
| Clinton CAO | 300 Bellefonte Ave | Lock Haven | PA | 17745 | | | |
| Tioga Cnty Welcome Ctr | 300 Bingham Rd | Cyclone | PA | 16726 | | | |
| Sewage Plant | 300 Cedar Ridge Drive | Pittsburgh | PA | 15205 | | | |
| RWIS Site 577-2 | 300 Commonwealth Ave | Harrisburg | PA | 17120 | | | |
| Park Office | 300 Corporate Center Dr | Camp Hill | PA | 17011 | | | |
| | 300 Gap Rd | Strasburg | PA | 17579 | | | |
| PSP Bailey Hill Remote | 300 Indian Springs Rd | Indiana | PA | 15701 | | | |
| Sewage Treatment Plant | 300 Liberty Ave | Pittsburgh | PA | 15222 | | | |
| Ski Lodge | 300 Mt Lebanon Blvd | Pittsburgh | PA | 15234 | | | |
| Stockpile 07 | 300 N 2nd St | Harrisburg | PA | 17120 | | | |
| | 300 North St | Harrisburg | PA | 17108 | | | |
| SCI Camp Hill | 300 Old Route 21 Rd | Carmichaels | PA | 15320 | | | |
| Central Office Building | 300 S Walnut Ln | Beaver | PA | 15009 | | | |
| DOC Residence | 300 Town Center | New Britain | PA | 18901 | | | |
| Albert Colbert BOIS | 300 Tyburn Rd | Fairless | PA | 19030 | | | |
| P-9-61 FTIG | 300 W State St | Sharon | PA | 16146 | | | |
| Service Rd | 300 Wal-Mart Drive Ste 130 | Ebensburg | PA | 15931 | | | |
| Stockpile 8 | 300 West Fairmont Avenue | New Castle | PA | 16105 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--------------------------------------|---------------------------------|----------------|-------|------------|------|---------|----------|
| Stockpile #09 | 300 yards S of SR 34 | Newport | PA | 17074 | | | |
| Bryner Ranger Headquarters | 3000 Sidley Hill Rd | Malvern | PA | 19355 | | | |
| - | 3000 State Rte 18 | Hookstown | PA | 15050 | | | |
| FD-3 Bryner Ranger Headquarters | 3001 Beaver Ave | Pittsburgh | PA | 15233 | | | |
| Tuscarora District Office | 3001 Carlisle Rd | Gardners | PA | 17324 | | | |
| Stockpile 08 | 3001 Fairway Dr | Altoona | PA | 16602 | | | |
| - | 3001 Street Rd | Bensalem | PA | 19020 | | | |
| - | 300-G Laird St | Wilkes Barre | PA | 18702 | | | |
| Louise A Schuster | 301 Chestnut St | Emporium | PA | 15834 | | | |
| Philadelphia CAO/Chelton District | 301 E Chelton Ave | Philadelphia | PA | 19144 | | | |
| Pittsburgh Annex - Piatt Place | 301 Fifth Ave | Pittsburgh | PA | 15222-2420 | | | |
| - | 301 Institution Drive | Bellefonte | PA | 16823 | | | |
| - | 301 Morea Rd | Frackville | PA | 17931 | | | |
| - | 301 N Lewis Rd Ste 170 | Royersford | PA | 19468 | | | |
| - | 301 Oak Spring Rd | Washington | PA | 15301 | | | |
| Cumberland CAO | 301 Peninsula Dr | Erie | PA | 16505 | | | |
| FMS | 301 Shiloh Rd | State College | PA | 16801 | | | |
| - | 301 State Park Rd | Glen Hazel | PA | 15845 | | | |
| Cumberland County Courthouse | 301 State Rd | Elizabethville | PA | 17023 | | | |
| Troop H - Carlisle | 301 W Barr St | McDonald | PA | 15057 | | | |
| 195 Lebo Rd | 301 Washington St | Johnstown | PA | 15901 | | | |
| Kings Gap Environmental Edu Bldg | 3015 Ridge | Baden | PA | 15005 | | | |
| - | 3017 Alden Court | Bensalem | PA | 19020 | | | |
| Stonehendge Square Shopping Ctr | 3017 Lincoln Hwy | Harrisonville | PA | 17228 | | | |
| SR 4006 | 3018 Emrick Blvd (rear door) | Bethlehem | PA | 18020 | | | |
| Cumberland County Maintenance Office | 303 Chanticleer Circle | New Stanton | PA | 16572-9426 | | | |
| Harristown 1-Verizon Tower | 303 Walnut St | Harrisburg | PA | 17101-1803 | | | |
| - | 3030 Emrick Blvd (rear) | Bethlehem | PA | 18020 | | | |
| Charles Shughart | 3033 Old Harrisburg Pke | Gettysburg | PA | 17325 | | | |
| Microscreen Building | 3037 Tyrone Pike | Sandy Ridge | PA | 16677 | | | |
| HAR 81-42 | 304 Wood Street | Pittsburgh | PA | 15222 | | | |
| Cornwall Iron Furnaces | 3045 N. 5th Street Hwy Ste 3 | Reading | PA | 19605 | | | |
| Melissa Wert Thrush | 305 N Broad St | Ridgway | PA | 15853 | | | |
| District 8-5; Stockpile 10 | 305 N Maple St | Mercer | PA | 16137 | | | |
| State Game Lands 242 | 305 S Elm St | Tionesta | PA | 16353 | | | |
| - | 305 S Main St | Old Forge | PA | 18518 | | | |
| State Game Land 290 | 305 State Park Rd | Oil City | PA | 16301 | | | |
| Stockpile 12 | 305 Sutton St | Punxsutawney | PA | 15767 | | | |
| Amity Hall Stockpile | 3060 Center Valley Pkwy Ste 835 | Center Valley | PA | 18034-9551 | | | |
| - | 307 Currie Rd | Portersville | PA | 16051 | | | |
| - | 3070 William Pitt Way | Pittsburgh | PA | 15238 | | | |
| Stryker Readiness Center | 30721 State Highway 408 | Townville | PA | 16360 | | | |
| - | 3075 Clairton Rd | West Mifflin | PA | 15123 | | | |
| Dustin C Ellis | 308 Easton Rd. | Warrington | PA | 18976 | | | |
| Troop H Lykens | 308 Sunset Pl | Rennerdale | PA | 15106 | | | |
| DLC-100 Elizabethville | 308 Timberwolf Run | Knox | PA | 16232 | | | |
| Satellite Office | 3080 Legionville Rd | Harmony | PA | 15005 | | | |
| PSP Newport Remote | 3081 Enterprise Drive | State College | PA | 16801 | | | |
| PGM WLM Rosenberry | 309 N 5th St | Sunbury | PA | 17801 | | | |
| - | 31 Valhalla Ln | Cross Fork | PA | 17729 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------|-----------------------------|------------------|-------|------------|------|---------|----------|
| | 31 W Main St | Ephrata | PA | 17522 | | | |
| | 310 Main St | Irwin | PA | 15642 | | | |
| RD 1 | 310 N 10th Street Ste 200 | Lewisburg | PA | 17837 | | | |
| Penn National Racino | 3100 Emmet Ave | Huntingdon | PA | 16652 | | | |
| Memorial Lake State Park | 3101 N Front St | Harrisburg | PA | 17110 | | | |
| Park Office | 3101 West Girard Ave Unit B | Philadelphia | PA | 19130-1141 | | | |
| - | 3104 Port Matilda Hwy | Philipsburg | PA | 16866 | | | |
| Haldeman Headquarters | 3111 Home Ave | Pittsburgh | PA | 15234 | | | |
| DCNR Forestry Warehouse | 3113 Green Garden Rd | Aliquippa | PA | 15001 | | | |
| FD-18 Haldeman House | 3114 Green Garden Road | Hopewell | PA | 15001 | | | |
| Stockpile 11 | 312 Main St | Towanda | PA | 18848 | | | |
| DMS-22W-Clarks Ferry Bridge | 3122 Emmet Ave | Huntingdon | PA | 16652 | | | |
| - | 3124 Plymouth Rock Rd | Plymouth Meeting | PA | 19462 | | | |
| - | 313 Depot St | Latrobe | PA | 15650 | | | |
| - | 313 Mt Nebo Rd | Pittsburgh | PA | 15237 | | | |
| BESO | 313 W Liberty Ave | Lancaster | PA | 17603 | | | |
| Liberty Place | 313 West Liberty St. | Lancaster | PA | 17603 | | | |
| | 314 10th Street | Honesdale | PA | 18431 | | | |
| Stockpile 8 | 314 Mile Run Rd | New Columbia | PA | 17856 | | | |
| | 3140 E 2nd St | Coudersport | PA | 16915 | | | |
| Troop L - Jonestown | 315 N 5th St | Lebanon | PA | 17042 | | | |
| PSP Drivers Training Facility | 315 Penn Ave | Hawley | PA | 18428 | | | |
| TROOP L Jonestown Station | 315 W Baltimore Pke | Media | PA | 19063 | | | |
| Wood Shop | 315 W James St | Lancaster | PA | 17602 | | | |
| Stockpile 9 | 315 W Lincoln Hwy | Penn del | PA | 19047 | | | |
| RWIS 1 | 3150 E 2nd St | Coudersport | PA | 16915 | | | |
| RWIS 2 | 3159 Cape Horn Rd | Red Lion | PA | 17356 | | | |
| Lebanon CAO | 317 Knox Ave | Carnegie | PA | 15106 | | | |
| - | 317 W Market St | York | PA | 17404 | | | |
| DEP Off-site security | 3178 Rte 219 | Kane | PA | 16735 | | | |
| - | 3185 State Route 72 | Jonestown | PA | 17038 | | | |
| District 8-8 - LEBA690 | 3187 Bedford Valley Rd | Bedford | PA | 15522 | | | |
| DLC-48 Lebanon | 319 Washington St | Johnstown | PA | 15901-1624 | | | |
| | 32 E Union St | Wilkes Barre | PA | 18702 | | | |
| ATR 210 | 32 Kline Plz | Harrisburg | PA | 17104 | | | |
| Stockpile 3 | 32 S 2nd St | Philadelphia | PA | 19106 | | | |
| ATR 206 | 32 Saint Leo Ave | Ridgway | PA | 15853 | | | |
| | 32 Shaffer Siding Rd | Dubois | PA | 15801 | | | |
| Northumberland CAO | 320 Chestnut St | Sunbury | PA | 17801 | | | |
| Mifflin CAO | 320 Market St | Harrisburg | PA | 17108 | | | |
| - | 320 Rte 315 Highway Ste 130 | Pittston | PA | 18640-3914 | | | |
| - | 320 Smithfield St | Pittsburgh | PA | 15222 | | | |
| State Health Center | 320 West Lake Rd | Transfer | PA | 16125 | | | |
| District 2-7 | 3202 Brighton Rd | Pittsburgh | PA | 15212 | | | |
| Stockpile 9 | 3203 E Route 22 | South Whitehall | PA | 18103 | | | |
| Near Milroy | 3205 Lancaster Ave | Philadelphia | PA | 19104 | | | |
| RWIS 7 & Har 7 | 3207 Kennedy Rd | East Norriton | PA | 19403 | | | |
| | 321 N 3rd St | Oxford | PA | 19363-1429 | | | |
| State Game Lands 258 | 321 N 5th St | Hamburg | PA | 19526 | | | |
| SGL 258 - Perry County | 321 N State St | Warren | PA | 16365 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------------|---------------------------|-----------------|-------|------------|------|---------|----------|
| - | 321 Spruce Street | Scranton | PA | 18503 | | | |
| Stockpile 5 | 321 Tri County Ln | Belle Vernon | PA | 15012 | | | |
| | 3210 Red Lion Rd | Philadelphia | PA | 19114 | | | |
| Loysville YDC | 3213 William Flynn Hwy | Slippery Rock | PA | 16057 | | | |
| Stockpile 14 | 3218 Rickert Rd | Perkasie | PA | 18944 | | | |
| PA Game Commission Colleen Delong | 322 Montgomery Ave | West Pittston | PA | 18643 | | | |
| | 3220 Leechburg Rd | Lower Burrell | PA | 15068 | | | |
| DOC Central Office | 323 Benner Pke | State College | PA | 16801 | | | |
| Suite 101 | 323 N State St | North Warren | PA | 16365 | | | |
| PSBA | 323 North Woodmont Drive | Downingtown | PA | 19335 | | | |
| | 3230 Pittston Ave | Scranton | PA | 18505 | | | |
| | 32370 Rte 6 | Pittsfield | PA | 16340 | | | |
| 3 Mi SW of McVeytown | 3239 Washington Pke | Bridgeville | PA | 15017 | | | |
| CCTV 81-65 | 324 Commons Dr Ste C6 | Parkesburg | PA | 19365 | | | |
| - | 324 N Limerick Rd | Schwenksville | PA | 19473-1643 | | | |
| - | 324 Rausch Creek Rd | Pine Grove | PA | 17963 | | | |
| DMS 12 | 324 Vernon Rd | Greenville | PA | 16125 | | | |
| DMS 15 HAR 15-114 | 3240 Red Lion Rd | Philadelphia | PA | 19114 | | | |
| DOR | 3240 Schoolhouse Rd | Middletown | PA | 17057 | | | |
| Middletown Topo Geo | 32435 Portland Mills Rd | Ridgeway | PA | 15853 | | | |
| Turnpike Bldg | 3246 Red Lion Rd | Philadelphia | PA | 19114 | | | |
| Stockpile | 3248 I-81 HWY | Pottsville | PA | 17901 | | | |
| RWIS Site 1007 | 325 McClaren Rd Exit | Imperial | PA | 15126 | | | |
| DMS 382W-HM | 325 N Front St | Steelton | PA | 17113 | | | |
| | 3250 N Broad St | Philadelphia | PA | 19140 | | | |
| Juniata CAO | 3255 Richlieu Rd | Bensalem | PA | 19020 | | | |
| Troop G - Lewistown | 326 S 5th St | Philadelphia | PA | 19106 | | | |
| E Licking Creek HQ | 327 3rd St | California | PA | 15419 | | | |
| Montour CAO | 327 Church St | Danville | PA | 17821 | | | |
| 3.5 NE of East Waterford | 328 Central City Plz | New Kensington | PA | 15068 | | | |
| RWIS 10 | 328 Innovation Boulevard | University Park | PA | 16802 | | | |
| HAR 8 | 3285 Route 28/66 | Distant | PA | 16223 | | | |
| | 329 Arby Rd | Harrisburg | PA | 17109 | | | |
| SR 0020 Seg 0510 Offset 1700 | 329 Church St | Danville | PA | 17821 | | | |
| PGC SCRO Stephen Hower | 329 Lot 3 Loop A | Dalton | PA | 18414 | | | |
| Stockpile 10 | 329 McBroom Road | Derry | PA | 15627 | | | |
| Dist 8 ITS #8 VMS | 329 Pine St | WilliamSPORT | PA | 17701 | | | |
| MIFF65 Spectrasite PA 0007 | 329 West Elm Street | Shillington | PA | 19607 | | | |
| PA Game Commission SCRO Matt Marshall | 3293 W Erie St Ext | Linesvilles | PA | 16424 | | | |
| Park Office | 3298 State Rte 257 | Seneca | PA | 16346 | | | |
| FD 7 New Lancaster Valley Maint | 33 Game Land Rd | Sellersville | PA | 18960 | | | |
| Warren State Hospital | 33 Main Dr | Warren | PA | 16365 | | | |
| State Game Lands 145 | 33 Pine Grove Square Dr | Grove City | PA | 16127 | | | |
| | 33 Reservoir Rd | Mifflintown | PA | 17059 | | | |
| Cumberland CAO | 33 Westminster Dr | Carlisle | PA | 17013 | | | |
| Rtd 2 | 330 E. Waterfront Drive | Homestead | PA | 15120 | | | |
| Stockpile 4 | 330 Oregon Avenue | Philadelphia | PA | 19148 | | | |
| DMS | 3300 Freemansburg Ave | Easton | PA | 18045 | | | |
| DMS 2 I78 & MM 9.7 | 3300 Lehigh St | Allentown | PA | 18103 | | | |
| Perry CAO | 3303 Pleasant Valley Blvd | Altoona | PA | 16602 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|------------------------------------|----------------------------|----------------|-------|------------|------|---------|----------|
| Warner Center | 332 5th Ave | Pittsburgh | PA | 15222 | | | |
| District 8-9 | 333 Harvey Ave | Greensburg | PA | 15601 | | | |
| Harrisown II | 333 Market St | Harrisburg | PA | 17101-2210 | | | |
| Aviation Patrol Unit III | 333 S Cedar Crest Blvd | Allentown | PA | 18103 | | | |
| Capital City Airport - Flight Serv | 333 Torrance Road | Torrance | PA | 15779 | | | |
| RWIS Site 1008 | 3331 Street Rd | Bensalem | PA | 19020 | | | |
| Site 5 Main Hub | 3333 7th St | Whitehall | PA | 18052 | | | |
| DMS1 HAR 83-37 | 334 East Cheltenham Avenue | Philadelphia | PA | 19144 | | | |
| - | 335 5th Ave | McKeesport | PA | 15132 | | | |
| - | 335 Center Avenue | Jim Thorpe | PA | 18229 | | | |
| Newport Station | 336 Camp Lavigne Rd | Benton | PA | 17814 | | | |
| Park Office | 3372 State Park Rd | Penfield | PA | 15849 | | | |
| Park Office | 338 Northern Potter Road | Ulysses | PA | 16948 | | | |
| Pool Concession | 3388 W Erie St Ext | Linesville | PA | 16424 | | | |
| Rec Hall | 339 & 345 5th Ave | McKeesport | PA | 15132 | | | |
| Modern Cabin | 339 5th Ave | McKeesport | PA | 15132 | | | |
| - | 34 S Broad St | Nazareth | PA | 18064 | | | |
| SR 1015 Seg 0150 | 340 Beaver Valley Mall | Monaca | PA | 15061 | | | |
| RWIS Perry Cnty | 340 Greater Butler Mart | Butler | PA | 16001 | | | |
| Private Residence | 340 York Ave | Towanda | PA | 18848 | | | |
| HAR 181-78 | 3401 Olyphant Avenue | Scranton | PA | 18509 | | | |
| - | 3401 State Rd | Bensalem | PA | 19020 | | | |
| - | 3408 Main St | Munhall | PA | 15120 | | | |
| Dog Law Warden | 341 Dublin Pke | Bedminster | PA | 18944 | | | |
| Pool Area | 341 Town Center Blvd | Easton | PA | 18040 | | | |
| Stockpile 7 | 341-1/2 Port Allegheny Rd | Coudersport | PA | 16915 | | | |
| Trailer | 3412 W Lake Rd | Erie | PA | 16505 | | | |
| Hwy 333 Van Dyke Station | 3413 Fox St | Philadelphia | PA | 19129 | | | |
| PA Army National Guard | 3415 Pleasant Valley Blvd | Altoona | PA | 16602 | | | |
| State Game Land 164 | 3419 Conestoga Road | Glenmoore | PA | 19343 | | | |
| DLC-65 Lewistown | 342 Station Rd | Bedford | PA | 15522 | | | |
| CCC Harrisburg | 3430 Rte 940, Ste 101 | Mt Pocono | PA | 18344 | | | |
| B.D.L.E. | 3444 Mt Run Rd SB 327 | Benton | PA | 17814 | | | |
| State Employees Retirement System | 3445 Simpson Ferry Rd | Camp Hill | PA | 17011 | | | |
| - | 3452 Bear Creek Blvd | Wilkes Barre | PA | 18602 | | | |
| Market Square Plaza | 346 Reese Rd | Washington | PA | 15301 | | | |
| Executive House | 3471 Friendship St | Philadelphia | PA | 19149 | | | |
| Acclaim Systems Inc. | 348 Fairview Rd | Industry | PA | 15052 | | | |
| Eastgate Bldg | 3486 Concord Rd | Aston | PA | 19014-1920 | | | |
| Capital Associates Building | 35 Breck St | Scranton | PA | 18411 | | | |
| - | 35 Briar Creek Rd | Briar Creek | PA | 18603 | | | |
| Bldg 1 | 35 Chestnut Ct | Jersey Shore | PA | 17740 | | | |
| PBPP Harrisburg DO | 35 Hollow Ln | Lucinda | PA | 16235 | | | |
| SOC Building | 35 Roundtop Rd | Halifax | PA | 17032 | | | |
| Stateside Insurance Building | 35 Spruce St | Montrose | PA | 18801 | | | |
| District 8-5 | 350 Municipal Dr | Duncansville | PA | 16635 | | | |
| PennDOT Server Farm | 350 N Middletown Rd | Media | PA | 19063 | | | |
| Riverfront Office Center | 350 Scarlett Rd Ste 1-3-5 | Kennett Square | PA | 19348 | | | |
| Olcam Building | 350 Sportsmans Rd | Wernersville | PA | 19565 | | | |
| Andrew Lipman | 350 Starr Rd | Montoursville | PA | 17754 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|-----------------------------------|------------------------------|----------------|--------------|------------|-------------|----------------|-----------------|
| DOR | 350 W Columbus Ave | Corry | PA | 16407 | | | |
| DOR | 3500 East College Avenue | State College | PA | 16801 | | | |
| - | 3501 Neshaminy Blvd | Bensalem | PA | 19020 | | | |
| River Front Office Center | 351 Howard Divide Rd | Howard | PA | 16841 | | | |
| Kline Plaza | 351 Loucks Rd Ste F2 | York | PA | 17404 | | | |
| - | 351 New Castle Rd | Butler | PA | 16001 | | | |
| Kline Plaza | 351 Tenny St | Bloomsburg | PA | 17815 | | | |
| - | 3511 Valley View Drive | Bangor | PA | 18013 | | | |
| - | 35117 Portland Mills Road | Ridgeway | PA | 15853 | | | |
| - | 3521 Cottman Ave | Philadelphia | PA | 19149 | | | |
| Forum Place | 3532 Pittsburgh Rd Ste A | Perryopolis | PA | 15473 | | | |
| District 7-1 | 3532 State Rte 45 | Aaronsburg | PA | 16820 | | | |
| State Museum Building | 3533 Forest Ln | Schwenksville | PA | 19473 | | | |
| - | 3538 Cimmeron Rd | York | PA | 17402 | | | |
| - | 3539 Waterstreet Road | Collegeville | PA | 19426 | | | |
| - | 3539 Wilmington Rd | New Castle | PA | 16105 | | | |
| - | 354 Allegheny St | Jersey Shore | PA | 17740 | | | |
| - | 354 Limestone Road | Oxford | PA | 19363 | | | |
| Hearings & Appeals Harrisburg | 354 Northtowne Sq 5600 Rte 8 | Gibsonia | PA | 15044 | | | |
| Dauphin CAO | 3541 Blue Hill Rd | Brodbeck | PA | 17405 | | | |
| OIM Staff Development | 355 Dewart St | Sunbury | PA | 17801 | | | |
| - | 3561 Shadeland Ave | Pittsburgh | PA | 15212 | | | |
| Hamburg Center | 3566 Old Route 22 | Windsor | PA | 19526 | | | |
| Penn Center | 358 N Sheridan St | Johnstown | PA | 15906 | | | |
| PSP Headquarters | 359 Drinker St | Bloomsburg | PA | 17815 | | | |
| Strategic Development | 3590 West Chester Pke | Newtown Square | PA | 19073 | | | |
| LCE - HQ | 36 S 18th St | Columbia | PA | 17512 | | | |
| 1601 Elmerton Ave | 360 Bristoria Rd | Wind Ridge | PA | 15380 | | | |
| - | 360 Newberry Rd | Middletown | PA | 17057 | | | |
| Pennsylvania Emergency Management | 360 Pomroys Dr | Windber | PA | 15963 | | | |
| Main Building | 3601 Neshaminy Blvd | Bensalem | PA | 19053 | | | |
| Ancillary Building | 3602 Kutztown Rd | Laureldale | PA | 19605 | | | |
| PA DEP SCRO | 3603 Rich Valley Rd | Emporium | PA | 15834 | | | |
| DEP Laboratory | 361 Bristoria Rd | Wind Ridge | PA | 15380 | | | |
| Leib Residence | 361 New Commerce Blvd | Wilkes Barre | PA | 18706 | | | |
| Farm Show Building | 3613 State Route 534 | White Haven | PA | 18661 | | | |
| Traffic Control Box | 362 S Second St | McConnellsburg | PA | 17233 | | | |
| Vartan Bldg | 362 S Walnut St | Bath | PA | 18014 | | | |
| DMS | 363 Campground Rd | Patton | PA | 16668 | | | |
| OHDMS 3 | 364 Stone Ridge Rd | Blairsville | PA | 15717 | | | |
| - | 3643 California Ave | Pittsburgh | PA | 15212 | | | |
| - | 3655 Vartan Way | Harrisburg | PA | 17110 | | | |
| - | 3660 Germantown Pke | Collegeville | PA | 19426 | | | |
| - | 3670 Portage St, Ste 3 | Portage | PA | 15946 | | | |
| - | 369 N George St | York | PA | 17404 | | | |
| Bonnie Haas | 3702 Liberty St | Erie | PA | 16508 | | | |
| Troop H - HQ | 3716 Easton-Nazareth Hwy | Easton | PA | 18045 | | | |
| PSP - Central Supply | 372 Pine Hills Rd | Reynoldsville | PA | 15851 | | | |
| Stockpile 9 | 372 Replogle School Road | New Enterprise | PA | 16664 | | | |
| DMS | 3720 Main St | Philadelphia | PA | 19127 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------|------------------------------|-----------------|-------|------------|------|---------|----------|
| | 3730 Lehigh St | Whitehall | PA | 18052 | | | |
| Thomas Lloyd | 375 Bridgewater Rd | Newville | PA | 17241 | | | |
| Viisage Hub Site | 375 Floral Avenue | Chambersburg | PA | 17201 | | | |
| BIPS/BCI | 375 Moore Lane | Pittsfield | PA | 16340 | | | |
| CDC Super Core | 3751 Skippack Creek Rd | Collegeville | PA | 19426 | | | |
| MPOETC | 3760 Market St | Camp Hill | PA | 17011 | | | |
| - | 3772 L St | Philadelphia | PA | 19124 | | | |
| - | 3775 Peters Mountain Rd | Halifax | PA | 17032 | | | |
| RWIS Site 1010 | 3777 New Castle Rd | West Middlesex | PA | 16159 | | | |
| PennDOT Dist 8-5 Stockpile #7 | 379 Industrial Park Rd | Brookville | PA | 15825 | | | |
| | 379 S Main St | Wilkes Barre | PA | 18701 | | | |
| | 3790 Market St | Ligonier | PA | 15658 | | | |
| Commerce Towers | 3790 Shannon Rd | Erie | PA | 16510 | | | |
| Pitnick Building | 38 Academy Ln | Cheswick | PA | 15024 | | | |
| HBG194 | 38 Barbour St | Bradford | PA | 16701 | | | |
| - | 38 Clear Creek Park Rd | Sigel | PA | 15860 | | | |
| South Office Building | 38 Davis St | Bradford | PA | 16701 | | | |
| ATR 390 | 3800 Big Spring Road | Blaine | PA | 17006 | | | |
| District 7-0 | 381 Indian Crest Way | Harleysville | PA | 19483 | | | |
| District 8-0 | 381 South Main St | Ashley | PA | 18706 | | | |
| | 381 West Dekalb Pike | King of Prussia | PA | 19406 | | | |
| Northwest Office Building | 3810 Saxonburg Blvd | Indianola | PA | 15051 | | | |
| DGS High Voltage Sub Station | 3821 Rte 309 | Upper Saucon | PA | 18034 | | | |
| - | 3845 Northern Pike | Monroeville | PA | 15146 | | | |
| Franklin CAO | 385 Celebration Hill Road | Biglerville | PA | 17307 | | | |
| - | 3854 Chipman Rd | Easton | PA | 18042 | | | |
| Troop H - Chambersburg | 388 Arnold Ave | Tylersburg | PA | 16361 | | | |
| PBPP Chambersburg SO | 39 E Chestnut St | Lancaster | PA | 17602 | | | |
| DHS Office of Legal Counsel | 39 Public Square | Wilkes Barre | PA | 18701 | | | |
| - | 390 College Blvd | Kutztown | PA | 19530 | | | |
| - | 3919 Washington Rd | McMurray | PA | 15317 | | | |
| - | 3920 New Falls Rd | Bristol | PA | 19007 | | | |
| Stockpile 03 Chambersburg | 3926 Nazareth Park Unit 11 | Bethlehem | PA | 18017 | | | |
| District 8-3 | 3929 Washington Rd | McMurray | PA | 15317 | | | |
| Harristown I - Revenue Tower | 393 Walnut St | Harrisburg | PA | 17128-0393 | | | |
| Stockpile 8 | 3930 Jacks Mountain Rd | Belleville | PA | 17004 | | | |
| SR 0914 Seg 0040 | 4 Breezy Park Dr | Fleetwood | PA | 19522 | | | |
| PennDot DLC 021 Chambersburg | 4 Eleanor Dr | Frackville | PA | 17931 | | | |
| | 4 Greenwood Furnace Park | Huntingdon | PA | 16652 | | | |
| | 4 Mi S of Franklin | Franklin | PA | 16323 | | | |
| 822 Shatzer Orchard Road | 4 N Sandy Flash Dr | Edgemont | PA | 19073 | | | |
| Stockpile #09 | 4 Parkway West - Out Parkway | Pittsburgh | PA | 15222 | | | |
| South Mountain Readiness Center | 4 W High St | Waynesburg | PA | 15370 | | | |
| Forest District 1 Office | 4 Washington Pke | South Fayette | PA | 15017 | | | |
| Park Office | 40 Army Heritage Dr | Carlisle | PA | 17013 | | | |
| Park Office | 40 Davis St | Bradford | PA | 16701 | | | |
| Pool | 40 Feduchak Lane | Kingsley | PA | 18826 | | | |
| District 9-4 | 40 Interstate 81 | Carlisle | PA | 17013 | | | |
| - | 40 Rocky Mountain Rd | Fayetteville | PA | 17222 | | | |
| - | 40 Rocky Mountain Rd | Fayetteville | PA | 17222 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------------|------------------------------|--------------------|-------|------------|------|---------|----------|
| - | 400 Belfast Rd | Nazareth | PA | 18064 | | | |
| I-81NB Welcome Center G | 400 Bent Creek Rd | Mechanicsburg | PA | 17050 | | | |
| | 400 Bridge Ave | Sunbury | PA | 17801 | | | |
| - | 400 Daniel Boone Rd | Birdsboro | PA | 19508 | | | |
| Forest Pest Mgmt - Breezewood | 400 Jalappa Rd | Hamburg | PA | 19526 | | | |
| Fulton CAO | 400 Kentuck Dr | Ohiopyle | PA | 15470 | | | |
| Lycoming CAO | 400 Little League Blvd | Williamsport | PA | 17703 | | | |
| PSP Rokosky Remote | 400 Market St | Harrisburg | PA | 17101-2301 | | | |
| Park Office | 400 North St | Harrisburg | PA | 17120-0211 | | | |
| Forest District 2 Office | 400 Pennsbury Memorial Ln | Morrisville | PA | 19067 | | | |
| Penn Village Center | 400 Tower Ln | Irwin | PA | 15642 | | | |
| ATR 015 | 400 Waterfront Dr | Pittsburgh | PA | 15222 | | | |
| | 4000 Municipal Road | Bushkill | PA | 18324 | | | |
| HAR -81-7 | 401 Franklin Mills Cir | Philadelphia | PA | 19154 | | | |
| | 401 Penn Ave | Scranton | PA | 18503 | | | |
| 1704 Pine Rd | 401 S 14th St | Reynoldsville | PA | 15851 | | | |
| Big Spring Fish Culture Station | 4015 Freeport Road | Natrona Heights | PA | 15065 | | | |
| SGL 169 - Cumberland County | 402 School St | North Wales | PA | 19454 | | | |
| Park Office | 403 E Christiana St | Martinsburg | PA | 16662 | | | |
| - | 4035 Comly Street | Philadelphia | PA | 19135 | | | |
| Stockpile #11 | 404 Huntingdon Pke | Rockledge | PA | 19827 | | | |
| - | 404 Sharpless Rd | Landenburg | PA | 19350 | | | |
| Stockpile 14 | 405 Freedom Dr | Newtown | PA | 18940 | | | |
| | 405 Sharpless Rd | Landenberg | PA | 19350 | | | |
| South Mountain Restoration Center | 406 E High St | Waynesburg | PA | 15370 | | | |
| South Mountain Secure Treatment Ctr | 406 Rte 15 North | Dillsburg | PA | 17019 | | | |
| Dog Warden | 407 Crooked Creek Dam Rd | Ford City | PA | 16226 | | | |
| Stockpile 12 | 407 N 8th St | Philadelphia | PA | 19123 | | | |
| Forest Maintenance Bldg | 409 Chartiers Ave | McKees Rocks | PA | 15136 | | | |
| State Game Lands 128 | 409 E Pitt St | Bedford | PA | 15522 | | | |
| I-70WB Welcome Center | 4093 William Penn Hwy | Mifflintown | PA | 17059 | | | |
| Stockpile #12 | 41 Orchard Ln | Hillsdale | PA | 15746 | | | |
| Old Forge Headquarters | 41 Tuna Cross Rd | Bradford | PA | 16701 | | | |
| Fayette CAO | 41 W Church St | Uniontown | PA | 15401 | | | |
| Dog Warden | 410 Clearfield Valley Blvd | Ashville | PA | 16613 | | | |
| SR 0074 Seg 0230 | 410 Longview Dr | New Cumberland | PA | 17070 | | | |
| - | 410 Main St | Reynoldsville | PA | 15851 | | | |
| Big Flat Tower | 410 Roslyn Court | Reeders | PA | 18352 | | | |
| PSP Sherman Remote | 4100 Conewango Ave | Warren | PA | 16365 | | | |
| Gifford Pinchot State Prk | 4102 Rt 15 Hwy | South Williamsport | PA | 17702 | | | |
| Gifford Pinchot State Prk | 4104 Butler St | Pittsburgh | PA | 15201 | | | |
| Philadelphia CAO/Boulevard District | 4109 Frankford Ave | Philadelphia | PA | 19124 | | | |
| Bldg 453 | 411 7th Ave | Pittsburgh | PA | 15219-1919 | | | |
| Cameron CAO | 411 Chestnut St | Emporium | PA | 15834 | | | |
| | 4110 Brownsville Rd | Pittsburgh | PA | 15227 | | | |
| Philadelphia CAO/Unity District | 4111 Frankford Ave | Philadelphia | PA | 19124 | | | |
| Park Office | 4114 Tank Farm Rd | Emmaus | PA | 18049 | | | |
| Rental Bldg | 4115 New Lancaster Valley Rd | Milroy | PA | 17063 | | | |
| GAI-Tronics Phone | 4127 Blue Jay Creek Rd | Sheffield | PA | 16347 | | | |
| GAI-Tronics Phone | 413 W Main St | New Bloomfield | PA | 17068 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------|-----------------------------|------------------|-------|------------|------|---------|----------|
| Sewage Field Dialer | 414 Grant St | Pittsburgh | PA | 15222 | | | |
| Sewage Field Dialer | 414 Lincoln Ave | East Stroudsburg | PA | 18301 | | | |
| - | 415 Central Road | Bloomsburg | PA | 17815 | | | |
| GTU083 | 416 Chalkhill - Ohiopyle Rd | Ohiopyle | PA | 15470 | | | |
| Adams CAO | 417 Lackawanna Ave | Scranton | PA | 18503 | | | |
| Troop H - Gettysburg | 417 Lowland Ave | Hamburg | PA | 19526 | | | |
| - | 417 SR 1037 | Dayton | PA | 16222 | | | |
| District 8-1 - ADAM690 | 418 E Ohio St | Pittsburgh | PA | 15222 | | | |
| DLC-55 Gettysburg | 41871 Rte 6 | Wyalusing | PA | 18853 | | | |
| .5 Mi West of Rte 15 on Rte 234 | 419 Avenue of the States | Chester | PA | 19013 | | | |
| Stockpile 6 | 4190 Campbells Run Rd | Pittsburgh | PA | 15205 | | | |
| Stockpile #11 | 42 Alpha Dr | Newtown Square | PA | 19073 | | | |
| Stockpile #05 | 42 Engles Rd | Millville | PA | 17846 | | | |
| 80 Ulricktown Rd | 420 Holmes St | Bellefonte | PA | 16823 | | | |
| - | 420 Rte 118 Hwy | Sweet Valley | PA | 17814 | | | |
| PSP Wolfe Remote | 4200 Harrisburg Pike | Elizabethtown | PA | 17120 | | | |
| Park Office | 4201 Neshaminy Blvd | Bensalem | PA | 19020 | | | |
| Park Office | 4205 Little Pine Creek Rd | Waterville | PA | 17776 | | | |
| Campground | 421 Travis Drive | East Stroudsburg | PA | 18302 | | | |
| | 4214 Cambridge St No 1 | Harrisburg | PA | 17109-4721 | | | |
| Park Office | 4216 Beaver Rd | Philipsburg | PA | 16681 | | | |
| Water Tower Kiosk | 4218 Manor Dr | Stroudsburg | PA | 18360 | | | |
| | 422 Newgate Court | Bensalem | PA | 19020 | | | |
| Stockpile 10 | 4221 Rte 286 | Indiana | PA | 15701 | | | |
| ATR 362 | 4227 Union Deposit Rd | Harrisburg | PA | 17111-2802 | | | |
| | 4229 N Broad St | Philadelphia | PA | 19140 | | | |
| I-83NB Welcome Center J | 424 E Middle St | Gettysburg | PA | 17325 | | | |
| | 425 6th Ave | Pittsburgh | PA | 15219 | | | |
| ATR 334 | 425 Cloverleaf Rd | Rheems | PA | 17604 | | | |
| - | 425 Fairmont Rd | Karns City | PA | 16041 | | | |
| Contact Station | 425 Main St | Johnstown | PA | 15901 | | | |
| PBPP York SO | 425 Willow Crossing | Greensburg | PA | 15601 | | | |
| | 426 Main St | Johnstown | PA | 15901 | | | |
| YRK120 | 426 S Old Middletown Rd | Bortondale | PA | 19063 | | | |
| | 4260 Fox Run Rd | Dover | PA | 17405 | | | |
| | 4261 N 5th Street | Philadelphia | PA | 19140 | | | |
| - | 4275 County Line Rd | Chalfont | PA | 18914 | | | |
| Troop H - York | 428 Northmont Ave | Hamburg | PA | 19526 | | | |
| DEP SCR District Office | 429 Awol Rd | Jonestown | PA | 17038 | | | |
| DLC-10 York | 429 Forbes Ave | Pittsburgh | PA | 15219 | | | |
| | 43 E Pike St | Canonsburg | PA | 15317 | | | |
| CCC York | 43 Rich Valley Rd | Emporium | PA | 15834 | | | |
| - | 430 E Main St | Middletown | PA | 17057 | | | |
| - | 430 Main St | Johnstown | PA | 15901 | | | |
| PBPP York SO | 430 N 3rd St | Womelsdorf | PA | 19567 | | | |
| - | 430 Penn Ave | Scranton | PA | 18503 | | | |
| District 8-4 | 4300 Little Pine Creek Rd | Waterville | PA | 17776 | | | |
| | 4301 Chestnut Str | Philadelphia | PA | 19104 | | | |
| | 431 E North St | Carlisle | PA | 17013 | | | |
| York CAO | 431 Eisenhower Dr | Hanover | PA | 17331 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--|---------------------------|----------------|-------|------------|------|---------|----------|
| CoPAMS Shelter | 4310 Iroquois Ave | Erie | PA | 16501 | | | |
| Blue Hill Rd at Rte 216 3 miles eas | 4313 Walnut St Ste 130 | McKeesport | PA | 15132 | | | |
| SR 0015 Seg 0071 | 432 E McMurray Rd | McMurray | PA | 15317 | | | |
| SR 0921 Seg 0020 | 432 E Oakview Dr | Waynesburg | PA | 15370 | | | |
| 1/2 mile east of I-83 on PA 851 | 4320 Iroquois Ave | Erie | PA | 16514 | | | |
| SR 0074 Seg 0850 | 4326 Chestnut Grove Hwy | Grampian | PA | 16838 | | | |
| On Alum Rock Rd | 433 W Main St | Smethport | PA | 16749 | | | |
| Stockpile #03 | 4335 E Cheltenham Ave | Philadelphia | PA | 19124 | | | |
| Samuel S Lewis State Park | 4346 Frankford Ave | Philadelphia | PA | 19135 | | | |
| SR 0030 Seg 0501 | 435 5th Ave | Pittsburgh | PA | 15212 | | | |
| | 435 Beaver Valley Rd | Patton | PA | 16668 | | | |
| Richard J. Skubish | 435 State Park Rd | Schellsburg | PA | 15559 | | | |
| | 435 State School Road | Selinsgrove | PA | 17870 | | | |
| | 4350 W Lincoln Hwy | Parquesburg | PA | 19365 | | | |
| - | 4365 Tar Kiln Rd | James Creek | PA | 16657-9302 | | | |
| Troop T - Bowmansville | 4373 William Penn Highway | Mifflintown | PA | 17059 | | | |
| | 4377 Chaneyville Rd | Clearville | PA | 15537 | | | |
| DOH WIC | 4379 Fire Tower Loop | Williamsburg | PA | 16693 | | | |
| Susquehannock State Park | 4395 Quehanna Hwy | Karhaus | PA | 16845 | | | |
| John M Washington | 44 E Broad St | Bethlehem | PA | 18018 | | | |
| Ephrata Area Social Services | 44 Market St | Warren | PA | 16365 | | | |
| PA Game Commission c/o Jonathan Weaver | 44 N Crescent St | Tremont | PA | 17981 | | | |
| Ephrata Cloister Museum | 44 Plaza Ln | Wellsboro | PA | 16901 | | | |
| Edward C Hensley | 44 Ridge Pike | Conshohocken | PA | 19428 | | | |
| | 44 Transportation Ctr | Johnsonburg | PA | 15845 | | | |
| | 44 Woodland Rd | Mount Pocono | PA | 18344 | | | |
| PSP Furnace Hill Remote | 440 Buchanan Trail | McConnellsburg | PA | 17233 | | | |
| 255 W Brubaker Valley Rd | 440 Lincoln Dr | Imperial | PA | 15126 | | | |
| PCG WLM Dan Mummert | 440 N Broad St | Philadelphia | PA | 19130 | | | |
| | 440 S Old Middletown Rd | Bortondale | PA | 19063 | | | |
| Stockpile 18 | 4400 McKnight Rd | Pittsburgh | PA | 15214 | | | |
| | 4404 Grandview Ave | Gibsonia | PA | 15044 | | | |
| - | 443 N Enola Rd | Enola | PA | 17025 | | | |
| | 443 Panorama Dr | Denver | PA | 17517 | | | |
| | 4433 McNeil Rd | Pipersville | PA | 18947 | | | |
| Shirley Curl | 4435 E Thompson St | Philadelphia | PA | 19137 | | | |
| Stockpile 10 | 444 N 3rd St | Philadelphia | PA | 19123 | | | |
| PA Railroad Museum | 444 W 15th St | Tyrone | PA | 16686 | | | |
| Stockpile 23 | 4445 Chambersburg Rd | Cashtown | PA | 17325 | | | |
| Stockpile 11 | 445 Main St | Brockway | PA | 15824 | | | |
| | 445 Schoolhouse Rd | Johnstown | PA | 15904 | | | |
| Vistor Center | 4455 Big Spring Road | Blain | PA | 17006 | | | |
| Diversified Data Service | 446 Hillards Rd | Petrolia | PA | 16050 | | | |
| Stockpile 5 | 4466 Buffalo Rd | Erie | PA | 16510 | | | |
| | 448 N Shore Dr | Portersville | PA | 16051 | | | |
| | 448 W 11th St | Erie | PA | 16501 | | | |
| | 449 Hepburn St | Williamsport | PA | 17701 | | | |
| | 449 McCormick Rd | Pittsburgh | PA | 15108 | | | |
| CATS / Lancaster | 449 State St | Curwensville | PA | 16833 | | | |
| - | 45 Constitution Blvd | Kutztown | PA | 19530 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---|------------------------------|-------------------|-------|------------|------|---------|----------|
| Troop J - HQ | 45 Industrial Park Rd | Selingsgrove | PA | 17870 | | | |
| PBPP Lancaster SO - Data MDF | 45 Lunger Dr | Bloomsburg | PA | 17815 | | | |
| LAN118 | 45 N 4th St | Allentown | PA | 18102 | | | |
| | 45 Shad Blue Lane | Jim Thorpe | PA | 18229 | | | |
| LAN122 | 45 Thoms Run Rd | Bridgeville | PA | 15017 | | | |
| Liberty Place | 450 1st St | East Pennsboro | PA | 17025 | | | |
| Regency Square Shopping Center | 450 Little League Blvd | Williamsport | PA | 17701 | | | |
| Ebensburg Center | 4501 Admiral Perry Hwy | Ebensburg | PA | 15931 | | | |
| | 451 Fullerton Ave | Cambridge Springs | PA | 16403 | | | |
| | 451 Walnut St | Columbia | PA | 17512 | | | |
| Lancaster CAO | 4510 Ferrizzi Dr | Schnecksville | PA | 18078 | | | |
| Stockpile 5 | 452 Broad St | New Bethlehem | PA | 16242 | | | |
| District 8-7 | 4520 Bath Pke | Bethlehem | PA | 18017 | | | |
| Stockpile 22 | 4524 Broadway Blvd | Monroeville | PA | 15146 | | | |
| Youth Forestry Camp 3 | 4534 Tar Kiln Rd | James Creek | PA | 16651 | | | |
| SR 4025 Seg 0050 | 454 Lyman Run Rd | Galeton | PA | 16922 | | | |
| PA 772 | 455 Lyman Run Road | Galeton | PA | 16922 | | | |
| Prospect & Indian Head Rds | 4595 Admiral Perry Hwy | Ebensburg | PA | 15931 | | | |
| PBPP Lancaster SO | 4595 Admiral Perry Hwy rear | Ebensburg | PA | 15931 | | | |
| The Grit Building | 46 East Pine Alley | Elizabethville | PA | 17023 | | | |
| - | 46 I-90 | North East | PA | 16428 | | | |
| - | 46 W Ridge St | Lansford | PA | 18232 | | | |
| Troop F | 460 McClelland Rd | Wind Ridge | PA | 15380 | | | |
| - | 4600 Big Spring Rd | Blain | PA | 17006 | | | |
| - | 4600 Edgemont Ave | Brookhaven | PA | 19015 | | | |
| PGC Loyalsock Game Farm | 461 N Findley St | Punxsutawney | PA | 15767 | | | |
| PGC NCRO K Krebs | 4617 Rte 100 | New Tripoli | PA | 18066 | | | |
| PBPP Williamsport DO | 4622 William Penn Highway | Murrysville | PA | 15668 | | | |
| - | 4627 Rte 51 Ste 520 | Belle Vernon | PA | 15012 | | | |
| DLC-43 Williamsport | 4639 Cherry Springs Rd | Coudersport | PA | 16915 | | | |
| Construction Trailer | 464 Allegheny Rd | Franklin | PA | 16323 | | | |
| ATR304 | 4641 Westport Dr | Mechanicsburg | PA | 17055 | | | |
| | 4643 Centre Ave | Pittsburgh | PA | 15213 | | | |
| | 4646 Oakland Street | Philadelphia | PA | 19124 | | | |
| | 466 Apple Packer Rd | Martinsburg | PA | 16662 | | | |
| | 468 Union St | Luzerne | PA | 18709 | | | |
| Lycoming County Montgomery Pike Stockpile #13 | 4685 Harlansburg Road | Slippery Rock | PA | 16507 | | | |
| Lycoming CAO | 4686 Rte 209 | Elizabethville | PA | 17023 | | | |
| - | 469 Chestnut Ridge Rd | Cherry Hill | PA | 15765 | | | |
| J Scott May | 47 9 East I78 | Upper Macungie | PA | 18106 | | | |
| Armenia Ranger Station | 47 S Washington St | Wilkes Barre | PA | 18701 | | | |
| Cross Creek Forest HQ | 4700 West Branch Highway | Lewisburg | PA | 17837 | | | |
| Maintenance Bldg | 4702 Woodlake Dr | Allison Park | PA | 15101 | | | |
| Ole Bull Park Office | 4706 William Flynn Hwy Ste 8 | Allison Finerk | PA | 15101 | | | |
| Park Office | 471 4451 Rte 66 | Apollo | PA | 15613 | | | |
| Park Office | 4717 Birney Ave | Moosic | PA | 18507-1229 | | | |
| HCR 63 | 472 Priestley Ave | Northumberland | PA | 17857 | | | |
| Waterville Remote 4F03 | 4721 Perkiomen Ave | Reading | PA | 19606 | | | |
| Tombs Road | 4734 State Route 1001 | Thompson | PA | 18465 | | | |
| PO Box 5038 | 475 3A West Penn Ave | Cleona | PA | 17042-3140 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|------------------------------------|------------------------------|----------------|-------|------------|------|---------|----------|
| - | 475 Ben Franklin South Ste 5 | Indiana | PA | 15701 | | | |
| - | 475 Wyoming Ave | Wyoming | PA | 18644 | | | |
| Ravensburg State Park | 4750 Wingate St | Philadelphia | PA | 19136 | | | |
| Ravensburg State Park | 4763 Hazel Ave | Philadelphia | PA | 19053 | | | |
| Legislative Rte 41026 | 4777 Tilghman St | Allentown | PA | 18104 | | | |
| Lycoming County Oval Stockpile #11 | 4785 South Mountain Drive | Emmaus | PA | 18049 | | | |
| - | 479 Thomas Jones Way | Exton | PA | 19341 | | | |
| Clinton CAO | 479 Weaverland Valley Rd | East Earl | PA | 17581 | | | |
| - | 479 Wyoming Ave | Wyoming | PA | 18644 | | | |
| Radio Systems ROC3 | 4790 Chapman Dam Rd | Clarendon | PA | 16313 | | | |
| - | 4793 Rte 660 | Wellsboro | PA | 16901 | | | |
| - | 4797 Rte 660 | Wellsboro | PA | 16901 | | | |
| - | 48 Servidea Drive | Ridgway | PA | 15853 | | | |
| 43 Hatchery Ln | 4801 McKnight Rd Rm 9 | Pittsburgh | PA | 15237 | | | |
| - | 4802 Pittsburgh Ave | Erie | PA | 16515 | | | |
| - | 4820 Rte 711 | Bolivar | PA | 15923 | | | |
| Stockpile 8 | 483 Black Hill Road | Newport | PA | 17074 | | | |
| Roadside Rest No 33 | 4839 West Chester Pke | Newtown Square | PA | 19073 | | | |
| Weather Station | 484 Penn Ave | Hollsopple | PA | 15501 | | | |
| Weather Station | 4843 Park Rd | Austin | PA | 16720 | | | |
| HAR 185 | 4844 Millstone Rd | Smithport | PA | 15710 | | | |
| New Trp F Lamar | 485 N Findley Ave | Punxsutawney | PA | 15767 | | | |
| Bldg 460 SGL 255 | 48-50 W Chestnut St | Lancaster | PA | 17601 | | | |
| HAR 173 | 486 Pike Rd | Johnstown | PA | 15909 | | | |
| District 2-3 County Maintenance | 4876 Rag Hollow Rd | Huntingdon | PA | 16652 | | | |
| Lycoming County 911 Center | 4880 Ashburner St | Philadelphia | PA | 19124 | | | |
| Lock Haven CareerLink - Job Center | 4880 Penn Ave | Sinking Spring | PA | 16645 | | | |
| Cherrywood | 49 Beech Dr | Harrisburg | PA | 17110-3591 | | | |
| LCE - DO # 6 | 49 Canton St | Troy | PA | 16947 | | | |
| Troop F - HQ | 490 E Main St | Nanticoke | PA | 18634 | | | |
| - | 490 Herald Dr | Ambler | PA | 19002 | | | |
| PA Game Commission WM Dan Brauning | 4906-4908 Baltimore Ave | Philadelphia | PA | 19143 | | | |
| Lycoming County 911 Comm Ctr | 492 Black Hill Rd | Newport | PA | 17074 | | | |
| - | 492 Rte 247 | Carbondale | PA | 18407 | | | |
| District 3-0 | 4920 Comly St | Philadelphia | PA | 19124 | | | |
| Stock Pile #7 | 4935 Orchard Rd | Schnecksville | PA | 18078 | | | |
| Near Muncy Near jct with 2055 | 494 Highland St Ext | DuBois | PA | 15801-9374 | | | |
| - | 4950 Old York Rd | Buckingham | PA | 18928 | | | |
| SCI Muncy | 4956 State Route 899 | Marienville | PA | 16239 | | | |
| SCI Muncy | 496 Main | Coburn | PA | 16832 | | | |
| - | 4999 Horseshoe Pike | Downingtown | PA | 19335 | | | |
| Stockpile 4 | 4A Peebles Plz | Philipsburg | PA | 16866 | | | |
| - | 5 Airport Rd | Martinsburg | PA | 16662 | | | |
| Hillcrest | 5 Magnolia Dr | Harrisburg | PA | 17110-2544 | | | |
| Park Office | 5 Mi W of Clearfield | Hyde | PA | 16843 | | | |
| Hyner Run State Park | 5 N 12th St | Philadelphia | PA | 19107 | | | |
| Tamarack Fire Tower | 5 N 5th St | Harrisburg | PA | 17101 | | | |
| Cook's Run Ranger Station | 5 Peninsula Drive | Erie | PA | 16505 | | | |
| Forest District 10 Office | 5 Technology Prk | Harrisburg | PA | 17110-2913 | | | |
| Sewage Treatment Plant | 5 W Laurel Blvd | Pottsville | PA | 17901 | | | |

Appendix U - Centrex Analog Service Locations

| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|---|---------------------------|------------------|--------------|------------|-------------|----------------|-----------------|
| Kiosk | 50 Anthony Dr | East Pennsboro | PA | 17053 | | | |
| Lower Campground Guardhouse | 50 ft NW of SR 4017 | Clarks Summit | PA | 18411 | | | |
| | 50 Gibb Road | Franklin | PA | 16323 | | | |
| LYCO77 Pump Station ROC 3 at LYCO21 | 50 Lawton Ln | Milton | PA | 17847 | | | |
| - | 50 McArdle Rdwy | Pittsburgh | PA | 15210 | | | |
| State Game Lands 75 | 50 Overlook Rd | Labelle | PA | 15450 | | | |
| Near Brookside | 50 Pond Ln | Brush Valley | PA | 15765 | | | |
| Contact Station | 50 Seneca St | Oil City | PA | 16301 | | | |
| Park Office | 500 Bethlehem Pke | Fort Washington | PA | 19034 | | | |
| New District Office | 500 E 4th St | Chester | PA | 19013 | | | |
| Beach Area | 500 E Catherine St | Chambersburg | PA | 17201-2606 | | | |
| - | 500 E Lancaster Ave | Shillington | PA | 19606 | | | |
| - | 500 Evergreen Dr | Waynesburg | PA | 15370 | | | |
| - | 500 Fulton Dr | McConnellsburg | PA | 17233 | | | |
| - | 500 Glenn Street | Wilmerding | PA | 15148 | | | |
| Northumberland CAO | 500 Kings Gap Rd | Carlisle | PA | 17013 | | | |
| 3rd BN 103d Armor CO A&B | 500 Lincoln Hwy | North Versailles | PA | 15137 | | | |
| DOR | 500 Ohio St | Pittsburgh | PA | 15209 | | | |
| Troop F - Stonington | 500 S 2nd Street Pke | Southampton | PA | 18966 | | | |
| DEP NCR District Office | 500 S Chris Columbus Blvd | Philadelphia | PA | 19106 | | | |
| Park Office | 500 Tower Rd | Clearville | PA | 15535 | | | |
| Concession | 500 Waterfront Dr | Pittsburgh | PA | 15222 | | | |
| - | 5000 Oxford Dr Ste 100 | Bethel Park | PA | 15102 | | | |
| Foreman's assembly area | 5006 E Trindle Rd | Mechanicsburg | PA | 17050-3647 | | | |
| District 3-4 | 501 Main St | White Haven | PA | 18661 | | | |
| Old Paxinos Lines | 501 N 3rd St | Harrisburg | PA | 17120-0302 | | | |
| | 501 N Pottstown Pke | Exton | PA | 19341 | | | |
| PA Game Commission SGL 252 | 501 North St | Annaville | PA | 17003 | | | |
| State Game Lands 188 | 501 Walters Ave | Johnstown | PA | 15904 | | | |
| Donald M. Covington | 502 Cavalry Rd | Carlisle | PA | 17013 | | | |
| PGC NERO SGL 13 SB 327 | 5035 Township Line Rd | Drexel Hill | PA | 19026 | | | |
| PA Game Commission c/o William Williams | 504 Cavalry Rd | Carlisle | PA | 17013 | | | |
| Park Office | 504 Nazareth Pike | Nazareth | PA | 18064 | | | |
| Beach Area Lake Jean Entrance | 504 S Waters St | Kittanning | PA | 16201 | | | |
| Lake Rose Comfort Station | 504 W Marshall St | Norristown | PA | 19401 | | | |
| Water Treatment Plant | 5040 N 7th St | Philadelphia | PA | 19120-3104 | | | |
| Stockpile 4 | 5041 Rte 873 | Schnecksville | PA | 18078 | | | |
| - | 5042 Sizerville Rd | Emporium | PA | 15834 | | | |
| - | 505 Racetrack Rd | Washington | PA | 15301 | | | |
| Suite 2 | 506 Main St | Knox | PA | 16232 | | | |
| Columbia CAO | 506 Wood St | Ellwood City | PA | 16117 | | | |
| Troop N - Bloomsburg | 5061 Route 536 | Ringgold | PA | 15767 | | | |
| COLU01 Catawissa | 5070 Jonestown Rd | Harrisburg | PA | 17112 | | | |
| Philadelphia CAO/West District | 5070 Parkside Ave | Philadelphia | PA | 19131 | | | |
| Unit 4 | 508 Midland Ave | Midland | PA | 15059 | | | |
| District 3-1 & 3-3 | 51 Carriage Rd | Palmyra | PA | 17078 | | | |
| Stockpile 3 | 51 Fox Chapel Rd | Pittsburgh | PA | 15238 | | | |
| - | 51 Gravel Pke | Upper Hanover | PA | 18076 | | | |
| Roadside Rest | 51 Ice House Rd | Gardners | PA | 17324 | | | |
| Near Numidia | 51 Parkhill Dr | Johnstown | PA | 15909 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--|----------------------------------|--------------------|-------|------------|------|---------|----------|
| | 51 W Clearview Rd | Hanover | PA | 17331 | | | |
| | 51 Water St | Temple | PA | 19560 | | | |
| Montour CAO | 510 Pine Hollow Rd | McKees Rocks | PA | 15136 | | | |
| Danville SH Administration Bldg | 510 S. Oxford Valley Rd Bldg 8 | Fairless Hills | PA | 19030 | | | |
| Danville State Hospital | 510 W Southern Ave | South Williamsport | PA | 17701 | | | |
| Danville AFRC | 5101 Lancaster Ave | Philadelphia | PA | 19131 | | | |
| PA Game Commission Cathy Haffner Biologist | 511 Constitution Ave | Perkasie | PA | 18944 | | | |
| - | 5113 Germantown Ave | Philadelphia | PA | 19144 | | | |
| Construction Trailer | 512 N Antrim Way | Greencastle | PA | 17225 | | | |
| I-80WB Rest Area 36 | 513 Chestnut St | East Conemaugh | PA | 15909 | | | |
| - | 514 Swamp Rd | Newtown | PA | 18940 | | | |
| Stockpile # 05 | 515 Dock St | Schuylkill Haven | PA | 17972 | | | |
| - | 515 E Samuels Ave | Hazleton | PA | 18201 | | | |
| - | 517 Sharpless Rd | Landenberg | PA | 19350 | | | |
| Stockpile #11 | 518 Cleveland Ave | Chambersburg | PA | 17201 | | | |
| Shamokin Fire Station | 518 Williamson Ln | Springfield | PA | 19064-1631 | | | |
| Forest District 7 | 5193 Morris Allport Hwy | Morrisdale | PA | 16858 | | | |
| Union County Government Ctr | 519B Greenville Rd | Mercer | PA | 16137 | | | |
| LEW 121 | 520 Uhler Rd | Easton | PA | 18040 | | | |
| Philadelphia CAO - Glendale DO | 5201 Old York Rd | Philadelphia | PA | 19141-2950 | | | |
| National Guard Armory | 521 Beaver St | Sewickley | PA | 15143 | | | |
| - | 522 Shawham Ave | Carnegie | PA | 15106 | | | |
| - | 522 Ward Street | Dunmore | PA | 18512 | | | |
| District 3-8 | 523 Knapp Road | Clarks Summit | PA | 18411 | | | |
| | 523 Priceton Ave Ext | Williamsport | PA | 17701 | | | |
| Stockpile 5 | 5235 Frankford Ave | Philadelphia | PA | 19135 | | | |
| Stockpile 03 | 524 Casanova Rd | Philipsburg | PA | 16866 | | | |
| PGC WLM Scott Klinger | 524 Front St | Fredericktown | PA | 15333 | | | |
| - | 5249 Library Rd | Bethel Finerk | PA | 15102 | | | |
| Steven Merrick | 525 Lawrence Avenue | Ellwood City | PA | 16117 | | | |
| OD Park Office | 525 Ramcat Rd | Confluence | PA | 15424 | | | |
| Campground Shower House | 5255 Churchview Rd | Zionville | PA | 18092 | | | |
| Beach House | 526 Behrens Road | Jim Thorpe | PA | 18229 | | | |
| ATR 367 | 5271 Colewood Dr | Baldwin | PA | 15236 | | | |
| Union County Harleton/Pleasant Grove Stockpile #09 | 528 Lumber Rd | New Bethlehem | PA | 16242 | | | |
| | 5280 Rte 30 Ste 4 | Greensburg | PA | 15601 | | | |
| Hickernell Wood Shop | 5285 Bedford Valley Rd | Bedford | PA | 15522 | | | |
| - | 529 Liberty Ave | Pittsburgh | PA | 15222 | | | |
| Dog Law Warden | 529 Main St | Childs | PA | 18407 | | | |
| - | 529 S Market St | Lykens | PA | 17048 | | | |
| Troop F - Milton | 53 @ Sterling Rd | Hamlin | PA | 18427 | | | |
| ATR 386 | 53 E Market St | York | PA | 17401 | | | |
| Foremen's Assembly Area | 53 Main St | Duncannon | PA | 17020 | | | |
| Venango CAO | 530 13th St | Franklin | PA | 16323 | | | |
| | 530 A Caste Village Shopping Ctr | Pittsburgh | PA | 15236 | | | |
| Roaring Creek Maintenance Building | 530 Pottsville Park Plz Rt 61 N | Pottsville | PA | 17901 | | | |
| | 530 William Pitt Way | Pittsburgh | PA | 15328 | | | |
| Union County Mile Run Stockpile #07 | 5301 Simpson Ferry Rd | Mechanicsburg | PA | 17050 | | | |
| Justin Witmer | 531 Penn Ave | Pittsburgh | PA | 15222 | | | |
| Joseph Priestley House | 532 South Oxford Valley Rd | Fairless Hills | PA | 19030 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|----------------------------|----------------------------|-----------------|-------|-------|------|---------|----------|
| PGC WLM Biologist D Gross | 532 West Gay Street | West Chester | PA | 19380 | | | |
| - | 5326 Perry Hwy | Ross | PA | 15229 | | | |
| SCI Coal Township | 533 Harmony Baptist Road | New Castle | PA | 16101 | | | |
| Selinsgrove Center | 533 State Park Rd | Johnsonburg | PA | 15845 | | | |
| Bldg 19 | 533 Swank Rd | Sinnemahoning | PA | 15861 | | | |
| Troop F - Selinsgrove | 534 W Broad St | Hazleton | PA | 18201 | | | |
| - | 535 Chestnut St | Sunbury | PA | 17801 | | | |
| DLC-4 Selinsgrove | 535 Fullerton Ave | Whitehall | PA | 18052 | | | |
| District 3-5 | 535 S Aiken Ave | Pittsburgh | PA | 15232 | | | |
| Off Paxtonville Rd | 5350 Towanda Dr | East Allen | PA | 18017 | | | |
| District 3-5 | 5360 Lincoln Hwy Store 14 | Gap | PA | 17527 | | | |
| | 537 Penn St | Reading | PA | 19601 | | | |
| Fulton CAO | 539 Fulton Dr | McConnellsburg | PA | 17233 | | | |
| Troxelville Maintenance | 54 E 4th St | Emporium | PA | 15834 | | | |
| - | 54 Pennsylvania Ave | Huntingdon | PA | 16652 | | | |
| - | 540 Dubs Church Rd | Hanover | PA | 17331 | | | |
| - | 540 Fairview Rd | Penfield | PA | 15849 | | | |
| Schuylkill CAO | 541 Allegheny Blvd | Franklin | PA | 16323 | | | |
| - | 541 Bloss Mountain Rd | Liberty | PA | 16901 | | | |
| DEP Dist Ofc @ Pottsville | 542 County Farm Rd | Montoursville | PA | 17754 | | | |
| - | 542 Graffius Avenue | Punxsutawney | PA | 15767 | | | |
| Food Distribution | 5435 Monocacy Dr | Bethlehem | PA | 18017 | | | |
| I-81 MM 117 DMS | 545 W Mahoning St | Punxsutawney | PA | 15767 | | | |
| | 546 Three Mile Hill Rd | Mt Pleasant | PA | 15666 | | | |
| | 547 Farwell Ave | Renovo | PA | 17764 | | | |
| FD-18 RMC | 55 E Court St | Doylestown | PA | 18901 | | | |
| | 55 Keystone Industrial Prk | Dunmore | PA | 18512 | | | |
| RR 2011 PO Box 42 | 55 Sugar Run Rd Ste 105 | Waynesburg | PA | 15370 | | | |
| SCI Mahanoy | 550 Kimberston Rd | Phoenixville | PA | 19460 | | | |
| Troop L - Frackville | 551 Mahoning St | Milton | PA | 17847 | | | |
| Stockpile #04 | 552 Lancaster Ave | Berwyn | PA | 19312 | | | |
| SCI Frackville | 5520 Black Moshannon Rd | Philipsburg | PA | 16866 | | | |
| Gregory P Szumlanski | 553 Bethlehem Pke | Fort Washington | PA | 19034 | | | |
| PSP Sundry Remote | 554 Airport Rd | Johnstown | PA | 15904 | | | |
| | 554 S 88 Rd | Carmichaels | PA | 15320 | | | |
| Airport Stockpile 9 | 5540 A Walnut Street | Harrisburg | PA | 17112 | | | |
| | 555 E Weedville | Caledonia | PA | 15868 | | | |
| DOR/DHS Lehigh CAO | 555 Union Blvd | Allentown | PA | 18109 | | | |
| Forum Place | 555 Walnut St | Harrisburg | PA | 17105 | | | |
| Stockpile Ravine | 5560 Main Rd | Sweet Valley | PA | 18656 | | | |
| I-81 NB MM 97 | 5565 N Montour Rd | Gibsonia | PA | 15044 | | | |
| | 558 Centerville Road Ste D | Lancaster | PA | 17601 | | | |
| SERO - William Dingman | 5593 Glades Pke | Somerset | PA | 15501 | | | |
| Stockpile 3 | 56 Follies Rd | Dallas | PA | 18612 | | | |
| Troop L - Schuylkill Haven | 56 Plaza Lane | Wellsboro | PA | 16901 | | | |
| District 5-6 | 56 Tower Rd | Tremont | PA | 17981 | | | |
| DLC-49 Schuylkill Haven | 560 Andrews Rd | Treose | PA | 19053 | | | |
| | 560 Circle Dr | Belle Vernon | PA | 15012 | | | |
| | 560 E 3d St | Erie | PA | 16512 | | | |
| SCHU03 Keffers | 560 Franklin St | Clymer | PA | 15728 | | | |

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| <u>LOCATION</u> | <u>ADDRESS</u> | <u>CITY</u> | <u>STATE</u> | <u>ZIP</u> | <u>POIS</u> | <u>CENTREX</u> | <u>Comments</u> |
|--------------------------------------|--------------------------------|------------------|--------------|------------|-------------|----------------|-----------------|
| Mine Rescue Station | 560 Railroad Ave | Patton | PA | 16803 | | | |
| DEP @ Rausch Creek Treatment Plant | 560 Route 830 | Brookville | PA | 15825 | | | |
| PSP Balzar Remote | 5602 Seven Stars Rd | Millerstown | PA | 17062 | | | |
| Susan M Mease | 5624 Peach Street | Erie | PA | 16565 | | | |
| | 563 Walters Ave | Johnstown | PA | 15901 | | | |
| Michael Somishka | 5632 SR 6 | Tunkhannock | PA | 18657 | | | |
| Bethlehem Sands Casino Resort | 5639 Stewart St | Philadelphia | PA | 19131 | | | |
| | 564 Sinking Creek Rd | Spring Mills | PA | 16875 | | | |
| - | 565 Mt Olivet Rd | Wyoming | PA | 18644 | | | |
| Troop M - HQ | 565 Walters Ave | Johnstown | PA | 15904 | | | |
| Bethlehem Lab | 5660 US Rte 6 W | Galeton | PA | 16922 | | | |
| - | 5661 State Route 6N | Edinboro | PA | 16412 | | | |
| Private Residence | 5665 Chestnut Street | Zionsville | PA | 18092 | | | |
| - | 567 W Mahoning St | Punxsutawney | PA | 15767 | | | |
| | 57 Nature Center Road | Wyoming | PA | 18644 | | | |
| | 570 Airport Rd | Johnstown | PA | 15904 | | | |
| | 570 Galifa Dr | Donora | PA | 15033 | | | |
| DOR | 5705 Rte 981 | Latrobe | PA | 15650 | | | |
| UCBR - U.C. Referee Office | 5706 Glades Pke | Somerset | PA | 15501 | | | |
| | 571 Hepburn Rd. | Avondale | PA | 191311 | | | |
| | 571 Rte 56 Hwy E | Homer City | PA | 15748 | | | |
| Tek Park Technology Campus | 5730 Interchange Rd | Lehighton | PA | 18235 | | | |
| Troop M - Fogelsville | 5730 Shaffer Rd | Dubois | PA | 15801 | | | |
| Phila CAO/Delancy Elmwood | 5740 Market St | Philadelphia | PA | 19139 | | | |
| ATR 394 | 575 Philadelphia St | Indiana | PA | 15701 | | | |
| TCC | 575 W Neversink Road | Reading | PA | 19606 | | | |
| - | 577 Bear Lake Road | Thornhurst | PA | 18424 | | | |
| PSP Flint Hill Remote | 577 Swank Rd | Sinnemahoning | PA | 15861 | | | |
| ATR 349 | 580 US Rte 15 S | Lewisburg | PA | 17837 | | | |
| Stockpile #02 | 581 E mile marker .8 | Mechanicsburg | PA | 17055 | | | |
| Easton Readiness Center | 5826 Hartstown Road | Hartstown | PA | 16131 | | | |
| | 5828 Market St | Philadelphia | PA | 19139 | | | |
| | 5837 Easton Rd | Pipersville | PA | 18949 | | | |
| - | 5837 Route 220 | Laporte | PA | 18626 | | | |
| Northampton Cnty Welcome Ctr | 5847 Germantown Avenue | Philadelphia | PA | 19144-2154 | | | |
| Westmoreland CAO/Greensburg District | 587 Sells Ln | Greensburg | PA | 15601 | | | |
| DMS | 5899 State Park Rd | Upper Black Eddy | PA | 18947 | | | |
| - | 59 N 5th St | Gettysburg | PA | 17325 | | | |
| | 5900 Rte 30 E | York | PA | 17406 | | | |
| Northampton CAO | 5923 Bernville Rd | Bernville | PA | 19506 | | | |
| DLC-6 Easton 2 | 5925 Route 322 | Brookville | PA | 15825 | | | |
| District 5-5 | 593 Lancaster Ave | Malvern | PA | 19355 | | | |
| Stockpile #0003 | 594 Fire Tower Road | Lititz | PA | 17543 | | | |
| Allegheny CAO/Greater Pgh East | 5947 Penn Ave | Pittsburgh | PA | 15206 | | | |
| PSP Fogelsville Remote | 595 East Rolling Ridge Drive | Bellefonte | PA | 16823 | | | |
| Washington CAO/Valley District | 595 Galiffa Dr | Donora | PA | 15033 | | | |
| Westmoreland CAO/CSC | 595 Sells Ln | Greensburg | PA | 15601 | | | |
| | 5950 Meadville Rd | Girard | PA | 16417 | | | |
| - | 5956 Penn Circle South Ste 201 | Pittsburgh | PA | 15206 | | | |
| - | 5990 University Blvd Ste 24 | Coraopolis | PA | 15108 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-----------------------------------|-------------------------------|----------------|-------|------------|------|---------|----------|
| - | 6 Berwert St | Wellsboro | PA | 16901 | | | |
| Multiple ITS | 6 Hutchins Loop | Kane | PA | 16735 | | | |
| | 6 Presque Isle State Park | Erie | PA | 16509 | | | |
| SR 4019 Seg 0160 Offset 0795 | 60 Livery Drive | Churchville | PA | 18966 | | | |
| | 600 6th St | Beaver Falls | PA | 15010 | | | |
| | 600 Gateway Dr | Mansfield | PA | 16933 | | | |
| Jacobsburg Environmental Educ Ctr | 600 Hunter Hwy | Tunkhannock | PA | 18657 | | | |
| Stockpile #13 | 600 Kenhorst Blvd | Reading | PA | 19611 | | | |
| | 600 Kentuck Rd | Stewart | PA | 15470 | | | |
| State Game Lands 205 | 600 Main St | Saxton | PA | 16678 | | | |
| SR 0863 Seg 0070 Offset 0000 | 600 Maine Ave - Upper Darby | Upper Darby | | | | | |
| | 600 Norland Ave | Chambersburg | PA | 17201 | | | |
| PA Game Commission Beahm | 600 Park Rd | Emporium | PA | 15832 | | | |
| | 600 Swamp Fox Rd | Chambersburg | PA | 17201 | | | |
| Stockpile #07 | 6000 Mt Pisgah Rd | York | PA | 17406 | | | |
| | 601 Boalsburg Pke | Boalsburg | PA | 16827 | | | |
| - | 601 Commonwealth Ave | Harrisburg | PA | 17120-0901 | | | |
| FD 19 Lehigh County Bldg | 601 Commonwealth P1 Bldg A | Pittsburgh | PA | 15222 | | | |
| Health and Welfare Building | 601 Forster St | Harrisburg | PA | 17120-0701 | | | |
| | 601 Grace Rd | Knox | PA | 16232 | | | |
| | 601 Westtown Rd | West Chester | PA | 19382 | | | |
| | 6011 State Park Rd | Pipersville | PA | 18947 | | | |
| Gateway Center | 603 Stanwix St | Pittsburgh | PA | 15222 | | | |
| | 6036 Woodland Ave | Philadelphia | PA | 19142 | | | |
| LEH130 Upper Milford | 604 Continental Blvd | Danville | PA | 17821 | | | |
| Stockpile 10 | 6041 Rte 30 Ste 55 | Greensburg | PA | 15601 | | | |
| CCC Allentown | 605 Louis Dr | Warminster | PA | 18974 | | | |
| UCSC Allentown | 605 Main St | Forest City | PA | 18421 | | | |
| Allentown OVR Office | 607 Main St | Johnstown | PA | 15901 | | | |
| Forum / Education Building | 607 South Dr | Harrisburg | PA | 17120-0600 | | | |
| Lehigh Valley Team PA CareerLink | 608 2nd St | Meyersdale | PA | 15552 | | | |
| Wyoming CAO-PRI | 608 Hunter Hwy | Tunkhannock | PA | 18657 | | | |
| Allentown State Hospital | 608 Moraine Pointe Plz | Butler | PA | 16001 | | | |
| PBPP Allentown DO | 6082 Ridgway St - St Marys Rd | Ridgway | PA | 15853 | | | |
| - | 610 Hamilton St | Allentown | PA | 18101 | | | |
| DLC-25 Allentown | 611 Ross Ave | New Cumberland | PA | 17070 | | | |
| District 5-3 | 612 Fairground Rd | Lewisburg | PA | 17837 | | | |
| District 5-0 | 613 North St | Harrisburg | PA | 17120-0400 | | | |
| - | 613 Pleasant Valley Blvd | Altoona | PA | 16602 | | | |
| Stockpile 11 | 613 W Main St | Ligonier | PA | 15658 | | | |
| HAR | 614 N Front St | Harrisburg | PA | 17101 | | | |
| District 5-0 | 615 Erie Heights | Honesdale | PA | 18431 | | | |
| | 615 Howard Ave | Altoona | PA | 16601 | | | |
| | 615 Howard Avenue | ALTOONA | PA | 16601 | | | |
| | 616 North St | Jim Thorpe | PA | 18229 | | | |
| Stockpile 3 | 617 Fire Tower Rd | Birdsboro | PA | 19508 | | | |
| | 6174 PA Rte 6 | Towanda | PA | 18848 | | | |
| | 619 N Franklin St | Chambersburg | PA | 17201 | | | |
| | 619 Pittsburgh Rd | Uniontown | PA | 15401 | | | |
| Highmark Building | 62 Greenfield Ave | Ardmore | PA | 19003 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------|-------------------------------|----------------|-------|------------|------|---------|----------|
| Franklin CAO | 620 Norland Ave | Chambersburg | PA | 17201 | | | |
| Highway Overhead Sign | 6201 Grand Ave | Pittsburgh | PA | 15225 | | | |
| | 623 Elm St | Tionesta | PA | 16353 | | | |
| DOR | 6235 Aughwick Rd | McConnellsburg | PA | 17233 | | | |
| | 624 Allegheny River Blvd | Oakmont | PA | 15139 | | | |
| HAZ139 | 624 Buck Rd | Patton | PA | 16668 | | | |
| Reading State Office Building | 625 Cherry St | Reading | PA | 19602-1152 | | | |
| Cambria CAO | 625 Main St | Johnstown | PA | 15901 | | | |
| Lebanon CAO | 625 S 8th St | Lebanon | PA | 17042 | | | |
| Garage | 626 Swank Rd | Sinnemahoning | PA | 15861 | | | |
| DLC-50 Hazleton | 627 Wood St | Clarion | PA | 16214 | | | |
| HAR 003 | 629 Park Way | Broomall | PA | 19008 | | | |
| VMS 104 | 630 Ctr St | Ashland | PA | 17921 | | | |
| VMS 102 | 630 E Penn St | Bedford | PA | 15522 | | | |
| VMS 103 | 630 Kolter Dr | Indiana | PA | 15701 | | | |
| Stockpile 16 | 630 Norland Ave | Chambersburg | PA | 17201 | | | |
| | 6301 Grayson Rd | Harrisburg | PA | 17111 | | | |
| | 631 Lyman Run Road | Galeton | PA | 16922 | | | |
| - | 6311 Margy Dr | Huntingdon | PA | 16652 | | | |
| Troop N - HQ | 6315 Route 666 | Sheffield | PA | 16347 | | | |
| LUZE65 Weston | 632 W Main St | Ephrata | PA | 17522 | | | |
| Park Office | 6320 Shakespeare St | Pittsburgh | PA | 15206 | | | |
| Park Office | 634 Lenker Rd | Harrisburg | PA | 17111 | | | |
| Contact Station | 6345 Flank Dr | Harrisburg | PA | 17112 | | | |
| HAR 001 | 635 Heacock Rd | Yardley | PA | 19067 | | | |
| | 635 S Spruce St | Lititz | PA | 17543 | | | |
| Stockpile 7 | 635 Union St | Lancaster | PA | 17670 | | | |
| - | 6395 State Rte 103 N | Lewistown | PA | 17044 | | | |
| Donna A. Gerrity | 6400 Frankford Ave | Philadelphia | PA | 19135 | | | |
| CARB64 Diligent Fire Company | 6401 Rte 6 | Edinboro | PA | 16412 | | | |
| PSP Lehighon Remote | 6406 Emlenton/Clintonville Rd | Emlenton | PA | 16373 | | | |
| Headquarters Building SGL 141 | 642 Church St | Upper Macungie | PA | 18052 | | | |
| Penn Forest FCS | 642 Clark St | Old Forge | PA | 18518 | | | |
| - | 642 E. Main Street | Waynesboro | PA | 17268-2387 | | | |
| Stockpile 4 | 643 Conchester Pke | Boothwyn | PA | 19061 | | | |
| | 644 East Main St | Lansdale | PA | 19446 | | | |
| | 644 Elm St | Tionesta | PA | 16353 | | | |
| Carbon CAO | 644 Lost Valley Drive | Hollsopple | PA | 15935 | | | |
| - | 645 Evitts Creek Dam | Bedford | PA | 15522 | | | |
| Troop N - Lehighon | 645 Prince Street | Northumberland | PA | 17857 | | | |
| - | 645 Rte 403 Hwy North | Strongstown | PA | 15957 | | | |
| Park Office | 6454 Route 405 | Muncy | PA | 17756 | | | |
| Swim Area | 646 Springside Ave | Wilmore | PA | 15931 | | | |
| DLC-57 Lehighon | 651 Boas St | Harrisburg | PA | 17121-0750 | | | |
| District 5-2 | 651 S Center Ave | Somerset | PA | 15501 | | | |
| Stockpile 5 | 652 Coal Hill Rd | Clearfield | PA | 16830 | | | |
| | 6522 Belmar St | Philadelphia | PA | 19142-1317 | | | |
| Stockpile 10 | 653 State Rte 93 Store 3 | Conyngham | PA | 18219 | | | |
| Suite B | 654 Bangor Rd | Nazareth | PA | 18064-8624 | | | |
| Hometown Armory | 6540 Rte 6 | Edinboro | PA | 16412 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|------------------------------------|-----------------------------|----------------|-------|-------|------|---------|----------|
| Schuylkill River Project Warehouse | 6542 Lower York Rd | New Hope | PA | 18938 | | | |
| - | 6554 Rte 405 | Muncy | PA | 17756 | | | |
| | 656 Main St | Mount Pleasant | PA | 15666 | | | |
| Eckley Miners Village | 6560 Carlisle Pike Ste 350 | Mechanicsburg | PA | 17050 | | | |
| Water Treatment Plant | 6577 Roosevelt Blvd | Philadelphia | PA | 19149 | | | |
| Park Office | 6586 State Route 29 | Springville | PA | 18844 | | | |
| - | 66 Armory Rd | Lock Haven | PA | 17745 | | | |
| Stockpile 2 | 66 Mill St | Port Allegheny | PA | 16743 | | | |
| - | 66 N Main St | Union City | PA | 16438 | | | |
| Snow Hill Ranger Station | 660 State Rte 11 | Hunlock Creek | PA | 18621 | | | |
| | 661 Barren Rd | Oxford | PA | 19363 | | | |
| - | 665 Carey Ave | Wilkes Barre | PA | 18706 | | | |
| | 665 Route 18 | Hanover | PA | 15021 | | | |
| - | 6691 Sand Mountain Rd | Mifflinburg | PA | 17844 | | | |
| | 67 State Dr | Ridgway | PA | 15853 | | | |
| - | 670 Mill Run Rd | Mill Run | PA | 15464 | | | |
| PIKE08 GPU Birchwood Lakes | 6724 US 322 | Franklin | PA | 16323 | | | |
| Rte 209 | 6735 Route 220 | Dushore | PA | 18614 | | | |
| - | 675 Park Rd | Downingtown | PA | 19335 | | | |
| | 6750 Hollywood Blvd | Delmont | PA | 15626 | | | |
| Edgemere Ranger Station | 679 Franklin Farms Ln | Chambersburg | PA | 17201 | | | |
| Stockpile 8 | 68 Arrowhead Rd | Danville | PA | 17821 | | | |
| McKean CAO | 68 Chestnut St | Bradford | PA | 16701 | | | |
| - | 68 Evergreen Rd | Pottstown | PA | 19464 | | | |
| | 680 Anderson Drive | Pittsburgh | PA | 15220 | | | |
| - | 6800 Columbia Blvd | South Centre | PA | 17815 | | | |
| Pike Cnty Welcome Ctr | 681 Andersen Dr | Pittsburgh | PA | 15220 | | | |
| OHDMS 109 | 681 W Main St | New Holland | PA | 17557 | | | |
| - | 6824 Rising Sun Ave | Philadelphia | PA | 19111 | | | |
| Pike CAO | 684 Lake Wilhelm Rd | Stoneboro | PA | 16153 | | | |
| Owego Ranger Station | 6847 Rt 30 | Jeannette | PA | 15644 | | | |
| DLC-106 Milford | 6850 Hidlay Church Rd | Bloomsburg | PA | 17815 | | | |
| District 4-4 | 6859 Ridgway Johnsonburg Rd | Johnsonburg | PA | 15845 | | | |
| Stockpile 5 | 686 Bald Eagle Mountain Rd | Mill Creek | PA | 17751 | | | |
| | 686 Market Sq | Meyersdale | PA | 15552 | | | |
| Mt. Airy Casino | 687 Tuscarora Park Rd | Barnesville | PA | 18214 | | | |
| | 69 Broadway St | Jim Thorpe | PA | 18229 | | | |
| Little Summit Fire Station | 69 Cellular Ln | Wilkes Barre | PA | 18702 | | | |
| Wyatt Snyder | 6900 Hamilton Blvd | Trexlerstown | PA | 18087 | | | |
| PO Box 262 | 6901 Woodland Ave | Philadelphia | PA | 19142 | | | |
| Rossland Lake | 6916 Rte 549 | Millerton | PA | 16936 | | | |
| Monroe CAO | 692 Downingtown Pke | West Chester | PA | 19380 | | | |
| Fire Tower High Knob | 695 State Route 487 | Benton | PA | 17814 | | | |
| State Health Ctr | 695 State Route 487 Highway | Benton | PA | 17814 | | | |
| DLC-36 Snyder'sville | 695 State Rte 487 | Benton | PA | 17814 | | | |
| District 5-4 | 6955 Lincoln Highway | Stoystown | PA | 15563 | | | |
| Delaware Water Gap Welcome Ctr | 6971 Lincoln Hwy | Thomasville | PA | 17364 | | | |
| | 698 Park Rd | Downingtown | PA | 19335 | | | |
| Troop N - Swiftwater | 7 Garvin Rd | Denver | PA | 17517 | | | |
| Forest District 19 Office | 7 George Ave | Wilkes Barre | PA | 18705 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--|-----------------------------|------------------|-------|------------|------|---------|----------|
| Merchants Plz | 7 Presque Isle State Park | Erie | PA | 16509 | | | |
| Camelback Mountain | 7 Prestley Rd | Bridgeville | PA | 15017 | | | |
| | 7 S Main St | Mahanoy City | PA | 17948 | | | |
| Stockpile #05 | 7 Sheridan Street | Ohiopyle | PA | 15470 | | | |
| | 7 West Locust Street | Coudersport | PA | 16915 | | | |
| - | 70 Keystone Industrial Park | Dunmore | PA | 18512 | | | |
| - | 70 N Westmoreland Ave | Greensburg | PA | 15601 | | | |
| Organizational Maintenance Shop 25 | 70 PennDot Drive | Clearfield | PA | 16830 | | | |
| | 700 Johnson Hwy | Norristown | PA | 19404 | | | |
| Jillian M Soroka | 700 Packer Ave | Philadelphia | PA | 19148 | | | |
| Clarks Summit State Hospital | 700 Rte 201 | Perry | PA | 15482 | | | |
| - | 700 S Chris Columbus Blvd | Philadelphia | PA | 19148 | | | |
| District 4-2 | 700 S Eisenhower Blvd | Middletown | PA | 17057 | | | |
| ATR 364 | 700 Wirth Rd | Mifflinburg | PA | 17844 | | | |
| Stockpile #06 | 7000 Geerdes Blvd | King of Prussia | PA | 19406 | | | |
| District 4-2 | 7000 Interstate 81 N | Greencastle | PA | 17235 | | | |
| Delaware CAO/Chester District | 701 Crosby St | Chester | PA | 19013 | | | |
| Hillside Dr & Country Club Rd | 701 Dorlans Mill Rd | Downingtown | PA | 19335 | | | |
| VMS 101 | 701 Penn Ave | New Brighton | PA | 15066 | | | |
| HAR 009 | 701 Petersburg Rd | Connellsville | PA | 15425 | | | |
| | 701 Pictwood Dr | Glenshaw | PA | 15116 | | | |
| | 701 Rodi Rd | Wilkins | PA | 15137 | | | |
| Lackawanna State Park | 7018 Sandy Trail | Erie | PA | 16510 | | | |
| FD-11 Office | 703 E 20th St | Chester | PA | 19013 | | | |
| Lackawanna State Park/Forest District 11 | 703 Matt Shields Rd | Hempfield | PA | 15601 | | | |
| Pool Ticket Booth | 7036 Terrann Dr | Harrisburg | PA | 17112 | | | |
| - | 704 E Main St | Youngsville | PA | 16371 | | | |
| Victor Rosa | 704 Erlen Rd | Plymouth Meeting | PA | 19462-2429 | | | |
| WCO Dave Kaneski Residence | 705 Scranton Pocono Highway | Covington | PA | 18444 | | | |
| | 705 Springer Rd | Ligonier | PA | 15658 | | | |
| Gouldsboro State Park | 705 W Market St Ste 3 | Orwigsburg | PA | 17961 | | | |
| Coolbaugh Area | 7060 Highland Dr | Pittsburgh | PA | 15206 | | | |
| Thornhurst Maint Hdqt | 707 Pheasant Run Rd | West Chester | PA | 19382 | | | |
| Pa Game Commission c/o Mark Kropa | 707 Saxonburg Rd | Harrison | PA | 15065 | | | |
| Park Office | 7070 Allentown Blvd | Harrisburg | PA | 17112 | | | |
| Lift Station | 709 Leidy Area | Renovo | PA | 17764 | | | |
| Lower Lake Campground | 709 Pine Grove Rd | Gardners | PA | 17324 | | | |
| Clarion CAO | 71 Lincoln Dr | Clarion | PA | 16214 | | | |
| Park Office | 710 Pine Grove Rd | Gardners | PA | 17324 | | | |
| - | 710 Powder Mill Lane | Wynnewood | PA | 19096 | | | |
| | 711 Gibson Blvd | Harrisburg | PA | 17104 | | | |
| Troop R - Blooming Grove | 711 Ryan Blvd | Coatesville | PA | 19320 | | | |
| PIKE01-High Knob | 7114 Ridge Avenue | Philadelphia | PA | 19128 | | | |
| Owego Maintenance Division | 7116 Ridge Ave | Philadelphia | PA | 19128 | | | |
| - | 7121 Ogontz Ave | Philadelphia | PA | 19138 | | | |
| ATR 306 | 714 Lower George Valley Rd | Gregg | PA | 16875 | | | |
| | 7146 Ridge Avenue | Philadelphia | PA | 19128 | | | |
| - | 715 15th St | Beaver Falls | PA | 15010 | | | |
| Honesdale Boro City Hall | 715 Jordan Ave | Montoursville | PA | 17754 | | | |
| Wayne County Careerlink | 715 Twining Rd | Dresher | PA | 19025 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---|------------------------------------|----------------|-------|------------|------|---------|----------|
| Wayne CAO | 7150 Old US Hwy 322 | Milroy | PA | 17063 | | | |
| - | 7161 Ogontz Ave | Philadelphia | PA | 19138 | | | |
| Troop R - Honesdale | 717 RD 3 Brownhill Rd | Millhall | PA | 17751 | | | |
| - | 7192 Bake Oven Rd | Germansville | PA | 18053 | | | |
| - | 7193 Mount Pleasant Road | Summerville | PA | 15864 | | | |
| DLC-102 Honesdale | 72 Lancaster Ave | Malvern | PA | 19355 | | | |
| Near village of Equinunk | 720 Bow Creek Rd | Grantville | PA | 17028 | | | |
| Near Rileyville | 720 Cooksburg Vowinckel RD | Cooksburg | PA | 16217 | | | |
| | 720 Gill Hill Rd | Newport | PA | 17074 | | | |
| Stockpile #10 - Mount Cobb | 720 Ridge Rd | Nicktown | PA | 15931 | | | |
| HAR #008 | 7200 Peach St | Erie | PA | 16509 | | | |
| VMS 105 | 7200 Peach Street - Unite 480 | Erie | PA | 16509 | | | |
| Scrub Oak Remote 2R02 | 7204 Germantown Ave | Philadelphia | PA | 19119 | | | |
| Bob Bisignani | 721 Snow Shoe | Snow Shoe | PA | 16874 | | | |
| Stockpile #12 | 721 State Route 26 Box 370 Route 1 | Huntingdon | PA | 16669 | | | |
| VMS 106 | 721 W Liberty Rd | Slippery Rock | PA | 16057-4715 | | | |
| - | 722 Brookline Blvd | Pittsburgh | PA | 15226 | | | |
| | 724 South St | Philadelphia | PA | 19147 | | | |
| VMS 107 | 7248 Tilghman St | Allentown | PA | 18106 | | | |
| | 725 Oneida Valley Road | West Sunbury | PA | 16061 | | | |
| Great Bend Tpk | 726 Campground Rd | West Pittston | PA | 18643 | | | |
| Shohola Business Ctr | 726 Claremont Avenue | Tamaqua | PA | 18252 | | | |
| Hiram G Andrews Center-Dauphin Processing Ctr | 727 Goucher St | Johnstown | PA | 15905 | | | |
| Stockpile #11 - Thompson | 727 Goucher Street | Johnstown | PA | | | | |
| PA Game Commission SGL 127 | 729 Lawerence Ave | Ellwood City | PA | 16117 | | | |
| Campground Shelter | 730 Adams Ave | Philadelphia | PA | 19124 | | | |
| Canoe Rental | 730 Ohio River Blvd | East Rochester | PA | 15074 | | | |
| Maintenance Building | 731 Cherry Dr | Hershey | PA | 17033 | | | |
| Park Office | 7339 Clearshade Dr | Windber | PA | 15963 | | | |
| Stockpile 15 Herrick | 734 Jacobsburg Rd | Wind Gap | PA | 18091 | | | |
| SCI Waymart | 736 Wertzville Rd | Enola | PA | 17025 | | | |
| SCI Waymart | 737 E 38th St | Erie | PA | 16504 | | | |
| CCC Scranton | 739 Monongahela Ave | Glassport | PA | 15045 | | | |
| - | 74 Glocker Way | Pottstown | PA | 19465 | | | |
| SCR019 | 74 Wellwood Ave Ste 103 | Hawley | PA | 18428-9004 | | | |
| - | 740 N Hermitage Rd | Hermitage | PA | 16148 | | | |
| Northeastern Veterans Center | 740 Union School Rd | Mt Joy | PA | 17552 | | | |
| Samters Building | 740 Walnut St - Meadville | Meadville | PA | 16335-2347 | | | |
| Samters Building | 743 Shawnee Rd | Schellsburg | PA | 15559 | | | |
| PBPP Scranton DO | 744 State Route 268 | Cowansville | PA | 16218 | | | |
| Northeast Regional Office | 745 S Eagle Valley Rd | Bellefonte | PA | 16823 | | | |
| - | 747 W Main St | Plymouth | PA | 18651 | | | |
| - | 748 W Street Rd | Warminster | PA | 18974-3102 | | | |
| Anthracite Heritage Museum | 75 College Avenue | Greenville | PA | 16125 | | | |
| | 75 N 2nd St | Indiana | PA | 15701 | | | |
| Polish National Union Building | 75 N Laurel St | Hazleton | PA | 18201 | | | |
| VMS 004 | 75 Young St | Wilkes Barre | PA | 18706 | | | |
| VMS 020 | 750 Ivory St | Pittsburgh | PA | 15202 | | | |
| VMS 043 | 750 North Krocks Rd Ste 302 | Allentown | PA | 18106 | | | |
| | 750 Race St | Philadelphia | PA | 19107 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------------|---------------------------------|-------------------|-------|------------|------|---------|----------|
| | 750 Vanderbilt Rd | Connellsville | PA | 15425 | | | |
| | 751 Linn Tyro Rd | Hadley | PA | 16130-2717 | | | |
| Scranton AFRC | 751 Ski Access Road | Claysburg | PA | 16625 | | | |
| - | 7519 Sharon Mercer Rd | Mercer | PA | 16137-6511 | | | |
| | 755 N Church St | Spring City | PA | 19475 | | | |
| John T. Healey | 755 Old Lancaster Pike | Cumru | PA | 19607 | | | |
| Troop R - HQ | 757 Gamelands Rd | Dubois | PA | 15801 | | | |
| Huntingdon CAO | 7591 Lake Raystown Shopping Ctr | Huntingdon | PA | 16652 | | | |
| DLC-8 Dunmore | 7599 Raccoon Valley Rd | Millerstown | PA | 17062 | | | |
| O'Neil Highway | 76 Dieble Rd | Weedville | PA | 15868 | | | |
| HAR 006 | 7657 Lake Raystown Shopping Ctr | Huntingdon | PA | 16652 | | | |
| DMS Main Avenue | 766 Rte 113, Store 4 | Souderton | PA | 18964 | | | |
| | 768 Linn Run Rd | Rector | PA | 15677 | | | |
| UCSC Scranton | 77 Sands Blvd | Bethlehem | PA | 18015 | | | |
| - | 770 E Pittsburgh St | Greensburg | PA | 15601 | | | |
| | 770 Linn Run Rd | Rector | PA | 15677 | | | |
| - | 7702 City Ave | Philadelphia | PA | 19151 | | | |
| | 771 Scranton Carbondale Hwy | Eynon | PA | 18403 | | | |
| Mtnc Bldg | 772 Achortown Rd | Beaver Falls | PA | 15010 | | | |
| VMS 003 | 7733 Rte 22 Hwy E | New Florence | PA | 15944 | | | |
| | 774 Berlin Plank Rd | Somerset | PA | 15501 | | | |
| Stockpile 2 | 775 McClellandtown Rd | Uniontown | PA | 15401 | | | |
| Co C 2d Bn 103d Armor | 777 Casino Dr | Pittsburgh | PA | 15212 | | | |
| Troop P - Shickshinny | 777 Harrahs Blvd | Chester | PA | 19013 | | | |
| DLC-56 Berwick | 778 Washington Rd | St Marys | PA | 15857 | | | |
| | 78 Clarion Plaza | Clarion | PA | 16214 | | | |
| Troop N - Fern Ridge | 78 Country Club Trail | Fairfield | PA | 17320 | | | |
| | 78 Grow Ave | Montrose | PA | 18801 | | | |
| SCI Dallas | 7801 Glenlivet West Dr Ste E | Fogelsville | PA | 18051 | | | |
| - | 7814 Rte 66 | Marienville | PA | 16239 | | | |
| - | 7820 Allentown Blvd | Harrisburg | PA | 17112 | | | |
| PGC Northeast Regional Hdqtrs | 7832 Drane Highway | West Decater | PA | 16878 | | | |
| | 784 Route 209 Unit 3C | Middle Smithfield | PA | 18324 | | | |
| - | 785 Starr St | Phoenixville | PA | 19460 | | | |
| FD-20 | 785 Vogelsong Rd | York | PA | 17404 | | | |
| | 786 N Ninth St | Philipsburg | PA | 16866 | | | |
| Worlds End State Park | 7869 National Pke | Addison | PA | 15411 | | | |
| Sullivan County Estella Stockpile #07 | 787 St Rte 119 | Springhill | PA | 15451 | | | |
| - | 7888 Route 22 Highway East | New Florence | PA | 15944 | | | |
| SCI Retreat | 789 E Lancaster Ave | Villanova | PA | 19085 | | | |
| Stockpile 6 | 7890 Route 27 | Pittsfield | PA | 16340 | | | |
| Sullivan CAO | 790 Bailey Hill Road | Ulysses | PA | 16948 | | | |
| Troop P - Laporte | 7909 Old Forge Rd | Waynesboro | PA | 17268 | | | |
| District 3-6 | 791 Rockport Rd | White Haven | PA | 18255 | | | |
| - | 795 Game Commission Rd | Bloomsburg | PA | 17815 | | | |
| Mehoopany Fire Tower | 799 Waynesburg Rd | Washington | PA | 15301 | | | |
| Stockpile #06 | 8 N Grove St | Lock Haven | PA | 17754 | | | |
| - | 8 Presque Isle State Park | Erie | PA | 16509 | | | |
| | 8 Sheaffer Road | Carlisle | PA | 17015 | | | |
| - | 8 Vine St | Vestaburg | PA | 15368 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|------------------------------------|------------------------------|--------------------|-------|------------|------|---------|----------|
| NE Consolidated Dispatch Ctr | 80 Elm Hollow Drive | Ulysses | PA | 16948 | | | |
| - | 80 I-79 SB | Cranberry Township | PA | 16066 | | | |
| Bear Springs Fire Tower | 80 N Westmoreland Ave | Greensburg | PA | 15601 | | | |
| Hughestown Hose Co | 800 Bustletown Pke | Richboro | PA | 18954 | | | |
| - | 800 E Campground Rd | Wellsville | PA | 17365 | | | |
| - | 800 Progress St | Pittsburgh | PA | 15212 | | | |
| LUZE680 Mt Lookout Remote | 8000 Bretz Dr | Harrisburg | PA | 17111 | | | |
| - | 8001 Bretz Dr | Harrisburg | PA | 17112 | | | |
| - | 8001 State Rd | Philadelphia | PA | 19144 | | | |
| Kathryn Skrinak | 8002 Bretz Dr | Harrisburg | PA | 17112 | | | |
| - | 801 Arch St | Philadelphia | PA | 19107-5157 | | | |
| Troop P - HQ | 801 Butler Prk | Mercer | PA | 16137 | | | |
| Philadelphia Annex - Market St | 801 Market St | Philadelphia | PA | 19107 | | | |
| Asst ERC DEP NER | 801 Wyoming Ave | West Pittston | PA | 18643 | | | |
| Park Office | 802 Shrewsbury Commons Ave | Shrewsbury | PA | 17361 | | | |
| Patrick Solano Env Ed Building | 8024 Glove Run Rd | Petersburg | PA | 16669 | | | |
| - | 803 Meade St | Dunmore | PA | 18512-3040 | | | |
| - | 803 N Loyalsock Ave | Montoursville | PA | 17754 | | | |
| 5566 Main Rd | 805 Enterprise St | Dickson City | PA | 18519 | | | |
| FBC Northeast Region Education | 805 Thersia St | St Marys | PA | 16726 | | | |
| - | 808 Vanderbilt Rd | Connellsville | PA | 15425 | | | |
| - | 8081 Center St | Emerald | PA | 18103 | | | |
| Wyoming CAO | 809 Hopkins St | Sewickley | PA | 15143 | | | |
| Wyoming CAO-PRI | 809 Market St | Port Royal | PA | 17082 | | | |
| Troop P - Tunkhannock | 8090 McIntyre Sq Dr | Pittsburgh | PA | 15237 | | | |
| Wyoming County State Health Center | 81 Keystone Industrial Prk | Dunmore | PA | 18512 | | | |
| - | 81 South Rd | Pitman | PA | 17964 | | | |
| Private Residence | 812 W College Ave | Pleasant Gap | PA | 16823 | | | |
| District 4-7 | 813 Male Road | Wind Gap | PA | 18091 | | | |
| DLC-105 Tunkhannock | 8156 Admiral Peary Hwy | Cresson | PA | 16699 | | | |
| Stockpile #09 | 8156 Ogontz Ave | Wyncote | PA | 19095 | | | |
| Near Lemon | 816 3rd Ave | New Brighton | PA | 15066 | | | |
| Stockpile # 15 | 819 Pinewood Dr | Pottsville | PA | 17901 | | | |
| - | 8199 Perry Hwy | Erie | PA | 16509 | | | |
| White Haven Center | 82 Cabin Bridge Road | Forksville | PA | 18616 | | | |
| YFC 2 | 82 Dogwood Ave | Harrisburg | PA | 17110-2928 | | | |
| Park Office | 820 Frank Ave | New Castle | PA | 16101 | | | |
| Park Office | 820 McKeesport Rd | Elizabeth | PA | 15037 | | | |
| Dry Land Hill Fire Tower | 820 State Route 11 | Hunlock Creek | PA | 18621 | | | |
| New Lifeguard Building | 8201 Enterprise Ave | Philadelphia | PA | 19153 | | | |
| Sewage Treatment Plant | 8204 E Roosevelt Blvd | Philadelphia | PA | 19152 | | | |
| Stockpile 3 | 821 Aughwick Road | McConnellsburg | PA | 17233 | | | |
| - | 821 Centennial St | Houtzdale | PA | 16651 | | | |
| WBR117 | 821 Lancaster Avenue Ste 310 | Wayne | PA | 19087 | | | |
| DOR | 823 Havice Valley Road | Milroy | PA | 17063 | | | |
| - | 825 N Gallatin Ave Ext | Uniontown | PA | 15401 | | | |
| Bicentennial Building | 826 Crane Ave | Pittsburgh | PA | 15216 | | | |
| HAR 002 | 826 Franklin Rd | Mercer | PA | 16137 | | | |
| - | 826 Hazelwood Ave | Pittsburgh | PA | 15217 | | | |
| - | 826 Sharon Circle | West Chester | PA | 19382 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--------------------------------------|--------------------------------|---------------|-------|-------|------|---------|----------|
| White Haven Center | 827 Oley Valley Rd | White Haven | PA | 18661 | | | |
| Pocono Downs Racetrack | 828 E 6th St | Erie | PA | 16507 | | | |
| LUZE01 PTC/OPRS Wyoming | 8288 First Fork Rd | Sinnemahoning | PA | 15861 | | | |
| - | 83 Fort Washington Expy | Spring House | PA | 19477 | | | |
| DEP AMR Warehouse | 83 Murtland Ave | Washington | PA | 15301 | | | |
| Lancaster CAO | 832 Manor St | Lancaster | PA | 17604 | | | |
| ATR 376 | 832 St Marys Rd | St Marys | PA | 15857 | | | |
| | 8320 Schantz Rd | Breinigsville | PA | 18031 | | | |
| | 8349 Perry Hwy | Erie | PA | 16505 | | | |
| | 835 5th Ave | Coraopolis | PA | 15108 | | | |
| Near Sugar Notch | 8359 Pondview Drive | McKean | PA | 16425 | | | |
| Stockpile 5 | 8362 Sharon-Mercer Rd | Mercer | PA | 16137 | | | |
| Near Dupont | 837 Rte 6 | Shohola | PA | 18458 | | | |
| Near Courtdale | 837 Sharon New Castle Rd Ste 7 | Farrell | PA | 16121 | | | |
| Near West Hazleton | 84 E Bennett St | Kingston | PA | 18704 | | | |
| HQ 1st BN 109th FA | 840 Wood St | Clarion | PA | 16214 | | | |
| NE Training Center | 841 Vogelsong Rd | York | PA | 17404 | | | |
| | 8419 Sharon-Mercer Rd | Mercer | PA | 16137 | | | |
| | 842 Swank Rd | Austin | PA | 16720 | | | |
| | 843 Park Rd | Elverson | PA | 19520 | | | |
| | 844 Big Spring Rd | Newville | PA | 17241 | | | |
| Delaware CAO/Darby District | 845 Main St | Darby | PA | 19023 | | | |
| BCI NE | 8457 Tyrone Pke | Irvona | PA | 16656 | | | |
| PO Box 1105 | 847 N Main St | Meadville | PA | 16335 | | | |
| DLC-17 Wilkes-Barre | 84-90 Boylston St | Bradford | PA | 16701 | | | |
| Luzerne County Maintenance Office | 85 Game Rd | Dillsburg | PA | 17019 | | | |
| | 85 Keystone Industrial Prk | Dunmore | PA | 18512 | | | |
| | 85 Reuter Blvd | Towanda | PA | 18848 | | | |
| | 850 Jackson Rd | Apollo | PA | 15613 | | | |
| Anthony Kaiser | 850 S Valley Forge Rd | Lansdale | PA | 19446 | | | |
| Stockpile 16 | 850 San Souci Pkwy | Wilkes Barre | PA | 18702 | | | |
| Developmental Disabilities Counsel | 8500 Brooketree Rd | Wexford | PA | 15090 | | | |
| | 851 Mayhall Rd | Collegeville | PA | 19426 | | | |
| | 853 W Baltimore Pke | West Grove | PA | 19390 | | | |
| Luzerne CAO | 854 Roberts Hill Rd | Shippenville | PA | 16254 | | | |
| The Pomeroy Building | 855 B Pennsylvania Blvd | Feasterville | PA | 19053 | | | |
| Susquehanna CAO | 855 N Gallatin Ave Ext | Uniontown | PA | 15401 | | | |
| PA Game Commission c/o James Stickle | 859 County Line Rd | Horsham | PA | 19044 | | | |
| - | 86 Hyner Park Rd | Hyner | PA | 17738 | | | |
| - | 86 Wyomissing Hills Boulevard | Reading | PA | 19609 | | | |
| ATR 29 | 8603 Rte 183 | Bernville | PA | 19506 | | | |
| DLC-103 Montrose | 861 E Lancaster Ave | Downingtown | PA | 19335 | | | |
| Rte 706 RD 1 Box 40 | 864 E Street Rd | Warminster | PA | 18974 | | | |
| | 870 Kylertown Drifting Hwy | Morrisdale | PA | 16858 | | | |
| - | 8705 Germantown Ave | Philadelphia | PA | 19118 | | | |
| Building 19 Selinsgrove Ctr | 872 Forest Rd | Selinsgrove | PA | 17870 | | | |
| Susquehanna County Welcome Ctr | 872 Salem Blvd | Berwick | PA | 18603 | | | |
| OHDMS 108 | 873 Scots Pine Lane | Hazleton | PA | 18202 | | | |
| Stockpile #21 - Lenox | 873 Viaduct Rd | Grampian | PA | 16838 | | | |
| Stockpile 15 | 875 Greentree Rd | Pittsburgh | PA | 15220 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--------------------------------------|-------------------------------------|------------------|-------|------------|------|---------|----------|
| Milford Readiness Ctr | 8763 William Penn Hwy | Huntingdon | PA | 16652 | | | |
| Troop R - Gibson | 8775 Norwin Ave Ste 36 | North Huntingdon | PA | 15642 | | | |
| | 8794 Easton Rd Ste 1 | Revere | PA | 18953 | | | |
| Stockpile #08 - Springville | 88 Bull Run Crossing | Lewisburg | PA | 17837 | | | |
| PA Game Commission SGL 35 | 88 Hershey Rd | Shippensburg | PA | 17257 | | | |
| | 880 Butler St | Pittsburgh | PA | 15223 | | | |
| TOW048 | 880 North Washington Road | North Washington | PA | 16048 | | | |
| Bradford CAO | 880 Town Center Dr | York | PA | 17408 | | | |
| Troop P - Towanda | 881 Twinlyn Drive | Lansdale | PA | 19446 | | | |
| Bradford County Radio | 8844 Frankford Ave | Philadelphia | PA | 19136 | | | |
| Rear Building | 8852 Mt Olivet Road | Chambersburg | PA | 17201 | | | |
| Bradford County Health Center | 888 Gordon Nagle Trail | Pottsville | PA | 17954 | | | |
| DLC-104 Monroeton | 89 Murtland Ave | Washington | PA | 15301 | | | |
| ATR 5 | 89 N Interstate 81 | Jonestown | PA | 17038 | | | |
| District 3-9 | 8955 Back Mountain Rd | Milroy | PA | 17063 | | | |
| Stockpile #02 | 896 Admiral Peary Hwy | Johnstown | PA | 15909 | | | |
| Stockpile 7 | 899 Cherry St | Montoursville | PA | 17754 | | | |
| Near Milan | 8Mi S of Ridgway 1/2 Mi off Rte 949 | Portland Mills | PA | 15853 | | | |
| | 8th St & 1st Ave | Beaver Falls | PA | 15010 | | | |
| SGL 219 State Route 1074 | 9 Gold Star Plz | Shenandoah | PA | 17976 | | | |
| RR 2 Box 256A | 9 N 9th St | Lebanon | PA | 17042 | | | |
| Stockpile #03 | 9 Northgate Plz Unit 5 | Harmony | PA | 16037 | | | |
| | 9 S Main St | Mercersburg | PA | 17236 | | | |
| Bucks County Emergency Comm | 90 Industrial Dr | Hamburg | PA | 19526 | | | |
| District 6-1 | 90 Liberty Valley Road | Danville | PA | 17821 | | | |
| | 90 Old Trail Rd | Liverpool | PA | 17045 | | | |
| | 90 W Chestnut St | Washington | PA | 15301 | | | |
| | 900 E Cowley Run Rd | Emporium | PA | 15834 | | | |
| | 900 E Cumberland St | Lebanon | PA | 17042 | | | |
| Stockpile 4 | 900 Village Mall | Horsham | PA | 19044 | | | |
| DLC-51 Dublin | 900 Water St | Meadville | PA | 16335 | | | |
| | 901 Ayers Ave | Lemoyne | PA | 17043 | | | |
| | 901 Bridge St | Graterford | PA | 19426 | | | |
| Thompson-Neely House | 901 E Main St Ste 12 | Palymra | PA | 17078 | | | |
| Bowman's Tower Visitor Center | 901 Elmerton Ave | Harrisburg | PA | 17110 | | | |
| Capital Associates Building | 901 N 7th St | Harrisburg | PA | 17102 | | | |
| PSP Buckingham Remote | 901 N 7th St Rear | Harrisburg | PA | 17120 | | | |
| Park Office | 9031 Peach St | Waterford | PA | 16441 | | | |
| Parking Lot | 9033 US RT 220 | Bedford | PA | 15522 | | | |
| Stockpile 8 | 9040 Route 487 | Mildred | PA | 18632 | | | |
| | 905 Elmerton Ave | Harrisburg | PA | 17110 | | | |
| Stockpile #06 | 908 Little Deer Creek Valley Rd | Russellton | PA | 15076 | | | |
| Troop M - Dublin | 908 Market St | Harrisburg | PA | 17101-2810 | | | |
| State Park Regional Office 4 | 909 Elmerton Ave | Harrisburg | PA | 17110 | | | |
| Westmoreland CAO/Alle-Kiski District | 909 Industrial Blvd | New Kensington | PA | 15068 | | | |
| Cabin Colony | 909 Moore St | Huntingdon | PA | 16652 | | | |
| | 909 Shawnee Rd | Schellsburg | PA | 15559 | | | |
| | 910 Capital St | Harrisburg | PA | 17124 | | | |
| - | 910 Philadelphia Ave Ste 1 | Northern Cambria | PA | 15714 | | | |
| Ranger Station | 911 Big Spring Rd | Shippensburg | PA | 17257 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------------|-----------------------------|--------------------|-------|------------|------|---------|----------|
| High Rocks State Park | 911 Hill Street | Evans City | PA | 16033 | | | |
| Ralph Stover State Park | 912 Greenleaf Rd | Hershey | PA | 17033 | | | |
| | 9135 Ridge Road | Girard | PA | 16417 | | | |
| BOIS William Gordan | 9136 West Chester Pike | Upper Darby | PA | 19082 | | | |
| Park Office | 914 E 12th St | Erie | PA | 16503 | | | |
| Marina Bldg | 914 Penn Ave | Pittsburgh | PA | 15222 | | | |
| | 915 Northridge Dr | Norristown | PA | 19403-2996 | | | |
| 448 Haycock Run Rd | 915 Poplar Neck Road | Birdsborough | PA | 19508 | | | |
| | 915 SR 6 W | Tunkhannock | PA | 18657 | | | |
| | 916 Shetters Ln | Camp Hill | PA | 17011 | | | |
| - | 9170 Interchange Road | Lehighton | PA | 18235 | | | |
| - | 9180 Bartram Avenue | Philadelphia | PA | 19153 | | | |
| - | 919B Levick St | Philadelphia | PA | 19111 | | | |
| | 920 Baltimore Ave | Lansdowne | PA | 19050 | | | |
| - | 9207 State Route 209 | Williamstown | PA | 17098 | | | |
| ATR 330 | 921 Drinker Turnpike Ste 23 | Covington Twp | PA | 18444 | | | |
| | 922 Bud Shuster Byway | Everett | PA | 15537 | | | |
| Delaware Canal State Park | 922 W Lancaster Ave | Bryn Mawr | PA | 19010 | | | |
| - | 9226 Willowdale Rd | Greencastle | PA | 17225 | | | |
| | 9234 State Hwy 285 | Conneaut Lake | PA | 16316 | | | |
| | 924 Samoset Dr | Harrisburg | PA | 17109 | | | |
| | 925 Donner Ave | Monessen | PA | 15062 | | | |
| | 925 E Main St | Mount Joy | PA | 17552 | | | |
| Washington Crossing Historical Park | 927 Clearview Rd | Moscow | PA | 18444 | | | |
| Yardley Maintenance Bldg | 9275 Chaneyville Rd | Clearville | PA | 15535 | | | |
| Amy DeLuca | 929 Bernard Road | South Abington Twp | PA | 18411 | | | |
| | 930 Bridge St | Lehighton | PA | 18235 | | | |
| | 930 Rte 22 E | Duncansville | PA | 16635 | | | |
| | 9309 Rte 36 | Sigel | PA | 15860 | | | |
| | 932 Jefferson Ave | Bristol | PA | 19007 | | | |
| | 933 Fineoli Pke | West Chester | PA | 19380 | | | |
| DLC-35 Huntingdon Valley | 9345 State Rte 61 | Coal Township | PA | 17866-4170 | | | |
| | 934971 RD 2 Box 25B | Martinsburg | PA | 16662 | | | |
| Bucks CAO | 935 Old York Rd | Jenkintown | PA | 19046 | | | |
| BUCK06 | 94 Whitetail Rd | Jersey Shore | PA | 17740 | | | |
| - | 941 Deneen's Gap Rd | Warfordsburg | PA | 17267 | | | |
| DMS-P005 | 942 Route 36 | Cooksburg | PA | 16217 | | | |
| DMS P-006 | 943 Glades Pike | Somerset | PA | 15501 | | | |
| | 943 Glades Pke | Somerset | PA | 15501 | | | |
| | 949 Centerville Rd | Newville | PA | 17241 | | | |
| | 95 Inglewood Dr | Pittsburgh | PA | 15228-1503 | | | |
| Stockpile #11 | 950 Rostaver Rd | Rostaver | PA | 15012 | | | |
| | 950 Rostraver Rd | Belle Vernon | PA | 15012 | | | |
| | 950 Walnut Bottom Rd | Carlisle | PA | 17013 | | | |
| DMS P007 | 951 Bridge Court | Catasauqua | PA | 18032 | | | |
| | 9520 Clear Shade Dr | Windber | PA | 15963 | | | |
| J G Duffy | 9546 Glades Pike | Roxbury | PA | 15530 | | | |
| | 9552 Hartstown Rd | Hartstown | PA | 16131 | | | |
| SCI Chester | 958 Main Street | Honesdale | PA | 18431 | | | |
| - | 959 Liberty Ave | Pittsburgh | PA | 15222 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|----------------------------------|-----------------------------------|------------------|-------|-------|------|---------|----------|
| PBPP Chester DO | 959 SR 989 | New Sewickley | PA | 15042 | | | |
| Philadelphia CAO/Girard District | 961 N Marshall St | Philadelphia | PA | 19123 | | | |
| Harrahs Chester Casino | 964 First St | Meadville | PA | 16335 | | | |
| - | 966 Marina Rd | Patton | PA | 16668 | | | |
| Commissioners Office | 97 Doe Run Rd | Manheim | PA | 17545 | | | |
| | 97 Forestry Rd | Emporium | PA | 15834 | | | |
| DOR | 97 Kettle Creek Park Ln | Renovo | PA | 17764 | | | |
| | 970 E Main St | Schuylkill Haven | PA | 17972 | | | |
| Bamidele Aladetohun | 9701 Rte 6 | Tiona | PA | 16352 | | | |
| Rhonda C. Shapey | 972 E Main St | Schuylkill Haven | PA | 17972 | | | |
| Apartment A 2 | 972 Freepport Rd | Pittsburgh | PA | 15238 | | | |
| Troop M - Trevoise Station | 9735 Perry Hwy | Pittsburgh | PA | 15237 | | | |
| Philadelphia Park Casino | 9760 Hunter Ln | Petersburg | PA | 16669 | | | |
| Philly Park Racetrack & Casino | 98 Alleghenyville Road | Mohnton | PA | 19540 | | | |
| Park Office | 98 Vanadium Rd | Bridgeville | PA | 15017 | | | |
| Philadelphia Park Racetrack | 980 Jefferson Ave | Washington | PA | 15301 | | | |
| Bldg II | 9819 Rte 119 Hwy N | East Mahoning | PA | 15759 | | | |
| DLC-15 Bensalem | 982 Raccoon Park Rd | Hookstown | PA | 15026 | | | |
| DMS P-008 | 984 Hatch Run Rd | Warren | PA | 16365 | | | |
| | 984 Texas Palmyra Hwy | Honesdale | PA | 18431 | | | |
| | 987 Mason Dixon Hwy | Berlin | PA | 15530 | | | |
| Delaware CAO/Darby District | 987 Wayne Ave | Chambersburg | PA | 17201 | | | |
| Workers Comp Sub Office | 99 Eckley Main Street | Weatherly | PA | 18255 | | | |
| | 990 Briarsdale Rd | Harrisburg | PA | 17109 | | | |
| William Keough | 9919 Old Rt 126 | Warfordsburg | PA | 17267 | | | |
| | 997 Lieds Rd | Coatesville | PA | 19320 | | | |
| - | 999 Merchant St | Ambridge | PA | 15003 | | | |
| Stockpile 3 - BUCK690 | 9999 Hamilton Blvd | Breinigsville | PA | 18031 | | | |
| | AHN 0 Hollidaysburg | Hollidaysburg | PA | 16648 | | | |
| | AHN 1 Buck Rd | Newtown | PA | 18966 | | | |
| | AHN 1 Coatesville Downingtown Byp | Parquesburg | PA | 19365 | | | |
| - | AHN 1 E Oakhurst Dr | Upper Saucon | PA | 18034 | | | |
| Hope Lodge Museum | AHN 1 Gifford Pinchot | Lewisberry | PA | 17315 | | | |
| Park Office | AHN 1 I-95 & Stoney Hill Road | Lower Makefield | PA | 19067 | | | |
| ATR 8 | AHN 1 Keystone Dr | Bristol | PA | 19007 | | | |
| | AHN 1 Kilbuck St | Glenford | PA | 15238 | | | |
| - | AHN 1 Parker Dam | Pennfield | PA | 16830 | | | |
| | AHN 1 Route 13 | Bensalem | PA | 19020 | | | |
| | AHN 1 Route 81 | West Hanover | PA | 17112 | | | |
| - | AHN 1 Rte 322 | Hummelstown | PA | 17036 | | | |
| Graeme Park | AHN 1 Saint Lawrence Ave | Saint Lawrence | PA | 19606 | | | |
| | AHN 11206 Rte 61 | Frackville | PA | 17931 | | | |
| The Pavillion | AHN 121 Rte 390 | Greentown | PA | 18426 | | | |
| | AHN 1400 Orangeville Rd | Hermitage | PA | 16148 | | | |
| ATR 377 | AHN 1407 Rte 144 | Cross Fork | PA | 17729 | | | |
| | AHN 1407 W Germantown Pke | Plymouth | PA | 19462 | | | |
| | AHN 1410 Scranton Carbondale Hwy | Archibald | PA | 18403 | | | |
| Christopher Holland | AHN 1424 Rte 322 | Annvile | PA | 17003 | | | |
| | AHN 1426 Route 307 | Daleville | PA | 18444 | | | |
| Michael Tomaselli | AHN 1432 State Rte 4013 | Tyrone | PA | 16686 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------|-------------------------------------|---------------|-------|-------|------|---------|----------|
| Stockpile 2 | AHN 15 Rte 150 | Boggs | PA | 16853 | | | |
| | AHN 18 Durham Dr | Dunmore | PA | 18411 | | | |
| | AHN 18 Kinzua Rd | Warren | PA | 16365 | | | |
| | AHN 18 New Rogers Rd | Bristol | PA | 19007 | | | |
| | AHN 18 Swedesford Rd | Malvern | PA | 19355 | | | |
| Welcome Center 0.6 North I 95 | AHN 2 Canoe Creek Rd | Hollidaysburg | PA | 16648 | | | |
| PO Box 1313 | AHN 2 N 2nd St | Wormleysburg | PA | 17043 | | | |
| Stockpile 7 | AHN 2 Penhar Rd | Harrisburg | PA | 17111 | | | |
| Delaware Cnty Welcome Ctr | AHN 21 Rte 903 | Jim Thorpe | PA | 18229 | | | |
| | AHN 22 Bald Mountain Rd | Scranton | PA | 18504 | | | |
| | AHN 25 Portage Area | Emporium | PA | 16720 | | | |
| Troop K - Media | AHN 28 State Rte 534 | White Haven | PA | 18661 | | | |
| Forensics - Media | AHN 2801 Rte 44 | Coudersport | PA | 16915 | | | |
| Sycamore Mills Rd | AHN 2807 State Route 247 | Jefferson | PA | 18436 | | | |
| Ridley Creek State Park | AHN 3 Foulk Rd | Bethel | PA | 19061 | | | |
| District 6-31 | AHN 3 Kennedy Lane | Londonderry | PA | 17057 | | | |
| District 6-3 | AHN 4 Canoe Creek Rd | Hollidaysburg | PA | 16648 | | | |
| DLC-07 Granite Hill | AHN 4 Hyner Run State Park | Chapman | PA | 17738 | | | |
| | AHN 4 Interstate 70 | Claysville | PA | 15323 | | | |
| Building 100 | AHN 4 Rte 22-322 | Middle Paxton | PA | 17018 | | | |
| | AHN 4 Watson St | Wilkes Barre | PA | 18702 | | | |
| Crozier House | AHN 4966 Rte 22 | Smithfield | PA | 16652 | | | |
| DMS P-001 | AHN 5 Ponderosa Dr | Logan | PA | 16601 | | | |
| | AHN 6 Markle Rd | Markle | PA | 15656 | | | |
| | AHN 7 Embreeville Rd | Newlin | PA | 19320 | | | |
| | AHN 7 Wilson Ln | Greentown | PA | 18426 | | | |
| | AHN 700 Horseshoe Pke | Lebanon | PA | 17046 | | | |
| - | AHN 700 Kettle Creek | Renovo | PA | 17764 | | | |
| | AHN 700 Reeceville Rd | Coatesville | PA | 19320 | | | |
| Ridley Creek State Park | AHN 702 Kinsinger Rd | Halifax | PA | 17032 | | | |
| Stockpile 2 | AHN 705 State Rte 536 | Perry | PA | 15767 | | | |
| | AHN 707 Bear Creek Blvd | White Haven | PA | 18661 | | | |
| | AHN 727 Route 40 E | North Union | PA | 15445 | | | |
| | AHN 77 Donohue Rd | Greensburg | PA | 15601 | | | |
| | AHN 83 Rte 390 | Greentown | PA | 18426 | | | |
| PA Wine & Spirits Shoppe 2333 | AHN 9815 Coudersport Pike | Lock Haven | PA | 17745 | | | |
| David V Antonicello | AHN: 4 Greenwood Furnace State Park | Jackson | PA | 16652 | | | |
| | Airport Rd | Elysburg | PA | 17824 | | | |
| | Ansonia Bridge Rd | Wellsboro | PA | 16901 | | | |
| | Anti Icing Machine | Lawrence Twp | PA | 16830 | | | |
| - | Armburst Professional Cntr Bldg C | Greensburg | PA | 15601 | | | |
| | ATR 360 | Grampian | PA | 16838 | | | |
| | ATR 388 | Saylorsburg | PA | 18353 | | | |
| | Bath House Refreshment Stand | Tobyhanna | PA | 18424 | | | |
| | Best Ave | Knox | PA | 16232 | | | |
| Woodlyn Shopping Center | Big Pocono Heliport | Tannersville | PA | 18372 | | | |
| I-95 NB mm 6.6 | Boot Jack Rd | Ridgway | PA | 15853 | | | |
| | Box 1137 Honey Hole Ln | Drums | PA | 18661 | | | |
| Ruth Furman | Box 307 Hard Rock Dr | Marienville | PA | 16239 | | | |
| The Bellvue | Bridge Ave | Sunbury | PA | 17801 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|----------------------------------|---------------------------------|----------------|-------|-------|------|---------|----------|
| - | Building 56 | Philadelphia | PA | 19153 | | | |
| State Court Unit-OCYF | Butler Mine Tunnel | Pittston | PA | 18640 | | | |
| 7955 Oak Hill Dr | Catholic Protection Unit | Philadelphia | PA | 19153 | | | |
| Suburban Station Careerlink | Coal Hollow Rd | Dagus Mines | PA | 15831 | | | |
| Perry CAO | Cold Storage Rd | New Bloomfield | PA | 17068 | | | |
| Stephen Weitzenhofer | Creek Rd | Dornsife | PA | 17823 | | | |
| | Curatorial Storage Bldg 9-7 | Anncville | PA | 17003 | | | |
| | DELA90 I 95 Welcome Center | Marcus Hook | PA | 19061 | | | |
| - | Dieble Rd | Driftwood | PA | 15832 | | | |
| | Dry Run Rd | Hillsgrove | PA | 18619 | | | |
| Suite 503 | Dunbar-Ohiopyle Rd | Dunbar | PA | 15431 | | | |
| Bourse Bldg | E Windhaven Rd | Robinson | PA | 15205 | | | |
| - | Eastgate 8 | Monessen | PA | 15062 | | | |
| DMS P-013 | Factory Rd | Corry | PA | 16407 | | | |
| | Fairfield Rd | Montoursville | PA | 17754 | | | |
| | Farnham Rd | Fleetville | PA | 18420 | | | |
| Philly Rec & Con | FBC AFM 1 | Linesville | PA | 16424 | | | |
| City Hall | FBC Bellefonte SFH | Bellefonte | PA | 16823 | | | |
| Police Communication Center | FBC Benner Springs SFH | State College | PA | 16801 | | | |
| - | FBC Commissioner G. Elliott | Chambersburg | PA | 17202 | | | |
| - | FBC Commissioner Lichvar | Stoystown | PA | 15563 | | | |
| Pumping Station | FBC Corry SFH | Corry | PA | 16407 | | | |
| - | FBC Fairview FCS | Fairview | PA | 16415 | | | |
| | FBC Fish and Boat Commission HQ | Harrisburg | PA | 17110 | | | |
| | FBC Fish Management Area 5 | Bushkill | PA | 18324 | | | |
| | FBC Fish Management Area 6 | Bucksville | PA | 18953 | | | |
| DLC-19 Philadelphia | FBC Huntsdale SFH | Carlisle | PA | 17013 | | | |
| | FBC Lake Erie Research Unit | Fairview | PA | 16415 | | | |
| - | FBC Linesville SFH | Linesville | PA | 16424 | | | |
| - | FBC Northeast Region | Sweet Valley | PA | 18656 | | | |
| DMS | FBC Northwest Region | Meadville | PA | 16335 | | | |
| CareerLink | FBC Oswayo SFH | Coudersport | PA | 16915 | | | |
| DOR | FBC Pleasant Gap Complex | Bellefonte | PA | 16823 | | | |
| | FBC Pleasant Mount SFH | Pleasant Mount | PA | 18453 | | | |
| | FBC Reynoldsdale SFH | New Paris | PA | 15554 | | | |
| - | FBC Southcentral Region | Newville | PA | 17241 | | | |
| | FBC Southeast Region | Lititz | PA | 17543 | | | |
| | FBC Southwest Region | Somerset | PA | 15501 | | | |
| | FBC Tylersville SFH | Loganton | PA | 17747 | | | |
| Onr & Olney Shopping Square | FBC Union City FCS | Union City | PA | 16438 | | | |
| | FBC Walnut Creek | Fairview | PA | 16415 | | | |
| CCC Phila #4 | FBC WCO Tom McMann | Ridgway | PA | 15853 | | | |
| | Glen Drive Ste 185-195 | Manchester | PA | 17345 | | | |
| - | Grove St & Morgan Ave | Clarks Summit | PA | 18411 | | | |
| | Haldeman Island | Duncannon | PA | 17020 | | | |
| CCC Phila #2 | HAR 73 Site 73 | Corsica | PA | 15829 | | | |
| - | Hardytown Rd | Cresco | PA | 18326 | | | |
| Philadelphia CAO/Girard District | Hawk Run Treatment Plant | Hawk Run | PA | 16840 | | | |
| Sugarhouse Casino | Hazelton Airport | Hazleton | PA | 18201 | | | |
| | HC 31 Box 335 | Williamsport | PA | 17701 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---------------------------------------|----------------------------------|------------------|-------|-------|------|---------|----------|
| Yvonne Perez | HC 6 Box 6810 | Hawley | PA | 18428 | | | |
| Philadelphia CAO/Boulevard District | HC 62 Box 26D | Tyler Hill | PA | 18415 | | | |
| Philadelphia CAO/Unity District | HC1 Box 121 | Swiftwater | PA | 18370 | | | |
| DMS | HCR 1 Box 106 | Ridgway | PA | 15853 | | | |
| DMS | I-279 South end | Pittsburgh | PA | 15211 | | | |
| | I-380 NB S of Exit 20 Daleville | Moscow | PA | 18444 | | | |
| | I-476 NB mile marker 10.6 | Bryn Mawr | PA | 19010 | | | |
| | I-70 5 Mi S of US 30 | Crystal Spring | PA | 15536 | | | |
| Philadelphia CAO - Liberty DO | I-79 & I-90 MM 22 | Erie | PA | 16509 | | | |
| - | I-79 @ I-80 SB | Grove City | PA | 16138 | | | |
| DMS | I-79 EB mm 136 | Cochranton | PA | 16314 | | | |
| Sandra Rogers | I-79 Exit 166 | Edinboro | PA | 16412 | | | |
| | I-79 MM 153 | Saegertown | PA | 16433 | | | |
| - | I-79 N | Mt Morris | PA | 15349 | | | |
| | I-80 & Elliot Rd | Wheatland | PA | 16161 | | | |
| | I80 & SR 830 | Brookville | PA | 15825 | | | |
| - | I-80 E | Milton | PA | 17815 | | | |
| | I-80 East of PA / OH borders | West Middlesex | PA | 16159 | | | |
| Philadelphia State Office Building | I-80 EB mm 56 | Knox | PA | 16232 | | | |
| Philadelphia School District | I-80 EB W of Exit 260 I-81 N/S | Butler Twp | PA | 18201 | | | |
| | I-80 Exit 22 ramp | Snow Shoe | PA | 16874 | | | |
| Janel Dixon-Worrell | I-80 Mile Marker 194 Seg 1914 | Loganton | PA | 17747 | | | |
| Philadelphia CAO/West District | I-80 Mile Marker 194 Seg 1935 | Loganton | PA | 17747 | | | |
| Troop K - HQ | I-80 MM .05 | West Springfield | PA | 16443 | | | |
| PHIL02 State Police Office Troop K | I-80 MM 1 @ Ohio border | West Springfield | PA | 16443 | | | |
| | I-80 mm 190 Seg 1901 | Loganton | PA | 17747 | | | |
| Philadelphia CAO/LIHEAP | I-80 mm 37.5 | Clintonville | PA | 16372 | | | |
| Philadelphia CAO/Ridge/Tioga District | I-80 WB E of exit 262 ramp | Dennison Twp | PA | 18201 | | | |
| Philadelphia CAO/Somerset District | I-80 WB S of exit 150 | Butler Twp | PA | 18201 | | | |
| PBPP Phila Northeast SO | I-81 NB Seg 0834 Offset 1450 | Jonestown | PA | 17038 | | | |
| PBPP Phila Eastern Regional Office | I-81 NB Seg 1494 Offset 0000 | Hazleton | PA | 18201 | | | |
| | I-81 NB Seg 1564 Offset 1060 | Nuangola | PA | 18707 | | | |
| - | I-81 NB Seg 1680 Offset 0000 | Wilkes Barre | PA | 18701 | | | |
| | I-81 NB Seg 1870 Offset 0000 | Dunmore | PA | 18512 | | | |
| Philadelphia | I-81 North Bound MM 97 DMS | Pine Grove | PA | 17963 | | | |
| DLC-20 Philadelphia | I-81 SB mile marker 68.8 | Harrisburg | PA | 17110 | | | |
| DMS | I-81 SB MM 232 | Great Bend | PA | 18821 | | | |
| | I-81 SB N of Exit 182 Meadow Ave | Scranton | PA | 18505 | | | |
| | I-81 SB N of Exit 190 Main Ave | Scranton | PA | 18505 | | | |
| V 011 | I-81 SB N of exit 194 off ramp | Waverly | PA | 18411 | | | |
| | I-81 SB Seg 1961 Offset 1854 | Clarks Summit | PA | 18411 | | | |
| | I-83 Seg 0364 Offset 2438 | New Cumberland | PA | 17070 | | | |
| Joseph Winkler | I-83 Seg 0390 Offset 1767.69 | New Cumberland | PA | 17070 | | | |
| DLC-70 West Oak Lane | I-84 Exit 53 | Matamoras | PA | 18336 | | | |
| | I-84 WB E of Exit 8 Mt Cobb | Moscow | PA | 18436 | | | |
| Phila CAO/Delancy Elmwood | I-84 WB PA/NY Border | Matamoras | PA | 18336 | | | |
| PBPP Phila West SO | I-90 Exit 37 | Northeast | PA | 16428 | | | |
| - | I-95 & Chester Pke | Crumlyn | PA | 19462 | | | |
| District 6-5 | I-95 & Richmond St | Philadelphia | PA | 19113 | | | |
| | I-95 .25 Mi S of US 1 PA 413 | Penndel | PA | 19047 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-----------------------------------|-------------------------------------|----------------|-------|-------|------|---------|----------|
| | I-95 at Levick St | Philadelphia | PA | 19135 | | | |
| LCE - DO # 1 | I-95 N | Linwood | PA | 19061 | | | |
| DLC-5 Philadelphia | I-95 SB mm 30.8 | Philadelphia | PA | 19136 | | | |
| | Intersection Rte 415 & 118 | Dallas | PA | 18612 | | | |
| | Intersection SR 322 & SR 34 | Newport | PA | 17074 | | | |
| - | Jersey Mills Maintenance Bldg | Jersey Mills | PA | 17739 | | | |
| Philadelphia CAO/Chelton District | Keystone Industrial Park | Dunmore | PA | 18512 | | | |
| PBPP Phila County Prison | Kinzua Bridge State Prk | Mt Jewett | PA | 16740 | | | |
| PBPP Phila Northwest SO | Knobs Tower | Karthus | PA | 16845 | | | |
| | Lake View Dr | Dalton | PA | 18414 | | | |
| | Landingville Dam | Landingville | PA | 17922 | | | |
| | Lift Station @ Mooring 3 | Dover | PA | 17315 | | | |
| - | Long Pond Rd | Pocono Summit | PA | 18346 | | | |
| - | Lower Bark Shanty Rd | Port Allegheny | PA | 16743 | | | |
| | LR 239 | Unityville | PA | 17774 | | | |
| | LR 283 | Paxinos | PA | 17801 | | | |
| | LR 47024 | Mausedale | PA | 17821 | | | |
| Philadelphia CAO/South District | Lycoming Cty Rts 287 & 284 | English Center | PA | 17776 | | | |
| DLC-108 Philadelphia | Lyman Run Rd | Galeton | PA | 16922 | | | |
| Sullivan CAO | Main St | Laporte | PA | 18626 | | | |
| | McCarol & Fayette Sts | Washington | PA | 15301 | | | |
| DOR | Mi Marker 357.5 PA Turnpike | Bristol | PA | 19007 | | | |
| - | Mid State Air Control Airport | Philipsburg | PA | 16866 | | | |
| Drivers License Center 108 | Mid State Airport Rd | Philipsburg | PA | 16866 | | | |
| | Millertown Rd | Millville | PA | 17846 | | | |
| | Mountain Lake Rd | Wilkes Barre | PA | 18702 | | | |
| James Boxmeyer | Mountain Rd | Gilbert | PA | 18331 | | | |
| | Munderf Star Rte Box 109A | Brookville | PA | 15825 | | | |
| | N of Quehanna Boot Camp | Karthus | PA | 16845 | | | |
| | Near Beavertown | Beavertown | PA | 17870 | | | |
| | Neiltown Rd | Pleasantville | PA | 16341 | | | |
| | Ohioport Heliport | Ohiopyle | PA | 15470 | | | |
| Fort Mifflin | On SR 4009 | Westfield | PA | 16901 | | | |
| PHIL91 - Bartram Avenue | One Forestwood Dr | Pittsburgh | PA | 15237 | | | |
| Penrose Ferry Rd & Bartram Ave | P381 Valley Rd | Harrisburg | PA | 17112 | | | |
| | PA 181 N George at 300 Ft N of I-83 | York | PA | 17405 | | | |
| - | PA 49 Seg 0530/100 | Nelson | PA | 16940 | | | |
| Delaware Valley Veterans Home | PA Game Commission SGL 172 | Wyalusing | PA | 18853 | | | |
| | PA Game Commission SGL 219 | Warren City | PA | 18851 | | | |
| Troop J - Avondale - CHES680 | PA Hwy 87 | Mehoopany | PA | 18629 | | | |
| | Paint Shed | Clarks Summit | PA | 18411 | | | |
| Brandywine Battlefield Park | Paperkraft Blvd & 4th St | Blawnox | PA | 15238 | | | |
| - | Paradise Rd | Milton | PA | 17847 | | | |
| Coatesville Readiness Center | Park & Maple Sts | Laporte | PA | 18626 | | | |
| Troop J - Embreeville | Park Office | Media | PA | 19063 | | | |
| PSP Lancaster Remote Tower | Perry Hwy | Pittsburgh | PA | 15237 | | | |
| CHES69- Glencrest Rd | PO Box 246 Rte 29 | Graterford | PA | 19426 | | | |
| Stockpile 11 | Pole AC 117 | Long Pond | PA | 18334 | | | |
| Stockpile 18 | Pole C323 | Burlington | PA | 18814 | | | |
| District 6-2 | Polk Cut Off RD 2 | Polk | PA | 16342 | | | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--|----------------------------------|---------------|-------|-------|------|---------|----------|
| | Pondfield Tower Rd | Farmington | PA | 15437 | | | |
| Brian W Hoerz | Quarry Rd | Milton | PA | 17847 | | | |
| Park Office | Quehanna Hwy | Karthaus | PA | 16845 | | | |
| - | R D 1 | Shermans Dale | PA | 17090 | | | |
| Pool Filter Bldg | Rattlesnake Fire Tower | Philipsburg | PA | 16866 | | | |
| Stockpile 6 - CHES691 | Rauchtown Foreman's Headquarters | Rauchtown | PA | 17740 | | | |
| | RD | State College | PA | 16801 | | | |
| | RD 1 | James Creek | PA | 16657 | | | |
| - | RD 1 42A Hwy 274 Box B | Blain | PA | 17006 | | | |
| | RD 1 AHN 1 | Rush | PA | 16866 | | | |
| Stockpile 9 | RD 1 AHN 753 | Clarendon | PA | 16313 | | | |
| PennDOT District 6-0 VMS 204 | RD 1 Box 10A | Huntingdon | PA | 16652 | | | |
| | RD 1 Box 131 | Selinsgrove | PA | 17870 | | | |
| | RD 1 Box 40 | Williamstown | PA | 17098 | | | |
| | RD 1 Box 41A | Spring Mills | PA | 16875 | | | |
| | RD 1 Plumer Rd | Oil City | PA | 16301 | | | |
| PSP Kohler Remote | RD 1 SR 3011 | Hesston | PA | 16647 | | | |
| | RD 1 Union Hollow Rd | Blain | PA | 17006 | | | |
| ATR 391 | RD 12 Box 372 Donohoe | Greensburg | PA | 15601 | | | |
| Stockpile 7 | RD 2 | Jonestown | PA | 17038 | | | |
| SPDMS #4 VMS | RD 2 Box 101 Rte 1018 | Derry | PA | 15670 | | | |
| | RD 2 Box 2138 | Orwigsburg | PA | 17961 | | | |
| CHES62-White Clay Creek State Preserve | RD 2 Box 290 | New castle | PA | 16101 | | | |
| White Clay Creek Preserve Park Off | RD 2 Box 314 | Woodland | PA | 16881 | | | |
| White Clay Creek State Park | RD 2 Box 83 | Sunbury | PA | 17801 | | | |
| - | RD 2 Rte 191 S | Honesdale | PA | 18431 | | | |
| CHES77 | Rd 2 SR 4020 Seg 0011 | Jonestown | PA | 17038 | | | |
| DLC-16 Malvern | RD 3 Box 133 | Reynoldsville | PA | 15851 | | | |
| Stockpile 17 | RD 3 Box 490 | Tunkhannock | PA | 18657 | | | |
| SPDMS #5 VMS | RD 4 Box 228 | New Castle | PA | 16101 | | | |
| | RD 4 Box 233A | Kittanning | PA | 16201 | | | |
| | REAR 30 Center St | Hughestown | PA | 18640 | | | |
| Thomas Falls | Reeders Area | Reeders | PA | 18352 | | | |
| CHES96 Oxford Stockpile | River Rd | Cooksburg | PA | 16217 | | | |
| - | ROC 2 at Tpke Site W 03 Beaco | Irwin | PA | 15642 | | | |
| Stockpile 8 | Route 414 | Morris | PA | 16901 | | | |
| DMS SPDMS 1 | Route 66 | Strattenville | PA | 16258 | | | |
| | RR 1 Box 1139 | Beavertown | PA | 17813 | | | |
| Chester County Assistance Office | RR 1 Box 189DD | Spring Mills | PA | 16875 | | | |
| Blacksmith Shop | RR 1 Box 221 | Sigel | PA | 15860 | | | |
| Brian Tartar | RR 1 Box 231 | Dalton | PA | 18414 | | | |
| - | RR 1 Box 283A | Grampian | PA | 16838 | | | |
| Little Jackson | RR 1 Box 355A | Abbottstown | PA | 17301 | | | |
| Stockpile 5 | RR 1 Box 465A | Brookville | PA | 15825 | | | |
| | RR 1 Box 96 Rte 390 | Greentown | PA | 18426 | | | |
| | RR 1 Rte 555 | Driftwood | PA | 15832 | | | |
| Suite 366-368 | RR 1, 2838 Rte 611 Ste 107 | Tannersville | PA | 18372 | | | |
| - | RR 2 | Waynesburg | PA | 15370 | | | |
| - | RR 2 Box 320 | Port Royal | PA | 17082 | | | |
| ATR | RR 2 Box 328 | Wellsboro | PA | 16901 | | | |

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|------------------------------------|--------------------------------|-----------------|-------|-------|------|---------|----------|
| | RR 2 Box 33A | New Milford | PA | 18834 | | | |
| Equine Toxology Lab | RR 2 Box 719 | Liverpool | PA | 17045 | | | |
| | RR 2 Monroeton Rd | Towanda | PA | 18848 | | | |
| PBPP Norristown SO | RR 3 Box 1088 | Mifflintown | PA | 17059 | | | |
| - | RR 5 Box 34 | Mifflintown | PA | 17059 | | | |
| - | RR1 | Sigel | PA | 15860 | | | |
| OVR | RR1 Box 82 | Sigel | PA | 15860 | | | |
| Norristown UCBR | RR2 Box 324D | Covington | PA | 16917 | | | |
| Norristown State Hospital | RS 3 VMS Sign | Ridley | PA | 19094 | | | |
| Montgomery CAO/Norristown District | Rt 191 Cherry Ridge | Honesdale | PA | 18431 | | | |
| Norristown/Philadelphia UMR Team | Rt 225 | Dornsife | PA | 17823 | | | |
| DOR - 3 Stoney Creek Office Center | Rt 819 | Avonmore | PA | 15618 | | | |
| BCI SE | Rt. 209, 288 Dartmouth Dr | Marshalls Creek | PA | 18335 | | | |
| DEP SE Regional Office | Rte 1 AHN 22 Box # UNK1 | Grantville | PA | 17028 | | | |
| - | Rte 1 S of 202 | Chadds Ford | PA | 19317 | | | |
| DLC-22 Norristown | Rte 10 & US 1 SE ramp | Oxford | PA | 19363 | | | |
| DLC-097 Norristown | Rte 1002 | Lock Haven | PA | 17745 | | | |
| | Rte 1011 | Barnesville | PA | 18214 | | | |
| | Rte 108 | Canonsburg | PA | 15317 | | | |
| | Rte 11 | Bloomsburg | PA | 17815 | | | |
| - | Rte 119 S | Greensburg | PA | 15601 | | | |
| | Rte 15 | Tioga | PA | 16930 | | | |
| | Rte 15 South | Tioga | PA | 16946 | | | |
| District 6-4 | Rte 150 | Blanchard | PA | 16826 | | | |
| - | Rte 2 | Seneca | PA | 16346 | | | |
| Stockpile 4 | Rte 209 | Stroudsburg | PA | 18360 | | | |
| Monroe CAO | Rte 209-Tanite Rd | Stroudsburg | PA | 18360 | | | |
| | Rte 219 | Lafayette | PA | 16738 | | | |
| Ross Corporate Center | Rte 22 | Hollidaysburg | PA | 16648 | | | |
| District 6-0 | Rte 22 Chicory Mtn | Johnstown | PA | 15905 | | | |
| Valley Forge Gaming Office | Rte 22 PO Box 537 | Huntingdon | PA | 16652 | | | |
| DMS P206 | Rte 220 | Hollidaysburg | PA | 16611 | | | |
| Hollidaysburg OCYF-OCDEL | Rte 220 & Meadows Intersection | Hollidaysburg | PA | 16648 | | | |
| | Rte 253 | Troxelville | PA | 17882 | | | |
| | Rte 257 | Seneca | PA | 16346 | | | |
| | Rte 26 | Bellefonte | PA | 16823 | | | |
| SCI Graterford | Rte 26 TR 26 STA 1216 & 24 | McAlevys Fort | PA | 16652 | | | |
| SCI Phoenix | Rte 30 153 Bedford Plaza Rd | Bedford | PA | 15522 | | | |
| Graterford FMS | Rte 30 EB | Exton | PA | 19341 | | | |
| SCI Graterford | Rte 349 | Sabinsville | PA | 16943 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | PA | 19565 | | | |
| Evansburg State Park | Rte 422 EB mile marker 182 | Royersford | PA | 19468 | | | |
| Park Office | Rte 422 Hwy | Indiana | PA | 15701 | | | |
| Park Office | Rte 423 11 | Tobyhanna | PA | 18466 | | | |
| FD 17 Satellite Office | Rte 423 AHN 5 | Tobyhanna | PA | 18466 | | | |
| | Rte 44 | Waterville | PA | 17776 | | | |
| Spring Mill Complex Quaker Offices | Rte 45 Box 147 | Laurelton | PA | 17835 | | | |
| | Rte 453 (near Janesville) | Tyrone | PA | 16686 | | | |
| Rte 113 | Rte 50 | Wharton | PA | 15421 | | | |
| | Rte 507 | Hawley | PA | 18428 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|-------------------------------------|-------------------------------------|------------------|-------|-------|------|---------|----------|
| | Rte 507 Coolbaugh Area | Gouldsboro | PA | 18424 | | | |
| | Rte 551 N of Rte 422 | Pulaski | PA | 16143 | | | |
| Robert B Birnbrauer | Rte 58 N | Mercer | PA | 16137 | | | |
| Suite 106 | Rte 590 | Hamlin | PA | 18427 | | | |
| | Rte 6 | Waymart | PA | 18472 | | | |
| | Rte 6 & Sears Rd | Warren | PA | 16365 | | | |
| PSERS Board Member | Rte 6 (Between Rts 402 & 739) | Hawley | PA | 18337 | | | |
| | Rte 6 AHN 3560 | Pike | PA | 16922 | | | |
| - | Rte 6 E | Wellsboro | PA | 16901 | | | |
| - | Rte 61 & 901 | Shamokin | PA | 17872 | | | |
| | Rte 611 | Tannersville | PA | 18372 | | | |
| | Rte 62 | Hickory | PA | 16321 | | | |
| - | Rte 68 | Clarion | PA | 16214 | | | |
| Stockpile 12 | Rte 711 | Saint Clair | PA | 15944 | | | |
| TR 13 under I-95 | Rte 73 1.5 Mi W of TR 113 | Skippack | PA | 19473 | | | |
| | Rte 74 at Bacon rd 5 miles South of | Red Lion | PA | 17405 | | | |
| | Rte 8/308 | Wesley | PA | 16342 | | | |
| | Rte 903 | Jim Thorpe | PA | 18229 | | | |
| Montgomery CAO - Pottstown District | Rte 93 | Weatherly | PA | 18255 | | | |
| Stockpile 14 | Rte 993 Bushy Run Rd | Jeannette | PA | 15644 | | | |
| | Rtes 115 & 940 | Blakeslee | PA | 18610 | | | |
| | Rtes 191 & 447 | Analomink | PA | 18320 | | | |
| | Rtes 82 & 282 | Little Jackson | PA | 19380 | | | |
| PennDOT District 6-0 VMS P403 | Rtes 970 & 350 - Sandy Ridge | Sandy Ridge | PA | 16677 | | | |
| | RWIS Site 1019 | West Springfield | PA | 16443 | | | |
| | RWIS SSI SR27 | Pleasantville | PA | 16341 | | | |
| Dennis McGovern | Schwenks Rd | Valley View | PA | 17983 | | | |
| Troop K - Skippack | Seg 430 Herrville Rd | Willow Street | PA | 17584 | | | |
| SE Training Center | Sewage Treatment Plant | Dover | PA | 17315 | | | |
| State Game Land 234 | Silver Lake Rd | Dingmans Ferry | PA | 18328 | | | |
| - | Smythe Prk | Mansfield | PA | 16933 | | | |
| | Snow Hill Falls Rd | East Stroudsburg | PA | 18301 | | | |
| Southeastern Veterans Center | Snow Shoe Fire Tower | Snow Shoe | PA | 16874 | | | |
| Spring City Armory | SP 19 | Clover Hill | PA | 15314 | | | |
| Stockpile 16 | SR 0005 Seg 0680 | Erie | PA | 16511 | | | |
| Stockpile 22 | SR 0006 Seg 0160 | Meshoppen | PA | 18657 | | | |
| Valley Forge National Park | SR 0006 Seg 0260 | Kane | PA | 16735 | | | |
| - | SR 0006 Seg 0400 | Wellsboro | PA | 16901 | | | |
| State Game Land 280 | SR 0006 Seg 0720 Offset 1611 | Galeton | PA | 16915 | | | |
| Stockpile 2 | SR 0006 WB E of 81 SB On Ramp | Dickson City | PA | 18519 | | | |
| Daniel Boone Homestead | SR 0006 WB E of Exit 1 Marshwood Rd | Olyphant | PA | 18447 | | | |
| - | SR 0008 Seg 0220 Offset 0985 | Centerville | PA | 16404 | | | |
| Stockpile 6 | SR 0014 | Canton | PA | 18848 | | | |
| DMS | SR 0016 Seg 0070 | Fairfield | PA | 17325 | | | |
| Stockpile 11 | SR 0020 Seg 0010 | West Springfield | PA | 16443 | | | |
| DMS SPDMS 2 | SR 0022 Seg 0040 | Amity Hall | PA | 17020 | | | |
| | SR 0022 Seg 0190 Offset 0882 | McVeytown | PA | 17051 | | | |
| Park Office | SR 0022 Seg 0340 | New Alexandria | PA | 15670 | | | |
| - | SR 0023 | Warwick | PA | 19344 | | | |
| Stockpile 12 | SR 0024 Seg 0240 | Red Lion | PA | 17356 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|--|------------------------------|-------------------|-------|-------|------|---------|----------|
| | SR 0030 Seg 0170 | Thomasville | PA | 17364 | | | |
| Hamburg Center | SR 0034 Seg 0200 | Bendersville | PA | 17325 | | | |
| - | SR 0036 Seg 0080/0212 | Loysburg | PA | 15522 | | | |
| - | SR 0036 Seg 0130/1641 | Rodman | PA | 16648 | | | |
| Troop L - Hamburg | SR 0040 Seg 0160 | Brier Hill | PA | 15415 | | | |
| Stockpile 8 | SR 0045 Seg 0250 | Mifflinburg | PA | 17844 | | | |
| RWIS Site 1011 | SR 0046 Seg 0280 | Smethport | PA | 16749 | | | |
| DMS 78 @ MM 26 | SR 0062 Seg 0700 Offset 0500 | Tionesta | PA | 16353 | | | |
| - | SR 0065 Seg 0270 | New Castle | PA | 16101 | | | |
| - | SR 0070 Seg 0454 | Belle Vernon | PA | 15012 | | | |
| - | SR 0077 Seg 0220 Offset 0000 | Townville | PA | 16360 | | | |
| Stockpile 7 | SR 0077 Seg 0270 | Cambridge Springs | PA | 16403 | | | |
| 1176 NB MM 4.5 | SR 0081 Seg 2314 on I-81 | Great Bend | PA | 18821 | | | |
| - | SR 0083 Seg 0416 on I-83 | Lemoyne | PA | 17043 | | | |
| Port Clinton Remote Tower | SR 0088 Seg 0020/1037 | Brownsville | PA | 15301 | | | |
| - | SR 0088 Seg 0750 | Finleyville | PA | 15332 | | | |
| District 5-1 | SR 0089 Seg 0490 Offset 2265 | Northeast | PA | 16428 | | | |
| Wernersville State Hospital | SR 0090 Seg 0010 | West Springfield | PA | 16443 | | | |
| Stockpile 3 | SR 0093 Seg 0240 Offset 0000 | Sybertsville | PA | 18251 | | | |
| Conrad Weiser Homestead | SR 0096 Seg 160/1287 | Hyndman | PA | 15522 | | | |
| - | SR 0118 Seg 0160 | Kyttle | PA | 18703 | | | |
| - | SR 0119 Seg 0170/1552 | Youngwood | PA | 15601 | | | |
| - | SR 0120 Seg 0042/900 | Ridgway | PA | 15853 | | | |
| - | SR 0140 Seg 0340 Offset 0625 | Germania | PA | 16922 | | | |
| - | SR 0170 Seg 0462 | Port Matilda | PA | 16870 | | | |
| Aviation Patrol Unit I | SR 0208 Seg 0140 Offset 0965 | Clintonville | PA | 16372 | | | |
| PA Game Commission SERO | SR 0220 E | Milan | PA | 18848 | | | |
| SCR District Office DEP | SR 0220 Seg 0110 Offset 0025 | New Albany | PA | 18833 | | | |
| DirectLink Technologies Corp. | SR 0220 Seg 0310 | Bedford | PA | 15522 | | | |
| - | SR 0222 Seg 9040 | Murrell | PA | 17604 | | | |
| DLC-32 Shillington | SR 0234 Seg 0380 | Heidlersburg | PA | 17325 | | | |
| ATR 380 | SR 0255 Seg 0280 | Penfield | PA | 15849 | | | |
| - | SR 0267 Seg 0070 | Auburn | PA | 18801 | | | |
| - | SR 0281 Seg 0340 | New Centerville | PA | 15501 | | | |
| - | SR 0285 Seg 0020 Offset 1000 | Linesville | PA | 16424 | | | |
| Mansion | SR 0288 Seg 0100/1540 | Ellwood City | PA | 16117 | | | |
| Stockpile 9 | SR 03010 | Kittanning | PA | 16201 | | | |
| - | SR 0309 Seg 0030 | Coopersburg | PA | 18036 | | | |
| - | SR 0309 Seg 0210 Offset 0000 | Drums | PA | 18222 | | | |
| - | SR 0315 Seg 0140 | Dupont | PA | 18703 | | | |
| Troop L - HQ | SR 0318 Seg 0100 | East Waterford | PA | 17059 | | | |
| - | SR 0350 Seg 0410 Offset 0196 | Clarks Mills | PA | 16114 | | | |
| - | SR 0371 Seg 0340 | Rileyville | PA | 18431 | | | |
| - | SR 0372 Seg 0150 | Buck | PA | 17566 | | | |
| Careerlink | SR 0392 Seg 0040 | Etters | PA | 17319 | | | |
| Robert Barrett | SR 0446 Seg 0130 | Eldred | PA | 16725 | | | |
| Pittsburgh Annex - Chamber of Commerce | SR 0477 Seg 0310 | Loganton | PA | 17747 | | | |
| Pittsburgh Annex - Stanwix Building | SR 0487 Seg 0710 Offset 0800 | Benton | PA | 17814 | | | |
| Pittsburgh Annex - Piatt Place | SR 0501 Seg 0110 | Myerstown | PA | 17067 | | | |
| Katherine Doherty | SR 0522 Seg 0540 | McConnellsburg | PA | 17233 | | | |

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|--|-----------------------------------|----------------|-------|-------|------|---------|----------|
| Carl Zellie | SR 0590 Seg 2927 | Boalsburg | PA | 16827 | | | |
| Bonnie Shacreaw | SR 0607 Seg 0150 Offset 0081 | Austin | PA | 16720 | | | |
| Randy Liddle | SR 0706 Seg 0340 | Montrose | PA | 18801 | | | |
| CAME62 Old North Creek Road | SR 0851 | Shrewsbury | PA | 17405 | | | |
| Suite 210 | SR 0866 Seg 0400/3169Z | Williamsburg | PA | 16648 | | | |
| Galen Baptie | SR 0924 Seg 0120 | West Hazleton | PA | 18703 | | | |
| Dale W Wilson | SR 0981 Seg 0420/1432 | Latrobe | PA | 15650 | | | |
| Martina R Kerr | SR 1001 Plank Rd | Hollidaysburg | PA | 16648 | | | |
| - | SR 1004 Village Tidal | Templeton | PA | 16259 | | | |
| Kimberly A Bury | SR 1005 Seg 0210 | Milroy | PA | 17044 | | | |
| Thomas Lang | SR 1006 Seg 0030 | Lemon | PA | 18657 | | | |
| Trough Creek State Park Maintenance Building | SR 1010 near jct SR 0467 | Allis Hollow | PA | 18848 | | | |
| - | SR 1011 Seg 0160 | Genesee | PA | 16915 | | | |
| OVR/Satellite Office | SR 1011 Seg 1170 | Fredericksburg | PA | 17026 | | | |
| Lt Governor's Residence | SR 1013 Seg 0040 | Courtdale | PA | 18703 | | | |
| | SR 1016 | Milton | PA | 17847 | | | |
| Wade A Kerkendall | SR 1043 Seg 0010 | Towanda | PA | 18848 | | | |
| Harristown I - Verizon Tower | SR 11 NB S of Keyser Ave Off Ramp | Scranton | PA | 18505 | | | |
| Harristown II | SR 2002 | Warren | PA | 16365 | | | |
| Rachel Carson State Office Building | SR 2002 Seg 0000 | Dingmans Ferry | PA | 18328 | | | |
| Publications Buildings | SR 2004 Seg 0010 Offset 1290 | Cranberry | PA | 16319 | | | |
| Governor's Residence | SR 2010 Seg 0090 | Sugar Notch | PA | 18703 | | | |
| State Record Center | SR 2011 Seg 0060 | Myerstown | PA | 17067 | | | |
| DGS Public Works - Arsenal | SR 2015 Seg 0040 | Glencoe | PA | 15501 | | | |
| Forster Street Office Building | SR 2031 Seg 0120 | Garrett | PA | 15542 | | | |
| Bobali Warehouse | SR 2042 Seg 0060 Offset 0000 | Nuangola | PA | 18707 | | | |
| Angela Terry | SR 244 Seg 0010 Offset 0771 | Shinglehouse | PA | 16748 | | | |
| Hilltop | SR 2503 | Muncy | PA | 17754 | | | |
| Hillcrest | SR 27 Seg 250 Offset 0431 | Pleasantville | PA | 16341 | | | |
| Commonwealth Technology Center | SR 287 Seg 0430 | Wellsboro | PA | 16901 | | | |
| Computer Bldg / Gov's Office | SR 3002 Seg 0010 | Enterprise | PA | 16351 | | | |
| PennDOT Testing Lab | SR 3005 Seg 0040 | Morrellville | PA | 15907 | | | |
| Dixmont Cottage | SR 3007 Seg 0050 Offset 0600 | Jersey Shore | PA | 17740 | | | |
| Cherrywood | SR 3008 Seg 0030 Offset 2400 | Cassville | PA | 16652 | | | |
| Willow Oak Bldg | SR 3014 Seg 0040 Offset 2101 | Patchinville | PA | 16843 | | | |
| Agriculture Bldg | SR 3016 Seg 0050 Offset 0000 | Linesville | PA | 16424 | | | |
| | SR 3029 Seg 0020 Offset 0693 | Phillipsburg | PA | 16866 | | | |
| Keystone Building | SR 322 and Fish Rd | Cochrannton | PA | 16314 | | | |
| Capitol Building | SR 33 | Palmer | PA | 18042 | | | |
| Finance Building | SR 38 Seg 0020 Offset 0000 | Butler | PA | 16001 | | | |
| Forum / Education Building | SR 4004 Seg 0200 | Tafton | PA | 18464 | | | |
| Health and Welfare Building | SR 4007 Seg 0010 | Bradford | PA | 16725 | | | |
| Judicial Center | SR 4007 Seg 0480 | Equinunk | PA | 18431 | | | |
| Labor and Industry Bldg | SR 4008 | Brookside | PA | 17776 | | | |
| Harristown I - Revenue Tower | SR 4008 Seg 0010 | Chippewa | PA | 15074 | | | |
| Patrick L Durham | SR 4013 Seg 0030/2371 | Darlington | PA | 15074 | | | |
| | SR 4022 Seg 0050 | Nelson | PA | 16940 | | | |
| | SR 4029 Seg 0140/2665 | Atlasburg | PA | 15301 | | | |
| | SR 4032 Seg 0090/3020 | Industry | PA | 15052 | | | |
| - | SR 6 | Coudersport | PA | 16915 | | | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POIS | CENTREX | Comments |
|---|-------------------------------------|-------------------|--------------|------------|-------------|----------------|-----------------|
| Lori Mutchler | SR 6 at Lantz Corner | Lantz Corner | PA | 12897 | | | |
| | SR 78 | Williams | PA | 18042 | | | |
| John A. Yanchulis | SR 8 overpass of SR 308 | Wesley | PA | 16342 | | | |
| | SR99 Seg 0030 Offset 2875 | Cambridge Springs | PA | 16403 | | | |
| | St Rte 153 AHN 707 | Penfield | PA | 15849 | | | |
| PA State Police | Stahr Ave | Annvile | PA | 17003 | | | |
| | State Game Lands 51 | Dunbar | PA | 15431 | | | |
| YFC 2 | State Rte 534 | White Haven | PA | 18661 | | | |
| Scranton State Office Building | Stockpile 10 | State College | PA | 16801 | | | |
| George Weitz | Stockpile 13 | Columbia | PA | 17604 | | | |
| Joseph Giorgio | Stockpile 16 | York | PA | 17405 | | | |
| Lorraine Calabro | Stockpile 3 | Clarks Summit | PA | 18411 | | | |
| | Suite 101 | Montoursville | PA | 17754 | | | |
| | Suite E - 11931 PA-85 - Kittanning | Kittanning | | | | | |
| | Suscon Rd | Pittston | PA | 18640 | | | |
| Charisse Burnett | T434 Ulricktown Rd 1200 ft off TR 1 | Littlestown | PA | 17325 | | | |
| Ed Ferguson | Tarr Rd Box 182B | Titusville | PA | 16354 | | | |
| Torrance State Hospital | Torrance State Hospital AHN 5 | Torrance | PA | 15779 | | | |
| Richard Ramos | Tower Rd | Lords Valley | PA | 18360 | | | |
| | TR601 - 1 Mi N of Somerset | Somerset | PA | 15501 | | | |
| Philadelphia CAO - Glendale DO | Tryon St | Honesdale | PA | 18431 | | | |
| Wesley W McCulloch | Umbletown Rd Rte 30 E (T-497) | Gap | PA | 17604 | | | |
| - | Union Deposit Rd | Harrisburg | PA | 17111 | | | |
| | US 15 SB | Dillsburg | PA | 17405 | | | |
| | US 219 SR 0219/120 | St Michael | PA | 15951 | | | |
| | US 220 NB between E 78 A-B & E 80 | Bellefonte | PA | 16823 | | | |
| David F McNulty | US Rte 1 2.5 mi W | Kennett Square | PA | 19348 | | | |
| Beverly K Gaines | US Rte 15 | Tioga | PA | 16946 | | | |
| John W. Cairns | US Rte 22 W | Huntingdon | PA | 16652 | | | |
| David Delciotto | Van Dyke Station | Thompsontown | PA | 17094 | | | |
| Reading State Office Building | W Deklab Pke & Pinecrest Rd | King of Prussia | PA | 19406 | | | |
| - | Walnut St Pole 2 | Freedom | PA | 16648 | | | |
| | Warriors Path Park Rd | Saxton | PA | 16678 | | | |
| - | WB I-76 near Gladwyn Exit | Gladwyn | PA | 19404 | | | |
| - | WCO J Kay | Boyers | PA | 16020 | | | |
| Hiram G Andrews Center-Dauphin Processing Ctr | West of SR 42 | Numidia | PA | 17815 | | | |

Telephone Number per Centrex Service Locations

| Row Labels | Count of TN |
|---|-------------|
| #5 Cross Country Complex - P.O. Box 490 - Wyoming - Tunkhannock | 44 |
| 02 Kline Plaza - Harrisburg | 3 |
| 1 @ Carlisle Pke - Camp Hill | 1 |
| 1 AHN Industrial Hwy - Tinicum | 1 |
| 1 Alexandra Ct - Carlisle | 2 |
| 1 Boyce Rd - Robinson | 1 |
| 1 Clidco Dr - Carbondale | 7 |
| 1 Corporate Dr - Bedford | 2 |
| 1 Davis Rd - New Castle | 1 |
| 1 Doerr St - Box 99901 SCI Pittsburgh - Pittsburgh | 33 |
| 1 E Stadium Dr - Pittsburgh | 2 |
| 1 Fort Pitt Tunnel - District 11-3 - Pittsburgh | 2 |
| 1 Franklin Ave - District 4-7 - Tunkhannock | 14 |
| 1 Kane Ln - Stauffer Industrial Park - LCB Scranton Distribution Center - Taylor | 9 |
| 1 Kelley Dr - SCI Coal Township - SCI Coal Township - Coal Township | 59 |
| 1 Nessmuk Ln - Forest District 16 Office - Wellsboro | 30 |
| 1 Novelty Place - OVR Counselor - Mansfield | 1 |
| 1 Progress Plz - Bradford CAO - Towanda | 22 |
| 1 S Main St - DLC-66 Coudersport - Coudersport | 3 |
| 1 Star Rte - Hyner Run State Park - Hyner Run State Park - Renovo | 1 |
| 1 Station Cir - PA Wine & Spirits Shoppe 4636 - Narberth | 5 |
| 1 Upper Indian Head Rd - Oaks | 1 |
| 10 Dolores Dr - Asst ERC DEP NER - Wyoming | 1 |
| 10 Old Clairton Rd - Bill Green Shopping Center - PA Wine & Spirits Shoppe 0284 - Pittsburgh | 3 |
| 10 Opportunity Dr - Loysville YDC - Loysville | 27 |
| 10 Ridge Dr - Charles Shughart - Carlisle | 1 |
| 10 W Centre Ave - PA Wine & Spirits Shoppe 0909 - Newtown | 2 |
| 10 Westside Dr - Organizational Maintenance Shop 25 - Carbondale | 2 |
| 100 Brugh Ave - Butler County State Health Ctr/OVR - Butler | 15 |
| 100 Casale Ct - Troop A - Ebensburg - Ebensburg | 38 |
| 100 Centre Drive - Perry CAO - New Bloomfield | 11 |
| 100 Greene Plz - Greene CAO - Waynesburg | 16 |
| 100 James Buchanan Dr - Chester County Assistance Office - Thorndale | 11 |
| 100 Main St - PA Wine & Spirits Shoppe 4616 - Schwenksville | 2 |
| 100 Margaret St - New Castle | 36 |
| 100 Match Factory Place - Unit 18F2 - Bellefonte | 1 |
| 100 Meadow Ln - Juniata CAO - Mifflintown | 33 |
| 100 Museum Rd - Newmansstown | 6 |
| 100 N Westmoreland Ave - PO Box P - Troop A - HQ - Greensburg | 116 |
| 100 New Salem Rd - DEP BDMS & Dist Ofcs @ Uniontown - Uniontown | 6 |
| 100 North Cameron St - Harrisburg | 2 |
| 100 Prushnok Dr - Jefferson CAO - Punxsutawney | 76 |
| 100 State St - Erie | 2 |
| 100 Village Dr - Quaker Village Shopping Ctr - PA Wine & Spirits Shoppe 9203 - Leetsdale | 1 |
| 100 W Broad St - 306 Business Exchange - SERS Hazleton - Hazleton | 5 |
| 100 W Main St - Suite 106 - Landsdale | 5 |
| 1000 Bridge St - Lehighton | 13 |
| 1000 Commerce Park Dr - Williamsport | 33 |
| 1000 E Bishop St - District 2-1 - Bellefonte | 33 |
| 1000 E Cumberland St - Lebanon | 14 |
| 1000 Follies Rd - SCI Dallas - Dallas | 40 |
| 1000 Leonard St - DOR - Clearfield | 18 |
| 1000 Rte 522 - Selingsgrove Center - Selingsgrove | 56 |
| 1000 Sycamore Mills Rd - Ridley Creek State Park - Media | 2 |
| 1001 Lindale Avenue - William Keough - Drexel Hills | 2 |
| 1001 Scott Town Center - Temp. 1903 - Bloomsburg | 2 |
| 1001 Sterigere St - Norristown State Hospital - Norristown State Hospital - Norristown | 60 |
| 1001B Mulberry St - DLC-56 Berwick - Berwick | 4 |
| 1002 W Hamilton St - District 5-0 - Allentown | 79 |
| 1003 Pennsylvania Ave West - Warren | 2 |
| 1005 Crossroads Blvd - SCR District Office DEP - Reading | 51 |
| 10056 South Mountain Rd - South Mountain Secure Treatment Ctr - South Mountain | 19 |
| 1008 Wyoming Ave - Midway Shopping Ctr - PA Wine & Spirits Shoppe 4034 - Wyoming | 2 |
| 10099 Lincoln Way E - Forest District 1 Office - Fayetteville | 21 |
| 101 Bennett Ave - District 4-4 - Millford | 21 |
| 101 Hawkins Rd - Troop P - Towanda - Towanda | 20 |
| 101 Hilldale Rd - J G Duffy - Cheltenham | 1 |
| 101 Lehigh Dr - Carbon CAO - Lehighton | 22 |
| 101 Park Ave - PA Wine & Spirits Shoppe 1104 - Cresson | 1 |
| 101 S 25th St - Kline Plaza - Harrisburg | 7 |
| 101 S 38th St - PSP - Central Supply - Harrisburg | 14 |
| 101 S Mercer St - New Castle | 10 |
| 101 Secane Ave - Liberty Tunnel Fan House - Pittsburgh | 1 |
| 1010 Lincoln Way W - Chambersburg | 14 |
| 101-105 N Main St - WBR117 - Wilkes Barre | 9 |
| 1012 W View Park Dr - West View Shopping Ctr - PA Wine & Spirits Shoppe 0234 - Pittsburgh | 1 |
| 1015 Bridge Rd - Rte 113 - Creamery | 5 |
| 1015 Rte 522 S - DLC-4 Selingsgrove - Selingsgrove | 6 |
| 1017 Lovedale Hollow Rd - District 11-15 - Elizabeth | 6 |
| 102 Main St - PO Box 263 - PA Wine & Spirits Shoppe 1004 - Petrolia | 1 |
| 102 Margaret St - CTL238 - New Castle | 1 |
| 102 N 8th Ave - PA Wine & Spirits Shoppe 3801 - Lebanon | 4 |
| 1022 W Sunbury Rd - PGC NWRO Arthur Brunst - West Sunbury | 1 |
| 1025 Leonard St - Clearfield CAO - Clearfield | 13 |
| 1025 Little Mountain Rd - Donald Almond - Myerstown | 2 |
| 1025 Washington Pke - Chartiers Valley Shopping Units G-H - DLC-13 Bridgeville and LCB # 0298 - Bridgeville | 11 |
| 1029 N Easton Rd - Regency Square Shopping Plz - PA Wine & Spirits Shoppe 4635 - Willow Grove | 2 |
| 103 East Union Street - Punxsutawney | 8 |
| 103 Ferrere Ln - WCO J Kay - Boyers | 2 |
| 103 Lincoln Ave - West Wyoming | 2 |
| 103 One Norwegian Plz - Pottsville | 7 |
| 103 W Cheltenham Ave - PA Wine & Spirits Shoppe 4605 - Cheltenham | 1 |
| 103 Wonderly Drive - 8263 Sherry Eaker - Sarver | 1 |
| 1030 E Roy Furman Hwy - SCI Greene - SCI Greene - Waynesburg | 5 |
| 104 E Mall Plz - PA Wine & Spirits Shoppe 0216 - Carnegie | 1 |
| 1040 Countryside Plz - PA Wine & Spirits Shoppe 6509 - Mt Pleasant | 2 |
| 1046 Belvoir Rd - Plymouth Meeting | 28 |
| 105 3rd St - PA Wine & Spirits Shoppe 6304 - Charleroi | 3 |

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|---|----|
| 105 E Park St - Hollidaysburg | 14 |
| 105 Harrison Ave - PA Wine & Spirits Shoppe 6501 - Greensburg | 4 |
| 1050 E Philadelphia Ave Ste 8&9 - Gilbertsville Shopping Center - PA Wine & Spirits Shoppe 4639 - Gilbertsville | 2 |
| 10510 Hill Rd - SGL 218 - Erie County - Waterford | 1 |
| 1052 S Church St - DLC-50 Hazleton - Hazleton | 8 |
| 1054 Ridge Road - District 2-3 County Maintenance - Mill Hall | 21 |
| 106 Allegheny River Blvd - River Town Shops - PA Wine & Spirits Shoppe 0202 - Verona | 1 |
| 106 Duncomb St - Oil City | 7 |
| 106 Margaret St - Park Center - New Castle | 4 |
| 106 W Harford St - PA Wine & Spirits Shoppe 5201 - Milford | 3 |
| 1060 N 9th St - PA Wine & Spirits Shoppe 4506 - Stroudsburg | 2 |
| 1060 Pennsylvania Ave - Matamoras | 9 |
| 1060 Plowman Rd - Vintondale | 1 |
| 1067 W Baltimore Pk - Also Known As Route 1 - DLC-07 Granite Hill - Media | 26 |
| 107 8th St - Suite 203 - Wayne CAO - Honesdale | 11 |
| 107 W 18th St - PA Wine & Spirits Shoppe 2502 - Erie | 3 |
| 107 W High St - Milford | 2 |
| 1070 Eberly Way - Troop B - Uniontown - Lemont Furnace | 95 |
| 10730 W Main St - PA Wine & Spirits Shoppe 2504 - North East | 2 |
| 1078 Petroleum Center Rd - Oil Creek State Park - Oil City | 1 |
| 108 Baughman Hollow Road - Tyrone | 2 |
| 108 Cascade Galleria - 100 S Jefferson St - Lawrence CAO - New Castle | 16 |
| 108 E South St - Lawrence CAO - New Castle | 1 |
| 108 N Beeson Ave - Uniontown | 18 |
| 108 Valley View Dr - Ford City | 6 |
| 108 Woody Dr - Butler CAO - Butler | 16 |
| 1083 Mountain View Dr - Lehman | 1 |
| 1084 Water St - Crawford CAO - Meadville | 28 |
| 10846 South Mountain Rd - Dog Warden - Fayetteville | 1 |
| 1085 Hanover St - Hanover Industrial Estates - DLC-17 Wilkes-Barre - Wilkes Barre | 12 |
| 1086 Prospect Rd - Evans City | 1 |
| 109 Chestnut Pky - Wallingford | 1 |
| 109 Mile Hill Rd - 3rd BN 103d Armor CO A&B - Sunbury | 1 |
| 109 Wyndham Way - Harrisburg | 1 |
| 1095 Hanover St - LCE - DO # 2 - Wilkes Barre | 16 |
| 10963 Swamp Rd - SGL 214 - Crawford County - Hartstown | 1 |
| 11 Lodi Hill Rd - Delaware Canal State Park - Upper Black Eddy | 8 |
| 11 Park Ave - New Ventures Park - Troop N - Fern Ridge - Blakeslee | 19 |
| 11 Parkway Center - 875 Greentree Rd - DOR - Pittsburgh | 5 |
| 110 Marcy Rd - Tunkhannock | 1 |
| 110 N 8th St - Suite 503 - Philadelphia | 19 |
| 110 Pickering Way - Lionville | 37 |
| 110 St Mary's Rd - DEP AMR Warehouse - Wilkes Barre | 1 |
| 110 Trooper Court - Troop H - York - York | 20 |
| 110 W Arch St - Fleetwood | 12 |
| 1100 Green Ave - Blair CAO - Altoona | 22 |
| 1100 Pike St - SCI Huntingdon - SCI Huntingdon - Huntingdon | 36 |
| 1100 W Pittsburgh St - Greengate East Shopping Center - PA Wine & Spirits Shoppe 6525 - Greensburg | 2 |
| 1101 Rose Ave Ext - New Castle | 2 |
| 1101 Woodland Rd - Berkshire Mall West - PA Wine & Spirits Shoppe 0621 - Wyomissing | 5 |
| 11025 Murray Road - Troop E Meadville - Meadville | 14 |
| 1103 Milltown Rd - Community Plz - PA Wine & Spirits Shoppe 9210 - Verona | 4 |
| 1106 16th St - Altoona Police Department - Altoona | 1 |
| 11088 Rte 6 E - Corry Station - Troop E - Corry - Union City | 19 |
| 111 Armory Dr - Spring City Armory - Spring City | 5 |
| 111 E 7th St - 8008 - Bloomsburg | 3 |
| 111 Madison Ave - Howard | 1 |
| 111 Northampton St - PA Wine & Spirits Shoppe 4802 - Easton | 2 |
| 111 Spruce St - Susquehanna CAO - Montrose | 16 |
| 111 W Fayette St - PA Wine & Spirits Shoppe 2601 - Uniontown | 3 |
| 1110 4th Ave - PA Wine & Spirits Shoppe 0217 - Coraopolis | 1 |
| 1111 Altamont Blvd - SCI Frackville - Frackville | 40 |
| 1112 River Rd - Washington Crossing Historical Park - Washington Crossing | 30 |
| 1115 Main St - PA Wine & Spirits Shoppe 0932 - Warrington | 2 |
| 1115 Spring Creek Rd - FBC Bellefonte SFH - Bellefonte | 11 |
| 112 Claude A Lord Blvd - Pottsville | 25 |
| 112 Commonwealth Drive - Suite 201 - Lemont Furnace | 2 |
| 112 Hollywood Dr - Suite 101 - Career Link - Butler | 26 |
| 112 Stevens Rd - PA Wine & Spirits Shoppe 4015 - Wilkes Barre | 7 |
| 1120 Pike St - SCI Smithfield - SCI Smithfield - Huntingdon | 38 |
| 1121 W North Ave - PBPP Pitts North Shore SO - Pittsburgh | 25 |
| 1123 Linden St - Clearfield | 4 |
| 1125 Linden St - CLF075 - Clearfield | 11 |
| 1125 Riverside Dr - Mifflin CAO - Lewistown | 10 |
| 1126 Pheasant Run - BOIS William Gordan - Quakertown | 1 |
| 113 State Rte 92 S - Tunkhannock | 4 |
| 1130 12th Ave - Altoona | 21 |
| 1130 Herr St - PBPP Harrisburg DO - Harrisburg | 8 |
| 1130 Perry Highway - 20 Pines Plaza - Wine Spirits Shoppe 0286 - Pittsburgh | 3 |
| 1132 Clamtown Rd - Schuykill River Project Warehouse - Tamaqua | 3 |
| 1135 N 4th St - PA Wine & Spirits Shoppe 4903 - Sunbury | 4 |
| 114 Guth Ln - Food Distribution - Shippenville | 1 |
| 114 N VanBuren Ave - Scranton | 1 |
| 114 S 5th St - PA Wine & Spirits Shoppe 6504 - Jeannette | 2 |
| 11440 Lincoln Hwy - Irwin | 2 |
| 115 South 2nd St - John A. Yanchulis - Frackville | 1 |
| 1150 5th Avenue - Careerlink - New Kensington | 2 |
| 1150 Riverside Dr - Lewistown | 25 |
| 11528 State Hwy 98 - FBC Northwest Region - Meadville | 10 |
| 1158 Mae St - PA Wine & Spirits Shoppe 2211 - Hummelstown | 3 |
| 1159 Rapps Dam Rd - Phoenixville | 19 |
| 11620 Keleket Dr - Penn Hills Shopping Center - DLC-26 Pittsburgh - Pittsburgh | 10 |
| 1163 S Broad St - Philadelphia CAO/South District - Philadelphia | 29 |
| 1164 Willow Drive - DLC-69 Waynesburg - Waynesburg | 5 |
| 11685 Bustleton Ave - PA Wine & Spirits Shoppe 5160 - Philadelphia | 1 |
| 117 Tall Trees Cir - Melissa Wert Thrush - Dauphin | 2 |
| 117 Whitewood Drive - Aliquippa | 2 |
| 1176 NB MM 4.5 - 98 Alleghenyville Road - 1176 NB MM 4.5 - Mohnton | 1 |
| 118 52nd Street - 10th Ward - Pittsburgh | 1 |
| 118 N Flowers Mill Rd - The Shoppes at Flowers Mill - PA Wine & Spirits Shoppe 0928 - Langhorne | 2 |
| 11809 Rte 6 - Tioga CAO - Wellsboro | 17 |

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| 1185 Fairfield Rd - District 8-1 - ADAM690 - Gettysburg | 11 |
| 1188 Lutzville Rd - Dog Warden - Everett | 1 |
| 119 W City Ave - PA Wine & Spirits Shoppe 4614 - Bala Cynwyd | 5 |
| 1190 Dillerville Rd - PA Wine & Spirits Shoppe 3616 - Lancaster | 5 |
| 11910 State Hwy 285 - Conneaut Lake | 1 |
| 12 Diana Ln - PA Wine & Spirits Shoppe 4032 - West Hazleton | 4 |
| 12 E Hinckley Ave - PA Wine & Spirits Shoppe 2317 - Ridley Park | 2 |
| 12 Jetston Dr - Hamburg | 1 |
| 12 Red Oak Dr - Lori Mutchler - Danville | 1 |
| 120 Fraley St - PA Wine & Spirits Shoppe 4202 - Kane | 2 |
| 120 S Water Ave - Sharon Centre City Shopping Center - PA Wine & Spirits Shoppe 4301 - Sharon | 2 |
| 1200 Fulling Mill Rd - DOR - Middletown | 29 |
| 1200 Market Street - Suite 212 and 220 - Temporary Relocation 2102 - Lemoyne | 6 |
| 1200 N 3rd St - PA Wine & Spirits Shoppe 2202 - Harrisburg | 1 |
| 1200 Prison Road - SCI Phoenix - Collegeville | 3 |
| 1200 S 20th St - Andrew Lipman - Harrisburg | 2 |
| 1200 W 4th St - District 2-7 - Lewistown | 25 |
| 1202 Rockland St - Rockland Plaza - PA Wine & Spirits Shoppe 0602 - Reading | 3 |
| 1206 Laurel Hill Park Rd - Laurel Hill State Park - Somerset | 1 |
| 121 Chestnut St - PO Box 433 - PA Wine & Spirits Shoppe 2701 - Marienville | 2 |
| 121 N Mill St - DEP NW Dist Ofc @ New Castle - New Castle | 39 |
| 121 W Main St - PO Box 301 - PA Wine & Spirits Shoppe 5701 - Dushore | 2 |
| 1210 Bethlehem Pke - Gwynedd Crossing Shopping Ctr - PA Wine & Spirits Shoppe 4632 - North Wales | 2 |
| 1212 Ciamtown Rd - Tamaqua | 3 |
| 1214 Veterans Highway - Bucks CAO - Bristol | 37 |
| 1215 North St - PA Wine & Spirits Shoppe 1302 - Jim Thorpe | 3 |
| 1220 Oakdale Rd - Oakdale | 2 |
| 1221 Blacks Hill Road - Near Jenner Aux Shed - Jenners | 2 |
| 1223 Dallas Drive - Greencastle | 2 |
| 123 Boroline Rd - Southeast Staff Development - Bridgeport | 28 |
| 123 S Easton Rd - PA Wine & Spirits Shoppe 4638 - Glenside | 2 |
| 1234 Millersville Pke - Manor Shopping Ctr - PA Wine & Spirits Shoppe 3608 - Lancaster | 7 |
| 12341 Cotton Rd - Food Distribution Rep - Meadville | 1 |
| 1237 S 11th St - PA Wine & Spirits Shoppe 5157 - Philadelphia | 1 |
| 124 W Apron Dr - Aviation Patrol Unit I - Reading | 3 |
| 125 Goodridge Ln - Washington | 24 |
| 125 Towne Centre Drive Suite 500 - Store 9208 - Wexford | 3 |
| 125 W. DeKalb Pike - Store #4624 - King of Prussia | 3 |
| 1250 Camp Hill Bypass - HP - Camp Hill | 21 |
| 1251 Airport Rd - Airport Plaza Shopping Center - PA Wine & Spirits Shoppe 3921 - Allentown | 4 |
| 1256 Clifton Rd - TyAnn Neal - Bethel Park | 2 |
| 126 A Ridge Rd - Big Flat Tower - Biglerville | 2 |
| 126 Grant Ave - PA Wine & Spirits Shoppe 0223 - Millvale | 1 |
| 126 N Second St - OVR/Satellite Office - Phillipsburg | 8 |
| 126 S Martin St - PA Wine & Spirits Shoppe 2002 - Titusville | 2 |
| 126 W Main St - PA Wine & Spirits Shoppe 5904 - Westfield | 2 |
| 1260 Pennsylvania Ave - PA Wine & Spirits Shoppe 0704 - Tyrone | 2 |
| 127 South Ridge Plaza - FW&GS 1412 - State College | 2 |
| 127 Wolfe Rd - Dana Wolfe - St Marys | 1 |
| 12723 Rte 19 - Waterford | 1 |
| 1274 E Penn St - PA Wine & Spirits Shoppe 4104 - Muncy | 3 |
| 1275 York Rd - Lot 11 - Store 0101 - Gettysburg | 4 |
| 128 Brownstone Ln - Horsham | 2 |
| 128 Old York Rd - Fairview Center - PA Wine & Spirits Shoppe 6708 - New Cumberland | 2 |
| 128 S 69th St - PA Wine & Spirits Shoppe 2302 - Upper Darby | 2 |
| 1280 N Water St - Armstrong CAO - Kittanning | 15 |
| 1280 Rte 315 Hwy - Pocono Downs Racetrack - Wilkes Barre | 14 |
| 1281 Reynolds Ave - Scranton | 2 |
| 129 Jefferson Rd - SR 0188 - District 12-2 - Waynesburg | 16 |
| 129 N Michael St - DLC-59 St Marys - St Marys | 7 |
| 129 S Main St - PA Wine & Spirits Shoppe 4401 - Lewistown | 5 |
| 12921 Rte 120 - Troop F - Emporium - Emporium | 24 |
| 13 Franklin Village Mall - Franklin Village Shopping Ctr - PA Wine & Spirits Shoppe 0308 - Kittanning | 4 |
| 13 Weis Plaza - PO Box 25 - PA Wine & Spirits Shoppe 4007 - Nanticoke | 2 |
| 130 N Duke St - York CAO - York | 51 |
| 130 Parkview Drive - Troop D Kittanning Station - Kittanning | 27 |
| 130 Vondersmith Ave - Bedford County 911 - Bedford | 3 |
| 1300 N Charlotte St - North End Shopping Center - PA Wine & Spirits Shoppe 4630 - Pottstown | 2 |
| 1300 Virginia Dr - Fort Washington | 1 |
| 1301 Filbert St - Philadelphia | 3 |
| 1302 Penn St - Williamsport | 2 |
| 1304 7th St - Cricket Field Plaza - PBPP Altoona DO - Altoona | 51 |
| 1307 Grove St - Williamsport | 32 |
| 1308 Susquehanna Ave - West Pittston | 7 |
| 130-A Kline Plz - Harrisburg | 5 |
| 131 Broadview Road - New Stanton | 9 |
| 131 N Duke St - Yorktowne Mall - PA Wine & Spirits Shoppe 6701 - York | 3 |
| 131 Snodgrass Road - SR 0074 Seg 0230 - Airville | 1 |
| 1311 Chestnut Ridge Dr - State College | 2 |
| 1312 N Center Av - TR601 - 1 Mi N of Somerset - Somerset | 18 |
| 1316 Holland St - Erie CAO - Erie | 72 |
| 1316 State St - UCSC Erie - Erie | 18 |
| 1318 W Clearfield St - PBPP Phila Northeast SO - Philadelphia | 72 |
| 13187 Ferguson Valley Rd - DLC-65 Lewistown - Yeagertown | 5 |
| 132 Ben Avon Heights Rd - Giant Eagle Supermarket - PA Wine & Spirits Shoppe 0226 - Pittsburgh | 2 |
| 132 E Butler Ave - PA Wine & Spirits Shoppe 4607 - Ambler | 6 |
| 132 Kline Plz - Harrisburg | 7 |
| 13240 Hartstown Rd - Area 1 Fisheries Management - FBC AFM 1 - Linesville | 2 |
| 1325 Chestnut St - East End Plaza - PA Wine & Spirits Shoppe 3920 - Emmaus | 3 |
| 1326 Hoffman Blvd - Kennywood Shops - PA Wine & spirits shoppe 0219 - West Mifflin | 1 |
| 133 Anderson St - Food Distribution - Pottsville | 1 |
| 133 Penn Circle West - PBPP Pittsburgh DO - Pittsburgh | 1 |
| 13300 Hartstown Rd - FBC Linesville SFH - Linesville | 12 |
| 13365 Rte 6 - FBC Corry SFH - Corry | 4 |
| 134 Enterprise St - PBPP Pittsburgh DO - Pittsburgh | 4 |
| 13410 Dunham Rd - Meadville | 5 |
| 1342 W Baltimore Pke - Troop K - Media - Media | 17 |
| 1347 Dum Rd - PGM WLM Rosenberry - Ellottsburg | 1 |
| 1348 W Sedgely Ave - Philadelphia CAO/Tioga District - Philadelphia | 12 |
| 135 Armory St - Everett | 6 |
| 135 Franklin Ave - Scranton | 43 |

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| 135 Pennway Dr 1 - Nanty Glo | 1 |
| 135 W Cheltenham Ave - PA Wine & Spirits Shoppe 5101 - Philadelphia | 1 |
| 135 Waylan Smith Dr - Fayette County CareerLink - Uniontown | 4 |
| 1350 W Sedgely Ave - Philadelphia CAO/Ridge District - Philadelphia | 5 |
| 1353 Washington Pke - Kirwin Heights - District 11-12 - Bridgeville | 3 |
| 136 Game Farm Rd - Montoursville | 4 |
| 136 S Oak St - PA Wine & Spirits Shoppe 4901 - Mount Carmel | 3 |
| 137 E Main St - PA Wine & Spirits Shoppe 1801 - Lock Haven | 2 |
| 137 East Edison Avenue - New Castle | 2 |
| 137 N Beeson Ave - CCMIS of Fayette County - Uniontown | 4 |
| 137 Penn Nursery Rd - Penn Nursery - Spring Mills | 23 |
| 137 S Jefferson St - PA Wine & Spirits Shoppe 0302 - Kittanning | 1 |
| 137 W 2nd St - CCC Erie - Erie | 8 |
| 1375 Blue Valley Dr - Bangor Shopping Plaza - PA Wine & Spirits Shoppe 4803 - Pen Argyl | 2 |
| 1380 Church Rd - PGC WLM Scott Klinger - Middleburg | 1 |
| 1385 St Clair Rd - SR 3005 Seg 0040/2296 - Johnstown | 2 |
| 139 5th Ave - PA Wine & Spirits Shoppe 0205 - McKeesport | 1 |
| 139 West Carbondale Road - SCI Waymart - Waymart | 9 |
| 1395 Nace Ave - Michael Somishka - Bethlehem | 1 |
| 1399 Spruce St - Blue Bell | 1 |
| 1399 Sterigere St - BCI SE - Norristown | 20 |
| 14 N Linden St - U.C Service Center - Duquesne | 17 |
| 140 N Beeson Ave - UNT116 - Uniontown | 2 |
| 140 W Germantown Pke - Meetinghouse Business Center - Plymouth Meeting | 26 |
| 140 Washington Towne Blvd - Washington Towne Center - PA Wine & Spirit Shoppe 2518 - Edinboro | 2 |
| 1400 Brighton Rd - Troop D - Beaver - BEAV680 - Beaver | 23 |
| 1400A N Cameron St - PennDOT Server Farm - Harrisburg | 52 |
| 1401 Church St - Old Economy Village - Ambridge | 6 |
| 1403 Blakeslee Blvd Dr E - RD 6 Rte 443 - DLC-57 Lehighton - Lehighton | 3 |
| 141 N Railroad St - PA Wine & Spirits Shoppe 5403 - Tamaqua | 2 |
| 1413 Guitonville Rd - Marienville | 1 |
| 1416 Scranton Carbondale Hwy - Romar Plz - PA Wine & Spirits Shoppe 3523 - Archbald | 4 |
| 142 Colonial Dr - Bradford County Health Center - Towanda | 4 |
| 142 Sagamore St - Troop A - Somerset - Somerset | 15 |
| 1424 Western Avenue - DOR - Pittsburgh | 6 |
| 143 South St - PA Wine & Spirits Shoppe 1304 - Lehighton | 2 |
| 143 Tory Rd - Unit Parking - High Rocks State Park - Plumstead | 1 |
| 144 Donohoe Rd - District 12-5 - Greensburg | 31 |
| 144 N Main St - Greensburg | 44 |
| 144 Winters Rd - PGC WLM Biologist D Gross - Orangeville | 1 |
| 1444 Marina Rd - SGL 108 - Cambria County - Patton | 1 |
| 1445 Cumberland St - District 8-8 - LEB690 - Lebanon | 26 |
| 1446 Baltimore St - Unit G - PA Wine & Spirits Shoppe 6703 - Hanover | 4 |
| 1446 Point Breeze Ave - PA Wine & Spirits Shoppe 5129 - Philadelphia | 1 |
| 145 E Swedesford Rd - PA Wine & Spirits Shoppe 1514 - Wayne | 5 |
| 145 Race St - Elk CAO - Ridgway | 26 |
| 145 Stewart Ave - Rochester | 1 |
| 1451 Hillside Dr - Clarks Summit State Hospital - Clarks Summit | 22 |
| 1451 N Market St - Elizabethtown | 21 |
| 1454 Laurel Hill Park Rd - Kooser - Somerset | 2 |
| 1456 Bethlehem Pke - PA Wine & Spirits Shoppe 4623 - Flourtown | 3 |
| 146 Cascade Galleria Mall - New Castle | 18 |
| 1460 Pittsburgh Rd - District 1-5 - VENA614 - Franklin | 13 |
| 147 Columbia Ave - PA Wine & Spirits Shoppe 6514 - Vandergrift | 2 |
| 1476 Broadhead Rd - PA Wine & Spirits Shoppe 0414 - Monaca | 2 |
| 1483 Stoystown Rd - Friedens | 6 |
| 1484 Cross Creek Rd - Irwin | 4 |
| 1485 Greenhill Rd - Evansburg State Park - Collegeville | 1 |
| 149 Baltimore Pke - PA Wine & Spirits Shoppe 2310 - Springfield | 4 |
| 149 Rte 6 West - PA Wine & Spirits Shoppe 5301 - Coudersport | 3 |
| 149 Stewart Ave - PennDOT D11-21 Rochester Annex - East Rochester | 14 |
| 1494 W Pine Grove Rd - Livestock Evaluation Center - Pennsylvania Furnace | 6 |
| 15 Fox Run Ln - Store 1 - PA Wine & Spirits Shoppe 4510 - East Stroudsburg | 2 |
| 15 W 3rd St - DOR - Greensburg | 1 |
| 15 W Olive St - PO Box 32 - PA Wine & Spirits Shoppe 1403 - Snow Shoe | 2 |
| 15 West St - PA Wine & Spirits Shoppe 5302 - Galetton | 2 |
| 150 Choate Cir - LCE - DO # 6 - Montoursville | 13 |
| 150 E Front St - Erie Maritime Museum - Erie | 12 |
| 150 Janet St - Beaver Falls | 13 |
| 150 North St - Bedford CAO - Bedford | 12 |
| 150 Roosevelt Ave - DEP SCR District Office - York | 25 |
| 150 Sand Hill Rd - District 3-5 - Selinsgrove | 5 |
| 150 V-Twin Dr - GTY083 - Gettysburg | 2 |
| 150 Walnut Hill Road - Wine & Spirits Store 2606 - Uniontown | 3 |
| 1500 Bedford Ave - Pittsburgh | 1 |
| 1500 Garret Rd - PA Wine & Spirits Shoppe 2333 - Upper Darby | 20 |
| 1500 Old Trail Rd. - SR 0392 Seg 0040 - Etters | 1 |
| 1501 Allen St - HQ 213th Area Support Group - Allentown | 37 |
| 1501 Arch Street - PACSES Philadelphia - Philadelphia | 11 |
| 1502 W Chester Pke - The Market Place Shopping Center - PA Wine & Spirits Shoppe 1518 - West Chester | 2 |
| 1509 Pittsburgh Rd - PO Box 31 - Northwest Regional Office - Franklin | 10 |
| 151 Park Ave - Btry C 1st Bn 107th FA - Oil City | 6 |
| 151 Pavilion Ln - B&I Center - YNG204 - Youngwood | 4 |
| 151 W 5th St - Chester | 11 |
| 151 W Marshall St - Suite 400 - DOR - 3 Stoney Creek Office Center - Norristown | 4 |
| 1510 N Juniata St - Troop G - HQ - Hollidaysburg | 98 |
| 1510 S Main Ave - PA Wine & Spirits Shoppe 3503 - Scranton | 2 |
| 1510 Scranton Carbondale Hwy - PA Wine & Spirits Shoppe 3502 - Dickson City | 3 |
| 1511 Hillside Court - Tyrone | 2 |
| 1515 Locust Street - First Floor Unit 100 - FW&GS 5161 - Philadelphia | 2 |
| 15187 Renovo Rd - Forest District 10 Office - Renovo | 3 |
| 1521 N 6th St - HBG194 - Harrisburg | 17 |
| 1525 Rte 30 - BEAV690 - Clinton | 2 |
| 1526 Airport Rd - Aviation Patrol Unit VI - B.E.S.O. - FRANKLIN - Franklin | 3 |
| 153 Red Hill Rd - Newport | 4 |
| 1530 S Columbus Blvd - DLC-108 Philadelphia - Philadelphia | 9 |
| 1531 Main St - Plaza 1500 - PA Wine & Spirits Shoppe 3510 - Peckville | 6 |
| 1534 N Center Ave - Somerset Commons - PA Wine & Spirits Shoppe 5602 - Somerset | 2 |
| 1538 Commerce Ave - Troop H - Carlisle - Carlisle | 20 |
| 1545 Clarksburg Rd - Dog Warden - Clarksburg | 1 |
| 1547 Bethlehem Pke - Hilltown Crossings Shopping Ctr - PA Wine & Spirits Shoppe 0901 - Hatfield | 1 |

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| 1549 Bobali Rd - Harrisburg | 11 |
| 155 Hillcrest Dr - Forest District 6 Office - Ebsenburg | 12 |
| 155 Stewart Ave - District 11-2 - BEAV609 - Rochester | 20 |
| 155 W 8th St - Suite LL1 - Erie | 4 |
| 156 Dwight D Eisenhower Hwy - ITS - Crystal Spring | 2 |
| 156 Elder Dr - Bonnie Shacreaw - Blairsville | 1 |
| 1565 Burnsville Ridge Rd - SGL 245 - Greene County - Claysville | 1 |
| 1566 S Rte 44 Hwy - PO Box 5038 - Jersey Shore | 8 |
| 157 Spruce Street - Montrose | 1 |
| 1575 S Market St - PA Wine & Spirits Shoppe 3611 - Elizabethtown | 2 |
| 1578 Bushkill Center Rd - Susan M Mease - Bath | 1 |
| 158 Point Plz - DLC-14 Butler - Butler | 12 |
| 158 S 2nd Ave - Forest District 8 Office - Clarion | 14 |
| 1586 N 9th St - PO Box 7460 - District 5-4 - Stroudsburg | 19 |
| 1590 Walters Mill Rd - SCL Somerset - Somerset | 5 |
| 1598 Juniata St - ITS District 9-2 - Hollidaysburg | 8 |
| 16 Crafton St - PA Wine & Spirits Shoppe 5903 - Wellsboro | 2 |
| 160 George Jr Rd - Grove City | 6 |
| 160 Main St - PA Wine & Spirits Shoppe 3301 - Brookville | 2 |
| 160 W Hamilton St - Suite 500 - UCSC Allentown - Allentown | 17 |
| 1600 Greensburg Rd - DLC-9 New Kensington - New Kensington | 6 |
| 1600 Hanover Ave - Allentown State Hospital - Allentown | 10 |
| 1600 N Hagys Run Rd - Lower Marion | 1 |
| 1600 Nay Aug Ave - Green Ridge Plz - PA Wine & Spirits Shoppe 3520 - Scranton | 3 |
| 1600 Northampton St - Easton | 11 |
| 1600 Peninsula Dr - DOR - Erie | 1 |
| 1601 Elmerton Ave - FBC Fish and Boat Commission HQ - Harrisburg | 53 |
| 1601 Liberty Ave - Wine & spirits shoppe 0215 - Pittsburgh | 5 |
| 1601 Union Blvd - Lehigh Valley Team PA CareerLink - Allentown | 3 |
| 1602 Cochran Rd - PA Wine & Spirits Shoppe 9205 - Pittsburgh | 2 |
| 1603 State St W - Northern Lights Shoppers City - PA Wine & Spirits Shoppe 0412 - Baden | 2 |
| 1604 S 4th St - Mountaintown Shopping Center - PA Wine & Spirits Shoppe 3914 - Allentown | 3 |
| 1606 Leona Ave - South Park | 1 |
| 1607 Jefferson Ave - PA Wine & Spirits Shoppe 5603 - Windber | 2 |
| 1609 Proctor Rd - Williamsport | 2 |
| 161 Critter Crossing - PGC NCRO Christopher Ivicic - Houtzdale | 1 |
| 161 N Main St - Rte 313 - DLC-51 Dublin - Dublin | 7 |
| 1610 Industrial Blvd - Union CAO - Lewisburg | 8 |
| 1614 Boxwood Rd - Garnet Valley | 1 |
| 1619 Grant Ave - Grant Plaza II Shopping Ctr - PA Wine & Spirits Shoppe 5107 - Philadelphia | 1 |
| 162 Fish Hatchery Ln - FBC Reynoldsdale SFH - New Paris | 3 |
| 162 S 2nd Ave - Clarion | 5 |
| 1620 N Juniata St - District 9-0 - Hollidaysburg | 11 |
| 1621 Dutch Lane - Suite 103 - Hermitage | 8 |
| 1622 Lincoln Hwy East - Bridgeport Shopping Center - PA Wine & Spirits Shoppe 3615 - Lancaster | 2 |
| 1625 Breakneck Road - Dog Law Warden - Connellsville | 1 |
| 1628 John F Kennedy Blvd - 8 Penn Center Plaza - PA Wine & Spirits Shoppe 5122 - Philadelphia | 2 |
| 1628 N 15th St - CCC Phila #4 - Philadelphia | 9 |
| 163 3rd St - PA Wine & Spirits Shoppe 0303 - Leechburg | 2 |
| 1630 North Washington Avenue - Scranton | 2 |
| 16362 Little Valley Road - Park Office - James Creek | 3 |
| 1638 Gable Dr - Coopersburg | 2 |
| 164 Stayrook St - Somerset CAO - Somerset | 11 |
| 165 Hawbaker Rd - Fort Loudon | 1 |
| 1661 Easton Rd - Doylestown Point Plz Unit B-9A - PA Wine & Spirits Shoppe 0930 - Warrington | 1 |
| 1661 Old Philadelphia Pke - LAN118 - Lancaster | 39 |
| 167 N Main St - Washington CAO - Washington | 24 |
| 1670 Bucks Valley Rd - Mt Patrick Bucks Valley Rd Off 11 a - Liverpool | 2 |
| 168 Mann Creek Rd - Mansfield | 1 |
| 1690 N Atherton St - PA Wine & Spirits Shoppe 1405 - State College | 6 |
| 1694 Patricia Dr - DLC-23 Meadville - Meadville | 5 |
| 1699 Valley Forge Rd - Valley Forge National Park - Valley Forge | 1 |
| 17 AHN Industrial Hwy - Tincum | 1 |
| 17 Kimberly Ln - PO Box 418 - PA Wine & Spirits Shoppe 6103 - Cranberry | 2 |
| 17 Rte 333 - PO Box 350 - PA Wine & Spirits Shoppe 3401 - Mifflin | 2 |
| 1700 Arsenal Blvd - District 7-0 - Harrisburg | 25 |
| 1700 Mt Royal Blvd - PA Wine & Spirits Shoppe 0281 - Glenshaw | 1 |
| 1700 Peach Street Unit 300 - ere061 - Erie | 11 |
| 1701 Duncan Ave - McCandless | 8 |
| 1704 Pine Rd - FBC Southcentral Region - Newville | 10 |
| 171 Arthur L Hershey Dr - Troop G - Bedford - Bedford | 41 |
| 171 Aumick Rd - Mansfield | 1 |
| 171 E Hershey Park Dr - BESO - Hershey | 77 |
| 171 Virginia Ave - Beaver CAO - Rochester | 20 |
| 1710 Hoover Ave - DLC-25 Allentown - Allentown | 10 |
| 1712 Lehigh St - District 5-3 - Allentown | 15 |
| 1712 Piper Rd - Ligonier | 1 |
| 1714 North St - Philadelphia | 1 |
| 17171 Shreve Run Rd - PennDOT Oil Creek Stockpile - Pleasantville | 1 |
| 17-19 Leopard Rd - Suites D-1 D-2 D-3 - 1528 - Paoli | 4 |
| 172 SR 519 - District 12-4 - Eighty Four | 27 |
| 1720 E Caracas Ave - Hershey | 13 |
| 1731 W 67th Ave - Sandra Rogers - Philadelphia | 2 |
| 1735 Shiloh Rd - FBC Benner Springs SFH - State College | 12 |
| 1737 Quentin Road - FW&GS 3802 - Lebanon | 2 |
| 1738 A 9th Ave - DLC-44 Altoona - Altoona | 7 |
| 1745 Frew Mill Rd - New Castle YDC - New Castle | 16 |
| 1745 Valley Rd - Troop F - Mansfield - Mansfield | 17 |
| 1749 S Braddock Ave - Edgewood Towne Ctr - PA Wine & Spirits Shoppe 0228 - Pittsburgh | 1 |
| 175 E Hershey Park Dr - State Police Academy - Hershey | 42 |
| 175 Shakelford Dr - Food Distribution - Monroeville | 1 |
| 1750 N George St - York | 20 |
| 176 Purity Rd - 8295 - Pittsburgh Training Academy - Pittsburgh | 7 |
| 1761A Columbia Ave - Wheatland Shopping Center - PA Wine & Spirits Shoppe 3617 - Lancaster | 2 |
| 1770 N Keyser Ave - Keyser Oak Plz - PA Wine & Spirits Shoppe 3518 - Scranton | 2 |
| 1776 Minuteman Ln - State College Air National Guard - State College | 12 |
| 1782 E 3rd St - Giant Plz - DLC-43 Williamsport - Williamsport | 7 |
| 179B Levittown Parkway - Levittown Town Center - Temp 0942 - Levittown | 2 |
| 18 River Rd - Exit 310 I-80 East - Delaware Water Gap Welcome Ctr - Smithfield | 10 |
| 18 Western Ave - Suite F - Brookville | 13 |
| 180 Eleventh Ave - Near Meyersdale - Meyersdale | 2 |

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| 180 Newberry Parkway - FW&GS 6715 - Etters | 2 |
| 1800 Daisy St - Unit 380 - DLC-110 Clearfield - Clearfield | 4 |
| 1800 Wilmington Rd - District 11-4 - New Castle | 47 |
| 18073 Erie St - District 1-11 - Centerville | 4 |
| 1808 Milligans Cove Rd - State Game Lands 48 - Buffalo Mills | 1 |
| 181 N Main St - Mansfield Plaza - PA Wine & Spirits Shoppe 5905 - Mansfield | 2 |
| 181 Rothrock Ln - Only building on Rothrock Ln - Forest District 5 Office - Huntingdon | 13 |
| 1810 Shumway Hill Rd - State Rte 3011 - Mansfield Rediness Ctr Armory - Wellsboro | 9 |
| 182 Buchanan Trail - Penn Village Center - McConnellsburg | 6 |
| 1824 Murray Ave - PA Wine & Spirits Shoppe 0224 - Pittsburgh | 1 |
| 183 McCall Dam Rd - Loganton | 3 |
| 184 Donald Ln - Johnstown | 5 |
| 1844-A Stefko Blvd - Stefko Shopping Ctr - PA Wine & Spirits Shoppe 4804 - Bethlehem | 3 |
| 18492 Smock Hwy - District 1-1 - Meadville | 14 |
| 1850 Arsenal Blvd - Harrisburg | 15 |
| 1850 Park Manor Blvd - Robinson Town Centre - PA Wine & Spirits Shoppe 0231 - Pittsburgh | 6 |
| 1854 Brookwood St - DOR - Harrisburg | 14 |
| 1855 New Hope St - Norristown | 2 |
| 186 Enterprise Dr - DEP Moshannon District Office - Philipsburg | 10 |
| 1861 Harmony Rd - Patchinville | 3 |
| 1874 Homeville Rd - Village Shopping Ctr - PA Wine & Spirits Shoppe 0297 - West Mifflin | 1 |
| 1875 New Hope St - OVR - Norristown | 24 |
| 1880 Park Dr - Susquehannock State Park - Susquehannock State Park - Drumore | 2 |
| 1885 New Hope St - Norristown | 23 |
| 1889 Wolf Rock South Rd - Camp 597 Negro Mt Shop - Salisbury | 4 |
| 189 Fyock Rd - SCI Pine Grove - Indiana | 9 |
| 1890 McClellandtown Rd - PA Wine & Spirits Shoppe 2604 - Masontown | 2 |
| 19 W Court St - PA Wine & Spirits Shoppe 0902 - Doylestown | 1 |
| 190 Briar City Rd - Pottsville | 1 |
| 1901 Ruffner St - District 6-5 - Philadelphia | 23 |
| 19017 Park Ave Plz - PA Wine & Spirits Shoppe 2006 - Meadville | 2 |
| 1903 E 3rd St - Loyal Plaza Shopping Ctr - PA Wine & Spirits Shoppe 4110 - Williamsport | 7 |
| 1905 Washington Ave - PO Box 245 - District 2-2 - Hyde | 38 |
| 1910 Center St - PA Wine & Spirits Shoppe 4805 - Northampton | 2 |
| 1910 Cochran Rd - Pittsburgh | 1 |
| 1910 Pine Drive - Lancaster | 1 |
| 1910 W 26th St - Erie | 7 |
| 1918 Allen St - PA Wine & Spirits Shoppe 3903 - Allentown | 4 |
| 192 N Valley Rd - HCR 64; Box 135 - Forest Pest Mgmt - Breezewood - Harrisonville | 3 |
| 1920 Kutztown Rd - Reading | 2 |
| 1920 Susquehanna Trail N - District 8-4 - York | 18 |
| 1920 Technology Parkway - DOC Central Office - Mechanicsburg | 41 |
| 1924-30 Daisy St - District 2-0 - Clearfield | 3 |
| 1925 Norristown Rd - Maple Glen Shopping Ctr - PA Wine & Spirits Shoppe 4606 - Maple Glen | 3 |
| 1931 New Hope St - Montgomery CAO/Norristown District - Norristown | 63 |
| 1935 Fairmount Ave - PA Wine & Spirits Shoppe 5169 - Philadelphia | 2 |
| 1937 New Hope St - Norristown | 16 |
| 1942 Kent Drive - Camp Hill | 2 |
| 1945 Greymont St - Philadelphia | 1 |
| 195 Aviation Dr - Johnstown | 22 |
| 195 Lebo Rd - FBC Huntsdale SFH - Carlisle | 6 |
| 195 Park Rd - Park Region 2 - Region 2 Park Office - Prospect | 25 |
| 195 Valley View Dr - NW Training Center - Meadville | 19 |
| 1955 Wharton St - PA Wine & Spirits Shoppe 0260 - Pittsburgh | 3 |
| 196 E Overbrook Rd - Anthony Kaiser - Shavertown | 1 |
| 1961 New Hope St - PBPP Norristown SO - Norristown | 65 |
| 1965 Calamia Dr - Norristown/Philadelphia UMR Team - Norristown | 21 |
| 1966 Calamia Dr - Norristown UCBC - Norristown | 4 |
| 197 Nursery Rd - Howard Nursery - Howard | 4 |
| 1989 Wyoming Ave - NE Training Center - Forty Fort | 11 |
| 199 Beaver Dr - DuBois | 10 |
| 199 W Main St - PA Wine & Spirits Shoppe 3908 - Macungie | 3 |
| 2 E Arch St - Shamokin | 5 |
| 2 E Main St - DEP SE Regional Office - Norristown | 63 |
| 2 Eckley Main Street - Eckley Miners Village - Weatherly | 13 |
| 2 Humbert Ln - South Strabane | 1 |
| 2 Kane Ln - Taylor | 5 |
| 2 Market St - Warren | 1 |
| 2 Moxley Ln - Troop 1 - Avondale - CHES680 - Avondale | 10 |
| 2 N 9th St - Allentown | 1 |
| 2 N. Main St. - Pittston | 2 |
| 2 Noyes Area - Cook's Run Ranger Station - Renovo | 12 |
| 2 Old Pond Rd - Bridgeville | 1 |
| 2 Parkedge Dr - Zellenople | 2 |
| 2 Parkway Center - 875 Greentree Rd - LCB Administrative Law Judge - Pitt - Pittsburgh | 6 |
| 2 Parkway E - West End Squirrel Hill Tunnel - Pittsburgh | 3 |
| 2 Village Ctr - PA Wine & Spirits Shoppe 6601 - Tunkhannock | 3 |
| 20 111 Rte 19 - Cranberry Mall - PA Wine & Spirits Shoppe 1007 - Cranberry Township | 3 |
| 20 Follies Rd - Dallas | 3 |
| 20 Liberty Blvd - The Shops at Great Valley - PA Wine & Spirits Shoppe 1519 - Malvern | 2 |
| 20 N 6th St - Dubois | 9 |
| 200 Adams Ave - SCR019 - Scranton | 1 |
| 200 Barracks Rd - Troop D - HQ - Butler | 44 |
| 200 S Broad St - Bellevue Suite - The Bellvue - Philadelphia | 2 |
| 200 S Jefferson St - New Castle | 1 |
| 200 Southbest Ave - Walnutport Shopping Center - PA Wine & Spirits Shoppe 4801 - Walnutport | 2 |
| 200 Town Center - PA Wine & Spirits Shoppe 0936 - New Britain | 4 |
| 200 W Ridge Pke - PA Wine & Spirits Shoppe 4645 - Limerick | 3 |
| 2000 Lohrer Rd - FBC Fairview FCS - Fairview | 3 |
| 2001 Elmerton Ave - Harrisburg | 55 |
| 2001 Lincoln Way - Oak Park Mall - PA Wine & Spirits Shoppe 0282 - White Oak | 1 |
| 2005 Swede Rd - Swede Rd & Johnson Highway - District 6-4 - Norristown | 30 |
| 2009 Industrial Dr - SCI Houtzdale - Houtzdale | 7 |
| 201 Larry Holmes Dr - Northampton CAO - Easton | 19 |
| 201 Old Rodgers Rd - Bristol | 2 |
| 201 Power St - New Castle | 4 |
| 201 W Harford St - DLC-106 Milford - Milford | 2 |
| 201 W Wheeling St - WSH011 - Washington | 21 |
| 2010 Rittenhouse Sq - Stephen Weitzenhofer - Philadelphia | 2 |
| 2014 Old Arch Rd - Store 4 - PA Wine & Spirits Shoppe 4634 - Norristown | 2 |
| 202 Hollidaysburg Plz - PA Wine & Spirits Shoppe 0703 - Duncansville | 2 |

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| 2022 E County Line Rd - DLC-35 Huntingdon Valley - Huntingdon Valley | 12 |
| 2026 W Sunbury Rd - State Game Lands 95 - West Sunbury | 1 |
| 2027 Pennsylvania Ave East - 1st Fl - Warren | 4 |
| 202A 1st St - Trailer - Summerdale | 2 |
| 203 Bottle Drive - Ralpho | 2 |
| 203 E Arch St - Pottsville | 3 |
| 2034 Brandywine St - Philadelphia | 1 |
| 2034 W State St - Westgate Shopping Center - PA Wine & Spirits Shoppe 3707 - New Castle | 2 |
| 2038 Smith Township Rd - Kwik Stop Plaza - PA Wine & Spirits Shoppe 6307 - Burgettstown | 2 |
| 2040 Ardmore Blvd - Pittsburgh | 2 |
| 2040 Market ST - PA Wine & Spirits Shop 9101 - Philadelphia | 3 |
| 2040 S 12th St - PBPP Allentown DO - Allentown | 70 |
| 2047B Bridge Rd - SE Training Center - Schwenksville | 9 |
| 2047C Bridge Rd - Troop K - Skippack - Schwenksville | 53 |
| 205 Habarka Rd - I-80 East of PA / OH borders - West Middlesex | 1 |
| 205 S Washington St - Luzerne CAO - Wilkes Barre | 22 |
| 205 Witherow St - District 10-5 - Punxsutawney | 29 |
| 206 Seven Fields Blvd - PA Wine & Spirits Shoppe 1010 - Seven Fields | 2 |
| 206 Warren Ave - PA Wine & Spirits Shoppe 0307 - Apollo | 1 |
| 2067 Lycoming Creek Rd - PA Wine & Spirits Shoppe 4106 - Williamsport | 2 |
| 207 Correction Rd - PO Box A - Cresson | 4 |
| 207 Stackpole St - DOH WIC - St Marys | 1 |
| 207 Sunset Dr - PBPP Butler SO - Butler | 10 |
| 207 W Willow Ave - Middleburg | 2 |
| 2076 Fruitville Pke - Hawthorne Centre Shopping Center - PA Wine & Spirits Shoppe 3614 - Lancaster | 4 |
| 208 Chestnut St - Kane | 4 |
| 2081 Springwood Rd - Queensgate Shopping Center - PA Wine & Spirits Shoppe 6705 - York | 3 |
| 209 Commerce Rd - Troop C - Clarion - Clarion | 34 |
| 209 W Lancaster Ave - PA Wine & Spirits Shoppe 2306 - Wayne | 5 |
| 2099 Lincoln Hwy E - Troop J - HQ - Lancaster | 26 |
| 20th Ward Shopping Center - 358 N Sheridan St - PA Wine & Spirits Shoppe 1115 - Johnstown | 1 |
| 21 Carl Dr - Gregory P Szumlanski - Friendsburg | 1 |
| 21 Little St - J Scott May - Canton | 1 |
| 21 N River St - Plains Plz - WPA ine & Spirits Shoppe 4017 - Wilkes Barre | 2 |
| 21 S Main St - PA Wine & Spirits Shoppe 0921 - Yardley | 1 |
| 210 Market St - Troop F - Vice Unit - Troop F - Williamsport | 8 |
| 210 Meadow Ave - PA Wine & Spirits Shoppe 3522 - Scranton | 4 |
| 2100 Longs Rd - Prince Gallitzin State Park - Patton | 1 |
| 2103 Rextmont Rd - Cornwall Iron Furnaces - Cornwall | 3 |
| 2105 Lincoln Hwy E - District 8-7 - Lancaster | 40 |
| 21057 Paint Blvd - District 10-3 - Shipperville | 25 |
| 211 E Erie St - PO Box 424 - PA Wine & Spirits Shoppe 2004 - Linesville | 2 |
| 2115 N 22nd St - PA Wine & Spirits Shoppe 5153 - Philadelphia | 1 |
| 2118 Cottman Ave - PA Wine & Spirits Shoppe 5165 - Philadelphia | 1 |
| 212 High St - PA Wine & Spirits Shoppe 4604 - Pottstown | 2 |
| 212 Ohio St - PA Wine & Spirits Shoppe 5606 - Boswell | 2 |
| 212 S Main St - PA Wine & Spirits Shoppe 6202 - Sheffield | 2 |
| 2121 Noblestown Rd - Pittsburgh | 34 |
| 213 N Woodlawn Ave - Bamidele Aladetohun - Aldan | 2 |
| 213 Penn St - PA Wine & Spirits Shoppe 2605 - Point Marion | 2 |
| 2130 Herr St - PO Box 10545 - District 7-1 - Harrisburg | 16 |
| 2130 S Queen St - DLC-10 York - York | 8 |
| 214 5th St - PO Box 38 - PA Wine & Spirits Shoppe 6513 - Avonmore | 2 |
| 2140 Herr St - District 8-0 - Harrisburg | 89 |
| 2140 Herr St Rear - District 8-5 - Harrisburg | 1 |
| 2140 Wilkes Barre Twp Marketplace - PA Wine & Spirits Shoppe 4001 - Wilkes Barre | 3 |
| 2143 MacDade Blvd - MacDade Plaza Shopping Center - PA Wine & Spirits Shoppe 2324 - Holmes | 3 |
| 21449 Broad St - .7 Mi S of Broad Top City - District 09-5 - Huntingdon | 1 |
| 215 E Church St - Lock Haven | 4 |
| 215 E Market St - PA Wine & Spirits Shoppe 3201 - Blairsville | 1 |
| 215 Lancaster Ave - PA Wine & Spirits Shoppe 1512 - Malvern | 3 |
| 215 N Maple St - District 1-4 - Mercer | 17 |
| 215 SR 244 N - PGC NCRO W Ragosta - Coudersport | 1 |
| 2152 N Bethlehem Pke - West Rockhill | 2 |
| 2154 W. Union Blvd. - FW&GS 3922 - Bethlehem | 2 |
| 216 N 6th St - Sunbury | 6 |
| 216 W Hamilton Ave - PA Wine & Spirits Shoppe 1404 - State College | 4 |
| 217 Atwood St - PA Wine & Spirits Shoppe 0213 - Pittsburgh | 2 |
| 217 Pheasant Farm Rd - RR 1 Box 51A - PGC Southwest Game Farm - New Bethlehem | 3 |
| 217 W State St - SHR140 - Sharon | 20 |
| 21742 German Rd - FD 14 Meadville Satellite Office - Meadville | 2 |
| 2174A Rte 611 - Forest District 19 Office - Swiftwater | 40 |
| 218 Aviation Dr - Johnstown | 1 |
| 218 N Kimberly Ave - Somerset | 9 |
| 219 E Lehigh Ave - Philadelphia CAO - Liberty DO - Philadelphia | 12 |
| 219 Grayson Dr - Clarks Green | 1 |
| 219 W High St - Ebensburg | 12 |
| 2197 Golden Key Rd - SR 0863 Seg 0070 Offset 0000 - New Smithville | 2 |
| 22 S 23rd St - Philadelphia | 6 |
| 220 6th St - Allegheny CAO/Southeast District - McKeesport | 14 |
| 220 E Rosedale Ave - Equine Toxology Lab - West Chester | 11 |
| 220 Jacksonville Road - Hatboro | 2 |
| 2200 Ben Franklin Pkwy - Philadelphia | 2 |
| 2200 Rosstown Rd - Gifford Pinchot State Park - Lewisberry | 10 |
| 22001 Route 6 - Troop E - Warren - Warren | 50 |
| 2201 Belmont Ave - Troop K - HQ - Philadelphia | 39 |
| 2207 Lancaster Pke - PA Wine & Spirits Shoppe 0620 - Shillington | 1 |
| 221 Delaware Ave - PA Wine & Spirits Shoppe 1303 - Palmerton | 2 |
| 221 E 18th St - PBPP Erie DO - Erie | 14 |
| 222 Northern Blvd - PA Wine & Spirit Shoppe 3516 - Clarks Summit | 4 |
| 2223 Galloway Rd - PA Wine & Spirits Shoppe 0919 - Bensalem | 2 |
| 2225 Lick Run Rd - PGC Loyalsock Game Farm - Williamsport | 1 |
| 223 Grove City Rd - Slippery Rock Plaza Suite 2 - PA Wine & Spirits Shoppe 1008 - Slippery Rock | 2 |
| 2236 Highland Rd - Mercer CAO - Hermitage | 14 |
| 2238 Washington Ave - PA Wine & Spirits Shoppe 5103 - Philadelphia | 6 |
| 224 Nazareth Pke - UCBR - U.C. Referee Office - Bethlehem | 10 |
| 224 S German St - Dushore | 2 |
| 2241 Paxton Church Rd - Brandywine Plz - Liquor Control Board Alcohol Edu - Harrisburg | 27 |
| 225 E Park Ave - Sellersville | 15 |
| 225 Lancaster Ave - DLC-16 Malvern - Malvern | 7 |
| 225 Market St - PA Health Care Cost Containment - Harrisburg | 34 |

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| 225 Market Street - Sunbury | 11 |
| 225 N York Rd - PA Wine & Spirits Shoppe 4612 - Hatboro | 1 |
| 225 S Franklin St - Adams CAO - Gettysburg | 9 |
| 2250 Dinner Bell Five Forks Rd - Wharton | 2 |
| 2256 South River Rd - DMS-22W-Clarks Ferry Bridge - Halifax | 2 |
| 226 Big 96 Rd - Georges | 2 |
| 226 Big Six Rd (rear) - PennDOT District 12-1 Fayette Cty - Georges | 1 |
| 226 N High St - West Chester | 11 |
| 226 Stereator Rd - Parker Dam State Park - Penfield | 1 |
| 227 N State St - Ephrata Area Social Services - Ephrata | 1 |
| 227-A Spruce Run Rd - Millville | 1 |
| 228 Summer Place Ln - Laurel Hill State Park - Somerset | 1 |
| 229 N Broad St - District 6-1 - Doylestown | 27 |
| 229 Plaza Blvd - Pennsbury Plaza Shopping Ctr - PA Wine & Spirits Shoppe 0906 - Morrisville | 2 |
| 22907 Great Cove Rd - District 9-4 - Fort Littleton | 13 |
| 23 Marchwood Rd - Marchwood Shopping Center - PA Wine & Spirits Shoppe 1515 - Exton | 5 |
| 23 Meadowbrook Dr - Troop L - Schuylkill Haven - Schuylkill Haven | 18 |
| 230 Chestnut St - DEP NW Regional Office @ Meadville - Meadville | 31 |
| 230 Yost Blvd - Braddock Hills Shopping Ctr - PA Wine & Spirits Shoppe 0203 - Pittsburgh | 1 |
| 2310 Lingiestown Road - FW&GS 2220 - Harrisburg | 2 |
| 232 Sunrise Ave - Honesdale | 1 |
| 2320 Island Ave - DLC-5 Philadelphia - Philadelphia | 9 |
| 2321 E State St - Hermitage Towne Plaza - PA Wine & Spirits Shoppe 4306 - Hermitage | 5 |
| 2329 Federal Street - Philadelphia | 2 |
| 233 Shiloh St - PA Wine & Spirits Shoppe 0272 - Pittsburgh | 2 |
| 233 W Otterman St - Greensburg | 26 |
| 2330 Vartan Way - Hearings & Appeals Harrisburg - Harrisburg | 15 |
| 234 Kutenai Trail - Mercer | 1 |
| 23429 N Mosiertown Rd - SGL 269 - Crawford County - Saegertown | 1 |
| 235 East 23rd Street - Hazle Township | 2 |
| 235 W Cheltenham Ave - Philadelphia | 1 |
| 2350 N Reading Rd - Muddy Creek Shoppes Store 11 - PA Wine & Spirits Shoppe 3610 - Denver | 2 |
| 2350 Noblestown Rd - Noble Manor Shopping Ctr - PA Wine & Spirits Shoppe 0290 - Pittsburgh | 2 |
| 2356 Golden Mile Hwy - PA Wine & Spirits Shoppe 9213 - Pittsburgh | 2 |
| 236 Erie Blvd - The Shops - PA Wine & Spirits Shoppe 5803 - Susquehanna | 3 |
| 236 Lake Rd - FBC Southwest Region - Somerset | 18 |
| 237 Sussex Way - 8264 L Huffman - Greensburg | 1 |
| 239 Butler Rd - Kittanning | 10 |
| 2395 Old York Rd - Warwick Square Shopping Ctr - PA Wine & Spirits Shoppe 0935 - Jamison | 1 |
| 24 E 4th St - PA Wine & Spirits Shoppe 4619 - Bridgeport | 2 |
| 24 Robinson St - Montgomery CAO - Pottstown District - Pottstown | 9 |
| 24 Stewardson Area - Cross Creek Forest HQ - Cross Fork | 2 |
| 240 Adams Ave - CCC Scranton - Scranton | 8 |
| 240 Buffalo Plz - PA Wine & Spirits Shoppe 1009 - Sarver | 1 |
| 240 Match Factory Place - Bellefonte | 1 |
| 240 Ridge Ave - Edward C Hensley - Ephrata | 1 |
| 2401 E Venango St - PA Wine & Spirits Shoppe 5140 - Philadelphia | 1 |
| 2401 Vare Ave - PA Wine & Spirits Shoppe 5191 - Philadelphia | 1 |
| 241 E Market St - Clearfield | 15 |
| 241 Golden City Rd - Danny Wenger - Saxonburg | 2 |
| 241 Manchester Rd - FBC Walnut Creek - Fairview | 3 |
| 2410 Wilmington Rd - PA Wine & Spirits Shoppe 3708 - New Castle | 2 |
| 2413 Laurel Hill Rd - Laurel Hill State Park - Somerset | 1 |
| 2421 Ashbury Rd - Ashbury Sq - PA Wine & Spirits Shoppe 2503 - Erie | 2 |
| 2429 Aramingo Ave - Philadelphia | 8 |
| 2429 South St - PA Wine & Spirits Shoppe 5143 - Philadelphia | 1 |
| 243 Schneider Dr - Lebanon | 2 |
| 2432 N 7th St - Dauphin CAO - Harrisburg | 24 |
| 2433 Jefferson Street - Harrisburg | 1 |
| 2433 Lisburn Rd - DOC Residence - Camp Hill | 1 |
| 245 Depot Street - Saint Marys | 9 |
| 245 W Main St - PA Wine & Spirits Shoppe 6306 - Monongahela | 2 |
| 246 Edge Park Drive - 8264 James Grove - Lake City | 1 |
| 24604 Highway 408 - Cambridge Springs | 1 |
| 247 Pennsylvania Ave - Sunbury | 9 |
| 2473 Nazareth Rd - DLC-6 Easton 2 - Easton | 11 |
| 2489 Ridge Rd Ext - Michael Yagercik - Ambridge | 2 |
| 249 Hillcrest Shopping Ctr - PA Wine & Spirits Shoppe 6510 - Lower Burrell | 3 |
| 25 Fairway Dr - Shirley Curl - Quarryville | 2 |
| 25 Technology Dr - California Technology Park - DEP California District Office - Coal Center | 17 |
| 25 W Water St - PA Wine & Spirits Shoppe 3102 - Mount Union | 2 |
| 25 Westwood Ctr - Pottsville | 9 |
| 250 Chestnut Rd - Patrick Scanlon - Penn Run | 2 |
| 250 Dessen Dr - Troop N - HQ - Hazleton | 40 |
| 250 E Harmony St - Coatesville | 2 |
| 250 Kriess Rd - Butler | 24 |
| 250 Oak Spring Rd - DLC-109 Washington - Washington | 8 |
| 250 S. 3rd Street Ste. 1000 - FW&GS 6528 - Youngwood | 2 |
| 2500 Lisburn Rd - SCI Camp Hill - Camp Hill | 60 |
| 2501 Leechburg Road Suite F - 6519 - Lower Burrell | 4 |
| 2501 W Main St - PA Wine & Spirits Shoppe 4626 - West Norriton | 4 |
| 251 Correction Rd - Cresson Secure Unit - Cresson | 4 |
| 251 Curtin Village - Howard | 1 |
| 2511 Rauchtown Rd - Ravensburg State Park - Jersey Shore | 1 |
| 2516 Federal St - Philadelphia | 2 |
| 252 N Queen St - First Floor - PA Wine & Spirits Shoppe 3602 - Lancaster | 2 |
| 252 Steelstown Rd - SR 4006 - Newville | 2 |
| 2525 Green Tech Dr - SERS State College - State College | 6 |
| 2525 Mickleby Ave - PA Wine & Spirits Shoppe 3913 - Whitehall | 5 |
| 253 Perry St - Elkins Park | 2 |
| 2547 W State St - New Castle | 2 |
| 255 Elm Dr - Troop B - Waynesburg - Waynesburg | 13 |
| 255 Elm St - District 1-0 - Oil City | 98 |
| 255 Rauchtown Rd - Ravensburg State Park - Jersey Shore | 1 |
| 255 W Brubaker Valley Rd - PO Box 8 - FBC Southeast Region - Lititz | 12 |
| 2550 Brownsville Rd - The Bavarian Village - PA Wine & Spirits Shoppe 0210 - Library | 1 |
| 2550 Grant Avenue - Suite 130 - PA Wine and Spirits 5112 - Philadelphia | 6 |
| 2550 Kingston Rd - YRK120 - York | 42 |
| 2550 Oakland Ave - District 10-0 & 10-4 - Indiana | 59 |
| 2575 Interstate Dr - DEP Laboratory - Harrisburg | 24 |
| 258 Sizerville Rd - Forest District 13 - Emporium | 12 |

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| 2580 Constitution Blvd - Chippewa Mall Rooms 5 & 6 - PA Wine & Spirits Shoppe 0409 - Beaver Falls | 2 |
| 2580 Park Centre Blvd - Centre CAO - State College | 11 |
| 259 S Front St - Philadelphia | 3 |
| 26 E 4th St - PA Wine & Spirits Shoppe 4615 - East Greenville | 2 |
| 26 Gateway Shopping Ctr - PA Wine & Spirits Shoppe 4026 - Edwardsville | 4 |
| 260 Reitz Blvd - Lewisburg | 2 |
| 260 Sizerville Rd - FDC Northcentral Region - Emporium | 4 |
| 260 Sizerville Rd - Park Region 1 - Emporium | 14 |
| 2600 E Carson St - PGHMCLA - Pittsburgh | 1 |
| 2601 River Rd - Reading | 21 |
| 26165 State Hwy 408 - Cambridge Springs | 1 |
| 262 Chestnut Street - 2nd floor - Meadville | 8 |
| 2621 E Winter Rd - Loganton | 1 |
| 2622 Tilbury Avenue - Apt 1 - Pittsburgh | 2 |
| 2629 Brownsville Rd - PA Wine & Spirits Shoppe 0261 - Pittsburgh | 1 |
| 2629 Market Pl - Strategic Development - Harrisburg | 14 |
| 2630 N 13th St - PBPP Phila Eastern Regional Office - Philadelphia | 53 |
| 264 Shafer Rd - BOIS David Pitaro - Moon Twp | 1 |
| 2640 Woodglen Rd - Schuylkill CAO - Pottsville | 11 |
| 2650 Ellwood Rd - Lawrence Village Plaza - PA Wine & Spirits Shoppe 3701 - New Castle | 3 |
| 26779 I-79 S - Edinboro | 3 |
| 269 Rte 6 W - Potter CAO - Coudersport | 13 |
| 26th St & Zuck Rd - SR 0020 Seg 0510 Offset 1700 - Mill Creek | 2 |
| 27 E 7th St - Columbia CAO - Bloomsburg | 11 |
| 27 N Cameron St - CCC Harrisburg - Harrisburg | 27 |
| 27 West Pittston Street - Allentown | 1 |
| 2700 Southampton Rd - Philadelphia | 16 |
| 2701 N Broad St - Somerset District - Philadelphia | 15 |
| 2709 W 9th St - PA Wine & Spirits Shoppe 2318 - Chester | 2 |
| 271 Hill St - Davis JHS - CoPAMS Shelter - York | 2 |
| 271 Washington St - East Stroudsburg | 10 |
| 2710 Shelly Rd - PA Wine & Spirits Shoppe 4617 - Harleysville | 2 |
| 2715 E Lincoln Hwy - PA Wine & Spirits Shoppe 1510 - Coatesville | 4 |
| 2717 N American St - Plaza Americana - PA Wine & Spirits Shoppe 5142 - Philadelphia | 2 |
| 2719 Brodhead Rd - Alliquippa Shopping Center - PA Wine & Spirits Shoppe 0410 - Alliquippa | 2 |
| 275 Main St - PA Wine & Spirits Shoppe 1501 - Exton | 4 |
| 2750 W Pike Rd - Indiana CAO - Indiana | 100 |
| 276 Stormer Rd - Indiana | 28 |
| 278 Six Mile Run Rd - Riddlesburg | 1 |
| 2788 Dividing Ridge Rd - PGC Mark Fair - Coudersport | 1 |
| 279 Rt 6 W - Coudersport | 7 |
| 28 Armory Ln - Lewistown | 14 |
| 28 Bunker Hill Rd - Wyoming | 1 |
| 280 Market St - HQ 1st BN 109th FA - Wilkes Barre | 21 |
| 280 W Hamilton Ave - State College | 6 |
| 2800 Robinson Blvd - PA Wine & Spirits Shoppe 0280 - Pittsburgh | 1 |
| 2806 State Route 215 - Dupont | 1 |
| 2807 S Front St - PA Wine & Spirits Shoppe 5189 - Philadelphia | 6 |
| 2808 Three Mile Run Rd - State Park Regional Office 4 - Perkasio | 22 |
| 281 S Spring Garden St - Carlisle Marketplace - PA Wine & Spirits Shoppe 2101 - Carlisle | 2 |
| 2813 Anthony Hwy - Pond Bank - Chambersburg | 1 |
| 2826 White Oak Rd - DCNR Forestry Warehouse - Halifax | 3 |
| 283 Oak Lane - Finton | 2 |
| 2834 White Oak Rd - Haldeman Headquarters - Halifax | 1 |
| 2839 E Tioga St - Philadelphia | 1 |
| 2846 Main St - Clock Tower Plaza II - PA Wine & Spirits Shoppe 3618 - Morgantown | 2 |
| 2856 State Route 848 - Troop R - Gibson - New Milford | 13 |
| 286 Industrial Park Rd - DEP Cambria District Office - Ebensburg | 36 |
| 2860 Audubon Village Dr - Audubon Village Shopping Center - PA Wine & Spirits Shoppe 4637 - Audubon | 6 |
| 2864 Fourth Ave - Food Distribution Field Rep - Houtzdale | 1 |
| 29 E King St - Lancaster | 36 |
| 29 Kline Village - Kline Village Shopping Center - PA Wine & Spirits Shoppe 2201 - Harrisburg | 2 |
| 29 N Rte 100 - DOR - Allentown | 1 |
| 2900 Seminary Dr - St Joseph Center - SW Training Center - Greensburg | 30 |
| 2910 Conestoga Rd - Ludwig's Village Shopping Center - PA Wine & Spirits Shoppe 1520 - Glenmoore | 3 |
| 2911 Schonerville Rd - Bethlehem | 1 |
| 292 Aviation Dr - Johnstown | 7 |
| 2927 Swede Rd - Swede Square Shopping Ctr - PA Wine & Spirits Shoppe 4631 - Norristown | 10 |
| 2930 Airport Rd - Troop M - HQ - Bethlehem | 81 |
| 2932 Airport Rd - Bethlehem Lab - Bethlehem | 2 |
| 2943 N 7th St - Uptown Plaza - PA Wine & Spirits Shoppe 2208 - Harrisburg | 2 |
| 2947 W Liberty Ave - PA Wine & Spirits Shoppe 0218 - Pittsburgh | 1 |
| 295 US Highway 6 West - Coudersport | 3 |
| 2951 Prospect Rd - Jennings Environmental Educ Ctr - Slippery Rock | 11 |
| 2995 Street Rd - Philly Park Racetrack & Casino - Bensalem | 7 |
| 2P S Water St - Highlands Office Complex - District 10-1 - Kittanning | 2 |
| 3 Crossgate Dr - Suite 101 - Mechanicsburg | 2 |
| 3 LR 47024 - Construction Trailer - Mauseedale | 5 |
| 30 E 4th St - PA Wine & Spirits Shoppe 4813 - Bethlehem | 2 |
| 30 E Chestnut St - PA Wine & Spirits Shoppe 6002 - Mifflinburg | 2 |
| 30 N 3rd St - State Employees Retirement System - Harrisburg | 19 |
| 30 Pheasant Rd - State Game Land 234 - Schwenksville | 1 |
| 30 Stauffer Industrial Prk - UCSC Scranton - Taylor | 22 |
| 300 Anderson St - Pittsburgh | 1 |
| 300 Bellefonte Ave - Clinton CAO - Lock Haven | 24 |
| 300 Corporate Center Dr - Camp Hill | 1 |
| 300 Indian Springs Rd - IND057 - Indiana | 10 |
| 300 Mt Lebanon Blvd - Lebanon Shops; Castle Shannon - PA Wine & Spirits Shoppe 0274 - Pittsburgh | 1 |
| 300 W State St - CCC Sharon - Sharon | 8 |
| 300 Wal-Mart Drive - Suite 130 - FW&GS 1108 - Ebensburg | 2 |
| 300 West Fairmont Avenue - New Castle | 2 |
| 3000 Sidley Hill Rd - CHES77 - Malvern | 1 |
| 3001 Beaver Ave - SCI Pittsburgh - SCI Pittsburgh - Pittsburgh | 17 |
| 3001 Carlisle Rd - Gardners | 2 |
| 3001 Fairway Dr - DEP SER District Office - Altoona | 50 |
| 300-G Laird St - Wilkes Barre | 35 |
| 301 Chestnut St - Careerlink - Emporium | 1 |
| 301 E Chelton Ave - PBPP Phila Northwest SO - Philadelphia | 29 |
| 301 Institution Drive - SCI Benner - Bellefonte | 10 |
| 301 Morea Rd - SCI Mahanoy - Frackville | 23 |
| 301 N Lewis Rd - Park Towne Plz - PA Wine & Spirits Shoppe 4611 - Royersford | 3 |

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| 301 Oak Spring Rd - Washington Mall - PA Wine & Spirits Shoppe 6316 - Washington | 4 |
| 301 Shiloh Rd - TROOP G - ROCKVIEW - State College | 1 |
| 301 State Park Rd - Bendigo State Park - Glen Hazel | 1 |
| 301 State Rd - Troop H Lykens - Elizabethtown | 10 |
| 301 W Barr St - McDonald Shopping Plaza - PA Wine & Spirits Shoppe 6305 - McDonald | 2 |
| 301 Washington St - CCC Johnstown - Johnstown | 7 |
| 3015 Ridge - Mr Vaughn Lohr - BOIS - Baden | 1 |
| 3017 Lincoln Hwy - Harrisonville | 4 |
| 3018 Emrick Boulevard - DM Office - Bethlehem | 6 |
| 303 Chanticleer Circle - Kimberly A Bury - New Stanton | 1 |
| 3030 Emrick Boulevard (rear) - 4818 Internet Store - Bethlehem | 2 |
| 3033 Old Harrisburg Pke - Troop H - Gettysburg - Gettysburg | 15 |
| 3037 Tyrone Pike - ITS District 05 - Sandy Ridge | 1 |
| 304 Wood Street - Pittsburgh | 3 |
| 305 N Broad St - PA Wine & Spirits Shoppe 2401 - Ridgway | 2 |
| 305 S Elm St - PO Box 405 - Tionesta | 3 |
| 305 S Main St - PA Wine & Spirits Shoppe 3505 - Old Forge | 2 |
| 305 Sutton St - LCE - Punxsutawney | 18 |
| 3070 William Pitt Way - Pittsburgh | 2 |
| 308 Easton Road - FW&GS 0939 - Warrington | 2 |
| 308 Sunset Pl - Sandy Zeleznik - Rennerdale | 2 |
| 3084 Emrick Blvd - Wine and Spirits Shoppe 4817 - Bethlehem | 7 |
| 309 N 5th St - DEP NCR District Office - Sunbury | 18 |
| 31 W Main St - PA Wine & Spirits Shoppe 3604 - Ephrata | 2 |
| 310 Main St - PA Wine & Spirits Shoppe 6508 - Irwin | 2 |
| 310 N. 10th Street - Suite 200 - FW&GS 6003 - Lewisburg | 2 |
| 3100 Emmet Ave - Roxanne Oswald - Huntingdon | 2 |
| 3101 N Front St - Harrisburg | 58 |
| 3104 Port Matilda Hwy - Troop G - Philipsburg - Philipsburg | 20 |
| 3111 Home Ave - Pittsburgh | 1 |
| 3113 Green Garden Rd - PA Wine & Spirits Shoppe 0402 - Aliquippa | 4 |
| 312 Main St - TOW048 - Towanda | 5 |
| 313 Depot St - PA Wine & Spirits Shoppe 6502 - Latrobe | 3 |
| 313 Mt Nebo Rd - LCE DO 4 - Pittsburgh | 11 |
| 313 W Liberty Ave - LAN122 - Lancaster | 11 |
| 314 Latrobe Thirty Pl - PA Wine & Spirits Shoppe 6523 - Latrobe | 2 |
| 3140 E 2nd St - Troop F - Coudersport - Coudersport | 13 |
| 315 N 5th St - DEP Off-site security - Lebanon | 1 |
| 315 Penn Ave - Hawley | 1 |
| 315 W Baltimore Pke - PA Wine & Spirits Shoppe 2305 - Media | 3 |
| 315 W James St - CATS / Lancaster - Lancaster | 9 |
| 315 W Lincoln Hwy - US 1 Plz - PA Wine & Spirits Shoppe 0908 - Penndel | 1 |
| 3150 E 2nd St - Forest District 15 Office - Coudersport | 18 |
| 3159 Cape Horn Rd - Red Lion | 2 |
| 317 W Market St - CCC York - York | 8 |
| 3178 Rte 219 - Troop C - Kane - Kane | 10 |
| 319 Washington St - Suite 210 - Johnstown | 18 |
| 32 E Union St - Wilkes Barre | 19 |
| 32 S 2nd St - PA Wine & Spirits Shoppe 5134 - Philadelphia | 2 |
| 32 Saint Leo Ave - District 2-8 - Ridgway | 12 |
| 32 Shaffer Siding Rd - LCB Store 1702 - Dubois | 1 |
| 320 Chestnut St - Northumberland CAO - Sunbury | 11 |
| 320 Market St - Harrisburg | 195 |
| 3202 Brighton Rd - PA Wine & Spirits Shoppe 0273 - Pittsburgh | 1 |
| 3205 Lancaster Ave - Philadelphia | 34 |
| 3207 Kennedy Rd - East Norriton | 1 |
| 321 N 5th St - Hamburg | 8 |
| 321 N State St - DEP Northwest Dist Ofc - Warren | 30 |
| 321 Spruce Street - Scranton | 27 |
| 3210 Red Lion Rd - CareerLink - Philadelphia | 2 |
| 3218 Rickert Rd - Troop M - Dublin - Perkasie | 9 |
| 322 Montgomery Ave - West Pittston | 1 |
| 323 N State St - Forest District 14 Office - North Warren | 9 |
| 3230 Pittston Avenue - 8263 Dan Calpin - Scranton | 1 |
| 3239 Washington Pke - PA Wine & Spirits Shoppe 0201 - Bridgeville | 2 |
| 324 N Limerick Rd - David Delciotto - Schwenksville | 2 |
| 3240 Red Lion Rd - DOR - Philadelphia | 4 |
| 3240 Schoolhouse Rd - Middletown Topo Geo - Middletown | 19 |
| 3246 Red Lion Rd - PA Wine & Spirits Shoppe 5120 - Philadelphia | 1 |
| 325 N Front St - PA Wine & spirits shoppe 2204 - Steelton | 3 |
| 3250 N Broad St - PA Wine & Spirits Shoppe 5108 - Philadelphia | 1 |
| 3255 Richlieu Rd - Philadelphia Park Racetrack - Bensalem | 8 |
| 326 S 5th St - Society Hill Shopping Ctr - PA Wine & Spirits Shoppe 5155 - Philadelphia | 2 |
| 327 3rd St - PA Wine & Spirits Shoppe 6311 - California | 2 |
| 327 Church St - Montour CAO - Danville | 12 |
| 327 Columbia Boulevard - Bloomsburg | 3 |
| 328 Central City Plz - PA Wine & Spirits Shoppe 6505 - New Kensington | 3 |
| 328 Innovation Boulevard - Suite 316 - DGS Construction State College - University Park | 6 |
| 329 Arby Rd - Harrisburg | 1 |
| 329 McBroom Road - Derry | 2 |
| 329 Pine St - Williamsport | 9 |
| 329 West Elm Street - Shillington | 2 |
| 3298 State Rte 257 - Seneca | 4 |
| 33 Game Land Rd - Sellersville | 1 |
| 33 Main Dr - Warren State Hospital - Warren | 38 |
| 33 Pine Grove Square Dr - PA Wine & Spirits Shoppe 4308 - Grove City | 2 |
| 33 Westminster Dr - Cumberland CAO - Carlisle | 14 |
| 330 E. Waterfront Drive - PA Wine & Spirits Shoppe 0245 - Homestead | 5 |
| 3300 Freemansburg Ave - District 5-5 - Easton | 48 |
| 3300 Lehigh St - PA Wine & Spirits Shoppe 3904 - Allentown | 7 |
| 3303 Pleasant Valley Blvd - Altoona | 1 |
| 3319 Spring Hill Road - Springs | 2 |
| 333 Harvey Ave - PBPP Greensburg SO - Greensburg | 24 |
| 333 S Cedar Crest Blvd - The Shoppes at Cedar Point - PA Wine & Spirits Shoppe 3907 - Allentown | 4 |
| 3333 7th St - Whitehall | 7 |
| 334 East Chelton Avenue - PBPP Phila Northwest SO - Philadelphia | 1 |
| 335 5th Ave - PBPP Mon Valley SO - McKeesport | 14 |
| 3372 State Park Rd - Forest District 9 Office - Penfield | 26 |
| 339 & 345 5th Ave - McKeesport | 1 |
| 34 S Broad St - PA Wine & Spirits Shoppe 4806 - Nazareth | 2 |
| 340 Beaver Valley Mall - Monaca | 2 |

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| 340 Greater Butler Mart - PA Wine & Spirits Shoppe 1006 - Butler | 1 |
| 340 York Ave - District 3-9 - Towanda | 12 |
| 3408 Main St - PA Wine & Spirits Shoppe 0271 - Munhall | 1 |
| 341 Dublin Pke - PA Wine & Spirits Shoppe 0931 - Bedminster | 1 |
| 3412 W Lake Rd - PA Wine & Spirits Shoppe 2517 - Erie | 7 |
| 3415 Pleasant Valley Blvd - Pleasant Valley Shopping Center - PA Wine & Spirits Shoppe 0709 - Altoona | 3 |
| 342 Station Rd - Mary Jo Casalenda - Bedford | 1 |
| 3444 Mt Run Rd SB 327 - RR 2 Box 250G - PGC NERO SGL 13 SB 327 - Benton | 1 |
| 346 Reese Rd - PGC SWRO Richard Joyce - Washington | 1 |
| 3471 Friendship St - James Boxmeyer - Philadelphia | 2 |
| 348 Fairview Rd - SGL 173 - Beaver County - Industry | 1 |
| 3486 Concord Rd - PA Wine & Spirits Shoppe 2325 - Aston | 2 |
| 35 Breck St - District 4-2 - Scranton | 2 |
| 35 Briar Creek Plz - PA Wine & Spirits Shoppe 1901 - Briar Creek | 2 |
| 35 Spruce St - Montrose | 5 |
| 350 N Middletown Rd - Lima Lab - Forensics - Media - Media | 31 |
| 350 Scarlet Rd - New Garden Town Sq Shop Ctr Ste 1-3 - PA Wine & Spirits Shoppe 1507 - Kennett Square | 4 |
| 350 Starr Rd - Montoursville | 2 |
| 3500 East College Avenue - Suite 1200 - State College | 2 |
| 3501 Neshaminy Blvd - Troop M - Trevoise Station - Bensalem | 111 |
| 351 Howard Divide Rd - PGC Wildlife Mgt Mark Ternent - Howard | 1 |
| 351 Loucks Rd - Suite F2 - PA Wine & Spirits Shoppe 6709 - York | 3 |
| 351 New Castle Rd - District 10-2 - Butler | 35 |
| 351 Tenny St - Bloomsburg | 1 |
| 3521 Cottman Ave - PA Wine & Spirits Shoppe 5180 - Philadelphia | 1 |
| 3532 Pittsburgh Rd - Suite A - PA Wine & Spirits Shoppe 2608 - Perryopolis | 2 |
| 3532 State Rte 45 - Aaronsburg | 1 |
| 3533 Forest Ln - Dennis McGovern - Schwenksville | 2 |
| 3539 Wilmington Rd - Troop D - New Castle - New Castle | 52 |
| 354 Allegheny St - PA Wine & Spirits Shoppe 4103 - Jersey Shore | 2 |
| 354 Northtowne Sq - PA Wine & Spirits Shoppe 0211 - Gibsonia | 2 |
| 3541 Blue Hill Rd - Blue Hill Rd at Rte 216 3 miles eas - Brodbeck | 1 |
| 355 Dewart St - District 3-4 - Sunbury | 14 |
| 3561 Shadeland Ave - Pittsburg | 1 |
| 359 Drinker St - Bloomsburg | 3 |
| 360 Pomroys Dr - Windber Boro - Windber | 2 |
| 3600 Vartan Way - Deloitte Consulting - Harrisburg | 8 |
| 3602 Kutztown Rd - Laureldale | 26 |
| 362 S Walnut St - Bath Shopping Center - PA Wine & Spirits Shoppe 4809 - Bath | 1 |
| 3643 California Ave - PA Wine & Spirits Shoppe 0270 - Pittsburgh | 1 |
| 3655 Vartan Way - LCE - HQ - Harrisburg | 73 |
| 3660 Germantown Pke - Evansburg State Park - Collegeville | 1 |
| 3670 Portage St - Quaker Bldg Shopping Ctr - PA Wine & Spirits Shoppe 1111 - Portage | 1 |
| 369 N George St - York | 7 |
| 372 Pine Hills Rd - Reynoldsville | 1 |
| 3720 Main St - PA Wine & Spirits Shoppe 5111 - Philadelphia | 2 |
| 3730 Lehigh St - Whitehall | 7 |
| 375 Bridgewater Rd - SGL 169 - Cumberland County - Newville | 1 |
| 375 Floral Avenue - Chambersburg | 9 |
| 3760 Market St - PA Wine & Spirits Shoppe 2107 - Camp Hill | 10 |
| 3772 L St - Erie Plz - PA Wine & Spirits Shoppe 5152 - Philadelphia | 1 |
| 3775 Peters Mountain Rd - PA Wine & Spirits Shoppe 2213 - Halifax | 2 |
| 379 S Main St - South Main Plz - PA Wine & Spirits Shoppe 4013 - Wilkes Barre | 6 |
| 38 Academy Ln - District 7-29 - Cheswick | 7 |
| 38 Davis St - PA Wine & Spirits Shoppe 4201 - Bradford | 5 |
| 381 Indian Crest Way - Harleysville | 1 |
| 3845 Northern Pike - 0227 - Monroeville | 3 |
| 385 Celebration Hill Road - Biglerville | 1 |
| 3854 Chipman Rd - Easton | 1 |
| 387 York Ave - Colonial Plaza Suite 2 - PA Wine & Spirits Shoppe 0802 - Towanda | 2 |
| 39 E Chestnut St - PBPP Lancaster SO - Data MDF - Lancaster | 9 |
| 39 Public Square - Wilkes Barre | 16 |
| 390 College Blvd - Kutztown | 14 |
| 3900 New Falls Rd - PA Wine & Spirits Shoppe 0915 - Bristol | 2 |
| 3901 Market Street - Philadelphia | 3 |
| 3929 Washington Rd - Donaldsons Crossroads Shopping Ctr - PA Wine & Spirits Shoppe 6315 - McMurray | 7 |
| 4 Cascade Galleria - 100 S Jefferson St - PA Wine & Spirits Shoppe 3706 - New Castle | 2 |
| 4 Eleanor Dr - Troop L - Frackville - Frackville | 11 |
| 4 Market Plz - PA Wine & Spirits Shoppe 6201 - Warren | 2 |
| 4 Mi S of Franklin - State Game Lands 39 - Franklin | 1 |
| 4 W High St - WYN196 - Waynesburg | 2 |
| 4 Washington Pke - South Fayette | 1 |
| 40 Davis St - Bradford | 10 |
| 400 Belfast Rd - Jacobsburg Environmental Educ Ctr - Nazareth | 12 |
| 400 Bent Creek Rd - PSBA - Mechanicsburg | 1 |
| 400 Daniel Boone Rd - Daniel Boone Homestead - Daniel Boone Homestead - Birdsboro | 8 |
| 400 Little League Blvd - Lycoming CAO - Williamsport | 21 |
| 400 Waterfront Dr - DEP SW Regional Ofcs @ Pgh - Pittsburgh | 2 |
| 401 Franklin Mills Cir - PA Wine & Spirits Shoppe 5133 - Philadelphia | 3 |
| 401 S 14th St - Reynoldsville | 1 |
| 402 School St - PSERS Board Member - North Wales | 1 |
| 4035 Comly Street - Philadelphia - Philadelphia | 2 |
| 404 Huntingdon Pke - PA Wine & Spirits Shoppe 4622 - Rockledge | 2 |
| 404 Sharpless Rd - White Clay Creek State Park - Landenburg | 3 |
| 405 Sharpless Rd - White Clay Creek Preserve Park Off - Landenberg | 1 |
| 406 Route 15 North - FW&GS 6720 - Dillsburg | 2 |
| 4063 Center St - SR 0096 Seg 160/1287 - Hyndman | 1 |
| 407 N 8th St - CCC Phila #2 - Philadelphia | 7 |
| 409 Chartiers Ave - McKees Rocks Plz - PA Wine & Spirits Shoppe 0206 - McKees Rocks | 2 |
| 409 E Pitt St - PA Wine & Spirits Shoppe 0501 - Bedford | 2 |
| 41 W Church St - Fayette CAO - Uniontown | 47 |
| 410 Longview Dr - New Cumberland | 1 |
| 410 Main St - PA Wine & Spirits Shoppe 3305 - Reynoldsville | 2 |
| 4104 Butler St - PA Wine & Spirits Shoppe 0209 - Pittsburgh | 1 |
| 4109 Frankford Ave - Philadelphia CAO/Boulevard District - Philadelphia | 11 |
| 411 Chestnut St - Cameron CAO - Emporium | 12 |
| 4111 Frankford Ave - Philadelphia CAO/Unity District - Philadelphia | 20 |
| 4114 Tank Farm Rd - 8261-Greg Banzhoff - Emmaus | 1 |
| 4115 New Lancaster Valley Rd - FD 7 New Lancaster Valley Maint - Milroy | 3 |
| 413 W Main St - District 8-9 - New Bloomfield | 11 |
| 414 Grant St - City County Building - DOR - Pittsburgh | 1 |

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| 415 Central Road - Suite 2 - Bloomsburg | 8 |
| 416 Chalkhill - Ohiopyle Rd - Ohiopyle | 1 |
| 417 Lackawanna Ave - Northeast Regional Office - Scranton | 11 |
| 418 E Ohio St - PA Wine & Spirits Shoppe 0263 - Pittsburgh | 1 |
| 419 Avenue of the States - DOR - Chester | 2 |
| 42 Alpha Dr - Newtown Square Shopping Center - PA Wine & Spirits Shoppe 2314 - Newtown Square | 4 |
| 42 Engles Rd - Dog Law Warden - Millville | 1 |
| 4201 Neshaminy Blvd - Suite 131 - DLC-15 Bensalem - Bensalem | 12 |
| 4205 Little Pine Creek Rd - Unit Coin - Little Pine State Park - Waterville | 1 |
| 421 Travis Drive - East Stroudsburg | 2 |
| 4214 Cambridge St No 1 - Angela Terry - Harrisburg | 1 |
| 4218 Manor Dr - DLC-36 Snydersville - Stroudsburg | 9 |
| 422 Newgate Court - Apartment A 2 - Bensalem | 1 |
| 422 Quarry Rd - FBC WCO Tom McMann - Ridgway | 2 |
| 4221 Rte 286 - Highway West - Troop A - Indiana - Indiana | 56 |
| 4227 Union Deposit Rd - PA Wine & Spirits Shoppe 2215 - Harrisburg | 9 |
| 4229 N Broad St - PA Wine & Spirits Shoppe 5132 - Philadelphia | 3 |
| 424 E Middle St - Gettysburg | 10 |
| 425 Cloverleaf Rd - SR 4025 Seg 0050 - Rheems | 1 |
| 425 Main St - DOR - Johnstown | 1 |
| 425 Willow Crossing - Southwest CDC - Greensburg | 55 |
| 426 Main St - PA Wine & Spirits Shoppe 1101 - Johnstown | 1 |
| 426 S Old Middletown Rd - District 6-3 - Bortondale | 17 |
| 4260 Fox Run Rd - SR 0921 Seg 0020 - Dover | 1 |
| 4261 N 5th Street - Philadelphia | 4 |
| 4275 County Line Rd - PA Wine & Spirits Shoppe 0929 - Chalfont | 2 |
| 43 E Pike St - PA Wine & Spirits Shoppe 6302 - Canonsburg | 3 |
| 43 Hatchery Ln - FBC Tylersville SFH - Loganton | 4 |
| 43 Rich Valley Rd - Emporium | 1 |
| 430 E Main St - Midtown Plaza - PA Wine & Spirits Shoppe 2206 - Middletown | 2 |
| 430 N 3rd St - Tulpehocken Village Shopping Center - PA Wine & Spirits Shoppe 0617 - Womelsdorf | 2 |
| 430 Penn Ave - PBPP Scranton DO - Scranton | 12 |
| 4301 Chestnut Street - Store 5150 - Philadelphia | 3 |
| 431 E North St - Carlisle | 6 |
| 4310 Iroquois Ave - Forensics - Erie - Erie | 25 |
| 4313 Walnut St - PA Wine & Spirits Shoppe 0294 - McKeesport | 1 |
| 432 E McMurray Rd - McMurray | 1 |
| 432 E Oakview Dr - Waynesburg | 5 |
| 4320 Iroquois Ave - PO Box 10607 - Troop E - HQ - Erie | 27 |
| 433 W Main St - PA Wine & Spirits Shoppe 4203 - Smethport | 2 |
| 4346 Frankford Ave - PA Wine & Spirits Shoppe 5102 - Philadelphia | 1 |
| 435 5th Ave - Pittsburgh | 1 |
| 435 State Park Rd - Park Region 3 - State Park Region 3 Office - Schellsburg | 21 |
| 435 State School Road - Selinsgrove | 2 |
| 4373 William Penn Highway - .1 Mile E of Mifflintown - District 2-9 - Mifflintown | 32 |
| 4377 Chaneyville Rd - Clearville | 2 |
| 4395 Quehanna Hwy - Quehanna Boot Camp - Karthaus | 4 |
| 44 E Broad St - DOR - Bethlehem | 2 |
| 44 N Crescent St - Mine Rescue Station - Tremont | 2 |
| 44 Plaza Ln - Wellsboro | 9 |
| 44 Woodland Rd - Mt. Airy Casino - Mount Pocono | 11 |
| 440 Buchanan Trail - Forest District 2 Office - McConnellsburg | 9 |
| 440 Main St - Knox | 2 |
| 440 N Broad St - Philadelphia School District - Philadelphia | 6 |
| 440 S Old Middletown Rd - District 6-31 - Bortondale | 13 |
| 4400 McKnight Rd - Pittsburgh | 1 |
| 4404 Grandview Ave - Michael Parrucci - Gibsonia | 1 |
| 443 Panorama Dr - Troop T - Bowmansville - Denver | 2 |
| 4433 McNeil Rd - Pipersville | 2 |
| 4435 E Thompson St - Joseph Winkler - Philadelphia | 2 |
| 444 N 3rd St - Philadelphia | 47 |
| 444 W 15th St - Tyrone | 1 |
| 445 Main St - PA Wine & Spirits Shoppe 3303 - Brockway | 2 |
| 445 Schoolhouse Rd - Johnstown | 26 |
| 448 Haycock Run Rd - FBC Fish Management Area 6 - Bucksville | 5 |
| 448 W 11th St - DOR - Erie | 7 |
| 449 Hepburn St - Hepburn Ctr - PA Wine & Spirits Shoppe 4102 - Williamsport | 2 |
| 449 McCormick Rd - Troop B - Findlay - Pittsburgh | 57 |
| 449 State St - PA Wine & Spirits Shoppe 1704 - Curwensville | 2 |
| 45 Constitution Blvd - Village Square Plaza - PA Wine & Spirits Shoppe 0605 - Kutztown | 3 |
| 45 Lunger Dr - District 3-1 & 3-3 - Bloomsburg | 13 |
| 45 N 4th St - Allentown OVR Office - Allentown | 18 |
| 45 Thoms Run Rd - District 11-0 - Bridgeville | 66 |
| 450 1st St - East Pennsboro | 2 |
| 450 Little League Blvd - PBPP Williamsport DO - Williamsport | 38 |
| 450 Robinson Ln - FBC Pleasant Gap Complex - Bellefonte | 28 |
| 4500 Broadway Blvd - PA Wine & Spirits Shoppe 0242 - Monroeville | 1 |
| 451 Walnut St - PLCB LI Donal Haines - Columbia | 1 |
| 4510 Bath Pike - Bethlehem | 2 |
| 4510 Ferrizzi Dr - PLCB LI Gabriel Santilli - Schnecksville | 1 |
| 452 Broad St - PA Wine & Spirits Shoppe 1602 - New Bethlehem | 2 |
| 4520 Bath Pke - Bethlehem | 51 |
| 4534 Tar Kiln Rd - Trough Creek State Park - Youth Forestry Camp 3 - James Creek | 37 |
| 4595 Admiral Perry Hwy - District 9-3 - Ebensburg | 18 |
| 46 W Ridge St - PA Wine & Spirits Shoppe 1301 - Lansford | 2 |
| 4600 Edgemont Ave - DOR - Brookhaven | 2 |
| 461 N Findley St - Co B 337th Engr Bn - Punxsutawney | 13 |
| 4617 Rte 100 - State Game Lands 205 - New Tripoli | 1 |
| 4622 William Penn Highway - Murrysville | 1 |
| 464 Allegheny Rd - Franklin | 11 |
| 4641 Westport Dr - Mechanicsburg | 4 |
| 4643 Centre Ave - PA Wine & Spirits Shoppe 0252 - Pittsburgh | 1 |
| 4686 Rte 209 - Lykens Valley Plz - DLC-100 Elizabethville - Elizabethville | 5 |
| 469 Chestnut Ridge Rd - Cherry Hill | 1 |
| 47 9 East 178 - Highway Overhead Sign - Upper Macungie | 1 |
| 47 S Washington St - DOR - Wilkes Barre | 19 |
| 4701 Tilghman St - K-Mart Plaza - PA Wine & Spirits Shoppe 3919 - Allentown | 3 |
| 4702 Woodlake Dr - Cedar Ridge - Allison Park | 1 |
| 4706 William Flynn Hwy - Hampton Plaza Suite 8 - PA Wine & Spirits Shoppe 0285 - Allison Park | 1 |
| 471 4451 Rte 66 - Troop A - Kiski Valley - Apollo | 19 |
| 4717 Birney Ave - George Weitz - Moosic | 3 |

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| 472 Priestley Ave - Joseph Priestley House - Joseph Priestley House - Northumberland | 5 |
| 475 Wyoming Ave - Troop P - HQ - Wyoming | 91 |
| 4750 Wingate St - 8014 - Philadelphia | 6 |
| 4763 Hazel Ave - Michael Tomaselli - Philadelphia | 1 |
| 479 Thomas Jones Way - Exton | 2 |
| 479 Wyoming Ave - Forensics - Wyoming Crime Lab - Wyoming | 34 |
| 4801 McKnight Rd - North Hills Village - PA Wine & Spirits Shoppe 0292 - Pittsburgh | 3 |
| 4802 Pittsburgh Ave - DOR - Erie | 2 |
| 4820 Rte 711 - PGC Southwest Region - Bolivar | 10 |
| 4844 Millstone Rd - Smithport | 2 |
| 485 N Findley Ave - PO Box 445 - Troop C - HQ - Punxsutawney | 70 |
| 48-50 W Chestnut St - Diversified Data Service - Lancaster | 2 |
| 486 Pike Rd - Johnstown | 1 |
| 4880 Penn Ave - PA Wine & Spirits Shoppe 0603 - Sinking Spring | 3 |
| 49 Canton St - PA Wine & Spirits Shoppe 0803 - Troy | 2 |
| 490 E Main St - Nanticoke | 5 |
| 4906 Baltimore Ave - PA Wine & Spirits Shoppe 5141 - Philadelphia | 2 |
| 492 Rte 247 - Carbondale | 1 |
| 4935 Orchard Rd - FD 19 Lehigh County Bldg - Schnecksville | 4 |
| 494 Highland St Ext - Randy Liddle - DuBois | 3 |
| 4950 Old York Rd - Buckingham Green - PA Wine & Spirits Shoppe 0933 - Buckingham | 2 |
| 496 Main - Coburn | 2 |
| 4A Ames Plz - PA Wine & Spirits Shoppe 1706 - Philipsburg | 2 |
| 5 Airport Rd - PSP Aviation Patrol Unit 7 - Martinsburg | 7 |
| 5 N 12th St - PA Wine & Spirits Shoppe 5105 - Philadelphia | 2 |
| 5 N 5th St - Harrisburg | 181 |
| 5 W Laurel Blvd - DEP Dist Ofc @ Pottsville - Pottsville | 19 |
| 50 Anthony Dr - East Pennsboro | 2 |
| 50 Gibb Road - PBPP Franklin SO - Franklin | 42 |
| 50 Lawton Ln - Troop F - Milton - Milton | 27 |
| 50 Pond Ln - Brush Valley | 4 |
| 50 Seneca St - Seneca St Plaza - PA Wine & Spirits Shoppe 6101 - Oil City | 2 |
| 500 E 4th St - SCI Chester - Chester | 36 |
| 500 E Lancaster Ave - Suite 5 - DLC-32 Shillington - Shillington | 10 |
| 500 Evergreen Dr - Evergreen Technology Park - Waynesburg | 9 |
| 500 Fulton Dr - Troop G - McConnellsburg - McConnellsburg | 15 |
| 500 Glenn Street - Wilmerding | 2 |
| 500 Lincoln Hwy - Great Valley Shopping Ctr - PA Wine & Spirits Shoppe 0295 - North Versailles | 1 |
| 500 Market Street - Bridgewater | 3 |
| 500 N Antrim Way - Greencastle Market Plaza Shopping C - PA Wine & Spirits Shoppe 2803 - Greencastle | 2 |
| 500 Pine Hollow Rd - Kenmawr Plz - PA Wine & Spirits Shoppe 9206 - McKees Rocks | 1 |
| 500 S 2nd Street Pke - PA Wine & Spirits Shoppe 0917 - Southampton | 5 |
| 500 Waterfront Dr - Pittsburgh | 35 |
| 501 Main St - White Haven Shopping Ctr - PA Wine & Spirits Shoppe 4020 - White Haven | 2 |
| 501 North St - Rte 934 - Albert Colbert BOIS - Annville | 1 |
| 501 Walters Ave - SR 0056 Seg 0310/0125 - Johnstown | 2 |
| 5035 Township Line Rd - PA Wine & Spirits Shoppe 2331 - Drexel Hill | 5 |
| 504 Cavalry Rd - Carlisle | 1 |
| 504 S Waters St - District 10-1 - Kittanning | 11 |
| 504 W Marshall St - PA Wine & Spirits Shoppe 4618 - Norristown | 2 |
| 5041 Rte 873 - PA Wine & Spirits Shoppe 3902 - Schnecksville | 4 |
| 505 Racetrack Rd - Washington | 1 |
| 506 Wood St - Ellwood City | 1 |
| 5070 Parkside Ave - Philadelphia CAO/West District - Philadelphia | 26 |
| 508 Midland Ave - PA Wine & Spirits Shoppe 0405 - Midland | 2 |
| 51 Fox Chapel Rd - PO Box 11352 - District 11-10 - Pittsburgh | 38 |
| 51 Gravel Pke - Upper Hanover | 1 |
| 51 W Clearview Rd - Hanover | 9 |
| 51 Water St - District 5-1 - Temple | 43 |
| 510 W Southern Ave - PA Wine & Spirits Shoppe 4109 - South Williamsport | 2 |
| 5101 Lancaster Ave - PA Wine & Spirits Shoppe 5135 - Philadelphia | 1 |
| 511 Constitution Ave - Perkasio Square - PA Wine & Spirits Shoppe 0904 - Perkasio | 1 |
| 5113 Germantown Ave - PA Wine & Spirits Shoppe 5198 - Philadelphia | 1 |
| 513 Chestnut St - PA Wine & Spirits Shoppe 1107 - East Conemaugh | 1 |
| 515 Dock St - PA Wine & Spirits Shoppe 5412 - Schuylkill Haven | 4 |
| 515 E Samuels Ave - Hazleton | 9 |
| 518 Cleveland Ave - Chambersburg | 8 |
| 518 Williamson Ln - Ed Ferguson - Springfield | 2 |
| 5193 Morris Allport Hwy - PGC Forester - Chris Folmer - Morrisdale | 1 |
| 519B Greenville Rd - DLC-53 Mercer - Mercer | 6 |
| 520 Willowbrook Plaza - Rte 51 North - PA Wine & Spirits Shoppe 6511 - Belle Vernon | 2 |
| 5201 Old York Rd - Philadelphia CAO - Glendale DO - Philadelphia | 16 |
| 521 Beaver St - PA Wine & Spirits Shoppe 0266 - Sewickley | 3 |
| 523 Knapp Road - Clarks Summit | 2 |
| 523 Priceton Ave Ext - PGC NCRO K Krebs - Williamsport | 1 |
| 5235 Frankford Ave - PA Wine & Spirits Shoppe 5145 - Philadelphia | 1 |
| 524 Front St - PO Box 874 - PA Wine & Spirits Shoppe 6312 - Fredericktown | 2 |
| 5249 Library Rd - PA Wine & Spirits Shoppe 0296 - Bethel Park | 3 |
| 5271 Colewood Dr - Baldwin | 2 |
| 529 Liberty Ave - PA Wine & Spirits Shoppe 0230 - Pittsburgh | 2 |
| 529 Main St - PA Wine & Spirits Shoppe 3504 - Carbondale | 3 |
| 529 S Market St - PA Wine & Spirits Shoppe 2205 - Lykens | 2 |
| 53 @ Sterling Rd - Hamlin | 1 |
| 530 13th St - Venango CAO - Franklin | 15 |
| 530 Pottsville Park Plz - Rte 61 North - PA Wine & Spirits Shoppe 5401 - Pottsville | 4 |
| 530 W Broad St - PA Wine & Spirits Shoppe 4031 - Hazleton | 4 |
| 5301 Simpson Ferry Rd - PA Wine & Spirits Shoppe 2105 - Mechanicsburg | 3 |
| 531 Penn Ave - Allegheny LI BVRS/BVVS District - Pittsburgh | 57 |
| 5326 Perry Hwy - Ross | 1 |
| 535 Chestnut St - DOR - Sunbury | 20 |
| 535 Fullerton Ave - Whitehall | 1 |
| 535 S Aiken Ave - CCC Pitts #3 - Pittsburgh | 5 |
| 5350 Towanda Dr - East Allen | 1 |
| 5360 Lincoln Hwy - The Village at Gap Shop Ctr Store 1 - PA Wine & Spirits Shoppe 3612 - Gap | 2 |
| 537 Penn St - PA Wine & Spirits Shoppe 0601 - Reading | 2 |
| 539 Fulton Dr - Fulton CAO - McConnellsburg | 30 |
| 54 E 4th St - PA Wine & Spirits Shoppe 1201 - Emporium | 2 |
| 54 Pennsylvania Ave - Huntingdon | 10 |
| 541 Allegheny Blvd - Sugarcreek Town Ctr - PA Wine & Spirits Shoppe 6102 - Franklin | 2 |
| 542 County Farm Rd - Lycoming County 911 Comm Ctr - Montoursville | 8 |
| 542 Graffius Avenue - Punxsutawney | 1 |

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| 545 W Mahoning St - Punxy Plz - DLC-38 Punxutawney - Punxutawney | 11 |
| 546 Three Mile Hill Rd - Mt Pleasant | 1 |
| 547 Farwell Ave - Renovo | 1 |
| 55 Keystone Industrial Prk - O'Neil Highway - District 4-0 - Dunmore | 37 |
| 55 Memorial Hwy - Rte 309 - PA Wine & Spirits Shoppe 4003 - Dallas | 5 |
| 550 Kimberton Rd - PA Wine & Spirits Shoppe 1502 - Phoenixville | 3 |
| 551 Mahoning St - Weis Market Shopping Ctr - PA Wine & Spirits Shoppe 4904 - Milton | 2 |
| 552 Lancaster Ave - PA Wine & Spirits Shoppe 1513 - Berwyn | 3 |
| 553 Bethlehem Pke - Hope Lodge Museum - Fort Washington | 8 |
| 554 Airport Rd - Johnstown | 22 |
| 5540 A Walnut Street - Harrisburg | 1 |
| 555 Union Blvd - DOR - Allentown | 31 |
| 5566 Main Rd - FBC Northeast Region - Sweet Valley | 16 |
| 558 Centerville Road - Suite D - FW&GS 3625 - Lancaster | 2 |
| 5593 Glades Pke - DLC-46 Somerset - Somerset | 5 |
| 56 Follies Rd - Dallas | 6 |
| 56 Greenfield Ave - Ardmore Plaza Shopping Center - PA Wine & Spirits Shoppe 4602 - Ardmore | 2 |
| 56 Highlands Mall - 4015 Freeport Road - FW&GS 0250 - Natrona Heights | 2 |
| 56 Plaza Lane - Wellsboro | 8 |
| 560 Andrews Rd - PA Wine & Spirits Shoppe 0918 - Feasterville Trevose | 4 |
| 560 Circle Dr - Troop B - Belle Vernon - Belle Vernon | 64 |
| 560 Franklin St - PA Wine & Spirits Shoppe 3203 - Clymer | 1 |
| 560 Railroad Ave - SR 0036 Seg 0250 Offset 1437 - Patton | 2 |
| 563 Walters Ave - DLC-45 Johnstown - Johnstown | 6 |
| 5632 SR 6 - Wyoming County State Health Center - Tunkhannock | 3 |
| 5639 Stewart St - Janel Dixon-Worrell - Philadelphia | 1 |
| 564 Sinking Creek Rd - Spring Mills | 1 |
| 565 Walters Ave - Johnstown | 21 |
| 5660 US Rte 6 W - PA Lumber Museum - Galeton | 12 |
| 5661 State Route 6N - Presque Isle Chemical - DEP - Edinboro | 1 |
| 570 Airport Rd - OMS - Johnstown | 8 |
| 570 Galifa Dr - Industrial Park - DON060 - Donora | 2 |
| 5730 Shaffer Rd - LCB Store 1702 - Dubois | 2 |
| 5740 Market St - Philadelphia | 16 |
| 575 Airport Dr - Aviation Patrol Unit III - New Cumberland | 6 |
| 575 Philadelphia St - PA Wine & Spirits Shoppe 3202 - Indiana | 1 |
| 575 W Neversink Road - Reading | 1 |
| 576 Union St - Luzerne Shopping Ctr - PA Wine & Spirits Shoppe 4006 - Luzerne | 3 |
| 5828 Market St - PBPP Phila West SO - Philadelphia | 33 |
| 5837 Easton Rd - Plumstead Square Shopping Ctr - PA Wine & Spirits Shoppe 0927 - Pipersville | 1 |
| 5837 Route 220 - Troop P - Laporte - Laporte | 12 |
| 584 Horner Church Rd - FBC Commissioner Lichvar - Stoystown | 2 |
| 5847 Germantown Avenue - Philadelphia | 4 |
| 587 Sells Ln - Westmoreland CAO/Headquarters - Greensburg | 22 |
| 5899 State Park Rd - Ralph Stover State Park - Upper Black Eddy | 1 |
| 5900 Rte 30 E - SR 0030 Seg 0501 - York | 1 |
| 5923 Bernville Rd - State Game Land 280 - Bernville | 1 |
| 593 Lancaster Ave - SPDMS #5 VMS - Malvern | 1 |
| 5947 Penn Ave - Allegheny CAO/Greater Pgh East - Pittsburgh | 19 |
| 595 Galiffa Dr - Washington CAO/Valley District - Donora | 14 |
| 595 Sells Ln - Annex - Westmoreland CAO/E Greensburg Dist - Greensburg | 5 |
| 5950 Meadville Rd - Troop E - Girard - Girard | 15 |
| 5956 Penn Circle South - Suite 201 - PA Wine & Spirits Shoppe 0247 - Pittsburgh | 4 |
| 6 Berwert St - District 3-7 - Wellsboro | 9 |
| 60 Livery Drive - Churchville | 1 |
| 600 6th St - PBPP Beaver Falls SO - Beaver Falls | 1 |
| 600 Gateway Dr - DEP @ Mansfield - DEP NCR District Ofc - Mansfield | 20 |
| 600 Hunter Highway Suite 10 - FW&GS 6601 - Tunkhannock | 2 |
| 600 Kenhorst Blvd - Troop L - HQ - Reading | 97 |
| 600 Kentuck Rd - Ohiopyle State Park - Stewart | 1 |
| 600 Main St - PA Wine & Spirits Shoppe 0502 - Saxton | 2 |
| 600 Maine Ave - Upper Darby | 2 |
| 600 Norland Ave - Chambersburg | 2 |
| 600 Swamp Fox Rd - SR 0914 Seg 0040 - Chambersburg | 1 |
| 6000 Mt Pisgah Rd - Samuel S Lewis State Park - York | 2 |
| 601 Boalsburg Pke - PA Military Museum - Boalsburg | 10 |
| 601 Westtown Rd - Suite 366-368 - West Chester | 1 |
| 6034 Woodland Ave - Woodland Village Shopping Ctr - PA Wine & Spirits Shoppe 5173 - Philadelphia | 1 |
| 604 Continental Blvd - Danville Shopping Ctr - PA Wine & Spirits Shoppe 4701 - Danville | 3 |
| 605 Louis Dr - Warminster | 24 |
| 605 Main St - PA Wine & Spirits Shoppe 5801 - Forest City | 3 |
| 607 Main St - Johnstown | 14 |
| 608 2nd St - PGC SWRO Whitherite - Meyersdale | 1 |
| 608 Moraine Pointe Plz - PA Wine & Spirits Shoppe 1003 - Butler | 3 |
| 612 Fairground Rd - District 3-8 - Lewisburg | 11 |
| 613 Pleasant Valley Blvd - Valley View Shopping Center - PA Wine & Spirits Shoppe 0707 - Altoona | 2 |
| 613 W Main St - PA Wine & Spirits Shoppe 6507 - Ligonier | 4 |
| 614 N Front St - B.D.L.E. - Harrisburg | 9 |
| 615 Erie Heights - Honesdale | 4 |
| 615 Howard Ave - suite 202 - DOR - Altoona | 14 |
| 615 Howard Avenue - Suite 101 - ALTOONA | 6 |
| 616 North St - Jim Thorpe | 2 |
| 617 Fire Tower Rd - Birdsboro | 1 |
| 6174 PA Rte 6 - Rear Building - Towanda | 4 |
| 619 N Franklin St - District 8-3 - Chambersburg | 10 |
| 619 Pittsburgh Rd - Fayette Plaza Shopping Center - PA Wine & Spirits Shoppe 2610 - Uniontown | 3 |
| 620 Norland Ave - Franklin CAO - Chambersburg | 9 |
| 623 Elm St - Tionesta | 6 |
| 624 Allegheny River Blvd - PA Wine & Spirits Shoppe 0220 - Oakmont | 1 |
| 625 Main St - Cambria CAO - Johnstown | 18 |
| 625 S 8th St - Lebanon CAO - Lebanon | 13 |
| 627 Wood St - Clarion | 2 |
| 629 Park Way - Lawrence Park Industrial Center - PA Wine & Spirits Shoppe 2301 - Broomall | 5 |
| 630 E Penn St - PennDOT District 9-1 Bedford - Bedford | 19 |
| 630 Kolter Dr - Indiana | 13 |
| 630 Norland Ave - PBPP Chambersburg SO - Chambersburg | 10 |
| 630 W Centre St - PA Wine & Spirits Shoppe 5404 - Ashland | 2 |
| 6301 Grayson Rd - Swatara Square - PA Wine & Spirits Shoppe 2217 - Harrisburg | 3 |
| 6311 Margy Dr - Huntingdon | 5 |
| 632 W Main St - Ephrata Cloister Museum - Ephrata | 8 |
| 6320 Shakespeare St - Shady Hill Ctr - PA Wine & Spirits Shoppe 0238 - Pittsburgh | 3 |

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| 634 Lenker Rd - Bonnie Haas - Harrisburg | 2 |
| 6345 Flank Dr - Suite 1800 - Viisage Hub Site - Harrisburg | 9 |
| 635 S Spruce St - PCG WLM Dan Mummert - Lititz | 1 |
| 635 Union St - PBPP Lancaster SO - Lancaster | 1 |
| 6395 State Rte 103 N - MCIDC Plaza - LEW077 - Lewistown | 6 |
| 6400 Frankford Ave - Mayfair Shopping Center - DLC-20 Philadelphia - Philadelphia | 5 |
| 6401 Rte 6 - SR 3006 Seg 0330 Offset 1750 - Edinboro | 1 |
| 642 Clark St - Old Forge | 1 |
| 643 Conchester Pke - PA Wine & Spirits Shoppe 2315 - Marcus Hook | 3 |
| 644 Elm St - PO Box 55 - PA Wine & Spirits Shoppe 2702 - Tionesta | 2 |
| 65 Main St - PA Wine & Spirits Shoppe 5002 - Duncannon | 2 |
| 651 S Center Ave - Somerset | 2 |
| 652 Coal Hill Rd - Clearfield | 7 |
| 6540 Rte 6 - Edinboro | 1 |
| 6542 Lower York Road - PA Wine & Spirits 0912 - New Hope | 3 |
| 6554 Rte 405 - SCI Muncy - SCI Muncy - Muncy | 23 |
| 656 Main St - PA Wine & Spirits Shoppe 6506 - Mount Pleasant | 3 |
| 6560 Carlisle Pke - Silver Spring Commons - PA Wine & Spirits Shoppe 2106 - Mechanicsburg | 3 |
| 6577 Roosevelt Blvd - Roosevelt Plz - PA Wine & Spirits Shoppe 9111 - Philadelphia | 2 |
| 66 Armory Rd - Lock Haven | 20 |
| 66 Mill St - PA Wine & Spirits Shoppe 4204 - Port Allegheny | 2 |
| 66 N Main St - PA Wine & Spirits Shoppe 2512 - Union City | 2 |
| 660 State Rte 11 - SCI Retreat - SCI Retreat - Hunlock Creek | 41 |
| 661 Barren Rd - Thomas Falls - Oxford | 1 |
| 665 Carey Ave - PO Box 1105 - Wilkes Barre | 13 |
| 670 Mill Run Rd - Mill Run | 2 |
| 6710 Weaversville Rd - Weaversville ITU - Northampton | 1 |
| 6724 US 322 - Troop E - Franklin - Franklin | 34 |
| 6750 Hollywood Blvd - Suite 100 - Temp 6527 - Delmont | 2 |
| 679 Franklin Farms Ln - Troop H - Chambersburg - Chambersburg | 22 |
| 68 Chestnut St - DLC-37 Bradford - Bradford | 5 |
| 68 Chestnut St - Suite B - McKean CAO - Bradford | 12 |
| 681 Andersen Dr - Foster Plz 6 - SERS Pittsburgh - Pittsburgh | 9 |
| 6822 Rising Sun Ave - PA Wine & Spirits Shoppe 5158 - Philadelphia | 2 |
| 6850 Hilday Church Rd - Troop N - Bloomsburg - Bloomsburg | 13 |
| 686 Market Sq - PA Wine & Spirits Shoppe 5601 - Meyersdale | 2 |
| 69 Broadway St - Jim Thorpe | 12 |
| 6900 Hamilton Blvd - Trexler Mall Unit 2-A - PA Wine & Spirits Shoppe 3916 - Trexlerstown | 3 |
| 6901 Woodland Ave - LCE - DO # 1 - Philadelphia | 68 |
| 6971 Lincoln Hwy - Thomasville | 1 |
| 7 Garvin Rd - Denver | 1 |
| 7 George Ave - PA Wine & Spirits Shoppe 4002 - Wilkes Barre | 4 |
| 7 Prestley Rd - Bridgeville | 1 |
| 7 S Main St - PO Box 184 - PA Wine & Spirits Shoppe 5406 - Mahanoy City | 3 |
| 70 Keystone Industrial Park - PA Wine & Spirits Shoppe 3508 - Dunmore | 4 |
| 70 N Westmoreland Ave - Forensics DNA Data Annex - Greensburg | 6 |
| 700 Packer Ave - DOR - Philadelphia | 3 |
| 700 Rte 201 - Perry | 2 |
| 700 S Chris Columbus Blvd - Philadelphia | 2 |
| 7000 Geerdes Blvd - District 6-0 - King of Prussia | 92 |
| 701 Crosby St - PBPP Chester DO - Chester | 65 |
| 701 Dorlans Mill Rd - Downingtown | 1 |
| 701 Petersburg Rd - National Guard Readiness Ctr - Connellsville | 7 |
| 701 Pictwood Dr - 8264 - Glenshaw | 1 |
| 701 Rodi Rd - Wilkins | 2 |
| 703 E 20th St - Chester | 1 |
| 703 Matt Shields Rd - Hempfield | 1 |
| 7036 Terrann Dr - Thomas Lloyd - Harrisburg | 2 |
| 704 E Main St - Youngsville | 3 |
| 704 Erlen Rd - John W. Cairns - Plymouth Meeting | 1 |
| 705 Scranton Pocono Highway - Covington | 1 |
| 705 Springer Rd - Ligonier | 3 |
| 705 W Market St - Federal Sq - PA Wine & Spirits Shoppe 5409 - Orwigsburg | 2 |
| 707 Pheasant Run Rd - West Chester | 1 |
| 707 Saxonburg Rd - Harrison | 2 |
| 71 Lincoln Dr - Clarion CAO - Clarion | 31 |
| 710 Powder Mill Lane - Ruth Furman - Wynnewood | 2 |
| 711 Gibson Blvd - Harrisburg | 3 |
| 711 Ryan Blvd - District 6-2 - Coatesville | 44 |
| 7114 Ridge Avenue - Philadelphia | 22 |
| 7121 Ogontz Ave - DLC-70 West Oak Lane - Philadelphia | 12 |
| 715 Jordan Ave - District 3-0 - Montoursville | 33 |
| 715 Twining Rd - Workers Comp Sub Office - Dresher | 8 |
| 7161 Ogontz Ave - PA Wine & Spirits Shoppe 5190 - Philadelphia | 4 |
| 7192 Bake Oven Rd - SR 4019 Seg 0160 Offset 0795 - Germansville | 2 |
| 72 Lancaster Ave - Malvern | 14 |
| 720 Cooksburg Vowinckel RD - Cooksburg | 2 |
| 720 Ridge Rd - SR 0553 Seg 0770 Offset 1284 - Nicktown | 2 |
| 7200 Peach St - Summit Towne Centre - PA Wine & Spirits Shoppe 2501 - Erie | 6 |
| 7204 Germantown Ave - PA Wine & Spirits Shoppe 5138 - Philadelphia | 1 |
| 721 Snow Shoe - Snow Shoe | 1 |
| 721 State Route 26 Box 370 Route 1 - AHN:721 - Wipple Dam State Park - Huntingdon | 1 |
| 721 W Liberty Rd - Galen Baptie - Slippery Rock | 1 |
| 722 Brookline Blvd - PA Wine & Spirits Shoppe 0279 - Pittsburgh | 1 |
| 724 South St - PA Wine & Spirits Shoppe 5119 - Philadelphia | 3 |
| 726 Claremont Avenue - Suite B - Tamaqua | 6 |
| 729 Lawrence Ave - PA Wine & Spirits Shoppe 3702 - Ellwood City | 2 |
| 730 Adams Ave - Adams & Tabor Ctr - PA Wine & Spirits Shoppe 9114 - Philadelphia | 1 |
| 731 Cherry Dr - PA Wine & Spirits Shoppe 2218 - Hershey | 3 |
| 7339 Clearshade Dr - Babcock Ranger Station - Windber | 3 |
| 734 Jacobsburg Rd - Wind Gap | 1 |
| 737 E 38th St - PA Wine & Spirits Shoppe 2511 - Erie | 2 |
| 739 Monongahela Ave - PA Wine & Spirits Shoppe 0244 - Glassport | 1 |
| 74 Glocker Way - PA Wine & Spirits Shoppe 1522 - Pottstown | 3 |
| 74 Wellwood Ave - Ste 103 - PA Wine & spirits shoppe 6401 - Hawley | 4 |
| 740 N Hermitage Rd - Hermitage | 6 |
| 740 Union School Rd - Mt Joy | 1 |
| 740 Walnut St - Meadville | 1 |
| 745 S Eagle Valley Rd - Troop G - Rockview - Bellefonte | 25 |
| 747 W Main St - Plymouth | 8 |
| 75 N 2nd St - Indiana | 4 |

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| 75 N Laurel St - HAZ139 - Hazleton | 16 |
| 75 Young Street - PLCB Training Site - Wilkes Barre | 5 |
| 750 Ivory St - Pittsburgh | 1 |
| 750 Vanderbilt Rd - Connellsville | 3 |
| 7519 Sharon Mercer Rd - Martina R Kerr - Mercer | 1 |
| 7591 Lake Raystown Shopping Ctr - Huntingdon CAO - Huntingdon | 31 |
| 76 Dieble Rd - Quehanna Foreman Headquarters - Weedville | 1 |
| 7657 Lake Raystown Shopping Ctr - PA Wine & Spirits Shoppe 3101 - Huntingdon | 2 |
| 766 Rte 113 - Hilltown Plaza Shopping Ctr - PA Wine & Spirits Shoppe 0910 - Souderton | 2 |
| 770 E Pittsburgh St - DLC-3 Greensburg - Greensburg | 8 |
| 7702 City Line Ave - PA Wine & Spirits Shoppe 5195 - Philadelphia | 1 |
| 772 Achortown Rd - Beaver Falls | 2 |
| 774 Berlin Plank Rd - SGL 050 - Somerset County - Somerset | 1 |
| 778 Washington Rd - St Marys | 4 |
| 78 Grow Ave - DLC-103 Montrose - Montrose | 4 |
| 7801 Glenlivet West Drive Suite E - FW&GS 3923 - Fogelsville | 2 |
| 7814 Rte 66 - Marienville | 1 |
| 7820 Allentown Blvd - BIPS/BCI - Harrisburg | 14 |
| 784 Route 209 Unit 3C - Middle Smithfield | 2 |
| 785 Starr St - PA Wine & Spirits Shoppe 1526 - Phoenixville | 3 |
| 785 Vogelsong Rd - PBPP York SO - York | 17 |
| 787 St Rte 119 - Springhill - Springhill | 2 |
| 7888 Route 22 Highway East - SR 22 - Clyde CAVC 808 - New Florence | 1 |
| 789 E Lancaster Ave - PA Wine & Spirits Shoppe 2327 - Villanova | 3 |
| 7895 W Lake Rd - FBC Lake Erie Research Unit - Fairview | 3 |
| 7909 Old Forge Rd - Old Forge Headquarters - Waynesboro | 1 |
| 7955 Oak Hill Dr - FBC WCO Erin Czech - Cheltenham | 2 |
| 8 N Grove St - Suite F & G - Lock Haven CareerLink - Job Center - Lock Haven | 13 |
| 8 Vine St - Vestaburg | 1 |
| 80 N Westmoreland Ave - Forensics - Greensburg - Greensburg | 66 |
| 80 Ulricktown Rd - T434 Ulricktown Rd 1200 ft off TR 1 - Littlestown | 1 |
| 800 Bustletown Pke - Crossroads Shopping Ctr - PA Wine & Spirits Shoppe 0925 - Richboro | 3 |
| 800 Center - 845 Main St - PA Wine & Spirits Shoppe 1601 - Clarion | 2 |
| 800 Progress St - Pittsburgh | 3 |
| 800 Trenton Road - Apt # 205 - Building G - Langhorne | 1 |
| 800 Vanderbilt Rd - PA Wine & Spirits Shoppe 2603 - Connellsville | 2 |
| 8000 Bretz Dr - Troop H - HQ - Harrisburg | 32 |
| 8001 State Rd - PBPP Phila County Prison - Philadelphia | 4 |
| 8002 Bretz Dr - MPOETC - Harrisburg | 5 |
| 801 Butler Prk - SCI Mercer - Mercer | 19 |
| 801 Market St - Suite 4017 - KBHR1 - Philadelphia | 1 |
| 801 Wyoming Ave - PA Wine & Spirits Shoppe 4023 - West Pittston | 2 |
| 803 Meade St - Joseph Giorgio - Dunmore | 2 |
| 803 N Loyalsock Ave - PA Wine & Spirits Shoppe 4107 - Montoursville | 2 |
| 805 Thersia St - District 2-8 - St Marys | 4 |
| 8081 Center St - Emerald | 2 |
| 809 Hopkins St - Sewickley | 1 |
| 809 Market St - Port Royal | 3 |
| 8090 McIntyre Square Dr - PA Wine & Spirits Shoppe 0277 - Pittsburgh | 5 |
| 81 Keystone Industrial Prk - DLC-8 Dunmore - Dunmore | 7 |
| 81 South Rd - SERO - William Dingman - Pitman | 1 |
| 812 W College Ave - DLC-1 Pleasant Gap - Pleasant Gap | 8 |
| 8156 Ogontz Ave - PA Wine & Spirits Shoppe 4640 - Wyncote | 1 |
| 816 3rd Ave - PA Wine & Spirits Shoppe 0408 - New Brighton | 2 |
| 819 Pinewood Dr - Pottsville | 1 |
| 8199 Perry Hwy - Presque Isle Downs - Erie | 8 |
| 820 Frank Ave - New Castle | 14 |
| 820 McKeesport Rd - PA Wine & Spirits Shoppe 0236 - Elizabeth | 1 |
| 8200 E Roosevelt Blvd - Pennypack Circle Shopping Ctr - PA Wine & Spirits Shoppe 9108 - Philadelphia | 1 |
| 8201 Enterprise Ave - LCB Philadelphia Distribution Cente - Philadelphia | 24 |
| 821 Centennial St - PA Wine & Spirits Shoppe 1703 - Houtzdale | 2 |
| 821 Lancaster Avenue Suite 310 - Store 1527 - Wayne | 4 |
| 822 Shatzer Orchard Road - FBC Commissioner G. Elliott - Chambersburg | 2 |
| 825 N Gallatin Ave Ext - District 12-0 & 12-1 - Uniontown | 66 |
| 826 Crane Ave - Pittsburgh | 17 |
| 826 Franklin Rd - Troop D - Mercer - Mercer | 28 |
| 826 Hazelwood Ave - PA Wine & spirits shoppe 0275 - Pittsburgh | 1 |
| 826 Sharon Circle - West Chester | 2 |
| 828 E 6th St - East Erie Plaza Shopping Center - PA Wine & Spirits Shoppe 2513 - Erie | 2 |
| 832 Manor St - Lancaster CAO - Lancaster | 20 |
| 832 St Marys Rd - St Marys Plaza Shopping Center - PA Wine & Spirits Shoppe 2402 - St Marys | 4 |
| 8320 Schantz Rd - Troop M - Fogelsville - Breinigsville | 91 |
| 8349 Perry Hwy - LCE - DO # 8 - Erie | 23 |
| 835 5th Ave - Coraopolis | 19 |
| 8362 Sharon-Mercer Rd - PBPP Mercer DO - Mercer | 10 |
| 837 N Elmira St - PA Wine & Spirits Shoppe 0801 - Sayre | 2 |
| 837 Sharon New Castle Rd - PA Wine & Spirits Shoppe 4302 - Farrell | 2 |
| 841 Vogelsong Rd - York | 9 |
| 8419 Sharon-Mercer Rd - Unit 2A - Mercer | 3 |
| 845 Main St - Delaware CAO/Darby District - Darby | 11 |
| 8451 Station Rd - SR 0089 Seg 0490 Offset 2265 - Northeast | 2 |
| 847 N Main St - Meadville | 5 |
| 85 Game Rd - State Game Lands 242 - Dillsburg | 1 |
| 85 Keystone Industrial Prk - PO Box 159 - Troop R - HQ - Dunmore | 83 |
| 850 San Souci Pkwy - PA Wine & Spirits Shoppe 4028 - Wilkes Barre | 2 |
| 850 Valley Forge Rd - Mad Grocer Shopping Ctr - PA Wine & Spirits Shoppe 4633 - Lansdale | 3 |
| 8500 Brooketree Rd - Wexford | 3 |
| 855 N Gallatin Ave Ext - PO Box 459 - DLC-40 Uniontown - Uniontown | 8 |
| 855 Pennsylvania Boulevard - Wine & Spirits Shoppe 0940 - Feasterville Trevose | 5 |
| 859 County Line Rd - Graeme Park - Horsham | 4 |
| 86 Wyomissing Hills Boulevard - Reading | 2 |
| 864 E Street Rd - PA Wine & spirits shoppe 0923 - Warminster | 1 |
| 87 SR 940 - PA Wine & Spirits Shoppe 4502 - Mt Pocono | 4 |
| 872 Salem Blvd - Troop P - Shickshinny - Berwick | 12 |
| 8763 William Penn Hwy - District 9-5 - Huntingdon | 34 |
| 8775 Norwin Ave Suite #36 - New 6518 - North Huntingdon | 2 |
| 878 Tri-County Plaza - Rte 201 - PA Wine & Spirits Shoppe 6524 - Belle Vernon | 2 |
| 8794 Easton Rd - PA Wine & Spirits Shoppe 0903 - Revere | 2 |
| 880 Butler St - Shaler Plz - PA Wine & Spirits Shoppe 0264 - Pittsburgh | 1 |
| 8852 Mt Olivet Road - Chambersburg | 2 |
| 8854 Frankford Ave - PA Wine & Spirits Shoppe 5114 - Philadelphia | 1 |

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| 888 Gordon Nagle Trail - PA Wine & Spirits Shoppe 5408 - Pottsville | 2 |
| 89 Murland Ave - District 12-4 - Washington | 3 |
| 899 Cherry St - Troop F - HQ - Montoursville | 23 |
| 8Mi S of Ridgway 1/2 Mi off Rte 949 - State Game Lands 44 - Portland Mills | 1 |
| 8th St & 1st Ave - Shelter Copams - Shelter Copams - Beaver Falls | 2 |
| 9 N 9th St - Lebanon | 4 |
| 9 Northgate Plz - Unit 5 - PA Wine & Spirits Shoppe 1002 - Harmony | 2 |
| 9 S Main St - PA Wine & Spirits Shoppe 2804 - Mercersburg | 2 |
| 90 Industrial Dr - Troop L - Hamburg - Hamburg | 16 |
| 90 Old Trail Rd - SGL 258 - Perry County - Liverpool | 1 |
| 90 W Chestnut St - WSH147 - Washington | 16 |
| 900 E Cowley Run Rd - Emporium | 1 |
| 900 E Cumberland St - DLC-48 Lebanon - Lebanon | 4 |
| 900 Village Mall - PA Wine & Spirits Shoppe 4644 - Horsham | 2 |
| 900 Water St - Downtown mall - PA Wine & Spirits Shoppe 2001 - Meadville | 3 |
| 901 E Main St - Suite 12 - PA Wine & Spirits Shoppe 3803 - Palmyra | 3 |
| 9031 Peach St - District 1-2 - Waterford | 24 |
| 908 Little Deer Creek Valley Rd - PA Wine & Spirits Shoppe 0265 - Russellton | 1 |
| 908 Philadelphia Ave - PA Wine & Spirits Shoppe 1103 - Northern Cambria | 1 |
| 909 Elmerton Ave - PA DEP SCRO - Harrisburg | 25 |
| 909 Industrial Blvd - Westmoreland CAO/New Kensington - New Kensington | 17 |
| 9100 Ridge Rd - Imperial Point Plaza - PA Wine & Spirits Shoppe 2520 - Girard | 2 |
| 912 Greenleaf Rd - Hershey | 1 |
| 912 Pittsburgh St - Springdale | 1 |
| 914 Penn Ave - Pittsburgh | 4 |
| 915 SR 6 W - US Rte 6 3.6 mi west of PA 29 - Troop P - Tunkhannock - Tunkhannock | 11 |
| 916 Shettlers Ln - Camp Hill | 1 |
| 9170 Interchange Road - Lehighton | 18 |
| 919B Levick St - Suite B - DLC-19 Philadelphia - Philadelphia | 18 |
| 920 Baltimore Ave - PA Wine & Spirits Shoppe 2312 - Lansdowne | 5 |
| 922 Bud Shuster Byway - District 9-1 - Everett | 1 |
| 922 W Lancaster Ave - PA Wine & Spirits Shoppe 4608 - Bryn Mawr | 4 |
| 9226 Willowdale Rd - Greencastle | 1 |
| 9234 State Hwy 285 - Conneaut Lake | 1 |
| 924 Samoset Dr. - 8263-Dan Stranburg - Harrisburg | 1 |
| 925 Donner Ave - PA Wine & Spirits Shoppe 6503 - Monessen | 2 |
| 925 E Main St - PA Wine & Spirits Shoppe 3609 - Mount Joy | 2 |
| 927 Clearview Rd - Bob Bisignani - Moscow | 1 |
| 930 Bridge St - District 5-2 - Lehighton | 10 |
| 930 Rte 22 E - LCE - DO # 5 - Duncansville | 27 |
| 932 Jefferson Avenue - 8261 - Dan Ferrell - Bristol | 1 |
| 933 Paoli Pke - PA Wine & Spirits Shoppe 1516 - West Chester | 6 |
| 934971 RD 2 Box 25B - SGL 147 - Blair County - Martinsburg | 1 |
| 939 Old York Rd - Abington | 3 |
| 94 Whitetail Rd - Tombs Road - Jersey Shore | 1 |
| 941 Deneen's Gap Rd - State Game Lands 128 - Warfordsburg | 1 |
| 943 Glades Pike - Building Office 911 - Kooser State Park - Somersett | 2 |
| 9450 Rte 6 - FBC Union City FCS - Union City | 2 |
| 95 Inglewood Dr - Katherine Doherty - Pittsburgh | 1 |
| 950 Rostaver Rd - Rostaver | 1 |
| 950 Rostraver Rd - DLC-64 Belle Vernon - Belle Vernon | 3 |
| 9546 Glades Pike - Near Roxbury - Roxbury | 2 |
| 9552 Hartstown Rd - Hartstown | 2 |
| 959 Liberty Ave - PA Wine & Spirits Shoppe 0212 - Pittsburgh | 1 |
| 96 State Rte 244 E - FBC Oswayo SFH - Coudersport | 4 |
| 961 N Marshall St - Philadelphia CAO/Girard District - Philadelphia | 4 |
| 964 First St - Anita Mottillo - Meadville | 2 |
| 97 Doe Run Rd - PA Wine & Spirits Shoppe 3605 - Manheim | 2 |
| 97 Forestry Rd - Emporium | 5 |
| 970 E Main St - District 5-6 - Schuylkill Haven | 43 |
| 972 E Main St - DLC-49 Schuylkill Haven - Schuylkill Haven | 5 |
| 972 Freeport Rd - PA Wine & Spirits Shoppe 0214 - Pittsburgh | 3 |
| 980 Jefferson Ave - PA Wine & Spirits Shoppe 6314 - Washington | 2 |
| 9819 Rte 119 Hwy N - East Mahoning | 3 |
| 984 Hatch Run Rd - DLC-68 Warren - Warren | 5 |
| 990 Briarsdale Rd - Harrisburg | 22 |
| 997 Lieds Rd - Troop J - Embreeville - Coatesville | 99 |
| 999 Merchant St - PA Wine & Spirits Shoppe 0403 - Ambridge | 2 |
| 9th St - SR 3029 Seg 0020 Offset 0693 - Philipsburg | 3 |
| Acclaim Systems Inc. - 227 State Street - Harrisburg | 1 |
| Administration Bldg - 10745 Rte 18 - SCI Albion - Albion | 21 |
| Administration Bldg - 1605 Bloom Rd - Danville State Hospital - Danville | 26 |
| Administration Building - 178 Veterans Blvd - Hollidaysburg Veterans Home - Duncansville | 6 |
| Administration Building - 20 Azalea Dr - Harrisburg | 7 |
| Agriculture Bldg - 2301 N Cameron St - Harrisburg | 87 |
| AHN 1 Gifford Pinchot - AHN:1 - Gifford Pinchot State Park - Lewisberry | 1 |
| AHN 1 Parker Dam - AHN:1 - Parker Dam State Park - Pennfield | 1 |
| AHN 121 Rte 390 - AHN:121 - Promised Land State Park - Greentown | 1 |
| AHN 2 S Front St - 15' from Telco pole 56 on bridge - RS 3 VMS Sign - Philadelphia | 1 |
| AHN 22 Bald Mountain Rd - Anthracite Heritage Museum - Anthracite Heritage Museum - Scranton | 7 |
| AHN 4 Canoe Creek Rd - Canoe Creek State Park - Hollidaysburg | 1 |
| AHN 4 Hyner Run State Park - Park Office - Chapman | 1 |
| AHN 4 Rte 22-322 - District 8-5; Stockpile 10 - Middle Paxton | 1 |
| AHN 4966 Rte 22 - MAT Plz - DLC-61 Huntingdon - Smithfield | 4 |
| AHN 6 Markle Rd - Snow Removal LR 64181 - Markle | 3 |
| AHN 707 Bear Creek Blvd - Dry Land Hill Fire Tower - White Haven | 1 |
| AHN 77 Donohue Rd - GRN109 - Greensburg | 2 |
| Airport Rd - Shamokin Fire Station - Elysburg | 3 |
| Airport Stockpile 9 - 1428 Rt. 901 - Minersville | 3 |
| Altoona State Office Bldg - 1101 Green Ave - UCSC Altoona - Altoona | 26 |
| Amity Hall Stockpile - 100 11-15 Route - Dauphin - Duncannon | 1 |
| Ancillary Building - 1312 Elmerton Avenue - PEMA Radio Room - Harrisburg | 25 |
| Anti Icing Machine - 124 Mill St - ITS District 2 - Bradford | 2 |
| Anti Icing Machine - 1577 I-80 West - ITS District 02-1 - Milesburg | 1 |
| Anti Icing Machine - Mile Marker 106 Interstate 80 - ITS District 2 - Lawrence Twp | 2 |
| APU 5 - 5705 Rte 981 - BESO APU Latrobe - Latrobe | 7 |
| Ardmore Plaza - 62 Greenfield Avenue - FW&GS 4646 - Ardmore | 6 |
| Armenia Ranger Station - 1309 Gleason Rd - Forest District 16 - Canton | 2 |
| Ashbridge Shopping Center - 861 E Lancaster Ave - PA Wine & Spirits Shoppe 1506 - Downingtown | 3 |
| ATR 024 - SR 0022 Seg 0340 - 1.0 mi E of PA 981 - ITS District 12-0 - New Alexandria | 4 |
| ATR - 1510 Wilimington Pke - ITS District 6-0 - Chadds Ford | 2 |

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| ATR #27 - 1486 Routes 66 948 - SR66 Segment 0060 - De-Young | 1 |
| ATR 001 - SR 0020 Seg 0010 - .4 Mi E of OH / PA border - ITS District 1-0 - West Springfield | 1 |
| ATR 002 - SR 0077 Seg 0270 - .7 Mi W of PA 408 - ITS District 1-0 - Cambridge Springs | 1 |
| ATR 015 - SR 0522 Seg 0540 - 1.3 Mi N. of US 30 - ITS District 9-0 - McConnellsburg | 1 |
| ATR 019 - SR 0088 Seg 0750 - .4 Mi S of SR 1006 Washington Ave - ITS District 12-0 - Finleyville | 1 |
| ATR 040 - Rte 209 - ITS District 5-0 - Tamaqua | 1 |
| ATR 18 - SR 38 Seg 0020 Offset 0000 - ITS District 1-10 - Butler | 1 |
| ATR 20 - SR 0065 Seg 0270 - .6 Mi S of US Rte 422 - ITS District 1-11 - New Castle | 1 |
| ATR 206 - AHN 2 N 2nd St - ITS District 8-0 - Wormleysburg | 1 |
| ATR 207 - SR 0090 Seg 0010 - 1 Mi E of OH / PA border on I-90 - ITS District 1-0 - West Springfield | 1 |
| ATR 216 - SR 0081 Seg 2314 on I-81 - 1.1 Mi N of PA 171 - ITS District 3-0 - Great Bend | 1 |
| ATR 29 - SR 0267 Seg 0070 - ITS District 3-0 - Auburn | 1 |
| ATR 3 - SR 0255 Seg 0280 - 1.4 Mi N of PA 153 - ITS District 10-0 - Penfield | 1 |
| ATR 301 - SR 0005 Seg 0680 - 0.3 Mi E of Erie City - ITS District 1-0 - Erie | 1 |
| ATR 306 - Rte 507 - .9 Mi S of US 6 - ITS District 4-0 - Hawley | 1 |
| ATR 323 - 9033 US RT 220 - ITS District 9-0 - Bedford | 1 |
| ATR 323 - SR 0220 Seg 0310 - .7 Mi S of US 220 - ITS District 9-0 - Bedford | 1 |
| ATR 328 - AHN 15 Rte 150 - ITS District 2-0 - Boggs | 1 |
| ATR 330 - AHN 1 Buck Rd - ITS District 6-0 - Newtown | 1 |
| ATR 334 - SR 0030 Seg 0170 - .7 Mi W of PA 116 - ITS District 8-0 - Thomasville | 1 |
| ATR 349 - SR 0309 Seg 0030 - 0.7 Mi S of PA 378 - ITS District 5-0 - Coopersburg | 1 |
| ATR 360 - RR 1 Box 283A - ITS District 2-0 - Grampan | 3 |
| ATR 362 - SR 0024 Seg 0240 - 1.8 Mi S of Felton Rd - ITS District 8-0 - Red Lion | 1 |
| ATR 363 - Rte 219 - ITS District 2-0 - Lafayette | 1 |
| ATR 364 - 50 ft NW of SR 4017 - SR 0307 Seg 0360 - ITS District 4-0 - Clarks Summit | 1 |
| ATR 367 - SR 0045 Seg 0250 - .6 Mi W of PA 104 - ITS District 3-0 - Mifflinburg | 1 |
| ATR 370 - SR 0070 Seg 0454 - .9 Mi W of PA 51 (Exit 22) - ITS District 12-0 - Belle Vernon | 1 |
| ATR 371 - I-70 5 Mi S of US 30 - ITS District 9-0 - Crystal Spring | 1 |
| ATR 374 - 1400 Little Creek Rd - ITS District 10-0 - Zeligonpe | 1 |
| ATR 375 - 325 McClaren Rd Exit - ITS District 11-0 - Imperial | 5 |
| ATR 376 - AHN 4 Watson St - ITS District 4-0 - Wilkes Barre | 1 |
| ATR 377 - I-95 .25 Mi S of US 1 PA 413 - ITS District 6-0 - Penndel | 1 |
| ATR 378 - SR 0040 Seg 0160 - 5.6 miles W of US 119 - ITS District 12-0 - Brier Hill | 1 |
| ATR 379 - AHN 5 Ponderosa Dr - ITS District 9-0 - Logan | 1 |
| ATR 380 - AHN 1 Saint Lawrence Ave - ITS District 6-0 - Saint Lawrence | 1 |
| ATR 381 - AHN 1400 Orangeville Rd - ITS District 1-0 - Hermitage | 1 |
| ATR 382 - SR 3005 Seg 0040 - .4 Mi SW of Johnstown City - ITS District 9-0 - Morrellville | 1 |
| ATR 383 - Rte 150 - ITS District 2-0 - Woolrich | 1 |
| ATR 384 - SR 4022 Seg 0050 - 1.9 Mi from PA 49 on Lakeview Dr - ITS District 3-0 - Nelson | 1 |
| ATR 385 - SR 3002 Seg 0010 - 1.7 Mi W of PA 27 - ITS District 1-0 - Enterprise | 1 |
| ATR 386 - Quarry Rd - State Route 254 - ITS District 3-0 - Milton | 1 |
| ATR 387 - SR 2031 Seg 0120 - 2.0 Mi SW of US 219 - ITS District 9-0 - Garrett | 1 |
| ATR 388 - Rossland Lake - .4 Mi SW of SR 3015 Rolling Hill Rd - ITS District 4-0 - Saylorsburg | 1 |
| ATR 389 - AHN 705 State Rte 536 - ITS District 10-0 - Perry | 1 |
| ATR 390 - 4200 Harrisburg Pike - ITS District 8-0 - Elizabethtown | 1 |
| ATR 391 - SR 0023 - 1.4 Mi E of PA 345 - ITS District 6-0 - Warwick | 1 |
| ATR 393 - AHN 4 Interstate 70 - ITS District 12-0 - Claysville | 1 |
| ATR 394 - AHN 1 E Oakhurst Dr - ITS District 5-0 - Upper Saucon | 1 |
| ATR 395 Uniontown - 775 McClellandtown Rd - ITS District 12-0 - Uniontown | 1 |
| ATR 4 - SR 0006 Seg 0400 - .9 Mi W of PA 287 - ITS District 3-0 - Wellsboro | 1 |
| ATR 5 - SR 1043 Seg 0010 - .1 Mi W of SR 1041 - ITS District 3-0 - Towanda | 1 |
| ATR 51 - AHN 2801 Rte 44 - ITS District 3-0 - Coudersport | 1 |
| ATR 8 - 2800 Skippack Pke - ITS District 6-0 - Fort Washington | 1 |
| ATR304 - 100 Hastings St - ITS District 03-2 - Williamsport | 1 |
| Ayr Town Center - 362 S Second St - PA Wine & Spirits Shoppe 2901 - McConnellsburg | 4 |
| Baker's Centre - 2800 Fox Street Unit C - 5174 - Philadelphia | 3 |
| Bald Eagle Environmental Learning Center EES Office - 116 ELC Rd - Bald Eagle Environmental Learning C - Howard | 2 |
| Bald Eagle Nature Inn - 201 Warbler Wy - Bald Eagle Nature Inn - Howard | 16 |
| Bank Towers Building - 321 Spruce Street - DOR - Scranton | 37 |
| Bath House Refreshment Stand - Coolbaugh Area - Bldg:Bathroom Unit:Coin AHN:704 - Gouldsboro State Park - Tobyhanna | 1 |
| Bathroom - 1220 Route 259 Hwy - Unit Coin - Yellow Creek State Park - Penn Run | 1 |
| Bathroom - AHN 0 Hollidaysburg - Unit:Coin Bldg:Bathroom - Canoe Creek State Park - Hollidaysburg | 1 |
| Bathroom - AHN 83 Rte 390 - AHN:83 - Promised Land State Park - Greentown | 1 |
| BCI NE - 1133 New Hanover St. - BCI NE Wilkes Barre - Hanover Twp | 46 |
| Beach 10 - 10 Presque Isle State Park - Unit:payphone Bldg:Beach 10 - Presque Isle State Park - Erie | 1 |
| Beach 11 - 11 Presque Isle State Park - Unit:payphone Bldg:Beach 11 - Presque Isle State Park - Erie | 1 |
| Beach 6 - 6 Presque Isle State Park - Unit:Payphone Bldg:Beach 6 - Presque Isle State Park - Erie | 1 |
| Beach 8 - 8 Presque Isle State Park - Unit:payphone Bldg Beach 8 - Presque Isle State Park - Erie | 1 |
| Beach Area - 4300 Little Pine Creek Rd - Beach Area GAI-Tronics Phone - Waterville | 1 |
| Beach Area Lake Jean Entrance - 420 Rte 118 Hwy - Ricketts Glen State Park - Sweet Valley | 1 |
| Beach Bldg - 15683 Greenwood Rd - Greenwood Furnace State Park - Huntingdon | 2 |
| Beach Concession - 132 State Park Rd - Shawnee State Park - Schellsburg | 1 |
| Beach Concession Bldg - RR 2 Box 328 - Hills Creek State Park - Wellsboro | 1 |
| Beach House - 123 Beachhouse Road - Keystone State Park - Derry | 1 |
| Beach House - 1236 Camp Ground Circle - Chapman State Park - Clarendon | 2 |
| Beach House - 127 Benner Run Rd - Black Moshannon Park Beach House - Philipsburg | 1 |
| Beach House - 6691 Sand Mountain Rd - RB Winter State Park - Mifflinburg | 1 |
| Beach OD - RD 2 Box 101 Rte 1018 - Keystone State Park - Derry | 1 |
| Beaver Vly Boat Launch - 1663 Beaver Valley Rd - Prince Gallitzin State Park - Patton | 1 |
| BEDF02 DCNR - 500 Tower Rd - BEDF02 Martin Hill - Clearville | 1 |
| Beechmont Building - 21 Beech Dr - Harrisburg | 6 |
| Bellwood Stockpile - 2107 Antis Area - District 9-2 - Bellwood | 2 |
| Benner Pike Shops - 323 Benner Pke - PA Wine & Spirits Shoppe 1406 - State College | 4 |
| Bethlehem Sands Casino Resort - 77 Sands Blvd - Bethlehem | 7 |
| Beverly K Gaines - 915 Northridge Dr - Beverly K Gaines - Norristown | 2 |
| Bicentennial Building - 15 Public Square - Suite 410 - Wilkes Barre | 5 |
| Bicycle Rental-North Shore Exit - 225 Pleasant Valley Rd - Moriane State Park - Portersville | 1 |
| Big Pocono Heliport - Camelback Mountain - Forest District 19 - Tannersville | 1 |
| Big Spring Fish Culture Station - 844 Big Spring Rd - FBC FCS-Big Spring - Newville | 3 |
| Black Moshannon State Park Cabin Wash House - 17A Cabin Rd - Philipsburg | 1 |
| Blacksmith Shop - 15132 Broad Mountain Rd - Greenwood Furnace State Park - Huntingdon | 1 |
| Blackwell Pkg Lot - 1 Nessmuk Ln - FD 16 Tioga State Forest - Wellsboro | 1 |
| Blakeslee Corner Shopping Center Pl - Rtes 115 & 940 - PO Box 640 - PA Wine & Spirits Shoppe 4507 - Blakeslee | 2 |
| Bldg 1 - 1400 N 14th St - HQ 28th Infantry Division - Harrisburg | 41 |
| Bldg 1 Washington - 451 Fullerton Ave - SCI Cambridge Springs - Cambridge Springs | 13 |
| Bldg 19 - 872 Forest Rd - Selingsgrove | 2 |
| Bldg 453 - 1070 Lake Meade Rd - SGL 249 - Adams County - East Berlin | 1 |
| Bldg 460 SGL 255 - 686 Bald Eagle Mountain Rd - DSL NC SGL 255 - Mill Creek | 1 |
| Bldg A - 5706 Glades Pke - SCI Laurel Highlands - SCI Laurel Highlands - Somerset | 5 |
| Bldg A6 - 2060 William Pitt Way - Pittsburgh | 71 |
| Bldg D Space 4 - 3926 Liden St - Bethlehem Sq Shop Ctr - PA Wine & Spirits Shoppe 4810 - Bethlehem | 2 |

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| Bldg II - 3331 Street Rd - Greenwood Sq - SERS Bensalem - Bensalem | 6 |
| Bldg S-14 - ALLE605 - 14 Messerschmidt Rd - Charles E Kelly Support Facility - Oakdale | 1 |
| Boalsburg Stockpile - SR 0590 Seg 2927 - Near Boalsburg - Boalsburg | 1 |
| Boat Concession - 132 State Park Rd - Shawnee State Park - Schellsburg | 1 |
| Bobali Warehouse - 1650 Bobali Dr - DGS Bureau of Publications - Harrisburg | 43 |
| BOMO Annex - 905 Elmerton Ave - District 7-26 - Harrisburg | 43 |
| Bon Aire Plaza - 110 Bon Aire Plaza - PA Wine & Spirits Shoppe 1005 - Butler | 2 |
| Boot Jack Rd - Troop C - Ridgway - Ridgway | 1 |
| Bourse Bldg - 21 S 5th St - District 7-25 - Philadelphia | 2 |
| Bowman's Tower Visitor Center - 1 Tower Rd - BUCK604 - New Hope | 4 |
| Box 307 Hard Rock Dr - SCI Forest - Marienville | 34 |
| Bradford Plaza Shopping Center - 692 Downingtown Pike - 1530 - West Chester | 6 |
| Bradford Readiness Center - 119 Airport Rd - Lewis Run | 13 |
| Bradford Stockpile - SR 4007 Seg 0010 - Near Bradford - Bradford | 2 |
| Brandywine Mills Shopping Center - 1751 Wilmington Pike - Suite B-6 - Temp. 2334 - Glen Mills | 2 |
| Brandywine Village Shopping Ctr - 1239 Horseshoe Pke - PA Wine & Spirits Shoppe 1521 - Downingtown | 2 |
| Breezemont Water Pump Station - 2684 Breezemont Drive - Breezemont Water Pump Station - Cooksburg | 1 |
| Brentwood Towne Square - 4110 Brownsville Rd - PA Wine & Spirits Shoppe 0249 - Pittsburgh | 2 |
| Brian Murray BLLC Home Office - 164 Glacial Till Road - Slippery Rock | 2 |
| Brian Tartar - 532 West Gay Street - Brain Tartar - West Chester | 2 |
| Brian W Hoerz - 323 North Woodmont Drive - Brian W Hoerz - Downingtown | 2 |
| Bristol Commerce Park - 238 Commerce Cir - PA Wine & Spirits Shoppe 0916 - Bristol | 1 |
| Brodak Commons - 554 S 88 Rd - PA Wine & Spirits Shoppe 3002 - Carmichaels | 2 |
| Brooks Run Foremans Hdqts - 533 Swank Rd - Brooks Run Foremans Hdqts - Sinnemahoning | 2 |
| Building 100 - 1489 Baltimore Pke - Springfield | 9 |
| Building 140 - Rte 2 - Airport Rd off Rt 257 - DLC-60 Seneca - Seneca | 6 |
| Building 56 - Fort Mifflin - Philadelphia | 20 |
| Building D - 98 Vanadium Rd - United Industrial Park - PA Wine & Spirits Shoppe 0222 - Scott | 4 |
| Building Office - 28 Fairview Rd - Parker Dam State Park - Penfield | 8 |
| Building Office - 540 Fairview Rd - Parker Dam State Park - Penfield | 1 |
| Building Sewage - 2656 Mud Run Rd - Parker Dam State Park - Penfield | 1 |
| BUTL617 Stockpile 06 - 1265 Freedom Rd - BUTL617 Stockpile 06 Dist 10-2 - Cranberry Township | 1 |
| BUTL94 Stockpile 07 - 3213 William Flynn Hwy - BUTL94 Stockpile 07 District 10-2 - Slippery Rock | 1 |
| Butler Mine Tunnel - Pittston | 1 |
| Cabin Area AC From Museum - RR1 Box 82 - Clear Creek State Park - Sigel | 1 |
| Cabin Colony - 195 Camp 3 Rd - Raccoon Creek State Park - Hookstown | 1 |
| Cabin Colony - 1969 Stover Mill Rd - Nockamixon State Park - Bedminister | 1 |
| Cabin Colony Post Office - 420 Rte 118 Hwy - Ricketts Glen State Park - Sweet Valley | 1 |
| Call Center - 4 Greenwood Furnace Park - Bldg Call Center - Huntingdon | 1 |
| Call Center - AHN: 4 Greenwood Furnace State Park - Bldg:Call Ctr - Greenwood Furnace State Park - Jackson | 1 |
| Cambridge Springs Readiness Center - 22992 Center St - Cambridge Springs | 16 |
| Cameron County Maintenance Office - 21013 CCC Memorial Highway - District 02-4 - Emporium | 14 |
| Camillo L Presogna - 7018 Sandy Trail - Camillo L Presogna - Erie | 2 |
| Camp Office - 132 State Park Rd - Shawnee State Park - Schellsburg | 1 |
| Campground - 1100 Pine Grove Rd - Pine Grove Furnace State Park - Gardners | 1 |
| Campground - 15887 Trough Creek Drive - GAI Tronics - James Creek | 1 |
| Campground - 286 Poe Valley Rd - Poe Valley State Park - Milroy | 1 |
| Campground - 540 Dubs Church Rd - Codorus Campground - Hanover | 1 |
| Campground - 843 Park Rd - French Creek State Park - Elverson | 1 |
| Campground - AHN 25 Portage Area - AHN:25 - Sizerville State Park - Emporium | 1 |
| Campground Bathhouse - AHN 1 Parker Dam - AHN:1 Unit:Coin - Parker Dam State Park - Penfield | 1 |
| Campground Office - AHN 1 Gifford Pinchot - AHN:1 Unit:Cmpgrd-Ofc - Gifford Pinchot State Park - Lewisberry | 1 |
| Campground Park - 565 Mt Olivet Rd - Frances Slocum State Park - Wyoming | 1 |
| Campground Parking Lot - RD 1 AHN 753 - AHN:753 - Chapman Dam State Park - Clarendon | 1 |
| Campground Shelter - Rte 423 11 - AHN:11 - Tobyhanna State Park - Tobyhanna | 1 |
| Campground Shower House - 246 Long Loop Rd - RB Winter State Park - Mifflinburg | 1 |
| Canoe Rental - Rte 423 AHN 5 - AHN:5 - Tobyhanna State Park - Tobyhanna | 1 |
| Capital Associates Building - 901 N 7th St - Harrisburg | 57 |
| Capital City Airport - Flight Serv - 611 Ross Ave - District 7-47 - New Cumberland | 12 |
| Capitol Building - 501 N 3rd St - Harrisburg | 140 |
| Carl Zellie - 1252 Willowbrook Dr - Carl Zellie - Washington | 1 |
| Carnegie Anti-Icing (ITS) - 522 Shawham Ave - District 11-1 - Carnegie | 1 |
| Catholic Protection Unit - Penrose Ferry Rd & Bartram Ave - pole #63094D - ITS District 6-0 - Philadelphia | 1 |
| CAVC 800 - US 220 NB between E 78 A-B & E 80 - Centre County on US 220 - ITS District 2-0 - Bellefonte | 1 |
| CAVC 805 - 1302 State Hwy 285 - SR 285 Seg 20 - Crawford - Espyville | 1 |
| CAVC 809 - 41 Tuna Cross Rd - Foster Brook CAVC 809 - Bradford | 1 |
| CAVC 985 - US 219 SR 0219/120 - .90 mi N of Galleria Dr exit - ITS District 9-0 - St Michael | 1 |
| CCTV 81-65 - 1 Belle Vista Dr - East Pennsboro | 2 |
| CDC Super Core - 8001 Bretz Dr - BCIS - Harrisburg | 22 |
| Center Point Place Shopping Center - 748 W Street Rd - PA Wine & Spirits Shoppe 0938 - Warminster | 6 |
| Center Square Shopping Ctr - 1301 Skipack Pke - PA Wine & Spirits Shoppe 4621 - Blue Bell | 4 |
| Central Office Building - 2520 Lisburn Rd - PO Box 598 - Camp Hill | 61 |
| Central Plaza Building - 10 W Chestnut St - Luzerne CAO/Hazleton - Hazleton | 10 |
| Centre County Regional Office Complex - 595 East Rolling Ridge Drive - FBC CCROC - Bellefonte | 23 |
| Century III Mall - 3075 Clairton Rd - Suite 944 - West Mifflin | 5 |
| Chapman State Park Office - 4790 Chapman Dam Rd - Chapman State Park Office - Clarendon | 9 |
| Charisse Burnett - 225 La Carra Dr - Charisse Burnett - Lansdowne | 2 |
| Cherrywood - 49 Beech Dr - Harrisburg | 217 |
| CHES62-White Clay Creek State Preserve - 517 Sharpless Rd - White Clay Creek State Park - CHES62 - Landenberg | 1 |
| Chesnut Plaza - 218 E Chestnut Avenue - PA Wine & Spirits 0705 - Altoona | 6 |
| Chippewa Center - 2580 Constitution Blvd - Store 8 - DLC 41 East Rochester - Beaver Falls | 10 |
| Christopher Holland - 209 W Baltimore Ave - Christopher Holland - East Lansdowne | 1 |
| Church Hill Mall - 1089 N Church St - PA Wine & Spirits Shoppe 4033 - Hazleton | 2 |
| City Hall - 1400 JFK Blvd - DOR - Philadelphia | 2 |
| Clarion Mall - 22361 Rte 68 Suite 50 - DLC-67 Clarion - Clarion | 4 |
| Clarion Weigh Station - I-80 EB mm 56 - Bureau of Maint Operations - Knox | 3 |
| Clearfield Mall - 1824 Daisy St - PA Wine & Spirits Shoppe 1705 - Clearfield | 2 |
| Clemens Supermarket - 168 Eagleview Blvd - PA Wine & Spirits Shoppe 1525 - Exton | 3 |
| Cleona Square Shopping Center - 475 3A West Penn Avenue - FW&GS 3806 - Cleona | 2 |
| Coal Hollow Rd - Toby Creek Treatment Plant - Dagus Mines | 2 |
| Coatesville Readiness Center - 150 Waverly Blvd - Coatesville | 13 |
| Coin Family Campground - 298 Camp One Rd - Blue Know Family Campground - Claysburg | 1 |
| Columbia Shopping Ctr - 36 S 18th St - PA Wine & Spirits Shoppe 3603 - Columbia | 2 |
| Columbus Commons North - 1940 S Christopher Columbus Blvd - Pa Wine & Spirits Shoppe 5104 - Philadelphia | 3 |
| Commerce Towers - 300 N 2nd St - Harrisburg | 10 |
| Commissioners Office - 1 Morton Ave - Chester Downs Racetrack - Chester | 7 |
| Commodore Perry Plaza - 2208 Broad St - PA Wine & Spirits Shoppe 2515 - Erie | 2 |
| Commonwealth Technology Center - 1 Technology Prk - Harrisburg | 318 |
| Computer Bldg / Gov's Office - 5 Technology Prk - Harrisburg | 13 |
| Concession - 400 Bridge Ave - Unit:Coin Bldg:Concession - Shikellamy State Park - Sunbury | 1 |
| Conrad Weiser Homestead - 28 Weiser Ln - Womelsdorf | 4 |

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| Construction Trailer - 1600 Green Ave - Williamsport | 5 |
| Construction Trailer - RR2 Box 324D - District 3-0 - Covington | 5 |
| Contact Station - 101 Limbaugh Rd - Little Pine State Park - Waterville | 1 |
| Contact Station - 106 Stone Lodge Road - Keystone State Park - Derry | 1 |
| Contact Station - 14604 Campground Rd - Greenwood Furnace State Park - Huntingdon | 1 |
| Contact Station - 220 Locust Lake Rd - Locust Lake State Park - Barnesville | 2 |
| Contact Station - 400 Kentuck Dr - Ohio State Park Contact Station - Ohio State Park | 1 |
| Contact Station - 4639 Cherry Springs Rd - Cherry Springs State Park - Coudersport | 2 |
| Contact Station - 800 E Campground Rd - Gifford Pinchot State Park - Wellsburg | 1 |
| Cook Forest Park Office - 113 River Road - Cooks Forest Park Office - Cooksburg | 2 |
| Cook Forest State Park Ridge Campground - 942 Route 36 - Contact Station - Cook Forest State Park Ridge Campgr - Cooksburg | 3 |
| Cook Homestead Bed and Breakfast - 105 River Road - Cook Homestead Bed and Breakfast - Cooksburg | 1 |
| Cook House - 2 Presque Isle State Park - Unit:payphone Bldg:Cook House - Presque Isle State Park - Erie | 1 |
| Copper Kettle Cabin - 2156 Copper Kettle Highway - Laurel Hill State Park - Rockwood | 1 |
| Corry Plaza - 350 W Columbus Ave - PA Wine & Spirits Shoppe 2506 - Corry | 2 |
| Creek Rd - Dornsife | 1 |
| Crest Plaza Shopping Center - 1516 N Cedar Crest Blvd - PA Wine & Spirits Shoppe 3901 - Allentown | 5 |
| Crozier House - 400 Pennsbury Memorial Ln - Pennsbury Manor - Morrisville | 11 |
| Cumberland County Maintenance Office - 40 Army Heritage Dr - District 8-2 - Carlisle | 22 |
| Curatorial Storage Bldg 9-7 - Service Rd - Ft Indiantown Gap - T & E - Anville | 4 |
| Dale W Wilson - 751 Linn Tyro Rd - Dale W Wilson - Hadley | 1 |
| Danville AFRC - 90 Liberty Valley Road - Danville | 14 |
| Darling Ru Pine Creek - Ansonia Bridge Rd - FD 16 Tioga State Forest - Wellsboro | 1 |
| David F McNulty - 24 Hillside Ave - David F McNulty - Eagleville | 2 |
| David V Antonicello - 9136 West Chester Pike - David V Antonicello - Upper Darby | 1 |
| De-Icing Pump House - 4190 Campbells Run Rd - ITS District 11-0 - Pittsburgh | 1 |
| Delaware Cnty Welcome Ctr - 1 N I-95 - N of PA / DE Border Naamans Creek - Marcus Hook | 7 |
| Delaware Valley Veterans Home - 2701 Southampton Rd - PHIL62 - Philadelphia | 7 |
| Deon Square - 532 S. Oxford Valley Road - FW&GS 0941 - Fairless Hills | 2 |
| DGS High Voltage Sub Station - 199 N 7th St - Harrisburg | 5 |
| DGS Public Works - Arsenal - 1800 Herr St - Harrisburg | 76 |
| Dieble Rd - Quehanna Foreman's HQ - Driftwood | 2 |
| Dining Hall - 2312 Laurel Hill Park Rd - Laurel Hill State Park - Somerset | 1 |
| Dist 8 ITS #8 VMS - 105 Owl Hollow Rd - Millerstown | 1 |
| District 1-6 - AHN 18 Kinzua Rd - SR59 Seg 0150 - ITS RWIS Kinzua Lane - Warren | 1 |
| District 3-5 - 45 Industrial Park Rd - PennDOT Snyder County Office - Selingsgrove | 5 |
| Dixmont Cottage - 132 E Azalea Dr - Harrisburg State Hospital - Harrisburg | 1 |
| DLC-097 Norristown - 1700 Markley Street - Suite 30 - Norristown | 19 |
| DLC-105 Tunkhannock - 600 Hunter Hwy - Village Center Shopping Ctr - DLC-105 Tunkhannock - Tunkhannock | 5 |
| DMS - 1100 Little Mountain Rd - ITS District 8-0 - Myerstown | 1 |
| DMS - 1109 E Susquehanna Ave - ITS District 6-0 - Philadelphia | 1 |
| DMS - 1517 New 22 Hwy - Variable Message Sign - ITS District 9-0 - Cresson | 1 |
| DMS - 1950 Crooked Hill Rd - Des pole 8 1/3 B-12 - ITS District 8-0 - Harrisburg | 1 |
| DMS - 4880 Ashburner St - ITS District 6-0 - Philadelphia | 1 |
| DMS - 4920 Comly St - ITS District 6-0 - Philadelphia | 1 |
| DMS - 915 Poplar Neck Road - ITS District 5 - Birdsborough | 1 |
| DMS - I-80 MM 1 @ Ohio border - ITS District 1-2 - West Springfield | 1 |
| DMS - I-95 & Richmond St - ITS District 6-0 - Philadelphia | 1 |
| DMS - I-95 at Leveck St - District 6-0 - Philadelphia | 1 |
| DMS - SR 33 - ITS District 5-0 - Palmer | 1 |
| DMS - SR 78 - ITS District 5-0 - Williams | 1 |
| DMS - Union Deposit Rd - ITS District 8-0 - Harrisburg | 1 |
| DMS 12 - 581 E mile marker .8 - ITS District 8-0 - Mechanicsburg | 1 |
| DMS 15 HAR 15-114 - 2112 Bumble Bee Hollow Rd - 15 N at PA 114 - ITS District 8-0 - Mechanicsburg | 1 |
| DMS 2 I78 & MM 9.7 - 1088 Little Mountain Rd - ITS District 5 - Myerstown | 1 |
| DMS 382W-HM - 360 Newberry Rd - ITS District 8-0 - Middletown | 1 |
| DMS 78 @ MM 26 - 400 Jalappa Rd - ITS District 5 - Hamburg | 1 |
| DMS Main Avenue - 100 PanCoast Street - DMS Main Avenue - Throop | 1 |
| DMS P-001 - AHN 1 I-95 & Stoney Hill Road - ITS District 6-0 - Lower Makefield | 1 |
| DMS P-006 - AHN 1 Keystone Dr - ITS District 6-0 - Bristol | 1 |
| DMS P007 - I-476 NB mile marker 10.6 - ITS District 6-0 - Bryn Mawr | 1 |
| DMS P-008 - AHN 1 Route 13 - ITS District 6-0 - Bensalem | 1 |
| DMS P-009 - AHN 1 Route 13 - ITS District 6-0 - Bensalem | 1 |
| DMS P-013 - 500 S Chris Columbus Blvd - ITS District 6-0 - Philadelphia | 1 |
| DMS P206 - W Deklab Pke & Pinecrest Rd - ITS District 6-0 - King of Prussia | 1 |
| DMS SPDMS 1 - 4350 W Lincoln Hwy - SR 30 east bound - ITS District 6-0 - Parkesburg | 1 |
| DMS SPDMS 2 - 1331 Ben Franklin Hwy East - ITS District 6-0 - Douglassville | 1 |
| DMS1 HAR 83-37 - I-83 Seg 0364 Offset 2438 - Park Rd Overpass - ITS District 8-0 - New Cumberland | 2 |
| DMS-P005 - AHN 18 New Rogers Rd - ITS District 6-0 - Bristol | 1 |
| Donald M. Covington - 271 Hartman Hollow Road - Donald M. Covington - Benton | 2 |
| Donna A. Gerrity - 216 Mountain View - Donna A. Gerrity - Jim Thorpe | 2 |
| Douglassville Shopping Center - 180 Old Swede Rd - PA Wine & Spirits Shoppe 0615 - Douglassville | 3 |
| Drake Well Museum - 202 Museum Ln - Titusville | 10 |
| Drivers License Center 108 - 330 Oregon Avenue - DLC-108 - Philadelphia | 19 |
| Dry Run Rd - Hillsgrove | 9 |
| Dunbar-Ohio State Road - State Game Lands 51 - Dunbar | 2 |
| Dustin C Ellis - 46 East Pine Alley - Dustin C. Ellis - Elizabethville | 1 |
| E Windhaven Rd - Weather Station - Robinson | 2 |
| East Hills Plz - 1513 Scalp Ave - PA Wine & Spirits Shoppe 1102 - Johnstown | 1 |
| East Manchester Village Center - 205 Glen Drive - Fine Wine & Good Spirits 6704 - Manchester | 2 |
| East Penn Center - 736 Wertzville Rd - PA Wine & Spirits Shoppe 2111 - Enola | 2 |
| Eastern Area Office - 3566 Old Route 22 - PEMA Hamburg Center - Windsor | 10 |
| Eastgate 8 - Mon Valley Community Health Center - Monessen | 6 |
| Eastgate Bldg - 1010 N 7th St - Shared Access Circuit EDBKX8500001 - Harrisburg | 34 |
| Easton Readiness Center - 520 Uhler Rd - Easton | 18 |
| Ebensburg Center - 4501 Admiral Perry Hwy - Rte 22 - Ebensburg | 36 |
| Eddystone Crossing Shopping Ctr - 1562 Chester Pke - Unit D - PA Wine & Spirits Shoppe 2329 - Eddystone | 3 |
| Edgemont Square Shopping Ctr - 4839 West Chester Pke - Store 7 - PA Wine & Spirits Shoppe 2304 - Newtown Square | 3 |
| Edgewood Village Shopping Ctr - 635 Heacock Rd - PA Wine & Spirits Shoppe 0907 - Yardley | 2 |
| ELK30 RPO ATA - 44 Transportation Ctr - ELKC30/77 Area Transportation Auth - Johnsonburg | 5 |
| Erie County Welcome Ctr - 46 I-90 - District 1-0 - North East | 11 |
| Exeter Commons Center - 4721 Perkiomen Ave - Wine & Spirits Shoppe 0604 - Reading | 6 |
| Fairfield Rd - Montoursville | 5 |
| Fairway Shopping Ctr - 1825-A Limekiln Pke - PA Wine & Spirits Shoppe 4629 - Dresher | 1 |
| Family Cabins RD4 - 101 Keystone Park Rd - Family Cabins RD4 - Keystone State Park - New Alexandria | 1 |
| Farm Show Building - 1030 McClay St - Harrisburg | 74 |
| Farnham Rd - PO Box 128 - Victor Rosa - Fleetville | 1 |
| Fayette County Headquarters Bldg - 268 Dunbar-Ohio State Road - SGL 051 - Dunbar | 1 |
| FBC Northeast Region Education - 5560 Main Rd - FBC Northeast Region Education - Sweet Valley | 2 |
| FD 17 Satellite Office - 3539 Waterstreet Road - FD 17 Satellite Office - Collegeville | 3 |
| FD-18 Haldeman House - 2800 White Oak Road - Haldeman House - Halifax | 5 |

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| FD-18 RMC - 16 Weiser Lane - FD-18 RMC - Aristes | 19 |
| FD-20 - 6735 Route 220 - Loyalsock SF Resource Mgmt Center - Dushore | 16 |
| FD-3 Bryner Ranger Headquarters - 4600 Big Spring Rd - FD-3 Bryner Ranger Headquarters - Blain | 1 |
| Federal Building - 1000 Liberty Ave - PGH110 - Pittsburgh | 3 |
| Finance Building - 613 North St - Harrisburg | 96 |
| FMS - 502 Cavalry Rd - Carlisle | 26 |
| Food Concession Stand - 225 Pleasant Valley Rd - Moriane State Park - Portersville | 1 |
| Forbes District Office - 1291 Route 30 - Forest District 4 - Laughlintown | 19 |
| Forest District 2 RMC - 25185 Great Cove Road - Forest District 2 RMC - McConnellsburg | 4 |
| Forest Maintenance Bldg - 13301 Keefer Rd - FD 2 Bear Valley - Upper Strawsburg | 2 |
| Forks Town Center - 341 Town Center Blvd - PA Wine & Spirits Shoppe 4815 - Easton | 3 |
| Forster Street Office Building - 2221 Forster St - State Garage - Harrisburg | 62 |
| Fort Pitt Garage - 4 Parkway West - Out Parkway - 4 Fort Pitt Complex - District 11-31 - Pittsburgh | 7 |
| Fort Pitt Museum - 101 Commonwealth Pl - Pittsburgh | 9 |
| Forum / Education Building - 607 South Dr - Harrisburg | 74 |
| Forum Place - 555 Walnut St - Harrisburg | 223 |
| Foster Plaza Building 10 - 680 Anderson Drive - PGCB West Pittsburgh - Pittsburgh | 46 |
| Fowlers Hollow - 1599 Doubling Gap Rd - Colonel Denning State Park - Newville | 1 |
| Frank P Bopp - 1922 Mineral Point Road - Frank P Bopp - Mineral Point | 1 |
| Frick Building - 429 Forbes Ave - Pittsburgh | 2 |
| Fulton Bank Building - 200 N 3rd St - Harrisburg | 3 |
| G Daniel Building - 1001 State St - BCI-OCU-Erie - Erie | 6 |
| GAI Tronics - 16364 Little Valley Road - Park Office - James Creek | 1 |
| GAI-Tronics Phone - 1050 Pine Grove Rd - Gardners | 1 |
| GAI-Tronics Phone - 710 Pine Grove Rd - Gardners | 1 |
| Garage - 1463 N Center Ave - District 9-7 - Somerset | 2 |
| Garage - 180 Dessen Dr - Troop N - HQ - Hazleton | 6 |
| Garden Level - 3081 Enterprise Drive - State College | 1 |
| Gasboy TopKAT System - 17117 Trough Creek Dr - Trough Creek fuel storage tank - James Creek | 1 |
| Gateway Center - 603 Stanwix St - Pittsburgh | 29 |
| Geistown Shopping Ctr - 2451 Bedford St - Ste 4 - PA Wine & Spirits Shoppe 1118 - Johnstown | 4 |
| Gettysburg Drivers License Center - 37 North Fourth St - Gettysburg | 17 |
| Governor's Residence - 2035 N Front St - Governor's Residence - Harrisburg | 17 |
| Graterford FMS - 901 Bridge St - Graterford | 7 |
| Great Bend Tpk - PO Box 3 - FBC Pleasant Mount SFH - Pleasant Mount | 3 |
| Green Forge Building - 226 Donohoe Road - Region 4 Office - Greensburg | 7 |
| Greene Cnty Welcome Ctr - 406 E High St - N of PA / WVA Border - Waynesburg | 1 |
| Greene Cnty Welcome Ctr - I-79 N - PO Box 102 - Mt Morris | 6 |
| Greene Plaza - 104 Greene Plaza - Greene CAO - Waynesburg | 7 |
| Greenwood Furnace STP - 14770 Campground Road - Greenwood Furnace STP - Huntingdon | 1 |
| Group Camp #1 - 298 Camp One Rd - Group Camp #1 - Blue Knob Group Camp #1 - Claysburg | 1 |
| Grove St & Morgan Ave - District 4-2 - Clarks Summit | 21 |
| Hadley Rd - 7 Greenville Plaza - PA Wine & Spirits Shoppe 4303 - Greenville | 2 |
| Haldeman Island - 1/2 Mi N of Rts 22 & 322 - State Game Land 290 - Duncannon | 8 |
| Hamburg Center - 3566 Old Route 22 - Pine Bldg # 7 Lower Level - Windsor | 19 |
| Hamilton Crossings Shopping Center - 750 North Krocks Road Suite 302 - FW&GS 3924 - Allentown | 2 |
| Hamilton Square Shopping Center - 230 West Hamilton Ave - 1404 - State College | 2 |
| Hanover Crossing Shopping Ctr - 431 Eisenhower Dr - PA Wine & Spirits Shoppe 6711 - Hanover | 4 |
| Hanover Industrial Estates - 361 New Commerce Blvd - Maintenance Facility 8458 - Wilkes Barre | 4 |
| HAR - 247 Murtland Ave - I-70 E exit to SR0019 N - ITS District 12-0 - South Strabane | 1 |
| HAR - 3203 E Route 22 - ITS District 5-3 - South Whitehall | 1 |
| HAR - 80 I-79 SB - MM 80.5 - ITS District 10-2 - Cranberry Township | 1 |
| HAR - I-79 & I-90 MM 22 - District 1-2 - Erie | 1 |
| HAR - I-79 MM 153 - District 1-1 - Saegertown | 1 |
| HAR - Rte 22 - Highway Advisory Radio - ITS District 9-0 - Hollidaysburg | 1 |
| HAR #008 - 2807 State Rte 247 - ITS District 04-0 - Jefferson | 1 |
| HAR & VMS 81 EB Site 39 - 234 Allegheny Blvd - ITS District 10-5 - Brookville | 1 |
| HAR @ Welcome Ctr - I-80 MM .05 - ITS District 1-2 - West Springfield | 1 |
| HAR 001 - 259 Interstate 80 - ITS District 4-0 - Conyngham | 1 |
| HAR 002 - I-81 NB Seg 1680 Offset 0000 - ITS District 4-0 - Wilkes Barre | 1 |
| HAR 003 - I-81 NB Seg 1494 Offset 0000 - ITS District 4-0 - Hazleton | 1 |
| HAR 004 - I-81 NB Seg 1564 Offset 1060 - ITS District 4-0 - Nuangola | 1 |
| HAR 006 - I-81 NB Seg 1870 Offset 0000 - ITS District 4-0 - Dunmore | 1 |
| HAR 009 - I-81 SB Seg 1961 Offset 1854 - ITS District 4-0 - Clarks Summit | 1 |
| HAR 173 - 717 RD 3 Brownhill Rd - ITS District 2-0 - Millhall | 1 |
| HAR 2 - AHN 1 Kilbuck St - ITS District 1-11 - Glenford | 1 |
| HAR 45 Site 25 - 1599 Route 478 - ITS District 10-3 - Emlenton | 1 |
| HAR 53 Site 27 - 308 Timberwolf Run - ITS District 10-3 - Knox | 1 |
| HAR 64 Site 32 - Route 66 - ITS District 10-3 - Strattenville | 1 |
| HAR 70 Site 35 - 21251 Route 322 - ITS District 10-3 - Clarion Twp | 1 |
| HAR 73 Site 73 - Olean Rd and Maple St - ITS District 10-5 - Corsica | 1 |
| HAR 8 - 1376 Cedar St - ITS District 2 - Mifflintown | 1 |
| HAR 81/VMS 86 EB Site 41 - 379 Industrial Park Rd - ITS District 10-5 - Brookville | 1 |
| HAR 81-42 - 141 Burnt House Rd - ITS District 8 - Carlisle | 1 |
| HAR - 81-7 - 7000 Interstate 81 N - ITS District 8-3 - Greencastle | 1 |
| HAR 86 Site 43 - I80 & SR 830 - ITS District 10-5 - Brookville | 1 |
| HAR 181-78 - 2 I-81 Route 1 Box 5670 - ITS Dist 8 Har 81-78 - Grantville | 1 |
| HAR Transmitter 31 - 500 Ohio St - ITS District 11 - Pittsburgh | 1 |
| Har-60 VMS-62 EB Site 29 - 17933 Paint Blvd - ITS District 10-3 - Paint | 1 |
| Hardytown Rd - Cresco | 2 |
| Harrahs Chester Casino - 777 Harrahs Blvd - Chester Downs Racetrack - Chester | 8 |
| Harrisburg Training Academy 8296 - 2243 Paxton Church Road - Harrisburg Training Academy 8296 - Harrisburg | 2 |
| Harristown I - Revenue Tower - 393 Walnut St - DOR Strawberry Square - Harrisburg | 181 |
| Harristown I - Verizon Tower - 303 Walnut St - Strawberry Square - Harrisburg | 113 |
| Harristown II - 333 Market St - PDE / PA Wine & Spirits Shoppe 2219 - Harrisburg | 302 |
| Hazleton Airport - Hazleton | 8 |
| HC 31 Box 335 - Williamsport | 2 |
| HC 6 Box 6810 - Rte 402 - Troop R - Blooming Grove - Hawley | 18 |
| HC 62 Box 26D - Tyler Hill | 1 |
| HC1 Box 121 - Troop N - Swiftwater - Swiftwater | 22 |
| Headquarters Building SGL 141 - 526 Behrens Road - Headquarters Building SGL 141 - Jim Thorpe | 1 |
| Health and Welfare Building - 601 Forster St - Harrisburg | 216 |
| Hickernell Wood Shop - 20480 Old Turnpike Rd - Forest District 7 - Laurelton | 3 |
| Highmark Building - 7248 Tilghman St - Suite 150 - Allentown | 19 |
| Hillcrest - 5 Magnolia Dr - Harrisburg | 40 |
| Hillcrest Shopping Center - 644 East Main St - PA Wine & Spirits Shoppe 4627 - Lansdale | 2 |
| Hills Plaza Shopping Ctr - 3445 Simpson Ferry Rd - PA Wine & Spirits Shoppe 2109 - Camp Hill | 3 |
| Hilltop - 3 Ginko Dr - Harrisburg | 5 |
| Hiram G Andrews Center - 727 Goucher St - Johnstown | 46 |
| Hollidaysburg Readiness Center - 350 Municipal Dr - Duncansville | 11 |
| Hollywood AMD Treatment Plant - 10267 Tyler Road - Penfield | 4 |

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| Hometown Armory - 106 Ardmore Ave - Co B 2nd Bn 103d Armor - Tamaqua | 8 |
| Honesdale Boro City Hall - 958 Main Street - Honesdale | 2 |
| Hughestown Hose Co - REAR 30 Center St - Bldg Rear - Hughestown Hose Co - Hughestown | 2 |
| HUNTO1/77-Loop Lookout - 4379 Fire Tower Loop - HUNTO1/77 ROC4 Loop Lookout - Williamsburg | 1 |
| Huntingdon Readiness Center - 10034 Raystown Rd - Huntingdon | 14 |
| Hwy 333 Van Dyke Station - Van Dyke Station - Thompsontown | 1 |
| Hyner Warehouse - 1408 Chapman Area - Hyner | 1 |
| I-279 South end - Fort Pitt Tunnels - District 11-31 - Pittsburgh | 8 |
| I-70WB Welcome Center - 1001 Quarryhill Rd - Fulton County Welcome Center - Payphone Location - Warfordsburg | 5 |
| I-80 E - Roadside Rest - Milton | 1 |
| I-80WB Rest Area 36 - 219 I-80-W - Payphone Location - Danville | 1 |
| I-81 MM 117 DMS - 3248 I-81 HWY - ITS District 5 - Pottsville | 1 |
| I-81 NB MM 97 - I-81 North Bound MM 97 DMS - Pine Grove | 1 |
| I-81NB Welcome Center G - 14885 Molly Pitcher Hwy - Payphone Location - Greencastle | 4 |
| I-83NB Welcome Center J - 2 I-83-N - York County Welcome Center - Payphone Location - Shrewsbury | 3 |
| I-95 & Chester Pke - TR 13 under I-95 - Crumlynn | 1 |
| I-95 N - PO Box 1313 - Linwood | 1 |
| I-95 NB mm 6.6 - On ramp to 476 - RS 3 VMS Sign - Ridley | 1 |
| I-95 SB mm 13 at Island Ave - RS 3 VMS Sign - Philadelphia | 1 |
| I-95 SB mm 30.8 - V 011 - Philadelphia | 1 |
| Indiana Armory - 280 Stormer Rd - Indiana | 11 |
| Indiana Mall - 2334 Oakland Ave - Unit 110 - DLC-58 Indiana - Indiana | 6 |
| Inside Camp 5 - 1676 County Line Rd - Laurel Hill State Park - Somerset | 1 |
| Inside Camp 8 - 2312 Laurel Hill Park Rd - Laurel Hill State Park - Somerset | 1 |
| Intermediate Unit 1 - 1 Intermediate Unit Drive Office235 - Coal Center | 2 |
| Intersection Rte 415 & 118 - PO Box 220 - PGC Northeast Regional Hdqtrs - Dallas | 8 |
| Ironmasters Mansion - 15919 Greenwood Rd - Greenwood Furnace State Park - Huntingdon | 1 |
| IST RWIS SR22 WB - 896 Admiral Peary Hwy - District 9-0 ITS RWIS - Johnstown | 2 |
| ITS Crash Advance Station System - 725 Oneida Valley Road - See Location notes for line 2 addr - ITS District 10 2 - West Sunbury | 1 |
| ITS Crash Avoidance System - 880 North Washington Road - Intersection of SR 38 and SR 1004 - ITS District 10 2 - North Washington | 2 |
| Ivy Ridge Shopping Center - 7146 Ridge Avenue - 9118 - Philadelphia | 2 |
| Jamestown Camp Restrooms - 2660 Williamsfield Rd - Pymatuning State Park - Jamestown | 1 |
| Jamestown Marina Env Classroom - 2547 Marina Drive - Pymatuning State Park - Jamestown | 1 |
| Jersey Mills Maintenance Bldg - HCR 63 - 64 Callahan Rd Rte 414 - Jersey Mills | 5 |
| Jewelcor Building - 100 North Wilkes Barre Blvd - Wilkes Barre | 17 |
| Jillian M Soroka - 929 Bernard Road - Jillian M Soroka - South Abington Twp | 1 |
| John M Washington - 2616 Northfield Dr - John M Washington - East Petersburg | 1 |
| John T. Healey - 522 Ward Street - John T. Healey - Dunmore | 1 |
| Judicial Center - 601 Commonwealth Ave - Harrisburg | 2 |
| Justin Witmer - 645 Prince Street - Northumberland | 1 |
| Keystone Building - 400 North St - Harrisburg | 424 |
| Keystone Industrial Park - O'Neil Highway - Dunmore | 1 |
| Kindig Square - 2600 Willow Street North - Suite 307 308 - FW GS 3619 - Willow Street | 2 |
| King of Prussia Welcome Center - 381 West Dekalb Pike - I-276 WB mm 328.4 - King of Prussia | 3 |
| Kings Gap Environmental Edu Bldg - 500 Kings Gap Rd - Carlisle | 17 |
| Kinsley Shopping Plaza - 107 Kinsley Drive - Suite 4 - FW&GS 4511 - Brodheadsville | 2 |
| Kinzua Bridge State Park - 296 Viaduct Road - Kinzua Bridge State Park Office - Kane | 13 |
| Kinzua Bridge State Prk - State Game Lands 62 - Mt Jewett | 1 |
| Kiosk - 25 Lower Campground Rd - Kettle Creek State Park - Renovo | 1 |
| Kline Plaza - 32 Kline Plz - Suite A - Harrisburg | 18 |
| K-Mart Shopping Plz - 5070 Jonestown Rd - PA Wine & Spirits Shoppe 2210 - Harrisburg | 5 |
| Knobs Tower - Karthaus | 1 |
| Kooser Lifeguard Bldg - 1019 Glades Pke - Building Beach 911 - Kooser State Park - Somerset | 1 |
| Labor and Industry Bldg - 651 Boas St - Harrisburg | 503 |
| Lackawanna State Park/Forest District 11 - 1839 Abington Road - North Abington Twp | 28 |
| Lake Rose Comfort Station - 695 State Route 487 - Ricketts Glen Lake Rose Parking Lot - Benton | 1 |
| Lake View Dr - Lackawanna State Park - Dalton | 2 |
| Lakeview Beach-North Shore Exit - 225 Pleasant Valley Rd - Moriane State Park - Portersville | 1 |
| Lakeview Industrial Park - 19 McQuiston Dr - Jackson Center | 20 |
| Lakeview Industrial Park - 25 McQuiston Dr - State Health Center - Jackson Center | 5 |
| Laminated Sign Shop - 149 Penn Nursery Rd - Penn Nursery - Spring Mills | 2 |
| Landingville Dam - RR 2011 PO Box 42 - Landingville | 1 |
| Laurel Cedar Ridge - 300 Cedar Ridge Drive - Suite 301 - PSERS Pittsburgh Field Office - Pittsburgh | 3 |
| Laurel Hill State Park Beach Houses - 2413 Laurel Hill Park Rd - Laurel Hill State Park - Somerset | 4 |
| Lawrence Park Shopping Ctr - 1991 Sproul Rd - Space 37 - PA Wine & Spirits Shoppe 2332 - Broomall | 5 |
| Legislative Rte 41026 - SR 3007 Seg 0050 Offset 0600 - Jersey Shore | 3 |
| LEW 121 - 88 Bull Run Crossing - OVR - Lewisburg | 9 |
| Liberty Place - 313 West Liberty St. - Suite 335 - Lancaster Call Center - Lancaster | 5 |
| Liberty Plaza Shopping Ctr - 3702 Liberty St - PA Wine & Spirits Shoppe 2516 - Erie | 4 |
| Lifeguard Bldg - 624 Buck Rd - Prince Gallitzin State Park - Patton | 1 |
| Lifeguard Station - 363 Campground Rd - Prince Gallitzin State Park - Patton | 1 |
| Lift Station - AHN 7 Wilson Ln - Promised Land State Park - Greentown | 1 |
| Lift Station @ Mooring 3 - Gifford Pinchot State Prk - Dover | 1 |
| Lincoln Way East Shopping Center - 1660 Lincoln Way East - Units 8 & 9 - FW&GS 2805 Relocation - Chambersburg | 2 |
| Linesville Contact Station - 3388 W Erie St Ext - Pymatuning State Park - Linesville | 2 |
| Linesville Livery - 3293 W Erie St Ext - Pymatuning State Park - Linesville | 1 |
| Linn Run Maintenance Bldg - 118 Maintenance Area Ln - Linn Run Maintenance Area Bldg - Rector | 1 |
| Logan Valley Mall - 1 Logan Valley Mall - Altoona | 4 |
| Logan Vista Dome - 120 E Azalea Dr - DGS Annex Complex - Harrisburg | 1 |
| London Grove Village - 571 Hepburn Road - FW&GS 1531 - Avondale | 2 |
| Lone Pine Stockpile - 799 Waynesburg Rd - District 12-4 - Washington | 2 |
| Long Pond Rd - Little Summit Fire Station - Pocono Summit | 1 |
| Lorraine Calabro - 16 James St - Pittston | 2 |
| Louise A Schuster - 1807 Walnut Street - Louise A Schuster - Camp Hill | 2 |
| Lower Bark Shanty Rd - FD 15 Bark Shanty Forest Hdqtrs Kea - Port Allegheny | 2 |
| Lower Campground Guardhouse - AHN 700 Kettle Creek - AHN:700 - Kettle Creek State Park - Renovo | 1 |
| Lower Lake Campground - AHN 83 Rte 390 - AHN:83 - Promised Land State Park - Greentown | 1 |
| LR 239 - Unityville | 1 |
| LR 283 - Foreman's assembly area - Paxinos | 3 |
| LR 47024 - Masedale | 3 |
| Lt Governor's Residence - 2 Governor's Way - Anville | 1 |
| LUZE01 PTC/OPRS Wyoming - 69 Cellular Ln - Wilkes Barre | 1 |
| LUZE680 Mt Lookout Remote - 726 Campground Rd - LUZE680 PA State Police - West Pittston | 1 |
| Luzerne County Maintenance Office - 381 South Main St - District 04-3 - Ashley | 8 |
| Lycoming County 911 Center - Suite 101 - 2nd Floor - Lycoming County 911 Center - Montoursville | 1 |
| Lycoming County Montgomery Pike Stockpile #13 - 4102 Rt 15 Hwy - Near Montgomery Pke crest of mtn - District 03-2 - South Williamsport | 1 |
| Lycoming County Oval Stockpile #11 - 243 Pearson Rd - District 03-2 - Jersey Shore | 1 |
| Lycoming Cty Rts 287 & 284 - State Game Lands 75 - English Center | 1 |
| Lyman Run Lake Restrooms - 455 Lyman Run Road - Lyman Run State Park - Galeton | 2 |
| Lyman Run Rd - Maintenance Headquarters - Galeton | 2 |
| Madison Farms Retail Center - 4817 Freemansburg Avenue Ste. 101 - FW&GS 4819 - Easton | 2 |

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| Main Beach Area - 2660 Williamsfield Rd - Pymatuning State Park - Jamestown | 1 |
| Main Building - 1310 Elmerton Avenue - PEMA HQ - Harrisburg | 16 |
| Main Office - 966 Marina Rd - Prince Gallitzin State Park - Patton | 1 |
| Main St - Sullivan CAO - Laporte | 13 |
| Main Shed Gotech - 6201 Grand Ave - District 11-16 - Pittsburgh | 3 |
| Maintenance Bldg - 15097 Broad Mountain Rd - Greenwood Furnace State Park - Huntingdon | 1 |
| Maintenance Bldg - 4793 Rte 660 - Leonard Harrison State Park - Wellsboro | 2 |
| Maintenance Bldg - 601 Boalsburg Pke - PA Military Museum - Boalsburg | 2 |
| Maintenance Bldg - AHN 1407 Rte 144 - Ole Bull State Park - Cross Fork | 1 |
| Maintenance Building - 1160 Keystone Park Road - Keystone State Park - Derry | 1 |
| Maintenance Building - 206 Maintenance Way - Tobyhanna State Park - Tobyhanna | 1 |
| Maintenance Building - 524 Casanova Rd - Black Moshannon State Park - Philipsburg | 1 |
| Maintenance Headquarters - 4876 Rag Hollow Rd - Forest District 5 - Huntingdon | 1 |
| Maintenance Shed - 1 Haymaker Rd - District 11-14 - Monroeville | 3 |
| Maintenance Shop - 631 Lyman Run Road - Lyman Run State Park - Galeton | 1 |
| Manoa Shopping Center - 1345 W Chester Pke - Suite 44 - PA Wine & Spirits Shoppe 2320 - Havertown | 3 |
| Mansion - 2910 New Holland Rd - Nolde Forest Env Edu Center - Reading | 15 |
| Marienville State Police Station - 4956 State Route 899 - Old Tionesta Station - Marienville | 6 |
| Marina - 197 Gibbons Rd - Prince Gallitzin State Park - Patton | 1 |
| Marina Bldg - 1 Harrisburg School Rd - Nockamixon State Park - Quakertown | 2 |
| Marina Office - 448 N Shore Dr - Moraine State Park - Portersville | 1 |
| Market Place at Huntingdon - 2080 County Line Road - 4642 - Huntingdon Valley | 2 |
| Market Place Shop Ctr - 201 2nd Ave - PA Wine & Spirits Shoppe 4610 - Collegeville | 5 |
| Market Square Plaza - 17 N 2nd St - Market Square - Harrisburg | 14 |
| McCarol & Fayette Sts - Shelter Copams - Shelter - Washington | 2 |
| Meadows Race Track - 200 Racetrack Rd - Commission Office - Meadownlands | 15 |
| Meetinghouse Business Center - 120 W Germantown Pke - PLCB Bureau of Alcohol Education - Plymouth Meeting | 6 |
| Mercer Cnty Welcome Ctr - 1 I-80 - 1st Rest Area East of PA/OH Border - Shenango | 2 |
| Merchants Plz - Rte 611 - TAN086 - Tannersville | 29 |
| Merion Center Mine Rescue Station - 21 Griffith Dr - Home | 12 |
| Michael J Susko - 245 Darr Street - Michael J Susko - Johnstown | 2 |
| Microscreen Building - 8 Sheaffer Road - FBC Huntsdale SFH Microscreen - Carlisle | 1 |
| Mid State Air Control Airport - Philipsburg | 2 |
| Mid State Airport Rd - Black Mo HQ - Philipsburg | 3 |
| Millford Professional Park - 10 Buist Rd - Pike CAO - Millford | 15 |
| Milcreek Square Suite A 9 - 5624 Peach Street - Recruiting and Retention - Erie | 3 |
| Mill Creek Square - 2350 Lincoln Highway East Suite 550 - FW&GS 3626 - Lancaster | 2 |
| Millertown Rd - Millville | 2 |
| Modern Cabin - 483 Black Hill Road - Little Buffalo State Park - Newport | 1 |
| Monroe Market Place - 244 Market Place Blvd. - Temp. 5502 - Selinsgrove | 2 |
| Moon Plaza - 5990 University Blvd - Suite 24 - PA Wine & Spirits Shoppe 0267 - Coraopolis | 5 |
| Mountain Lake Rd - Wilkes Barre | 1 |
| Mountain Rd - Gilbert | 1 |
| Mt. Laurel Maint Shop - 1291 Rt 30 - Laughlintown | 2 |
| Mtnce Bldg - 805 Enterprise St - FD11 - Dickson City | 2 |
| Multiple ITS - 642 Church St - ITS District 5-0 - Upper Macungie | 1 |
| Munderf Star Rte Box 109A - Brookville | 1 |
| Municipal Building - 525 Lawrence Avenue - 2nd Floor - OVR Satellite Office/Municipal Bldg - Ellwood City | 1 |
| Municipal Building - 715 15th St - Beaver Falls | 13 |
| N of Quehanna Boot Camp - PGC NCRO Land Mgt Grp 3 - Karthaus | 1 |
| National Guard - 2239 School Street - Mt Pleasant | 14 |
| National Guard Armory - 4700 West Branch Highway - Lewisburg | 18 |
| Nature Center First Aid Building - AHN 1 Parker Dam - AHN:1. Bldg:Nature Ctr - Parker Dam State Park - Pennfield | 1 |
| NE Consolidated Dispatch Ctr - 1300 Sathers Dr - Pittston Lab - Pittston | 6 |
| Near Beavertown - Off Paxtonville Rd - Beavertown | 1 |
| Neiltown Rd - FD 14 Tionesta Satellite Ofc - Pleasantville | 1 |
| New District Office - 10 Lower Pine Bottom Rd - FD-12 - Waterville | 40 |
| New Holland Shopping Ctr - 681 W Main St - PA Wine & Spirits Shoppe 3601 - New Holland | 2 |
| New Lifeguard Building - 1 Hickory Run - Hickory Run State Park - White Haven | 1 |
| New Trp C DuBois Station - 230 Platt Road - DuBois | 18 |
| New Trp F Lamar - 113 Boyd Lane - Mill Hall | 24 |
| Newport Station - 155 Red Hill Road - Newport | 21 |
| Newtown Square Shopping Ctr - 3590 West Chester Pke - PA Wine & Spirits Shoppe 2316 - Newtown Square | 3 |
| North End Lbrty Tnl - 50 McArdle Rdwy - District 11-3 - Pittsburgh | 1 |
| North Office Building - 501 North St - Harrisburg | 168 |
| Northampton Cnty Welcome Ctr - 1400 Cedarville Rd - I-78 W - Easton | 2 |
| Northampton Crossings - 3716 Easton-Nazareth Hwy - PA Wine & Spirits Shoppe 4814 - Easton | 4 |
| Northeastern Veterans Center - 401 Penn Ave - Scranton | 10 |
| Northwest Office Building - 910 Capital St - Harrisburg | 152 |
| O/S Office - 851 Mayhall Rd - Evansburg State Park - Collegeville | 1 |
| OD Campground - 283 Campground Rd - Prince Gallitzin State Park - Patton | 1 |
| Od Office - 170 Rte 259 Hwy - Omni On the Park - Yellow Creek State Park - Penn Run | 1 |
| OD Park Office - 17215 Buffalo Rd - R B Winter State Park - Mifflinburg | 9 |
| OD Pool - 124 Park Rd - Blue Knob State Park - Imler | 1 |
| Office - 145 Penn Nursery Rd - Penn Nursery - Spring Mills | 4 |
| Office - 500 Kings Gap Rd - kings Gap State Park - Carlisle | 1 |
| Office Parking - 124 Park Rd - Blue Knob State Park - Imler | 1 |
| OHDMS 108 - I-81 SB MM 232 - South of NY border - ITS District 4-0 - Great Bend | 1 |
| OHDMS 109 - I-84 WB PA/NY Border - Seg 0541 Offset 0450 - ITS District 4-0 - Matamoras | 1 |
| OHDMS 3 - I-81 SB mile marker 68.8 - ITS District 8-0 - Harrisburg | 1 |
| Ohioport Heliport - Ohioptyle State Park - Ohioptyle | 1 |
| Oil Creek SP amphitheater/education bldg. - 1080 Petroleum Center Road - Oil Creek SP amphitheater/edu bldg - Oil City | 1 |
| Olcam Building - 1171 S Cameron St - Harrisburg | 98 |
| Old Office Parking - 3000 State Rte 18 - Raccoon Creek State Park - Hookstown | 1 |
| Old Paxinos Lines - 210 Route 61 - District 03 4 - Conyngham | 2 |
| Ole Bull Park Office - 31 Valhalla Ln - Ole Bull Park Office - Cross Fork | 5 |
| Ollie Building - 1303 N 7th St - PA Wine & Spirits Shoppe 2207 - Harrisburg | 5 |
| On SR 4009 - Near Westfield - Westfield | 1 |
| One and Olney Square Shopping Ctr - 101 E Olney Ave - Philadelphia | 1 |
| One Forestwood Dr - Pittsburgh | 4 |
| One Oxford Centre - 320 Smithfield St - PA Wine & Spirits Shoppe 0207 - Pittsburgh | 2 |
| Onr & Olney Shopping Square - 101 East Olney Avenue - Suite 110 - Philadelphia | 5 |
| Outdoor - 555 E Weedville - Quehanna Forest Hdqtrs - Caledonia | 1 |
| Outdoor - RR1 - Clear Creek State Park - Sigel | 1 |
| Owego Maintenance Division - 111 Owego Station Drive - Forest District 19 - Lords Valley | 2 |
| Oxford Oaks Shopping Ctr - 1601 Big Oak Rd - PA Wine & Spirits Shoppe 0937 - Yardley | 2 |
| Oxford Square Shopping Center - 321 N 3rd St - PA Wine & Spirits Shoppe 1524 - Oxford | 5 |
| P381 Valley Rd - Harrisburg | 2 |
| P-9-61 FTIG - Stahr Ave - Ft Indiantown Gap - Annville | 92 |
| PA 772 - 1 Mi S off PA 23 - Leola | 1 |
| PA Army National Guard - 333 Torrance Road - PO Box F - Torrance | 11 |

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| PA Army National Guard - 9207 State Route 209 - Williamstown | 7 |
| PA Dept of Agriculture Region 5 - 403 E Christiana St - Suite 3 - Martinsburg | 5 |
| PA Game Comm c/o Amy Nabozny - 8024 Glove Run Rd - SCRO-Nabozny - Petersburg | 1 |
| PA Game Comm c/o George Miller - 9309 Rte 36 - NWRO-Miller - Sigel | 1 |
| PA Game Commission - 2702 Winslow Hill Road - NRCO - Benezette | 1 |
| PA Game Commission - 320 West Lake Rd - DSL NW SGL 415 - Transfer | 1 |
| PA Game Commission - Dan Yahner - 1217 Vale Wood Rd - SWRO - Yahner - Loretto | 1 |
| PA Game Commission Abigail Kane - 600 Park Rd - NCRO-Kane Forestry - Emporium | 1 |
| PA Game Commission- Andrew Troutman - 7193 Mount Pleasant Road - NWRO-A Troutman - Summerville | 1 |
| PA Game Commission Beahm - 201 Princeton Ave - SERO - Mike Beahm - Palmerton | 1 |
| PA Game Commission Brent McNeal - 3122 Emmet Ave - SCRO - McNeal - Huntingdon | 1 |
| PA Game Commission Brian Singer - 120 Pin Oak Drive - 1st Floor - SWRO SINGER - Ligonier | 1 |
| PA Game Commission c/o Brad Myers - 466 Apple Packer Rd - SCRO-Brad Myers - Martinsburg | 1 |
| PA Game Commission c/o Jonathan Weaver - 163 Akron Rd - SERO-Weaver - Ephrata | 1 |
| PA Game Commission c/o Keith Sanford - 136 Houck Hollow Rd - NERO Sanford - Bloomsburg | 1 |
| Pa Game Commission c/o Mark Kropa - 1065 SR 390 Hi County Cottages - Cabin #10 - NERO-Kropa - Greentown | 1 |
| PA Game Commission c/o Travis McNichol - 5520 Black Moshannon Rd - NCRO-McNichol - Philipsburg | 1 |
| PA Game Commission c/o William Williams - 336 Camp Lavigne Rd - NERO-Williams - Benton | 1 |
| PA Game Commission Cathy Haffner Biologist - 3 Baldtop Heights - WLM Biologist Cathy Haffner - Danville | 1 |
| PA Game Commission Fuqua - 2064 Logan Rd - SWRO - Fuqua - Glen Campbell | 1 |
| PA Game Commission Jacob Oleksak - 5826 Hartstown Road - NWRO Oleksak - Hartstown | 1 |
| PA Game Commission Lisa Williams - 714 Lower George Valley Rd - PO Box 191 Rt 1 - WLM - Gregg | 1 |
| PA Game Commission Mario Piccirilli - 75 College Avenue - NWRO Mario Piccirilli - Greenville | 1 |
| PA Game Commission NWRO Stacy Wolbert - 35 Hollow Ln - NWRO Stacy Wolbert - Lucinda | 1 |
| Pa Game Commission- Ronda Bimber - 1605 Davey Hill Road - NWRO- R. Bimber - Pittsfield | 1 |
| PA Game Commission SCRO Matt Marshall - 823 Havice Valley Road - SCRO Matt Marshall - Milroy | 1 |
| PA Game Commission SERO - 253 Snyder Road - PGC SERO - Reading | 9 |
| PA Game Commission SGI 121 - 20591 Coles Valley Rd - SB 838 - SCRO-SGL 121 - Waterfall | 1 |
| PA Game Commission SGL 127 - 1305 Prospect St - DSL NE SGL 127 - Tobyhanna | 1 |
| Pa Game Commission SGL 143 NWRO - 375 Moore Lane - NWRO SGL 143 Headquarters - Pittsfield | 1 |
| PA Game Commission SGL 172 - RR 2 Box 256A - DSL NE SGL 172 - Wyalusing | 1 |
| PA Game Commission SGL 219 - SGL 219 State Route 1074 - NERO SGL 219 - Warren City | 1 |
| PA Game Commission SGL 252 - 2495 Alvira Rd - DSL NW SGL 252 - Allenwood | 1 |
| PA Game Commission SGL 35 - 2364 Harmony Rd - NERO-SGL 35 - Susquehanna | 1 |
| PA Game Commission SGL 41 - 372 Replogle School Road - SGL 41 - New Enterprise | 1 |
| PA Game Commission SGL 63 - 854 Roberts Hill Rd - DSL NW SGL 063 - Shippenville | 1 |
| PA Game Commission SGL 73 - 133 Tollgate Lane - SGL 73 SCRO - Martinsburg | 1 |
| PA Game Commission Western Game Farm - 22130 Greytown Hills - Western Game Farm - Cambridge Springs | 4 |
| PA Game Commission WLM Tim Hoppe - 8359 Pondview Drive - NWRO Biologist Tim Hoppe - McKean | 1 |
| PA Game Commission WM Dan Brauning - 1920 Inverness Road - Dan Brauning WLM - Montoursville | 1 |
| PA Hwy 87 - Mehoopany Fire Tower - Mehoopany | 1 |
| PA Railroad Museum - 300 Gap Rd - Strasburg | 8 |
| PA Soldier's & Sailor's Home - 560 E 3d St - Erie | 13 |
| PA State Police - 654 Bangor Rd - Troop M - Nazareth | 51 |
| Paint Shed - Grove St & Morgan Ave - District 4-2 - Clarks Summit | 2 |
| Paperkraft Bldg - Paperkraft Blvd & 4th St - 100 Paperkraft Prk - LCB Distribution Center - Region 3 - Blawnox | 8 |
| Park & Maple Sts - District 3-6 - Laporte | 8 |
| Park Building - AHN 1 Gifford Pinchot - AHN:1 Unit:Park-Bldg - Gifford Pinchot State Park - Lewisberry | 1 |
| Park Marina - 1542 Mountain View Dr - Nockamixon State Park - Quakertown | 1 |
| Park Office - 100 Lower Lake Road - Promised Land State Park - Greentown | 15 |
| Park Office - 101 Pine Grove Rd - Caledonia State Park - Fayetteville | 7 |
| Park Office - 101 Swamp Rd - Tyler State Park - Tyler State Park - Newtown | 9 |
| Park Office - 1066 Blooming Grove Rd - Codorus State Park - Hanover | 4 |
| Park Office - 1100 Pine Grove Rd - Pine Grove Furnace State Park - Gardners | 9 |
| Park Office - 111 Spillway Road - Hills Creek State Park - Wellsboro | 12 |
| Park Office - 1117 Jim Mountain Rd - Laurel Ridge State Park - Rockwood | 3 |
| Park Office - 114 Campground Road - Tobyhanna State Park - Tobyhanna | 6 |
| Park Office - 1150 Keystone Park Road - Keystone State Park - Derry | 8 |
| Park Office - 124 Park Rd - Blue Knob State Park - Imler | 5 |
| Park Office - 132 State Park Rd - Shawnee State Park - Schellsburg | 6 |
| Park Office - 136 Poe Valley Park Cir - Poe Valley State Park - Coburn | 2 |
| Park Office - 1405 New Lancaster Valley Rd - Reeds Gap State Park - Milroy | 6 |
| Park Office - 1454 Laurel Hill Park Rd - Laurel Hill State Park - Laurel Hill State Park - Somerset | 5 |
| Park Office - 149 Main Park Rd - Bald Eagle State Park - Bald Eagle State Park - Howard | 13 |
| Park Office - 1542 Mountain View Dr - Nockamixon State Park - Quakertown | 10 |
| Park Office - 1579 State Park Rd - Little Buffalo State Park - Newport | 7 |
| Park Office - 15795 Greenwood Rd - Greenwood Furnace State Park - Huntingdon | 6 |
| Park Office - 1599 Doubling Gap Rd - Colonel Denning State Park - Newville | 5 |
| Park Office - 170 Rte 259 Hwy - Yellow Creek State Park - Yellow Creek State Park - Penn Run | 6 |
| Park Office - 171 Dinner Bell Rd - Ohiopyle State Park - Ohiopyle | 6 |
| Park Office - 18 Boundary Road - Memorial Lake State Park - Grantville | 4 |
| Park Office - 199 E Cowley Run Rd - Sizerville State Park - Emporium | 7 |
| Park Office - 205 Canoe Creek Road - Canoe Creek State Park - Canoe Creek State Park - Hollidaysburg | 10 |
| Park Office - 2200 Rosstown Rd - Gifford Pinchot State Park - Gifford Pinchot State Park - Lewisberry | 1 |
| Park Office - 225 Pleasant Valley Rd - Moraine State Park - Portersville | 16 |
| Park Office - 2600 Smith Station Rd - Codorus State Park - Hanover | 16 |
| Park Office - 2660 Williamsfield Rd - Box 425 - Pymatuning State Park - Jamestown | 13 |
| Park Office - 28 Entrance Road - Mt Pisgah State Park - Troy | 8 |
| Park Office - 2950 Pohopoco Dr - Beltzville State Park - Beltzville State Park - Lehighton | 10 |
| Park Office - 3000 State Rte 18 - Raccoon Creek State Park - Hookstown | 17 |
| Park Office - 305 State Park Rd - Oil Creek State Park - Oil City | 7 |
| Park Office - 3401 State Rd - Neshaminy State Park - Bensalem | 8 |
| Park Office - 360 Bristoria Rd - Ryerson Station State Park - Wind Ridge | 6 |
| Park Office - 361 Bristoria Rd - Ryerson Station State Park - Wind Ridge | 3 |
| Park Office - 3613 State Route 534 - Hickory Run State Park - Hickory Run State Park - White Haven | 19 |
| Park Office - 3751 Skippack Creek Rd - Evansburg State Park - Collegeville | 1 |
| Park Office - 38 Clear Creek Park Rd - Clear Creek State Park - Sigel | 5 |
| Park Office - 40 Rocky Mountain Rd - Caledonia State Park - Fayetteville | 1 |
| Park Office - 4205 Little Pine Creek Rd - Little Pine State Park - Waterville | 6 |
| Park Office - 4216 Beaver Rd - Black Moshannon State Park - Philipsburg | 6 |
| Park Office - 454 Lyman Run Rd - Lyman Run State Park - Galetton | 9 |
| Park Office - 4797 Rte 660 - Leonard Harrison State Park - Leonard Harrison State Park - Wellsboro | 7 |
| Park Office - 500 Bethlehem Pke - Fort Washington State Park - Fort Washington | 6 |
| Park Office - 533 State Park Rd - Bendigo State Park - Johnsonburg | 6 |
| Park Office - 565 Mt Olivet Rd - Frances Slocum State Park - Frances Slocum State Park - Wyoming | 12 |
| Park Office - 6235 Aughwick Rd - Cowans Gap State Park - McConnellsburg | 10 |
| Park Office - 675 Park Rd - Marsh Creek State Park - Downingtown | 5 |
| Park Office - 684 Lake Wilhelm Rd - MK Goddard State Park - Stoneboro | 7 |
| Park Office - 687 Tuscarora Park Rd - Tuscarora State Park - Barnesville | 13 |
| Park Office - 695 State Rte 487 - Ricketts Glen State Park - Benton | 15 |
| Park Office - 720 Gill Hill Rd - Little Buffalo State Park - Little Buffalo State Park - Newport | 5 |

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| Park Office - 743 Shawnee Rd - Shawnee State Park - Schellsburg | 7 |
| Park Office - 768 Linn Run Rd - Unit Coin - Linn Run State Park - Rector | 1 |
| Park Office - 770 Linn Run Rd - PO Box 50 - Linn Run State Park - Rector | 3 |
| Park Office - 791 Rockport Rd - Lehigh Gorge State Park - White Haven | 1 |
| Park Office - 843 Park Rd - French Creek State Park / FD 17 - Elverson | 25 |
| Park Office - 851 Mayhall Rd - Evansburg State Park - Collegeville | 9 |
| Park Office - 86 Hyner Park Rd - Hyner Run State Park - Hyner | 6 |
| Park Office - 943 Glades Pke - Kooser State Park - Kooser State Park - Somerset | 2 |
| Park Office - 966 Marina Rd - Prince Gallitzin State Park - Patton | 20 |
| Park Office - 97 Kettle Creek Park Ln - Kettle Creek State Park - Renovo | 12 |
| Park Office - AHN 2 Canoe Creek Rd - AHN-2 - Canoe Creek State Park - Hollidaysburg | 1 |
| Park Office - Box 1137 Honey Hole Ln - Nescopeck State Park - Drums | 8 |
| Park Office - Bridge Ave - Shikellamy State Park - Shikellamy State Park - Sunbury | 11 |
| Park Office - River Rd - PO Box 120 - Cook Forest State Park - Cooksburg | 10 |
| Park Office - Rte 1011 - Locust Lake State Park - Barnesville | 2 |
| Park Office - Sycamore Mills Rd - Ridely Creek State Park - Media | 11 |
| Park Office / Visitor Center - 4843 Park Rd - Sinnemahoning State Park - Austin | 10 |
| Parking Lot - 514 Swamp Rd - Tyler State Park - Newtown | 1 |
| Patrick L Durham - 500 E Catherine St - Rear - Patrick L Durham - Chambersburg | 1 |
| Patrick Solano Env Ed Building - 57 Nature Center Road - Frances Slocum State Park - Wyoming | 2 |
| Penn Center - 2601 N 3rd St - Harrisburg | 96 |
| Penn Crossing Shopping Ctr - 2012 Penny Ln - PA Wine & Spirits Shoppe 6516 - Jeannette | 2 |
| Penn Hills Shopping Center - 11685 Penn Hills Dr - PA Wine & Spirits Shoppe 0299 - Pittsburgh | 2 |
| Penn Lincoln Center - 440 Lincoln Dr - PA Wine & Spirits Shoppe 9212 - Imperial | 1 |
| Penn National Racino - 720 Bow Creek Rd - Grantville | 12 |
| Penn Pavilion - 701 Penn Ave - New Brighton | 5 |
| Penn View RWIS Site # 1017 - 364 Stone Ridge Rd - Blairsville | 1 |
| PennDot ATR - 2828 South Bridge Road - District 12 - Buffalo | 2 |
| PennDOT Dist 8-5 Stockpile #7 - 7070 Allentown Blvd - Harrisburg | 1 |
| PennDOT District 2 Office - 70 PennDot Drive - District 2 Office - Clearfield | 76 |
| PennDot DLC 02 Erie - 7200 Peach Street - Unite 480 - Summit Towne Centre - Erie | 17 |
| PennDot DLC 021 Chambersburg - 1320 Lincoln Highway East - Franklin Center Suite 4 and 5 - DLC - Chambersburg | 18 |
| PennDOT HAR - 1263 Gringo Clinton Rd - District 11-2 - Hopewell | 2 |
| PennDOT Quehanna Training Center - Quehanna Hwy - 5 Miles N of Karthaus on Rt 1011 - District 2-02 - Karthaus | 7 |
| PennDOT Testing Lab - 82 Dogwood Ave - District 7-02 - Delivery - Harrisburg | 82 |
| PennDOT Warren County Maint Office - 20745 Route 6 - District 01-6 - Warren | 17 |
| Pennsylvania Place - 301 Chestnut St - Harrisburg | 2 |
| Perry Hwy - ERC Monitoring Site/Trailer - Pittsburgh | 1 |
| Philadelphia Annex - Arch St - 801 Arch St - DOR - Philadelphia | 55 |
| Philadelphia Annex - Market St - 801 Market St - Shared Access Circuit EDBKTSW90001 - Philadelphia | 145 |
| Philadelphia Park Casino - 3001 Street Rd - Philadelphia Park Racetrack - Bensalem | 1 |
| Philly Rec & Con - 801 Market St - Philly Rec & Con - Philadelphia | 2 |
| Photo License Center - 110 Lincoln Highway - Vilsage #107 - Fairless Hills | 1 |
| Pickel Point - AHN 83 Rte 390 - AHN-83 - Promised Land State Park - Greentown | 1 |
| Pike Cnty Welcome Ctr - I-84 Exit 53 - Rtes 6 & 209 - Matamoras | 1 |
| Pine Creek Shed - 9735 Perry Hwy - Pine Creek Shed - District 11-13 - Pittsburgh | 5 |
| Pitnick Building - 901 N 7th St Rear - Harrisburg | 47 |
| Pittsburgh Annex - Chamber of Commerce - 411 7th Ave - DOR - Pittsburgh | 71 |
| Pittsburgh Annex - Piatt Place - 301 Fifth Ave - Shared Access Circuit EDBKFOF60001 - Pittsburgh | 204 |
| Pittsburgh Annex - Stanwix Building - 11 Stanwix St - DOR - Pittsburgh | 45 |
| Pittston Crossing Shopping Center - 320 Route 315 Highway - Suite 130 - 4027 - Pittston | 2 |
| Plaza at Coal Township - 9345 State Route 61 - PA Wine & Spirits 4902 - Coal Township | 5 |
| PO Box 246 Rte 29 - SCI Graterford - Graterford | 64 |
| PO Box 382 - US Rte 6 - PA Wine & Spirits Shoppe 0804 - Wyalusing | 2 |
| Pocono Plaza - 322 E Brown Ave - PA Wine & Spirits Shoppe 4501 - East Stroudsburg | 3 |
| Point State Park - 601 Commonwealth P1 Bldg A - Point State Park - Pittsburgh | 8 |
| Pole AC 117 - Long Pond | 2 |
| pole at dam - Sinnemahoning St Prk - 842 Swank Rd - Sinnemahoning State Prk - Internet Communications Tower - Austin | 1 |
| Pole C323 - Burlington | 1 |
| Polish National Union Building - 1006 Pittston Ave - Scranton | 9 |
| Polk Center - 1 Lakewood Cir North - Polk | 33 |
| Polk Cut Off RD 2 - Polk | 1 |
| Pondfield Tower Rd - DCNR - Forest District 4 - Farmington | 11 |
| Pool - 1542 Mountain View Dr - Nockamixon State Park - Quakertown | 1 |
| Pool - 40 Rocky Mountain Rd - Caledonia State Park - Fayetteville | 1 |
| Pool - 675 Park Rd - Unit Pool Coin - Marsh Creek State Park - Downingtown | 1 |
| Pool Area - 1405 New Lancaster - Reeds Gap State Park - Milroy | 1 |
| Pool Area - 565 Mt Olivet Rd - Frances Slocum State Park - Wyoming | 1 |
| Pool Concession - 1579 State Park Road - Little Buffalo State Park - Newport | 1 |
| Pool Concession - 199 E Cowley Run Rd - Sizerville State Park - Sizerville | 1 |
| Pool Filter Bldg - 698 Park Rd - Marsh Creek State Park - Downingtown | 2 |
| Pool Ticket Booth - 329 Lot 3 Loop A - Lackawanna State Park - Dalton | 1 |
| Port Clinton Remote Tower - 1289 Fire Tower Rd - Port Clinton | 1 |
| POS Store 0934 - 132 Veterans Ln. - Building C - New 0934 - Doylestown | 3 |
| POS store 1803 - 167 7th Street - Store 1803 - Renovo | 2 |
| POS Store 5154 - 1112 Chestnut St. - New 5154 - Philadelphia | 4 |
| POS store 6716 - West Manchester Town Center - 880 Town Center Dr. - York | 2 |
| Potter County Maintenance Office - 7 West Locust Street - District 2-6 - Coudersport | 14 |
| Presque Isle Sewage Treatment Plant - 13 Presque Isle State Park - Presque Isle Sewage Treatment Plant - Erie | 2 |
| Presque Isle State Park Maintenance Bldg - 5 Peninsula Drive - Presque Isle State Park Main Bldg - Erie | 1 |
| Presque Isle State Park Marina - 15 West Fisher Drive - Presque Isle State Park Marina - Erie | 1 |
| Presque Isle State Park Office Ranger Station - 1 Peninsula Drive - Presque Isle St. Prk. Office/Ranger - Erie | 3 |
| Presque Isle State Park Ranger Station - 1 Presque Isle State Park - Presque Isle State Park Ranger Stat - Presque Isle State Park - Erie | 4 |
| Price Chopper Plz - Rte 706 RFD 3 - PA Wine & Spirits Shoppe 5802 - Montrose | 3 |
| Private Residence - 51 Carriage Rd - Dog Law Warden - Palmyra | 1 |
| Private Residence - 5435 Monocacy Dr - Food Distribution - Bethlehem | 1 |
| PSP Balzar Remote - 3511 Valley View Drive - 1M08 - Bangor | 1 |
| PSP Barger Remote - 49 Cellular Lane - 2P12 - Wilkes-Barre | 1 |
| PSP Blue Knob Remote - 751 Ski Access Road - 3G05 - Claysburg | 1 |
| PSP Buckingham Remote - 1911 Holicong Road - 1M04 - New Hope | 1 |
| PSP Butler Remote - 220 Hoon Road - 6D02 - Butler | 1 |
| PSP Clarion Remote - 80 Chestnut Ridge Drive - 4C15 - Clarion | 1 |
| PSP Clearfield Remote - 7832 Drane Highway - 4C05 - West Decater | 1 |
| PSP Cosmos Remote - 150 Poseytown Road - 6D07 - Templeton | 1 |
| PSP Drivers Training Facility - 429 Awol Rd - Jonestown | 16 |
| PSP Flint Hill Remote - 1449A Flint Hill Road - 1M06 - Coopersburg | 1 |
| PSP Fogelsville Remote - 4785 South Mountain Drive - 1M10 - Emmaus | 1 |
| PSP Furnace Hill Remote - 594 Fire Tower Road - 1J03 - Litzitz | 1 |
| PSP Headquarters - 1800 Elmerton Ave - PSP Department Headquarters - Harrisburg | 171 |
| PSP Kohler Remote - 3419 Conestoga Road - 1J05 - Glenmoore | 1 |
| PSP Lancaster Remote Tower - 220 Beacon Light Rd - 1J02 - Coatesville | 1 |

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| PSP Lehighon Remote - 45 Shad Blue Lane - 2N10 - Jim Thorpe | 1 |
| PSP Lykens Remote - 200 Bear Valley Rd - 3H15 - Wiconisco | 1 |
| PSP Mount Davis Remote - 1940 North Wolf Rock Road - 5A10 - Salisbury | 1 |
| PSP Mount Wheeler Remote - 183 High Flight Drive - 5B02 - Washington | 1 |
| PSP New Castle Remote - 533 Harmony Baptist Road - 6D11 - New Castle | 1 |
| PSP Newport Remote - 1299 Mannsville Rd - 3H07 - Elliotsburg | 1 |
| PSP Pimple Hill Remote - MONR680 - 235 Dixon Lane - 2N08 - Albrightsville | 1 |
| PSP Pine Grove Mills Remote - 147 Midstate Trail - 3G09 - State College | 1 |
| PSP Rokosky Remote - 821 Aughwick Road - 3G14 - McConnellsburg | 1 |
| PSP Shickshinny Remote - 150 Mountain Road - 2P06 - Shickshinny | 1 |
| PSP Sundry Remote - 189 Tower Road - 1L08 - Mahanoy City | 1 |
| PSP Troop B HQ - 150 Route 519 - Eighty Four | 13 |
| PSP Wolfe Remote - 1 High Rock Road - 3H17 - Hanover | 1 |
| Publications Buildings - 908 Market St - Harrisburg | 3 |
| Pumping Station - 1001 Winter St - District 6-5 - Philadelphia | 3 |
| Punxsutawney Community Health Center - 200 Prushnok Drive - Suite 202B - Punxsutawney | 5 |
| Purity Plaza - 140 Purity Rd - PA Liquor Control Board 8010 - Pittsburgh | 29 |
| Purity Plaza - 158 Purity Rd - 8414 - Penn Hills | 2 |
| Quakertown Shopping Ctr - 1465 W Broad St Suite 19 - PA Wine & Spirits Shoppe 0920 - Quakertown | 3 |
| Rachel Carson State Office Building - 400 Market St - 1st Floor Data/Voice Demarcs - Harrisburg | 221 |
| Radio Systems ROC3 - AHN 9815 Coudersport Pike - Rt 44 - ROC3/LYCO21/Pump Station - Lock Haven | 1 |
| Railroad Station - 7 Sheridan Street - Ohioypyle State Prk Railroad Station - Ohioypyle | 1 |
| Rambler's Rest - 4685 Harlansburg Road - Stockpile 16 - Slippery Rock | 2 |
| Ramcat GAI-Tronics Phone - 525 Ramcat Rd - Ramcat GAI-Tronics Phone - Confluence | 1 |
| Ranger Station - 249 Campground Rd - Prince Gallitzin State Park - Patton | 2 |
| Ranger Station - 6011 State Park Rd - Ralph Stover State Park - Pipersville | 2 |
| Rattlesnake Fire Tower - Philipsburg | 1 |
| Rattlesnake Rock Parking Lot - Route 414 - FD 16 Tioga State Forest - Morris | 1 |
| Rauchtown Foreman's Headquarters - Rauchtown | 2 |
| RD - Scotia Range - State College | 1 |
| RD 1 - Pleasantville | 2 |
| RD 1 - SR 1011 Seg 1170 - Fredericksburg | 2 |
| RD 1 - Stony Point Maintenance HQ - Petersburg | 1 |
| RD 1 - Tobyhanna | 2 |
| RD 1 - Trough Creek Maintenance HQ - James Creek | 1 |
| RD 1 - Whipple Dam Maintenance HQ - Petersburg | 1 |
| RD 1 42A Hwy 274 Box B - Bryner Ranger Headquarters - Blain | 1 |
| RD 1 AHN 1 - AHN-1 - Black Moshannon State Park - Rush | 1 |
| RD 1 Box 10A - Troop G - Huntingdon - Huntingdon | 14 |
| RD 1 Box 131 - Rte 522 - Troop F - Selingsgrove - Selingsgrove | 13 |
| RD 1 Box 40 - Rte 706 - District 4-5 - Montrose | 2 |
| RD 1 Box 40 - State Game Land 164 - Williamstown | 1 |
| RD 1 Box 41A - Spring Mills | 1 |
| RD 1 Plumer Rd - Plumer Fire Tower - Oil City | 1 |
| RD 1 Union Hollow Rd - Blain | 1 |
| RD 12 Box 372 Donohoe - Greensburg | 10 |
| RD 2 Box 2138 - State Game Lands 106 - Orwigsburg | 1 |
| RD 2 Box 290 - DLC-39 New Castle - New castle | 7 |
| RD 2 Box 314 - Troop C - Clearfield - Woodland | 48 |
| RD 2 Box 83 - Troop F - Stonington - Sunbury | 19 |
| RD 2 Rte 191 S - Dorsan Building - DLC-102 Honesdale - Honesdale | 3 |
| RD 3 Box 133 - Reynoldsville | 1 |
| RD 3 Box 490 - Tunkhannock | 2 |
| RD 4 Box 228 - State Game Lands 216 - New Castle | 1 |
| RD 4 Box 233A - Kittanning | 1 |
| RD 6 Box 6225 - Rte 502 Bill's Shopping Plz - PA Wine & Spirits Shoppe 3521 - Moscow | 3 |
| Reading State Office Building - 625 Cherry St - DOR - Reading | 124 |
| Rec Hall - 492 Black Hill Rd - Rec Hall - Newport | 2 |
| Recruiting & Retention Storefront - 6800 Market Street - 2nd Floor - Upper Darby | 5 |
| Refreshment Stand - 286 Poe Valley Rd - Poe Valley State Park - Milroy | 2 |
| Regency Square Shopping Center - 131 Rohrerstown Rd - DLC-34 Lancaster - Lancaster | 9 |
| Regional Enterprise Towers - 425 6th Ave - Pittsburgh | 3 |
| Renaissance Bldg - 1001 State St - Erie UMR - Erie | 18 |
| Renaissance Center - 1001 State Street - Environmental Hearing Board - Erie | 6 |
| Rental Bldg - 1090 Pine Grove Rd - Pine Grove Furnace State Park - Gardners | 1 |
| Reststop - 982 Raccoon Park Rd - Raccoon Creek State Pa - Hookstown | 2 |
| Retail Unit 1 - 1848 Leithsville Rd - Hellertown Marketplace - PA Wine & Spirits Shoppe 4807 - Hellertown | 2 |
| Rhonda C. Shapey - 3017 Alden Court - Rhonda C. Shapey - Bensalem | 2 |
| Richard A. Sell - 951 Bridge Court - Richard A. Sell - Catsasauqua | 1 |
| Richard Ramos - 5040 N 7th St - Richard Ramos - Philadelphia | 2 |
| River Front Office Center - 1101 South Front Street - 4th Floor - Harrisburg | 2 |
| Riverfront Office Center - 1101 S Front St - PennDOT - Harrisburg | 477 |
| Rivers Casino - 777 Casino Dr - BGE02 - Pittsburgh | 7 |
| Riverview Place - 520 North Columbus Blvd. - PLCB Philadelphia Traning Center - Philadelphia | 7 |
| Road Side Rest - 2230 Rte 6 - 0.6 miles E of Rte 349 - District 3-7 - Gaines | 1 |
| Roadside Rest No 33 - I-80 Mile Marker 194 Seg 1914 - Loganton | 4 |
| Roaring Creek Maintenance Building - 2169 Roaring Creek Trail - Roaring Creek Maintenance Building - Mt Carmel | 2 |
| Robert B Birnbrauer - 881 Twinlyn Drive - Robert B Birnbrauer - Lansdale | 2 |
| Robert Barrett - 2931 O'Neil Dr - Robert Barrett - Bethel Park | 2 |
| Robinson Mall - 100 Robinson Centre Dr - Suite 84 - Pittsburgh | 4 |
| ROC 2 at Tpk Site W 03 Beaco - 4 miles north of Irwin - ROC2/WEST77/West03 Beacon - Irwin | 1 |
| Rockland Plaza - 1138 Rockland St. - FW&GS 0602T - Reading | 2 |
| Rockton Fire Tower - 140 Rockton Tower Rd - Rockton | 1 |
| Ross Corporate Center - 100 Ross Road - Suite 200 - King of Prussia | 9 |
| Route 6 Plaza - 1199 Texas Palmyra Highway - Suite O - Wine and Spirits Shoppe 6404 - Honesdale | 2 |
| RR 1 Box 1139 - State Game Lands 188 - Beavertown | 1 |
| RR 1 Box 189DD - Spring Mills | 1 |
| RR 1 Box 221 - Fisher Rd - Sigel | 2 |
| RR 1 Box 465A - State Game Lands 244 - Brookville | 1 |
| RR 1 Rte 555 - Hicks Run Foreman's HQ - Driftwood | 2 |
| RR 2 - Waynesburg | 1 |
| RR 2 Box 140 - Factory Rd - Corry | 1 |
| RR 2 Box 320 - SR3010 Lions Club Rd - Dog Law Warden - Port Royal | 1 |
| RR 2 Box 33A - Milford Readiness Ctr - New Milford | 8 |
| RR 2 Box 719 - State Game Lands 258 - Liverpool | 1 |
| RR 2 Monroeton Rd - DLC-104 Monroeton - Towanda | 4 |
| RR 3 Box 1088 - E Licking Creek HQ - Mifflintown | 3 |
| RR 4 Box 438H - Pine Grove | 2 |
| RR 5 Box 34 - Troop G - Lewistown - Mifflintown | 30 |
| Rt 1 & Baltimore Pke - DELA601 - Media | 1 |
| Rt 191 Cherry Ridge - AHN 3623 - Troop R - Honesdale - Honesdale | 16 |

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| Rt 819 - SR 0819 Seg 0670 Offset 1300 - Avonmore | 3 |
| Rt 93 Valley Plaza - PO Box 117 - PA Wine & Spirits Shoppe 4025 - Conyngham | 2 |
| Rtd 2 - SR 0501 Seg 0110 - Myerstown | 2 |
| Rte 1 AHN 22 Box # UNK1 - AHN:22 - Memorial Lake State Park - Grantville | 1 |
| Rte 1 S of 202 - Brandywine Battlefield Park - Chadds Ford | 11 |
| Rte 10 & US 1 SE ramp - Oxford | 2 |
| Rte 1002 - Lock Haven | 1 |
| Rte 108 - Canonsburg | 2 |
| Rte 11 - Bloomsburg | 3 |
| Rte 119 S - Georges | 2 |
| Rte 119 S - SCI Greensburg - Greensburg | 1 |
| Rte 150 - Bald Eagle Sewage Treatment Plant - Blanchard | 2 |
| Rte 150 - Curtain | 2 |
| Rte 209 - FBC Fish Management Area 5 - Bushkill | 2 |
| Rte 209 - State Health Ctr - Stroudsburg | 4 |
| Rte 209 PO Box 1378 - Jay Park - PA Wine & Spirits Shoppe 4508 - Marshalls Creek | 5 |
| Rte 209-Tanite Rd - Monroe CAO - Stroudsburg | 21 |
| Rte 22 PO Box 537 - South Central Regional Office - Huntingdon | 12 |
| Rte 220 - Cross Keys Rd - Hollidaysburg | 5 |
| Rte 220 & Meadows Intersection - Hollidaysburg Veteran's Home - Hollidaysburg Veteran's Home - Hollidaysburg | 17 |
| Rte 253 - Troxleville Maintenance - Troxleville | 2 |
| Rte 257 - Salina Rd - SERS Suite 6 Duawf Prof. Plaza - Seneca | 6 |
| Rte 26 - Box A - SCI Rockview - Bellefonte | 32 |
| Rte 26 TR 26 STA 1216 & 24 - McAlevys Fort | 1 |
| Rte 30 153 Bedford Plaza Rd - Bedford Plz - DLC-62 Bedford - Bedford | 7 |
| Rte 30 EB - Jeffers & Clover Mills Rds - PennDOT District 6-0 VMS 204 - Exton | 1 |
| Rte 349 - Tioga County Headquarters SGL 208 - Sabinsville | 1 |
| Rte 390 - PA Wine & Spirits Shoppe 4503 - Cresco | 2 |
| Rte 422 & Sportsman's Rd - Wernersville State Hospital - Wernersville | 99 |
| Rte 422 EB mile marker 182 - PennDOT District 6-0 VMS P403 - Royersford | 1 |
| Rte 44 - Waterville | 1 |
| Rte 45 Box 147 - Forest District 7 - Laurelton | 30 |
| Rte 50 - Wharton | 2 |
| Rte 507 Coolbaugh Area - Gouldsboro State Park - Gouldsboro | 2 |
| Rte 58 N - PO Box 300 - PA Wine & Spirits Shoppe 4304 - Mercer | 2 |
| Rte 6 - SCI Waymart - SCI Waymart - Waymart | 3 |
| Rte 6 & Sears Rd - Warren | 2 |
| Rte 6 (Between Rts 402 & 739) - Owego Ranger Station - Hawley | 2 |
| Rte 6 AHN 3560 - Unit:Coin - Ole Bull State Park - Pike | 2 |
| Rte 6 E - Ames Plz - DLC-54 Wellsboro - Wellsboro | 7 |
| Rte 61 & 901 - Anthra Plz - DLC-107 Shamokin - Shamokin | 4 |
| Rte 62 - Hickory | 3 |
| Rte 68 - Clarion | 1 |
| Rte 706 RD 1 Box 40 - SR 0706 Seg 0340 - Montrose | 15 |
| Rte 711 - Saint Clair | 3 |
| Rte 73 1.5 Mi W of TR 113 - Skippack | 1 |
| Rte 903 - Penn Forest FCS - Jim Thorpe | 2 |
| Rte 924 - PA Wine & Spirits Shoppe 5402 - Shenandoah | 2 |
| Rte 93 - Weatherly | 2 |
| Rte 993 Bushy Run Rd - Bushy Run Battlefield - Jeannette | 9 |
| Rtes 191 & 447 - Analomink | 2 |
| Rtes 82 & 282 - Little Jackson - Little Jackson | 1 |
| Rtes 970 & 350 - Sandy Ridge - State Game Lands 33 - Sandy Ridge | 1 |
| RWIS - 100 I-79 SB - MM 100 - ITS District 10-2 - Portersville | 2 |
| RWIS - 1000 Meyersdale Bypass - ITS District 9-7 - Meyersdale | 1 |
| RWIS - I-79 @ I-80 SB - SB ramp - ITS District 1-4 - Grove City | 2 |
| RWIS - I-79 EB mm 136 - Intersection of County Line Rd - ITS District 1-4 - Cochranon | 2 |
| RWIS - I-90 Exit 37 - ITS District 1-2 - Northeast | 2 |
| RWIS - Rte 422 Hwy - ITS District 10-4 - Indiana | 1 |
| RWIS - Rte 453 (near Janesville) - ITS District 9-2 - Tyrone | 2 |
| RWIS - Rte 8/308 - ITS District 1-5 - Wesley | 1 |
| RWIS 1 - I-81 NB Seg 0834 Offset 1450 - ITS District 8-8 - Jonestown | 1 |
| RWIS 10 - 33 Reservoir Rd - ITS District 2-0 - Mifflintown | 1 |
| RWIS 1002-317 - 9520 Clear Shade Dr - ITS District 9-0 - Windber | 2 |
| RWIS 12-5 AFLAD De-icer - 10287 Rte 30 - ITS District 12-5 - North Huntingdon | 2 |
| RWIS 180-Mercer - I-80 & Elliot Rd - 3 mi E of Ohio border - ITS District 1-0 - Wheatland | 1 |
| RWIS 2 - 89 N Interstate 81 - ITS District 8-8 - Jonestown | 1 |
| RWIS 7 & Har 7 - 251 Country Ln - ITS District 2 - Lewistown | 1 |
| RWIS A60 Fast Bridge - 914 E 12th St - ITS District 1-2 - Erie | 2 |
| RWIS Boshung - SR 322 and Fish Rd - Seg 0010 Offset 1525 - ITS District 1-5 - Cochranon | 2 |
| RWIS Clintonville - I-80 mm 37.5 - ITS District 1-5 - Clintonville | 1 |
| RWIS Nu Metrics - SR 8 overpass of SR 308 - Seg 0200 Offset 0195 - ITS District 1-5 - Wesley | 1 |
| RWIS Perry Cnty - Intersection SR 322 & SR 34 - Located in the median - ITS District 8-0 - Newport | 2 |
| RWIS Site 0103 - AHN 727 Route 40 E - ITS District 12-1 - North Union | 2 |
| RWIS Site 0106 - 665 Route 18 - ITS District 12-4 - Hanover | 3 |
| RWIS Site 1002 - 128 Glades Pke - SR 31 @ Laurel Ridge - ITS District 9-7 - Somerset | 2 |
| RWIS Site 1005 - 7150 Old US Hwy 322 - ITS District 2-7 - Millroy | 1 |
| RWIS Site 1006 - DMS 81N&S-40 - 40 Interstate 81 - I-81 N at Mile Marker 40.1 - ITS District 8-0 - Carlisle | 2 |
| RWIS Site 1007 - AHN 3 Kennedy Lane - 1 Mi E of Tollhouse Rd on Rte 283 W - ITS District 8-5 - Londonderry | 2 |
| RWIS Site 1008 - 2 Pleasant Hill Rd - ITS District 8-40 - Fairview | 2 |
| RWIS Site 1010 - AHN 1 Route 81 - I-81 at Exit 27 S - ITS District 8-5 - West Hanover | 2 |
| RWIS Site 1011 - 428 Northmont Ave - I-78 @ Exit 10 WB - ITS District 5-1 - Hamburg | 2 |
| RWIS Site 1019 - 10 7830 - I-90 Exit 3 Welcome Center - ITS District 1-2 - West Springfield | 1 |
| RWIS Site 1031 - SR 0077 Seg 0220 Offset 0000 - ITS District 1-0 - Townville | 2 |
| RWIS Site 1034 - 14876 Boot Jack Road - SR 0219; Seg 230; Offset 379 - ITS District 2-8 - Ridgway | 2 |
| RWIS Site 110 - 1115 Jim Mountain Rd - ITS District 12-0 - Rockwood | 2 |
| RWIS Site 157-2 - SR 0285 Seg 0020 Offset 1000 - Espyville - ITS District 1-0 - Linesville | 1 |
| RWIS Site 577-1 - Rte 15 - Bloss Mt - ITS District 3-0 - Tioga | 1 |
| RWIS Site 577-2 - Rte 15 South - Tioga RS - ITS District 3-0 - Tioga | 1 |
| RWIS Site 580-0 - 601 Grace Rd - I-80 Exit 053 MP55 - ITS District 10-0 - Knox | 1 |
| RWIS Site 590-3 - 1000 Route 219 - 1.0 Mi W of Jerome - ITS District 9-0 - Jerome | 1 |
| RWIS site I 80 W - 5 Mi W of Clearfield - Hyde | 2 |
| RWIS SR 0022 - 8156 Admiral Peary Hwy - ITS District 9 - Cresson | 1 |
| RWIS SR 62 - SR 0062 Seg 0700 Offset 0500 - SR 62 @ President Twp - ITS District 1-5 - Tionesta | 2 |
| RWIS SR 6N - I-79 Exit 166 - ITS District 1-2 - Edinboro | 1 |
| RWIS SSI SR27 - Fieldmore Hill - Seg 0200 Offset 0000 - ITS District 1-5 - Pleasantville | 1 |
| Ryan State Office Bldg - 501 N 3rd St - Harrisburg | 5 |
| Samters Building - 100 Penn Ave - Scranton | 1 |
| Samters Building - 101 Penn Ave - Scranton | 7 |
| Sandra Baughman - 204 2nd Avenue - Sandra Baughman - Franklin | 2 |
| Satellite Office - 217 State Dr - District 8-51 - Elizabethtown | 6 |

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| Satellite Office - 3810 Saxonburg Blvd - District 11-17 Stockpile 20 - Indianola | 3 |
| SB 722 - 2265 Great Bend Turnpike - SGL 159 - Honesdale | 1 |
| SCHU03 Keffers - 56 Tower Rd - SCHU03 Keffers - Tremont | 1 |
| Schwenks Rd - Treatment Plant; Mine Drainage - DEP @ Rausch Creek Treatment Plant - Valley View | 10 |
| SCI Fayette - 50 Overlook Rd - SCI Fayette - Labelle | 19 |
| SCI Muncy - 6454 Route 405 - Muncy | 3 |
| Scranton AFRC - 3401 Olyphant Avenue - Scranton | 15 |
| Scranton State Office Building - 100 Lackawanna Ave - Shared Access Circuit EDBKF0050001 - Scranton | 109 |
| Sewage Field Dialer - 51 Ice House Rd - Camp Thompson area - Gardners | 1 |
| Sewage Field Dialer - 709 Pine Grove Rd - Laurel Lake area - Gardners | 1 |
| Sewage Plant - US Rte 15 - Park Hill Rd - Tioga | 1 |
| Sewage Treatment Plant - 108 Nine Mile Lane - Denton Hill State Park - Ulysses | 1 |
| Sewage Treatment Plant - 132 Treatment Plant Road - Black Moshannon State Park - Philipsburg | 1 |
| Sewage Treatment Plant - 15 Lower Campground Rd - Kettle Creek State Park - Renovo | 1 |
| Sewage Treatment Plant - 1864 New Castle Rd - Moraine State Park - Portersville | 1 |
| Sewage Treatment Plant - 1964 Stover Mill Rd - Nockamixon State Park - Nockamixon State Park - Bedminster | 1 |
| Sewage Treatment Plant - 28 McGinley Pond Rd - Hickory Run State Park - White Haven | 2 |
| Sewage Treatment Plant - Gifford Pinchot State Prk - Dover | 1 |
| SGL 159 - 984 Texas Palmyra Hwy - SB 249 & SB 722 - Honesdale | 16 |
| Shawnee New Maintenance Bldg - 138 State Park Rd - Shawnee New Maintenance Bldg - Schellsburg | 1 |
| Shawnee Water Treatment Plant - 909 Shawnee Rd - Shawnee Water Treatment Plant - Schellsburg | 1 |
| Shed 11 - 3080 Legionville Rd - Harmony | 2 |
| Sheryl R. Kamp - 222 Marshall Drive - Sheryl R. Kamp - McKeesport | 1 |
| Shippen Towne Center - 109 S Conestoga Dr - Parcel 3-A - PA Wine & Spirits Shoppe 2103 - Shippensburg | 3 |
| Shohola Business Ctr - 837 Rte 6 - CCIS of Pike County - Shohola | 3 |
| Shoppes at Dilworthtown Cir - 1363 Wilmington Pke - PA Wine & Spirits Shoppe 1523 - West Chester | 4 |
| Shoppes at Jenners Village - 853 855 West Baltimore Pike - Suites P-2 & P-3 - 1509 - West Grove | 3 |
| Shoppes at Kissel Village - 1036 Lititz Pike - 3622 - Lititz | 2 |
| Shrewsbury Commons Shopping Ctr - 814 Shrewsbury Commons Ave - PA Wine & Spirits Shoppe 6714 - Shrewsbury | 4 |
| Sign Shop - 205 W Beaver St - District 1-41 - Mercer | 2 |
| Silver Lake Rd - Edgemere Ranger Station - Dingmans Ferry | 1 |
| Sinemahoning Dam Maintenance Office - 577 Swank Rd - Maintenance Office - Sinemahoning | 4 |
| Sinemahoning Carpenter Shop - 166 Goss Rd - Sinemahoning Carpenter Shop - Sinemahoning | 1 |
| Sinemahoning Kiosk at the Campground - 147 Campground Rd - Sinemahoning Kiosk at the Campgrou - Sinemahoning | 1 |
| Sinemahoning Park Manager Residence - 626 Swank Rd - Sinemahoning Park Manager Residence - Sinemahoning | 1 |
| Sinemahoning Park Office - 8288 First Fork Rd - Sinemahoning Park Office - Sinemahoning | 4 |
| Site 5 Main Hub - I-83 Seg 0390 Offset 1767.69 - Limekiln Rd NB Off Ramp - ITS District 8-0 - New Cumberland | 3 |
| Ski Lodge - 80 Elm Hollow Drive - Denton Hill State Park - Ulysses | 2 |
| Smethport - 300 Bingham Rd - District 2-5 - Cyclone | 27 |
| Snow Hill Falls Rd - Snow Hill Ranger Station - East Stroudsburg | 1 |
| Snow Removal Sta 112+00 - 2117 Rostraver Area - Rte 64 259 Sta 112+00 Pricedale - ITS District 12-0 - Rostraver | 4 |
| Snow Shoe Fire Tower - Snow Shoe | 1 |
| SOC Building - 100A Pine Drive - 1st floor - Harrisburg | 7 |
| Somerset Historical Center - 10649 Somerset Pke - Somerset | 5 |
| South End Lbrty Tnl - 1 S Liberty Tunnel - District 11-3 - Pittsburgh | 2 |
| South Mountain Readiness Center - 10025 South Mountain Rd - Fayetteville | 10 |
| South Mountain Restoration Center - 10058 South Mountain Rd - South Mountain | 5 |
| South Office Building - 300 Commonwealth Ave - Harrisburg | 9 |
| Southampton Village Shopping Ctr - 210 E Street Rd - PA Wine & Spirits Shoppe 0914 - Feasterville Trevese | 2 |
| Southeastern Veterans Center - 1 Veterans' Dr - Spring City | 11 |
| Southwestern Veterans Center - 7060 Highland Dr - Pittsburgh | 9 |
| SP 19 - Clover Hill | 2 |
| SPDMS #4 VMS - 1054 E Baltimore Pke - Variable Message Sign - Kennett Square | 1 |
| Spring Mill Complex Quaker Offices - 1001 E Hector St - Suite 410 - PGCB East - Conshohocken | 6 |
| Sprintown Shopping Center - 2671 Shillington Rd - PA Wine & Spirits Shoppe 0608 - Sinking Spring | 2 |
| SR 0006 Seg 0260 - Near Kane - Kane | 2 |
| SR 0006 Seg 0720 Offset 1611 - Near Galeton - Galeton | 2 |
| SR 0008 Seg 0220 Offset 0985 - Centerville | 4 |
| SR 0008 Seg 0630 Offset 0004 - 1 Mi N of Cherrytree - Cherry Tree | 2 |
| SR 0015 Seg 0071 - US 15 SB - Dillsburg | 1 |
| SR 0022 Seg 0190 Offset 0882 - 3 Mi SW of McVeytown - McVeytown | 2 |
| SR 0036 Seg 0130/1641 - Near Rodman - Rodman | 1 |
| SR 0046 Seg 0280 - Near Smethport - Smethport | 2 |
| SR 0066 Seg 0180 Offset 0171 - 2.5 Mi NE of Marienville - Marienville | 3 |
| SR 0074 Seg 0850 - Rte 74 at Bacon rd 5 miles South of - Red Lion | 1 |
| SR 0080 Seg 1460 Offset 0245 - I-80 Exit 22 ramp - Snow Shoe | 1 |
| SR 0140 Seg 0340 Offset 0625 - Near Germania - Germania | 2 |
| SR 0170 Seg 0462 - Martha Furnace - Port Matilda | 1 |
| SR 0220 E - Near Milan - Milan | 1 |
| SR 0234 Seg 0380 - .5 Mi West of Rte 15 on Rte 234 - Heidlersburg | 1 |
| SR 0281 Seg 0340 - Near Centerville - New Centerville | 5 |
| SR 0288 Seg 0100/1540 - Near Ellwood City - Ellwood City | 3 |
| SR 03010 - State Game Lands 247 - Kittanning | 4 |
| SR 0315 Seg 0140 - Near Dupont - Dupont | 4 |
| SR 0318 Seg 0100 - 3.5 NE of East Waterford - East Waterford | 2 |
| SR 0350 Seg 0410 Offset 0196 - Near Clarks Mills - Clarks Mills | 3 |
| SR 0371 Seg 0340 - Near Rileyville - Rileyville | 1 |
| SR 0446 Seg 0130 - Near Eldred - Eldred | 2 |
| SR 0551 Seg 0240 - Rte 551 N of Rte 422 - Pulaski | 3 |
| SR 0607 Seg 0150 Offset 0081 - Near Austin - Austin | 2 |
| SR 0851 - 1/2 mile east of I-83 on PA 851 - Shrewsbury | 1 |
| SR 0924 Seg 0120 - Near West Hazleton - West Hazleton | 2 |
| SR 1005 Seg 0210 - Near Milroy - Milroy | 4 |
| SR 1006 Seg 0030 - Near Lemon - Lemon | 2 |
| SR 1011 Seg 0160 - Near Genesee - Genesee | 2 |
| SR 1013 Seg 0040 - Near Courtdale - Courtdale | 2 |
| SR 1015 Seg 0150 - 300 yards S of SR 34 - Newport | 2 |
| SR 1016 - Foremen's Assembly Area - Milton | 1 |
| SR 2002 - Wheeler Fire Tower - Warren | 1 |
| SR 2010 Seg 0090 - Near Sugar Notch - Sugar Notch | 4 |
| SR 2015 Seg 0040 - Near Glencoe - Glencoe | 2 |
| SR 2503 - Near Muncy Near jct with 2055 - Muncy | 2 |
| SR 3014 Seg 0040 Offset 2101 - Near Patchinville - Patchinville | 1 |
| SR 3016 Seg 0050 Offset 0000 - 1.5 Mi E of Linesville - Linesville | 2 |
| SR 4004 Seg 0200 - Near Blooming Grove - Tafton | 2 |
| SR 4007 Seg 0480 - Near village of Equinunk - Equinunk | 1 |
| SR 4008 - Near Brookside - Brookside | 2 |
| SR 4008 Seg 0010 - Near Chippewa - Chippewa | 2 |
| SR 4013 Seg 0030/2371 - Darlington Boro - Darlington | 2 |
| SR 4029 Seg 0140/2665 - Near Atlasburg - District 12-7 - Atlasburg | 2 |
| SR 4032 Seg 0090/3020 - LR 04013 N of TR 68 - Industry | 2 |

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| SR 590 - Hamlin Shopping Ctr - PA Wine & Spirits Shoppe 6403 - Hamlin | 4 |
| SR 6 - Coudersport | 2 |
| SR 6 at Lantz Corner - Lantz Corner | 2 |
| St Rte 153 AHN 707 - AHN:707 - S B Elliott State Park - Penfield | 1 |
| Stackhouse School - 1150 Spring Creek Road - FBC Stackhouse School - Bellefonte | 2 |
| Staples Plaza - State Rte 68 & Perkins Rd - PA Wine & Spirits Shoppe 1603 - Clarion | 2 |
| State Game Lands 145 - 0.25 Mi W of Colebrook Rte 241 - Mt Gretna | 1 |
| State Game Lands 42 - 0.125 Mi off Twp Rd 962 - New Florence | 1 |
| State Health Center - 21 S Brown St - Lewistown | 5 |
| State Museum Building - 300 North St - Harrisburg | 69 |
| State Record Center - 1825 Stanley Dr - DOR - Harrisburg | 10 |
| State Rte 534 - Hickory Run State Park - YFC 2 - White Haven | 9 |
| Stateside Insurance Building - 2150 Herr St - Harrisburg | 35 |
| Steven Merrick - 22 Saratoga Lane - Steven Merrick - Mifflinburg | 1 |
| Still Hall - 840 Wood St - Clarion University - Clarion | 1 |
| Stock Pile #7 - 1088 Rt 14 Hwy - District 3-2 - Trout Run | 2 |
| Stockpile - 115 Hopewell Ridge Rd - District 12-2 - Graysville | 2 |
| Stockpile - 1337 Moravia Road - SP 114006 - Enon Valley | 2 |
| Stockpile 15 - Herrick - 13710 State Route 374 - SR 374 Segment 310 - District 04-5 - Uniondale | 2 |
| Stockpile - 1515 Golden Oaks Rd - District 12-2 - Holbrook | 2 |
| Stockpile 18 - 183 Clay Pike Road - District 12 5 - Acme | 2 |
| Stockpile - 280 Toll House Rd - District 8-0 - Middletown | 1 |
| Stockpile 9 - Rd 2 SR 4020 Seg 0011 - Olhouse Road off PA 934 - District 8-8 - Jonestown | 2 |
| Stockpile - AHN 1432 State Rte 4013 - Tyrone | 2 |
| Stockpile - SR 27 Seg 250 Offset 0431 - ITS District 1-5 - Pleasantville | 1 |
| Stockpile - SR99 Seg 0030 Offset 2875 - District 1-1 - Cambridge Springs | 2 |
| Stockpile # 02 - 1324 Saltsburg Rd - District 10-4 - Clarksburg | 2 |
| Stockpile # 05 - 68 Arrowhead Rd - District 03-3 - Danville | 2 |
| Stockpile # 15 - 1355 State Route 292 East - District 04-7 - Centermoreland | 2 |
| Stockpile #0003 - 2977 Hope Rd - District 05-5 - Easton | 2 |
| Stockpile #02 - 1386 Blue Mountain Dr - District 5-5 - Danielsville | 2 |
| Stockpile #02 - SR 1010 near jct SR 0467 - Near Allis Hollow - District 03-9 - Allis Hollow | 1 |
| Stockpile #03 - 1025 Route 706 - District 03-9 - Wyalusing | 1 |
| Stockpile #03 - PA 181 N George at 300 Ft N of I-83 - District 08-4 - York | 1 |
| Stockpile #04 - AHN 11206 Rte 61 - District 5-6 - Frackville | 2 |
| Stockpile #05 - 14015 Route 120 - District 02-4 - Sinnemahoning | 1 |
| Stockpile #05 - 6082 Ridgway St - St Marys Rd - District 02-8 - Ridgway | 2 |
| Stockpile #05 - AHN 1410 Scranton Carbondale Hwy - State Route 6 Segment 0390 - District 04-2 - Archibald | 2 |
| Stockpile #05 - Kingsley - 7709 State Route 11 - SR 0011 Seg 0170 - District 04-5 Susquehanna County - Kingsley | 2 |
| Stockpile #05 - SR 0016 Seg 0070 - PA 16 3/4 mi W of Rte 116 - District 08-1 - Fairfield | 1 |
| Stockpile #06 - 1935 Mountain View Dr - District 06-1 - Ottsville | 1 |
| Stockpile #06 - 870 Kylertown Drifting Hwy - SR 0740 Seg 2417 - District 2-2 - Morrisdale | 2 |
| Stockpile #06 - 9040 Route 487 - Mildred | 1 |
| Stockpile #06 - 949 Centerville Rd - District 08-2 - Newville | 2 |
| Stockpile #06 - AHN 18 Durham Dr - SR 0084 Segment 0071 I-84 Exit 1 - District 04-2 - Dunmore | 2 |
| Stockpile #07 - 1400 Delabole Junction Rd - District 05-5 - Pen Argyl | 3 |
| Stockpile #08 - Springville - 6586 State Route 29 - SR 0029 Segment 0130 - District 04-5 - Springville | 2 |
| Stockpile #09 - 10095 Timber Ridge - District 09-4 - Big Cove Tannery | 1 |
| Stockpile #09 - 20670 Bennets Valley Hwy - SR0255 Seg 0100 Offset 0794 - District 02-8 - Byrnedale | 2 |
| Stockpile #09 - 3930 Jacks Mountain Rd - SR 40001 Seg 0170 Offset 1144 - District 02-7 - Belleville | 2 |
| Stockpile #09 - SR 0006 Seg 0160 - Near Meshoppen - District 04-7 - Meshoppen | 2 |
| Stockpile #10 - 6859 Ridgway Johnsonburg Rd - SR0219 Seg 0480 Offset 2393 - District 02-8 - Johnsonburg | 2 |
| Stockpile #10 - Mount Cobb - AHN 2807 State Route 247 - SR 0084 Segment 0071 I-84 Exit 4 - District 04-2 - Jefferson | 2 |
| Stockpile #11 - 10 Lawrence Rd - Broomall | 1 |
| Stockpile #11 - 20069 Croghan Rd - District 9-5 - Orbisonia | 1 |
| Stockpile #11 - Rt 225 - District 03-4 - Dornsife | 2 |
| Stockpile #11 - SR 0034 Seg 0200 - Near Bendersville on PA 34 - District 08-1 - Bendersville | 1 |
| Stockpile #11 - Thompson - 4734 State Route 1001 - SR 1005 Segment 0070 - District 04-5 - Thompson | 2 |
| Stockpile #12 - 67 State Dr - District 02-8 - Ridgway | 2 |
| Stockpile #12 - 9919 Old Rt 126 - District 09-4 - Warfordsburg | 1 |
| Stockpile #12 - AHN 1426 Route 307 - SR 380 Segment 0080 I-80 Exit 6 - District 04-2 - Daleville | 2 |
| Stockpile #12 - SR 0036 Seg 0080/0212 - Near Loysburg - District 09-1 - Loysburg | 1 |
| Stockpile #13 - 504 Nazareth Pike - District 5-5 - Nazareth | 2 |
| Stockpile #16 - 16003 Lincoln Hwy - District 09-1 - Breezewood | 1 |
| Stockpile #21 - Lenox - 40 Feduchak Lane - SR 0092 Seg 0110 - District 04-5 - Kingsley | 2 |
| Stockpile #23 - 873 Viaduct Rd - SR 0030 Seg 2085 - District 2-2 - Grampian | 3 |
| Stockpile #27 - 1060 E National Pke - Amwell | 2 |
| Stockpile 02 - 3114 Green Garden Road - District 11 2 - Hopewell | 4 |
| Stockpile 02 - 407 Crooked Creek Dam Rd - District 10-1 - Ford City | 1 |
| Stockpile 03 - Chambersburg - 190 Mill Rd - District 08-3 Franklin County - Chambersburg | 12 |
| Stockpile 03 - 1 AHN SR 522 - District 02-7 - Decatur | 2 |
| Stockpile 03 - 560 Route 830 - District 10-5 - Brookville | 1 |
| Stockpile 03 - 850 Jackson Rd - District 10-1 - Apollo | 1 |
| Stockpile 04 - 148 Rattlesnake Rd - District 10-5 - Brockway | 1 |
| Stockpile 04 - 15001 US Route 422 - District 10-1 - Worthington | 1 |
| Stockpile 04 - 528 Lumber Rd - District 10-3 - New Bethlehem | 1 |
| Stockpile 04 - 7733 Rte 22 Hwy E - SR 022 Seg 0240 Offset 2000 - District 10-4 - New Florence | 2 |
| Stockpile 05 - 10462 Rockton Mountain Hwy - SR 0322 Seg 0290 Offset 0086 - District 2-2 - Clearfield | 3 |
| Stockpile 05 - 22 Buckingham St - SR 0127 Seg 0100 Offset 0000 - District 01-6 - Tidioute | 2 |
| Stockpile 05 - 2868 McAlevys Fort Road - District 09 5 - Petersburg | 2 |
| Stockpile 05 - 5061 Route 536 - District 10-5 - Ringgold | 1 |
| Stockpile 05 - 744 State Route 268 - District 10-1 - Cowansville | 1 |
| Stockpile 05 - INDI62 - 645 Rte 403 Hwy North - District 10-4 - Strongstown | 2 |
| Stockpile 06 - 3285 Route 28/66 - District 10-1 - Distant | 1 |
| Stockpile 06 - 388 Arnold Ave - District 10-3 - Tylersburg | 1 |
| Stockpile 06 - 41 Orchard Ln - 1 mi S of Hillsdale - District 10-4 - Hillsdale | 2 |
| Stockpile 07 - 139 Shed Dr - SR 0153 Seg 0034 Offset 2743 - District 2-2 - Houtzdale | 2 |
| Stockpile 07 - 338 Northern Potter Road - Ulysses | 2 |
| Stockpile 07 - 5925 Route 322 - District 10-5 - Brookville | 1 |
| Stockpile 07 - 9701 Rte 6 - SR 0006 Seg 0770 Offset 1350 - District 01-6 - Tiona | 3 |
| Stockpile 08 - 13076 US Route 422 - District 10-1 - Kittanning | 3 |
| Stockpile 08 - 3800 Big Spring Road - District 08 9 - Blaine | 1 |
| Stockpile 08 - SR 0208 Seg 0140 Offset 0965 - 1 Mi W of Clintonville - District 1-5 - Clintonville | 2 |
| Stockpile 09 - 220 Passmore Hill Rd - SR 0969 Seg 0030 Offset 1460 - District 2-2 - Curwensville | 3 |
| Stockpile 09 - 4100 Conewango Ave - SR 1011 Seg 0080 Offset 1220 - District 01-6 - Warren | 3 |
| Stockpile 1 - 1000 E Bishop St (rear) - District 2-1 - Bellefonte | 1 |
| Stockpile 1 - 4595 Admiral Perry Hwy rear - District 9-3 - Ebensburg | 2 |
| Stockpile 10 - 151 Enterprise Dr - District 8-1 - New Oxford | 1 |
| Stockpile 10 - 484 Penn Ave - SR 0601 Seg 0440 - District 9-7 - Hollsopple | 2 |
| Stockpile 10 - 5255 Churchview Rd - District 5-3 - Zionville | 2 |
| Stockpile 10 - 5602 Seven Stars Rd - SR 2019 Seg 0050 - District 02-9 - Millerstown | 2 |

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| Stockpile 10 - Off Benner Pke onto Shiloh Rd - before I99 - District 2-1 - State College | 2 |
| Stockpile 10 - SR 0093 Seg 0240 Offset 0000 - Near Sybertsville - District 4-3 - Sybertsville | 2 |
| Stockpile 10 - SR 0372 Seg 0150 - Buck StockPile On PA 372 1/2 mile E - District 8-7 - Buck | 1 |
| Stockpile 11 - 1276A Montgomery Ave - District 5-1 - Boyertown | 2 |
| Stockpile 11 - 2411 26th St SW - District 5-3 - Allentown | 2 |
| Stockpile 11 - 646 Springside Ave - SR 0160 Seg 0310/0485 Near Wilmore - District 9-3 - Wilmore | 2 |
| Stockpile 11 - AHN 700 Reeceville Rd - District 6-2 - Coatesville | 1 |
| Stockpile 11 - AHN 702 Kinsinger Rd - District 8-5 - Halifax | 1 |
| Stockpile 11 - Seg 430 Herrville Rd - District 8-7 - Willow Street | 1 |
| Stockpile 12 - 157 Boone Run Rd - SR 2026 Seg 0010 Offset 0000 - District 03-7 - Blossburg | 1 |
| Stockpile 12 - 17948 Stone Bridge Rd - Near Spring Run - District 8-3 - Spring Run | 1 |
| Stockpile 12 - 32370 Rte 6 - SR 0006 Seg 0290 Offset 0000 - District 01-6 - Pittsfield | 3 |
| Stockpile 12 - 4 Breezy Park Dr - Fleetwood | 2 |
| Stockpile 12 - AHN 1407 W Germantown Pke - District 6-4 - Plymouth | 2 |
| Stockpile 12 - SR 0022 Seg 0040 - Inside Selingsgrove Ramp from US22 - District 8-9 - Amity Hall | 1 |
| Stockpile 12 - SR 0866 Seg 0400/3169Z - District 9-2 - Williamsburg | 1 |
| Stockpile 13 - 132 Keewaydin Rd - SR 0720 Seg 0000 - District 2-2 - Frenchville | 3 |
| Stockpile 13 - 189 Pleasant View-Smock Rd - SR 741 - District 12-1 - Smock | 2 |
| Stockpile 13 - Prospect & Indian Head Rds - District 8-7 - Columbia | 2 |
| Stockpile 14 - 1441 Platt Rd - Twp Rd 372 - District 2-2 - Dubois | 2 |
| Stockpile 14 - 165 Freeman Hollow Rd - SR 3012 Seg 0090 Offset 2309 - District 8-9 - Loysville | 2 |
| Stockpile 14 - 541 Bloss Mountain Rd - SR 2005 Seg 0050 offset 1000 - District 3-7 - Liberty | 3 |
| Stockpile 14 - 68 Evergreen Rd - District 6-4 - Pottstown | 1 |
| Stockpile 14 - 7869 National Pke - SR 0040 Seg 0120 - District 9-7 - SOME696 - Addison | 2 |
| Stockpile 14 - 88 Hershey Rd - District 8-2 - Shippensburg | 2 |
| Stockpile 140-05 - 1007 Franklin Rd - Jackson Center | 2 |
| Stockpile 140-06 - 3777 New Castle Rd - West Middlesex | 2 |
| Stockpile 15 - SR 0119 Seg 0170/1552 - District 12-5 - Youngwood | 2 |
| Stockpile 15 - SR 0220 Seg 0110 Offset 0025 - District 3-9 - New Albany | 1 |
| Stockpile 15 - SR 287 Seg 0430 - 4 mi N of Wellsboro - District 3-7 - Wellsboro | 1 |
| Stockpile 16 - 1037 Mile Hill Rd - District 5-6 - Hazleton | 3 |
| Stockpile 16 - 755 N Church St - District 6-2 - Spring City | 1 |
| Stockpile 16 - On Alum Rock Rd - Off SR 2069 - District 8-4 - York | 1 |
| Stockpile 16 - SR 2042 Seg 0060 Offset 0000 - Near Nuangola - District 4-3 - Nuangola | 2 |
| Stockpile 17 - 9275 Chaneyville Rd - Near Clearville - District 09-1 - Clearville | 1 |
| Stockpile 17 - AHN 18 Swedesford Rd - District 6-2 - Malvern | 1 |
| Stockpile 18 - 1600 Lebanon Rd - Stockpile 18 - District 8-7 - Manheim | 1 |
| Stockpile 18 - 51 Parkhill Dr - SR 0271 Seg 0300/1083 - District 9-3 - Johnstown | 1 |
| Stockpile 18 - AHN 7 Embreeville Rd - District 6-2 - Newlin | 1 |
| Stockpile 2 - 1021 Delchester Rd - District 6-2 - Newtown Square | 1 |
| Stockpile 2 - 10574 US Rte 6 N - District 1-2 - Albion | 3 |
| Stockpile 2 - 2390 Hudson Dr - District 5-2 - Weatherly | 1 |
| Stockpile 2 - 3452 Bear Creek Blvd - District 04 3 - Wilkes Barre | 2 |
| Stockpile 2 - 3601 Neshaminy Blvd - District 6-1 - Bensalem | 3 |
| Stockpile 2 - 446 Hillards Rd - District 10-2 - Petrolia | 1 |
| Stockpile 2 - 601 Grace Rd - I-80 WB @ MM 56 - District 10-3 - Knox | 1 |
| Stockpile 2 - 8603 Rte 183 - Strausstown - Bernville | 2 |
| Stockpile 20 - 2954 Red Schoolhouse Rd - District 2-2 - Osceola Mills | 3 |
| Stockpile 22 - 2193 Barrert Rd - SR 1010 Seg 0050 Offset 1688 - District 2-2 - Woodland | 2 |
| Stockpile 22 - 83 Fort Washington Expy - District 6-4 - Spring House | 1 |
| Stockpile 22 - SR 0222 Seg 9040 - 2.3 Mi N of 322 Northbound - District 8-7 - Murrell | 2 |
| Stockpile 23 - 1025 Henrys Rd - District 12-5 - Latrobe | 7 |
| Stockpile 23 - 479 Weaverland Valley Rd - District 8-7 - East Earl | 1 |
| Stockpile 23 - SR 0981 Seg 0420/1432 - District 12-5 - Latrobe | 2 |
| Stockpile 25 - 786 N Ninth St - SR 3029 Seg 0020 Offset 0693 - District 02-2 - Philipsburg | 2 |
| Stockpile 3 - 10266 Rte 58 - District 10-3 - Callensburg | 2 |
| Stockpile 3 - 1391 Cedar Crest Blvd N - District 5-3 - Cedar Crest | 2 |
| Stockpile 3 - 140 E High St - SR 0006 Seg 0300 Offset 0101 - Union City | 3 |
| Stockpile 3 - 141 E Spruce St - District 5-6 - Ringtown | 2 |
| Stockpile 3 - 350 Sportsmans Rd - Wernersville | 2 |
| Stockpile 3 - 425 Fairmont Rd - SR 1023 Seg 0040 Offset 1626 - District 10-2 - Karns City | 1 |
| Stockpile 3 - 571 Rte 56 Hwy E - District 10-4 - Homer City | 2 |
| Stockpile 3 - 6800 Columbia Blvd - SR11 Seg 0280 offset 0500 - District 3-1 - South Centre | 2 |
| Stockpile 3 - 6955 Lincoln Highway - SR 30 Segment 0370 - District 9-7 - Stoystown | 5 |
| Stockpile 3 - 901 Ayers Ave - District 8-20 - Lemoyne | 7 |
| Stockpile 3 - AHN 28 State Rte 534 - I-80 & Rte 534 - District 5-2 - White Haven | 3 |
| Stockpile 3 - BUCK690 - 300 Tyburn Rd - District 6-1 - Fairless | 2 |
| Stockpile 3 - Hillside Dr & Country Club Rd - SR 4034 seg 0020 offset 0000 - District 4-2 - Clarks Summit | 1 |
| Stockpile 4 - 1455 Chapman Area - North Bend | 2 |
| Stockpile 4 - 2100 Easton Rd - District 6-1 - Danboro | 2 |
| Stockpile 4 - 307 Currie Rd - TR 418 Near SR 0422 Seg 0030 - District 10-2 - Portersville | 1 |
| Stockpile 4 - 700 Johnson Hwy - Norristown Sub Office - Norristown | 2 |
| Stockpile 4 - AHN 21 Rte 903 - District 5-2 - Jim Thorpe | 3 |
| Stockpile 4 - SR 0088 Seg 0020/1037 - Ramp F&G - District 12-4 - Brownsville | 4 |
| Stockpile 4 - SR 0487 Seg 0710 Offset 0800 - Near Benton - District 3-1 - Benton | 2 |
| Stockpile 4 - SR 2011 Seg 0060 - East Richland Ave & Weaverstown Rd - District 8-8 - Myerstown | 2 |
| Stockpile 5 - 102 Industrial Rd - District 5-6 - Hegins | 2 |
| Stockpile 5 - 124 Conica Ln - SR 3028 Seg 0040 Offset 0020 - District 10-2 - Evans City | 1 |
| Stockpile 5 - 1365 Manheim Pike - PennDOT District 8-7 - Manheim | 1 |
| Stockpile 5 - 1500 Rte 663 - District 6-1 - Milford | 1 |
| Stockpile 5 - 1519 Meadowbrook Ln - District 6-2 - West Chester | 1 |
| Stockpile 5 - 1971 Mahoning Dr E - District 5-2 - Lehighton | 2 |
| Stockpile 5 - 959 SR 989 - District 11-2 - BEAV611 - New Sewickley | 2 |
| Stockpile 5 - 987 Mason Dixon Hwy - SR 219 Seg 310 2 mi S of Berlin - District 9-7 - Berlin | 2 |
| Stockpile 5 - AHN 700 Horseshoe Pke - PA 72 & US 322 - District 8-8 - Lebanon | 2 |
| Stockpile 5 - SR 0118 Seg 0160 - Near Kytile - District 4-3 - Kytile | 2 |
| Stockpile 5 - Umbletown Rd Rte 30 E (T-497) - District 8-7 - Gap | 1 |
| Stockpile 6 - 105 Angstadt Ln - Reading Bone - Birdsboro | 2 |
| Stockpile 6 - 289 Glendale Rd - District 11-2 - North Sewickley | 2 |
| Stockpile 6 - 300 Old Route 21 Rd - District 12-2 - Carmichaels | 2 |
| Stockpile 6 - 4445 Chambersburg Rd - SR 0030 Seg 0100 - District 8-1 - Cashtown | 1 |
| Stockpile 6 - 820 State Route 11 - Pole 5139 - District 4-3 - Hunlock Creek | 2 |
| Stockpile 6 - CHES691 - 4999 Horseshoe Pike - District 6-2 - Downingtown | 1 |
| Stockpile 6 - Paradise Rd - Milton | 3 |
| Stockpile 6 - SR 2004 Seg 0010 Offset 1290 - .75 Mi E of 60026 60027 60069 - ITS District 1-5 - Cranberry | 2 |
| Stockpile 7 - 100 Lewicki Rd - S of I-79 Hendersonville Exit - District 12-4 - Canonsburg | 5 |
| Stockpile 7 - 1031 Buckwheat Hollow Rd - SR 1028 Seg 0010 Offset 0500 - District 3-7 - Lawrenceville | 2 |
| Stockpile 7 - 12675 Buchanan Trail East - District 8-3 - Way | 1 |
| Stockpile 7 - 1351 Krumsville Rd - Route 37 - Lenhartsville | 2 |
| Stockpile 7 - 417 SR 1037 - District 10-1 - Dayton | 2 |
| Stockpile 7 - AHN 3 Foulk Rd - District 6-3 - Bethel | 1 |

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| Stockpile 7 - R D 1 - SR 3016 Seg 0040 - District 8-9 - Shermans Dale | 1 |
| Stockpile 7 - SR 0014 - West side near quarry - District 3-9 - Canton | 1 |
| Stockpile 7 - SR 0309 Seg 0210 Offset 0000 - Near Sun Valley - District 4-3 - Drums | 3 |
| Stockpile 7 - US Rte 1 2.5 mi W - District 6-2 - Kennett Square | 1 |
| Stockpile 8 - 104 Industrial Dr West - SR 0228 Seg 0270 Offset 0500 - District 10-2 - Valencia | 1 |
| Stockpile 8 - 12500 Forge Hill Rd - SR 0541 Seg 260 - District 8-3 - Roxbury | 1 |
| Stockpile 8 - 130 N Church St Rear - SR 2019 Seg 0010 - District 8-7 - Quarryville | 2 |
| Stockpile 8 - 1680 Kirby Rd - SR 2018 W of I-79 - District 12-2 - Waynesburg | 2 |
| Stockpile 8 - 405 Freedom Dr - District 6-1 - Newtown | 2 |
| Stockpile 8 - 417 Lowland Ave - Hamburg | 2 |
| Stockpile 8 - 6916 Rte 549 - SR 0549 Seg 0260 Offset 1900 - District 03-7 - Millerton | 1 |
| Stockpile 8 - 8457 Tyrone Pke - SR 0729 Seg 0200 Offset 0152 - District 2-2 - Irvona | 3 |
| Stockpile 8 - AHN 1 Coatesville Downingtown Byp - District 6-2 - Parkesburg | 1 |
| Stockpile 8 - AHN 1 Rte 322 - Near 8800 block Paxton St on Rt 322 - District 8-5 - Hummelstown | 1 |
| Stockpile 8 - AHN 1424 Rte 322 - District 8-8 - Annville | 1 |
| Stockpile 8 - SR 0477 Seg 0310 - 1 Mi S of Loganton - District 2-3 - Loganton | 2 |
| Stockpile 8 - SR 2002 Seg 0000 - Wilson Hill Rd - District 4-4 - Dingmans Ferry | 2 |
| Stockpile 9 - 2945 Eagle Valley Rd - Just S of Mill Hall Boro - District 2-3 - Mill Hall | 2 |
| Stockpile 9 - 324 Vernon Rd - PennDOT District 1-4 MERC93 - Greenville | 2 |
| Stockpile 9 - 501 N Pattstown Pke - District 6-2 - Exton | 1 |
| Stockpile 9 - 755 Old Lancaster Pike - Cumru | 2 |
| Stockpile 9 - AHN 2 Penhar Rd - District 8-5 - Harrisburg | 1 |
| Stockpile 9 - CAMB690 - 410 Clearfield Valley Blvd - SR 0053 Seg 0510 Offset 0068 - District 9-3 - Ashville | 2 |
| Stockpile 9 - SR 0014 - East near cemetery - District 3-9 - Troy | 4 |
| Stockpile 9 - SR 244 Seg 0010 Offset 0771 - District 2-6 - Shinglehouse | 2 |
| Stockpile 9 - SR 3008 Seg 0030 Offset 2400 - SR 3019 Intersection - District 9-5 - Cassville | 1 |
| Stockpile Ravine - 324 Rausch Creek Rd - Pine Grove | 3 |
| Stonehedge Square Shopping Ctr - 950 Walnut Bottom Rd - DLC-47 Carlisle - Carlisle | 9 |
| Store 0610 - 300 Kenhorst Plaza - PA Wine & Spirits Shoppe 0610 - Kenhorst | 3 |
| Store 2509 - Giant Eagle Plaza - 4466 Buffalo Rd - Erie | 3 |
| Store 5185 - 180 West Gerard Ave - Store 5185 - Philadelphia | 2 |
| Stryker Readiness Center - 1455 N Market St - Elizabethtown | 10 |
| Stull Center - 7 Presque Isle State Park - Unit:payphone Bldg:Stull Ctr - Presque Isle State Park - Erie | 1 |
| Stull Interpretive Center - 25 Old Lake Road - Stull Interpretive Center - Erie | 1 |
| Suburban Station Careerlink - 1617 John F Kennedy Blvd - Suburban Station Careerlink - Philadelphia | 8 |
| Sugarhouse Casino - 1001 N Delaware Ave - Philadelphia | 8 |
| Suite E - 11931 PA-85 - Kittanning | 8 |
| Sullivan County Estella Stockpile #07 - 2425 Route 4009 - District 03-6 - Forksville | 1 |
| Summerdale Plaza Shopping Center - 443 N Enola Rd - PA Wine & Spirits Shoppe 2108 - Enola | 2 |
| Suscon Rd - Bear Springs Fire Tower - Pittston | 1 |
| Susquehanna County Welcome Ctr - 1439 Route 11 - Great Bend | 8 |
| Swim Area - 2950 Pohopoco Rd - Beltville State Park - Franklin | 1 |
| Swimming Pool - 1371 Forest Rd - Blue Knob State Park Pool - Imler | 1 |
| SWRO Jeremy Febringer - 1538 Oak Forest Road - SWRO Febringer - Waynesburg | 1 |
| SWRO Zach Edwards - 644 Lost Valley Drive - Apt 1 - SWRO Zach Edwards - Hollsopple | 1 |
| Tamarack Fire Tower - 709 Leidy Area - Renovo | 1 |
| Tannersville Plz - Rte 611 - PA Wine & Spirits Shoppe 4509 - Tannersville | 2 |
| Tarr Rd Box 1828 - Titusville | 1 |
| TCC - 3821 Rte 309 - ITS District 5-0 - Upper Saucon | 1 |
| Tek Park Technology Campus - 9999 Hamilton Blvd - Suite 100 - Breinigsville | 8 |
| The Grit Building - 208 W 3rd St - DEP NCR Offices - Williamsport | 56 |
| The Pavillion - 261 Old York Rd - CCC Region 1 Office - Jenkintown | 36 |
| The Pomeroy Building - 2 Public Sq - DEP NER Offices - Wilkes Barre | 45 |
| The Promenade Shops at Saucon Valley - 3060 Center Valley Pkwy - Suite 365 - PA Wine & Spirits Shoppe 3918 - Center Valley | 5 |
| The Shoppes at Landis Valley - 2347 Oregon Pike - Suite 105 - 3621 - Lancaster | 2 |
| The Shoppes at Montage - 2571 Shoppes Boulevard - FW&GS 3524 - Moosic | 2 |
| The Shoprite Shopping Center - 921 Drinker Turnpike Ste 23 - FW&GS 3521 Relocation - Covington | 2 |
| The Shops at Brewery Town - 3101 West Girard Ave. - Unit B - FW&GS 5126 - Philadelphia | 4 |
| The Village Ctr At Lords Valley - HC8 Box 8416 Rte 739 - Lookout Dr - PA Wine & Spirits Shoppe 5202 - Hawley | 2 |
| Thomas Lang - 2907 4th Ave - Thomas Lang - Altoona | 1 |
| Thompson-Neely House - 1633 River Rd - New Hope | 2 |
| Thornhurst Maint Hdqt - 577 Bear Lake Road - Forest District 11 - Thornhurst | 5 |
| Tilden Ridge Shopping Center - 1772 Tilden Ridge Drive - PA W&S 0607 - Hamburg | 2 |
| Tioga Cnty Welcome Ctr - 13809 US Route 15 - Tioga | 15 |
| Tioga County Mansfield Stockpile #02 - 1000 Lambs Creek Rd - District 03-7 - Mansfield | 1 |
| Tionesta State Fish Hatchery - 172 Fish Hatchery Ln - FBC Tionesta SFH - Tionesta | 9 |
| Tionesta Townhouse - 171 Elm St - Forest CAO - Tionesta | 30 |
| Tire Shop - 305 N Maple St - Mercer | 1 |
| Tom Ridge Center - 301 Peninsula Dr - Presque Isle SP & ERIE65 Radio Crkt - Erie | 34 |
| Top of the Hill Shopping Ctr - 8705 Germantown Ave - PA Wine & Spirits Shoppe 5121 - Philadelphia | 2 |
| Torpedo Stockpile 04 - 7890 Route 27 - District 1-6 - Pittsfield | 3 |
| Torrance State Hospital AHN 5 - Rt. 1014; PO Box 94 - Torrance State Hospital - Torrance | 38 |
| Tower Rd - Fire Tower High Knob - Lords Valley | 1 |
| Townfair Plaza - 475 Ben Franklin South 5 - 3206 - Indiana | 2 |
| Townville Stockpile - 30721 State Highway 408 - District 1-1 - Townville | 2 |
| Traffic Control Box - 901 Elmerton Ave - SE Corner Elmerton Av/Cameron St - Harrisburg | 1 |
| Traffic Counter Rt 30 - 6847 Rt 30 - ITS - Jeannette | 1 |
| Troop B Garage/P&S Building - 140 Route 519 - State Police Troop B Procurement - Eighty-Four | 6 |
| Troop C - Ridgway - 48 Servidea Drive - Ridgway | 27 |
| TROOP L Jonestown Station - 3185 State Route 72 - Jonestown | 18 |
| Trough Creek State Park Maintenance Building - 4365 Tar Kiln Rd - Trough Creek State Park Maintenance - James Creek | 1 |
| Tryon St - Honesdale | 10 |
| Turnpike Bldg - 700 S Eisenhower Blvd - Middletown | 1 |
| Tuscarora District Office - 4455 Big Spring Road - Forest District 3 - Blain | 9 |
| Twin Fawn Cabin - 2807 Burnt House Rd - Twin Fawn Cabin - Imler | 1 |
| Underground Garage - 601 Forster St - Harrisburg | 2 |
| Union County Harleton/Pleasant Grove Stockpile #09 - 700 Wirth Rd - District 03-8 - Mifflinburg | 2 |
| Union County Mile Run Stockpile #07 - 314 Mile Run Rd - N of Mile Run - District 03-8 - New Columbia | 1 |
| Unit 530E - 5301 Grove Rd - Caste Village Shopping Ctr - PA Wine & Spirits Shop 0288 - Pittsburgh | 14 |
| UPARC Building D4 - 530 William Pitt Way - Pittsburgh | 2 |
| Upper Campground - AHN 700 Kettle Creek - AHN:700 Unit:Coin - Kettle Creek State Park - Renovo | 2 |
| US Rte 22 W - District 9-5 - Huntingdon | 1 |
| Valley Forge Gaming Office - 1160 First Avenue - King of Prussia | 1 |
| Vartan Bldg - 2300 Vartan Way - Harrisburg | 5 |
| Village Square Mall - 5000 Oxford Dr - Suite 100 - PA Wine & Spirits Shoppe 9211 - Bethel Park | 6 |
| Visitor Center - 124 Main St - Visitor Center - Ohiopyle State Park - Ohiopyle | 19 |
| Visitor Center - 224 Stone Lodge Road - Keystone State Park - Derry | 1 |
| Visitor Center - 270 16th St - Old Economy Village - Ambridge | 10 |
| Visitors Center - 2584 Laurel Hill Park Rd - Laurel Hill State Park - Laurel Hill State Park - Somerset | 2 |
| Vistor Center - 2451 Kisseil Hill Rd - Landis Valley Museum - Landis Valley Museum - Lancaster | 22 |
| VMS 003 - SR 0006 WB E of 81 SB On Ramp - Seg 0251 Offset 0900 - ITS District 4-0 - Dickson City | 1 |

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| VMS 004 - SR 11 NB S of Keyser Ave Off Ramp - Seg 0252 Offset 2065 - ITS District 4-0 - Scranton | 1 |
| VMS 020 - I-81 SB N of Exit 182 Meadow Ave - Seg 1831 Offset 2150 - ITS District 4-0 - Scranton | 1 |
| VMS 043 - I-81 SB N of Exit 190 Main Ave - Seg 1911 Offset 0275 - ITS District 4-0 - Scranton | 1 |
| VMS 101 - I-81 SB N of exit 194 off ramp - Seg 1955 Offset 0000 - ITS District 4-0 - Waverly | 1 |
| VMS 102 - I-80 EB W of Exit 260 I-81 N/S - Seg 2570 Offset 0000 - ITS District 4-0 - Butler Twp | 1 |
| VMS 103 - I-80 WB S of exit 150 - Seg 1494 Offset 0000 - ITS District 4-0 - Butler Twp | 1 |
| VMS 104 - I-80 WB E of exit 262 ramp - Seg 2645 Offset 0000 - ITS District 4-0 - Dennison Twp | 1 |
| VMS 105 - I-84 WB E of Exit 8 Mt Cobb - Seg 0101 Offset 0177 - ITS District 4-0 - Moscow | 1 |
| VMS 106 - I-380 NB S of Exit 20 Daleville - Seg 0095 Offset 2235 - ITS District 4-0 - Moscow | 1 |
| VMS 107 - SR 0006 WB E of Exit 1 Marshwood Rd - Seg 0325 Offset 1610 - ITS District 4-0 - Olyphant | 1 |
| VMS 45 EB & HAR 42 Site 23 - 6406 Emlenton/Clintonville Rd - ITS District 10-3 - Emlenton | 1 |
| Wade A Kerkendall - 5006 E Trindle Rd - Suite 101 - Wade A Kerkendall - Mechanicsburg | 1 |
| Warner Center - 332 5th Ave - 3 Rivers DO - Pittsburgh | 32 |
| Warren CAO - 210 North Drive - Suite A - Warren CAO - N Warren | 14 |
| Warriors Path Park Rd - Warriors Path State Park - Saxton | 2 |
| Washington Cnty Welcome Ctr - 1000 I-70 E - 4 Miles East of Exit 1 - Donegal | 9 |
| Water Tower Kiosk - 2650 Rosstown Rd - Gifford Pinchot State Park - Lewisberry | 1 |
| Water Treatment Plant - 695 State Route 487 Highway - Site 5 - Ricketts Glenn State Park - Benton | 1 |
| Water Treatment Plant - 99 Eckley Main Street - Eckley Miners Village - Weatherly | 2 |
| Wayne County Careerlink - 314 10th Street - Wayne County Careerlink - Honesdale | 1 |
| Wayne Plaza - 987 Wayne Ave - PA Wine & Spirits Shoppe 2801 - Chambersburg | 4 |
| Waynesboro Shopping Center - 642 E. Main Street - Temp. 2806 - Waynesboro | 2 |
| WB I-76 near Gladwyn Exit - Gladwyn | 1 |
| WCO Dave Kaneski Residence - 206 Marion Street - FBC WCO Dave Kaneski - Brown Dale | 2 |
| Weather Station - I-80 E - Roadway Surface Sensor - ITS District 3-0 - Berwick | 3 |
| Weather Station - I-80 Mile Marker 194 Seg 1935 - ITS District 2-0 - Loganton | 1 |
| Weather Station - I-80 mm 190 Seg 1901 - ITS District 2-0 - Loganton | 1 |
| Weis Markets Shopping Center - 223 South Mountain Boulevard - PA W&S 4035 - Mountaintop | 2 |
| Weis Markets Shopping Center - 178 Buckaroo Lane - 1407 - Bellefonte | 4 |
| Wesley W McCulloch - 6522 Belmar St - Wesley W McCulloch - Philadelphia | 2 |
| West of SR 42 - Near Numidia - Numidia | 2 |
| West Sadsbury Commons Shopping Ctr - 324 Commons Dr - PA Wine & Spirits Shoppe 1508 - Parkersburg | 2 |
| Westgate Mall - 2289 Schoenersville Rd - PA Wine & Spirits Shoppe 3915 - Bethlehem | 3 |
| Westmont Shopping Ctr - 1735 Lyter Dr - PA Wine & Spirits Shoppe 1119 - Johnstown | 2 |
| Westmoreland Mall - 988 E Pittsburgh St - PA Wine & Spirits Shoppe 6517 - Greensburg | 8 |
| Westwood Plaza - 1910 Minno Drive - Suite 280 - FW&GS 1120 - Johnstown | 2 |
| White Haven Center - 827 Oley Valley Rd - White Haven | 22 |
| White Memorial Bldg - Best Ave - DEP FO/MRM District Office 8 - Knox | 71 |
| Whitemarsh Shopping Ctr - 34 Ridge Pke - PA Wine & Spirits Shoppe 4628 - Conshohocken | 5 |
| Widewaters Commons - 55 Sugar Run Rd - PA Wine & Spirits Shoppe 3001 - Waynesburg | 2 |
| Willow Oak Bldg - 1006 Hemlock Dr - Harrisburg | 449 |
| Willowbank Office Building - 420 Holmes St - Centre County 911 - Bellefonte | 1 |
| WIM - Walnut St Pole 2 - ITS District 9-0 - Freedom | 1 |
| WIM 324 - SR 0120 Seg 0042/900 - 100 ft W of Arthur Ave - ITS District 2-0 - Ridgway | 1 |
| WIM 410 - PA 49 Seg 0530/100 - .5 mi W of SR 4027 - ITS District 3-0 - Nelson | 1 |
| WIM 506 - SR 1001 Plank Rd - 400 Ft N of SR 1002 on Plank Rd - ITS District 9-0 - Hollidaysburg | 3 |
| WIM ORG5100 - Rte 22 Chicory Mtn - ITS District 9-0 - Johnstown | 1 |
| Wind Gap Plaza - 813 Male Road - Store 4816 - Wind Gap | 2 |
| Wood Shop - RD 2 - Swatara State Park - Jonestown | 1 |
| Woodlyn Shopping Center - 1936 W. MacDade Unit 17A - Recruiting and Retention Storefront - Woodlyn | 3 |
| Worlds End State Park - 82 Cabin Bridge Road - Park Office - Forksville | 13 |
| Wyatt Snyder - 410 Roslyn Court - Wyatt Snyder - Reeders | 2 |
| Wyerough Mooring Area - 435 Beaver Valley Rd - Wyerough Bldg - Prince Gallitzin State Park - Patton | 1 |
| Yardley Maintenance Bldg - 198 River Rd - Delaware Canal State Park - Washington Crossing | 4 |
| York Marketplace - 2547 East Market Street - 6717 - York | 2 |
| Yorktown Centre - 2501 W 12th St - PA Wine & Spirits Shoppe 2514 - Erie | 7 |
| Yvonne Perez - 4646 Oakland Street - Yvonne Perez - Philadelphia | 2 |
| (blank) | |
| Grand Total | 28106 |

Appendix V - Pay Phone Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Pay Phone Locations tab of this appendix indicates locations where pay phones are currently available to the Commonwealth.

Offerors shall complete this appendix if bidding on Lot 2 services.

To complete the tab, the Offeror shall denote any location if it is unable to provide pay phone services.

The response options are provided in a drop-down box and are as follows:

X

Any response of "X", denoting the inability to provide pay phone services, must also be explained in the Comments column and the Offeror's Technical Submittal.

The completed matrix must be included as Attachment V in the Offeror's response to this RFP.

Appendix V - Pay Phone Locations

| Location ID | SITE ADDRESS | CITY | ZIP CODE | TELEPHONE NUMBER | GPS | Provide phone and Service | Mandatory Comments (if Provide Phone and Service Column = "X") |
|--------------------------------|-----------------------------|------------------|------------|------------------|------------------------------------|---------------------------|--|
| Scranton State Office Building | 100 Lackawanna Avenue | Scranton | 18503-1923 | 570-969-0946 | | | |
| Capitol Building | 501 North 3rd Street | Harrisburg | 17120-0302 | 717-233-2740 | | | |
| Reading State Office Building | 625 Cherry Street | Reading | 19602-1152 | 610-376-9276 | | | |
| I-83NB Welcome Center J | 2 I-83-N | Shrewsbury | 17361 | 717-235-9029 | +39° 45' 10.00", -76° 39' 41.16" | | |
| I-70WB Welcome Center B | 1001 Quarry Hill Rd | Warfordsburg | 17267 | 717-294-9893 | +39° 44' 13.80", -78° 10' 50.02" | | |
| I-80WB Rest Area 36 | 219 I-80-W | Danville | 17821 | 570-275-9821 | +40° 59' 26.09", -76° 43' 33.81" | | |
| I-81NB Welcome Center G | 14885 Molly Pitcher Highway | Greencastle | 17225 | 717-597-0463 | +39° 44' 11.05", -77° 43' 33.12" | | |
| I-95SB Welcome Center P | 500 I-95-S | Morrisville | 19067 | 215-493-9975 | +40° 15' 9.04", -74° 52' 1.81" | | |
| I-79SB Rest Area 12 | 502 I-79 S | Bridgeville | 15017 | 412-221-9812 | +40° 19' 45.37", -80° 8' 28.60" | | |
| I-79NB Rest Area 11 | 504 I-79 N | Bridgeville | 15017 | 412-221-9774 | +40° 19' 53.38", -80° 8' 13.77" | | |
| I-80EB Rest Area 39 | 269 I-80-E | White Haven | 18661 | 570-443-8900 | +41° 3' 18.92", -75° 49' 19.21" | | |
| I-80WB Rest Area 26 | 88.5 I-80-W | Reynoldsville | 15851 | 814-653-9973 | +41° 8' 25.51", -78° 57' 18.51" | | |
| I-80EB Rest Area 21 | 21 I-80-E | Harrisville | 16038 | 814-786-9926 | +41° 12' 6.53", -79° 57' 23.10" | | |
| I-80WB Rest Area 22 | 22 I-80-W | Harrisville | 16038 | 814-786-9930 | +41° 12' 9.756", -79° 56' 43.6884" | | |
| I-81NB Rest Area 47 | 7980 I-81-N | Grantville | 17028 | 717-469-9841 | +40° 22' 23.32", -76° 40' 35.08" | | |
| I-90EB Welcome Center L | 3 I-90-E | West Springfield | 16443 | 814-922-7988 | +41° 56' 30.69", -80° 28' 22.93" | | |
| I-70EB Rest Area 3 | 153 I-70-E | Crystal Spring | 15536 | 814-735-9803 | +39° 55' 15.70", -78° 14' 8.98" | | |
| I-79SB Rest Area 20 | 163333 I-79-S | Edinboro | 16412 | 814-734-9875 | +41° 50' 47.50", -80° 10' 38.89" | | |
| I-79NB Rest Area 19 | 163048 I-79-N | Edinboro | 16412 | 814-734-9827 | +41° 50' 32.04", -80° 10' 28.43" | | |
| I-90WB Welcome Center M | 46 I-90-W | North East | 16428 | 814-725-1954 | +42° 14' 56.64", -79° 46' 3.17" | | |
| I-80WB Rest Area 30 | 1460 I-80-W | Snow Shoe | 16874 | 814-387-4914 | +41° 1' 10.52", -77° 57' 12.07" | | |
| I-80EB Welcome Center E | 1 I-80-E | West Middlesex | 16159 | 724-983-9759 | +41° 10' 51.64", -80° 30' 7.95" | | |
| I-79NB Welcome Center D | 1222 I-79-N | Mt. Morris | 15349 | 724-852-2577 | +39° 47' 47.49", -80° 4' 32.61" | | |
| I-70EB Welcome Center A | 3 I-70-E | Claysville | 15323 | 724-663-9906 | +40° 6' 56.63", -80° 26' 29.86" | | |
| I-79SB Rest Area 16 | 109 I-79-S | Volant | 16156 | 724-530-7494 | +41° 6' 4.86", -80° 8' 40.66" | | |
| I-79NB Rest Area 15 | 107 I-79-N | Volant | 16156 | 724-530-7491 | +41° 4' 13.92", -80° 7' 26.63" | | |
| I-79SB Rest Area 18 | 135 I-79-S | Hadley | 16130 | 724-253-2315 | +41° 28' 4.07", -80° 10' 6.28" | | |
| I-79NB Rest Area 17 | 134 I-79-N | Hadley | 16130 | 724-253-2305 | +41° 27' 19.60", -80° 9' 41.16" | | |
| I-81SB Rest Area 46 | 39 I-81-S | Carlisle | 17015 | 717-776-3147 | +40° 8' 52.96", -77° 19' 0.27" | | |
| I-81NB Rest Area 45 | 38 I-81-N | Carlisle | 17015 | 717-776-0137 | +40° 7' 55.56", -77° 20' 30.88" | | |
| I-81SB Rest Area 48 | 7990 I-81-S | Grantville | 17028 | 717-469-9833 | +40° 22' 31.53", -76° 40' 38.59" | | |
| I-95NB Welcome Center N | 1 I-95-N | Boothwyn | 19061 | 610-497-2645 | +39° 49' 26.30", -75° 26' 14.88" | | |
| I-81SB Welcome Center H | 26273 I-81-S | Great Bend | 18821 | 570-879-5189 | +41° 59' 1.32", -75° 44' 54.67" | | |
| I-81SB Rest Area 54 | 159 I-81-S | Mountain Top | 18707 | 570-868-6113 | +41° 7' 50.53", -75° 57' 49.36" | | |
| I-81NB Rest Area 53 | 155 I-81-N | Mountain Top | 18707 | 570-868-6058 | +41° 6' 7.24", -75° 57' 36.74" | | |
| I-84EB Rest Area 61 | 255 I-84-E | Greentown | 18426 | 570-857-9906 | +41° 21' 22.32", -75° 13' 16.49" | | |
| I-84WB Rest Area 62 | 255 I-84-W | Greentown | 18426 | 570-857-9905 | +41° 21' 32.92", -75° 13' 13.25" | | |
| US 15 SB Welcome Center T | 13809 Rt. 15-S | Tioga | 16946 | 570-835-5380 | +41° 54' 1.26", -77° 7' 34.02" | | |
| I-80WB Rest Area 38 | 246 I-80-W | Nescopeck | 18635 | 570-759-9168 | +41° 0' 34.79", -76° 14' 54.42" | | |
| I-80EB Rest Area 37 | 246 I-80-E | Nescopeck | 18635 | 570-759-9135 | +41° 0' 27.33", -76° 15' 3.56" | | |
| I-80EB Rest Area 33 | 194 I-80-E | Loganton | 17747 | 570-725-9936 | +41° 2' 57.82", -77° 9' 8.28" | | |
| I-80WB Rest Area 34 | 194 I-80-W | Loganton | 17747 | 570-725-9934 | +41° 3' 9.17", -77° 9' 31.26" | | |
| I-80EB Rest Area 35 | 219 I-80-E | Danville | 17821 | 570-713-9904 | +40° 59' 26.78", -76° 44' 20.88" | | |
| I-80EB Rest Area 41 | 156 Crescent Lake Rest Area | Tannersville | 18372 | 570-629-9848 | +41° 3' 50.20", -75° 21' 34.46" | | |
| US 6/209 Welcome Center K | 1060 Penna Ave. | Matamoras | 18336 | 570-491-5397 | +41° 21' 33.06", -74° 42' 36.26" | | |
| I-80WB Welcome Center F | 18 River Rd | Stroudsburg | 18360 | 570-420-1612 | +40° 59' 26.61", -75° 8' 33.32" | | |
| I-81NB Rest Area 55 | 202 I-81-N | Jermyn | 18433 | 570-222-2742 | +41° 36' 12.43", -75° 38' 46.50" | | |

Appendix V - Pay Phone Locations

| Location ID | SITE ADDRESS | CITY | ZIP CODE | TELEPHONE NUMBER | GPS | Provide phone and Service | Mandatory Comments (if Provide Phone and Service Column = "X") |
|---------------------|-------------------|---------------|------------|------------------|----------------------------------|---------------------------|--|
| I-81SB Rest Area 56 | 2799 I-81-S | Nicholson | 18446 | 570-222-2740 | +41° 40' 26.21", -75° 40' 57.83" | | |
| I-80EB Rest Area 25 | 87.5 I-80-E | Reynoldsville | 15851 | 814-849-3202 | +41° 8' 57.32", -78° 56' 29.68" | | |
| I-80EB Rest Area 29 | 1458 I-80-E | Snow Shoe | 16874 | 814-387-4685 | +41° 0' 51.29", -77° 57' 20.01" | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-453-3194 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-454-3037 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-454-3989 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-455-2780 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-456-2063 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-456-2216 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-459-1402 | | | |
| CCC Phila #4 | 1628 N 15th St | Philadelphia | 19121-3402 | 215-978-9336 | | | |
| CCC Phila #4 | 1628 N 15th St | Philadelphia | 19121-3402 | 215-978-9603 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-3023 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5225 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5380 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5591 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5831 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-6442 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-8407 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-8507 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-8797 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-9034 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-9633 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2161 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2170 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2617 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2634 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2754 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-4338 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-6242 | | | |
| CCC Scranton | 240 Adams Ave | Scranton | 18503-1602 | 570-961-8182 | | | |
| CCC Scranton | 240 Adams Ave | Scranton | 18503-1602 | 570-961-8378 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-2984 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-2985 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3138 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3160 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3295 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3524 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9475 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9812 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9814 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9816 | | | |
| CCC Sharon | 300 W State St | Sharon | 16146-1294 | 724-983-9955 | | | |
| CCC Sharon | 300 W State St | Sharon | 16146-1294 | 724-983-9956 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9002 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9005 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9037 | | | |

Appendix V - Pay Phone Locations

| Location ID | SITE ADDRESS | CITY | ZIP CODE | TELEPHONE NUMBER | GPS | Provide phone and Service | Mandatory Comments (if Provide Phone and Service Column = "X") |
|-----------------------------|--------------------------|--------------|------------|------------------|-----|---------------------------|--|
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9405 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 814-536-9124 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 814-536-9212 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 814-536-9880 | | | |
| CCC York | 317 W Market St | York | 17401-1009 | 717-845-9015 | | | |
| CCC York | 317 W Market St | York | 17401-1009 | 717-845-9977 | | | |
| CCC York | 317 W Market St | York | 17401-1009 | 717-846-1382 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-238-5713 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-592-0719 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-627-9672 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-922-9181 | | | |
| CCC Pitts #3 | 535 S Aiken Ave | Pittsburgh | 15232-1532 | 412-605-0490 | | | |
| CCC Pitts #3 | 535 S Aiken Ave | Pittsburgh | 15232-1532 | 412-605-0491 | | | |
| CCC Pitts #3 | 535 S Aiken Ave | Pittsburgh | 15232-1532 | 412-682-9494 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1564 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1623 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1628 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1689 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1754 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-1253 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-2838 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-2863 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-3189 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-3192 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-3194 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5238 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5269 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5314 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5349 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5372 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5607 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5769 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5931 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8502 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8503 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8504 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8505 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-3483 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5148 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5165 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5847 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5945 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-6125 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7159 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7239 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7387 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7456 | | | |

Appendix W

Transition Milestones

Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

Transition Milestones

The following table includes a list of key required project milestones and delivery dates as applicable. Milestone due dates are as indicated below, unless otherwise agreed to by the Commonwealth in writing. Milestones include the completion of all tasks and deliverables associated with the milestone as described in this RFP. The Earn Back period is thirty (30) calendar days from the Transition Milestone Due Date and applies to those Milestones indicated with “Y” in the Earn Back column.

Note: Milestones 14 through 17 are dependent on the successful completion of Milestones 1 through 13.

| Transition Planning and Management Milestones | | | | | | |
|--|---|---|--|------------------|----------------------|---|
| For the Transition Planning and Management Milestones, Offerors should assume a ten (10) business day period for the Commonwealth to review and respond for each iteration of a deliverable submission. This ten day period is included in the total time reflected in the Milestone Due Date. | | | | | | |
| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria | Milestone Credit | Earn Back | Dependency on Commonwealth |
| M-1 | Final Transition Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> <input type="checkbox"/> Final transition plan and detailed project schedule established and accepted | \$75,000 | N | <ul style="list-style-type: none"> <input type="checkbox"/> Commonwealth review and approval |
| M-2 | Change Management Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> <input type="checkbox"/> Final Change Management Plan due and accepted on or before the Milestone Due date | \$25,000 | Y Earnback 75% | <ul style="list-style-type: none"> <input type="checkbox"/> Commonwealth review and approval |
| M-3 | Service Asset & Configuration Management Plan | 30 calendar days from Contract | <ul style="list-style-type: none"> <input type="checkbox"/> Final Service Asset & Configuration Management Plan due and accepted on or | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> <input type="checkbox"/> Commonwealth review and approval |

| | | Effective Date | before the Milestone Due date | | | |
|-----|--|---|--|--------|----------------------|---|
| M-4 | Configuration Management Data Base Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Configuration Management Data Base Plan due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-5 | Continuity of Operations / Emergency Response Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Configuration Management Data Base Plan due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-6 | Service Delivery Implementation / Management Plans | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Service Delivery Implementation and Management Plans due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-7 | Order Process Implementation Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Order Process Implementation Plan due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-8 | Marketing Plan | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Marketing Plan due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |

| | | | | | | |
|------|---|--|---|----------|----------------------|--|
| M-9 | Training Plan / Training Materials | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Training Plan / Training Materials due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-10 | Service Desk Implementation and Management Plans | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Service Desk Implementation and Management Plans due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-11 | Ticket Escalation Process | 60 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Ticket Escalation Process due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-12 | Feature Code List | 60 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Feature Code List due and accepted on or before the Milestone Due date | 25,000 | Y Earnback 75% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-13 | Final Enterprise Process and Procedures Manual (ePPM) | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Final Enterprise Process and Procedures Manual (ePPM) due and accepted on or before the Milestone Due date • <input type="checkbox"/> | \$25,000 | N | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval • <input type="checkbox"/> Access to current PPM documentation as available |

| Service Enablement Milestones For Service Enablement Milestones, acceptance will occur upon Commonwealth review and acceptance of the successful Offeror’s test plan and demonstration of service enablement. | | | | | | |
|---|---------------------------------------|--|---|------------------|-----------------------|---|
| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria | Milestone Credit | Earn Back | Dependency on Commonwealth |
| M-14 | Service Desk Operational | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Service Desk available and accepted by the Commonwealth on or before the Milestone Due date | \$250,000 | Y Earnback 100% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and acceptance |
| M-15 | Unifed Communications & VoIP Services | 180 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Services and deliverables as described in LOT 1 Unified Communications & VoIP Services and Support transitioned and accepted on or before Milestone Due date • <input type="checkbox"/> Services implemented, tested, and operational | \$250,000 | N | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval |

| | | | | | | |
|------|--|--|---|-----------|-----------------------|---|
| M-16 | Traditional Voice Services | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Services and deliverables as described in LOT 2 Traditional Voice Services and Support transitioned and accepted on or before Milestone Due date • <input type="checkbox"/> Services implemented, tested, and operational | \$250,000 | Y Earnback 100% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval |
| M-17 | PSTN Conferencing through Skype for Business | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • <input type="checkbox"/> Services and deliverables as described in LOT 3 PSTN Conferencing through Skype for Business and Support transitioned and accepted on or before Milestone Due date • <input type="checkbox"/> Services implemented, tested, and operational | \$250,000 | Y Earnback 100% | <ul style="list-style-type: none"> • <input type="checkbox"/> Commonwealth review and approval |

APPENDIX X COSTARS Program

COSTARS Purchasers. Section 1902 of the Commonwealth Procurement Code, 62 Pa.C.S. § 1902 (“Section 1902”), authorizes local public procurement units and state-affiliated entities (together, “COSTARS Members”) to participate in Commonwealth procurement contracts that the Department of General Services (“DGS”) may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members’ participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

1. A “local public procurement unit” is:

- Any political subdivision (local government unit), such as a municipality, school district, or commission;
- Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- Any tax-exempt, nonprofit educational institution or organization;
- Any tax-exempt, nonprofit public health institution or organization;
- Any nonprofit fire, rescue, or ambulance company; and
- Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

2. A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:

- The Pennsylvania Turnpike Commission;
- The Pennsylvania Housing Finance Agency;
- The Pennsylvania Municipal Retirement System;
- The Pennsylvania Infrastructure Investment Authority;
- The State Public School Building Authority;
- The Pennsylvania Higher Education Facilities Authority, and
- The State System of Higher Education.

The COSTARS Program is not available for use by Executive Agencies and Independent Agencies as defined by the Commonwealth Procurement Code, or any agency or entity using funds appropriated to the Department of General Services through Capital Budget Project Itemization legislation for the procurement of furniture, fixtures, and equipment.

3. A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.costars.state.pa.us/SearchCOMember.aspx>

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.
- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.
- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.
- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

| Contractor Classification | Required Administrative Fee |
|--|------------------------------------|
| Department of General Services Self-Certified Small Business Bidder | \$500 |
| All Other Bidders | \$1,500 |

- 1. Each bidder electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form with its bid submittal and

pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the bidder is a Department of General Services Self-Certified Small Business, a copy of its active Small Business Contracting Program certificate must be included with the bid submittal.

2. At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to "Commonwealth of PA". The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members. If the bidder is a Department of General Services Self-Certified Small Business, a copy of its active Small Business Contracting Program certificate must be included with the Administrative Fee for each contract year and upon each renewal.

F. DGS has registered the COSTARS name and logo (together, the "COSTARS Brand") as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under in this Subsection.

1. The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
2. DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - a. The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - b. The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.
 - c. The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
 - d. Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.

- e. The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
 - f. The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.
- G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the fifteenth calendar day of the succeeding Contract quarter.
- 1. The Contractor shall submit the reports via the web-based COSTARS Suppliers' Gateway at www.costars.state.pa.us. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
 - 2. For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.
 - 3. DGS may suspend the Contractor's participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.
- H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at www.costars.state.pa.us.
- 1. If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at www.costars.state.pa.us, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.
 - 2. Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail GS-PACostars@pa.gov

APPENDIX Y

COSTARS PROGRAM ELECTION TO PARTICIPATE

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500 or \$500 for a Department of General Services Certified Small Business) at the beginning of each contract year and upon each contract renewal date.

If you are asserting that your firm is a Department of General Services Certified Small Business, provide an active Department of General Services Small Business Certification.

Corporate or Legal Entity Name

Signature/Date

Printed Name/Title

Date: December 21, 2016

Subject: Unified Communications and Voice Services

Solicitation Number: 6100039274

Solicitation Due Date: February 23, 2017

Addendum Number: 1

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

Due to an unexpected number of questions the Commonwealth has extended the posting date for answers. Answers will be posted as soon as possible.

The Commonwealth has posted the following documentation as part of this addendum:

- Pre-proposal Conference Presentation
- Pre-proposal Conference Attendance List
- RFP#6100039274 - Unified Communications and Voice Services

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Joseph M. Millovich
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Joseph M. Millovich
Title: Commodity Specialist
Phone: 717-214-3434
Email: RA-OITPurchases@pa.gov

Meeting: Pre-Proposal RFP-3

Date: 12/19/16

| <u>NAME</u> | <u>AGENCY/COMPANY</u> |
|------------------|-----------------------|
| CHARLIE CHEN | INTEGRATION PARTNERS |
| Mark Kirsch | Adept |
| Tom Bollman | Unity |
| Kevin Bambo | BLACK BOX |
| Craig Durham | Comcast |
| Mary Daley | Comcast |
| Jerry Hnat | BLACK BOX |
| Jim HARDING | HPE |
| Chris Kolb | Integration Partners |
| Ann Custodio | VZ |
| Cheryl Copley | Verizon |
| Karen Hartford | EPIUS |
| Carl Skiba | EPIUS |
| James McDonald | CDWG |
| Todd West | Microsoft |
| Matt Dudek | Polycom |
| Bryan Porter | Polycom |
| Bar Couster | Oracle |
| Dan Burkholder | Cisco |
| Jeff Hoot | Cisco |
| PAUL DEW | Fire Runner Tech |
| Rick Taylor | Fire Runner Tech |
| Graig Capelli | E&E Tech. |
| Randy deBrauwere | HPE |
| Craig Kramer | HPE |
| Andrew Masson | E&E Tech |
| Amanda Garland | Acclaim Systems Inc. |
| Mark Cox | Demarco |
| Reese Smith | DOT |
| Mark Melnyk | IMB |

Pre-proposal Conference

Unified Communications & Voice Services

RFP#6100039274

December 19, 2016

Agenda

- [Placeholder]
- [Placeholder]
- [Placeholder]
- [Placeholder]
- [Placeholder]
- [Placeholder]
- [Placeholder]

Introductions

Agency Representatives:

- **A**gency representatives are individuals who represent the agency in the public hearing process.
 - They are responsible for providing information to the public and the hearing officer.
 - They are also responsible for providing information to the hearing officer regarding the agency's position on the proposed project.
- The hearing officer will be responsible for providing information to the public regarding the proposed project and the agency's position on the project.
 - **A**gency representatives will be responsible for providing information to the hearing officer regarding the agency's position on the proposed project.

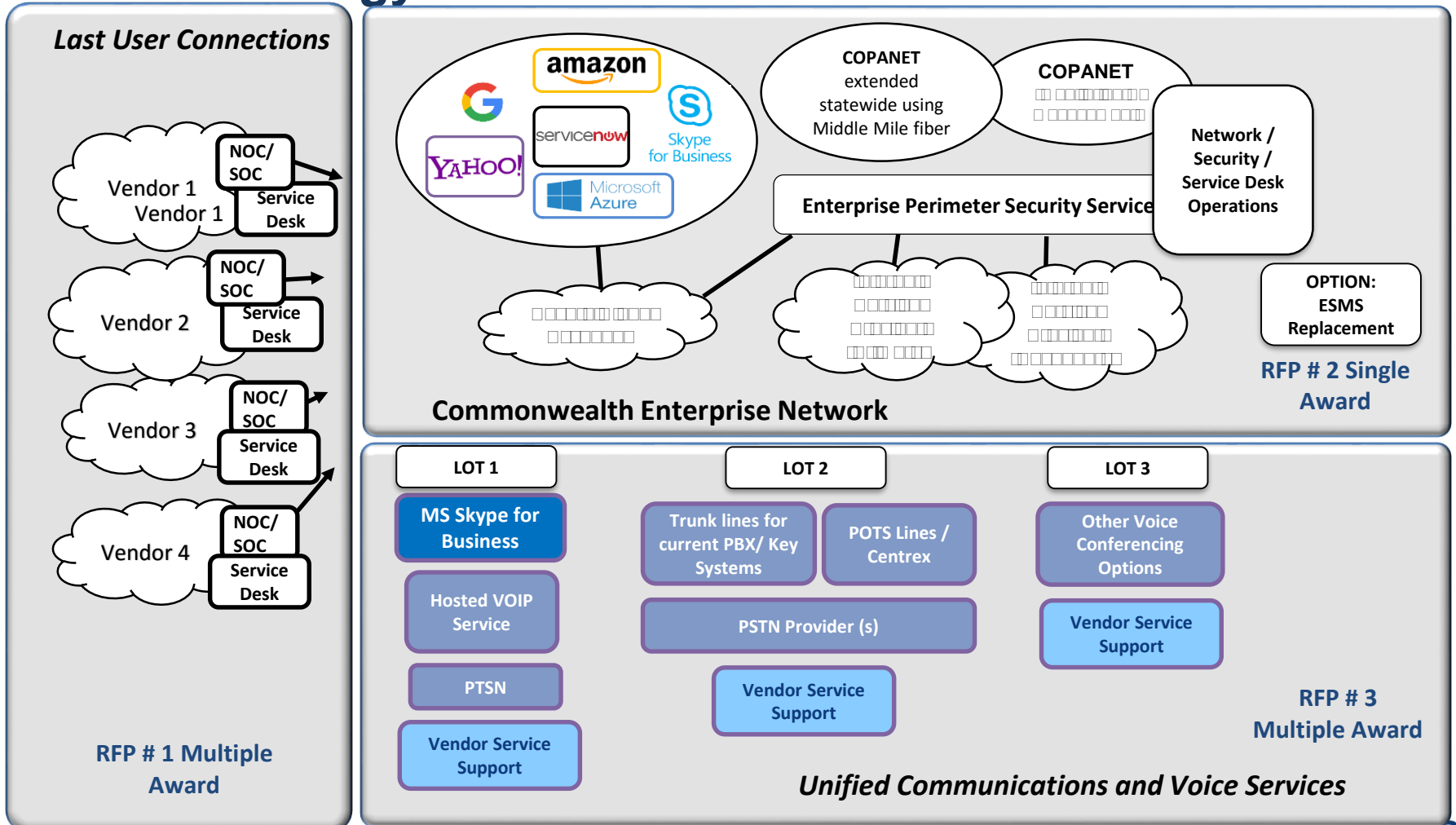
Telecom Strategy

TELECOM STRATEGY OBJECTIVES

- Leverage Commonwealth Assets:** [Placeholder text]
- Emergency Response Interoperability:** [Placeholder text]
- Marketplace:** [Placeholder text]
- Economic Opportunity:** [Placeholder text]
- IT Cost Optimization:** Provide the commonwealth greater network capacity and performance, “Rightsizing” [Placeholder text]
- Performance:** [Placeholder text]

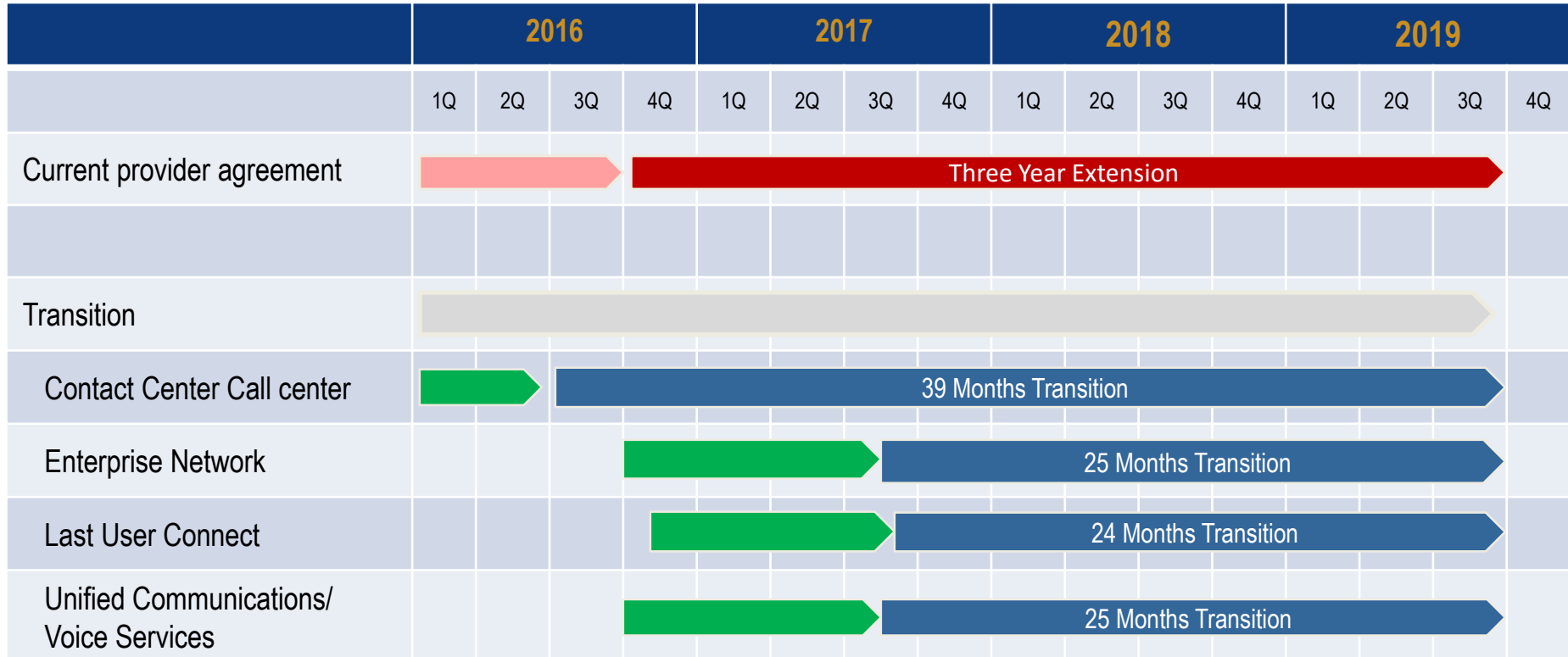
Telecom Strategy

Telecom Strategy



Telecom Strategy

Telecom Strategy Timeline



Small Business Opportunities

Bureau of Diversity, Inclusion and Small Business Opportunities

What do I need to do –Part I?

- [Placeholder text]
- [Placeholder text]
- [Placeholder text]



NOTICE OF SMALL BUSINESS SELF-CERTIFICATION



The Department is pleased to announce that

TRAINING

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Procurement Initiative as established by Executive Order No. 2011-09, with the following designation:

BUSINESS TYPE(s): Procurement Services, Information Technology

CERTIFICATION NUMBER: 123456-2014-03-SB

ISSUE DATE: 03/27/2014 EXPIRATION DATE: 03/27/2016

RECERTIFIED DATE: 3/21/2015

Curtis M. Topper, Acting Secretary
Department of General Services
Commonwealth of Pennsylvania

Title

Notice of Small Business Certification

Certification Number

1. Vendor ID
2. Initial certification Year/Month
3. Designation as Small Business (SB)

**NOTICE OF SMALL BUSINESS SELF-CERTIFICATION
AND SMALL DIVERSE BUSINESS VERIFICATION**



The Department is pleased to announce that

TRAINING

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Procurement Initiative as established by Executive Order No. 2011-09, and is verified as a Small Diverse Business with the following designation(s):

BUSINESS TYPE(s): Procurement Services, Information Technology

CERTIFICATION NUMBER: 123456-2014-03-SB-WBE

ISSUE DATE: 03/27/2014 EXPIRATION DATE: 03/27/2016

RECERTIFIED DATE: 3/21/2015

A handwritten signature in black ink, appearing to read "C. Topper", written over a horizontal line.

Curtis M. Topper, Acting Secretary
Department of General Services
Commonwealth of Pennsylvania

Title

Notice of Small Business
Certification

AND

Small Diverse Business
Verification

Certification Number

1. Vendor ID
2. Initial certification
Year/Month
3. Designation as Small
Business (SB)

AND

Small Diverse Business



REVISED: March 2014

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)
PARTICIPATION SUBMITTAL**

Project: [RFP NAME/DESCRIPTION HERE]

Proposer Firm: _____

PROPOSER INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No **Q/ESI** (check one)

(Proposer must include its "Notice of Small Business Self-Certification and Small Diverse Business Verification" indicating its diverse status to receive credit for proposing as a Small Diverse Business.)

Is your firm a DGS-Self-Certified Small Business? Yes No **Q/ESI** (check one)

(Proposer must include its "Notice of Small Self-Certification" to receive credit for proposing as a Small Business.)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Proposer commits to the following percentages of the total contract value for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting annual percentage commitment:

_____ % _____ Percent
(Figure) (Writing)

Small Business Subcontracting annual percentage commitment:

_____ % _____ Percent
(Figure) (Writing)

Request for Proposal
Department of General Services

REVISED: March 2014

Listing SDB and SB Subcontractors

The proposer must list in the chart below potential SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB company name, designation of SDB or SB, SDB/SB Primary Contact Information, and the description service or supplies the SDB/SB will provide, percent of contract value committed, dollar value of total contract value committed, and an indication as to the Proposer's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Section II-9 for each SDB/SB listed.**

| SDB/SB Name | SDB or SB | Primary Contact Name & Email | Description of Services or Supplies to be provided | % of total Contract Value Committed | Estimated \$ value of Commitment | Will SDB/SB be used for options/renewals? (yes/no) |
|-------------|-----------|------------------------------|--|-------------------------------------|----------------------------------|--|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Request for Proposal
Department of General Services



APPENDIX N

SMALL DIVERSE AND SMALL BUSINESS
LETTER OF INTENT

[DATE]

[SDB/SB Contact Name]
Title
SDB/SB Company Name
Address
City, State, Zip]

Dear [SDB / SB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFP [RFP number and Title] issued by the [Commonwealth agency name].

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided].

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB/SB] represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB/SB submission.

We look forward to the opportunity to serve the [Commonwealth agency name] on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

Offeror Name
Title
Company
Phone number

SDB or SB Name
Title
Company
Phone number



Proposals submitted by the deadline will be evaluated on a scale of 1 to 5. The evaluation criteria are as follows:

- 1. Technical Approach
- 2. Management Approach
- 3. Financial Approach

Technical Approach

A proposal will receive all available points, with other Proposers' proposals receiving a score of 1.

- Proposals submitted by the deadline will be evaluated on a scale of 1 to 5. The evaluation criteria are as follows:
- Proposals submitted by the deadline will be evaluated on a scale of 1 to 5. The evaluation criteria are as follows:
- Proposals submitted by the deadline will be evaluated on a scale of 1 to 5. The evaluation criteria are as follows:

Submittal will receive all available points, with other Proposers' proposals receiving a score of 1.



-

| Scenario | Score |
|---|--------------|
| <u>Proposer 1:</u> SDB Prime • 100% SDB Score = $200(1 + (1/3 \times 0))$ | 200 points |
| <u>Proposer 2:</u> SB Prime, with SDB Commitment • 100% SB; 15% SDB Commitment Score = $200(.15 + (1/3 \times 1))$ | 96.67 points |
| <u>Proposer 3:</u> Non-SDB/SB Prime, with SDB/SB Commitments • 15% SDB Commitment; 10% SB Commitment • Score = $200(.15 + (1/3 \times .10))$ | 36.67 points |

What's New?

- [Placeholder text]
- [Placeholder text]
- [Placeholder text]

Contact Information

- [Placeholder text]
- [Placeholder text]
- **A** [Placeholder text]
- [Placeholder text] **A** [Placeholder text]
- [Placeholder text]
- [Placeholder text]
- [Placeholder text]







Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- [redacted]
- [redacted]
 - [redacted]



Proposals are divided into three parts that must be submitted in separate individually sealed envelopes:

-  **50%**
 -  **3%**
-  **30%**
-  **20%**



Each Offeror must provide the following:

- **30** days prior to the date of the award of the contract, the Offeror shall submit to the Office of Administration a copy of the contract documents, including all exhibits, attachments, and amendments, in both hard copy and electronic format.
 - **1** copy of the contract documents, including all exhibits, attachments, and amendments, in hard copy format.
- **1** copy of the contract documents, including all exhibits, attachments, and amendments, in electronic format.
- **2** copies of the contract documents, including all exhibits, attachments, and amendments, in hard copy format. The Offeror shall also submit a copy of the contract documents, including all exhibits, attachments, and amendments, in electronic format. The Offeror shall also submit a copy of the contract documents, including all exhibits, attachments, and amendments, in hard copy format.
- **1** copy of the contract documents, including all exhibits, attachments, and amendments, in hard copy format. The Offeror shall also submit a copy of the contract documents, including all exhibits, attachments, and amendments, in electronic format. The Offeror shall also submit a copy of the contract documents, including all exhibits, attachments, and amendments, in hard copy format.



**Thank you for attending
the Pre-proposal
Conference**

Date: January 6, 2017

Subject: Unified Communications and Voice Services

Solicitation Number: 6100039274

Solicitation Due Date: February 23, 2017

Addendum Number: 2

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- Appendix F - Cost Submittal (rev. 1.6.17)
- Appendix M - SLA Data Sheets (rev. 1.6.17)
- Appendix Q - VoIP Service Locations (rev. 1.6.17)
- Appendix R - Compatible Hardware Requirements (rev. 1.6.17)
- Appendix S - Hardware Matrix (rev. 1.6.17)
- Appendix U - Centrex Analog Service Locations (rev. 1.6.17)
- Appendix X - COSTARS Program
- Appendix Y - COSTARS Program Election To Participate
- Questions and Answers
- RFP#6100039274 - Unified Communications and Voice Services

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Joseph M. Millovich
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Joseph M. Millovich

Title: Commodity Specialist
Phone: 717-214-3434
Email: RA-OITPurchases@pa.gov

Date: January 20, 2017

Subject: Unified Communications and Voice Services

Solicitation Number: 6100039274

Solicitation Due Date: February 23, 2017

Addendum Number: 3

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- Questions and Answers (rev. 1.20.17)

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

*Attn: Joseph M. Millovich
Bureau of IT Procurement
c/o Commonwealth Mail Processing Center*

*2 Technology Park (rear)
Attn: IT Procurement, 506 Finance Building
Harrisburg, PA 17110*

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Joseph M. Millovich
Title: Commodity Specialist
Phone: 717-214-3434
Email: RA-OITPurchases@pa.gov

Date: February 10, 2017

Subject: Unified Communications and Voice Services

Solicitation Number: 6100039274

Solicitation Due Date: February 23, 2017

Addendum Number: 4

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- Questions and Answers (rev. 2.10.17)
- RFP 6100039274 - Unified Communications and Voice Services

Please note that no additional questions will be accepted following this addendum.

For Solicitation where a “hard copy” (vs. electronic) response if requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

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Very truly yours,

Name: Joseph M. Millovich
Title: Commodity Specialist
Phone: 717-214-3434
Email: RA-OITPurchases@pa.gov

Questions & Answers
RFP 6100039274
Unified Communications Voice Services

| # | Question | Answer |
|----|---|--|
| 1 | What are the user profiles for headsets (e.g. call center, office worker, remote worker, mobile worker)? | Headsets will be utilized for a variety of users based upon agency needs and cover all examples given. |
| 2 | What type of headsets are you looking for (corded, wireless, or both)? How many of each variation? Mono or Dual Ear preference? | The commonwealth is looking for an offering of compatible headsets that will work with the solutions defined within this RFP. Agencies purchase headsets as the need arises. |
| 3 | Should a USB speakerphone also be proposed? Personal, small group and/or small to medium size rooms | The commonwealth is looking for an offering of compatible hardware that will work with the solutions defined within this RFP. Solutions above and beyond requirements are welcomed. |
| 4 | Do you need the headsets to work with the PC (S4B only) or also need connectivity to desk phones and mobile phones? | The commonwealth will utilize headsets in a variety of manners including PC softphone only, PC and desk phone, desk phone only, mobile devices, and "all-in-one". Offerors may propose multiple solutions to cover the gambit of scenarios. |
| 5 | What environments will the headsets be used in (office quiet, open office moderate noise, noisy environment)? | Headsets will be utilized in any given environment as deemed necessary by agencies. |
| 6 | Do you need call control on the headset? | The commonwealth is looking for an offering of compatible hardware that will work with the solutions defined within this RFP. Solutions above and beyond requirements are welcomed. |
| 7 | What is your biggest concern surrounding audio in your contact centers and office areas? i.e. Noise, call quality, call dropping | With several hundred call centers and multiple office environments across the commonwealth, general statements are difficult to make. The commonwealth is looking for an offering of compatible hardware that will work with the solutions defined within this RFP. |
| 8 | What are the purchasing criteria for selecting a headset that meets your needs? | The commonwealth is looking for an offering of compatible hardware that will work with the solutions defined within this RFP. Solutions above and beyond requirements are welcomed. |
| 9 | If wireless headset, how many will be in a single location? | Agencies purchase headsets as the need arises. Scenarios can cover a range from single to hundreds purchased at any given time. |
| 10 | How will you deploy the headsets? | Deployment of headsets is based on agency discretion. The commonwealth welcomes Offerors proposed approach. |
| 11 | How will you know and measure user adoption? | This question is unclear. |
| 12 | In lot 3, PSTN conferencing are you looking for actual speakerphone options as well? | While not a requirement of Lot 3, the commonwealth will welcome any proposal put forth. |
| 13 | Documentation says 30+ copies required while website states "Responses only by Email". Which do you prefer? | Offerors must submit the material required in Part I-12 of the RFP to the Issuing Office in hard copy format. |
| 14 | It sounds as though this RFP was written for Microsoft, would an on-premise solution be considered for audio and video conferencing? | Microsoft Skype for Business is the selected unified communication tool for the Commonwealth. The Commonwealth is looking for a hosted audio and video solution. Any proposed on- premise solutions must be maintained in Offeror controlled or contracted facilities and not within commonwealth facilities or data centers. |
| 15 | With regards to Voice Conference service requirements: you require Dial- In for up to 250 attendees and a large conference capabilities of up to 1000 participants; can you offer a ballpark of peak times for service and estimate of how many people could be using the service at Peak times? A.k.a. What would the peak number of users be at your peak time? | Conferencing peak times are dependent upon business needs. Current routine peaks do not exceed a sum of 1000 participants at any given time, due to platform constraints. |
| 16 | How many audio conferences per week/month and what is estimated duration of an average conference? | Conferencing duration times are dependent upon business needs. |

Questions & Answers
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Unified Communications Voice Services

| # | Question | Answer |
|----|--|--|
| 17 | Same question regarding Video Conferencing; what would you estimate to be your peak number of attendees of video conferences at a single time? | Video conferencing across the commonwealth is early adoption. The commonwealth is looking to grow this service through the procurement of this RFP. |
| 18 | How many video conferences per week/month and what is estimated duration of an average conference? | Video conferencing across the commonwealth is early adoption. The commonwealth is looking to grow this service through the procurement of this RFP. |
| 19 | Are you looking to connect traditional video codecs such as Polycom, Lifesize, Cisco, etc., and or soft clients (webcam based) for managed video bridging services? | While not a requirement of this RFP, the commonwealth encourages and welcomes offerors proposed solutions. |
| 20 | How many site locations they are looking to connect? | This question is unclear. |
| 21 | Do you prefer all pricing to follow the OPEX model? If so, can telephones be priced as a 5-year lease? | For evaluation purposes, proposal must be quoted as a direct buy or two year purchase option as described in the RFP and in Note #2 of the Lot 1 tab within the Cost Submittal Worksheet. The Commonwealth wishes to maintain ownership of the devices. |
| 22 | Do you plan on including a Proof of Concept as a part of the initial deployment? | The milestone of transitioning 1 and 5 Technology Park will serve as proof of concept for the selected Offerors solution. |
| 23 | Reference Section: III-1. Issue: Offerors shall respond separately to each of the Lots, but need not respond to all three. Also, the table of three core service areas are required for Lots 1 and 2. If the Offeror responds to both Lots 1 and 2, does the Offeror need to provide a separate response to the three core services for each Lot? | No, unless there are differences in how core services are delivered per Lot. |
| 24 | Reference Section: III-2 through III-7. Issue: The response to the requirements in Section III-2 through III-7 may be different; for example Lot 1 may have a need for different personnel/key personnel than Lot 2 or 3. Given the requirement to respond to each Lot separately does the Offeror need to provide separate responses for the mentioned sections? Question: Can/Does the Offeror need to provide separate response for III-2 through III-7 for each Lot? | Offerors should submit one technical proposal which clearly describes how their solution relates to each lot for which they are responding. |
| 25 | Reference Section: Service Delivery Management A-1. Issue: The Commonwealth states “The Offeror shall work with the Commonwealth to integrate its service delivery systems and processes with Commonwealth systems, including: <ul style="list-style-type: none"> • <input type="checkbox"/> Service ordering (using ESMS) • <input type="checkbox"/> Billing (using ESMS) Does the Commonwealth require the Offeror to provide Call Detail Records for usage based services? If so, how does the Offeror accept the CDRs into ESMS? If so, how often is the Offeror required to upload the usage records and is there a time limit for the record to be uploaded once placed? | The offeror must provide call detail records for services that require call details for billing purposes. The offeror and the Commonwealth will agree on a format for the CDR file. That file will be used for input in the ESMS. CDRs are sent daily to ESMS to be billed and rated for daily usage and once monthly for monthly usage charges. |
| 26 | Reference Section: I-7. The selected Offeror must perform the largest percentage of work as compared to its subcontractors and suppliers. Does the Commonwealth plan to evaluate each Lot separately against the requirement to perform the majority of the work internal to the Primes organization? | Each Lot is evaluated separately. |

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| # | Question | Answer |
|----|---|---|
| 27 | Reference Section: II-4. Evaluation Criteria. Will the Commonwealth evaluate each Lot independent of the other Lots? | Yes. |
| 28 | Reference Section: Appendix Q. Need additional information for transition planning. Can VOIP and Data Center Locations Tabs be expanded to include the name of the agency, number phone positions and the number telephone numbers? | Please see new information (TN Counts per location) in the following updated Appendix(s): Appendix Q – VoIP Service Locations Appendix U - Centrex Analog Service Locations Additional agency specific telephone number detail will be provided to the selected Offeror. Please note these are the current TN counts and may not represent the final counts implemented per location. |
| 29 | Reference Section: Appendix Q. Identification of training to support Transition planning. Can Appendix Q be expanded to include the number of personnel by location that would require training on new telephone Handsets? | Training needs will be dependent upon specific agency requirements. It is the commonwealth's desire that training is consistent regardless of method of training selected by agencies. |
| 30 | Reference Section: Overall RFP vs. Lots 1, 2 and 3. Prime RFP Percentages as opposed to LOT percentages and overall scoring. Will the Prime percentages and scoring be applied to the overall single RFP, or will each Lot carry its own Prime percentage and scoring? | Each lot will be scored independently. The Commonwealth may award up to three (3) different Offerors, one for each lot. |
| 31 | Reference Section – Lot 1. Licensing. Please identify the quantities and level of existing Microsoft O365 licensing. Can the Commonwealth please identify if Enterprise License agreements or Government? | The commonwealth's current licenses are government with totals exceeding 30,000. SKUs include G3 and Kiosk. |
| 32 | Reference Section – lot 1. III.8 E-1.35. Toll Free DNIS. Given that DNIS is a requirement, is there an ACD requirement of the Offeror to be integrated into Skype for Business? Also, please provide the estimated minutes of use per month of the inbound Toll Free associated with this RFP. | No, ACD requirements are provided by a separate contract. This information will be provided to the selected Offeror upon award. |
| 33 | Reference Section – Lot 1 III.8 item 31. integrating with Commonwealth's O365 and Microsoft environment. a. <input type="checkbox"/> How many unique "Forests" does the Commonwealth have within Active Directory? b. <input type="checkbox"/> Where are the physical Active Directory Domain Controllers located? c. <input type="checkbox"/> Is the Commonwealth using Exchange via O365 or does the Commonwealth have Exchange hosted on prem? If on prem please identify locations where Exchange is hosted? | a. This information will be provided to the selected Offeror upon award. b. This information will be provided to the selected Offeror upon award. c. The commonwealth is in the process of migrating to O365 Exchange. It is the desire of the commonwealth that all features and functions of the selected Offeror's solution are fully integrated with O365 Exchange. This should be completed by contract award. |
| 34 | Reference Section – Lot 2. Centrex. Is the Commonwealth seeking legacy Centrex services (ISDN BRI and POTs) or a replacement via hosted VoIP that mimics Centrex capabilities? | While there will be a need for legacy Centrex services (fax and alarm lines), the migration to VoIP is desired by the commonwealth. We welcome proposed solutions that meet or exceed the requirements within the RFP. |
| 35 | Reference Section – Lot 1, Part 1 I-3 (Page 3). Commonwealth Skype requirements. a. <input type="checkbox"/> Is the Commonwealth using Skype for Business today? b. <input type="checkbox"/> What features of Skype for Business is the Commonwealth using today, if any? c. <input type="checkbox"/> What Skype Packages is the Commonwealth evaluating? | a. Yes b. All features except those that require PSTN connectivity. c. Packages proposed that meet the RFP requirements. d. Our current platform is Unify IP/PBX, OpenScope V7, with 45,000 end points e. Yes f. The Commonwealth currently has an enterprise licensing agreement. g. Commonwealth purchases its licenses through its software reseller. |

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| # | Question | Answer |
|----|---|---|
| | <p>d. <input type="checkbox"/> If Enterprise Voice is selected, what is the Commonwealth's current voice platform(s) today? (type of product and version)</p> <p>e. <input type="checkbox"/> Does the Commonwealth currently have access to Skype for Business client licenses?</p> <p>f. <input type="checkbox"/> What licensing agreement do they currently have with Microsoft?</p> <p>g. <input type="checkbox"/> Who does the Commonwealth buy their licensing through?</p> <p>h. <input type="checkbox"/> Number of planned Skype for Business enabled end-users (end-state)?</p> <p>i. <input type="checkbox"/> What is the Commonwealth E-mail platform? (Vendor, Software, Release?)</p> <p>j. <input type="checkbox"/> Are the Commonwealth services hosted in multiple locations, (i.e. CRM, SharePoint, PBX)?</p> <p>k. <input type="checkbox"/> Does the existing Commonwealth LAN supports QoS?</p> <p>l. <input type="checkbox"/> Number of concurrent calls the Commonwealth can support?</p> <p>m. <input type="checkbox"/> Does the Commonwealth require Call Center (Y/N – if Y what is the product, and the # of users)?</p> <p>n. <input type="checkbox"/> Does the Commonwealth require Call recording (Y/N – if Y what is the product, and the # of users)?</p> <p>o. <input type="checkbox"/> Can the Commonwealth provide the number of users requiring Voicemail?</p> <p>p. <input type="checkbox"/> Does the Commonwealth have a preferred end-user device vendor or is the Commonwealth vendor agnostic? Are the end-user devices the Commonwealth current owns that the Offeror could utilize in Offeror's open architecture solution? If so, what is the vendor, model and count?</p> <p>q. <input type="checkbox"/> Does the Commonwealth require Sharepoint integration?</p> <p>r. <input type="checkbox"/> What is the host OS? (Windows 7 for example)</p> <p>s. <input type="checkbox"/> Is number porting required and if so where?</p> | <p>h. Our current user base is 40,000+. The final number will be based upon business area needs as determined through the transition process.</p> <p>i. Migrating to O365 Exchange in the Cloud by contract award date.</p> <p>j. Yes</p> <p>k. Due to the complexity and nature of multiple agency networks this information is unavailable at this time. However, the Offeror should indicate any network requirements for their proposed solution.</p> <p>l. Our current ratio of calls is 6:1. The final number will be based upon business area needs as determined through the transition process.</p> <p>m. No.</p> <p>n. Yes, please see call recording requirements E-1.59; E-1.70 – 72.</p> <p>o. Our current user base is 40,000+. The final number will be based upon business area needs as determined through the transition process.</p> <p>p. The commonwealth is vendor agnostic and only desires that hardware meet or exceeds requirements listed in the RFP. The current end points are approximately 40,000 Open Stage 20-60 series devices.</p> <p>q. While this is not a requirement, proposals including this will be entertained.</p> <p>r. Desktop range from Windows 7 Enterprise to Windows 10 Enterprise.</p> <p>s. Please see requirements E.1.1 and D-2.2.</p> |
| 36 | Reference Section: Lot 2. Limited Centrex Availability. Would the Commonwealth consider voice services via cable modem with Centrex like features as a replacement for legacy Centrex? | The commonwealth will entertain any proposed solutions that meet or exceeds the requirements within this RFP. |
| 37 | Reference Section: Lot 2. IRS Publication 1075. It appears that IRS Publication 1075 limits Microsoft Skype competition. Can you elaborate on the requirements outlined by the Commonwealth? Does the Commonwealth require Skype to be located in the Government Community Cloud? | The Offeror can propose their own hosted solution as long as it is compliant with IRS Publication 1075. There is no specific requirement to utilize the Microsoft Government Community Cloud. |
| 38 | MS Skype Licensing. The RFP mentions Microsoft O365 integration, how the Commonwealth envision integration if Microsoft is not the selected vendor and an offeror provides hosted Skype? | The commonwealth, through this RFP, is looking for vendors proposed solutions that will meet the requirements. |
| 39 | Payphone. Can the Commonwealth provide contact information for the existing payphone provider? | Verizon is the Commonwealth's current provider for payphone services. |
| 40 | BTNs for VoIP Services. For transitional purposes, can the Commonwealth provide how many BTNs the current provider(s) have in their billing system for the Commonwealth's VOIP services? | The commonwealth currently has 12,442 BTNs. |

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| # | Question | Answer |
|----|--|---|
| 41 | Regarding Lot 3 – Other Voice Conferencing Services, page 87 of 181, under Description, last paragraph includes this statement “This service is not intended for Lot 1 (UC and VOIP) users.” Skype for Business (SfB) Online offers a native PSTN Conferencing add-on for Office 365 which provides fully integrated E.164 / PSTN dial-in service to SfB meetings for attendees who must dial-in via a landline or cell phone (no SfB Client access). This PSTN dial-in method can be used by a Commonwealth employee or an outside attendee. Why would Lot 1 users (all or some) not benefit from having access to PSTN Conferencing dial-in via e.164 numbers fully integrated with their web conference and meeting invitations? | The commonwealth foresees scenarios where satellite offices served by PBXs or traditional Centrex from Lot 2, do not have the avenue for utilizing PSTN connectivity for SfB for conferencing services off of Lot 1. Lot 3 is meant to fill this gap. |
| 42 | If a prime bidder decides to ONLY bid Lot 3, would that bid be exempt from the Small and Disadvantaged Business scoring component? | No. |
| 43 | I-12. Proposal Requirements. Submission format – electronic vs hard copy. Proposal Submission: To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in Section I-12B, providing thirty (30) paper copies [one marked “ORIGINAL”] of the Technical Submittal and one (1) paper copy of the Cost Submittal and two (2) paper copies of the Small Diverse Business and Small Business (SDB/SB) Participation Submittal and related Letter(s) of Intent. In addition to the paper copies of the proposal, Offerors shall submit one complete and exact copy of the entire proposal (Technical, Cost and SDB/SB submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. On the Commonwealth Market page it is stated that : http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=6100039274 Responses to this bid will only be accepted electronically. You must go to http://www.pasupplierportal.state.pa.us to complete this bid. Please clarify the submission requirement. | Offerors must submit the material required in Part I-12 of the RFP to the Issuing Office in hard copy format. |
| 44 | Lot 1 Tasks E – Features & Functions. 4....Self Managed Moves, Adds and Changes: Does a managed task by an Ops Team managing MACDs via a Trouble ticketing system meet the requirements or is this requirement for the customer representative to use a system portal to perform desired change? | The requirement is for commonwealth staff to have the ability to perform their own MACDs through a vendor provided system portal. |
| 45 | Lot 1 Tasks E – Features & Functions. How does feature/function “10...Safety & Security” differ from feature/function “11... 911 Services”? | This question is unclear. |
| 46 | III-5 Personnel. Section B. Subcontractors #8. #8 specifies “Resumes (if appropriate and available)” whereas the following paragraph states “The Offeror’s | The Offeror should submit resumes for all individuals who they mention within their solution. |

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| # | Question | Answer |
|----|---|---|
| | <p>subcontractor information shall include (through a resume or a similar document)....”.</p> <p>Can the Commonwealth please clarify as these requirements do not seem to be in agreement whether subcontractor’s resumes are required or only required if “appropriate and available” and are they required for all individuals?</p> | |
| 47 | <p>III-6 Training. Number to be trained. REQ: If appropriate, indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained.....”.</p> <p>Question: Can the Commonwealth provide additional information in order to better provide the number of people to be trained?</p> | <p>Currently the Commonwealth has 45,000+ users on their IPT platform. The Commonwealth is looking for Offerors to provide innovative solutions to train 100% of the users across different training methodologies (e.g. web based, class room, train the trainer, etc.) that meet or exceed Commonwealth requirements.</p> |
| 48 | <p>Lot 1. Toll Free Services. Can the Commonwealth please expand on the scope of providing Toll Free services as part of Lot 1? For example, is the requirement for the Offeror to integrate and manage the Government’s existing Toll Free Services (provided as GFE) or to provision and resell toll free services to the Commonwealth?</p> | <p>The requirement is for the Offeror to port and provision toll free services as part of their proposed solution.</p> |
| 49 | <p>Lot 1. Core Services – Emergency Preparedness. Does this imply failover/high availability/disaster recovery solutions?</p> | <p>These requirements (see C. Emergency Preparedness) are to address how the Offeror will support continuity of operations during an emergency if the Commonwealth needs a strategy for maintaining operations for an extended period of time. Section D - Architecture and Integration (D-1.6) references failover requirements.</p> |
| 50 | <p>Lot 1. The Commonwealth states “Tickets may be submitted either via manual data entry through an online user interface”. Will the Commonwealth allow vendor support staff online access to the ESD ServiceNow ticketing system?</p> | <p>The Offeror is required to integrate with the ESD. The awarded Offeror of the ESD contract (RFP#2) determines the specific ITSM system used by the ESD. The RFP#2 Vendor is required to provide integration capabilities and access to all other Vendors to their proposed ticketing system whether that be online or via an integrated connection that is yet to be determined.</p> |
| 51 | <p>Lot 1. Lots Evaluation. Is each Lot being evaluated on their own using Technical, Costing & SB/SDB Criteria? Will a vendor be disadvantaged if they respond with only 1 lot?</p> | <p>Each Lot is evaluated separately.</p> |
| 52 | <p>RFP III-8, B.3, B-9. Can the Commonwealth provide the quantity and scope of in-flight projects Offeror will assume?</p> | <p>Question is unclear.</p> |
| 53 | <p>Lot 1. D-1.2 REQ:The Offeror shall host all core components at the Offeror’s datacenter(s).</p> <p>Question: Does the Commonwealth consider cloud-based Skype for Business (in the Microsoft Government Community Cloud) as being hosted “at the Offeror’s datacenter”?</p> | <p>Yes.</p> |
| 54 | <p>Lot 1. Tasks D-1.1 REQ: The Offeror shall provide a fully managed, vendor hosted, VoIP solution that includes an integrated MS Skype for Business UC platform. The solution shall provide full integration and federation with the Commonwealth O365 environment.</p> <p>Question: What services are deployed on the Commonwealth’s O365 platform?</p> | <p>The Commonwealth is currently licensed for and leveraging the following products:</p> <ul style="list-style-type: none"> • Exchange Online • Office ProPlus • Skype for Business • Office Online • SharePoint Online • OneDrive for Business • Project Online |

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| # | Question | Answer |
|----|---|--|
| | | <ul style="list-style-type: none"> • Project Pro • Visio Pro • Yammer • Dynamics CRM • Dynamics AX • Power Bi |
| 55 | <p>Lot 1 Task D-1.4. REQ: The Offeror's solution shall, cost-effective way to support users in a multi-tenancy, multi-location (>100 locations) environment over the next 5-10 years. There are currently ~ 45,000 VoIP users that will be transitioned to the new platform. There are currently ~ 28,000 non-VoIP users (e.g. PBX, Centrex) many of which may be transitioned to the new platform.</p> <p>Question: What features of multi-tenancy are desired by the Commonwealth?</p> | <p>In regards to this statement, multi-tenancy refers to multiple commonwealth agencies occupying shared facilities.</p> |
| 56 | <p>Lot 1. 2.2 The Offeror shall describe its proposed UC and VoIP architecture. Including but not limited to the following: Overall solution architecture (redundancy, disaster recovery, etc.) Requirements for connection to the Commonwealth network Integration of proposed hosted VoIP platform with MS Skype for Business Survivability options for critical sites. This should include any network and PSTN requirements (e.g. PRIs)</p> <p>Question: In requirement c above, is the Commonwealth requiring integration with an existing Commonwealth VoIP platform?</p> | <p>No.</p> |
| 57 | <p>Lot 1 #4 Licensing. Regarding the Commonwealth Enterprise License Agreement, what level licensing is in use at the Commonwealth?</p> | <p>Currently a combination of E3 and Kiosk with the majority being E3.</p> |
| 58 | <p>Lot 1. Does the Commonwealth currently have its entire MS Exchange email hosted by Microsoft (aka "Exchange Online")?</p> | <p>No, but the objective is to have this in place by contract award date.</p> |
| 59 | <p>Lot 1. Dial Tone Services Task E-1.8. REQ: The Offeror shall provide ability for end user to dial and connect to 411 for information service.</p> <p>Question: Please provide more information on the Commonwealth 411 Network solution and capability?</p> | <p>In regards to this requirement, the Offerors solution should provide end users the ability to dial 4-1-1, which is the telephone number for local directory assistance across the U.S.</p> |
| 60 | <p>Lot 1. Main Line Services Task E-1.10. REQ: The Offeror shall provide more than 1 incoming call on a single TN at a time.</p> <p>Question: Can you please provide Use case?</p> | <p>The Offeror should provide the ability for more than 1 incoming call on a single TN at a time. This is commonly used for main incoming lines where the user is able to put the 1st call on hold and answer a second incoming call where the 2nd caller doesn't receive a busy signal or go straight to voicemail.</p> |
| 61 | <p>Lot 1. Main Line Services #10. REQ: The Offeror shall describe its approach for providing main line answering features for multiple users.</p> <p>Question: Please clarify the requirement as specified.</p> | <p>Within the commonwealth, there are instances where multiple users are responsible for answering a main incoming telephone number for their office. The Offeror should propose a solution where more than 1 person has the ability to answer these calls from their own telephone, without having to be physically located at the main desk.</p> |
| 62 | <p>Lot 1. E-1.41. REQ: The Offeror shall provide flexible hunting capabilities.</p> | <p>These should include, but are not limited to, loop, sequential, and random select.</p> |

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| # | Question | Answer |
|----|--|---|
| | Request: Please identify the specific hunting capabilities the Commonwealth is expecting. | |
| 63 | Lot 1. E 1.47. What services of Office 365 does the Commonwealth already subscribe to? | The Commonwealth is currently licensed for and leveraging the following products: <ul style="list-style-type: none"> • Exchange Online • Office ProPlus • Skype for Business • Office Online • SharePoint Online • OneDrive for Business • Project Online • Project Pro • Visio Pro • Yammer • Dynamics CRM • Dynamics AX • Power Bi |
| 64 | Lot 1. E 1.49 Does the Commonwealth already use Azure Active Directory Sync? | Yes. |
| 65 | Lot 1. E-1.61 REQ: The Offeror shall provide the ability to choose a large capacity conferencing option which allows for, at a minimum, in excess of 1,000 participants. Question: Is the Commonwealth asking for a broadcast solution or interactive experience? | The commonwealth is looking for broadcast experience where the participants can utilize chat or text in order to participate or ask questions. |
| 66 | Lot 1. Will our UC support staff receive calls from COPA Tier 1 on COPA ITSM system? Can Offeror utilize COPA ITSM System to manage support tickets for the UC solution? | No. The support staff will not receive calls from COPA Tier 1 system. The COPA ITSM system will not be used to manage any support tickets for the UC solution. All tickets will reside in the ESD ITSM system. Whether awarded Offerors of this RFP can have direct access to the ESD ITSM system is at the discretion of the ESD awarder Offeror. Please refer to the RFP Section III-8.A for a diagram depicting types of tickets managed by organization and ITSM integration points. |
| 67 | Lot 1 E 1.79-1.84. Can the Commonwealth provide a description of the types of tasks that are implied under the "Teleworking" label (feature/function letter n)? | The commonwealth requires that their teleworking users have the same experience and use of features and functions as if they were located in a commonwealth networked facility, without the use of VPN. |
| 68 | Lot 1. F 1.12. What SLAs are used to determine the effectiveness of the instructor? | Mutually agreed upon post training surveys to be developed in conjunction with selected Offeror. |
| 69 | Appx I, Commonwealth ITSM Overview. How many non-standard service requests (NSSR) are there per month? | The question is unclear. |
| 70 | Lot 3. All. Does the Commonwealth expect active participation from users/employees during the meeting? Or is this service for a broadcast/webcast audio dial-in with listen only ability? | The commonwealth is looking for broadcast experience where the participants can utilize chat or text in order to participate or ask questions. |
| 71 | Are you willing to consider a Unified Communications Platform other than Skype for Business as long as it can provide the same functional capabilities and/or integrate where applicable? | No. |
| 72 | Are you willing to consider a Unified Communications Client other than Skype for Business as long as it can provide the same functional capabilities and/or integrate where applicable? | No. |

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| 73 | Are you willing to consider an Audio/Video Conferencing solution other than Skype for Business as long as it can provide the same functional capabilities and/or integrate where applicable? | No if answering within Lot 1. Yes, if answering within Lot 2. No if answering within Lot 3. |
| 74 | Can the Commonwealth provide the current telephone numbers associated with each site on Appendices T & U? | Information will be provided to the selected Offeror |
| 75 | For Lot 2 services, will the Commonwealth consider "Centrex-like" services that are provided as a Hosted VoIP service rather than traditional Centrex? | The commonwealth will entertain any proposed solutions that meet or exceeds the requirements within this RFP. |
| 76 | PART III. Technical Submittal or Part VI. A. Core - Support Services (invoices) or 23. PAYMENT (pg 114). Does the Commonwealth require a single invoice for all services provided under each Lot? | Yes, one invoice for each lot. |
| 77 | PART I page 5 And Appendix F-Cost. Appendix F cost submittal, for the 3 lots only has a subtotal for Estimated Yearly Total. Industry leading voice and unified communications services will be required from contract signature and must continue through the duration of the full contract period, which has the potential of being ten (10) years. Therefore, it is crucial for the selected Offeror to stay abreast of, and deliver, advances in security practices, networking technologies, and voice and unified communications services. For the full contract period, base term of 5 years and potential of another 5 years, there is no calculation in the cost submittal for base years and renewal years. Is it the Commonwealths intent that the estimated yearly total must continue at the same rate for the full 10 year contract term? | The Commonwealth's intent is to have fixed rates for the 5 base years. Cost may be negotiated during renewal periods. |
| 78 | PART I. Page 4 "A key Commonwealth goal is to move the majority of Commonwealth users to a cost effective replacement unified communications (UC) platform (based on a Microsoft Skype for Business platform) from the current UC platform." Please quantify this number or define "the majority." | It is the intent of the commonwealth to move all current IPT and UC users, which currently comprises of 45,000 lines, to the new solution procured from this RFP. These numbers are subject to change during the course of transition activities. |
| 79 | PART I-4 Objectives. A. As determined by OA/OIT, in consultation with the agencies, the primary goal of this procurement is to obtain a comprehensive, secure, and cost effective voice communications solution for the Commonwealth agencies under the governor's jurisdiction. Will this contract be extended to COSTARS participants? | Yes. The Commonwealth has revised the RFP to allow for COSTARS participation. Refer to Appendix X and Y. |
| 80 | PART III-5. Page 24. Project Manager. Is the project manager expected to handle all moves/adds/changes/disconnects through the term of the contract that agencies TMOs do not manage themselves through the requested online MAC portal? | Yes, or another appropriate vendor representative that remains as a consistent agency facing entity through the life of the contract. |
| 81 | PART III-5. Page 24. Incident Manager. Can the Commonwealth please define in further detail the differences in the expectations between the Service Desk and the Incident Manager? | The Incident Manager acts as the owner and single point of contact for all incidents related to voice services. The Incident Manager will be responsible for the tracking, escalation, communication, and management of incidents and outages from the time of initial logging through resolution. The Incident Manager is the focal point who interfaces with the commonwealth ensuring timely communication during incidents, appropriate escalation as indicated for high |

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| | | impacting incidents, and post incident reports. For recurring or high impact incidents, the Incident Manager passes information needed to initiate the problem management process including documentation of work arounds, known errors and root cause analyses. The Service Desk processes service requests in addition to opening incident tickets when calls are received, assigning them to the proper resources, ensuring timely updates and managing the ticket to closure. The Incident Manager plays a role during a service impact and as indicated, after service restoration. |
| 82 | PART III-8.A. Pg 28. Work Plan - Service Delivery Management. Which Offeror (ESD or Voice RFP VSD) will be responsible for the cost associated with the integration of their ITSM system with the Offeror from RFP#2? | Each vendor will be responsible for its own cost incurred for the integration. |
| 83 | PART III-8.A. Pg 28. Work Plan - Service Delivery Management. How will the Commonwealth govern disputes between the multiple vendors from each of these RFPs? | Commonwealth will provide overall governance over their suppliers and would facilitate a dispute resolution between affected parties as deemed appropriate. |
| 84 | PART III-8.A. Pg 29. Support Services. Which Offeror (ESD or Voice RFP VSD) will bear the financial responsibility for the integration between CMDBs; Which Offeror (Enterprise or Voice RFP) will bear the financial responsibility for the integration between Event Management Systems? | Each vendor will be responsible for its own cost incurred for the integration. |
| 85 | PART III-8.A. Tasks - Service Delivery Management, Pg 32. A-6. Can the Commonwealth specifically define the standards that the ITSM systems must meet? | Please refer to the diagram in section III-8.A for specific ITSM requirements. Offerors responding to this RFP are expected to have the capability to process tickets on their ITSM system for incidents, changes and problems and maintain the CMDB. The Offeror's ITSM system must be able to integrate with the ITSM system hosted by the awarded Offeror of the ESD services (RFP #2) and support bi-directional transaction processing for those processes. Additionally, integration is required for the VSD to pass events to the Enterprise SIEM hosted by the ESD awarded Offeror. |
| 86 | PART III-8.A. A. Support Services, Pg 30. Footnote. Can the Commonwealth clarify who bears the costs relative to the statement "The selected Offeror shall transition to the ESMS replacement once it becomes available?" Will the awarded Offeror be able to participate in the development of the ESMS replacement? | Once the Offerors services are enabled and accepted by the Commonwealth, any changes to services or additional costs will be managed through the standard contract change management process. The ability of Offeror to participate in the development of the ESMS replacement will be determined based upon the award of the new solution. |
| 87 | PART III-8.A Tasks - Service Delivery Management, Pg 33. A-11. What is the minimum level of ITIL certification that is required to meet this requirement? | Offeror staff should have achieved ITIL V3 Foundations certification at a minimum to meet this requirement. |
| 88 | PART III-8.A. Tasks - Service Delivery Management, Pg 33. A-13. Please define further the statement "ability to scale resources to meet increased business needs". Does this mean the Offeror should have ability to add resources to the program at their own expense regardless of the reason for the additional resources <or> will the Commonwealth agree that additional costs could be assessed in the event the need for those additional resources is driven by decisions made by or | The Offeror is responsible for scaling resources to meet increased business needs for supporting their proposed services. If there are agreed upon changes in the proposed services throughout the contract, those changes will be managed through the standard contract change management process. |

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| | activities implemented by the Commonwealth that significantly changes the assumptions that were used to determine the initial resource requirements. | |
| 89 | PART III-8.A. Tasks - Service Request and Billing, Pg 35. A-16. In the event a mutually agreed upon interval cannot be established will those products be exempt from SLA calculations until such an agreement is met? If not then how will the Commonwealth evaluate if service delivery SLAs are met or missed? | A service cannot be enabled until mutually agreeable interval is established. |
| 90 | PART III-8.A. Tasks - Service Request and Billing, Pg 35. A-17. If there are no available facilities to the desired location and a build out is required will those requests be excluded from the SLA calculations? | At the Commonwealth's sole discretion, it may waive or extend an SLA. |
| 91 | PART III-8.A. Tasks - Service Request and Billing, Pg 35. A-19. How will situations be handled when the order creator delays acceptance and Offeror has met the requested delivery dates by the agency? Will the Commonwealth permit those orders be closed regardless of the formal acceptance from that order creator? | The date the billing starts will be based on the date the order was delivered successfully and completely by the offeror regardless of the date of the agency acceptance. |
| 92 | PART III-8.A. Tasks - Service Request and Billing, Pg 35. A-20. How are multiple changes for the same line handled? In the event 3 separate changes/actions are requested for 1 line would this be quantified as 1 change or 3 changes? | If these changes are processed at the same time and added all on one order, it is one change order. Currently only one order can be processed at a time against each ESMS CI. |
| 93 | PART III-8.A. Tasks-Service Asset and Configuration Management, Pg 37. A-27. Do the requirements for Configuration Items (CI) only pertain to those CIs that are dedicated to the Commonwealth infrastructure and not the shared or backbone infrastructure for the Offeror? | Correct. The requirements only pertain to those configuration items which are part of the Commonwealth infrastructure. |
| 94 | PART III-8.A Tasks-Service Asset and Configuration Management, Pg 38. A-43. Which Offeror is responsible for the cost associated w/ the ESD integration and will the Commonwealth govern that relationship? | Each vendor will be responsible for its own cost incurred for the integration. |
| 95 | PART III-8.A. Tasks - Service Desk Management, Pg 41. A-45. In the event incident volumes increase due to a decision or technical direction change by the Commonwealth how will the Commonwealth handle the additional resource cost associated with the increase volume? | The offeror should staff service desk to handle all incident volume increases related to its services. |
| 96 | PART III-8.A. Tasks - Service Desk Management, Pg 41. A-48. The diagram shows that all incidents are called into the ESD and the ESD provides the communication to the end user during the management of incidents and events. However this clause states the VSD for this bid communicates with users, keeping them informed of the progress, impending actions.... Which is the accurate flow of incident/event reporting and communicating with the end users/agencies for this RFP? | All calls initiate through the ESD. Once forwarded to VSD may call directly to end-user if needed for problem validation/resolution. VSD maintains responsibility for updating ticket. |
| 97 | PART III-8.A. Tasks - Service Desk Management, Pg 42. A-56. Will tickets lacking the required information per the established scripts that prevent the triage process from occurring be placed on customer "hold"? | Yes, if it prevents the triage process from occurring. |

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| | time until the required information is provided by the agency? | |
| 98 | PART III-8.A. Tasks - Service Desk Management, Pg 43. A-63. Is the requirement for the Service Desk personnel to perform the trap and trace <or> simply to process a trap and trace request and sending them to the appropriate support team to execute on the request? | The Service Desk personnel are to facilitate the request and ensure the appropriate parties receive required data and process the request in a timely fashion. |
| 99 | PART III-8.A. Tasks - Service Desk Management, Pg 43. A-64. How long is the requirement for tickets to be accessible? | Through the term of the contract. |
| 100 | PART III-8.A Tasks - Service Desk Management, Pg 43. A-71. Will the Commonwealth be acceptable to different timeframe (within a reasonable range) in the event the Offeror cannot meet the 15 minute requirement? | No |
| 101 | PART III-8.A. Tasks- Event Management, Pg 48. A-84. Which Offeror (RFP #2 or RFP #1) is responsible for the cost associated with the electronic interface required? How will the Commonwealth govern this relationship between the different suppliers? | Each vendor will be responsible for its associated costs. |
| 102 | PART III-8.A. Tasks- Event Management, Pg 48. A-85. Which Offeror (RFP #2 or RFP #1) is responsible for the alert out to the Commonwealth for an event? | The RFP 3 vendor will be responsible for notifying the RFP 2 vendor and the Commonwealth. |
| 103 | PART III-8.B. Tasks - Service Level Agreements, Pg 54. B-19. Please further explain the meaning of making tiered service offering available to accommodate agency needs and budget? | The Offeror is required to provide their service in three tiered service levels (Bronze, Silver, and Gold). Commonwealth Agencies can then choose what level of service meets their business needs. The Offeror should review Appendix M - SLA Data Sheets (Availability and Time to Resolve SLAs) requirements for each service tier. The Offeror will be expected to also present their tiered service costs in the Appendix F - Cost Submittal (note: reference to service costs should <u>only</u> be included in Appendix F - Cost Submittal). |
| 104 | PART III-8 - Lot 1. D. Architecture and Integration, Pg 58. D-19. Will the Commonwealth consider a formal network assessment during the transition phase to verify the data network bandwidth estimates provided during the RFP phase is accurate? If the Commonwealth has completed a formal network assessment, will the results be provided to Offerors? | Yes. No, the Commonwealth has not completed a formal network assessment. |
| 105 | PART III-8 - Lot 1. E. Features and Functions, Tasks, UC Functionality, Pg 67. E-1.52. Can the Commonwealth further define user friendly and intuitive? | Simplistic with minimal need for instruction. Offerors will have the ability to showcase this during oral presentations. |
| 106 | PART III-8 - Lot 1. E. Features and Functions, Tasks, Recording, Pg 70. How long is the requirement to maintain the recorded meeting audio and video in archives? | The commonwealth requires a minimum of 30 days with an option to export to commonwealth storage. |
| 107 | Part VI. IT CONTRACT TERMS AND CONDITIONS. 12 E. Contract Integration. Given the complex nature of the services that the Commonwealth is requesting, such as service integration, new technology deployment, Cloud services, and third party integration, can the Commonwealth provide further clarification around the requirements, specifically to other terms (i.e. Click Through, Statements of Work, | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any additional terms and conditions the Offeror would like to add to the standard contract terms and conditions must be submitted with the proposal. The Commonwealth will not accept click through agreements or any other terms and conditions that are not part of the final contract between the Commonwealth and the selected offeror. |

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| | PPMs, etc.) or any other terms associated with the user interaction including those from a third party? | |
| 108 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 6 Purchase Orders. Offeror's understanding is that all orders must be placed through the ESMS system; therefore, how would this section apply? Can the Commonwealth provide examples as to when it would apply? Can the Commonwealth provide an example of when the Purchasing Card might be used and is the amount negotiable? ((Group/General)) | All orders must be placed through ESMS, but the Commonwealth will use its ERP system (SAP-SRM) to create follow-on purchase orders which relate to the orders placed through ESMS. Section 6. Of the IT Contract Terms and Conditions covers the purchase orders which result from the ESMS orders. |
| 109 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 10. Information Technology Policies. Offeror has stringent / equivalent or greater IT policies – would the Commonwealth permit Offeror to follow our internal policies? | The selected Offeror must, at a minimum, meet the Commonwealth's requirements. |
| 110 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 12. Contract Integration, (e) Other terms unenforceable. Individual services may have specific obligations by Offeror and Commonwealth. How does the Commonwealth intend to integrate those terms into the agreement? For example, Statements of Work, or policies and procedures. | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any additional terms and conditions the Offeror would like to add to the standard contract terms and conditions must be submitted with the proposal. The Commonwealth will not accept click through agreements or any other terms and conditions that are not part of the final contract between the Commonwealth and the selected offeror. |
| 111 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 14. Transition. Offeror believes the Commonwealth's timeline is extremely aggressive. Is the Commonwealth willing to negotiate an extended timeline? Is the Commonwealth willing to entertain an Offeror's proposed timeline? | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror's proposal. |
| 112 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 18. Other Contractors. Can the Commonwealth clarify how it intends to ensure cooperation among contractors? | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror's proposal. |
| 113 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 1.f. Definitions. Can the Commonwealth provide further clarification regarding what Developed Works and Services you anticipate? | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror's proposal. |
| 114 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 26. Default. Can the Commonwealth provide further clarification regarding 26. (a) (iii) Unsatisfactory performance of the Services? | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror's proposal. |
| 115 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 13. Services (a). If provided product or service becomes commercially unavailable during the contract term, how does the Commonwealth recommend the Offeror address that under the terms and conditions of this contract. | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror's proposal. |
| 116 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 33. Contract Controversies. Can the Commonwealth propose an informal dispute resolution process for inclusion in this section prior to a formal dispute. | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror's proposal. |
| 117 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 34. Data Security. Regarding | The selected Offeror must, at a minimum, meet the Commonwealth's requirements. |

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| | Information Technology Policies and Data Security policies, Offeror has stringent / equivalent or greater IT policies – would the Commonwealth permit Offeror to follow our internal policies? | |
| 118 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 36. PCI Security Compliance. Can the Commonwealth elaborate how this section might apply to the services in this RFP#3? | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror’s proposal. |
| 119 | Part VI. IT CONTRACT TERMS AND CONDITIONS. In General. Given the short RFP timeline and expedited transition timeline, would the Commonwealth consider use of previously negotiated contract terms and conditions? | No. |
| 120 | Part VI. IT CONTRACT TERMS AND CONDITIONS. General I-23. RFP item General I-23 (p.12), appears to be inconsistent with Section “I-23 Term of Contract” Please clarify? | Please clarify the question. |
| 121 | Part VI. IT CONTRACT TERMS AND CONDITIONS. RFP reference in 2(a) and 2(b). Due to the inherent evolutionary nature of technology, certain products are decommissioned and no longer commercially available, while new products are introduced. Please address the acceptable transition methodology to move from one technology or service to a replacement technology or service. | Reference Part III-10 of the RFP (Objections and Additions to Standard Contract Terms and Conditions). Any suggested revisions to the terms and conditions must be noted in the Offeror’s proposal. |
| 122 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 22 Billing Requirements, and Section 23. Payment. In RFP IT CONTRACT TERMS AND CONDITIONS Section 22 Billing Requirements, and Section 23. Payment, it appears that multiple invoices and payments are acceptable. Can the Commonwealth confirm this? | The Commonwealth requires a single invoice. |
| 123 | Part VI. IT CONTRACT TERMS AND CONDITIONS. Section 22 Billing Requirements, and Section 23. Payment. Does the Commonwealth require a single invoice for all services provided under this new contract? | Yes, the Commonwealth requires a single invoice. |
| 124 | Section III.8 item 18. Change Management, Pg 40. The Offeror shall provide a draft Change Management Implementation Plan which shall include: a) Contact information for change/release manager(s) and b) Standard change freeze windows. Please clarify what does the referenced “Standard change freeze windows” mean? | <p>“Standard change freeze windows” is akin to blackout periods. This requirement asks the Offeror to identify any specific windows of time during which, the Offeror cannot perform certain types of changes for a specific business reason.</p> <p>Offeror must follow Commonwealth policy.</p> |
| 125 | Lot 1. Part III-8. Service Delivery Management Tasks, Pg 29 and Pg 32. Service Desk - The selected Offeror (i.e., Supplier) shall provide an ITIL compliant Vendor Service Desk (VSD). The Supplier will integrate its service operations processes and service desk with the Commonwealth’s vendor-provided Enterprise Services Desk (ESD). The Supplier will also be required to integrate its CMDB with the enterprise level CMDB through the development of an integrated asset and configuration management (SACM) solution. Is the Service Desk being referenced TIER 1? If so, how does | The Commonwealth is expecting the Offeror of this RFP to propose and provide appropriately skilled and experienced service desk personnel based on the support needs for their proposed services within this RFP. The ESD (RFP #2) will be providing the initial incident triage and/or incident forwarding to the other telecom providers (RFP 3 – this RFP and RFP 1). |

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| | the Commonwealth define Tier 1 with regards to the level and skill set of the call takers. | |
| 126 | Lot 1. Part III-8. Pg 58, item 4. The Offeror shall describe its proposed approach to providing licensing for Skype for Business that includes a review and potential leveraging of the Commonwealth's current Enterprise License Agreement (ELA). How does the Commonwealth acquire Microsoft licensing today? Will the Commonwealth be changing software resellers during the term of the contract? Is it expected that the Offeror will provide all licenses required? | Today the Commonwealth utilizes the existing software procurement contract. At this time it is unknown if the reseller will be changing during the term of the contract. The Commonwealth will provide Office365 licenses via its Enterprise Licensing Agreement, however if Offeror's proposed solution requires different licenses the Offeror is responsible for providing licenses. |
| 127 | Lot 1. Part III-8. E. Features and Functions, Recording, Pg 70. E1.71. How long is the requirement for storage? | The commonwealth requires a minimum of 30 days with an option to export to commonwealth storage. |
| 128 | Lot 1. Part III-8. E. Features and Functions, Pg 60. Skype for Business. Please provide the estimated quantities for the following: a. <input type="checkbox"/> users who will be enabled for Enterprise Voice b. <input type="checkbox"/> users who will be enabled for PSTN calling c. <input type="checkbox"/> users who will be enabled for Skype for Business to Skype for Business calling d. <input type="checkbox"/> users who will be enabled for mobility e. <input type="checkbox"/> users who will be enabled for video | All features and functions of Skype for Business, including but limited to PSTN calling, mobility, video, and skype to skype calling should be available to any user who subscribes to Skype for Business. |
| 129 | Lot 1. Part III-8. E. Features and Functions, Pg 60. Skype for Business. Is monitoring and archiving required? | This question is unclear. |
| 130 | Lot 1. Part III-8. E. Features and Functions, Pg 68. E-1.58. How long is it requirement to maintain the recorded meeting audio and video in archives? | The commonwealth requires a minimum of 30 days with an option to export to commonwealth storage. |
| 131 | Lot 1. Part III-8. E. Features and Functions, Pg 68. E-1.60. How many conferences will be held at any given time? | Conferences are dependent upon business needs. Routine peaks do not exceed a sum of 1000 participants at any given time, due to platform constraints. |
| 132 | Lot 1. Part III-8. E. Features and Functions, Pg 67. E-1.49 - Active Directory. What is your current active directory forest level? If unknown, what are the Microsoft server OS version for your domain controller infrastructure today? | Windows 2008 R2. |
| 133 | Lot 1. Part III-8. E. Features and Functions, Pg 63 and Pg 56. E-1.22 - Online MAC process. Is the desire for the online MAC to be an electronic interface between ESMS and the Offeror systems that process MACs. If the desire is not to build an interface between ESMS and the Offeror online MACs system how will ESMS inventory be reconciled to ensure inventory is accurate? | No, not at this time. There is currently no electronic interface between ESMS and the offeror systems. There is no planned interface. ESMS is the CMDB for all Commonwealth telecommunications services and equipment, and all of these services are billed from the ESMS. If it is not ordered through ESMS, it will not be provisioned, added to inventory, or billed in any Offeror systems. Any processes outside of ESMS or the replacement system are the responsibility of the Offeror. |
| 134 | Lot 1. Part III-8. Pg. 56. Skype for Business - general requirement. Is federation required with users outside of the Commonwealth? i.e. external users and/or other companies and entities that the Commonwealth does business with? | While this is not being leveraged at this time, it is being considered by the commonwealth. |
| 135 | Lot 2. Part III-8. Pg 75 General Question & D-2.4, Pg 77. D-2.4. To bid on Lot 2, is the requirement for the | Yes. Yes. |

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| | Offeror to provide the requested services to every location even in the event that some locations may not be served by the Offeror? In the event of that type of scenario, would the Commonwealth entertain an alternate option? | |
| 136 | Lot 2. Part III-8. Conventional Toll Free and Advanced Routing, Pg 80. If the Commonwealth requires any Toll Free features not defined on page 80 of the RFP, will the Commonwealth agree to add features at the applicable rates, in the future? | Selected offerors may utilize the contract change or amendment process to present additional features and functionality within scope of the contract. |
| 137 | Lot 3. Part III-8. A - Voice Conference, Pg 87. Voice conference Services (Office 365 users), Description. For the users who have Office 365, will they have access to the public internet to be able to make calls? | Yes. |
| 138 | All lots. Will the Commonwealth permit leveraging your Service Now or any other license(s) not identified or will the expectation be that the Offeror source their own license(s)? Please identify all potential licensing Offeror will be required to provide. | No license will be provided. |
| 139 | All Lots. Part I and Part III-1. Diagram Pg 2; Table Pg 20. The diagram on page 2 of the RFP shows SIP Trunking as Lot 2, however, the Cost Matrix and Table on page 20 of the RFP list SIP Trunking as Lot 1. Is SIP Trunking to be included in Lot 1, Lot 2 or both? | SIP Trunking is to be a part of Lot 1. |
| 140 | Appendix K. CHANGE MANAGEMENT PROCESS. Policy Statements: 4. All Changes must adhere to the approved maintenance windows. General Maintenance as defined in ITP-SYM010 provides for the ability to request General maintenance outside of windows which does not match the RFP where Submitter is required to email their Emergency CAB for Approval. Can Commonwealth please clarify which process follows the exceptions policy ITP-SYM010 and could be classified as Standard General Maintenance? | General maintenance requests would follow the same process as the Standard change. Note: In the past General maintenance is something the vendor is required to do to maintain the integrity of their network and the Commonwealth can't really prevent them from doing it. Following the Standard RFC process allows the vendor to complete the maintenance and provides the Commonwealth a vehicle to obtain documentation and notification. |
| 141 | Appendix K. CHANGE MANAGEMENT PROCESS. To implement Enterprise changes in a non-Enterprise window, the Change Submitter is to email their Emergency CAB the brief description of the change, impact of the change, change window timeframe and justification. An ECAB reviewer will reply to the request and copy the Change Manager with approval or rejection. For General Backbone Maintenance requests that are classified as Standard and that fall outside of the Standard ITP-SYM010 window, how does the following RFP statement apply? To implement Enterprise changes in a non-Enterprise window, the Change Submitter is to email their Emergency CAB the brief description of the change, impact of the change, change window timeframe and justification. An ECAB reviewer will reply to the request and copy the Change Manager with approval or rejection. | The approval of an ECAB member is not required. Approval can be given by the director responsible for the specific area being impacted or an individual designated by the Director. |
| 142 | Appendix K. CHANGE MANAGEMENT PROCESS. 1. Change Window - RFP references ITP-SYM010, which states -"Pre-approved, standard changes are exempt from blackout / freeze windows. Please clarify relative to RFP section 2 and the definition of | Approved Standards are exempt from being implemented during a Commonwealth Enterprise window. The definition of a Standard: Definition – A Standard change is pre-authorized by Change Management and follows an accepted and established procedure to provide a specific |

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| | Standard? RFP references ITP-SYM010, which states -“Pre-approved, standard changes are exempt from blackout / freeze windows. | <p>change requirement. It is considered a routine task with low risk. Review and processing occurs entirely at the Functional Group level.</p> <p>Each CAB maintains a list of changes that it has approved to be classified as Standard changes. Standard changes must be nominated and pre-approved by the Functional CAB before submission as an approved standard. Once approved they no longer require authorization from the CAB on a request-by-request basis or CAB discussions.</p> <p>Characteristics of a standard change include all of the following:</p> <ol style="list-style-type: none"> 1. <input type="checkbox"/> A defined trigger to initiate the change. 2. <input type="checkbox"/> The type of change occurs frequently. 3. <input type="checkbox"/> Tasks are well known, documented and proven. 4. <input type="checkbox"/> Risk is low and always well understood. <p>Nomination</p> <ol style="list-style-type: none"> 1. <input type="checkbox"/> A change can be nominated as a Standard by providing a completed Change Request template to the Functional Change Manager. The template must be provided with all repeatable steps to install, test and back out the change. A general notification, if needed, is to be included in the template. Any special conditions, such as a defined window, are to be included in the template. The Functional Change Manager coordinates review and approval by the Functional CAB. Unapproved nominations should be discussed at a Functional CAB meeting as needed. <p>Provided all Functional CAB members approve, the change is then logged as a Standard change, given a unique identifier and individual change requests follow the Standard Change review. The Standard plan template and a list or log of approved Standard changes is maintained by each Functional CAB Change Manager.</p> |
| 143 | Appendix M. SLA Data Sheets. For all SLA requirements. There are no exclusions listed for issues outside of the offeror’s control (e.g. vendors from RFP #1, RFP #2, etc.). Will this be a general exclusion for all SLAs? | Offerors will not be responsible for issues determined by the Commonwealth to be out of the Offerors control. |
| 144 | Appendix M. SLA Data Sheets. For all SLA requirements. Can multiple SLAs apply to the same event? | In the event that multiple SLA’s apply the SLA with the higher credit will be used. |
| 145 | Appendix M. SLA Data Sheets. For all SLA requirements. In the event that a Commonwealth design change is requested to the environment that impacts the original service level risk assessment will the contractor have the ability to request a re-negotiation of the contracted SLAs? | Yes. The SLA methodology provides details of requesting adds, changes, and modifications to SLAs. |
| 146 | Appendix M and Part III -8. SLA Data Sheets. Pg 53 - Service Level Agreement – 01 Time to Deliver – Agency. What determines a service being delivered on time? Is it the agreed upon standard interval of the supplier or the requested due date from the order submitter regardless of the standard interval? | <p>Standard interval determines if the service was delivered on time.</p> <p>The standard interval always applies.</p> |
| 147 | Appendix M and Part III -8. SLA Data Sheets. Pg 53 - Service Level Agreement – 01 Time to Deliver – Agency. In the event the Offeror does not have | At the Commonwealth’s sole discretion, it may waive or extend an SLA. |

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| | available facilities to the location (e.g. fiber build, equipment add, etc.) will those orders be accepted as exclusions to SLA – 01. | |
| 148 | Appendix M and Part III -8. SLA Data Sheets. Pg 53 - Service Level Agreement – 01 Time to Deliver – Agency -- During negotiation the Commonwealth would be willing to discuss variables of the SLAs with the expectation that negotiated changes in SLA variables would be met with a corresponding reduction in service cost. SLA-1 has an extremely high target of 99% related to industry standards. Can the Commonwealth provide a potential expected cost reduction % in the event the Offeror were to propose 98% (a reduction of 1% on the target) | It will be discussed in negotiations. |
| 149 | Appendix M and Part III -8. SLA Data Sheets. Pg 53 - Service Level Agreement – 01 Time to Deliver – Agency. Is the Remedy credit of “one month for cost of services” for all voice services provided to the customer or just the monthly cost for the order(s) that were missed in that given month? | Remedy credit has been changed to a fixed rate per missed order. Please see revised Appendix M – SLA Data Sheets. |
| 150 | Appendix M. Change Management Successfulness. SLA - 03 -- Exclusions do not include Commonwealth causes for a failed change. Exclusions do not include Commonwealth causes for a failed change. Please explain how these would be excluded. | Commonwealth will consider waiving an SLA in the event it is determined by the Commonwealth that the failure is the fault of the Commonwealth. Please see revised Appendix M – SLA Data Sheets. |
| 151 | Appendix M. Change Management Successfulness. SLA – 03. There are times when the Commonwealth may deem a required general maintenance requirement on shared infrastructure as unauthorized however the Offeror may deem the change a requirement to maintain the health of the network for all customers. How will these events be considered as exclusions? | As long as offeror follows the Change Management process and the maintenance is approved by the Commonwealth, then we would exclude general maintenance items. |
| 152 | Appendix M. Change Management Timeliness. SLA – 03. Are these times in business hours/day or calendar hours/days as Hours/Day of measurement conflict the reporting format that request business hours to complete? | SLAs are calendar days/hours. In the Detail portion of the Reporting format, “Business days” should be “Calendar days.is a typo and should be deleted. Please see revised Appendix M – SLA Data Sheets. |
| 153 | Appendix M. Change Management Timeliness. SLA – 03. Can we assume that if the Commonwealth requests an interval longer than the time chart that change would be excluded from being considered outside of the approved timeframe allotted for the change? | Yes. |
| 154 | Appendix M. Change Management Timeliness. SLA – 03. Are Commonwealth blackouts considered customer hold time? | Yes. |
| 155 | Appendix M. Change Management Timeliness. SLA – 03. Are Offeror’s blackouts considered exclusion if advanced notice of that blackout is provided? | Waiver would be considered and must be approved by the Commonwealth. |
| 156 | Appendix M. Change Management Timeliness. SLA - 03. Do both the Commonwealth and Offeror define what priority a particular change is placed in? | Commonwealth will determine priority. |
| 157 | Appendix M. Chronic Problems. SLA – 04. There may be situations where the 1st indication of a customer impact is from someone within the Commonwealth. That may launch the incident investigation where it is | The 1 st indication of the potential impact, regardless of who provides initial notification. |

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| | then identified that the issue has an enterprise impact. When does the clock start for this type of reactive alert? | |
| 158 | Appendix M. Chronic Problems. SLA – 04. There are events that may trigger a Configuration item (CI) as a potential chronic. Does this metric allow for the investigation of those items to determine if this CI is an actual chronic issue vs. false positive? | The Chronic report should indicate whether or not the item is a false positive and should be investigated. This SLA is only a KM, however, the expectation is that the vendor will investigate and report findings. The vendor must also report the corrective actions completed or the corrective actions scheduled to correct the situation in a timely manner. The vendor is still responsible for other SLAs that this CI might be affecting |
| 159 | Appendix M. Chronic Problems. SLA – 04. Is customer hold time inclusive of customer site problems (i.e. power issues that generated a proactive ticket). | Yes |
| 160 | Appendix M. Chronic Problems. SLA – 04. With proactive management, there are numerous events that can be non-service impacting that generate a ticket (threshold alarms, etc.) Would these tickets be excluded from the 60 day rolling period and only circuit/service impacting events would count against the >2 number. | Yes. |
| 161 | Appendix M. Incident Notification. SLA-05. What is the method of the alert to meet the requirement (email, phone call, etc.?) | The Offeror should describe what methods of notification they can support. Final enterprise incident management and notification process will be determined and addressed during contract negotiation. |
| 162 | Appendix M. Incident Notification. SLA-05. The diagrams and verbiage in the RFP state that the ESD from RFP#2 is required to provide notifications to the Commonwealth on Incident Notifications. Is the intention of this SLA for the Offeror of this RFP to alert the ESD in the required 30 minute timeframe? How will the Commonwealth monitor this metric if the communication alert from the Offeror of this RFP should be to the ESD? | Yes. It is the intention of this SLA to alert ESD within 30 minutes. This will be monitored through the ESD Service Desk. |
| 163 | Appendix M. Availability (Voice Services) – Agency (per location); Time to Resolve – Agency. SLA - 09 and 10. Can the Commonwealth provide their definition of Gold, Silver and Bronze as it related to the minimum delivery requirements to how the service will be delivered to the location? As an example, typically availability targets (<5 mins or 99.999%) for Gold Level Service requires a configuration that has redundant diverse circuits with redundant CPE to ensure the highest levels of availability. Will the Commonwealth require agencies to orders services with the appropriate configurations for the tiers of services represented for this SLA? | Yes. Offerors must identify the configuration requirements for each tiered service in their responses. |
| 164 | Appendix H. Compliance Matrix - Lot 1, D-G. H-2 E-1.4. Please describe the network access requested in this requirement. | Question is unclear. |
| 165 | Appendix W. Milestone, Pg 5 AND Item G-1.3 on Pg 74. Defines transition milestones of 180 calendar days from Contract Effective Date for Unified Communications & VoIP and 120 calendar days from contract effective date for Traditional Voice Services. Item G-1.3 on page 74 of the RFP document states “The Offeror shall complete all transition activities no later | The question is unclear. |

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| | than October 2019". Is the intention that this requirement supersedes the standard Force Majeure language in the agreement that protects the Offeror from such circumstances? | |
| 166 | Appendix O. In General, SLA METHODOLOGY -- 9. C. Service Level Obligations. The Commonwealth, must in its sole discretion, determines whether SLA relief should be granted and the period for such relief (if any) and its decision in this respect must not be subject to dispute resolution. Is the intention that this requirement supersedes the standard Force Majeure language in the agreement that protects the Offeror from such circumstances? | The question is unclear. |
| 167 | Appendix O. In General, SLA METHODOLOGY -- 9. C. Service Level Obligations. Will the Commonwealth negotiate terms and conditions of the SLA definitions or penalties during the contract phase? | Yes |
| 168 | Appendix O. In General - SLA METHODOLOGY. Can the Commonwealth provide examples of scenarios where temporary SLA relief would likely be deemed acceptable? What is the criteria the Commonwealth would use in determining whether temporary relief should be granted? How will the date which any temporary SLA relief ends be determined? | Relief is granted through a contract waiver request. Follows same process as Contract Change and up to the Commonwealths discretion |
| 169 | Appendix W. Will the Offeror's transition and the liquidated damages be dependent on the other RFPs? | No. |
| 170 | Appendix W. How does the Commonwealth foresee third parties/agencies/other contractors impacting the Milestone Due Dates? If a third party or Commonwealth agency/contractor impacts the transition plan, how will Appendix W be modified? | At the Commonwealths sole discretion the milestone due dates may be adjusted. |
| 171 | Appendix H-3. Item D-2.9, Pg 77 - Lot 2. "The Offeror shall provide point-to-point, two wire and four wire services." Please define the 2-wire and 4-wire services being requested. There is no line item to price these services in the Cost Matrix. Will this be negotiated after award? | Two wire services are required for the use of door alarms and radio towers. Four wire circuits are required for the use of connecting a PSP station to a remote radio tower. Please see updated Appendix F - Cost Submittal which reflects these line items. |
| 172 | Appendix F & H. Cost Submittal/Compliance Matrix - Compliance Matrix Lot 2. Appendix F - Lot 2, Row 13 requests pricing for Conferencing - AND -- Appendix H-3, D-255 states "The Offeror shall provide a voice conferencing solution that can be utilized independent of any unified communication for 250 attendees or more. What unit of measure is being requested for the quantities of 18,000, 9,000 and 1,000? How do these items relate? | The quantities refer to an example number of users for each tier for evaluation purposes. The 250 is the capacity of each conference session. |
| 173 | Appendix F. Cost Submittal. After initial contract award, what is the intent of the Commonwealth to handle environment changes and/or required expansion (e.g. additional services)? | This will be handled by the Contract Change Control process to add additional service(s) with associated cost to the contract. |
| 174 | What if anything must be submitted via the PA Supplier portal (http://www.pasupplierportal.state.pa.us) as the solicitation website (http://www.emarketplace.state.pa.us/Solicitations.aspx?SID=6100039274) states "Responses to this bid will | Offerors must submit the material required in Part I-12 of the RFP to the Issuing Office in hard copy format. |

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| | only be accepted electronically. You must go to http://www.pasupplierportal.state.pa.us to complete this bid"? | |
| 175 | Is it acceptable to purchase any missing insurance coverage or to increase our coverage \$ amounts to those specified within this RFP after contract award? | The selected Offeror must have the required insurance coverage at the time of contract award. |
| 176 | In the spirit of this paragraph "Industry leading voice and unified communications services will be required from contract signature and must continue through the duration of the full contract period, which has the potential of being ten (10) years. Therefore, it is crucial for the selected Offeror to stay abreast of, and deliver, advances in security practices, networking technologies, and voice and unified communications services.", Would the Commonwealth be willing to provide the Datacenter footprint required to support a Supplier's Premise Hosted Skype for Business Solution until Supplier can migrate CoPA into Microsoft's Cloud PBX once it is in the best interest of CoPA to leverage MS VoIP services natively? | No. |
| 177 | Is it acceptable for Supplier to provide Centrex "like" services that meet the requirements specified in the RFP using a premise gateway and analog phones? | The commonwealth will entertain any proposed solutions that meet or exceeds the requirements within this RFP. |
| 178 | Is it the CoPA's intent for the Lot-2 provider chosen to provide break fix maintenance and MAC work on existing legacy/incumbent PBX systems? | No |
| 179 | Is the MAC work and support services in Lot-2 limited to the Voice Services being provided and not for the attached systems? | Yes |
| 180 | The RFP states that all offeror's or Supplier's of services will need to adhere to all ITP's as such, is it required that hosting providers have Fedramp and/or SSAE-16 SOC2/Type II certifications for services, products and their datacenter? | <p>The following certifications have been identified but should not be limited to:</p> <p>Required:</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Data in cloud environment needs to be FEDRAMP certified • <input type="checkbox"/> SOC2 <p>Preferred:</p> <ul style="list-style-type: none"> • <input type="checkbox"/> SAS70 • <input type="checkbox"/> SAE16 • <input type="checkbox"/> SOC3 • <input type="checkbox"/> Data in cloud environment needs to be ISO 2700 series compliant |
| 181 | Meeting CJIS requirements is a self-assured process without any formalized testing or certification requirements, and as such is the Commonwealth willing to accept any offeror's self-assurance of compliance or will the Commonwealth require any third party verification of CJIS stipulated practices or measures being in place? | Offerors should review CJIS requirements and determine if their proposed solution is compliant. The Commonwealth will make the final determination on whether CJIS requirements have been met. |
| 182 | The RFP States that there is only 10 adoption of the existing VoIP system, it states that there are 45,000 VoIP system users that will, and 28,000 PBX Users that may be transitioned. We need actual numbers to meet requirements of D-1. 9 What is the total potential number of users? What is expected year 1? | 45,000+ This is dependent on the Offeror's transition plan. |

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| 183 | From "E-1.1 The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number". Must this be a dynamic number, that may be entered by the calling party which could lead to toll fraud or more likely an administered number/destination for which the CoPA has the responsibility to manage for which any toll charges are the still the responsibility of the CoPA? | These numbers are not intended to be dynamic. These are to be administrated numbers such as an auto attendant programmed option from a menu. |
| 184 | May we assume that SIP resources for all locations will ingress/egress through the two requested geographically diverse demarcation points, and that from that point packet will traverse the CopaNET or other data networks provisioned within RFP 2? | Please refer to RFP Section D. Architecture and Integration (D-1.8) The Offeror's Lot 1 solution will connect to the Commonwealth's enterprise data network via the two geographically diverse demarcation points. All locations are connected to the Commonwealth's enterprise data network. |
| 185 | Is COPA looking for a Skype for Business solution that also replaces traditional voice services? | For some, but not all users, full dialing capability through Skype may replace traditional voice services. |
| 186 | Is there an existing Enterprise Agreement with Microsoft? If so, how many licenses and what type (i.e. E5) have been purchased | Yes. Currently, there are approximately 73,000 licenses, type E3 along with approximately 16,700 Kiosk. |
| 187 | What is the migration time frame of the approximately 28,000 legacy voice users, to the UC solution? | There is no definitive timeline. |
| 188 | How often does COPA do conference calls over 1000 users? | At this time, it is limited in scope. We have performed less than 10 in 2016. |
| 189 | What are the total number audio conferencing minutes used today or estimated in year 1? | This information is not available to the commonwealth. |
| 190 | Can you please provide a use case example for the following feature in Appendix H.2-Compliance Matrix-Lot 1 D-G: The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook" | Hallway phone line dials 911 when taken off hook. |
| 191 | Please identify the Commonwealth of Pennsylvania's published IT Conferencing Standard under which MS Skype for Business is formally named as the sole brand standard for Conferencing for the Commonwealth of Pennsylvania. [The last published standard, COPA Real Time Web Conferencing IT Standard (STD – APP004B (2006, revised 2010), does not contain any reference to Microsoft Skype for Business as compliant with current policy standards. The last published IT desktop application standard, ITP-APP036, identifies Microsoft Office (Word, PPT, EXCEL) under the standard, but contains no designation of Microsoft Skype for Business as a Conferencing Standard.] | The ITPs are in the process of being updated. |
| 192 | Please identify the Commonwealth of Pennsylvania's published IT Unified Communications Standard under which MS Skype for Business is formally named as the sole brand standard for Unified Communications and collateral voice technologies for the Commonwealth of Pennsylvania. Please clarify the key functional/business requirements of that policy that drive the Microsoft SfB integration requirements in this bid. | The ITPs are in the process of being updated. |
| 193 | Alternatively, in the absence of a published UC brand standard, please remove the brand-specific reference, i.e., "... provide a fully managed, vendor hosted, VoIP | Offeror are to propose a solution using Microsoft SfB. |

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| | solution that includes an integrated [MS Skype for Business] UC platform.” | |
| 194 | Appendix H.2 Compliance Matrix (Tab D, Architecture & Integration = D-1.1). The solution shall provide full integration and federation with the Commonwealth O365 environment. The requirement enforces Microsoft proprietary control over the proposed solution as updates to code can be used to render competitor solutions incompatible. Please define the specific required elements of “federation” sought from the desired solution | The Offeror’s solution should provide a consistent user experience for independent SfB environments provided by vendor and/or existing Commonwealth O365 environment. |
| 195 | Appendix H.2 Compliance Matrix (Tab E, Features & Functions, Line E-1.44). The Offeror shall provide options for line referrals. At a minimum, the options should include six (6) and twelve (12) months. Please provide detailed clarification as to the term “Line referrals” | Automated message that directs callers to a new number. For example, “I’m sorry this number is no longer in service, please hang up and dial…” |
| 196 | Appendix H.2 Compliance Matrix (Tab E, Features & Functions, Line E-1.47). The Offeror acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. This requirement constitutes a named-brand restriction, limiting respondents to only a Microsoft Unified Communications platform. Given the limiting effect of this requirement on open market competition, please provide the Commonwealth’s formal Unified Communications Standard policy document under which Microsoft was determined to be the sole brand solution for Unified Communications. Alternatively, in the absence of a published UC brand standard, please remove the brand-specific reference. | Refer to the Commonwealth’s ITPs mentioned in Part VI, Section 10 of the RFP. Offerors are to propose a solution using Microsoft SfB. |
| 197 | Appendix H.2 Compliance Matrix (Tab E, Features & Functions, Line E-1.47). The Offeror acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. Appendix H.2 Compliance Matrix (Tab E, Features & Functions, Line E-1.48) The Offeror’s UC solution shall support Skype for Business Mobility. The Commonwealth is looking for an offeror to provide a Hosted VoIP solution that integrates with Skype for Business Platform (RFP Page 66) that is also hosted by the Offeror. Please clarify if Skype for Business is being hosted in the cloud today via Microsoft for the Commonwealth? Also, based on the above, it appears that the offeror is required to host Skype for Business in the Offeror’s cloud, NOT Microsoft. However, further down on RFP, page 66, the following statement is provided which appears that Skype for Business is still hosted via Microsoft: | The Offeror is to provide a solution that is directly connected to the commonwealth’s Microsoft Office 365 and Skype for Business or provide an Offeror hosted solution that is federated with our existing Skype for Business environment. |

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| | <p>(29.) The Offeror shall describe how it proposes to connect to MS SfB.</p> <p>Please clarify.</p> | |
| 198 | <p>Appendix H.2 Compliance Matrix (Tab E, Features & Functions, Line E-1.57)</p> <p>The Offeror shall provide a conferencing solution (voice/video/ collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services.</p> <p>This requirement constitutes a named-brand restriction, limiting respondents to only a Microsoft Unified Communications platform. Given the limiting effect of this requirement on open market competition, please provide the Commonwealth's formal Unified Communications Standard policy document under which Microsoft was determined to be the sole brand solution for Unified Communications.</p> <p>Alternatively, in the absence of a published UC brand standard, please remove the brand-specific reference, i.e., "... that integrates with the proposed UC [Skype for Business] and VoIP Solution."</p> | <p>Offerors are to propose a solution using Microsoft SfB.</p> |
| 199 | <p>Appendix H.2 Compliance Matrix (Tab E Features & Functions, Line E-1.74)</p> <p>The Offeror shall provide multiple non-proprietary softphone solutions desktop and mobile phone compatibility. Solutions shall be compatible with Skype for Business.</p> <p>This "non-proprietary" hardware requirement directly conflicts with RFP requirements for equipment to run Microsoft operating systems (proprietary software). Please clarify which is the governing provision – open, non-proprietary, or proprietary MS O/S.</p> | <p>There is no requirement for hardware to run Microsoft operating systems.</p> |
| 200 | <p>Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 9)</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Open SIP standard non-proprietary equipment. • <input type="checkbox"/> Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 11) • <input type="checkbox"/> Skype for Business/O365 certified for on premise or cloud solution <p>These two requirements are in conflict with each other (one requiring non-proprietary equipment, the other requiring the equipment to run proprietary software). Furthermore, the requirement for the equipment to be Microsoft certified allows only 15 phones to be proposed and eliminates industry leading solutions. Please clarify.</p> | <p>Skype for Business/O365 certified for on premise or cloud solution is "Nice to Have".</p> <p>See Addendum for the updated Appendix S that modifies the requirement to a "Nice to Have".</p> |
| 201 | <p>Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 15). Skype for Business like user interface. Please provide more detail describing the underlying functional requirements you are requiring, e.g., lines, speed dial, abbreviated dials, etc.</p> | <p>It's the commonwealth's desire to give the end users a consistent user experience. A Skype for Business like interface should mimic features and functions that are familiar to Skype users.</p> <p>See Addendum for the updated Appendix S that modifies the requirement to a "Nice to Have".</p> |

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| 202 | Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 31). Ability for users to sign in to any phone using SFB credentials will all features "following". Other industry solutions offer "follow me" features, e.g., user profiles, lines, speed/abbreviated dials. Please provide additional details on the required features to "follow me" and eliminate the specific reference to "SFB" | The Commonwealth's Unified Communication tool has been defined as Skype for Business. |
| 203 | Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 38). Ability to access Skype for Business directory. Skype for Business directory is an active directory. Functional equivalency can be offered for an active directory without reference to the proprietary MS SFB. Please remove the Skype for Business directory reference. Alternatively, please provide detail describing the key functional requirements, e.g., active directory, etc.) | The Commonwealth's Unified Communication tool has been defined as Skype for Business. |
| 204 | Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 39). Inbound caller ID synced with Skype Directory for internal calls. Skype for Business directory is an active directory. Functional equivalency can be offered for an active directory without reference to the proprietary MS SFB. Please remove the Skype for Business directory reference. | The Commonwealth's Unified Communication tool has been defined as Skype for Business. |
| 205 | Appendix S Hardware Matrix (Lot 1- Desk Phones, Line 41). Skype for Business favorites automatically sync between phone and SFB client. Equivalent functionality can be achieved by multiple solutions in the marketplace, without the brand-specific reference to SFB. Please eliminate reference to MS SFB | The Commonwealth's Unified Communication tool has been defined as Skype for Business. |
| 206 | Appendix S Hardware Matrix (Lot 1- Conference Phones, Line 10).Skype for Business/O365 certified for on prem or cloud solution. Please refer to question 4 previously (refer to question 197) | This question is unclear. |
| 207 | Appendix S Hardware Matrix (Lot 1- Conference Phones, Line 12). Skype for Business/ O365 certified for on prem or cloud solution. Please refer to question 4 previously (refer to question 197) | This question is unclear. |
| 208 | Appendix S Hardware Matrix (Lot 1- Soft Phones, Line 10). Skype for Business/O365 compatible. Please refer to question 4 previously (refer to question 197). | This question is unclear. |
| 209 | III-5. Personnel, A. Offeror Personnel Key staff should have at least three (3) years of detailed experience working with the Offeror's proposed solution. Exceptions may be made for new and emerging technologies. Prior references are required for the proposed solution which evidence a minimum of 3 years of working with the proposed solution which is a minimum bar given that these technologies are not "emerging technologies" and have been well established in the market place – some for more than 10 years. However, the Commonwealth has indicated it can consider a waiver of this requirement. The 3 year minimum threshold is appropriate given the size and complexity of the Commonwealth's business | No question asked. |

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| | <p>enterprise. It is particularly critical for the public safety mission that the solution not be unproven. Anything less than that would allow unproven entrants into the marketplace which could pose significant downtown and risk to the business of the Commonwealth. Allowing a solution with less than 3 years track record may allow the Commonwealth the Commonwealth to be the “test case” for new and unproven technologies. We respectfully recommend that a minimum of 3 years of proven track record be required, without waiver.</p> | |
| 210 | <p>General. Are there any requirements for the unified communications solution to integrate into standards-based video for state-owned standards-based video endpoints, external (B2B) organizations with standards-based video or to web-based conferencing solutions that provide for standards-based video?</p> | <p>While it is not a requirement, the commonwealth will welcome Offeror’s proposals.</p> |
| 211 | <p>Appendix Q. In reviewing Appendix Q (VoIP Service Locations), additional information is required to adequately determine whether or not VoIP services can be provided and how much each location will cost. Could you please provide the following information for both tabs in Appendix Q:</p> <p>Data Information:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Information such as T1, T3, Broadband etc. and what speed is provided along with any QoS in place today from the Service Provider. b. <input type="checkbox"/> Does the Data Transport connect back to Harrisburg, PA or is it for Internet Only? c. <input type="checkbox"/> Is there a Router in place today? If so please identify the Make, Model of this router and the interfaces installed. If the router is due for a refresh soon, please identify the new router’s make, model and the interfaces that will be installed. <p>Voice Information:</p> <ul style="list-style-type: none"> a. <input type="checkbox"/> Information such as Analog, T1 (CAS or PRI), Number of Circuits, DID blocks for each location. b. <input type="checkbox"/> Number of Users/Handsets at the location c. <input type="checkbox"/> Number of Conference Phones at the location d. <input type="checkbox"/> Is overhead paging required at the location? Is there a system in place today and if so what is the current system (Valcom, Bogen, etc.). Please describe the type of interface that can be used to integrate into the current system (Analog, IP, etc.) e. <input type="checkbox"/> Is Voice Survivability a requirement at the location? f. <input type="checkbox"/> Are Analog Fax lines a requirement at the location? If so how many are needed? g. <input type="checkbox"/> Is there a front desk attendant(s) at the location? If so, please describe how they perform their duties. Do they use a PC based | <p>Data Information:</p> <p>a., b., c. – The Offeror’s proposed solution should include information on specific network requirements for their VoIP services to connect to the Commonwealth enterprise network and Agency locations.</p> <p>Voice Information:</p> <p>a. through h. – Site specifics will be provided upon contract award.</p> <p>i. – The commonwealth requires a minimum of 30 days with an option to export to commonwealth storage.</p> |

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| | <p>Attendant console, Phone with expansion module (how many buttons), etc. Please describe the features that the front desk personnel use (Forward, Transfer, Conference, Night Bells, Voicemail, Busy Lamp Fields, etc.)</p> <p>h. <input type="checkbox"/> Please identify the sites that have the Alarm and Monitoring Analog requirements and how many analog circuits are there today.</p> <p>i. <input type="checkbox"/> Please describe your recording requirements in more detail. Does every call have to be recorded or is it a subset of calls? How long is your retention requirement for the recordings? Please identify in Appendix Q the number of users per site that will require the ability to record their calls.</p> | |
| 212 | Lot 3 of RFP #3, Page 87. A-3.1. The Offeror shall provide a voice conferencing solution that integrates with a user's currently deployed Office365. This service will provide the PSTN conferencing capability that integrates with O365 and Skype for Business. | This question is unclear. |
| 213 | Lot 3 of RFP #3, Page 87. A-3.2. The Offeror shall provide PSTN conferencing that will enable users access to voice conferences via PSTN Dial In. | This question is unclear. |
| 214 | Attachment 2 "SAMPLE BUSINESS ASSOCIATE AGREEMENT" – Business Associate Agreements as provided by Agencies may differ: After contract award (and for the purposes of HIPAA, PHI and PCI controls), will the Offerors be contracting for Transition Services and Managed Services with the Commonwealth via a centralized authorized entity such as DGS or the Office of Administration – The Issuing Office. Alternatively, will the Supplier be contracting directly with individual Agencies of the Commonwealth? | The selected offeror will contract with the Office of Administration. |
| 215 | Part III-8 Lot 1 - UC and VoIP Services. Are all 45,000 current VoIP users utilizing a common single call control / call processing platform from a single vendor or does the current VoIP environment consist of multiple different call control / call processing platform(s) from multiple vendors? Can the Commonwealth share the types of existing VoIP platforms and names of manufacturers that are currently in use? Is it the intent of the Commonwealth to replace the existing call control / call processing platform? | The current IP solution is provided by a vendor. The current solution is Unify supplied OpenScope V7 IP/PBX. Through this RFP, it is the intent of the commonwealth to replace the existing system. |
| 216 | Part I-3 Overview of Project. Are the Commonwealth's Call Centers, Contact Center Agents and Supervisors utilizing the existing VoIP call control / call processing platform(s)? | Yes. |
| 217 | Part III-1 Technical submittal Requirements. Do the Auto Attendants for Lot 1 and Lot 2 require IVR-like speech-recognition / text to speech capabilities? | While this is not a requirement, the commonwealth will welcome Offeror's proposed solutions. |
| 218 | Part III-8 – Wi-Fi Handsets. Will the Commonwealth be responsible for the configuration, operation, | Yes, the commonwealth will be responsible for Wi-Fi infrastructure. |

Questions & Answers
RFP 6100039274
Unified Communications Voice Services

| # | Question | Answer |
|-----|---|--|
| | management of all Wi-Fi network infrastructure (WAPs, WLAN Controllers, licensing etc.) that will be required at the Commonwealth sites to support Wi-Fi handsets? | |
| 219 | Part III-8 – Leveraging existing Enterprise Licensing Agreements. Can the Commonwealth share the scope, volume and terms of their current Enterprise License Agreements (ELAs) with existing IT, UC, VoIP manufacturer solution providers that are / or maybe relevant to the initiatives for new hosted UC/VoIP solutions supporting state agencies, business partners and citizens throughout the Commonwealth? | The information will be shared with the successful Offeror. |
| 220 | Part III-8 – SIP Trunks. Do the existing VoIP call control / call processing platform(s) utilize centralized SIP trunks for PSTN connectivity? | Yes. |
| 221 | Part III-8 – FAX. Does the Commonwealth and agencies have standards for FAX in VoIP environments – run t.38 FAX, retain FAX machines on dedicated 1MB POTs lines or to utilize FAX servers wherever possible? | The commonwealth currently utilizes standard POTS lines for fax services, or a commonwealth maintained fax server. |
| 222 | Part III-8 – Analog Devices. Should the offeror include SIP based Analog VoIP Gateway hardware for supporting analog FXS end devices (e.g. analog phones, overhead paging systems) in the site models and in cost models? | The commonwealth will entertain any proposed solutions that meet or exceeds the requirements within this RFP. |
| 223 | Hardware Matrix (Appendix S) and Cost Submittal (Appendix F). Please clarify the intent and requirements for Desk phones / Conference Phones in Lot 2 for traditional voice PBX/ Key systems. Is the offeror expected to specify and price up to six proposed devices as non-proprietary SIP handsets in Lot 2 that may be compatible with all existing but presumably traditional TDM based PBX/Key systems that are listed in Appendix R – Compatible Hardware? The table included in Part III-1 “Requirements” references trunk lines for Lot 2 but does not reference endpoints - handsets, etc. - for Lot 2. Please clarify. | No, agencies will procure hardware related to PBX/Key systems via an existing Commonwealth contract. |
| 224 | Cost Submittal (Appendix F). Does the reference to Gold, Silver and Bronze (Base) in the Cost Submittal spreadsheet (Appendix F) have the same meaning as the criteria for Gold, Silver and Bronze definitions associated with SLA -09 Availability and SLA-10 Time to Resolve as described in Appendix M (SLA Data Sheets)? Or does the reference to Gold, Silver and Bronze (Base) in the Cost Submittal spreadsheet (Appendix F) refer to something else? | They have the same meaning. |
| 225 | SLA Data Sheets (Appendix M). For “Metric Inclusion” section of SLA - 09 Availability (Voice Services) - Agency (per location should “Bronze < 2.5 outage/degraded hours (240 min) in a calendar month” actually state “Bronze < 2.5 outage/degraded hours (150 min) in a calendar month”? | Yes. Please see revised Appendix M – SLA Data Sheets |
| 226 | Skype for Business. Are there any regulatory/legal/company requirements around: a. <input type="checkbox"/> Content sent in an IM (i.e. limiting attachments? Personal information? | a. <input type="checkbox"/> No. b. <input type="checkbox"/> Yes, in compliance with agency specific retention guidelines. |

Questions & Answers
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Unified Communications Voice Services

| # | Question | Answer |
|-----|---|---|
| | <p>b. <input type="checkbox"/> How long data needs to be retained (conversations)</p> <p>c. <input type="checkbox"/> Will persistent chat be utilized? Will it have retention requirements?</p> <p>d. <input type="checkbox"/> Is there a need for data encryption?</p> <p>e. <input type="checkbox"/> Requirements around nationality of support staff?</p> | <p>c. <input type="checkbox"/> Persistent chat is not utilized at this time, but will be entertained in the future.</p> <p>d. <input type="checkbox"/> Yes, per IRS Publication 1075.</p> <p>e. <input type="checkbox"/> Service desk shall be located within the United States.</p> |
| 227 | Skype for Business. Are all users of the system US based? | Yes. |
| 228 | Skype for Business. Is there a current identity management tool in place to manage account (AD) creation? | Yes. |
| 229 | Skype for Business. Does the Commonwealth have E5 licensing in their enterprise agreement? How many seats? | No. |
| 230 | Skype for Business. What will drive users to subscribe to the SfB UC platform? Will locations/sites have the ability to move or not move to the new platform? | Following transition Skype for Business, it will be the single unified communication and collaboration tool for commonwealth use. While agencies will not be required to leverage these tools, this will be the sole offering. All existing IPT/ UC subscribers will be required to transition to the selected offerors solution. |
| 231 | Skype for Business. For unified messaging, are the users requiring UM on O365 Exchange? | Yes |
| 232 | <p>Skype for Business</p> <p>a. <input type="checkbox"/> What is the current UC platform? Is there a road map for migration off the current solution?</p> <p>b. <input type="checkbox"/> Will there need to be a period of co-existence between current and new UC solution?</p> | <p>a. <input type="checkbox"/> The current UC platform is Unify OpenScape V7. The migration off this platform will be solely dependent upon the award of this RFP.</p> <p>b. <input type="checkbox"/> Yes, but interoperability between solutions is not required.</p> |
| 233 | Skype for Business. Has O365 been evaluated and or eliminated as an option for Enterprise Voice? | The commonwealth has been a user of Skype for Business, in varying degrees, for several years. It has not been eliminated. |
| 234 | <p>RFP Reference</p> <p>Appendix R - Compatible Hardware Requirements (noted as Payphone Locations in the Instructions tab)</p> <p>Requirement</p> <p>Compatible Hardware Reqs Tab</p> <p>Question</p> <p>Lines 24 and 25 for PennDOT show "Spreadsheet Attached". Is there PennDOT inventory that should be included in Appendix R to determine compatibility?</p> | Appendix R instructions tab had the incorrect label. It should read - Appendix R - Compatible Hardware Requirements. Payphone locations can be found in Appendix V - Pay Phone Locations |
| 235 | <p>RFP Reference</p> <p>Lot 1, Tab 2</p> <p>Requirement</p> <p>Lot 1 Softphones</p> <p>Question</p> <p>"Wireless and Wired Headset Softphones" are listed on Tab 4 -Lot 1 Softphones. Should there be a separate Tab for Lot 1 for Headsets, like there is for Lot 2?</p> | See updated Appendix S – Hardware Matrix. Renamed Lot 1 Softphone tab to Lot 1 - Headsets |
| 236 | <p>RFP Reference</p> <p>Lot 2, Tab 3</p> <p>Requirement</p> | See updated Appendix S – Hardware Matrix. Renamed reference to softphones for Lot 2. |

Questions & Answers
RFP 6100039274
Unified Communications Voice Services

| # | Question | Answer |
|-----|--|---|
| | <p>Lot 2 Headsets</p> <p>Question The Lot 2 Headset tab lists Wireless and Wired Headset Softphones. Does this need to be updated to remove the reference to "softphones"?</p> | |
| 237 | Please provide definition of Open SIP standard, non-proprietary desk phone? The feature set listed as required does not match the defined Open SIP standard, non-proprietary label. | Open SIP standard and non-proprietary are defined as the commonwealth being able to use that device on any IPT platform. The required features of a device does not determine the connection to the IPT solution. |
| 238 | Appendix F references Toll Services, SIP Trunks and DID block costing in Lot 1. Does a vendor need to provide this costing along with the desk telephones and hardware to be accepted as a viable vendor? | The Lot 1 Offeror must provide all of the referenced services. |
| 239 | Page 71 of 181 F-1.12 – What constitutes a classroom instruction failure? | If, through reported issues from a specific site that has been trained, the commonwealth deems that site has not received the agreed upon training, this would constitute a classroom instruction failure. As an example, if part of the training includes accessing voicemail and changing a greeting, but it become apparent that the users at a site do not know how to perform this, it would be determined a training failure. Also, if a trainer is unable to answer questions surrounding features and functions of the agreed training, that would also be cause for a repeat in training at no cost to the commonwealth. |
| 240 | Can the Commonwealth provide further clarification on Part II, II-4 C: With respect to the Small Diverse Business and Small Business participation criterion for the RFP, will the evaluation be based on the Offeror's entire proposal or on a per Lot basis? | The evaluation will be based on the Offeror's proposal on a per Lot basis. |
| 241 | Relative to the article that appeared in PennLive today, link below, is there any impact to the UC&VS RFP and related RFPs? Give the budget shortfall, transition costs could be too expensive to proceed as the RFPs are currently scoped. What are the impacts? | With the new RFP's agencies will be "Rightsizing" to align with business requirements and the need to support and enable innovation efforts to offset transition costs. |
| 242 | We have examined the Commonwealth's IT standards and find no existing Commonwealth standard identifying Microsoft Skype for Business as a sole brand standard for Executive Branch agencies. In addition to the general reference to IT Standards, could you please provide the specific standard policy number and URL location underlying the Microsoft Skype for Business standard? | The ITPs are in the process of being updated. (Note: Answers to questions 191 and 192 have been updated.) |
| 243 | When was the market analysis and competitive process undertaken to establish a sole brand preference for Unified Communications/Microsoft Skype for Business? | The Commonwealth made the determination to use Skype for Business prior to the release of this RFP. The Commonwealth currently has approximately 30,000 active users and intends to expand its feature set and standardize across the Commonwealth. |
| 244 | At that time, were all industry-leading solutions evaluated as part of a cross-brand comparison in each category identified as the Microsoft Skype for Business in this RFP? | Other industry-leading solutions were considered. |
| 245 | For example, Gartner's Magic Quadrant for Unified Communications lists 4 industry-leading solutions in its top quadrant. (See Gartner Magic Quadrant for | Other industry-leading solutions were considered. |

Questions & Answers
RFP 6100039274
Unified Communications Voice Services

| # | Question | Answer |
|-----|--|---|
| | <p>Unified Communications, Analyst(s): Bern Elliot, Megan Marek Fernandez, Steve Blood, published: 13 July 2016). The Unified Communications analysis specifically assessed functionality requested by the RFP, i.e., Conferencing (Audio, Visual, Web), Telephony and VoIP, and additionally factors into the rankings ease of integration of the UC functionality in each area into a complete solution presented via a consistent interface. Gartner’s Magic Quadrant for Web Conferencing (See Gartner Magic Quadrant for Web Conferencing Analyst(s): Adam Preset, Mike Fasciani, Whit Andrews published: 10 November 2016) lists 5 industry solutions in its top quadrant. Were these evaluated, and if so, where was the competitive analysis documented?</p> | |
| 246 | <p>QA Response #230 establishes Microsoft as the solely compliant solution offering for Executive Agencies going forward, and limits compliant bid responses to only those offering and integrating Microsoft Skype for Business. However, neither the Commonwealth’s published Conferencing nor Desktop Publishing standards identify Microsoft Skype for Business as a sole brand standard for conferencing, voice or collaboration. Instead, current Commonwealth IT standards/policies identify multiple, non-Microsoft 3rd party brand solutions that are compliant with current standards.</p> <p>Can you please clarify how standards-compliant brand solutions are not responsive to the solicitation? How can a bidder meet the requirement to be compliant with current IT standards with a MS Skype solution?</p> | <p>The ITPs are in the process of being updated.</p> |
| 247 | <p>We have received multiple requests to partner with prime contractors interested in the RFP for Unified Communications & Voice Services for the State of PA. We would like to confirm with you that it is acceptable for our company to be listed as the subcontracting payphone provider on multiple RFP responses submitted by prime contractors.</p> | <p>Yes, please reference Section I-24.</p> |
| 248 | <p>Given the response to this question (#215) by COPA stating “Through this RFP, it is the intent of the commonwealth to replace the existing system”. Is this a statement made by COPA to replace the current system due to CoPA’s dissatisfaction with it’s performance or ability to meet the States needs, or how the current system and service will be delivered off premise going forward?</p> | <p>The contract end date is coming to an end. Through this RFP, it is the intent of the commonwealth to replace the existing service.</p> |
| 249 | <p>We would like to request an extension to this RFP submittal date for 30 days. Is March 23th acceptable? Any additional time would be appreciated.</p> | <p>No, the Commonwealth will not extend the due date of the RFP.</p> |
| 250 | <p>Under Lot 1 SIP Trunking is listed as an Other Service. This functionality can only be provided by vendors that comply with FCC regulations as telecommunications service providers (TSP). Most Unified Communications deployment and implementation vendors are separate entities than a traditional voice vendor, typically providing all managed services</p> | <p>A single invoice is required for all services under LOT 1.</p> |

Questions & Answers
RFP 6100039274
Unified Communications Voice Services

| # | Question | Answer |
|-----|---|---|
| | around voice implementation as well as support, design and deployment services. With that said only vendors with compliance with the FCC can provide telecommunication invoices based on regulations within the US. Would it be acceptable to provide a single invoice for the SIP Trunking service from a telco vendor and a single invoice for the remainder of the Lot 1 services? This would then meet the needs for providing SIP Trunking from an FCC regulated vendor as well as benefiting from the implementation and management services from a Unified Communications expert. | |
| 251 | If a Skype CloudPBX Microsoft Gold Partner with a wealth of knowledge and experience dealing with properly planning, testing and implementing a robust and efficient Unified Communications solution can't provide a single invoice that includes SIP Trunking would they be automatically excluded from the RFP process? | A single invoice is required for all services under a specific LOT. |
| 252 | Would it be acceptable to provide one invoice for both Lot 1 and Lot 3 excluding SIP Trunking? Therefore 1 invoice would be provided for all VoIP managed services, support, maintenance, design, and deployment of the entire solution and 1 invoice for SIP Trunking from a telecommunications provider. | One invoice would be considered if one offeror would be selected for multiple LOTS per RFP. SIP Trunking cannot be excluded from a LOT. |
| 253 | <p>In review of the most recent RFP's that have been issued by the Commonwealth, specifically RFP Number 6100039274, Unify would like to provide the Commonwealth with some clarifications.</p> <p>a. <input type="checkbox"/> As stated in the recent Questions and Answers documentation for RFP #3, you state "The solution is Unify supplied OpenScape V9 IP/PBX", however, you are currently running V7R1 of the OpenScape product line, Verizon and Unify are working on necessary requirements to complete the upgrade to current, which is V9.</p> <p>b. <input type="checkbox"/> We also point out that the Unify phones you utilize daily are not 'proprietary' phones limited to use by the Unify OpenScape Voice as sighted on page 56, first bullet, however are 'standard' and 'Compliant' to IETF RFC 3261 as well as other RFCs for standards based SIP communications.</p> <p>c. <input type="checkbox"/> Any use of 3rd party phones (non-Unify yet SIP compliant) could be supported given appropriate testing that would need to be completed and then compared to desired features available, required and supported by those 3rd party manufacturers.</p> | <p>a. <input type="checkbox"/> The previous answers to Questions (35, 215, and 232) have been revised to reflect the current version as OpenScape V7R1.</p> <p>b. <input type="checkbox"/> The RFP section cited has been updated to remove the implication that current desk phones are proprietary.</p> <p>c. <input type="checkbox"/> Noted.</p> |
| 254 | Given that IT policy standards directly governing this procurement are pending at this time, would the Commonwealth consider extending the due date for proposals until a reasonable period of time after they are formally published? | No, the Commonwealth will not extend the due date of the RFP. |

Questions & Answers
RFP 6100039274
Unified Communications Voice Services

| # | Question | Answer |
|-----|---|---|
| 255 | With respect to the pending standards, would the Commonwealth consider identifying more than one solution option for COPA agencies in order to leverage current investments that have been made in those solutions within the current installed base? | The Offeror should respond to the RFP requirements. |
| 256 | With respect to the pending standards and for consistency with prior Commonwealth solicitations, would the Commonwealth consider identifying multiple acceptable solution options ranked as the 'best-in-class' leaders by independent industry analysts (e.g., Gartner's most recent Magic Quadrant for Unified Communications or equivalent)? | The Offeror should respond to the RFP requirements. |
| 257 | Appendix W, Milestone M-15, lists a 180 calendar day milestone for "Services and deliverables as described in LOT 1 Unified Communications & VoIP Services and Support transitioned and accepted on or before Milestone Due date, and Services implemented, tested, and operational". The bid conference slide 6 shows a 25 month transition to occur through Oct 2019. Please clarify what specifically is required to meet the 180 calendar day milestone? Is the requirement of the milestone to install and test the VOIP/UC infrastructure needed to support LOT 1 and not the completion of the end user transition of 45,000 VOIP endpoints? | The Milestone M-15 180 day milestone is to have the service installed, tested, and ready to deploy. All identified end users are then to be transitioned prior to October 2019 per the proposed and Commonwealth agreed to Transition Plan. |



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A Proposal to

Commonwealth of Pennsylvania

for

**RFP 6100039274
Unified Communications & Voice Services -
Lot 1, Lot 2, Lot 3
Volume I of III - Technical Submittal**

February 23, 2017

Presented by:

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Executive Summary

Verizon is committed to providing the highest quality service to our customers and to supporting the economic growth and development of the Commonwealth of Pennsylvania. We understand your challenges and are committed to working with you to find solutions that meet your needs.

We Understand Your Challenges

As a provider of essential services, we understand the challenges you face in maintaining and improving your infrastructure. We are committed to providing the highest quality service to our customers and to supporting the economic growth and development of the Commonwealth of Pennsylvania.

At Verizon, we understand your challenges and are committed to working with you to find solutions that meet your needs. We are committed to providing the highest quality service to our customers and to supporting the economic growth and development of the Commonwealth of Pennsylvania.

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Our Approach

At Verizon, we understand your challenges and are committed to working with you to find solutions that meet your needs. We are committed to providing the highest quality service to our customers and to supporting the economic growth and development of the Commonwealth of Pennsylvania.

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■ **Vitalyst**, a leading provider of cloud-based contact center solutions, is a leading provider of cloud-based contact center solutions. Vitalyst's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. Vitalyst's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. Vitalyst's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs.

■ **TelPlus**, a leading provider of cloud-based contact center solutions, is a leading provider of cloud-based contact center solutions. TelPlus's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. TelPlus's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. TelPlus's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs.

■ **PC Network Inc.** is a leading provider of cloud-based contact center solutions, is a leading provider of cloud-based contact center solutions. PC Network Inc.'s cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. PC Network Inc.'s cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. PC Network Inc.'s cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs.

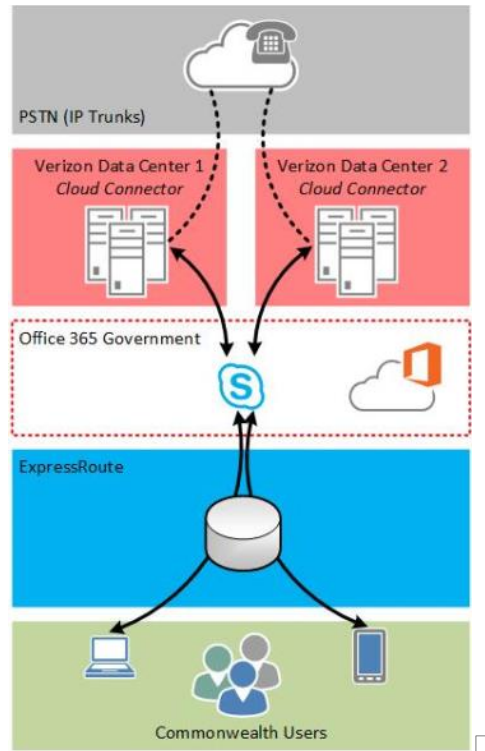
■ **Pacific Telemanagement Services (PTS)** is a leading provider of cloud-based contact center solutions, is a leading provider of cloud-based contact center solutions. Pacific Telemanagement Services (PTS)'s cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. Pacific Telemanagement Services (PTS)'s cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. Pacific Telemanagement Services (PTS)'s cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs.

A Solution with Benefits Today and Tomorrow

Verizon's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. Verizon's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs. Verizon's cloud-based contact center solutions are designed to help businesses improve their customer service and reduce costs.

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Verizon's High level UC Architecture

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A. The Commission has received numerous comments from stakeholders regarding the proposed changes to the rules governing the practice of law. The Commission has carefully reviewed these comments and has determined that the proposed changes are necessary to ensure the integrity and efficiency of the legal profession. The Commission has also conducted extensive research and has consulted with various legal organizations and the public. The Commission believes that the proposed changes will result in a more modern and effective regulatory framework for the legal profession.

The Commission has also considered the impact of the proposed changes on the public and the legal profession. The Commission believes that the proposed changes will result in a more efficient and cost-effective legal system. The Commission also believes that the proposed changes will result in a more transparent and accountable legal profession. The Commission has also considered the impact of the proposed changes on the legal profession's ability to provide high-quality legal services to the public. The Commission believes that the proposed changes will result in a more efficient and cost-effective legal system, which will ultimately benefit the public.

In Summary

The Commission has received numerous comments from stakeholders regarding the proposed changes to the rules governing the practice of law. The Commission has carefully reviewed these comments and has determined that the proposed changes are necessary to ensure the integrity and efficiency of the legal profession.

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Verizon Industry Awards

Verizon's commitment to excellence is recognized by the industry through numerous awards. A

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■ Verizon's commitment to excellence is recognized by the industry through numerous awards. A

Section 1. Response to Part III Technical Submittal

a. In response to Part III. Please note that responses to the specific requested items in Part III.8 shall be provided in the format requested. For example, they should identify and be grouped by the service area task group to which they pertain; and

b. Complete, sign and include Appendix B - Domestic Workforce Utilization Certification;

Verizon Response

Verizon’s response to Part III is provided below. For the Domestic Workforce Utilization Certification, please see Appendix B.

Part III - Technical Submittal

III-1. Requirements

The plan for this RFP is to provide end users with a robust set of unified communications and voice services statewide. This RFP has three separate “Lots”. Offerors shall respond separately to each of the Lots, but need not respond to all three:

- Lot 1 - Unified Communications Utilizing Microsoft Skype for Business and VoIP Services
- Lot 2 - Traditional Voice Services
- Lot 3 - Other Voice Conferencing Services

| Lot 1 | | Lot 2 | Lot 3 |
|--|--|---|--|
| Unified Communications | VoIP Service | Traditional Voice Services | Other Voice Conference Services |
| <ul style="list-style-type: none"> • Fully Managed Service • Unified Communications (MS Skype for Business) • Integration with hosted VoIP service • Unified Messaging | <ul style="list-style-type: none"> • Fully Managed Service • Hosted VoIP services • PSTN connectivity for dial tone and conferencing • SIP Trunking • User endpoint hardware (phones, soft-phone devices, conference) | <ul style="list-style-type: none"> • Trunk lines - for existing PBX and Key systems • POTS Lines for emergency phones, equipment monitoring support, payphones, etc. • Centrex where required • Auto Attendants | <ul style="list-style-type: none"> • Voice Conference Services (Office 365 users) |

The following tables identify the services requested by this RFP.

- The first table briefly describes three core support service areas: Support Service, Project Management and Administration, and Emergency Preparedness. These three areas required for both Lots 1 and 2.
- The second table identifies tasks specifically related to Lot 1 (Unified Communications and VoIP Services), Lot 2 (Traditional Voice Services), or Lot 3 (Other Voice Conferencing Services).

The detailed requirements for the three service areas, along with the lot-specific service areas, are described in Part III-8.

| Core Support Services | | Summary Requirement |
|-----------------------|---------------------------------------|--|
| A | Support Services | The underlying systems, processes, and procedures provided by the Supplier shall effectively support end-to-end delivery and management of services to the Commonwealth and its customers. Services in this area include but are not limited to: service delivery, ordering, change management, inventory management, help desk, and billing. |
| B | Project Management and Administration | This area includes those program-wide actions associated with initiating, planning, executing, and controlling project activities to achieve specific goals and meet specific success criteria. Services in this area include: status reporting, user satisfaction monitoring, transition planning, security auditing, staffing, and SLA management. |
| C | Emergency Preparedness | To support continuity of operations during an emergency, the Commonwealth strategy includes ensuring that essential contracts that provide critical business services have planned for and put contingencies in place to provide needed goods and services. |

Lot 1 and/or Lot 2 Offerors who are unable to meet the full set of requirements for these first three service areas (A-C), but have services to offer in the other areas, are encouraged to form partnerships or alliances which would allow them to meet the requirements.

Tasks related to Lot 1 (Unified Communications and VoIP Services), Lot 2 (Traditional Voice Services), Lot 3 (Other Voice Conferencing Services) are summarized in the following table.

| Lot 1 Tasks Unified Communications and VoIP Services | | Lot 2 Tasks Traditional Voice Services | | Lot 3 Tasks Other Voice Conferencing Services |
|---|---|---|---------------------|--|
| D - Architecture & Integration | | D - Features and Functions | | A - Voice Conference Services (Office 365 users) |
| E - Features and Functions | | 1 PBX/Key System Trunks | | |
| 1 | Dial Tone Services | 2 | Centrex | |
| 2 | Main Line | a | Main Line | |
| 3 | Voice Mail Services with Exchange Integration | b | Voice Mail Services | |
| | | c | Auto Attendant | |
| 4 | Self-Managed Moves, Adds and Changes | d | Toll Free Services | |
| | | e | Call Handling | |
| 5 | Auto Attendant | f | Safety and Security | |
| 6 | Toll Free Services | g | 911 Services | |
| 7 | Call Handling | h | Conferencing | |
| 8 | UC Functions | i | Hardware | |
| 9 | Conferencing | 3 | POTS | |
| 10 | Safety and Security | 4 | Pay Phones | |
| 11 | 911 Services | E - Training | | |
| 12 | Recording | | | |
| 13 | Hardware | | | |
| 14 | Teleworking | | | |
| F - Training | | | | |

| <i>Lot 1 Tasks Unified Communications and VoIP Services</i> | <i>Lot 2 Tasks Traditional Voice Services</i> | <i>Lot 3 Tasks Other Voice Conferencing Services</i> |
|---|---|--|
| <i>G - Transition Support</i> | | |

Specific task and Offeror response requirements for each service and supporting area are provided in Part III-8.

Verizon Response

Read and understood.

Required Tasks and Response Items

III-2. Statement of the Project

State in succinct terms your understanding of the project presented or the service required by this RFP.

Verizon Response

Verizon understands the Office for Information Technology (OIT) is interested in expanding and modernizing the telecommunication capabilities currently available to support state agencies, business partners and citizens throughout the Commonwealth of Pennsylvania. We recognize that the primary goal of this procurement is to obtain comprehensive, secure, and cost effective unified communications and voice services for the Commonwealth agencies under the governor's jurisdiction.

While the Commonwealth's intent is to acquire an integrated Skype for Business and hosted VoIP platform, the need still exists to support agencies with traditional voice service needs as well. We realize a key Commonwealth goal of this procurement is to move the majority of Commonwealth users to a cost effective replacement UC platform based on a Microsoft Skype for Business solution, and Verizon is poised to support this initiative.

III-3. Management Summary

Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

Verizon Response

Lot 1

Verizon has developed an integrated and fully redundant Unified Communications solution with Microsoft's Cloud Connector Edition (CCE), a cloud based Office 365 (O365) offering. The solution is designed to meet the Lot 1 core Unified Communications and VoIP requirements. Our solution leverages Microsoft Skype for Business offering connecting the COPANET community of users anytime and virtually anywhere by delivering the collaboration capabilities as a cloud-based service. It gives users access to presence, instant messaging, audio and

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III-4. Prior Experience

Include experience in voice services and unified communications at a level of scope and complexity represented by this procurement as related to the Lot(s) you are submitting a proposal for. Include any specific experience with implementing/ integrating Skype for Business with a hosted VOIP platform, at an enterprise level.

In describing current or previous engagement, include an explanation of how they were similar to or differed from the body of work described in this RFP. Include any lessons learned which will be applied to this engagement.

Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must include the following:

- Engagement Name
• Engagement Start and End Date
• Customer Name, Address
• Customer Contact Name, Title, Phone, E-mail address

Verizon Response

Placeholder text for the Verizon Response section.

Lot 1

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□ [Redacted] **Delphi Corporation** □

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□ [Redacted] **Massachusetts Executive Office of Health and Human Services** □

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- □ [Redacted]

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A A A

Acclaim - Conduent (Formerly Xerox / ACS)

■ A A

■ A A

■ A A craig.venet@conduent.com

A A A

Vitalyst - Environmental Protection Agency (EPA)

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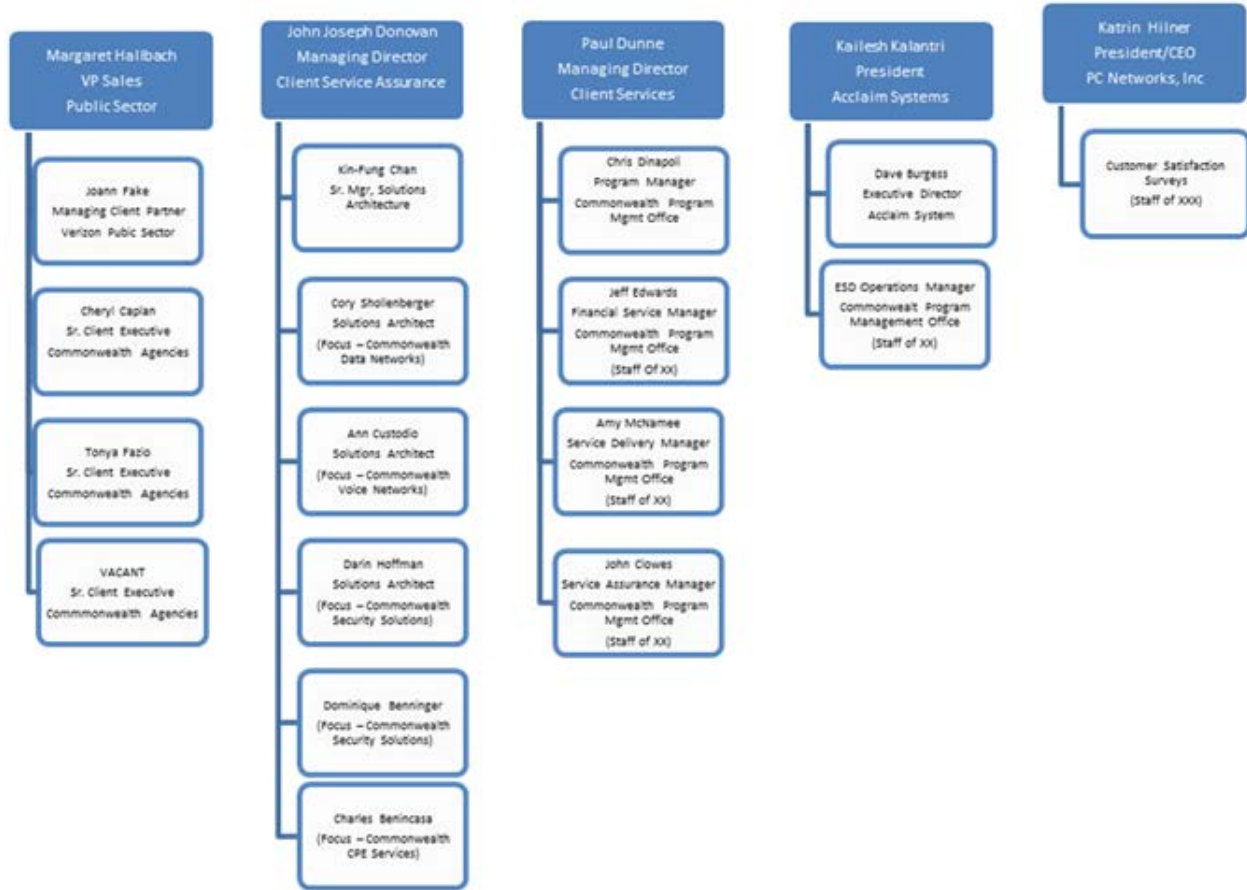
Any changes by the selected vendor to the proposed project team personnel must be approved by the Commonwealth in writing. Substituted staff must be approved by the Commonwealth and must meet or exceed the qualifications of proposed staff.

At any time during the term of this contract, the Commonwealth reserves the right to review, approve, and require the Offeror to remove any personnel the Offeror proposes to assign or currently has assigned to the contract.

Verizon Response

In the response to this section, include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work.

Verizon Response



Show where these personnel will be physically located during the time they are engaged in the Project.

For this contract, at a minimum, the following positions are considered “key”:

Project Manager: The Project Manager will be responsible for the overall coordination and communication of contract activities during transition and through the life of the Contract.

The Project Manager will be responsible for developing and successfully executing project plans. The Offeror’s candidate for Project Manager should have experience in telecommunications and telecommunications project management.

He or she should have successfully managed at least one engagement of a similar size and complexity as that described by this RFP. Project Management Professional (PMP) certification or equivalent is preferred.

Verizon Response

Chris Dinapoli - [Redacted]

Trainer: The Trainer will be responsible for all training and training material as listed in, but not limited to, Section III-6 Training and the training related tasks in Section III-8. The Trainer must be knowledgeable of the features and functions of the Offeror's specific platforms and devices.

The Offeror's candidate for Trainer should have demonstrated experience with the Offeror's proposed solution. He or she must have demonstrated the ability to effectively plan, prepare and present technical materials to audiences with a diverse level of technical skill and background.

Verizon Response

James McQuery [redacted]

Key staff should have at least three (3) years of detailed experience working with the Offeror's proposed solution. Exceptions may be made for new and emerging technologies.

For these and any other key personnel include the employee's name and, through a resume or similar document, the individual's education and experience in voice and unified communications.

Indicate the responsibilities each individual will have in this engagement and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

Verizon Response

Please note [redacted]

B. Subcontractors

Provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project.

The selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth.

Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. Name of subcontractor;
2. Address of subcontractor;
3. Number of years worked with the subcontractor;
4. Number of employees by job category to work on this project;
5. Description of services to be performed;

6. What percentage of time the staff will be dedicated to this project;
7. Geographical location of staff; and
8. Resumes (if appropriate and available).

The Offeror's subcontractor information shall include (through a resume or a similar document) the employees' names, education and experience in the services outlined in this RFP. Information provided shall also indicate the responsibilities each individual will have in this Project and how long each has been with subcontractor's company.

Verizon Response

Verizon is pleased we've be able to purposely assemble a best-in-class team with extensive industry and Commonwealth knowledge to meet the business challenges and requirements the Voice services RFP.

| | |
|---|--|
| 1. Name of subcontractor; | Acclaim Systems Inc. |
| 2. Address of subcontractor; | 110 East Pennsylvania Blvd, Feasterville, PA 19053 |
| 3. Number of years worked with the subcontractor | 16 years with the Commonwealth |
| 4. Number of employees by job category to work on this project | <p>Service Desk and ITSM Customization:</p> <p>1 Service Desk Lead</p> <p>8 Service Desk Analysts</p> <p>4 ½ to 5 Customization, Reporting, Integration and e-Bonding Team</p> <p>1 Part time Network Engineer</p> <p>Transition:</p> <p>1 Project Manager</p> <p>2 Project Leads</p> <p>16 Technicians (Skype/O365/Desktop)</p> <p>1 Network Engineer</p> |
| 5. Description of services to be performed | <p>Lot 1: Systems Integration, Transition Management, Project Management, and Service Desk</p> <p>Lot 1: MACs</p> <p>Lot 1: Phone Installation and removal of legacy equipment</p> |
| 6. What percentage of time the staff will be dedicated to this projec | 100% |

| | |
|--|--|
| 7. Geographical location of staff | Harrisburg, PA |
| 1. Name of subcontractor | Microsoft |
| 2. Address of subcontractor | One Microsoft Way Redmond, WA 98052-7329 |
| 3. Number of years worked with the subcontractor | 7 years |
| 4. Number of employees by job category to work on this project | 3 |
| 5. Description of services to be performed | MS Consulting, Premier Services |
| 6. What percentage of time the staff will be dedicated to this project | Solution Architect will be dedicated 100% for a period of 5 weeks. Sr. Consultant will be dedicated 100% for a period of 8 weeks. Engagement manager will be assigned part-time for 8% for a period of 13 weeks. |
| 7. Geographical location of staff | In support of the Commonwealth Skype for Business project, MCS personnel will be located onsite in Harrisburg, PA working alongside Verizon staff. |

Verizon includes Microsoft Premier Support for Partners (PSfP) services as part of our management of the Skype for Business (SfB) Online solution. Leveraging Microsoft Premier Support, Verizon will have prioritized access to the SfB Third Tier Support team for break/ fix support for rapid problem resolution. Through PsfP, Verizon has access to remote and on-site Microsoft Support Engineers as required to prevent or address Commonwealth issues. Verizon also has a designated Microsoft Technical Account Manager (TAM) as a support resource that helps Verizon improve its service delivery. Verizon's assigned TAM facilitates Verizon's access to the proactive services within PSfP including training, workshops and other guidance from Microsoft. These resources will be available to Verizon in support of the Commonwealth for the duration of the contract.

| | |
|--|---|
| 1. Name of subcontractor | TelPlus |
| 2. Address of subcontractor | 99 Grove Park Lane, Woodstock, GA 30189 |
| 3. Number of years worked with the subcontractor | 11 years |
| 4. Number of employees by job category to work on this project | 2.5 |

| | |
|--|--|
| 5. Description of services to be performed | Lot 2: Coordination and management for out of franchise services |
| 6. What percentage of time the staff will be dedicated to this project | 60% |
| 7. Geographical location of staff | Throughout US |

| | |
|--|--|
| 1. Name of subcontractor | Vitalyst |
| 2. Address of subcontractor | One Bala Plaza Suite 434 Bala Cynwyd, PA 19004 |
| 3. Number of years worked with the subcontractor | New relationship |
| 4. Number of employees by job category to work on this project | Approximately 200 employees - Shared services model for Live Agent Phone Support, which includes resources provided for Training Services. |
| 5. Description of services to be performed | Lot 1: Training |
| 6. What percentage of time the staff will be dedicated to this project | This will be based on volume demand for phone support and schedule of training chosen by the Commonwealth. |
| 7. Geographical location of staff | Bala Cynwyd, PA and Cleveland, OH |

| | |
|--|---|
| 1. Name of subcontractor | PC Network Inc. |
| 2. Address of subcontractor | 1315 Walnut St., Suite 1402, Philadelphia, PA 19107 |
| 3. Number of years worked with the subcontractor | PCN has worked with Verizon on various Commonwealth projects for seven years. |
| 4. Number of employees by job category to work on this project | (1) Business/QA Analyst (1) Project Manager |
| 5. Description of services to be performed | Customer Satisfaction surveys |

| |
|---|
| 12. Recording |
| 13. Hardware |
| 14. Teleworking |
| F. Training |
| G. Transition Support |
| <i>Lot 2 Services - Traditional Voice Services</i> |
| A. Support Services |
| B. Project Management and Administration Services |
| C. Emergency Preparedness |
| D. Features and Functions |
| 1. PBX / Key System Trunks |
| 2. Centrex |
| a. Main Line |
| b. Voice Mail Services |
| c. Auto Attendant |
| d. Toll Free Services |
| e. Call Handling |
| f. Safety and Security |
| g. 911 Services |
| h. Conferencing |
| i. Hardware |
| 3. POTS |
| 4. Payphones |
| E. Training |
| F. Transition Support |
| <i>Lot 3 Services - Other Voice Conferencing Services</i> |
| A. Voice Conference Services (Office 365 users) |

For each service area, the format includes:

Description: An overview of the service area.

Tasks: This section includes:

- A list, in table format, of the services the selected Offeror is required to deliver under the contract. These responsibilities will apply for the duration of the contract resulting from the award of this RFP. The Offeror shall commit to comply with these requirements - or indicate any reservations or exceptions - by completing the included Appendix H - Compliance Matrix. The completed matrix must be included as Attachment II-3.1 Compliance Matrix in the Offeror's response to this RFP.

- A numbered list of items to which the Offeror shall provide a thorough written response. In its response, the Offeror shall include the task area name, the numbered response request item (i.e., the number and text of the request) as well as its response.

For example, the first task area is in Service Area A, "Support Services". The task area name is "Service Delivery Management". The vendor response should appear as: "Service Area A, "Support Services"

TASK: Service Delivery Management

1. The Offeror shall describe the following:

- a) The ITSM methodology it uses to deliver service to its customers.
- b) Its organization's ITIL experience and certifications.
- c) How its service management processes will align with the Commonwealth's ITIL processes and how they will be implemented to manage service(s).
- d) Any tools which will be used for tracking ITSM data.
- e) How its tools will be integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor) to allow for the sharing of information.

Followed by your response to this item.

Offerors responding to Lot 1 and/or Lot 2 are required to include a response to the first three service areas (Core Services), and at least one other Lot, in their technical submittal. Offerors bidding on both Lots 1 and 2 need only address the Core Services task once in their response.

Core Services

This section covers the following core service areas:

- A. Support Services
- B. Project Management and Administration Services
- C. Emergency Preparedness

Offerors submitting a proposal for Lot 1 and /or Lot 2 shall address each of these core service areas.

Service Area A, Support Services

Description

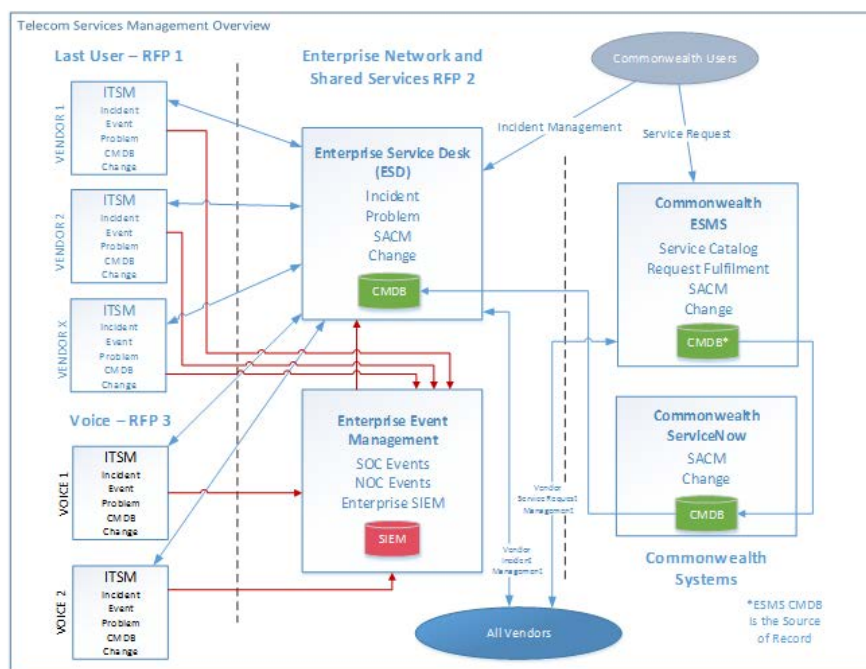
The selected Offeror is required to support the delivery of its proposed telecommunication services to the Commonwealth, its business partners and its customers. The Commonwealth uses Information Technology Infrastructure Library (ITIL) processes and supporting procedures for IT Service Management (ITSM).

The selected Offeror will be required to work with the Commonwealth to establish and support these standards and procedures in performing all of the tasks described in this RFP. The Offeror will be responsible for integrating its key ITSM processes and systems with the Commonwealth's enterprise services.

The key ITSM processes to be integrated with the Commonwealth's Enterprise Services are listed below:

| | |
|---|--|
| <p>Service Request and Billing</p> | <p>The selected Offeror (i.e., Supplier) shall use the Commonwealth's Enterprise Services Management System (ESMS) for all service requests (request fulfillment) and for billing and invoice generation.</p> <p>The Supplier shall work with the Commonwealth to properly categorize, describe and validate the products included in its bid.</p> <p>The Supplier shall respond to order notifications, delivered via e-mail, by accessing ESMS to acknowledge the order, request additional information as needed, and enter fulfillment information.</p> <p>The Commonwealth will issue payments based upon the information provided by the Supplier and identified as accepted by the Agency which originated the order.</p> |
| <p>Service Desk</p> | <p>The selected Offeror (i.e., Supplier) shall provide an ITIL compliant Vendor Service Desk (VSD). The Supplier will integrate its service operations processes and service desk with the Commonwealth's vendor-provided Enterprise Services Desk (ESD).</p> <p>The Supplier will also be required to integrate its CMDB with the enterprise level CMDB through the development of an integrated asset and configuration management (SACM) solution.</p> |
| <p>Event Management</p> | <p>The selected Offeror is required to integrate its event management and monitoring systems with the central Enterprise Event Management System.</p> |

The following diagram and description depicts the proposed relationship of Commonwealth Enterprise Services and other telecommunication suppliers.



- The Commonwealth's Enterprise Services Management System (ESMS) will continue to be used, at least initially, for all service requests (request fulfillment) and also for billing and invoice generation. ESMS is a Web-based system used for ordering, billing and asset inventory of telecommunications products and services.

This includes products and services (master service catalog) covered under the current Telecommunications Services Contract, as well as additional services such as mobile voice and data. All telecommunication service providers shall interact with the ESMS via an online user web interface. ESMS will notify vendors of new service requests or changes to services via email.

- *The ESMS system will replicate its service inventory (CMDB) into the Commonwealth’s ServiceNow CMDB via an automated interface maintain by the Commonwealth. The Configurable Items (CI’s) registered in ESMS will be considered the Source of Record all downstream CMDB replication. Additional information about the Commonwealth’s ServiceNow and ESMS is provided in Appendix I - Commonwealth ITSM Systems Overview and Appendix J - ESMS Reports and Queries.*
- *The ESD will initially populate service inventory information data in its ITSM tool’s configuration management database (CMDB) via an automated interface to the Commonwealth’s ServiceNow CMDB.*
- *Commonwealth users will contact the Enterprise Service Desk (ESD) to report all service issues. The ESD will create and manage each service incident and corresponding tickets.*
- *The Offeror’s Enterprise Event Management System will also be integrated with the ESD to allow the automatic creation of service incidents.*
- *Each telecommunication suppliers (i.e., Last User and Voice/Unified Communications) will be required to design, develop and deploy a service desk to manage services under its purview.*

The suppliers will be required to communicate with the ESD, managed by the selected RFP #2 Offeror, by submitting tickets. Tickets may be submitted either via manual data entry through an online user interface or programmatically via an automated interface between the vendor’s ITSM systems and the ESD Provider.
- *The selected Offeror for this RFP shall be responsible for working with the ESD Provider to integrate its Service Desk via both the manual and automated interfaces.*

The underlying systems, processes and procedures provided by the Supplier shall effectively support end-to-end delivery of services to the Commonwealth, its business partners and its customers.

Tasks

Service Delivery Management

| Ref | Requirements of the Selected Offeror |
|-----|--|
| A-1 | <i>The Offeror shall work with the Commonwealth to integrate its service delivery systems and processes with Commonwealth systems, including:</i> <ul style="list-style-type: none"> o <i>Service ordering (using ESMS)</i> o <i>Billing (using ESMS)</i> |
| A-2 | <i>The Offeror shall work with the Commonwealth’s vendor-provided Enterprise Services Desk (ESD) to integrate its service delivery systems and processes with the ESD, including:</i> <ul style="list-style-type: none"> o <i>Inventory/asset management (integration with the Commonwealth’s CMDB via the Enterprise Service Desk which is populated from the ESMS source of record)</i> o <i>Performance management (integration with the Enterprise Event Management System)</i> o <i>Service desk/incident ticket management (integration with the Enterprise Service Desk ESD)</i> |
| A-3 | <i>The Offeror acknowledges and accepts that the Commonwealth will not finance nor pay for modifications to Offeror’s systems required to interface with Commonwealth or other vendor managed systems.</i> |
| A-4 | <i>The Offeror shall align its ITSM processes with current and future Commonwealth enterprise service processes, including new ITIL processes established by the Commonwealth.</i> |

| Ref | Requirements of the Selected Offeror |
|------|--|
| A-5 | <p>The Offeror shall work cooperatively with Commonwealth staff, and other provider staff to support the integration of its ITSM processes and systems.</p> <p>This includes but not limited to the initial integration with the Commonwealth's vendor provided Enterprise Service Desk and Event Monitoring Services (RFP 2) as well as working with the Commonwealth staff or the RFP 2 provider to determine impacts of any future changes or updates to the enterprise ITSM systems.</p> |
| A-6 | <p>The Offeror shall provide any supporting documentation to the Commonwealth to ensure that its proposed ITSM systems meet all standards set forth by the Commonwealth.</p> |
| A-7 | <p>As part of Continual Service Improvement (CSI), the Offeror shall continue to work with the Commonwealth staff throughout the life of the contract to improve and/or adjust the delivery of services as deemed necessary.</p> |
| A-8 | <p>The Offeror shall acknowledge that the Commonwealth's ESMS system will be the system of record for service requests and inventory data.</p> |
| A-9 | <p>The Offeror shall conduct working sessions to plan and develop the details regarding how technology will be leveraged and implemented. All plans are subject to Commonwealth approval.</p> |
| A-10 | <p>The Offeror shall work with the Commonwealth to establish an agreed upon timeline for technology planning and implementation.</p> |
| A-11 | <p>The Offeror shall provide trained and experienced staff to support their proposed ITIL processes and service delivery management. This includes staff with experience and certification in ITIL.</p> |
| A-12 | <p>The Offeror shall provide step-by-step instructions for any manual processes which will be used until they are fully integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor).</p> |
| A-13 | <p>The Offeror shall provide a Service Delivery Implementation Plan including:</p> <ul style="list-style-type: none"> o Identification, by role, of key personnel o Ability to scale resources to meet increased business needs o Service ordering process integration with the ITSM tool o Scheduling processes and standard service intervals o Performance management o Service Level Agreements o Billing procedures o Standard reporting capabilities o Enhanced reporting capabilities o Training procedures |
| A-14 | <p>The Offeror shall provide a Service Delivery Management Plan including:</p> <ul style="list-style-type: none"> o Ongoing training for Commonwealth staff o Processes and procedures for technical support o Processes and procedures for inventory/asset management o Standard reporting o Description of enhanced reporting o Processes and procedures for trouble resolution o Escalation procedures |

| Ref | Requirements of the Selected Offeror |
|------|--|
| A-15 | <p>The Offeror shall document and maintain, throughout the contract period, all service management processes and related tool integrations to the Commonwealth's or the vendors ITSM tools. The Offeror shall provide updates to the documentation throughout the term of the contract.</p> <ul style="list-style-type: none"> o Document updates shall be provided to the Commonwealth within ten (10) business days of any change or upon request of the Commonwealth. o All process documents are subject to Commonwealth review and approval. <p>This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |

In Section III.8 of its response to this RFP:

III.8A - 1. The Offeror shall describe the following:

- a) The ITSM methodology it uses to deliver service to its customers.
- b) Its proposed organization's ITIL experience and certifications.
- c) How its service management processes will align with the Commonwealth's ITIL processes and how they will be implemented to manage service(s).
- d) Any tools which will be used for tracking ITSM data.
- e) How its tools will be integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor) to allow for the sharing of information.

Verizon Response

Verizon is committed to the ITIL methodology and Framework while delivering best in class Service to Commonwealth. Verizon implements ITIL guidelines in Change, Incident, Problem and Service Level Management.

The resource structure which Verizon will put in place will adhere to this framework. There will be three broad areas in which the PMO teams will be structured to conform to the ITIL process. These are Service Design, Service Transition and Service Operations.

Following describes the brief roles and responsibilities for each of the above:

- **Service Design** - There will be a Financial Service Manager in this tower who will address functions such as Service Program Management, Financial operations and Contract Governance.
- **Service Transition** - This area is run by a Service Delivery Manager, who addresses functions such as Change and Project Management.
- **Service Operations** - A Service Assurance Manager is responsible for functions such as Service desk, Incident and Problem Management.

The above roles report into Management functions who own the relationship with Commonwealth.

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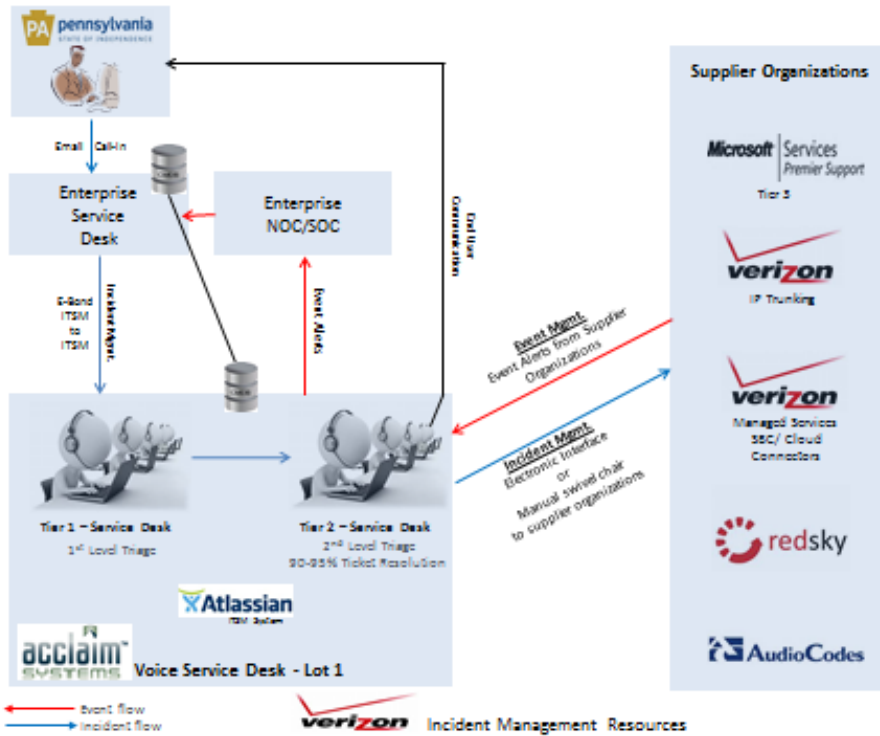
Tools

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VSD Service Desk

The diagram illustrates the incident management process for the Commonwealth of Pennsylvania. It shows the flow of event alerts from supplier organizations to the Enterprise NOC/SOC, and the flow of incidents from the Enterprise Service Desk through the Voice Service Desk (Lot 1) to the appropriate tier (Tier 1 or Tier 2) for resolution. The Voice Service Desk is supported by Atlassian and Acclaim systems. Supplier organizations include Microsoft Services Premier Support (Tier 3), Verizon IP Trunking, Verizon Managed Services SSC/Cloud Connectors, redsky, and AudioCodes. The process involves incident management resources, including electronic interfaces or manual swivel chairs to supplier organizations.

- The diagram illustrates the incident management process for the Commonwealth of Pennsylvania. It shows the flow of event alerts from supplier organizations to the Enterprise NOC/SOC, and the flow of incidents from the Enterprise Service Desk through the Voice Service Desk (Lot 1) to the appropriate tier (Tier 1 or Tier 2) for resolution. The Voice Service Desk is supported by Atlassian and Acclaim systems. Supplier organizations include Microsoft Services Premier Support (Tier 3), Verizon IP Trunking, Verizon Managed Services SSC/Cloud Connectors, redsky, and AudioCodes. The process involves incident management resources, including electronic interfaces or manual swivel chairs to supplier organizations.
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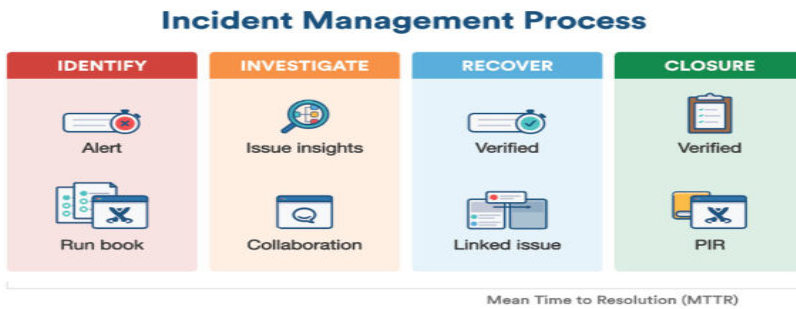
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Incident Management:

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Problem Management

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III.8A - - 2. The Offeror shall describe any processes which will be used until integration with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor) ITSM system is complete.

Verizon Response

Verizon will continue to provide ITSM services to the Commonwealth until the integration of the vendor provided enterprise ITSM systems is complete. During this transition period, Verizon will ensure that all ITSM processes are maintained and updated as necessary to support the Commonwealth's needs. Verizon will also provide training and support to the Commonwealth's staff to ensure a smooth transition to the new system.

Verizon will continue to provide ITSM services to the Commonwealth until the integration of the vendor provided enterprise ITSM systems is complete. During this transition period, Verizon will ensure that all ITSM processes are maintained and updated as necessary to support the Commonwealth's needs. Verizon will also provide training and support to the Commonwealth's staff to ensure a smooth transition to the new system.

- Verizon will continue to provide ITSM services to the Commonwealth until the integration of the vendor provided enterprise ITSM systems is complete.
- Verizon will ensure that all ITSM processes are maintained and updated as necessary to support the Commonwealth's needs.
- Verizon will also provide training and support to the Commonwealth's staff to ensure a smooth transition to the new system.
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- Verizon will ensure that all ITSM processes are maintained and updated as necessary to support the Commonwealth's needs.

Verizon will continue to provide ITSM services to the Commonwealth until the integration of the vendor provided enterprise ITSM systems is complete. During this transition period, Verizon will ensure that all ITSM processes are maintained and updated as necessary to support the Commonwealth's needs. Verizon will also provide training and support to the Commonwealth's staff to ensure a smooth transition to the new system.

III.8A - 3. The Offeror shall describe its structure and resources that will support the ITIL processes. This includes staff experience and certifications as well as the roles and responsibilities the Offeror expects to perform.

Verizon Response

Verizon has a highly skilled and experienced ITIL team that is capable of supporting the Commonwealth's ITIL processes. Our team consists of ITIL experts who have worked with many government organizations and have a deep understanding of ITIL best practices. We will provide training and support to the Commonwealth's staff to ensure a smooth transition to the new system.

■ **A** [Redacted text]

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III.8A - 5. The Offeror shall provide a draft Service Delivery Implementation Plan including:

- a) Identification, by role, of key personnel
- b) Ability to scale resources to meet increased business needs
- c) Service ordering process integration with the Commonwealth's ESMS tool.
- d) Scheduling processes and standard service intervals
- e) Performance management
- f) Service Level Agreements
- g) Billing procedures
- h) Standard reporting capabilities
- i) Enhanced reporting capabilities
- j) Training procedures

Verizon Response

[Redacted text]

Service Request and Billing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| A-16 | <i>The Offeror shall complete service orders using the Commonwealth's established system (ESMS) based on the mutually agreed to the standard order interval for the service. Should the ESMS system be replaced the Offeror will confirm processing to the replacement system.</i> |
| A-17 | <i>The Offeror shall confirm the availability of ordered items within three (3) days of receipt of an order. A projected delivery date shall be provided for any item which is not expected to meet the standard interval for completion.</i> |
| A-18 | <i>The Offeror shall perform acceptance testing with the contract participant prior to declaring the service ready for use; all test results shall be shared with the contract participant and order creator.</i> |
| A-19 | <i>The Offeror shall obtain acceptance from the order creator certifying that the work requested on the order was completed to the satisfaction of the requestor prior to billing.</i> |
| A-20 | <i>At the request of individual agencies, the Offeror shall complete move/add/change (MAC) orders. Fees for MAC services will be billed on per line basis in a tiered level as follows:</i> <ul style="list-style-type: none"> <i>o 1-25</i> <i>o 26-75</i> <i>o 76-125</i> <i>o 126-175</i> <i>o 176-200</i> |
| A-21 | <i>The Offeror shall provide an Order Process Implementation Plan which discloses the Offeror's processes and procedures for implementing the end-to-end order process including:</i> <ul style="list-style-type: none"> <i>o The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth's ESMS system</i> <i>o The ongoing maintenance of service catalog information</i> <i>o The required data elements to place a complete and accurate order for each service proposed</i> <i>o Order cancellation policies and related penalties, if applicable</i> <i>o Restrictions or fees associated with order changes</i> <i>o Start and stop service billing dates</i> <i>o Provide standard intervals for all proposed services</i> |
| A-22 | <i>The Offeror's billing procedures must align with the use of the Commonwealth's ESMS system and must support multiple funding streams.</i> |
| A-23 | <i>The Offeror shall provide reporting capabilities that will allow for the review and reconciliation of any discrepancies with the ESMS billing function. Reports should be weekly, monthly, yearly or on an Ad Hoc basis as needed. They also must be accessible in electronic readable format such as excel, word, pdf, etc. These reports should include but not limited to the following:</i> <ul style="list-style-type: none"> <i>o Funding Source</i> <i>o Payphones- Accessibility</i> <i>o Toll Free</i> <i>o Local Inbound/ Outbound</i> <i>o No Activity</i> <i>o Long Distance</i> <i>o UC by Feature</i> |
| A-24 | <i>The Offeror shall document and maintain, throughout the contract period, all Ordering and Billing processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</i> |

In Section III.8 of its response to this RFP:

III.8A - - 7. The Offeror shall provide a draft of its Order Process Implementation Plan which discloses the Offeror's processes and procedures for implementing the end-to-end order process including:

- a) The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth's ESMS system (Please note that the Offeror should not include any actual price information within its technical proposal)
- b) The ongoing maintenance of service catalog information
- c) The required data elements to place a complete and accurate order for each service proposed
- d) Order cancellation policies and a description of related penalties (note: Offeror's are not to include any price or fee information with their technical proposal responses), if applicable
- e) Restrictions or fees associated with order changes (note: Offeror's are not to include any price or fee information with their technical proposal responses)
- f) Start and stop service billing dates
- g) Provide standard intervals for all proposed services

Verizon Response

Verizon has provided the draft Order Process Implementation Plan as follows.

| Step | Description | Owner |
|---|---|-------------------|
| Commonwealth - Verizon Steady State Order | | |
| 1 | Enter order into ESMS (vendor = VZ) <ul style="list-style-type: none"> ■ Order may include new or Moves, Adds, Changes, Disconnects (MACDs) ■ Email notification is generated to VZ with hyperlink to order | Commonwealth |
| 2 | Receive email notification with hyperlink | Front End LCPM |
| 3 | Review and validate ESMS order. Validate: <ul style="list-style-type: none"> ■ Address Information ■ Contact Information (verify LCON included) ■ Product Drop Down Selection(s) valid ■ Order Screen (required agency fields completed) | VZ LCPM |
| 4 | All required information included to proceed with ESMS order? <ul style="list-style-type: none"> ■ If Yes (<u>all info included</u>), see step 4.1 Refer to Provisioning Method in ESMS to determine the source of the inventory. If No (<u>all info not included</u>), see step 5 | VZ LCPM |

| Step | Description | Owner |
|-------|---|--------------|
| 4.1 | Create order in applicable ordering system If Provisioning Method specifies TPV, send to appropriate TPV for order processing | VZ LCPM |
| 4.1.1 | Update ESMS order with status (in "Remarks" section) <ul style="list-style-type: none"> ■ Move Commonwealth/VZ order to "Review Complete" (RCM) status Then see step 6 | VZ LCPM |
| 5 | Update original ESMS order with status (in "Remarks" section) advising why order cannot be validated <ul style="list-style-type: none"> ■ Put ESMS order in "Reviewed with Issues" status in ESMS | VZ LCPM |
| 5.1 | Receive ESMS order in RWI status, address item at hand, then resubmit ESMS order (in "Submit re-Work" status (SRW)) <ul style="list-style-type: none"> ■ When revised order is submitted, go back to step 3 | Commonwealth |
| 5.2 | Receive ESMS order in RWI, decide to Cancel Process Ends | |
| 6 | Provision order and continue to update ESMS order remarks throughout process <ul style="list-style-type: none"> ■ Add VZ order number, new WTN's, VZB circuit ID, LEC circuit ID, Scheduled Completion Date in "Remarks" section | VZ LCPM |
| 6.1 | As fields are populated, Order Status is to be changed accordingly: <ul style="list-style-type: none"> ■ Scheduled ■ Install/Test | VZ LCPM |
| 7 | Populate VZ BTN, Actual Completion Date and other fields (as predefined by product type) in "Remarks" section and ensure all Vendor Required fields on Order Items are populated <ul style="list-style-type: none"> ■ Then place the Commonwealth/VZ order in "Complete" status in ESMS (vendor = VZ) | VZ LCPM |
| | Process ends | |

The initial and ongoing service catalog process will follow and adhere to the Enterprise Contract Change Control Procedures and utilize the Contract Change Request (CCR) form to submit the catalog requests.

Contract Change - The addition, modification, or removal of supported services documented within the Commonwealth Enterprise production environment, including items such as:

- Changes to the Transition Schedule
- Changes in Activities
- Changes in Catalog
- Changes in Service Level Management (SLAs)
- Changes in Personnel
- Changes in Management Procedures Manuals (MPMs)
 - Verizon understands that circumstances change and the need may arise to cancel or modify a previously submitted order.
 - Except for Base Hardware orders and statements of work, the Commonwealth will have up to three (3) business days prior to the actual order completion date to cancel an order for services without being billed.
 - Orders for Base Hardware (desk phones, conference phones, and wired or unwired headsets) once placed are not able to be cancelled.
 - Any actual and reasonable costs incurred by Verizon in relation to a project will be set forth in a statement of work.

Billing to the agency will start upon closing of the ESMS order and will stop within the standard interval for a disconnect upon receipt of an ESMS order.

Please refer to the response to III.8A for the standard intervals for all proposed services.

III.8A - 8. The Offeror shall provide, by service type, proposed standard interval timelines for new, added, changed, disconnected and moved services.

Verizon Response

Refer to following table for the proposed services standard interval timelines:

| Verizon Voice Service Type | Standard Interval (in business days) | Notes |
|------------------------------------|--------------------------------------|---|
| Unified Communications Users - new | 5 10 | Lot 1: For up to a 25 user request For a > 25 user request |

| Verizon Voice Service Type | Standard Interval (in business days) | Notes |
|---|--------------------------------------|---|
| Unified Communications Users - MACD | 5 | Lot 1 |
| SIP Trunking | 30 | Lot 1 |
| IP Toll Free | 30 | Lot 1 |
| Polycom, Plantronics and Jabra Hardware | 15 | Lot 1. Verizon will work to ensure sufficient hardware is available based on the transition plan. The Commonwealth will ensure adequate forecasting and timely placement of service orders. On an ongoing basis, this interval assumes the equipment is available in the manufacturer's inventory. |
| Centrex | 9 | Lot 2 |
| Analog POTS: | 7 | Lot 2 |
| Wired Service - 2 | 6 | Lot 2 |
| Wired Service - 4 | 21 | Lot 2 |
| DID Blocks | 24 | Lot 2 |
| Auto Attendant | 30 | Lot 2 |
| Toll Free | 15 | Lot 2 |
| Centrex - Adds 1-5 lines | 3-5 | Lot 2: 6+ lines require a facility check and date due is negotiated |
| Change - 1-20 lines | 5-8 | Lot 2 |
| Voice Mail: | 7 | Lot 2 |
| ISDN Voice PRI | 24 | Lot 2 |
| Conference phones | 30 | Lot 2 |
| Desk Phones | 30 | Lot 2 |
| Wired and Wireless Headset | 10 | Lot 2 |

| Verizon Voice Service Type | Standard Interval (in business days) | Notes |
|----------------------------|--------------------------------------|-------|
| Disconnects | 30 | Lot 2 |

III.8A - 9. The Offeror shall describe its approach to validating the acceptability of work performed prior to billing.

Verizon Response

As part of the order fulfillment process, Verizon will, upon delivery of request services validate that it meets the specific requirements identified within this RFP. Validation will occur against the ESMS order ensuring that it fulfills the order request.

The order fulfillment Process Procedure Manual (PPM) that will be created will provide product specific certification testing criteria that will ensure the delivery of that service will be acceptable to the Commonwealth prior to Verizon submitting it for order acceptance.

III.8A - 10. The Offeror shall describe its proposed approach by which an agency can dispute a charge.

Verizon Response

Agencies should raise billing disputes in writing via email to their Program Management Office Service Manager to bring resolution for mutual agreement.

III.8A - 11. The Offeror shall describe its proposed approach for issuing and reporting on credits.

Verizon Response

Verizon's goal is to alert their customers and address credits in a timely manner.

If a billing error is identified, Verizon will proactively notify the Office of Administration, review the billing error, and then establish a resolution path to correct the issue going forward.

Once the billing item is corrected, Verizon will verify the final credit amount with the Office of Administration then proceed with necessary credit approvals.

The credit will be submitted into ESMS for processing which may take up to 30 days after ESMS credit order entry before the credit amount is posted on the invoice. All billing credits are noted on the monthly service operation report under the financial management and invoicing section.

III.8A - 12. The Offeror shall describe any process it uses to pro-rate charges.

Verizon Response

The Base Charges shall be prorated for any initial partial month (e.g., Service Commencement Date is mid-month) as necessary.

III.8A - 13. The Offeror shall disclose how soon after a service is completed it will appear on an invoice to the commonwealth.

Verizon Response

The Commonwealth will be charged the following month for services that have been installed and order accepted/completed. The Base Charges shall be prorated for any initial partial month (e.g., Service Commencement Date is mid-month) as necessary.

III.8A - 14. The Offeror shall describe how SLA credits will be identified on an invoice.

Verizon Response

The SLA credits will be identified on an invoice in detail by a SLA identifier and time period of missed SLA which will ensure the credit can be easily be identified.

Service Asset and Configuration Management (SACM)

| Ref | Requirements of Selected Offeror |
|------|--|
| A-25 | The Offeror shall create, support and maintain an accurate inventory of all service elements provided to the Commonwealth. |
| A-26 | The Offeror shall develop a Service Asset and Configuration Management (SACM) process that will support the management of its telecommunications services provided. |
| A-27 | The Offeror shall create, support and maintain a Configuration Management Database (CMDB) that will integrate with the Commonwealth's vendor (RFP 2) provided Enterprise Service Desk (ESD) CMDB. The Offeror's CMDB shall contain data relating to telecommunication assets and configuration items (CIs) as well as descriptions of the relationships between such assets and CIs. The Commonwealth's ESMS system shall be the source of record for all the services ordered. These services records will be replicated into the ESD CMDB and then handed off to the Offeror to populate their CMDB. |
| A-28 | The Offeror shall provide and maintain a CMDB Management Plan that discloses the Offeror's processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include: a) Procedures for routine audits of service inventory against inventory in the Commonwealth's ESMS and ESD systems. b) Notification procedures for identified CMDB discrepancies c) Remediation procedures and timeframes for correction to the CMDB d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth's vendor provided ESD CMDB and the ESMS source of record. |
| A-29 | The Offeror shall provide a secure Web-based electronic interface which will allow the Commonwealth to access the Offeror's inventory data, make queries, and obtain reports. The Offeror shall ensure that information is segregated by agency and agencies can only view their own information. |
| A-30 | The Offeror shall work with the Commonwealth to resolve inventory discrepancy issues between its inventory and the Commonwealth's inventory source of record within the Commonwealth's ESMS system. |
| A-31 | The Offeror shall provide reporting capabilities that allow the Commonwealth access to inventory and asset information on an ad hoc, weekly, monthly, yearly basis. Reports should be accessible in the following electronic readable format such as excel, word, .pdf, etc. These reports should include but not limited to the following: o Telephone Number (TN) o Username |

| Ref | Requirements of Selected Offeror |
|------|--|
| | <ul style="list-style-type: none"> o Site o Funding Source o DIDs- Individual DID o Available DIDs o DID by Service Location o DID by Agency o Device Hardware Serial Number o History o License Counts <p>The Offeror shall ensure that information is segregated by agency and agencies can only report on their own information.</p> |
| A-32 | <p>The Offeror shall provide a Service Asset and Configuration Management (SACM) Implementation Plan which shall include:</p> <ul style="list-style-type: none"> a) Access methods to inventory data including: <ul style="list-style-type: none"> o Online viewing o Data file downloads, in a readable format acceptable to the Commonwealth o Current view o Monthly snapshots o Historical data b) Timeframes to update database with new information c) Plan to maintain records - including identifiers d) Procedures for resolution of inventory discrepancies with the Commonwealth's ESMS inventory source of record. e) Timeframes for resolution of inventory discrepancies f) Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy |
| A-33 | <p>The Offeror shall document and maintain throughout the contract period all Service Asset and Configuration Management (SACM) processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> |

In Section III.8 of its response to this RFP:

III.8A - 15. The Offeror shall provide a draft Service Asset and Configuration Management (SACM) Implementation Plan which shall include:

a) Access methods to inventory data including:

- Online viewing
- Data file downloads, in a readable format acceptable to the Commonwealth
- Current view
- Monthly snapshots
- Historical data

b) Timeframes to update its database with new information driven from updates to the Commonwealth's ESMS system source of record.

c) Plan to maintain records - including identifiers

d) Procedures for resolution of inventory discrepancies

e) Timeframes for resolution of inventory discrepancies

f) Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy

Verizon Response

The proposed SACM Implementation Plan is as follows:

| Phase / Task | Estimated Timeline |
|--|--------------------|
| Planning Stage | 30 Days |
| <p>During this stage our team will engage with the commonwealth's team to understand the current catalogs of service, assets, attributes and relationships that will be part of the CMDB. Also during this stage our team will identify the process owners and process manager.</p> <p>This will entail gathering all of the information on how to connect to the Commonwealth CMDB and where all artifacts are stored.</p> <p>Also during this stage our team will be meeting with downstream teams to determine conditions of connectivity to downstream CMDB's, as well as escalation paths and identification of all stakeholders.</p> | |
| Setup the Vendor Service Desk (VSD) CMDB and Repositories | 20 Days |
| <p>During this step the customization team will work to setup the VSD service desk, and configure the various data base elements for the acceptance of the repository from the Commonwealth's CMDB.</p> <p>The team will configure the enterprise knowledge base as well as the enterprise portal for use by the end users to engage with and connect to the VSD.</p> <p>The team will also work to identify and setup the collaboration environment where all of our process and project artifacts will be collected.</p> | |
| Understand Classifications, Grouping, and Responsibility as it pertains to the Information | 20 days |
| <p>During this step our teams will define all of the metrics and classifications that need to take place in the data, escalation, severity and SLA processes.</p> <p>During this step processes, will be setup to capture this information from the service desk and audit server.</p> <p>Grouping of information and analytics will be done to allow for the reporting of all data, as well as the creation of the dashboards to be used by the team.</p> | |
| Download data from the Commonwealth's CMDB, Create Base Line Information | 10 days |
| <p>Our team will work to download, setup and implement the data from the centralize CMDB from the Commonwealth so that we have a full system and can track everything.</p> | |

| Phase / Task | Estimated Timeline |
|--|--------------------|
| During this step our team will also perform verification on the data that has been downloaded, capturing all anomalies and rectifying to ensure that the data has been successfully moved into our CMDB. | |
| Setup Auditing Process | 20 days |
| <p>The auditing server and process will be setup to ensure that the entire database can be audited over time with the central data to ensure we are compliant and always up to date.</p> <p>Setup of the period of performance for this auditing and all other metrics to ensure that we can perform the audit and monitor its success.</p> | |
| Create VSD processes (Change Control and others) | 15 days |
| <p>Work with the Commonwealth and other entities to ensure the change control and all other processes have been created, understood and implemented for success.</p> <p>Creating documentation for all processes and placing these into the collaboration environment so that all team members have access to them.</p> <p>Creating the metrics of the process within our system to ensure monitoring of compliance is available to our managers and in our dashboard.</p> | |

The entire process will be worked by members of our team. The plan will be worked as a group and is not asynchronous in operation. Our team will move from step to step and back again to ensure that all phases of the plan will be completed.

III.8A - 16. The Offeror shall describe its approach to electronically connecting its CMDB to the Commonwealth's ESD CMDB. The description should at minimum address the following:

- a) Description of the proposed automated synchronization approach with the Commonwealth's CMDB.*
- b) Description of the proposed synchronization approach with other Commonwealth telecommunication providers' service desks / CMDBs.*
- c) Description of testing and verification methodology.*

Verizon Response

There are two synchronization methods that will be created and in use within our proposed environment. These are:

- **Real-time Update:** In a real-time update mode the transactions are sent and received as they are created or updated.

In this case the transaction would be created, sent to the downstream system.

When the downstream system receives the transaction a return receipt is generated and sent back to the central ESD system.

If a return receipt is not received in a specified timeframe, our system will resend the transaction to the downstream system. This will occur three times before the system gives up and moves the transaction to an error state.

All transaction information will be logged into a database, along with all attempts and sending the transaction. Any errors will be flagged and sent to a technician for further review and troubleshooting of the environment.

- **Batch:** In batch mode transactions will be keyed up into a batch and the entire batch will be sent to the downstream system. The downstream system will send back a return receipt of the batch.

The system will then log the batch information. Batches can contain any number of transactions, and each will be accounted for in the return receipt information.

Both modes of transmission can also be performed manually if necessary. In most cases, when we do perform a manual transmission of transactions it will be in the batch mode.

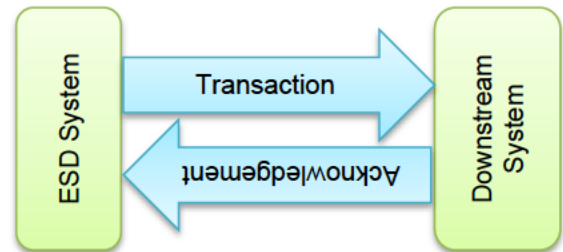
Our customization team will monitor all transactions going on in the environment to ensure that the system is operating as expected. One other type of transaction we will be providing is a heat-beat transaction.

This will basically be a zero transaction that is basically sent out to the downstream provider to gain a return receipt. This return receipt will basically state that the two systems are still communicating. All heartbeat transactions will also be logged for review and monitoring.

Our dashboard will show all transactions going to and from each of the downstream systems. Of course, transactions will be a two-way street, we will send and also receive transactions in the above defined methods from the downstream system.

Our testing methodology is a multi-faceted approach. First during design, our teams will design the types of transactions that will be supported, what is required for each transaction and what constitutes success in transmitting or receiving these types of transactions.

This design will be based on each transaction and will be contained in a user story or other documentation. From here test scripts can be created.

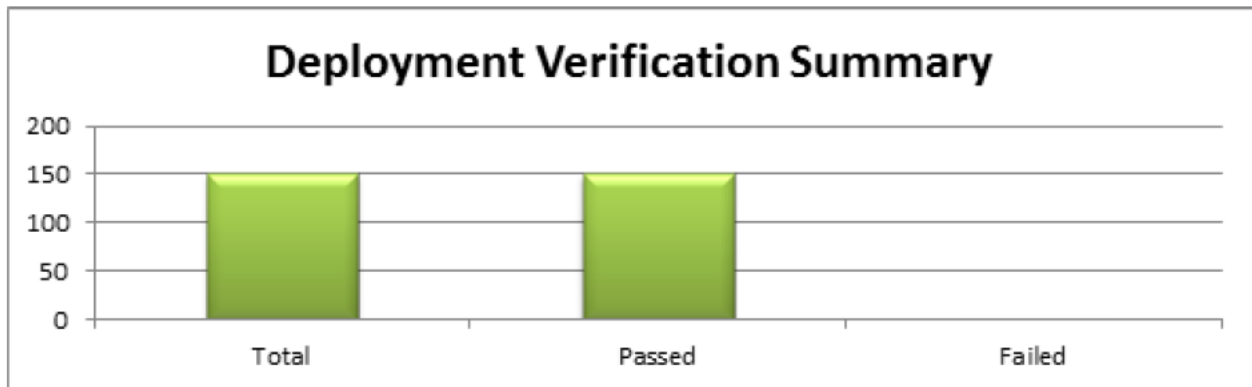


Based on each test (System Testing, UAT) we will produce a report that outlines what the overall outcome was. Below is a depiction of what could be captured based on the total scripts run, passed and failed.

This report allows the teams to know how ready the application is for deployment and is used in the go, no go decision making process. Nothing is left to subjective thought. The team will be able to know that the system is either ready or not for deployment.

Summary by Module

| Module 1 | | Module 3 | |
|-------------|----|-------------|----|
| Total Items | 58 | Total Items | 76 |
| Passed | 58 | Passed | 76 |
| Failed | 0 | Failed | 0 |
| Module 2 | | Module 4 | |
| Total Items | 73 | Total Items | 40 |
| Passed | 73 | Passed | 40 |
| Failed | 0 | Failed | 0 |



Testing Results

Our solution includes a service for auditing all transactions, elements, workflows and items moving through the entire VSD. This auditing service will monitor everything and provide alerts when incidents happen in our environment.

These alerts will also generate incident tickets to ensure that nothing is dropped. The auditing service will also interact with the dashboard to provide the analytics necessary to review the health of the entire environment.

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III.8A - 17. The Offeror shall provide a draft of its SACM process that discloses the Offeror's processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include:

- a) Procedures for routine audits of service inventory against inventory in the Commonwealth's ESMS and ESD CMDB.
- b) Notification procedures for identified CMDB discrepancies
- c) Remediation procedures and timeframes for correction to the CMDB
- d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth's ESD CMDB.

Verizon Response

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Discrepancy Identified [Redacted text]

Ticket Generated [Redacted text]

Agency Liaison Action [Redacted text]

Resolution Identified [Redacted text]

Approval [Redacted text]

Updated [Redacted text]

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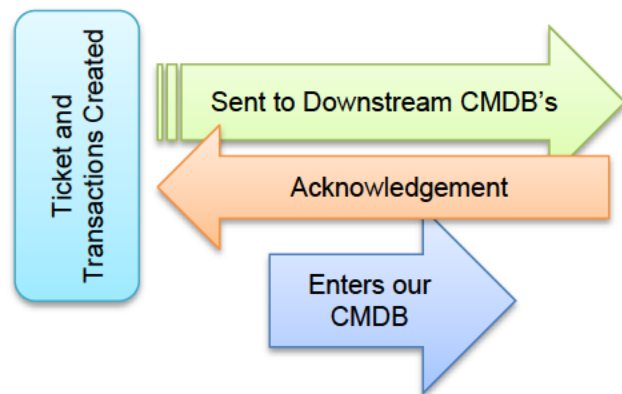
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The synchronization process of our CMDB and through to other providers' CMDB's will be an automated transaction process using the ebonding pipes that our configuration management team will produce.

Each transaction as it is generated will produce metadata as the synchronization process moves through the systems.

Each of these will be assigned to an overarching ticket and allow for monitoring and review of what is going on.



- **Enters Our System:** A transaction of a change enters our system and is updated in our CMDB system. A ticket is generated with this transaction of change, so that all downstream items can be attached to this ticket.
- **Transactions Generated:** Transactions for the downstream CMDB's are created and sent to each downstream database.
- **Acknowledgement:** The downstream CMDB's will send an Acknowledgement of the transaction and the result of the update to their system.
- **Updating Ticket:** The ticket for this update is updated with all downstream metadata and closed out once all systems have acknowledged that they have processed the updates.
- **Closing of Ticket:** Once the resolution has been completed the ticket is closed. If an acknowledgement needs to be sent back to the Commonwealth's database this will be done with the closing of the ticket.

Auditing of these tickets periodically by the agency liaison's will ensure that everything is proceeding as necessary. Of course, if there is a problem with any of the downstream transactions this will be alerted by the system and a ticket will be generated to fix the problem.

The workflow process will include the use of email and SMS to alert those involved in the process when approvals or action is needed. All metadata of the transactions will be updated onto our dashboard for immediate review.

Change Management

| Ref | Requirements of Selected Offeror |
|------|---|
| A-34 | The Offeror will adhere to the Commonwealth's Change Management Procedures included in Appendix K. |
| A-35 | The Offeror shall assess changes from both a business and technical view point with a clear understanding of the business needs of the Commonwealth, its business partners and customers. The Offeror shall coordinate its Change Management activities by conforming to the Commonwealth's Change Management Process. |
| A-36 | The Offeror shall provide an infrastructure change/release management report on a weekly basis. This report shall provide a forward schedule of changes and maintain a history of changes that were proposed, scheduled and completed, or abandoned with descriptions of results. |
| A-37 | The Offeror shall be responsible for coordinating the activities of all changes with the Commonwealth and other Suppliers as necessary to ensure that appropriate resources are available for monitoring, testing and implementation. |
| A-38 | When classifying changes, the Offeror shall, comply with Commonwealth definitions and associated lead times for each change category as described in the Commonwealth's Change Management Procedures included in Appendix K. |
| A-39 | The Offeror shall provide an after-action report, including root cause analyses and corrective actions, following any unsuccessful change or changes which results in an unexpected negative impact to the Commonwealth, its business partners or customers. This report shall be provided to the Commonwealth and/or its enterprise service provider (RFP 2) designee within three (3) business days. If the root cause cannot be determined within three (3) business days, the Offeror shall notify the Commonwealth of its timeframe to identify root cause and provide a complete report. |
| A-40 | The Offer shall acknowledge that all contract changes (i.e., changes to the signed contract between the Commonwealth and the selected Offeror) must follow the Commonwealth's Contract Change Request Procedure (see Appendix L - Contract Change Request Procedures). |

In Section III.8 of its response to this RFP:

III.8A - 18. The Offeror shall provide a draft Change Management Implementation Plan which shall include:

- a) Contact information for change/release manager(s)
- b) Standard change freeze windows

Verizon Response

As the Commonwealth's expectations and demands rise, Verizon's support and network teams are continually focusing on IT service-quality improvements and achieving the highest levels of availability by re-examining processes and procedures-particularly in the area of change management because we recognize that changes to the network are often a source of downtime.

Verizon recognizes that the Commonwealth has two main expectations of the services provided by:

- The services should be stable, reliable, and predictable.
- The services should be able to change rapidly to meet evolving business requirements.

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Overview of Change Management Process

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III.8A - 19. The Offeror shall provide a draft Change Management Plan which complies with the Commonwealth's Change Management Procedures in Appendix K and shall include:

- a) Description of standard plan components
- b) Description of change priority categories (see Commonwealth's Change Management Procedures included in Appendix K) and response time goals
- c) Description of test strategy and sample test completion results
- d) Description of change implementation methodology
- e) Description of rollback procedures
- f) Description of how agencies will be able to make simple VoIP configuration changes via a web portal

Verizon Response

In addition to responses provided to the Change Implementation plan above, Verizon has provided the Change Management Plan in Attachment 6.

Verizon with its partners can provide options to a self-management portal. However based upon the inventory and billing reconciliation requirements within ESMS, tight controls would require custom developed between the systems. This customized development would be optional and over and above the solution offered in our response. Verizon could provide the Commonwealth with a cost, level of effort, and timeframe for this effort post award.”

Service Desk Management

| Ref | Requirements of Selected Offeror |
|------|---|
| A-41 | The Offeror shall provide a Vendor Service Desk (VSD) ITSM solution that is integrated with the Enterprise Service Desk (ESD) ITSM system. |
| A-42 | The Offeror shall integrate its Service Desk processes with the Service Desk processes of the Enterprises Service Desk provider (e.g. RFP #2), as well as the Commonwealth where the processes interact. |
| A-43 | The Offeror's service desk shall electronically interface to the Enterprise Service Desk (ESD). This connection will allow the exchange of ticket, services request, and configuration management information. |
| A-44 | The Offeror shall provide and maintain process documentation for all proposed ITSM processes (e.g. Incident, Problem, and Knowledge Management). The Offeror shall document and maintain throughout the contract period all processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |
| A-45 | The Offeror shall provide staffing levels appropriate to handle incident volumes and incident response targets. (see Appendix M for SLA template data sheets) |
| A-46 | The Offeror shall provide a 24x7 service desk and technical support. |
| A-47 | The Offeror provided service desk shall be located within the United States. |
| A-48 | The Offeror shall manage all Incidents from Commonwealth users relating to its provided telecom services, including the following: <ul style="list-style-type: none"> o Logging all relevant details. o Providing first-line investigation and diagnosis. o Resolving those as possible. o Escalating those that cannot be resolved within agreed timescales. |

| Ref | Requirements of Selected Offeror |
|------|---|
| | <ul style="list-style-type: none"> o Communicating with users, keeping them informed of progress, notifying them of impending actions, obtaining appropriate agreement, and in all ways engaging and communicating with them about service provider activities. |
| A-49 | The Offeror shall design all services in compliance with the then-current version of ITIL. |
| A-50 | The Offeror shall provide its own ITSM tool integrated with the ESD to document users' issues; to monitor work queues; and to open, update and close tickets. |
| A-51 | The Offeror shall provide access via a no-fee, dedicated call-in phone number for all service desk services. |
| A-52 | The Offeror shall provide a self-service web channel to allow users to report and monitor status of its service incidents. |
| A-53 | The Offeror shall provide a self-service email address to allow users to report and request status of its service incidents. |
| A-54 | <p>The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not be limited to:</p> <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time o Satisfaction Ratings |
| A-55 | <p>The Offeror shall create an incident ticket for the following:</p> <ul style="list-style-type: none"> o Any service disruption which is reported or detected o Any hazardous conditions that has the potential for major service impact(s) (e.g., fire in a node) o Failure of the network management system that results in loss of visibility to network and telemetry data o Any other fault, event or request that the Commonwealth determines should be monitored or tracked through the service desk |
| A-56 | The Offeror may not refuse to open a ticket for lack of information. |
| A-57 | The Offeror's Service Desk must open a ticket even if there is an open MAC against the service. |
| A-58 | The Offeror shall accept the submission of tickets via phone call or email. Both forms shall be handled and responded to with the same priority. |
| A-59 | The Offeror shall establish a process for a ticket submitter to escalate his or her issue directly to Tier 2. |
| A-60 | <p>The Offeror shall maintain the following data elements for each incident ticket:</p> <ul style="list-style-type: none"> o Ticket Submitter name and contact information o Onsite Contact name and contact information o Incident Ticket number o Fault description and definition of problem o Fault date and time of detection o Identification of customers affected by the fault o Services and locations affected by the fault o Information about detection of service affecting faults for peripheral network resources indicating whether the fault is internal or external o Estimated time to resolve o Resolution Details (what repairs were made). Resolution details shall include but not limited to: specific actions that were taken and why; root cause of problem; time to repair, etc. |

| Ref | Requirements of Selected Offeror |
|------|--|
| | <ul style="list-style-type: none"> o Telecommunication Services Priority (TSP) or non-TSP service |
| A-61 | The Offeror shall work with the Commonwealth to establish incident ticket templates that will be used for each service. These templates will be used by ticket submitters to quickly fill out required information for incidents and used to email issues to the ESD and/or the Offeror's Service Desk. |
| A-62 | The Offeror shall maintain a frequent caller list with contact information already populated. |
| A-63 | The Offeror's service desk shall support trap and traces procedures. |
| A-64 | The Offeror's service desk system shall ensure all tickets, regardless of ticket status or generations source, must remain accessible to contract participants at all times and must have search/query capability. |
| A-65 | The ticket submitter shall be given the opportunity to determine the individual(s) that should be contacted to authorize ticket resolution. The Offeror shall contact the individual(s) determined by the ticket submitter on a per ticket basis. |
| A-66 | The Offeror shall treat any issue which occurs three (3) times within in a sixty (60) day period and/or any issue which has been determined by the agency/TMO as "chronic". The Offeror shall open a Problem ticket for each chronic issue. |
| A-67 | The Offeror shall retain all service desk data in its original format for online access and historical purposes for the term of the contract, including extensions. |
| A-68 | The Offeror shall ensure all service desk reporting activities are logged by the Offeror detailed, and accessible to all contract participants in CSV log format. |
| A-69 | The Offeror shall develop ticket escalation procedures which include all information and troubleshooting the Offeror requires from the Commonwealth to have the incident tickets escalated. These procedures shall be developed and approved by the Commonwealth prior to the start of the services. |
| A-70 | The Offeror provided service desk shall work collaboratively with the Commonwealth and other Supplier service desks to resolve service disruptions efficiently and expeditiously. |
| A-71 | The Offeror's service desk shall provide emergency toll free routing changes within 15 minutes of request receipt. |
| A-72 | The Offeror provided service desk shall support the Commonwealth, as required, in disaster recovery situations. |
| A-73 | <p>The Offeror shall provide monthly service desk reports to the Commonwealth, in both CSV and PDF format. Reports will be due on the 15th of the month; if the 15th falls on a weekend or holiday, then reports need to be delivered prior to the 15th. Reports shall be presented by agency and location and are to be transferred to business area designated folders on the Commonwealth FTP Server. Report samples are as follows:</p> <ul style="list-style-type: none"> o Incident ticket aging report o SLA non-compliance report |
| A-74 | <p>The Offeror shall provide regular service desk reports to OA/OIT on service desk related activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> o Key issues relating to service desk processes, improvements, script development. o Status as to service desk staffing, training, and authorization. o Integration activities and issues with other service desks belonging to OA, Agencies, and other telecom service providers. o Trend analysis during the thirteen (13) most recent months. o Calculate metrics and provide monthly reports to OA, to include, but not be limited to: <ul style="list-style-type: none"> o Number of contacts, to include all calls, phone calls, electronic, automated or otherwise. o Number of calls abandoned, average call duration, average time to answer, average time to abandon. o Number and percentage of issues resolved. o Number and percentage of issues passed to other service desks. |

| Ref | Requirements of Selected Offeror |
|------|--|
| | <i>Other pertinent information regarding Service Desk operation and performance.</i> |
| A-75 | <p>The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not limited to:</p> <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time |
| A-76 | <i>The Offeror shall provide and maintain process documentation for Problem Management.</i> |
| A-77 | <i>The Offeror shall provide the ability to execute within an enterprise level Problem Management process that can help define root cause analysis across multiple telecom services providers.</i> |
| A-78 | <i>The Offeror shall provide monthly problem management reports that include on any trending analysis information and preventative measures for service improvement.</i> |
| A-79 | <p>The Offeror shall provide a means for Problem detection from all relevant sources, specifically including the following:</p> <ul style="list-style-type: none"> o Incident Management processes and Incident Management System. o Event Monitoring systems and tools o Technical support staff o OA and OA Customers o Trending of Incidents and Root Cause Analysis |
| A-80 | <i>The Offeror will track requests for Problem Management initiation, by source, organization and Authorized User.</i> |
| A-81 | <p>The Problem Management Process shall include the following capabilities:</p> <ul style="list-style-type: none"> o Provide a means for prioritizing Problems / Known Errors based on considerations of business impact, urgency and severity using the prioritization model agreed to and approved by OA and which aligns with the method for prioritizing Incidents. o Provide a means for categorizing Problems / Known Errors using the categorization model agreed to and approved by OA and which aligns with the method for categorizing Incidents. |
| A-82 | <p>The Offeror shall develop and maintain a Knowledge Management system that will include at a minimum the following:</p> <ul style="list-style-type: none"> o Provide and continuously update a list of OA/OIT-vetted FAQs regarding the Services on a user accessible portal. o Publish answers to the FAQs using a media that is efficient, easy to use, and easily accessible for Authorized Users, as well as subject to approval by OA. o Compile lists of FAQs where recommended solutions can be made available to Authorized Users to increase Authorized Users' ability to resolve incidents. |
| A-83 | <p>The Offeror shall provide an ongoing Service Desk Management Plan which discloses the Offeror's processes and procedures for ongoing management of the service desk and describes:</p> <ul style="list-style-type: none"> o Process for responding to a report request from the Commonwealth o Process for responding to a general information request o Reports generated by the Offeror's service desk system(s) which shall be routinely provided to the Commonwealth |

In Section III.8 of its response to this RFP:

III.8A - 20. The Offeror shall provide a draft Service Desk Implementation Plan which describes:

Two teams make up this delivery structure. First is the actual help desk, which contains the agency liaisons and help desk technicians.

The second team is the customization team, which will be utilized to customize the ITSM tool, and provide for all the eBonding needed to connect the Vendor Service Desk (VSD) with all other service desks within the commonwealth.

Key personnel of this team include:

- Service Desk Manager - This is the manager that will oversee the entire offerings from the VSD. This person will ensure all SLA's are met, the teams are delivering the efficient service and that all connections to other service desks and events are flowing properly.

This person will be the escalation point for the Commonwealth and the point-of-contact (POC) for all VSD service offerings.

- Agency Service Desk Lead (2 positions) - There are two lead liaisons to the agencies. These individuals will provide leadership to the entire Vendor Service desk and will ensure that all SLAs within their agencies are being met. These individuals will also be an escalation point for agency contacts if there are issues with the service.

- Customization Lead - This role will be the lead for the customization team and will manage all customization work in building the eBonding to all other service desks. This role will also manage all support of these ebondings to ensure that the entire solution once configured is operating efficiently.

III.8A - 20. i) Standard definitions for incident ticket priorities with translations for the following:

i. Critical

ii. High

iii. Medium

iv. Low

Verizon Response

Incident tickets are assigned a severity level upon creation. This severity level indicates the extent the incident has on the customer's service and is used to determine the resource prioritisation allocated for resolving the incident and the status update frequency.

Priority Level Matrix

Please see the chart below for Priority Level descriptions.

| Priority | Name | Description |
|----------|------|-------------|
| | | |

| Priority | Name | Description |
|----------|----------|---|
| P1 | Critical | Total loss of Service or degraded Service to the extent that it is unusable by The Commonwealth and The Commonwealth is prepared to release its Service for testing at an agreed upon time. Complete loss of voice service at a single non-enterprise location will be treated as a Priority 1 with notification to the applicable agency. |
| P2 | High | Critical functionality of a service, degraded or unusable, having a high impact on services availability and business functions |
| P3 | Medium | Non critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability or critical business functions. A workaround is available. |
| P4 | Low | Non Service affecting requests (all other queries not covered by Priority Levels 1 - 2 above. [E.g., scheduled maintenance. |
| | | Loss of any voice service affecting a single user. |

III.8A - 20. j) Training for Commonwealth staff

Verizon Response

For Lot 1: Verizon's partner, Vitalyst, training solution consists of a multi-pronged approach by providing Commonwealth employees with support, classroom training, virtual training, and various self-help material, as well as a complete Skype for Business user communication package. This will allow all Commonwealth users, who may have varying degrees of Microsoft

Verizon Wireless ("Verizon") has reviewed the proposed changes to the Escalation procedures and has the following comments:

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III.8A - 20. k) Escalation procedures

Verizon Response

Verizon Wireless ("Verizon") has reviewed the proposed changes to the Escalation procedures and has the following comments: Verizon Wireless ("Verizon") has reviewed the proposed changes to the Escalation procedures and has the following comments:

[Redacted text block]

[Redacted text block]

III.8A - 20. I) Procedures for logging, tracking, managing and reporting for the following:

- i. Incident Tickets
- ii. Security incidents
- iii. Network faults
- iv. Chronic Tickets

Verizon Response

[Redacted text block]

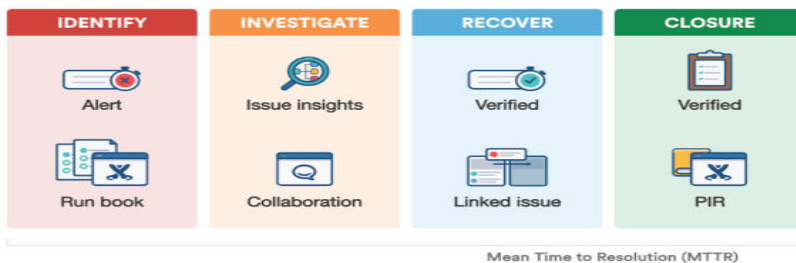
Incident Management:

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A [Redacted text block]

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Incident Management Process



Problem Management

A

A

Change Management

- A

A

- **Customer portal transitions:**

- **Knowledge base suggestions for agents**

A

- **Reporting drill-downs and CSV exports:** Reports are a key part of managing and measuring the effectiveness of the service desk. The software provides many reports and dashboard that allow for drill-down and exports. All SLAs will be managed and monitored through these reports, or configured dashboards.
- **Escalate urgent SLAs:** The service desk allows for setting rules to manage and escalate the SLAs. Our team will configure the software to monitor the SLAs of the VSD as well as monitoring events and tickets that have been escalated to supplier teams.

III.8A - 21. The Offeror shall provide a draft of its Service Desk Management Plan which discloses the Offeror's processes and procedures for ongoing management of the service desk and describes:

a) Process for responding to a report request from the Commonwealth

b) Process for responding to a general information request

c) Reports generated by the Offeror's service desk system(s) which shall be routinely provided to the Commonwealth

Verizon Response

As indicated in previous sections, we will leverage JIRA Service Desk software to provide all service desk functions. This software provides an Application Programming Interface (API) for connectivity to. Our staffing approach contains a separate team to provide customization and creation of an electronic bonding (e-bonding) to all downstream Configuration Management Databases (CMDB). This approach allows us to provide customizations from the central JIRA Service Desk to our supplier ecosystem and ESD interface enabling an easier platform to monitor and maintain.

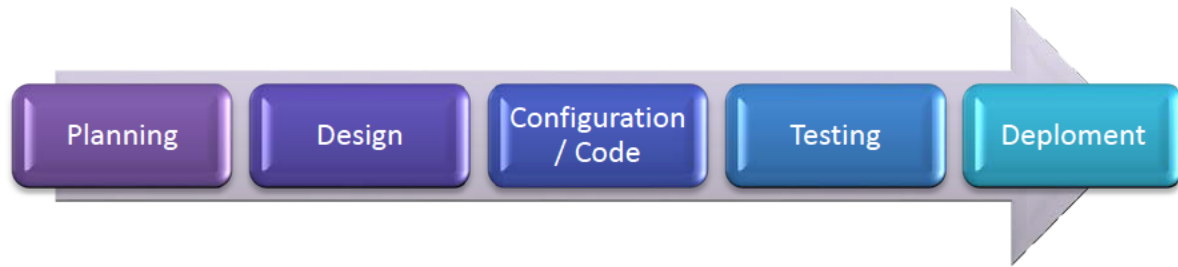
Our Service Desk Management plan incorporates the following key phases:

| Phase / Task | Estimated Timeline |
|--|--------------------|
| Planning Stage | 30 Days |
| <p>During this stage our team will engage with the commonwealth's team to understand the current catalogs of service, assets, attributes and relationships that will be part of the CMDB. Also during this stage our team will identify the process owners and process manager. This will entail gathering all of the information on how to connect to the Commonwealth CMDB and where all artifacts are stored.</p> <p>During this stage our team will be meeting with downstream teams to determine conditions of connectivity to downstream CMDB's, as well as escalation paths and identification of all stakeholders.</p> | |
| Setup the Vendor Service Desk (VSD) CMDB and Repositories | 20 Days |
| <p>During this stage the customization team will work to setup the ESD service desk, and configure the various data base elements for the acceptance of the repository from the Commonwealth's CMDB.</p> <p>The team will configure the enterprise knowledge base as well as the enterprise portal for use by the end users to engage with and connect to the ESD.</p> | |

| | |
|--|----------------|
| <p>The team will also work to identify and setup the collaboration environment where all of our process and project artifacts will be collected.</p> | |
| <p>Understand Classifications, Grouping, and Responsibility as it pertains to the Information</p> | <p>20 days</p> |
| <p>During this step our teams will define all of the metrics and classifications that need to take place in the data, escalation, severity and SLA processes. During this step processes, will be setup to capture this information from the service desk and audit server. Grouping of information and analytics will be done to allow for the reporting of all data, as well as the creation of the dashboards to be used by the team.</p> | |
| <p>Download data from the Commonwealth's CMDB, Create Base Line Information</p> | <p>10 days</p> |
| <p>Our team will work to download, setup and implement the data from the centralize CMDB from the Commonwealth so that we have a full system and can track everything.</p> <p>During this step our team will also perform verification on the data that has been downloaded, capturing all anomalies and rectifying to ensure that the data has been successfully moved into our CMDB.</p> | |
| <p>Setup Auditing Process</p> | <p>20 days</p> |
| <p>The auditing server and process will be setup to ensure that the entire database can be audited over time with the central data to ensure we are compliant and always up to date.</p> <p>Setup of the period of performance for this auditing and all other metrics to ensure that we can perform the audit and monitor its success.</p> | |
| <p>Create ESD processes (Change Control and others)</p> | <p>15 days</p> |
| <p>Work with the Commonwealth and other entities to ensure the change control and all other processes have been created, understood and implemented for success.</p> <p>Creating documentation for all processes and placing these into the collaboration environment so that all team members have access to them.</p> <p>Creating the metrics of the process within our system to ensure monitoring of compliance is available to our managers and in our dashboard.</p> | |

The entire process will be worked by members of our team. The plan will be worked as a group and is not asynchronous in operation. Our team will ensure all phases of the plan are completed.

Our Service Desk Management plan will engage our team in an abridged software development life cycle for each pipe. We will be providing the API's and connectivity from our system to the API's from the downstream system. In most cases this will be configuration of what is already available, in others we may have to create the pipe (RESTful web services) to provide the integration. Automation is the intended outcome of our pipe connections. The approach is:



Planning: Work with the downstream vendor to understand the resources available and obtain a description of all available API's for the CMDB they are utilizing. During this step, we will outline what approach both teams will take to create this ebonding pipe.

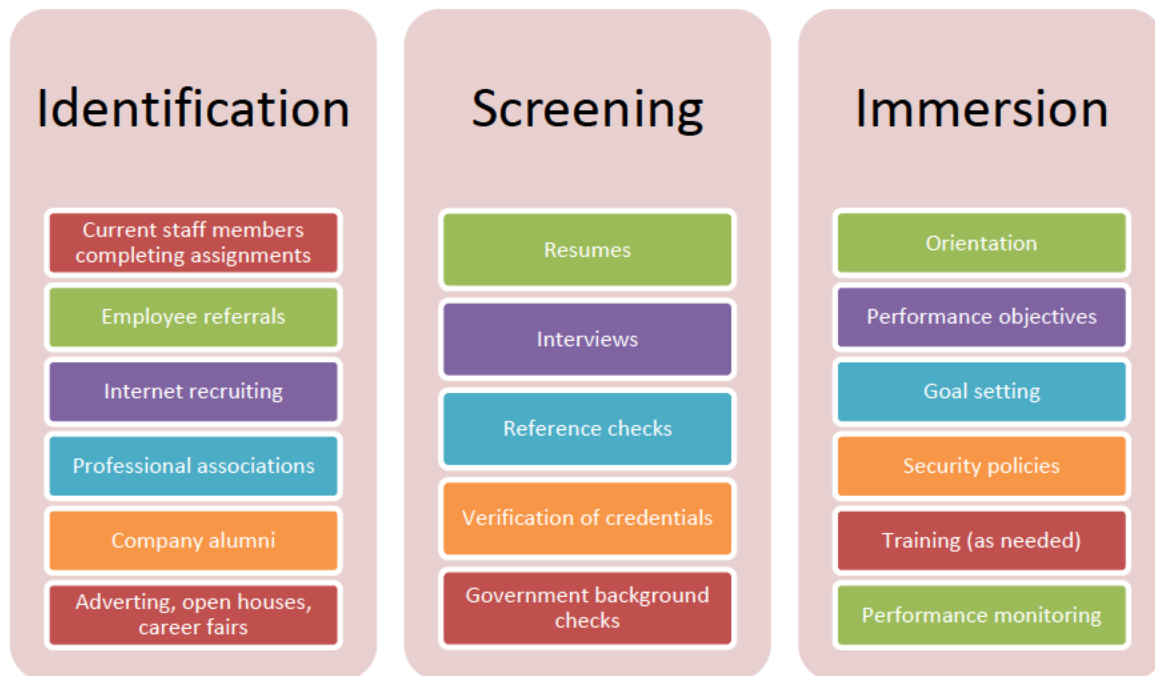
Design: During design our team will work with the downstream team members to understand and outline any GAP's that need to be addressed and work out any interfaces that are needed to create this ebonding interface.

Configuration / Coding: The configuration of our outbound and inbound communications pipes will handle most of the integration to industry standard CMDB's. However, in some instances we may have to extend the existing API's to allow for a tighter integration to non-standard systems. We may also have to add features and flow to the current API's to allow for the integration. This will be coded in a way that the downstream provider can access with whatever language they work in, such as using RESTful web services.

Testing: We will utilize two levels of testing to ensure that we are successful in implementing this ebonding pipe. First, our teams will unit test our side of the work to ensure that our process is working as designed and expected. Then we will utilize a testing area to provide end-to-end connectivity and system testing with the downstream provider to ensure that the pipe is working effectively. Scripting these tests is key to ensure we take out the subjectivity and know we are successful. We will also be testing to our success criteria as outlined in the design phase.

Deployment: Once we have proven that we are successful the ebonding pipe will be turned on and available in production. This could require deployment of code, and if so, we will utilize our deployment methodology and perform a verification step to ensure all components are deployed successful. Once fully deployed we will provide a full end to end test to ensure the process is working effectively from both production systems.

From a Service Desk resource management perspective, our plan shall incorporate industry standard onboarding and training process that includes a Three-step recruiting process for open positions. These steps are - **(1) Identification; (2) Screening; and (3) Immersion**. This process is the same for each employee with changes being in the qualifications and immersion stage based on the intended role of the individual. This is where the differences for management and staff would be.



To ensure we have the right talent for our Service Desk staffing, we will ensure the candidates have the required experience in providing first level support through taking calls and handling incidents or Service Requests, using the incident management and request fulfillment processes. Our Service Desk resources will go through a rigorous training process including standard operating procedures (SOP) and knowledge base on frequent incidents and problems and their resolutions. The resources will also shadow the current resources in the VSD to understand custom processes and technical handoff procedures.

On an ongoing basis to ensure we have the best trained and experienced resource pool, our Service Desk management plan will also evaluate our employees by implementing the following process:

Performance Monitoring: During predefined periods analytics of job performance are pulled and measured. These are running analytics, and are collected based on the current period and trending. These analytics include: Number of tickets resolved, time to resolution, number of open tickets, and average age of tickets. There are many more analytics involved, and we are always evaluating our analytics as well.

Performance Feedback: On a predefined timeframe our management staff will sit with each employee and go over the performance analytics. The discussions will center around what the employee is doing well and where there needs to be improvement. Our intent is to build our employee, to push them and cause them to stretch. Any areas of improvement will be discussed and cataloged to be put into the next performance feedback meeting.

Electronic Bonding (e-bonding) is being planned for automatic interaction between the VSD, Verizon, other Carrier and Commonwealth systems. This custom architecture allows a seamless integration of Event and Incident management flow, Service desk integration with the Enterprise and Commonwealth CMDB integration for Lot 1 and Lot 2 service management functions.

Following is a partial list of Integration activities between Verizon, Commonwealth and other partner IT Systems.

Below is a summary of our E-bond interface(s) for Lot 1 and Lot 2:

| Lot 1 - E-Bond Integration | Function | Internal / External Integration | Vz IT | TPV | Ebond vs. Manual |
|--|----------------------------|---------------------------------|-------|-----|------------------|
| Voice Event Mgmt System to Enterprise NOC | Event Mgmt | External or Internal | Y | Y | Ebond |
| Enterprise Service Desk Incident System to Voice Service Desk Incident System | Incident Mgmt | External or Internal | N | Y | Ebond |
| Voice Service Desk Incident System to Microsoft Incident System (Tier 2/3) | Incident Mgmt / Event Mgmt | External | N | Y | Manual |
| Voice Services Desk Incident System to Verizon ETMS system (IP Trunking) | Incident Mgmt | Internal | Y | Y | Ebond |
| Voice Services Desk Incident System to Verizon ETMS system (Managed SBC/Cloud Connector) | Incident Mgmt / Event Mgmt | External or Internal | Y | Y | Ebond |
| Voice Services Desk Incident System to RedSky Incident Mgmt System | Incident Mgmt / Event Mgmt | External | N | Y | Manual |
| Voice Service Desk CMDB to Enterprise Service Desk CMDB | SACM | External or Internal | N | Y | Ebond |

| Lot 2 - E-bond Integration | Function | Internal / External Integration | Vz IT | TPV | Ebond vs. Manual |
|---|------------|---------------------------------|-------|-----|------------------|
| Voice Event Mgmt System to Enterprise NOC | Event Mgmt | External or Internal | Y | N | Ebond |

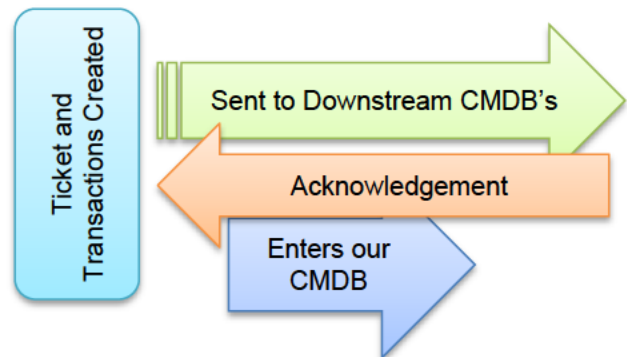
| Lot 2 - E-bond Integration | Function | Internal / External Integration | Vz IT | TPV | Ebond vs. Manual |
|--|---------------|---------------------------------|-------|-----|------------------|
| Enterprise Service Desk Incident System to Voice Service Desk Incident System | Incident Mgmt | External or Internal | N | Y | Ebond |
| Voice Service Desk Incident System to VzT (ILEC) Incident Mgmt System (vRepair) | Incident Mgmt | Internal | Y | Y | Ebond |
| Voice Service Desk Incident System to TelPlus Incident Mgmt System (OOF) | Incident Mgmt | External | N | Y | Manual |
| Voice Services Desk Incident System to Verizon ETMS system (NUMS voicemail - incl password resets) | Incident Mgmt | Internal | Y | Y | Ebond |
| Voice Services Desk Incident System to Verizon ETMS system (Toll Free Voice) | Incident Mgmt | Internal | Y | Y | Ebond |
| Voice Services Desk Incident System to Verizon ETMS system (Conferencing) | Incident Mgmt | Internal | Y | Y | Ebond |
| Voice Services Desk Incident System to PTS Incident Mgmt System (Pay Phones) | Incident Mgmt | External | N | Y | Manual |
| Voice Service Desk CMDB to Enterprise Service Desk CMDB | SACM | External or Internal | N | Y | Ebond |

From a Commonwealth perspective, once a ticket is opened by the ESD, it is passed on to the right entity through the e-bond interface to our VSD ITSM system. Complex events that require deeper technical expertise and passed to our Tier 2 Service desk that has a deeper domain knowledge. This team will triage events with internal Verizon teams as required and our service partners ensuring a common interface for all service management incidents and resolution.

The synchronization process of our CMDB and through to other providers' CMDB's will be an automated transaction process using the e-bonding pipes that our configuration management team will produce.

Each transaction as it is generated will produce metadata as the synchronization process moves through the systems.

Each of these will be assigned to an overarching ticket and allow for monitoring and review of what is going on.



- **Enters Our System:** A transaction of a change enters our system and is updated in our CMDB system. A ticket is generated with this transaction of change, so that all downstream items can be attached to this ticket.
- **Transactions Generated:** Transactions for the downstream CMDB's are created and sent to each downstream database.
- **Acknowledgement:** The downstream CMDB's will send an Acknowledgement of the transaction and the result of the update to their system.
- **Updating Ticket:** The ticket for this update is updated with all downstream metadata and closed out once all systems have acknowledged that they have processed the updates.
- **Closing of Ticket:** Once the resolution has been completed the ticket is closed. If an acknowledgement needs to be sent back to the Commonwealth's database this will be done with the closing of the ticket.

Verizon will have detailed Design requirement meetings with reference to e-bonding between Verizon IT and the Commonwealth Systems, and all partners.

Once this activity is completed, Program Management and Technical resources will be allocated from Verizon. The team will work very closely with all parties including the Commonwealth to architect, design, develop and Implement the e-bonding between the relevant Systems.

Detailed test plans will be developed and acceptance criteria established. Once the Software Development is completed, Quality Assurance testing will be performed and completed prior to systems move to production phase.

III.8A - 23. The Offeror shall describe its Incident Management Process and integration with the Enterprise Service Desk.

Verizon Response

Verizon's Incident Management Process is a comprehensive, multi-layered approach designed to ensure the rapid identification, diagnosis, and resolution of service issues. It is fully integrated with the Enterprise Service Desk (ESD) to provide a seamless experience for our customers. The process begins with the ESD, where all customer inquiries are logged and categorized. This information is then fed into our Incident Management System (IMS), which automatically creates incidents and assigns them to the appropriate support team based on the issue type and severity. Our teams utilize a variety of tools and resources, including our Knowledge Base, to quickly resolve issues and provide clear communication to our customers throughout the process.

■ Verizon's Incident Management Process is a comprehensive, multi-layered approach designed to ensure the rapid identification, diagnosis, and resolution of service issues. It is fully integrated with the Enterprise Service Desk (ESD) to provide a seamless experience for our customers.

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A Verizon's Incident Management Process is a comprehensive, multi-layered approach designed to ensure the rapid identification, diagnosis, and resolution of service issues. It is fully integrated with the Enterprise Service Desk (ESD) to provide a seamless experience for our customers. The process begins with the ESD, where all customer inquiries are logged and categorized. This information is then fed into our Incident Management System (IMS), which automatically creates incidents and assigns them to the appropriate support team based on the issue type and severity. Our teams utilize a variety of tools and resources, including our Knowledge Base, to quickly resolve issues and provide clear communication to our customers throughout the process.

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III.8A - 24. The Offeror shall describe its Problem Management Process and integration with the Enterprise Service Desk.

Verizon Response

Verizon's Problem Management Process is a structured approach to identifying, diagnosing, and resolving issues. It begins with the receipt of a request from the Enterprise Service Desk, which is then categorized and prioritized. The process involves a series of steps: identification, diagnosis, investigation, and resolution. Each step is documented and tracked to ensure transparency and accountability. The process is designed to be efficient and effective, with clear roles and responsibilities for each team member involved.

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III.8A - 25. The Offeror shall describe its Knowledge Management Process and integration with the Enterprise Service Desk.

Verizon Response

Verizon's Knowledge Management Process is a structured approach to capturing, organizing, and sharing information. It begins with the identification of knowledge gaps and the collection of relevant information. The process involves a series of steps: identification, collection, organization, and sharing. Each step is documented and tracked to ensure transparency and accountability. The process is designed to be efficient and effective, with clear roles and responsibilities for each team member involved.

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III.8A - 26. The Offeror shall describe how it will onboard new service desk technicians to ensure they are ready to support the commonwealth and have a basic level of understanding of the services that are provided?

Verizon Response

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- Review/Acceptance of Verizon's Code of Conduct
- Completion of Verizon Employees / Badged Employees Process
- Review of our comprehensive Service Desk Guide Lines/Process documents, and the overall expectations for job success for each Service Desk position

III.8A - 27. The Commonwealth users would like access to the Offeror's upper tier technical resources, for example either response a technical question; or a more detailed status on a particular open or closed incident. The Offeror shall describe how they will respond to both technical requests and/or provide updates to open incidents to the Commonwealth users.

Verizon Response

In the event the Commonwealth requires detailed status on any open or closed incident the PMO service assurance team will be able to facilitate that request. The Commonwealth can place a request through the VSD or direct to the dedicated Incident Manager on the PMO staff for the additional information required. Those resources will leverage multiple internal downstream and vendor partners such as Microsoft Professional Services, RedSky and AudioCodes to develop a detailed response for the added updates, and/or information. Verizon will coordinate access to these technical resources, as needed, to ensure resolution or response to the incident.

In addition Verizon would arrange an executive communication conference call, at the Commonwealth' request, that would be coordinated by Verizon PMO and will include the necessary technical resources to provide near real time status updates and next actions throughout the lifecycle of an incident ticket.

Event Management

| Ref | Requirements of Selected Offeror |
|------|---|
| A-84 | <i>The Offeror shall provide 24x7 event management and monitoring process (e.g. NOC/SOC/Service Desk) for all of its services that will electronically interface with the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations.</i> |
| A-85 | <i>The Offeror shall forward alerts to the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations as well as impacted Agencies.</i> |
| A-86 | <i>The Offeror shall notify the Commonwealth's Voice Services team and the affected Agencies of any service disruption immediately or at maximum within 30 minutes.</i> |
| A-87 | <i>The Offeror shall follow the Commonwealth's outage notification process as described in Appendix N.</i> |
| A-88 | <i>The Offeror shall work with the Commonwealth Voice, Network and Security Operations and or Agencies on service performance or outages until resolved.</i> |
| A-89 | <i>The Offeror shall provide network security monitoring, alerting and analysis services and shall notify the Commonwealth Network and Security Operations, OA/OIT Voice and Unified Communications Division, and Agencies of any suspected or identified security issues immediately or within 15 minutes.</i> |
| A-90 | <i>The Offeror shall provide 24x365 response and service desk technical support and reporting.</i> |
| A-91 | <i>The Offeror provided service desk shall work collaboratively with Commonwealth and other supplier service desks and Agencies to resolve service disruptions efficiently and expeditiously.</i> |

| Ref | Requirements of Selected Offeror |
|------|---|
| A-92 | The Offeror shall provide an automated interface between its enterprise event management systems and the Enterprise Monitoring System to support the automatic creation of incidents in the ESD based on system monitoring of security and network events and alerts. |
| A-93 | The Offeror shall document and maintain throughout the contract period all event management processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). |

In Section III.8 of its response to this RFP:

III.8A - 28. The Offeror shall describe in detail its approach to service operations and event management. This includes, but is not limited to, the proposed network and security operations services.

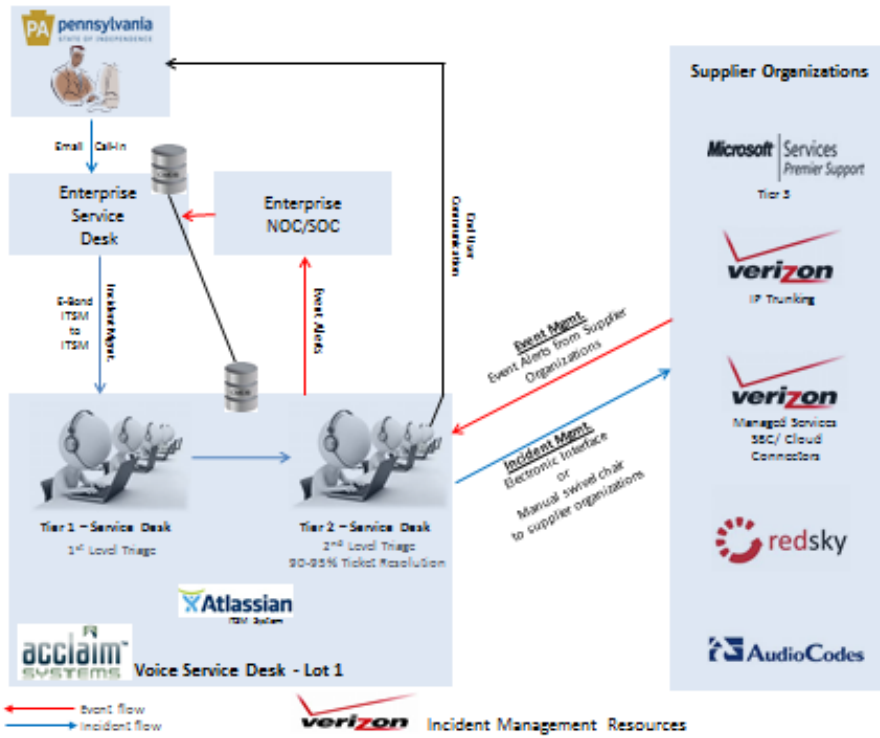
Verizon Response

Verizon has designed a Service Operation and Event Management Process that will ensure all supplier organizations have aligned their event monitoring alerting and alarming processes against an established severity/priority/impact to the Commonwealth's business entities. It is critical that all events are properly responded to with the urgency and priority relative to the impact to normal operations.

Each supplier responsible for the monitoring and management aspects of the overall solution will accomplish this via a pre-defined event management process. Each of these suppliers will transfer these event alerts to the Vendor Service Desk (VSD) ITSM system via an e-bond or a manual swivel chair process. Specific alerts will be set up in Verizon's customized ITSM system that will advise Service Desk Agents and key PMO personnel that an Event has been logged. The VSD agents will promptly alert the Commonwealth and the Enterprise NOC via an e-bond integration of the event. This event alert will include the specific platform that is impacted and the feature/functionality that is degraded or unavailable.

Once that alert has been sent to the Enterprise NOC and the Commonwealth the e-bond between the two systems will ensure the consistent flow of critical information and updates is occurring until that issue is resolved. Additional communication will occur via a separate email alert to key distribution lists and if required an executive communication bridge where key information will be provided near real time by Verizon personnel to the Enterprise NOC and/or the Commonwealth team. For all service impacting events an incident manager from the dedicated PMO team will be assigned which will provide as a single point of contact for escalations and communications throughout the event.

The following diagram depicts the event flow (denoted by the red line) from the supplier organization to the VSD and onto the Enterprise NOC and the Commonwealth (example used is for Lot -1)



Service Integration Architecture overview

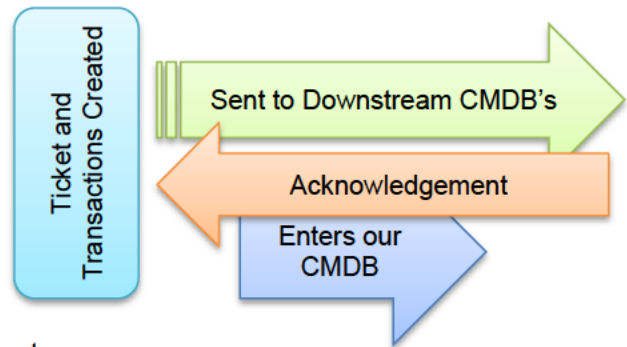
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Each transaction as it is generated will produce metadata as the synchronization process moves through the systems.

Each of these will be assigned to an overarching ticket and allow for monitoring and review of what is going on.



- **Enters Our System:** A transaction of a change enters our system and is updated in our CMDB system. A ticket is generated with this transaction of change, so that all downstream items can be attached to this ticket.
- **Transactions Generated:** Transactions for the downstream CMDB's are created and sent to each downstream database.
- **Acknowledgement:** The downstream CMDB's will send an Acknowledgement of the transaction and the result of the update to their system.
- **Updating Ticket:** The ticket for this update is updated with all downstream metadata and closed out once all systems have acknowledged that they have processed the updates.
- **Closing of Ticket:** Once the resolution has been completed the ticket is closed. If an acknowledgement needs to be sent back to the Commonwealth's database this will be done with the closing of the ticket.

Verizon will have detailed Design requirement meetings with reference to e-bonding between Verizon IT and the Commonwealth Systems, and all partners.

Once this activity is completed, Program Management and Technical resources will be allocated from Verizon. The team will work very closely with all parties including the Commonwealth to architect, design, develop and Implement the e-bonding between the relevant Systems.

Detailed test plans will be developed and acceptance criteria established. Once the Software Development is completed, Quality Assurance testing will be performed and completed prior to systems move to production phase.

The Verizon Managed Network Service Organization (MNSO) will provide the proactive monitoring, fault and performance management of our VoIP solution with CCE and associated infrastructure providing:

- **Monitoring** - 24 hours a day, 7 days a week, 365 days a year.
- **Opening a Trouble Ticket** for an incident upon receipt of an alarm.
- **Proactive notification** to customer site contact via email, Short Message Service (SMS) or phone.

Step 4

_____ **A** _____

Step 5

_____ **A** _____

_____ **A** _____

III.8A - 30. The Offeror shall describe how it plans to detect and mitigate TDOS / Spoofing attacks.

Verizon Response

Verizon's security architecture is designed to detect and mitigate Denial of Service (DoS) and Spoofing attacks through a multi-layered approach. This includes network-level monitoring, intrusion detection systems, and robust authentication protocols to ensure service availability and integrity.

Verizon employs advanced threat intelligence and behavioral analysis to identify anomalous traffic patterns associated with DoS and Spoofing attacks. Our security operations center (SOC) is equipped with 24/7 monitoring and incident response capabilities to quickly detect and neutralize threats.

Verizon's security strategy is based on defense-in-depth, ensuring that multiple layers of protection are in place to prevent, detect, and respond to attacks. This includes network segmentation, access control, and regular security audits.

■ • Verizon's security architecture is designed to detect and mitigate Denial of Service (DoS) and Spoofing attacks through a multi-layered approach.

■ • Verizon employs advanced threat intelligence and behavioral analysis to identify anomalous traffic patterns associated with DoS and Spoofing attacks.

■ • Verizon's security strategy is based on defense-in-depth, ensuring that multiple layers of protection are in place to prevent, detect, and respond to attacks.

■ • Verizon's security operations center (SOC) is equipped with 24/7 monitoring and incident response capabilities to quickly detect and neutralize threats.

■ • Verizon's security architecture is designed to detect and mitigate Denial of Service (DoS) and Spoofing attacks through a multi-layered approach.

■ • Verizon employs advanced threat intelligence and behavioral analysis to identify anomalous traffic patterns associated with DoS and Spoofing attacks.

■ • Verizon's security strategy is based on defense-in-depth, ensuring that multiple layers of protection are in place to prevent, detect, and respond to attacks.

■ • A Verizon's security operations center (SOC) is equipped with 24/7 monitoring and incident response capabilities to quickly detect and neutralize threats.

■ • Verizon's security architecture is designed to detect and mitigate Denial of Service (DoS) and Spoofing attacks through a multi-layered approach.

■ • A Verizon employs advanced threat intelligence and behavioral analysis to identify anomalous traffic patterns associated with DoS and Spoofing attacks.

Verizon's security architecture is designed to detect and mitigate Denial of Service (DoS) and Spoofing attacks through a multi-layered approach. This includes network-level monitoring, intrusion detection systems, and robust authentication protocols to ensure service availability and integrity.

■ • A Verizon's security operations center (SOC) is equipped with 24/7 monitoring and incident response capabilities to quickly detect and neutralize threats.

■ • Verizon's security architecture is designed to detect and mitigate Denial of Service (DoS) and Spoofing attacks through a multi-layered approach.

■ • Verizon's security strategy is based on defense-in-depth, ensuring that multiple layers of protection are in place to prevent, detect, and respond to attacks.

4. Compliance and incident response—Continually monitor for compliance and be prepared with an incident response system.

Verizon will explore options with the Commonwealth team to detect and mitigate potential TDOS attacks.

III.8A - 31. The Offeror shall identify any other companies or organizations it plans to include in its service delivery team.

Verizon Response

Verizon's service delivery team for Lot 1 and Lot 2 includes the following partners:

| Contractor | Services |
|-----------------------------------|--|
| Acclaim Systems (Lot 1 and Lot 2) | Systems Integration, Transition Management, Project Management and Service Desk MAC |
| Microsoft (Lot 1) | MS Consulting, Premier Services |
| Vitalyst (Lot 1) | Training |
| PC Network Inc. (Lot 1 and Lot 2) | Commonwealth satisfaction surveys, |
| TelPlus (Lot 2) | Management and coordination for out of franchise services |
| PTS (Lot 2) | Payphones |

B. Project Management and Administration Services

Description

Project Management and Administration includes those program-wide actions associated with initiating, planning, executing, and controlling project activities to achieve specific goals and meet specific success criteria.

Tasks

General Project Management and Administration Services

| Ref | Requirements of Selected Offeror |
|-----|---|
| B-1 | <i>The Offeror shall act as a single point of coordination and accountability for all services provided under this contract. This includes any services provided by any subcontractors used by the Offeror.</i> |
| B-2 | <i>The Offeror, at the request of OA, shall attend TMO meetings and TMO Knowledge days upon request. The commonwealth will provide the agenda prior to the meeting so the Offeror can schedule the proper resources for attendance.</i> |
| B-3 | <i>The Offeror shall commit to a Deliverable Approval Plan which it has developed and submitted and which has been approved by the Commonwealth.</i> |

| | |
|-----|--|
| Ref | Requirements of Selected Offeror |
| B-4 | The Offeror shall include the approved Deliverable Approval Plan in its Process and Procedures Manual (PPM). |

In Section III.8 of its response to this RFP:

III.8B 1. The Offeror shall develop and provide a proposed Deliverable Approval Plan.

Verizon Response

Verizon shall implement a Deliverable Approval Plan program, to be led and managed by the Program Management Office. This is a tool for scope and acceptance management, to identify what has been agreed upon and what is agreed to be out of scope, as it relates to projects and deliverables.

The following example Approval Plan template helps to ensure that the requirements and expectations of the project deliverables are met, approved and accepted. This form should be used at each stage of a project as deliverables are produced in order to ensure that they meet the needs of the Commonwealth.

Example of Approval Plan form:

| | | | |
|-----------------|--|-----------|--|
| Project Title | | Project # | |
| | | | |
| Project Manager | | Date | |

| Deliverable | Deliverable Type | Deliverable Description | Approval Criteria | Authorized for review | Status and Date |
|-------------|------------------|-------------------------|-------------------|-----------------------|-----------------|
| | | | | | |
| | | | | | |

| |
|---------------|
| Out of Scope: |
| |

This process can be woven into the Process and Procedures Manual, PPM.

Status Reporting

| | |
|-----|---|
| Ref | Requirements of Selected |
| B-5 | The Offeror shall attend regularly scheduled executive status meetings held in the Harrisburg area. The Offeror shall provide the agenda prior to the meeting and have staff and subcontractors at the meeting when appropriate for the current discussion. |

| Ref | Requirements of Selected |
|-----|--|
| B-6 | The Offeror shall provide a monthly report itemizing and describing outages, traffic, calls, etc. |
| B-7 | The Offeror shall provide a monthly report reflecting performance in relation to all contractual service levels. |

In Section III.8 of its response to this RFP:

III.8B 2.. The Offeror shall describe its proposed approach to monthly status reporting, including a description of scope, level of detail and presentation format.

Verizon Response

Verizon proposed approach to monthly status reporting will follow the proven approach developed with the Commonwealth over the past 10 years. Verizon will attend regularly scheduled executive status meetings held in the Harrisburg area.

Verizon will provide the agenda prior to the meeting and have staff and subcontractors at the meeting when appropriate for the current discussion. Verizon will provide a monthly report itemizing and describing outages, traffic, calls, etc., as well as performance in relation to all contractual service levels.

The following is a proposed topic agenda for the monthly status reporting:

- Order Management Summary
- Major Project Status
- Incident Management Metrics
- Service SLA Performance (CSI plans where required)
- Capacity/Utilization Reports
- Problem Management/Chronic Review
- Known Error Database review w/ associated mitigation plans
- Agency specific Service Improvement Plans (SIP)
- VSD Performance
- Change Management Summary and Key Metric Areas
- Billing Summary/Financial Review
- Verizon/Commonwealth Training

User Satisfaction Surveys

| Ref | Requirements of Selected |
|-----|--|
| B-8 | The Offeror shall provide quarterly customer satisfaction surveys to the Commonwealth and should contain both quantitative and qualitative information. The Offeror shall use these results and provide dashboard measurements to be reviewed at PMO meetings and posted on the TMO website. |

In Section III.8 of its response to this RFP:

III.8B - 3. The Offeror shall describe its process for conducting end-user satisfaction surveys.

Verizon Response

Verizon assumes the “customers” in this context are the Commonwealth agencies and that the dashboard may include the following key metrics:

- Agency customer satisfaction and trending;
- Improved service level execution;
- Innovation in service and product delivery;
- Service delivery, implementation and change management satisfaction;
- Effectiveness of meeting agency business needs;
- Agency and Service Partner relationship satisfaction and trending;
- Improved management and control of the Services through utilization of best practices and standard processes;

There will be two stages to this service delivery:

Stage 1: Survey Update—Discovery and Improvements

During services launch and due diligence, Verizon and its partner PCN, will perform a review of the current survey and delivery and will:

- Work with 4 to 6 Commonwealth Stakeholders (designated by the Commonwealth and to include a representative from OA) to review the goals of the dashboard and whether these goals are currently being met. Goals should be derived from the metrics above along with any additional key metrics identified by Stakeholders areas.
- Review the content of the survey, including (i) survey length, (ii) survey questions, (iii) selection of question types (e.g., multiple choice, open ended, ratings based, etc.); (iv) optimal order of questions and answer choices, as applicable.

The review will encompass the qualitative and quantitative data available from the current Survey services and, if necessary, may request additional data on that is not currently gathered via the survey.

■ [Redacted]

■ [Redacted]

■ [Redacted]

● [Redacted]

● [Redacted]

[Redacted]

■ [Redacted] A [Redacted]

■ [Redacted]

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■ [Redacted]

A [Redacted]

■ [Redacted]

■ [Redacted]

Stage 2: Survey Administration

[Redacted]

■ [Redacted]

■ [Redacted] A [Redacted]

■ [Redacted]

- Collate the survey response data.
- Create a draft dashboard for review by the Stakeholders.
- Publish the final approved dashboard for review at Commonwealth meetings.
- Verizon will also perform maintenance of survey size and content:
 - We expect some attrition of identified survey respondents from quarter to quarter. Customer Stakeholders will work with Verizon & PCN to designate new respondents to maintain the size of the sample.
 - On a quarterly basis, Verizon will review the qualitative survey content and recommend if any modifications are required.
 - Customer may also request modifications.
 - All modifications will be scoped and invoiced as a project change order (whether change is recommended by PCN or another party).
- Verizon will review survey content and include discussion in customer monthly meetings. All areas of improvement will be captured in service improvement plans that can be tracked and monitored to completion.

Customer will:

- Encourage participation by the target population to achieve mutually agreed percentage of participation
- Provide SLA and cost data as requested by the Verizon
- Work with Verizon & PCN to add new respondents to allay attrition.
- Propose and/or review and approve modifications.

Transition Services

| Ref | Requirements of Selected Offeror |
|------|---|
| B-9 | <p>The Offeror shall accomplish the transition of services in a transparent, seamless, orderly, and uninterrupted manner. Offeror's responsibilities with respect to the transition include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Transfer of the services in accordance with the Transition Plan agreed to by Commonwealth and including a number of Transition Milestones <input type="checkbox"/> Performing the transition without disruption to Commonwealth's operations <input type="checkbox"/> Scheduling transition related tasks when convenient for agencies and their locations <input type="checkbox"/> Assuming responsibility for all costs associated with the transition <input type="checkbox"/> Otherwise performing such transition and migration tasks as are necessary to enable Offeror to provide the services in accordance with the terms of the contract, including the applicable service levels |
| B-10 | <p>The Offeror shall include, with its proposal, an initial transition plan that includes key tasks and milestones, resource requirements (Offeror and Commonwealth), timelines and other dependencies required to successfully execute the transition.</p> |

| Ref | Requirements of Selected Offeror |
|------|--|
| B-11 | <p><i>In coordination with the Commonwealth, the Offeror shall jointly develop the final detailed transition plan that includes:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Deliverables to be completed by Offeror (refer to the Transition Milestones and Key Deliverables section below)</i> <input type="checkbox"/> <i>Date(s) by which each activity or deliverable is to be completed (the "transition milestones")</i> <input type="checkbox"/> <i>Process and set of standards to which Offeror shall adhere in the performance of the transition services and that shall enable the Commonwealth to determine whether Offeror has successfully completed the transition and the activities and deliverables associated with each transition milestone</i> <input type="checkbox"/> <i>Any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth customers</i> <input type="checkbox"/> <i>Any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor</i> <input type="checkbox"/> <i>A detailed description of the processes and procedures that Offeror will implement (and associated implementation schedules) to effect the seamless integration and coordination of the services with related services to be provided by other Commonwealth contractors</i> |
| B-12 | <p><i>The Offeror shall develop and maintain a Process and Procedures Manual which is available at all times to authorized Commonwealth staff.</i></p> |

In Section III.8 of its response to this RFP:

III.8B 4. The Offeror shall provide a draft transition plan and schedule with its proposal that describes the effort to migrate from the current voice services architectures and configurations to the proposed solution. The plan should include key tasks and milestones, resource requirements (Offeror and Commonwealth), timelines and other dependencies required to successfully execute the transition.

Verizon Response

Refer to the draft transition plan and schedule provided as Attachment 8.

III.8B 5. The Offeror shall provide a table of contents and description for a Process and Procedures Manual.

Verizon Response

The following is an outline of the Table of Contents for a Process and Procedure Manual (PPM):

1. Operational Support Review
2. SLA Management
3. Service Continuity Management
4. Financial Management
5. Asset and Configuration Management
6. Security Management
7. Order Management
8. Quality Management

- 9. Technology, Engineering, Architecture
- 10. Voice Premises, Notification, and Monitoring
- 11. Governance and Relationship Management
- 12. Capacity and Availability Management
- 13. Documentation Management
- 14. Project Delivery
- 15. Data Network Monitoring and Maintenance
- 16. Service Desk
- 17. Request Fulfillment
- 18. Incident and Problem Management
- 19. Operational Change Management
- 20. Contract Change Management
- 21. Reporting

Transition Milestones and Key Deliverables

The Commonwealth’s goal is to begin ordering for equipment and services for the OA/OIT facilities at 1 and 5 Technology Park within 90 days following contract award.

Following the transition at 1 and 5 Technology Park and verification that the processes and services are occurring successfully, transition will commence at the remaining offices within OA and with the other agencies.

All agency services are to be successfully transitioned and accepted by the Commonwealth prior to October 1, 2019. The following schedule of milestones and deliverables is based upon these goals.

Appendix W describes the transition planning and management milestones and the service enablement milestones the successful Offeror will be required to meet unless otherwise agreed to, by the Commonwealth, in writing. The Offeror shall consider this while describing its service offerings and preparing its initial transition plan to be included in its response.

Verizon Response

Read and understood.

Security

| Ref | Requirements of Selected Offeror |
|------|---|
| B-13 | The Offeror shall permit the Commonwealth or its designee to perform security risk assessments by a qualified and approved security vendor on an annual or as-needed basis to supplement internal auditing and compliance activities. |

| Ref | Requirements of Selected Offeror |
|------|---|
| B-14 | The Offeror shall perform criminal and civil background checks on all assigned staff. Any Offeror personnel and subcontracted personnel are required to pass a background check prior to access to any Agency facility or network, if required by the Agency. |

In Section III.8 of its response to this RFP:

III.8B 6. The Offeror shall describe the level of access it proposes to make available to its physical facilities to Commonwealth staff.

Verizon Response

The Offeror will allow Commonwealth staff access to its physical facilities based on an agreed to process for advanced notification, level of access required, authorized personnel list, and emergency support requirements.

Staffing

| Ref | Requirements of Selected Offeror |
|------|--|
| B-15 | The Offeror shall ensure that staffing resources involved with the design, implementation, transition, administration and support of all functions within the managed services have training, certification, and hands-on working experience (See Section III-5 for Key Positions and Staffing for additional requirements). |

In Section III.8 of its response to this RFP:

III.8B 7. The Offeror shall provide a matrix of the staffing resources involved with the design, implementation, transition, administration and support of the managed security solution. This must include their training, certifications, experience, qualifications and responsibilities.

Verizon Response

As described in Attachment 8 Voice Transition Plan, Verizon will deploy a Transition Team and a steady state Program Management Office team to meet the requirements of the solution. Please refer to Attachment 2 regarding key resources for certifications and experience.

Verizon is responsible for recruiting and maintaining staff with the technology and skill levels adequate to achieve contractual objectives. Verizon has the ability to scale resources as business needs grow and evolve.

The following are examples of roles and responsibilities of the key resources:

Verizon Implementation Project Manager

The Verizon Implementation Project Manager (IPM) will manage Services implementation including, but not limited to:

- Review and Update Business Requirements Document (BRD)
- Review Alternate Route and Disaster Recovery Plan
- Provide Scope Summary document for Commonwealth approval

- Maintaining overall relationship between Commonwealth and Verizon
- Facilitating communication between Commonwealth and Verizon
- Participating in the evaluation of network topology, diversity, and connectivity issues
- Providing Commonwealth with pricing information
- Maintaining overall responsibility for sales, support, and operations
- Negotiating and disseminating contractual information

Program Management Office (PMO) Delivery Executive

The Verizon PMO Program Delivery Executive has operational control in the following areas:

- Facilitates the problem/situation escalation program to expedite problem resolution.
- Follows up with key Commonwealth personnel on problem resolution.
- Monitors overall service performance and proactively recommend improvements and corrections.
- Constructs business plans for commitment of resources to the Commonwealth account.
- Meets and consults with Commonwealth on a regular basis to gain/maintain an understanding of specific Commonwealth business needs.
- Periodically meets with key Commonwealth personnel to improve service integration resulting in enhanced and streamlined processes.
- The Verizon Program Delivery Executive creates and maintains a list of all Verizon individuals involved in this project along with specific roles, responsibilities and contact numbers.

Service Level Agreements

Note: Offerors proposals shall be based on the acknowledgement of the SLAs as shown in Appendix M - SLA Data Sheets.

The Commonwealth is committed to the intent of these SLAs. During negotiations, the Commonwealth is willing to discuss the variables of the SLAs with the expectation that negotiated changes in SLA variables would be met with a corresponding reduction in service cost. However, proposals and pricing should be based upon the SLAs as they appear in this document.

| Ref | Requirements of Selected Offeror |
|------|---|
| B-16 | The Offeror's Service shall meet the Commonwealth's Service Level Agreements (SLAs) that establish minimum performance requirements for services provided (see Appendix M - SLA Data Sheets). |
| B-17 | The Offeror's measurement and monitoring of service level performance shall permit reporting at a level of detail and frequency sufficient to permit the Commonwealth to verify compliance with the service levels and shall be subject to audit. Reporting of service availability must be viewable at the agency level. |

| Ref | Requirements of Selected Offeror |
|------|--|
| B-18 | The Offeror shall adhere to the Commonwealth SLA Methodology document (provided as Appendix O). |
| B-19 | The Offeror shall make tiered service offerings available to accommodate varying agency needs and budgets. |

In Section III.8 of its response to this RFP:

III.8B 8. The Offeror shall describe its process for managing Service Levels.

Verizon Response

In addition to complying to the Commonwealth SLA Methodology document (provided as Appendix O), the following describes the processes and procedures for managing Service Levels.

Verizon will:

- Monitor, measure, and report its performance against the Service Level Agreements
- Measure all Service Levels on a 24x7x365 basis. Verizon will report its performance to Commonwealth, at minimum, on a monthly basis
- Promptly investigate and remediate failures associated with all Service Levels
- Minimize reoccurrences of all performance-related failures for which it is responsible
- Report any problems to Commonwealth that appear likely to result in a failure to meet a Service Level Agreement

The following is an illustration of the Service Level Management process.

Tasks

| Ref | Requirements of Selected Offeror |
|-----|--|
| C-1 | The Offeror shall maintain a current plan for providing emergency response continuity of operations. |
| C-2 | The Offeror shall perform, record, and report to the Commonwealth on the results of plan-related drills. |

In Section III.8 of its response to this RFP:

III.8 C. 1. The Offeror shall describe how it anticipates such a crisis will impact its operations.

Verizon Response

Verizon maintains world-class Business Continuity, Disaster Recovery, Facility Preparedness, & Emergency Management Programs that are essential to the protection of its employees, critical business processes and structural facilities located around the globe.

Verizon understands the importance customers place upon their communications services, and therefore focuses on a comprehensive business continuity and disaster recovery strategy.

Verizon's footprint is a global network of meshed architectures. The company has invested substantial time and expense in building a highly reliable, redundant network topology that ensures excellent telecommunications service with a minimum of interruption to our customers.

The Verizon Information Technology Disaster Recovery Program supports the development of Disaster Recovery Plans for critical applications.

Business Impact Analysis

Each Verizon application is required to undergo a Business Impact Analysis that determines its criticality and whether a Disaster Recovery Plan needs to be developed.

I.T. Disaster Recovery Plan

The I.T. Disaster Recovery Plan (DRP) provides an overview of the process and procedures to be followed in response to an event that activates the I.T DR Plan. It also outlines the notification procedures, response checklist, and the roles and responsibilities of each I.T. organization.

Emergency Response Team

The Verizon Wireless Crisis Response Team (VCRT) is the team that comes together when a natural disaster or crisis occurs to support the community, government, non-profit organizations and emergency management agencies.

The team provides assistance 24 hours a day, 7 days a week and can be reached at 800-981-9558.

VCRT offers the following support during a crisis for customers and non-customers:

- Backup voice and data coverage

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Lot 1. Unified Communications and VoIP Services

The requirements of Lot 1 have the ultimate goal of transitioning the Commonwealth of Pennsylvania's 45,000 VOIP users to a new, cost effective, industry leading, and vendor hosted solution that is fully integrated with Microsoft Skype for Business and federated with our current Office 365 environment.

This includes PSTN connectivity to conferencing through Skype. Additional benefits to be realized are as follows:

- Utilization of open source, non-proprietary desk phone hardware to open source, non-proprietary hardware. This will allow users to experience changes at a slower rate and transitions to become less cumbersome over time.
- Integrate the use of softphones (preferably using the SfB client) where applicable. Agencies will realize cost savings in not having to purchase desk phones and maintenance for each individual user.
- The ability for agency Telecommunications Management Officers (TMOs) to perform day-to-day moves/adds/changes (MACs) without having vendor involvement.
- Unified communications is becoming the industry standard for communication, and it is the desire of the Commonwealth to drive user adoption. The current platform only realizes a 10% adoption rate and it is our belief that this can be drastically increased by the development and deployment of marketing and training, before, during, and after transition. The Commonwealth is looking for a collaborative and active participation in these efforts from the selected Offeror.
- With the migration of existing VOIP users, efforts to transition as many of the 28,000 legacy voices users to the new VoIP/UC platform is also a strong focus of this solicitation. The success of this will rely heavily on making the solution cost effective for all sized offices (small and large) and location areas (metro and rural) throughout the Commonwealth.
- In addition to the requirements stated above, the Offeror (if responding to Lot 1 Services) shall address the following tasks in its response:

Lot 1 Services - Unified Communications and VoIP Services

D. Architecture and Integration

E. Features and Functions

1. Dial Tone Services
2. Main Line
3. Voice Mail Services with Exchange integration
4. Self-Managed Moves, Adds and Changes
5. Auto Attendant
6. Toll Free
7. Call Handling
8. UC Functions
9. Conferencing
10. Safety and Security
11. 911 Services

12. Recording

13. Hardware

14. Teleworking

F. Training

G. Transition Support

D. Architecture and Integration

Description

The Offeror shall use the following key considerations when developing its solution architecture:

- The Commonwealth will provide the data network connectivity services for the Offeror's UC and VoIP solution.
- The Offerors must provide a baseline set of network requirements with its proposed UC and VoIP solution.
- A core Commonwealth objective is to move from traditional voice services and individual PBX/Key systems to the new UC and VoIP solution.

This section describes the requirements for the core solution architecture for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| Ref | Requirements of Selected Offeror |
|-------|---|
| D-1.1 | The Offeror shall provide a fully managed, vendor hosted, VoIP solution that includes an integrated MS Skype for Business UC platform. The solution shall provide full integration and federation with the Commonwealth O365 environment. |
| D-1.2 | The Offeror shall host all core components at the Offeror's datacenter(s). Equipment will NOT be hosted at the Commonwealth's data centers. |
| D-1.3 | The Offeror shall maintain equipment that needs to be located within Commonwealth local and extended demarcation points or at end-user sites (for local survivability only). |
| D-1.4 | The Offeror's solution shall, cost-effective way to support users in a multi-tenancy, multi-location (>100 locations) environment over the next 5-10 years. There are currently ~ 45,000 VoIP users that will be transitioned to the new platform. There are currently ~ 28,000 non-VoIP users (e.g. PBX, Centrex) many of which may be transitioned to the new platform. |
| D-1.5 | The Offeror shall provide an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for inbound/outbound with local control and extensibility, for use in the event of an emergency, or loss of data connectivity to the Offeror's service. |
| D-1.6 | The Offeror's system shall be deployed in a geographically redundant fashion with all backend components mirrored between locations (no single point of failure). Fail-over must be automatic (with no human involvement) and preferably on a per component basis. |
| D-1.7 | The Offeror shall maintain end-to-end data encryption as defined in IRS Publication 1075. |
| D-1.8 | The Offeror shall provide at least two (2) geographically diverse connections to the Commonwealth's network (See Appendix P - Converged Network Standards.) |
| D-1.9 | The Offeror shall determine the data network bandwidth requirements for the Commonwealth locations. |

In Section III.8 of its response to this RFP:

III.8 D.1. The Offeror shall describe the service offered under this category and shall disclose, in its Service description, the function and performance standards applicable to meet the tasks listed above.

Verizon Response

Verizon's service description includes the following information regarding the service offered under this category and the function and performance standards applicable to meet the tasks listed above.

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...the Offeror shall describe its approach to delivering a fully managed vendor hosted VoIP solution that includes integration with a MS Skype for Business unified communications platform federated with the Commonwealth O365 environment for a seamless UC experience.

...the Offeror shall describe its approach to delivering a fully managed vendor hosted VoIP solution that includes integration with a MS Skype for Business unified communications platform federated with the Commonwealth O365 environment for a seamless UC experience.

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III.8 D 3. The Offeror shall describe its approach to delivering a fully managed vendor hosted VoIP solution that includes integration with a MS Skype for Business unified communications platform federated with the Commonwealth O365 environment for a seamless UC experience.

Verizon Response

...the Offeror shall describe its approach to delivering a fully managed vendor hosted VoIP solution that includes integration with a MS Skype for Business unified communications platform federated with the Commonwealth O365 environment for a seamless UC experience.

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III.8 D 6. The Offeror shall describe any equipment that needs to be located within State end-user sites (for local survivability), including all relevant system specifications (e.g. type, model, power/cooling requirements, space, etc.) and required connectivity.

Verizon Response

Verizon will provide a detailed response to the requirements of III.8 D 6, including a list of equipment specifications and connectivity requirements. The response is organized into sections corresponding to the requirements. Section A details the equipment specifications, including type, model, power/cooling requirements, and space requirements. Section B details the connectivity requirements, including network architecture and security requirements. Section C details the implementation and testing requirements. Section D details the support and maintenance requirements. Section E details the compliance and reporting requirements. Section F details the risk management requirements. Section G details the project management requirements. Section H details the communication requirements. Section I details the training requirements. Section J details the documentation requirements. Section K details the handover requirements. Section L details the decommissioning requirements. Section M details the other requirements. Section N details the other requirements. Section O details the other requirements. Section P details the other requirements. Section Q details the other requirements. Section R details the other requirements. Section S details the other requirements. Section T details the other requirements. Section U details the other requirements. Section V details the other requirements. Section W details the other requirements. Section X details the other requirements. Section Y details the other requirements. Section Z details the other requirements.

III.8 D 7. The Offeror shall propose an integration design that provides at least two (2) connections to the Commonwealth's network. Those Commonwealth provided connection points of presence (POPs) are described in Appendix P.

Verizon Response

Verizon will provide a detailed response to the requirements of III.8 D 7, including a list of connection points of presence (POPs) and integration design details. The response is organized into sections corresponding to the requirements. Section A details the connection points of presence (POPs). Section B details the integration design details, including network architecture and security requirements. Section C details the implementation and testing requirements. Section D details the support and maintenance requirements. Section E details the compliance and reporting requirements. Section F details the risk management requirements. Section G details the project management requirements. Section H details the communication requirements. Section I details the training requirements. Section J details the documentation requirements. Section K details the handover requirements. Section L details the decommissioning requirements. Section M details the other requirements. Section N details the other requirements. Section O details the other requirements. Section P details the other requirements. Section Q details the other requirements. Section R details the other requirements. Section S details the other requirements. Section T details the other requirements. Section U details the other requirements. Section V details the other requirements. Section W details the other requirements. Section X details the other requirements. Section Y details the other requirements. Section Z details the other requirements.

III.8 D 8. The Offeror shall describe an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for Inbound/Outbound with local control and extensibility, and local PRI/Analog support, for use in the event of an emergency, or loss of data connectivity to the Offeror's service.

Verizon Response

Verizon will provide a detailed response to the requirements of III.8 D 8, including a list of options for a robust survivability solution. The response is organized into sections corresponding to the requirements. Section A details the options for a robust survivability solution, including a local dial plan for Inbound/Outbound with local control and extensibility, and local PRI/Analog support. Section B details the implementation and testing requirements. Section C details the support and maintenance requirements. Section D details the compliance and reporting requirements. Section E details the risk management requirements. Section F details the project management requirements. Section G details the communication requirements. Section H details the training requirements. Section I details the documentation requirements. Section J details the handover requirements. Section K details the decommissioning requirements. Section L details the other requirements. Section M details the other requirements. Section N details the other requirements. Section O details the other requirements. Section P details the other requirements. Section Q details the other requirements. Section R details the other requirements. Section S details the other requirements. Section T details the other requirements. Section U details the other requirements. Section V details the other requirements. Section W details the other requirements. Section X details the other requirements. Section Y details the other requirements. Section Z details the other requirements.

Verizon will provide a detailed description of its planned redundant geographically deployment with all backend components mirrored between locations (no single point of failure) and automated fail-over.

III.8 D 9. The Offeror shall describe its planned redundant geographically deployment with all backend components mirrored between locations (no single point of failure) and automated fail-over.

Verizon Response

Verizon will provide a detailed description of its planned redundant geographically deployment with all backend components mirrored between locations (no single point of failure) and automated fail-over.

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III.8 D 10. The Offeror shall describe its methodology and a sample of how it will determine the data network bandwidth requirements for each of the over 3,000 Commonwealth locations with varying number of users per site. Include the following site scenarios with varying number of users:

- a. Site A: 10 Users
b. Site B: 145 Users
c. Site C: 2,000 Users
d. For each scenario above provided the following information:
i. Network bandwidth requirements per site (include assumptions)
ii. Network configurations per site e.g. a sample of the expected network configuration requirements that will be required, such as quality of services (QoS).
iii. Provide survivability options for each site (e.g. equipment and PSTN connection requirements)

Verizon Response

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- Three redacted list items

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III.8 D 11. The Offeror shall disclose if there are any current Commonwealth locations to which it cannot provide its solution (see Appendix Q - VoIP Service Locations).

Verizon Response

[Redacted text block]

E. Features and Functions

Description

This section describes the requirements for the primary features and functions of the proposed UC and VoIP services for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

General

In Section III.8 of its response to this RFP:

III.8 E 1. The Offeror shall describe the service offered under this category and shall disclose, in its Service description, the applicable function and performance standards.

Verizon Response

Verizon is pleased to provide this response to the technical submittal. The submittal is in compliance with the requirements of the contract documents.

Verizon's response to the technical submittal is provided in accordance with the contract documents. The submittal is in compliance with the requirements of the contract documents. **A**

Verizon's response to the technical submittal is provided in accordance with the contract documents. The submittal is in compliance with the requirements of the contract documents.

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Verizon's response to the technical submittal is provided in accordance with the contract documents. The submittal is in compliance with the requirements of the contract documents.

Verizon is proposing to implement RedSky Anywhere to provide E911 services. The service will comply with local, state, and federal E911 requirements including soft phones and remote users.

Verizon will be providing ad-hoc recording capabilities using AudioCodes' SmartTAP technology. This service permits users to initiate a recording with anyone, internally or externally.

Microsoft has certified Polycom phones for use with Skype for Business Online. Verizon has proposed a variety of Polycom phones which adheres to the Microsoft certification. Refer to Attachment 10 for data sheets on these phones.

III.8 E 3. The Offeror shall indicate its planned service availability throughout the Commonwealth by completing the attached Appendix Q - VoIP Service Locations and including with its response.

Verizon Response

Verizon has completed Appendix Q - VoIP Service Locations as instructed. The sites indicated with an "X" indicate that Verizon is currently unable to offer VoIP services directly to those locations. Verizon continually updates its network and "VoIP enabling" locations across the Commonwealth. The results of the current findings may change at a future date.

In lieu of being able to provide direct VoIP local/LD services to the locations indicated with an "X," if the locations can be made reachable by IP within the Commonwealth, in some instances, LD Only VoIP services may be available to allow outbound only LD calls to be transported utilizing Verizon's IP Trunking service. For locations where LD Only services could be offered, Local TDM connectivity is required at those locations and would be used to provide ability to place local and 911 calls.

III.8 E 4. The Offeror shall describe its approach to providing multiple line appearances and to accommodate simultaneous inbound/outbound calls, line status/busy indicator.

Verizon Response

Call forwarding and simultaneous ring allows the setup of forwarding rules so calls can go with a user anywhere, and calls can be forwarded to colleagues or to voicemail. Any time a user is on a call presence is updated to indicate that they are unavailable.

By using the call answer/initiate (by name and number) feature, a user can answer inbound calls with a touch and place outbound calls either by dialing the full phone number or clicking a name in Skype for Business client or within Outlook.

Dial Tone Services

| Ref | Requirements of Selected Offeror |
|-------|--|
| E-1.1 | The Offeror shall provide the capability to port current telephone numbers (TN) and toll-free (TF) numbers over from any numbering plan area (NPA)/network numbering exchange (NXX) within the Commonwealth of PA. |

| Ref | Requirements of Selected Offeror |
|-------|--|
| E-1.2 | The Offeror shall provide flexibility in assigning/managing direct inward dialing blocks of telephone numbers. |
| E-1.3 | The Offeror shall provide new telephone numbers upon request. |
| E-1.4 | The Offeror shall provide network access via SIP trunk protocol. |
| E-1.5 | The Offeror's solution shall display caller ID with name. |
| E-1.6 | The Offeror's service shall meet current federal/state/local accessibility/disability requirements. |
| E-1.7 | The Offeror shall provide user friendly process for updating directory listings. |
| E-1.8 | The Offeror shall provide ability for end user to dial and connect to 411 for information service. |

In Section III.8 of its response to this RFP:

III.8 E 5. The Offeror shall describe how it will offer the assignment and management of direct inward dialing blocks of phone numbers as a managed service.

Verizon Response

Verizon will assign a TN with corresponding NPA/NXX based on the location of the user and update call control platform with related user/agency location. DID blocks will be available in blocks of 20 and 100. Changes to existing information will follow typical MACD process.

III.8 E 6. The Offeror shall describe its approach to addressing requests to block numbers. Please describe your system's ability to block a number from a particular user's telephone number.

Verizon Response

When the Commonwealth has the need to block a number from a particular user's telephone number, the agency will open a ticket with the Verizon Service Desk who will facilitate the request with the (UCC) Unlawful Call Center. Through the use of presence, such as the "do not disturb" feature, users can temporarily block contact.

III.8 E 7. The Offeror shall describe its proposed process for updating directory listings.

Verizon Response

Verizon directory listing updates are submitted via ESMS to a designated mailbox specifically established to accommodate Commonwealth of Pennsylvania requests.

III.8 E 8. The Offeror shall describe how a multiple calls to the same TN are addressed.

Verizon Response

Cloud PBX provides a call hold and retrieve feature for when multiple calls occur at the same time. When the user answers the next inbound call or places an outbound call, the current call goes on hold automatically.

Call waiting notifies the user when a call comes in while on a call or in a meeting, providing a quiet notification in addition to a regular notification. The user can accept the call or route it to voicemail.

Main Line Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| E-1.9 | <i>The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e.</i> <i>a. Centralized answering point</i> <i>b. Receptionist</i> <i>c. Dedicated switchboard</i> <i>d. Forward capability (including night feature)</i> |
| E-1.10 | <i>The Offeror shall provide more than 1 incoming call on a single TN at a time.</i> |
| E-1.11 | <i>The Offeror shall provide the ability for multiple users, in a physical office, to answer an inbound call from the same telephone number.</i> |
| E-1.12 | <i>The Offeror shall provide an attendant console or main switchboard type functionality.</i> |

In Section III.8 of its response to this RFP:

III.8 E 9. The Offeror shall describe its solutions for accommodating main line answering scenarios such as:

- a. Centralized answering point*
- b. Receptionist*
- c. Dedicated switchboard*
- d. Forward capability (including night and holiday feature)*

Verizon Response

Verizon recommends the Polycom VVX 501 telephone or the Polycom VVX 601 telephone with either the VVX Expansion Module or the VVX Color Expansion Module. The Polycom VVX Expansion Module and Color Expansion Modules provide an optimal solution for telephone attendants, receptionists, administrative staff, team managers, and other “power users” who manage teams, workflows, or multiple simultaneous telephone calls on a daily basis.

The Polycom VVX Expansion Module and Color Expansion Modules extend the functions of Polycom VVX business media telephones and provide multifunctional line keys that can be set up as line registrations, call appearance, speed dials, direct station select, busy lamp filed or even Lync® favorites. The VVX Expansion Module and Color Expansion Modules seamlessly match the look and feel of the VVX business media telephone.

VVX business media telephones can be fully equipped with up to three (3) VVX Expansion Modules. With VVX Expansion Modules, users can reduce the number of lost customer calls, shorten transaction times, and increase the accuracy of call routing by promptly accepting, accurately screening, efficiently dispatching, and effortlessly monitoring calls.

For nights and holidays, user can define or designate a button/or soft key for forwarding either to a night service or to an answering service.

III.8 E 10. The Offeror shall describe its approach for providing main line answering features for multiple users.

Verizon Response

Verizon's approach for providing main line answering features for multiple users is the Polycom VVX 501 telephone or the Polycom VVX 601 telephone with either the VVX Expansion Module or the VVX Color Expansion Module. The Polycom VVX Expansion Module and Color Expansion Modules provide an optimal solution for telephone attendants, receptionists, administrative staff, team managers, and other "power users" who manage teams, workflows, or multiple simultaneous telephone calls on a daily basis.

III.8 E 11. The Offeror shall describe its approach to accommodating attendant console/main switchboard functionality.

Verizon Response

Verizon's approach to accommodating attendant console/main switchboard functionality is to use the recommended Polycom VVX 601 telephone with either the VVX Expansion Module or the VVX Color Expansion Module. In the future, additional options will be pursued following the Change Control Process.

VVX business media telephones can be fully equipped with up to three (3) VVX Expansion Modules. With VVX Expansion Modules, users can reduce the number of lost customer calls, shorten transaction times, and increase the accuracy of call routing by promptly accepting, accurately screening, efficiently dispatching, and effortlessly monitoring calls.

Voice Mail Services

| Ref | Requirements of Selected Offeror |
|--------|---|
| E-1.13 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) |
| E-1.14 | The Offeror shall provide capability for VM to be transferred to another user on the system (2 nd party VM). |
| E-1.15 | The Offeror shall provide an optional graphic user interface (GUI) for web based VM management. |
| E-1.16 | The Offeror shall accommodate VM only line, if needed. |
| E-1.17 | The Offerors solution shall provide visual voicemail. |
| E-1.18 | The Offeror shall provide optional OOO functionality with expiration date. |
| E-1.19 | The Offeror shall provide optional voicemail transcription capability. |
| E-1.20 | The Offeror's solution shall support the transfer of live calls into another person's VM. |
| E-1.21 | The Offeror's solution shall support the delivery of voice mail to a user's email inbox. |

In Section III.8 of its response to this RFP:

III.8 E 12. The Offeror shall describe its unified messaging capabilities including its ability to have voicemail delivered as an audio file to a user's email inbox.

Verizon Response

[Redacted text]

III.8 E 13. The Offeror shall provide samples of its instructions for users detailing the button presses a user would need to press in order to perform certain functions related to its voicemail (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.)

Verizon Response

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

III.8 E 16. The Offeror shall describe its solutions ability, if available, to provide optional Out of Office (OOO) functionality with expiration date. Upon expiration date, the OOO functionality shall be turned off and revert back to greeting used before OOO was turned on. (This is a desired but not required feature.)

Verizon Response

Out of office (OOO) voice mail greetings are under the control of each individual who uses the voice mail feature. The user will initiate the out of office greeting as well as return to the day to day greeting. By default the system generates a greeting and text to speech is used to say the individual's name. Each individual can record a personal greeting at any time. The steps for this are to select the Phone Tab on the Skype for Business client, click the voice mail icon below the dial pad and then click Change Greetings. Skype for Business calls your voice mail and guides the user how to record a personal greeting. At this time, the OOO expiration capability is not available.

III.8 E 17. The Offeror shall describe its solution's ability to provide for a voicemail message to be left at number to which calls have been transferred. (This is a desired but not required feature.)

Verizon Response

If a phone number has been forwarded to another phone, the other phone would then receive the call as well as accept voice mail messages.

III.8 E 18. The Offeror shall describe the file format (e.g., Mp3 or .wav) or delivery method by which voice mail messages will be delivered to a user's email inbox.

Verizon Response

By default the file format for voice mail messages is MP3.

Self-Managed Moves, Adds and Changes

| Ref | Requirement of Selected Offeror |
|--------|---|
| E-1.22 | At the request of individual agencies, the Offeror shall provide a secure Web-based electronic interface which allows agency access, to its own lines only, for the purpose of moves, adds and changes (such as user changes to a TN, resetting of passwords, and user profile builds and changes) to current services on hosted system(s). |

In Section III.8 of its response to this RFP:

III.8 E 19. The Offeror shall describe its solution for self-service web access to support changes.

Verizon Response

Verizon will provide options for a self-management portal. However, based upon the inventory and billing reconciliation requirements within ESMS controls require custom development between the systems. Portal based self-management tool will be procured by the Commonwealth. The tool will also need to be integrated with the Enterprise Service Desk CMDB and managed by the Commonwealth on an ongoing basis. Utilizing the Change Control

Process, Verizon will work with the Commonwealth to define and agree upon self-management options.

III.8 E 20. The Offeror shall describe its approach to providing a secure self-service web-based interface.

Verizon Response

As stated above, Verizon will provide options for a self-management portal. However, based upon the inventory and billing reconciliation requirements within ESMS controls require custom development between the systems.

III.8 E 21. The Offeror shall describe how it will limit access to an agency's own data only.

Verizon Response

As stated above, Verizon will provide options for a self-management portal. However, based upon the inventory and billing reconciliation requirements within ESMS controls require custom development between the systems.

Auto Attendants

| Ref | Requirement of Selected Offeror |
|--------|--|
| E-1.23 | <i>The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number.</i> |
| E-1.24 | <i>The Offeror shall provide, at the request of an individual agency, user with the ability to self-manage Auto Attendant (AA) system changes such as menu routing changes, time of day changes, holiday schedules, add/change/delete menu options, as well as Offeror managed.</i> |
| E-1.25 | <i>The offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails.</i> |
| E-1.26 | <i>The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes.</i> |
| E-1.27 | <i>The Offeror shall provide ability to route calls by time of day/day of week/holiday.</i> |
| E-1.28 | <i>The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours).</i> |
| E-1.29 | <i>The Offeror's solution shall add, at no additional cost, the Commonwealth's holiday schedule to the platform each year for the duration of the contract.</i> |

In Section III.8 of its response to this RFP:

III.8 E 22. The Offeror shall describe its auto attendant capabilities and options in regard to menus for call routing, mailbox messages and prompting and delivery of voicemail.

Verizon Response

Verizon will support Microsoft's Auto Attendant feature capabilities. .Auto Attendant is part of the Commonwealth's Microsoft Cloud PBX license. There is no additional charge from Verizon to support the Auto Attendant feature.

III.8 E 23. The Offeror shall describe its proposed alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours).

Verizon Response

Verizon will support Microsoft's Auto Attendant feature capabilities.

IPT Toll Free with Advanced Routing

| <i>Ref</i> | <i>Requirement of Selected Offeror</i> |
|---------------|---|
| <i>E-1.30</i> | <i>The Offeror shall provide toll-free (TF) Services.</i> |
| <i>E-1.31</i> | <i>The Offeror shall provide new toll-free numbers upon request.</i> |
| <i>E-1.32</i> | <i>The Offeror shall provide the capability to port current toll-free (TF) numbers to the selected Offeror's platform.</i> |
| <i>E-1.33</i> | <i>The Offeror shall provide agencies the capability to route TF numbers to an alternate point, as needed, using a web portal or website.</i> |
| <i>E-1.34</i> | <i>The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call.</i> |
| <i>E-1.35</i> | <i>The Offeror's TF advanced routing capability shall include Dialed Number Information Service (DNIS), Automatic Number ID (ANI), Network Numbering Exchange (NXX), and time and / or day scheduled routing.</i> |

In Section III.8 of its response to this RFP:

III.8 E 24. The Offeror shall describe its solution for self-service web access to provide the ability to make routing changes.

Verizon Response

Network Manager is a powerful web-based Verizon Enterprise Center (VEC) application that gives inbound service customers a view of their traditional and IP toll-free, as well as the capability to make quick changes to routing plans.

Users can examine current routing plans and customize their features in a near real-time basis.

With this dynamic application, users can manage their network configurations easily by routing their inbound traffic and quickly responding to disasters and changing business needs.

Network Manager allows advanced users to build alternate plans ahead of time and activate them on demand in case of an emergency. Changes to inbound numbers or activation of new routing plans are effective within minutes of submitting the request.

Network Manager is a Windows GUI application complete with color displays, easy-to-read icons, pop-up windows, and a convenient toolbar. It allows for quick and easy viewing of the entire network configuration, make changes, or order new features.

Network Manager provides near real-time traffic management for both basic and advanced Verizon inbound services by providing definition and control of origination, routing, and termination features.

III.8 E 25. The Offeror shall describe its approach to providing routing capabilities.

Verizon Response

Network Manager routing capabilities include:

- Dynamically manage and configure inbound network resources.
- Access a hierarchical view of your network and routing options.
- Implement geographical routing, scheduled routing, load balancing, contingency planning, and call blocking.
- Construct, edit, and delete plans for greater routing flexibility.
- Implement alternate routing plans in response to changing requirements.
- Modify percent allocation and terminations within minutes.
- Track order changes.

Call Handling

| Ref | Requirements of Selected Offeror |
|--------|---|
| E-1.36 | The Offeror shall provide typical handling capabilities including: <ol style="list-style-type: none"> a. Call waiting b. Caller ID c. Permanent caller ID call blocking/unblocking d. Per call caller ID blocking/unblocking e. Manual call forwarding/removing forwarding |
| E-1.37 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. |
| E-1.38 | The Offeror shall provide ability to answer an incoming call from another individual phone. |
| E-1.39 | The Offeror shall provide ability to answer an incoming call from another phone within a designated group. |
| E-1.40 | The Offeror shall provide an option to mask outbound caller id on an individual telephone number basis. |
| E-1.41 | The Offeror shall provide flexible hunting capabilities. |
| E-1.42 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". |
| E-1.43 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. |
| E-1.44 | The Offeror shall provide options for line referrals. At a minimum, the options should include six (6) and twelve (12) months. |
| E-1.45 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. |
| E-1.46 | The Offeror shall provide the capability to block a number from the entire VOIP platform. This would be a Commonwealth enterprise level request and only initiated by OA with strict guidelines. |

In Section III.8 of its response to this RFP:

III.8 E 26. The Offeror shall describe its processes and response times for service/support for trap and trace.

Verizon Response

Verizon Wireless provides trap and trace services to law enforcement agencies. The services are provided through a dedicated interface and are available 24/7. The response time for trap and trace services is typically within 15 minutes of a request being received.

■ The Offeror provides trap and trace services to law enforcement agencies through a dedicated interface.

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III.8 E 27. The Offeror shall describe its capabilities and options for blocking numbers upon request. Please describe your system's ability to block a number from a particular user's telephone number.

Verizon Response

Verizon Wireless provides number blocking services to law enforcement agencies. The services are provided through a dedicated interface and are available 24/7. The response time for number blocking services is typically within 15 minutes of a request being received.

III.8 E 28. Offeror shall describe its ability to locally and remotely manage call forwarding features.

Verizon Response

The Call forwarding feature can be set using the Skype for Business Client from anywhere with network connectivity.

UC Functions

| Ref | Requirements Selected Offeror |
|--------|---|
| E-1.47 | The Offeror acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. This system must federate with Commonwealth's O365 environment to provide a consistent UC experience for all SfB users, hosted IPT, or O365 users. |
| E-1.48 | The Offeror's UC solution shall support Skype for Business Mobility. |
| E-1.49 | The Offeror shall integrate seamlessly with the Commonwealth's Active Directory. |
| E-1.50 | The Offeror shall provide the ability to create a call by clicking on contact call information or icon. |
| E-1.51 | The Offeror shall provide the ability for a call to be answered at multiple phone numbers. |
| E-1.52 | The Offeror's solution shall be user friendly and intuitive. |
| E-1.53 | The Offeror's solution shall provide call history and detail for the user. |
| E-1.54 | The Offeror's solution shall incorporate Commonwealth Single Sign On policy and procedures. |
| E-1.55 | The Offeror's solution shall incorporate adherence to the Twenty-First Century Communications and Video Accessibility Act of 2010 for accommodations of users with disabilities. |
| E-1.56 | The Offeror shall provide the ability for the user to see Caller IDs of multiple incoming calls. |

In Section III.8 of its response to this RFP:

III.8 E 29. The Offeror shall describe how it proposes to connect to MS SfB.

Verizon Response

Verizon will be connecting to Microsoft Skype for Business via the Commonwealth's O365 ExpressRoute connection. This will be accomplished by connecting with diverse and redundant Verizon 1GigE MPLS circuits to each of the Commonwealth's Data Centers that house the Enterprise Network and Security Services.

Should Verizon be the selected provider for the Secure Cloud Exchange service in the Enterprise Network and Shared Services RFP, the Commonwealth would gain routing efficiencies by sending traffic over this direct connection. This could result in improved performance and security.

III.8 E 30. The Offeror shall describe how it proposed to provide licensing when needed for MS SfB.

Verizon Response

Verizon's proposed solution for providing licensing when needed for MS SfB is to use the existing licensing framework established in the MS SfB. Verizon will ensure that all necessary licenses are obtained and maintained throughout the project lifecycle. A detailed description of the licensing process is provided in the attached response.

Verizon will ensure that all necessary licenses are obtained and maintained throughout the project lifecycle. This includes obtaining the necessary licenses from the appropriate regulatory bodies and ensuring that they are kept up to date. Verizon will also ensure that all licenses are properly managed and that any changes are made in a timely manner. A detailed description of the licensing process is provided in the attached response.

Verizon's proposed solution for providing licensing when needed for MS SfB is to use the existing licensing framework established in the MS SfB. Verizon will ensure that all necessary licenses are obtained and maintained throughout the project lifecycle. This includes obtaining the necessary licenses from the appropriate regulatory bodies and ensuring that they are kept up to date. Verizon will also ensure that all licenses are properly managed and that any changes are made in a timely manner. A detailed description of the licensing process is provided in the attached response.

III.8 E 31. The Offeror shall describe how it will integrate with the Commonwealth's MS O365 implementation.

Verizon Response

Verizon will ensure that its solution integrates seamlessly with the Commonwealth's MS O365 implementation. This includes ensuring that all data is properly synchronized and that all users have access to the necessary resources. Verizon will also ensure that its solution is scalable and can handle the growing needs of the Commonwealth. A detailed description of the integration process is provided in the attached response.

III.8 E 32. The Offeror shall disclose any features within MS SfB that its solution will not support.

Verizon Response

Verizon expects Microsoft's Auto Attendant capabilities to be available in 2017. Microsoft is currently expanding its Cloud PBX feature set and adding Organization Auto Attendant and Call Queues. This functionality is currently available for testing from Microsoft as part of their Skype Preview Program. Verizon is currently testing the capabilities.

Conferencing

| Ref | Requirements of Selected Offeror |
|--------|--|
| E-1.57 | The Offeror shall provide a conferencing solution (voice/video/ collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services. |
| E-1.58 | The Offeror shall provide the ability to record collaboration meetings audio and video for archiving and later playback, i.e., training. |
| E-1.59 | The Offeror shall provide for archiving and later playback of audio and audio/visual recordings. |
| E-1.60 | The Offeror shall ensure a minimum of 250 participants on a standard conference call. |
| E-1.61 | The Offeror shall provide the ability to choose a large capacity conferencing option which allows for, at a minimum, in excess of 1,000 participants. Features should include but not be limited to the following: <ol style="list-style-type: none"> Ability to limit participants from unmuting their lines during meeting. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. Ability for participants to utilize a chat feature in order to ask questions. Ability to include video, collaboration, dial in voice functionality. Ability for meeting coordinator to view all that registered and participated in meeting. Ability to send invitations to meeting attendees and bulk upload attendees. |

In Section III.8 of its response to this RFP:

III.8 E 33. The Offeror shall describe its conferencing solution (voice/video/collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services.

Verizon Response

Skype for Business users can start or join an ad-hoc Skype for Business Meeting with a few clicks in the Skype for Business client or in Office. It allows users to escalate instant messaging conversations or email conversations to PC-based, multiparty audio and video meetings with shared desktops, applications, and documents.

A scheduled conference can be created to allow up to 250 users to attend. Within the invitation there is a link which allows the user to join the conference from a PC or it can allow users to dial into the conference from a phone. The phone numbers are listed within the invitation.

Skype Meeting Broadcast hosts broadcast meetings to large online audiences -- up to 10,000 attendees. Attendees can join the meeting from anywhere on any device.

Verizon's proposal allows for each of these types of conferences to be fully functional due to the integration of Verizon's services and Skype for Business Online.

III.8 E 34. The Offeror shall describe a large capacity conferencing option that allows for a minimum of 1,000 participants The Offeror should also describe any limitations of these larger conferences, any technical requirements needed from the meeting coordinator or participants, and participant maximum on one meeting.

Verizon Response

Verizon offers a large capacity conferencing option that allows for a minimum of 1,000 participants. A large capacity conference is a meeting that has more than 100 participants. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room.

Verizon offers a large capacity conferencing option that allows for a minimum of 1,000 participants. A large capacity conference is a meeting that has more than 100 participants. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room.

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III.8 E 35. The Offeror shall describe its process for archiving audio and audio/visual recordings.

Verizon Response

Verizon offers a large capacity conferencing option that allows for a minimum of 1,000 participants. A large capacity conference is a meeting that has more than 100 participants. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room.

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III.8 E 36. The Offeror shall describe the process by which recording can be located and retrieved for playback.

Verizon Response

Verizon offers a large capacity conferencing option that allows for a minimum of 1,000 participants. A large capacity conference is a meeting that has more than 100 participants. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room. A large capacity conference can be held in a meeting room or a virtual meeting room.

III.8 E 37. The Offeror shall disclose any participation limits which would be imposed on large capacity conferencing.

Verizon Response

Skype Meeting Broadcast hosts broadcast meetings to large online audiences -- up to 10,000 attendees.

Safety and Security

| Ref | Requirements of Selected Offeror |
|--------|--|
| E-1.62 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. |
| E-1.63 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). |
| E-1.64 | The Offeror shall provide support of Telecommunications Service Priority (TSP) |
| E-1.65 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. |

In Section III.8 of its response to this RFP:

III.8 E 38. The Offeror shall describe its approach to supporting the Safety and Security cited in the table (i.e., COOP, COG, GETS and TSP).

Verizon Response

Verizon is committed to the Continuity of Operations (COOP) and Continuity of Government (COG) for the Commonwealth agencies. We take our role providing reliable and available services for the agencies. Everything we do we build on a strong network, systems and process foundation. The quality and reliability of the products we deliver are paramount. Verizon adheres to both the Government Emergency Telephone Service (GETS) and Telecommunications Service Priority (TSP) Programs.

During emergencies, the public telephone network can experience congestion due to increased call volumes and/or damage to network facilities, hindering the ability of national security and emergency preparedness (NS/EP) personnel to complete calls. The Government Emergency Telecommunications Service (GETS) provides NS/EP personnel priority access and prioritized processing in the local and long distance segments of the landline networks, greatly increasing the probability of call completion. GETS is intended to be used in an emergency or crisis situation when the network is congested and the probability of completing a normal call is reduced. Verizon provides routing of calls for adherence to the GETS requirements.

911 Services

| Ref | Requirements of Selected Offeror |
|--------|---|
| E-1.66 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. |
| E-1.67 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. |
| E-1.68 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. |
| E-1.69 | The Offeror shall provide Enhanced 911 calling ("E-911") service for telephone, soft phones and remote users who use soft phones to connect to the IPT service. |

In Section III.8 of its response to this RFP:

III.8 E 39. The Offeror shall describe its approach to providing location specific information to the PSAPs for 911 and E911 service.

Verizon Response

Verizon will leverage and integrate Enhanced 911 (E-911) requirements with "RedSky ANYWHERE"- The requirements in Appendix H.2 - E-1.68 and 1.69 which require the ability to provide floor and room information is not a capability of the Microsoft solution at this time. Microsoft's Dynamic 911 license with Location Information profiles is scheduled for an upcoming 2017 release.

In order to be compliant, Verizon will partner with RedSky and integrate their "RedSky Anywhere" cloud offering service along with their My911 feature which allows the user to set their location information and allow E911 functions.

Two MPLS PIP 10 MB Ports with 4 MB access terminating in RedSky data centers in Dallas and Chicago will be required. No additional gear is expected to integrate this service component.

Verizon is proposing RedSky's E911 Anywhere® cloud-based E911 service which can provide E911 protection to all endpoints/phones in the US and Canada. Using E911 Anywhere's® Web portal and MyE911 feature the Commonwealth can manage the location of all phones/endpoints in the enterprise. The Web portal and MyE911 feature for softphones enables "real time" location updates of a phone. The Commonwealth will then program its call server to send all 9-1-1 calls to the E911 Anywhere® data center where the calls will be routed, based on the location, to the appropriate PSAP.

EMERGENCY CALLING.

Common events that can limit access to emergency calling include but are not limited to:

- Loss of Power Supply. Services will be interrupted if there is a loss of electricity/power supply.
- Loss of Broadband Service. Services will be interrupted if the attendant broadband connection is not available.

- Failure of Equipment. The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access to Emergency Services.
- Failure to Register New Location of Equipment. Contractor is not able to provide Emergency Services to an end-user unless the end-user has properly registered his or her service location.
- Non-Native Telephone Number. If an end-user uses a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located), Emergency Services access may be limited.
- Outbound Service. Emergency calling is not available in jurisdictions that offer Outbound-only service.

The Commonwealth is responsible for notifying its end users of the limitations in relation to emergency calling via the Services (including those detailed above), and the Commonwealth shall be solely responsible for any third-party claims and any liability arising from the Commonwealth's failure to so notify its end users.

Recording

| Ref | Requirements of Selected Offeror |
|--------|--|
| E-1.70 | The Offeror shall provide ad-hoc recording capabilities for inbound/outbound VoIP calls. |
| E-1.71 | The Offeror shall provide ad-hoc recording storage capabilities. |
| E-1.72 | The Offeror shall provide ad-hoc recording capabilities which has the ability to announce call is being recorded. |
| E-1.73 | The Offeror shall provide the capability to record, and store as one call, an entire call even if it is transferred. |

In Section III.8 of its response to this RFP:

III.8 E 40. The Offeror shall describe its proposed ad hoc recording capabilities and disclose compliance with applicable state and federal laws.

Verizon Response

Verizon is integrating the proposed service with AudioCodes SmartTAP ad-hoc recording product. This is a widely deployed solution with successful 3rd party telephony solutions integration. SmartTAP is deployed across the enterprise to capture calls, either on-demand or, in some cases, full time. With an embedded Skype for Business client toolbar, enterprise users can record with the simple, easy to use centralized web-based management interface. Users can record calls anywhere at any time.

The servers for these capabilities reside in the data centers along with the Cloud Connector Edition (CCE) servers. Each server supports up to 300 concurrent calls being recorded at any given time.

SmartTAP provides the following:

- Simple, easy-to-use centralized web-based management interface
- Maintains all Skype for Business Calls within the Enterprise infrastructure
- Customizable Call Recording Announcements
- Embedded Skype for Business Client Toolbar
- Pause & Resume recording for PCI Compliance
- Support for industry-leading telephony systems such as Microsoft UC, Cisco, Avaya, Allworx, Shoretel and others
- Distributed solution with branch survivability. Continue to record when WAN is down
- TDM and IP system integrations support hybrid communications environments
- Quality management with customizable and user definable evaluation forms and reports
- Robust security with definable granular user security profiles
- Recording solution for compliance, liability, quality assurance, security

Refer to Attachment 7 for additional details.

III.8 E 41. The Offeror shall describe its storage capabilities and playback options.

Verizon Response

To meet the adhoc recording requirements, Verizon has chosen to use AudioCodes SmartTAP. Recorded calls can be stored on the hard drive of each server or if additional space is required an external storage device can be utilized. Robust Search and Playback features allow users to search, retrieve, download and email recordings. SmartTAP's powerful, intuitive management system simplifies recording and retrieval operations. Refer to Attachment 7 for additional details.

Hardware

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|---------------|--|
| <i>E-1.74</i> | <i>The Offeror shall provide multiple non-proprietary softphone solutions desktop and mobile phone compatibility. Solutions shall be compatible with Skype for Business.</i> |
| <i>E-1.75</i> | <i>The Offeror shall provide multiple non-proprietary handset solutions. Option(s) for handset shall be included in price of service.</i> |
| <i>E-1.76</i> | <i>The Offeror shall maintain, for each agency and for the life of the contract, up-to-date specifications, for each non-proprietary, SIP Standards phone including its life cycle and end of life cycle date.</i> |
| <i>E-1.77</i> | <i>The Offeror shall provide specifications, to each agency, for non-proprietary Wi-Fi enabled handsets along with life cycle and end of life cycle date. This information shall be kept current for the life of the contract.</i> |
| <i>E-1.78</i> | <i>The Offeror shall adhere to Americans with Disabilities Act (ADA) requirements for public phone installation and use.</i> |

In Section III.8 of its response to this RFP:

Teleworking

(including users in an occasional out-of-the-office or travel status as well as users working from a non-office environment on a regular basis.)

| Ref | Requirements of Selected Offeror |
|--------|--|
| E-1.79 | The Offeror shall provide a mobile or teleworking solution where IPT desktop and soft phones can be configurable to work outside of the Commonwealth network (e.g., in user's home.) |
| E-1.80 | The Offeror shall provide a secure mobile or teleworking solution without VPN. |
| E-1.81 | The Offeror shall provide a mobile or teleworking solution with end user Multi Call feature that allows users to make or receive multiple calls at the same time. |
| E-1.82 | The Offeror shall provide a mobile or teleworking solution which will incorporate Main Line Forwarding feature. |
| E-1.83 | The Offeror shall provide a mobile or teleworking solution with Directory Listing services. |
| E-1.84 | The Offeror shall provide a mobile or teleworking solution with the ability for end user to dial and connect to 411 for information service. |

In Section III.8 of its response to this RFP:

III.8 E 47. The Offeror shall describe its approach to providing a mobile or teleworking solution.

Verizon Response

The Skype for Business Online solution is built on a framework that embraces mobility and teleworking. The solution offers a variety of desktop and mobile clients including Windows, Macintosh, IOS, Android, Windows Mobile, and web-based access via Outlook on the Web for Business.

F. Training

Description

This section describes the training requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| Ref | Requirements of Selected Offeror |
|-------|---|
| F-1.1 | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. All training materials will be kept current according to technology and usage product and feature additions and changes. |
| F-1.2 | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. |
| F-1.3 | The Offeror shall provide training on a regular basis to keep users and practitioners up-to-date on such items as network technology and data security, new VoIP features, changes due to updates, etc. and to provide training in various formats such as, but not limited to, classroom, web-based and train the trainer. |
| F-1.4 | The Offeror shall provide periodic informational and training sessions with key agency personnel such as administrators (TMO's). |

| Ref | Requirements of Selected Offeror |
|--------|--|
| F-1.5 | The Offeror shall provide feature based training videos to be posted and updated on a mutually agreed-upon website. |
| F-1.6 | The Offeror shall be responsible for training all TMO's and users. Training shall include, but is not limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. o TMO moves, adds and changes |
| F-1.7 | The Offeror shall provide training courses specifically and solely related to conferencing. |
| F-1.8 | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. |
| F-1.9 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). |
| F-1.10 | At the request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition that must be approved by Commonwealth. All user documentation will be available for download on agreed upon website. |
| F-1.11 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. |
| F-1.12 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor (for the life of the contract). |
| F-1.13 | The Offeror shall allow for the evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth (for the life of the contract). |

In Section III.8 of its response to this RFP:

III.8 F 1. The Offeror shall describe its approach to providing training prior to and during the service transition period.

Verizon Response

Vitalyst's training solution consists of a multi-pronged approach by providing Commonwealth employees with support, classroom training, virtual training, and various self-help material, as well as a complete Skype for Business user communication package. This will allow all Commonwealth users, who may have varying degrees of Microsoft experience and demanding workforce profiles, to seek out help when they need it most. Below are highlights on how Vitalyst will provide training before and during deployment:

- Expert Help Desk Augmentation for Inbound Support - This service will be available to users 30 days prior to Skype deployments occurring as a direct dial toll-free telephone number, so that they may familiarize themselves with the support method, as well as call and ask questions around the upcoming deployment. This Help Desk Augmentation will serve as 'on-demand training' - help when you need it, and where you need it.
- Live Instructor-Led Webinar Training - Performed using Skype as a conferencing tool, Vitalyst will provide introductory training sessions - An Intro to Skype, and Skype with Outlook - prior to service transition, and provide reinforcement training sessions during

Verizon shall provide training to the Commonwealth for various services. The training shall include end-user and administrative training, where applicable. The training shall be provided in a format that is accessible to all Commonwealth employees.

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Verizon shall provide training to the Commonwealth for various services. The training shall include end-user and administrative training, where applicable. The training shall be provided in a format that is accessible to all Commonwealth employees.

III.8 F 2. The Offeror shall describe the training (end-user and administrative, where applicable) it will provide to the Commonwealth for various services.

Verizon Response

Verizon shall provide training to the Commonwealth for various services. The training shall include end-user and administrative training, where applicable. The training shall be provided in a format that is accessible to all Commonwealth employees.

Verizon shall provide training to the Commonwealth for various services. The training shall include end-user and administrative training, where applicable. The training shall be provided in a format that is accessible to all Commonwealth employees.

III.8 F 3. The Offeror shall describe its plan to sustain and provide ongoing training for the life of the contract.

Verizon Response

Verizon will sustain and provide ongoing training for the life of the contract through a combination of internal and external resources. Internal training includes ongoing professional development for all employees, including technical training for support staff. External training includes industry conferences, seminars, and courses. Verizon will also provide training for contract participants through a combination of internal and external resources.

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III.8 F 4. The Offeror shall describe all training classes and resources that will be made available to contract participants.

Verizon Response

Verizon will provide training classes and resources for contract participants through a combination of internal and external resources. Internal training includes ongoing professional development for all employees, including technical training for support staff. External training includes industry conferences, seminars, and courses. Verizon will also provide training for contract participants through a combination of internal and external resources.

■ Internal Resources

- Verizon will provide ongoing professional development for all employees, including technical training for support staff. This training will be provided through a combination of internal and external resources, including industry conferences, seminars, and courses.

■ External Resources

- Verizon will provide training for contract participants through a combination of internal and external resources. This training will be provided through a combination of internal and external resources, including industry conferences, seminars, and courses.
- Verizon will provide training for contract participants through a combination of internal and external resources. This training will be provided through a combination of internal and external resources, including industry conferences, seminars, and courses.

■ Additional Resources

- Verizon will provide training for contract participants through a combination of internal and external resources. This training will be provided through a combination of internal and external resources, including industry conferences, seminars, and courses.

G. Transition

Description

This section describes the transition support requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

One key component to the overall transition approach the Commonwealth is requiring the development and execution of a successful marketing plan to increase adoption of the Offeror's Unified Communications and VoIP Services across the commonwealth.

Tasks

| Ref | Requirements of Selected Offeror |
|--------|--|
| G-1.1 | The Offeror shall schedule transitions as determined by the agencies. |
| G-1.2 | The Offeror shall schedule transitions as determined by the agencies with respect to Data transition. |
| G-1.3 | The Offeror shall complete all transition activities no later than October 2019. |
| G-1.4 | The Offeror shall provide agencies with Feat once the transition schedule has been determined (see Transition Milestone table). |
| G-1.5 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. |
| G-1.6 | The Offeror shall provide options for collection and disposal of equipment to be replaced. |
| G-1.7 | The Offeror shall include any necessary training needs into transition or implementation schedule. |
| G-1.8 | The Offeror shall provide availability of training staff onsite for the day of and one day after transition. |
| G-1.9 | The Offeror shall provide a transition services plan based on services provided and number of site and/or physical endpoints. |
| G-1.10 | The Offeror shall lead marketing activities to help ensure user acceptance, increase user acceptance, and ensure TMOs and users understand available services. |
| G-1.11 | The Offeror shall develop and create a marketing plan to be approved by the Commonwealth. The marketing plan should address but not limited to the following objectives: <ul style="list-style-type: none"> o Increased adoption an usage of the new Unified Communications and VoIP Services o Ongoing outreach and training to TMOs and users on the features and benefits of the new services |

In Section III.8 of its response to this RFP:

III.8 G 1. The Offeror shall provide a transition approach description and draft schedule.

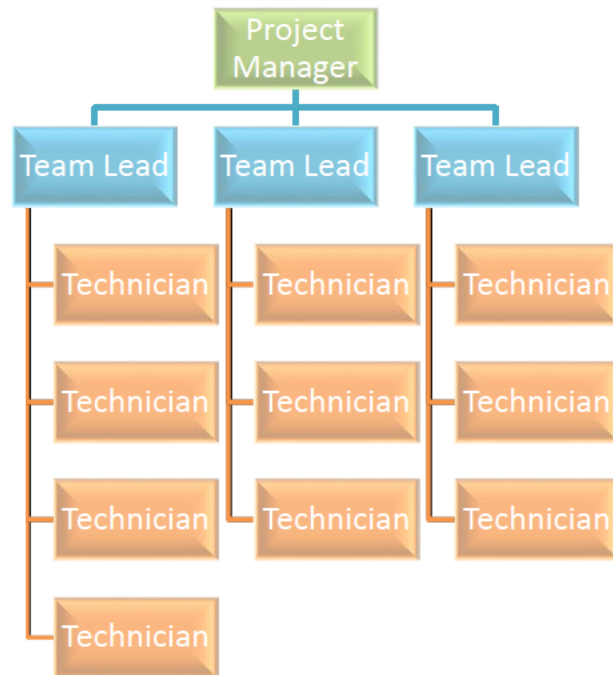
Verizon Response

Verizon's proposed draft transition plan with draft schedule can be found in Attachment 8.

The following provides a high level view of the Verizon approach for transition.

The project team for the transition consists of 14 people. The Project Manager will be the manager of the entire transition and will be working with the Verizon PM and Commonwealth PM. This person will coordinate all activities that encompass the entire transition.

We will have three teams made up of a team lead and technicians. The team lead will be the management of the team and will be working with the project manager to create all implementation plan tasks, as well as coordinate the regions that they are responsible for. We will have the ability to move technicians around from team to team based on the work load at the time. Our teams will work to install all components in each of the agencies and locations in all identified regions in the commonwealth.



Transition Team Structure

Acclaim Systems will work with the Verizon PM and Commonwealth Agency Point of Contract (POC) to work out a transition schedule that is in the best interests of the Commonwealth. Currently this is splitting the Commonwealth into regions and addressing the work based on these regions and three different teams. However, if during the transition other needs arise our plans will be adjusted accordingly. Our team will work with Agency POC to obtain agreement as to when certain aspects of the transitions are accomplished.

Our transition plan is based on flexibility in the sequence of transition. At each stage our team will perform planning and assessing of all end points to outline when each will be transitioned. This is an ongoing occurrence and our plans can be manipulated based on conditions on the ground. Our team will work with the agencies in determining this schedule and the transition of each end point and will be communicating this schedule all throughout the transition.

III.8 G 2. The Offeror shall describe its Feature Code List.

Verizon Response

A [Redacted]

III.8 G 3. The Offeror shall describe its options for collection and disposal of equipment to be replaced.

Verizon Response

A [Redacted]

III.8 G 4. The Offeror shall provide a draft of its Marketing Plan that describes its approach to marketing the proposed services to the Commonwealth. Identify critical success factors and any applicable assumptions with the execution of the marketing plan to increase adoption of the Offeror's Unified Communications and VoIP Services across the commonwealth.

Verizon Response

[Redacted]

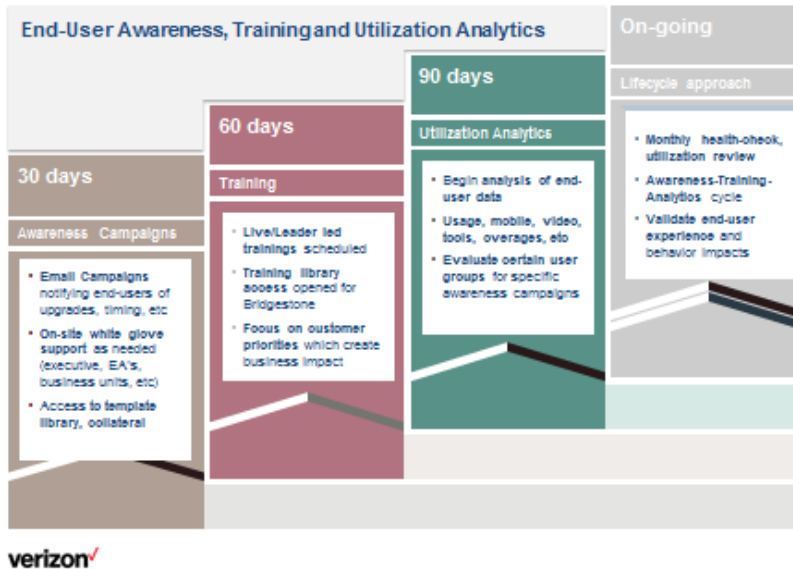
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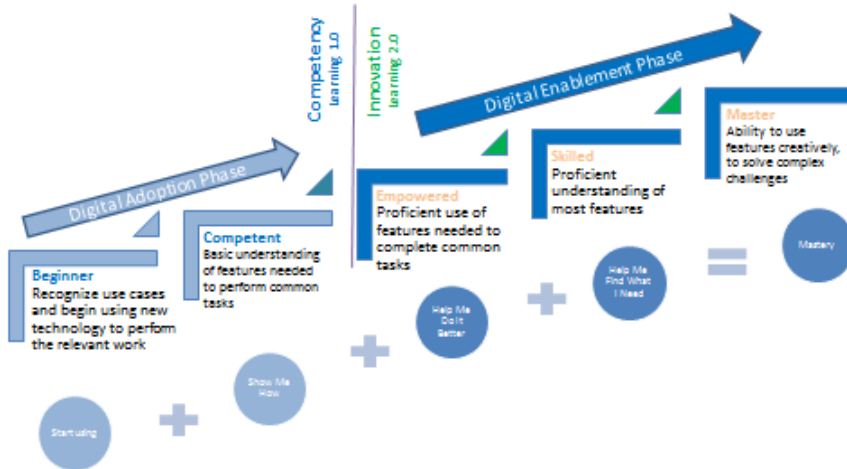
Adoption Program



Verizon Marketing Plan Adoption Program

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Digital Enablement Starts with Successful Adoption Supported by Ongoing Training



Vitalyst Adoption through training

Lot 2. Traditional Voice Services

The key goals for the new Traditional Voice Services are as follows:

- Provide support for existing voice services.
- Minimize any disruption in current services during transition.
- Give agencies the ability to perform their own moves, adds, changes (e.g. self-managed MACs for toll free numbers).
- Service desk service connected to and operating in cooperation with the Commonwealth's enterprise service desk

Lot 2, Traditional Voice Services, services should include but not limited to the following:

- Trunk lines - for existing PBX and Key systems.
- POTS lines for emergency phones, equipment monitoring support, payphones, etc.
- Centrex services.
- Pay phones.

In addition to the Core Services described previously in this Section, an Offerors (if responding to Lot 2 Services) shall address the following tasks in its response:

Lot 2 Services - Traditional Voice Services

D. Features and Functions

III.8 D Lot 2 1. PBX / Key System Trunks

III.8 D Lot 2 2. Centrex

a. Main Line

b. Voice Mail Services

c. Auto Attendants

d. Conventional Toll Free Services with Advanced Routing

e. Call Handling

f. Safety & Security

g. 911

h. Conferencing

i. Hardware

III.8 D Lot 2 3. POTS

III.8 D Lot 2 4. Payphones

E. Training

F. Transition Support

Note: Tasks A-C (Core Services) are presented in a section above and are to be included in the Offeror's response along with Tasks D - F described below. If the Offeror is also proposing on Lot 1, it is not necessary to repeat its responses to the Core Services tasks.

The Verizon Information Technology Disaster Recovery Program supports the development of Disaster Recovery Plans for critical applications.

Each Verizon application is required to undergo a Business Impact Analysis that determines its criticality and whether a Disaster Recovery Plan needs to be developed.

An optional Verizon service for Centrex users is Custom Redirect Service (CRS), a comprehensive call routing service that allows an agency to manage inbound calls. CRS uses the Advanced Intelligent Network (AIN) to redirect incoming voice calls to a telephone number pre-selected by the administrator.

With CRS, you can reroute calls due to time of day, excess call volume, or based on the specific inbound phone number. The administrator can easily activate routing plans by using a touchtone keypad.

CRS provides an ideal solution to support continuity planning, e.g. disaster recovery. In the event of an emergency, CRS can route inbound traffic to alternative locations to help maintain business continuity. The Commonwealth can then redirect calls from one location to another using a pre-determined routing plan to meet urgent traffic needs.

III.8 D Lot 2 4. The Offeror shall indicate its current and planned service availability throughout the Commonwealth by completing the attached Appendix T - PBX and Key System Locations and Appendix U - Centrex Analog Service Locations and including with its response.

Verizon Response

Verizon has completed Appendix S and T which indicates our current and planned service availability. Refer to the Appendices section for response.

III.8 D Lot 2 5. The Offeror shall describe the geographical areas where each service type can be provided. This description shall include maps and/or NPA-NXX designations, as appropriate.

Verizon Response

Verizon is proposing to support Lot 2 services statewide with a combination of services in the Verizon footprint and other Pennsylvania Local service providers.

III.8 D Lot 2 6. The Offeror shall identify any other companies or organizations it plans to include in its service delivery team.

Verizon Response

Verizon's service delivery team for Lot 2 includes the following partners:

| Contractor | Services |
|------------------------|---|
| Acclaim Systems | Systems Integration and Service Desk |
| TelPlus Communications | Coordination and management of orders for out of franchise locations. |

| Contractor | Services |
|-------------------------------|------------------------------------|
| Pacific Telecom Service (PTS) | Payphone support |
| PC Network, Inc. | Commonwealth satisfaction surveys, |

III.8 D Lot 2 7. The Offeror shall disclose its standard timeframe for satisfying a service order, by service type. In addition, the Offeror shall explain how they can support a request for an expedited service and the circumstances under which additional charges are applied.

Verizon Response

Standard Voice intervals are provided as follows:

Standard Service Intervals

| Verizon Voice Service Type | Standard Interval (in business days) | Notes |
|-----------------------------|--------------------------------------|--|
| Centrex | 9 | |
| Analog POTS: | 7 | |
| Wired Service - 2 | 6 | |
| Wired Service - 4 | 21 | |
| DID Blocks | 24 | |
| Auto Attendant | 30 | |
| Toll Free | 15 | |
| Centrex - Adds 1-5 lines | 3-5 | 6+ lines require a facility check and date due is negotiated |
| Change - 1-20 lines | 5-8 | |
| Disconnect | 5 | |
| Voice Mail: | 7 | |
| ISDN Voice PRI | 24 | |

An agency may request an expedite and Verizon will make best efforts to accommodate the requested date. When special needs arise and an agency requires service to be installed sooner than the standard interval, the customer service team will coordinate with the delivery teams to improve a delivery date as much as possible. Over the years the Verizon team has always strived to accommodate agency's special requests, especially during emergency situations.

PBX / Key System Trunk Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.1 | <i>The Offeror shall provide trunk services for existing and future PBX and Key systems (see Appendix T for current sites utilizing trunk services).</i> |
| D-2.2 | <i>The Offeror shall provide the capability to port current telephone numbers (TN) including Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) TN's and toll-free (TF) numbers over from current provider from any NPA/NXX within PA.</i> |
| D-2.3 | <i>The Offeror shall provide DIDs upon request.</i> |
| D-2.4 | <i>The Offeror shall provide and maintain a current service availability catalog indicating where within the Commonwealth its services are available.</i> |
| D-2.5 | <i>The Offeror shall provide TN management capability to easily activate/deactivate TN within existing blocks.</i> |
| D-2.6 | <i>The Offeror shall meet current federal/state/local accessibility/disability requirements.</i> |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 1. The Offeror shall describe its approach to managing DIDs.

Verizon Response

Verizon provides DID blocks in groups of 20 and 100. Numbers are provided based on availability. In today's environment, if the Commonwealth disconnects lines, those numbers are retained for future use by the Commonwealth, should they be needed. DID numbers are to be inventoried in ESMS.

Centrex Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|---|
| D-2.7 | <i>The Offeror shall provide the capability to port current telephone numbers (TN) within PA.</i> |
| D-2.8 | <i>The Offeror shall provide PSTN connections.</i> |
| D-2.9 | <i>The Offeror shall provide point-to-point, two wire and four wire services.</i> |
| D-2.10 | <i>The Offeror shall accommodate simultaneous inbound/outbound calls from a single TN.</i> |
| D-2.11 | <i>The Offeror shall acknowledge that a request at Enterprise level to block TN must be initiated by OA only with strict guidelines.</i> |
| D-2.12 | <i>The Offeror shall provide user friendly process for updating directory listings.</i> |
| D-2.13 | <i>The Offeror shall provide ability for end users to dial and connect to 411 for information service.</i> |
| D-2.14 | <i>The Offeror shall provide analog service to locations which have or will have elevators, fax, alarm (fire, security, other) and TTY.</i> |

D.2.9 The Offeror shall provide point-to-point, two wire and four wire services

Regarding decommissioning of point-to-point two wire and four wire services, Verizon will : (i) notify the Commonwealth in writing of the intended discontinuance; and (ii) continue to offer the discontinued service for the greater of: a) the best terms offered by Verizon to any other customer, or b) not less than twelve (12) months from the date of notice; and (iii) at Commonwealth's option Verizon shall provide the Commonwealth with a comparable replacement service, technology or migration path with equivalent functionality at no additional charge or provide increased functionality at a mutually agreed upon cost.

In Section III.8 of its response to this RFP:

III.8 D Lot 2 8. The Offeror shall describe how it will offer the assignment and management of direct inward dialing blocks of phone numbers as a managed service.

Verizon Response

Verizon provides DID blocks in groups of 20 and 100. Numbers are provided based on availability. In today's environment, if the Commonwealth disconnects lines, those numbers are retained for future use by the Commonwealth, should they be needed. The agency LifeCycle Project Manager will work with the agency TMO to manage the ESMS inventory.

III.8 D Lot 2 9. The Offeror shall describe its approach to providing multiple line appearances and to accommodating simultaneous inbound/outbound calls, line status/busy indicator.

Verizon Response

The Verizon approach to providing multiple line appearances and to accommodating simultaneous inbound/outbound calls, and line status/busy indicator for Centrex users is via a Centrex compatible multi-line phone with and add-on module.

III.8 D Lot 2 10. The Offeror shall describe its proposed process for handling a request to block a number. Please describe your system's ability to block a number from a particular user's telephone number.

Verizon Response

When the Commonwealth has the need to block a number from a particular user's telephone number, the agency will open a ticket with the Verizon Service Desk who will facilitate the request with the (UCC) Unlawful Call Center.

Main Line Services

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|---------------|---|
| <i>D-2.15</i> | <i>The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e.,</i> <ul style="list-style-type: none"> <i>a. Centralized answering point</i> <i>b. Receptionist</i> <i>c. Dedicated switchboard</i> <i>d. Forward capability (including night feature)</i> |
| <i>D-2.16</i> | <i>The Offeror shall provide main line answering features for multiple users.</i> |

| Ref | Requirements of Selected Offeror |
|--------|--|
| D-2.17 | The Offeror shall accommodate legacy attendant console/main switchboard functionality. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 11. The Offeror shall describe its proposed solutions to accommodate main line answering scenarios, i.e.,

- a. Centralized answering point
- b. Receptionist
- c. Dedicated switchboard
- d. Forward capability (including night feature)

Verizon Response

The Verizon solution for main line answering scenarios for Centrex users is via a multi-line phone with add-on module. Suggested models are by Cortelco.

Voice Mail Services

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.18 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) |
| D-2.19 | The Offeror shall provide capability for VM to be transferred to 2nd party VM. |
| D-2.20 | The Offeror shall provide optional graphic user interface (GUI) for web based VM management. |
| D-2.21 | The Offeror shall provide optional OOO functionality with expiration date. |
| D-2.22 | The Offeror shall provide availability for voicemail message to be left at number to which calls have been transferred. |
| D-2.23 | The Offeror shall accommodate VM only line if needed. |
| D-2.24 | The Offeror's solution shall support the transfer of live calls into another person's VM. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 12. The Offeror shall describe sample VM instructions.

Verizon Response

Sample Voice Mail reference guide is provided as Attachment 11.

III.8 D Lot 2 13. The Offeror shall describe an optional GUI for web based VM management.

Verizon Response

Verizon's National Unified Messaging Service (NUMS) is a network-based unified messaging service designed to meet the needs of the Commonwealth.

National Unified Messaging Service enables you to move away from using multiple regional voicemail platforms or CPE-based solutions. Enterprises can collaborate more effectively and drive efficiency and productivity improvements with National Unified Messaging Service.

Productivity Improvements

- Enables better communication and collaboration through a web portal where users can access messages, administer their unified message, and set Find Me/Follow Me or Call Forwarding feature settings
- Offers one nationwide toll-free number for users to access voicemail via telephone
- Sends messages to other mailbox users
- Alerts users of new messages via email or text message so that no matter where they are - in a meeting or on the road - they are able to respond quickly
- Accepts calls when the line is busy or unanswered so you do not have to redial

Operational Efficiencies

- Provides consistent functionality across end users
- Provides a single messaging platform for all Commonwealth locations no matter the voice service provided
- Easy voice transformation from TDM to VOIP by using the same messaging service throughout your evolution
- Simplifies management and streamlines costs through a nationwide hosted solution
- Sends company-wide or departmental messages to specific lists of users
- Provides Auto Attendant capabilities to manage incoming calls

Standard National Unified Messaging Service

Standard National Unified Messaging Service enables access and management of voicemail and related options via the telephone and through the use of Visual Voicemail.

The following capabilities are available, based on the message capacity selected:

| Message Capacity | Greeting Length | Message Length (Minutes) | Number of Distribution Lists/Number of Calls Per List | Storage Time (Days) |
|------------------|-----------------|--------------------------|---|---------------------|
| 15 messages | 45 seconds | 3 | 5/25 | 14 |
| 35 messages | 1 minute | 3 | 5/25 | 30 |
| 90 messages | 5 minutes | 5 | 90/90 | 30 |

Verizon has priced the 35 message capacity voicemail in our Cost proposal in Appendix F, Volume II.

- Listen to, delete, or forward voicemail messages
- Set up to three Find Me/Follow Me numbers
- Set notification options for pager/phones with texting (up to five schedules) and email (via Visual Voicemail)
- Selection Mailbox Options menu to provide shorter verbiage on the Main Menu only
- Choose greetings played to incoming callers (via phone or Visual Voicemail):
 - In the Office and Available Greeting
 - In the Office and Unavailable Greeting
 - Not Accepting Messages Greeting
 - Message Center Default Greeting
- Voicemail PIN change
- Set attendant (Operator) number (via Visual Voicemail)
- Schedule the order of message retrieval, headers, and voicemail message saving (via Visual Voicemail)
- Create distribution lists to send the same voice message to multiple mailboxes within your organization
- Enhanced extension mailbox navigation

Enhanced National Unified Messaging Service

Enhanced National Unified Messaging Service enables access to and the management of voicemail and related options via the telephone and through the use of Visual Voicemail.

The following capabilities are available, based on the message capacity selected:

| Message Capacity | Greeting Length | Message Length (Minutes) | Number of Distribution Lists/Number of Calls Per List | Storage Time (Days) |
|------------------|-----------------|--------------------------|---|---------------------|
| 15 messages | 45 seconds | 3 | 5/25 | 14 |
| 35 messages | 1 minute | 3 | 5/25 | 30 |
| 90 messages | 5 minutes | 5 | 90/90 | 30 |

- **Menu Mailbox:** A number ordered as a menu mailbox can be call forwarded to Unified Messaging to play up to nine menu options. The box will play a greeting offering up to nine transfer options. Each transfer option will transfer directly to a mailbox on the system. Each selected transfer option must exist as a mailbox on the system. The transfer options can be managed via Visual Voicemail.
- **Menu Routing Mailbox:** The Menu Routing Mailbox works similarly to a Menu Mailbox with the added capability to set an option which will first route to the phone number for the selected option and back to the mailbox if the number is not answered. This application requires a Remote Call Forward ("RCF") number to establish the appropriate number of call paths necessary to support the expected peak for simultaneous call volumes (additional costs may apply for the RCF).
- **Menu Routing Enhanced:** This mailbox option is similar to the Menu Routing box, but it offers a lot of additional or enhanced features including routing options for various schedules, including business hours, out-of-hours, holiday, and emergency schedules. It will also support multi-level menus and navigation between menus. It will support additional transfer options, as well including longer ring cycles and transfers to numbers that are not also built as boxes on National Unified Messaging Service. Typically these boxes will require discovery of your specific requirements and complex applications may require project design and support assistance. This application requires a Remote Call Forward number to establish the appropriate number of call paths necessary to support the expected peak for simultaneous call volumes (additional costs may apply for the RCF).
- **Auto Attendant:** A mailbox option that offers routing options to dial by name or dial by number. Often this option is built on a pseudo 10-digit number and added as an option under a menu.
- **Listen and Reply 1 Min** - Provides a greeting one minute in length and up to 40 replies, with a maximum of a minute each in length.
- **Listen and Reply 3 Min** - Provides a greeting three minutes in length and up to 200 replies, with a maximum of three minutes each in length.

Auto Attendants

| Ref | Requirements of Selected Offeror |
|--------|--|
| D-2.25 | <i>The Offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails.</i> |
| D-2.26 | <i>The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number.</i> |
| D-2.27 | <i>The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes.</i> |
| D-2.28 | <i>The Offeror shall provide ability to route calls by time of day/day of week/holiday.</i> |

| Ref | Requirements of Selected Offeror |
|--------|--|
| D-2.29 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours.) |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 14. The Offeror shall describe its proposed alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours).

Verizon Response

The Menu Routing Enhanced mailbox should be used when an agency requires enhanced features such as routing options for various schedules including, business hours, out-of-hours, holiday, and emergency schedules. Typically these boxes will require discovery of the specific customer requirements and complex applications may require project design and support assistance. This application requires a Remote Call Forward number to establish the appropriate number of call paths necessary to support the expected peak for simultaneous call volumes.

If an agency auto attendant is served by a Toll Free number, additional alternate routing plans could be developed to prepare for a potential disaster or emergency.

III.8 D Lot 2 15. The Offeror shall describe its auto attendant capabilities and options in regard to menus for call routing, mailbox messages and prompting and delivery of voicemail.

Verizon Response

The Verizon Auto Attendant capability includes the following:

- Auto Attendant - Select from four different auto attendant options:
 - Menu Mailbox: A number ordered as a menu mailbox can be call forwarded to Unified Messaging to play up to nine menu options. The box will play a greeting offering up to nine transfer options. Each transfer option will transfer directly to a mailbox on the system. Each selected transfer option must exist as a mailbox on the system. The transfer options can be managed via Visual Voicemail.
 - Menu Routing Mailbox: The Menu Routing Mailbox works similarly to a Menu Mailbox with the added capability to set an option which will first route to the phone number for the selected option and back to the mailbox if the number is not answered. This application requires a Remote Call Forward ("RCF") number to establish the appropriate number of call paths necessary to support the expected peak for simultaneous call volumes (additional costs may apply for the RCF).
 - Menu Routing Enhanced: This mailbox option is similar to the Menu Routing box, but it offers a lot of additional or enhanced features including routing options for various schedules, including business hours, out-of-hours, holiday, and emergency schedules. It will also support multi-level menus and navigation between menus. It will support additional transfer options, as well including longer ring cycles and transfers to

Conventional Toll Free with Advanced Routing

| <i>Ref</i> | <i>Requirements of Selected Offeror</i> |
|------------|--|
| D-2.30 | The Offeror shall provide toll-free (TF) Services. |
| D-2.31 | The Offeror shall provide new toll free numbers upon request. |
| D-2.32 | The Offeror shall allow for self-managed routing changes for TF numbers. |
| D-2.33 | The Offeror shall provide the capability to port current toll-free (TF) numbers. |
| D-2.34 | The Offeror shall provide the capability to route TF numbers to alternate points, as needed, using a web portal or website. |
| D-2.35 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. |
| D-2.36 | The Offeror's TF advanced routing capability shall include DNIS, ANI, NXX and time and / or day scheduled routing |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 16. The Offeror shall describe its solution for self-service web access to provide the ability to make routing changes.

Verizon Response

Network Manager is a powerful web-based Verizon Enterprise Center (VEC) application that gives inbound service customers a view of their traditional and IP toll-free, network routing data as well as the capability to make quick changes to routing plans. This optional service allows customers to examine current routing plans and customize their features on in a near real-time basis. With this dynamic application, users can manage their network configurations easily by routing their inbound traffic and quickly responding to disasters and changing business needs.

Network Manager allows advanced users to build alternate plans ahead of time and activate them on demand in case of an emergency. Changes to inbound numbers or activation of new routing plans are effective within minutes of submitting the request.

Network Manager is a Windows GUI application complete with color displays, easy-to-read icons, pop-up windows, and a convenient toolbar. It allows you to quickly and easily view entire network configurations, make changes, or order new features.

Network Manager provides near real-time traffic management for both basic and advanced Verizon inbound services by providing definition and control of origination, routing, and termination features

III.8 D Lot 2 17. The Offeror shall describe its approach to providing routing capabilities.

Verizon Response

The Verizon approach to providing Toll Free routing capabilities is via the optional Network Manager Service. Routing capabilities include:

- Dynamically manage and configure inbound network resources.

- Access a hierarchical view of your network and routing options.
- Implement geographical routing, scheduled routing, load balancing, contingency planning, and call blocking.
- Construct, edit, and delete plans for greater routing flexibility.
- Implement alternate routing plans in response to changing requirements.
- Modify percent allocation and terminations within minutes.
- Track your order changes.

Call Handling

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.37 | The Offeror shall provide typical handling capabilities including: <ul style="list-style-type: none"> a) Call waiting b) Caller ID c) Permanent call blocking/unblocking d) Per call blocking/unblocking e) Manual call forwarding/removing forwarding |
| D-2.38 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. All lines provided by the Offeror shall have the capability to do trap and trace. |
| D-2.39 | The Offeror shall provide availability to answer incoming call from another individual phone. |
| D-2.40 | The Offeror shall provide availability to answer incoming call from another phone within a designated group. |
| D-2.41 | The Offeror shall provide the option to mask outbound caller id on an individual TN basis. |
| D-2.42 | The Offeror shall provide flexible hunting capabilities. |
| D-2.43 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". |
| D-2.44 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. |
| D-2.45 | The Offeror shall provide options for line referrals. At a minimum, the options shall include six (6) and twelve (12) months. |
| D-2.46 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 18. The Offeror shall describe its process and response times for service/support for trap and trace law.

Verizon Response

Trap and trace (feature code *57) is a telephone feature whereby the telecommunication carrier is able to identify and retain the telephone number of an incoming call and monitor the activity originating from the incoming phone number that has placed a threatening, harassing or

nuisance telephone calls. The Verizon Unlawful Call Center (UCC) is responsible for responding to life threatening, harassing, or nuisance calls received at Commonwealth worksites.

Below is the Trap and Trace process for a Commonwealth user:

- Commonwealth employee will activate *57 immediately after ending the call needing traced
- Commonwealth employee will contact the Verizon service desk
- Commonwealth employee will provide the following information to the Verizon service desk:
 - Person Reporting, Agency, Person Reporting Contact Number, Trouble Reported - Activated *57 Trap & Trace, received threatening, harassing, or nuisance calls, Address, End User Contact Name and Number, Hours of Access
- Verizon service desk will supply customer with ticket/tracking number.
- Verizon service desk will establish a 3 way call with the Commonwealth and the Unlawful Call Center.
- Verizon service desk will provide the Commonwealth employees information to the Unlawful Call Center or Security Control Center:
- Verizon service desk will hang up from the existing call between Commonwealth and the Unlawful Call Center.
- Verizon service desk will contact TMO and report completion
- Verizon service desk will complete ticket

III.8 D Lot 2 19. The Offeror shall describe its capabilities and options for blocking numbers upon request. Please describe your system's ability to block a number from a particular user's telephone number.

Verizon Response

When the Commonwealth has the need to block a number from a particular user's telephone number, the agency will open a ticket with the Verizon Service Desk who will facilitate the request with the (UCC) Unlawful Call Center.

Safety and Security

| Ref | Requirements of Selected Offeror |
|--------|--|
| D-2.47 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. |
| D-2.48 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). |
| D-2.49 | The Offeror shall provide support of Telecommunications Services Priority (TSP) |

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.50 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 20. The Offeror shall describe its approach to supporting the Safety and Security requirements identified above (e.g., COOP, COG, GETS and TSP)

Verizon Response

Verizon is committed to the Continuity of Operations (COOP) and Continuity of Government (COG) for the Commonwealth agencies. We take our role providing reliable and available services for the agencies. Everything we do we build on a strong network, systems and process foundation. The quality and reliability of the products we deliver are paramount. Verizon adheres to both the Government Emergency Telephone Service (GETS) and Telecommunications Service Priority (TSP) Programs.

During emergencies, the public telephone network can experience congestion due to increased call volumes and/or damage to network facilities, hindering the ability of national security and emergency preparedness (NS/EP) personnel to complete calls. The Government Emergency Telecommunications Service (GETS) provides NS/EP personnel priority access and prioritized processing in the local and long distance segments of the landline networks, greatly increasing the probability of call completion. GETS is intended to be used in an emergency or crisis situation when the network is congested and the probability of completing a normal call is reduced. Verizon provides routing of calls for adherence to the GETS requirements.

Verizon also fully complies with its obligations under the TSP Program, by, among other things, meeting the following requirements:

- Provide TSP service only after receipt of a TSP authorization code.
- Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided
- Designate a 24-hour point of contact (POC) to receive reports of TSP service outages from TSP service users.
- Designate a 24-hour POC to coordinate TSP processes
- Ensure that priority-level assignments of NS/EP services are accurately identified “end-to-end” by providing to subcontractors and service vendors who supply underlying facilities provisioning and/or restoration priority information relating to a service.
- Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.
- TSP Confirmation and Database Reconciliation.

■ Providing TSP Education.

There are options Verizon can explore with an agency to provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. One option is an audio conferencing solution that offers an option called Dial-Out Access. This access method requires that the Leader of the conference call (or a Verizon Conference Coordinator) establish the call and perform the Dial-Out to Participants feature via the Web Moderator online call management tool. Otherwise, the Commonwealth must arrange for the participants to be called by the Verizon Conference Coordinator at the pre-arranged date and time. Another option for consideration is the Voicemail broadcast message capability that allows a user to send a message to a large group or to the whole organization across all sites.

911 Services

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.51 | The Offeror shall provide 911 location services that comply with local/state/federal requirements. |
| D-2.52 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. |
| D-2.53 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. |
| D-2.54 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 21. The Offeror shall describe its approach to providing location specific information to the PSAPs for 911 and E911 service.

Verizon Response

Centrex and PBX customers with tenant and off-premises extensions use PS/ALI to provide accurate station location information to the Verizon DBMS. It allows station callers who dial Enhanced 911 to have their exact location displayed at the PSAP just as they would from a residence.

With regular 911 service, for PBX or Centrex the PSAP operator can identify only the main billing number at the caller's location. However, optional PS/ALI service automatically shows the PSAP operator the caller's callback number and exact location, which allows the operator to send help more quickly in an emergency.

III.8 D Lot 2 22. The Offeror shall describe how its proposed solution will provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP.

Verizon Response

E-911 calls from the Commonwealth can be entered into the E-911 network in several ways. For single line service, the caller will have direct access to the E-911 network via the Verizon Public

- Proper E-911 call routing is determined by local E-911 government jurisdictions identifying the proper PSAP by use of Emergency Service Numbers (ESN) that correlates to the Emergency Service Responders for a given region.
- Verizon is not responsible for miss-routed E-911 calls when the customer has not properly maintained station ALI in the E-911 database.

The Commonwealth is responsible for notifying its end users of the limitations in relation to emergency calling via the Services or making arrangements with E-911 service provider where it is not Contractor (including those detailed in Contractor's proposal), and the Commonwealth shall be solely responsible for any third-party claims and any liability arising from the Commonwealth's failure to so notify its end users or E-911 provider.

THE COMMONWEALTH IS RESPONSIBLE FOR ANY CLAIMS OR CAUSES OF ACTION ARISING FROM THE NON-IMPLEMENTATION OF PS/ALI AND/OR ENABLING OF STATION LEVEL 911 SERVICE, OR THE FAILURE OF PS/ALI OR STATION LEVEL 911 SERVICE IF ENABLED.

Conferencing

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.55 | The Offeror shall provide a voice conferencing solution that can be utilized independent of any unified communication service. |
| D-2.56 | The Offeror shall provide unlimited free local number Dial In. |
| D-2.57 | The Offeror shall provide toll-free Dial In. |
| D-2.58 | The Offeror shall provide the ability to record conference calls. |
| D-2.59 | The Offeror shall provide a solution to support full service conference hosting. |
| D-2.60 | The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following: <ol style="list-style-type: none"> Ability to limit participants from unmuting their lines during meeting. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. Ability for participants to utilize a chat feature in order to ask questions. Should include video, collaboration, dial in voice functionality. Ability for meeting coordinator to view all that registered and participated in meeting. Ability to send invitations to meeting attendees and bulk upload attendees. |
| D-2.61 | The Offeror's solution shall provide the following minimum customer support services: <ul style="list-style-type: none"> <input type="checkbox"/> Online Help Center <input type="checkbox"/> Email & phone support <input type="checkbox"/> Dedicated account manager |
| D-2.62 | The Offeror shall provide an option for contract participants to choose full service conference hosting services to include operator assisted services. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 24. The Offeror shall describe its proposed voice conferencing service and user features.

Verizon Response

... A ...

■ Premier Service: ... A ...

■ Unattended Service: ...

■ Instant Meeting: ... A ...

...'

■ ...

■ A ... A ...

■ ... A ... A ... A ...

providing an integrated audio experience for a WebEx meeting. WebEx CCA can be procured as an add-on to Cisco WebEx agreements.

- Reserved Net Conference - is a premier net conference service offering operator assistance and call management for a superior conference experience. A Meeting Coordinator monitors the session and is available to assist the leader or participants during the call. Up to 1,250 participants are supported.

III.8 D Lot 2 25. The Offeror shall describe its full service conferencing option.

Verizon Response

Verizon's Premier Service is an attended conferencing service for calls that are reserved in advance and supported by a conference operator. The conference operator is assigned as the single point-of-contact to ensure meeting requirements are met, including support before, during, and after the call. Premier service is available using toll-free or direct distance dial numbers.

III.8 D Lot 2 26. The Offeror shall describe its process for customer support and account management.

Verizon Response

The Verizon Conferencing Call Centers provide customer support for audio conferencing and are available 24 hours a day, 365 days a year.

Ongoing support and training is available to support the agency and its end-users. The Verizon Product Help Desk (PhD) can assist with product, tools, and website-related questions, giving leaders and participants the knowledge, understanding, and comfort level to use the service.

End-user training is also a critical component to a successful implementation and Verizon will develop and implement a user-training program customized for your needs.

Account management in support of the Verizon conferencing services will be provided by the dedicated Harrisburg account team and Program Management Office.

Hardware

| Ref | Requirements of Selected Offeror |
|--------|--|
| D-2.63 | The Offeror shall provide specifications for each agency proprietary or non-proprietary phone, life cycle and end of life cycle date. This information shall be kept current for the life of the contract. |
| D-2.64 | The Offeror shall adhere to ADA requirements for public phone installation and use. |

In Section III.8 of its response to this RFP:

III.8 D Lot 2 27. The Offeror shall provide specifications for each agency phone, life cycle and end of life cycle date, if known.

Verizon Response

For all of the items listed in Appendix S on the Lot 2 - Desk Phones tab, a data sheet is included as Attachment 9. These data sheets provide the product specifications requested.

III.8 D Lot 2 28. The Offeror shall review the list of existing Commonwealth hand and headset (Appendix R) and indicate what existing hardware is not compatible with its proposed solution.

Verizon Response

Verizon has reviewed and completed the list of existing Commonwealth hand and headsets in Appendix R. No existing hardware is “not compatible” with our proposed solution.

POTS Services

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.65 | <i>The Offeror shall accommodate single analog lines in diverse locations to support analog phones.</i> |

Pay Phones

| Ref | Requirements of Selected Offeror |
|--------|---|
| D-2.66 | <i>The Offeror shall provide a payphone service to accommodate existing payphone deployments, as well as new deployments. (See Appendix V).</i> |
| D-2.67 | <i>The Offeror shall meet current federal/state/local accessibility/disability requirements with adherence to Americans with Disabilities Act (ADA) TTY and the Twenty-First Century Communications and Video Accessibility Act (CVAA).</i> |

E. Training

Description

This section describes the training requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| Ref | Requirements of Selected Offeror |
|-------|---|
| E-2.1 | <i>The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants.</i> |
| E-2.2 | <i>The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers.</i> |
| E-2.3 | <i>The Offeror shall provide periodic informational and training sessions with key agency personnel.</i> |
| E-2.4 | <i>The Offeror shall provide feature based training videos to be posted and updates on a mutually agreed-upon website.</i> |
| E-2.5 | <i>The Offeror shall be responsible for training all administrators prior to installation or activation of any services. Training shall include, but not be limited to:</i> <ul style="list-style-type: none"> <i>o How to place call</i> |

| Ref | Requirements of Selected Offeror |
|--------|--|
| | <ul style="list-style-type: none"> o Transfer o Call pick up, etc. |
| E-2.6 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). |
| E-2.7 | The Offeror shall provide training courses specifically and solely related to conferencing. |
| E-2.8 | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. |
| E-2.9 | Upon request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition. |
| E-2.10 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. |
| E-2.11 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor. |
| E-2.12 | The Offeror shall allow evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth. |

In Section III.8 of its response to this RFP:

III.8 E Lot 2 1. The Offeror shall describe its approach to providing training prior to and during the service transition period.

Verizon Response

The Verizon team understands the value of training, and Verizon has a long history of providing training to government customers.

Verizon's training plan in support of the Commonwealth's voice (TDM) services will be facilitated by a dedicated trainer who will support the course development and documentation specific to the Commonwealth's needs.

The trainer will be able to conduct on-site training and assist agencies with choosing training that best fits their needs with the goal being to help Commonwealth agencies more easily utilize the voice products, services and tools most effectively.

User and administrative training will be available, where applicable. User guides for Verizon's training classes will also be available online for users to download for reference.

III.8 E Lot 2 2. The Offeror shall describe its plan to sustain and provide ongoing training for the life of the contract.

Verizon Response

Verizon's training plan in support of the Commonwealth's voice (TDM) services will be facilitated by a dedicated trainer who will support the course development and documentation specific to the Commonwealth's needs.

F. Transition

Description

This section describes the transition support requirements for which the selected Offeror shall be responsible.

Tasks

| Ref | Requirements of Selected Offeror |
|-------|--|
| F-2.1 | The Offeror shall schedule transitions as determined by the agencies. |
| F-2.2 | The Offeror shall provide agencies with Feature Code List once schedule has been determined. |
| F-2.3 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. |
| F-2.4 | The Offeror shall provide options for collection and disposal of equipment to be replaced. |
| F-2.5 | The Offeror shall include any necessary training needs into transition or implementation schedule. |

In Section III.8 of its response to this RFP:

III.8 F Lot 2 1. The Offeror shall describe a Transition Approach and draft schedule.

Verizon Response

Over the last seven years, Verizon has been honored to be the Commonwealth's provider for the traditional services defined in Lot 2. With a significant investment in infrastructure and coverage across the Commonwealth, Verizon is in the best position to continue to provide the Lot 2 Centrex and related services in support of the agency's business needs.

A significant benefit to the Commonwealth for selecting Verizon to provide the Lot 2 services is the elimination of another transition which takes time, resources and money. As the UC service migration in Lot 1 is completing, Verizon will work with the Commonwealth in meeting their objective to migrate more TDM lines to an IP environment.

Lot 3 - Other Voice Conferencing Services

An Offeror, if responding to Lot 3 Services, shall address the following tasks in its response.

Lot 3 Services - Other Voice Conferencing Services

The following services will provide voice conferencing service options not intended for the Lot 1 (Unified Communications and VoIP Services) users.

A - Voice Conference Services (Office 365 Users)

Description

This service option is to provide an integrated audio conferencing services for users that already have deployed Office 365 and Skype for Business but currently have no PSTN connectivity to support voice conferencing for Office365 and Skype for Business. This service is not intended for the Lot 1 (Unified Communications and VoIP Services) users.

This section describes the voice conference service requirements for which the selected Offeror shall be responsible. These responsibilities will apply for the duration of the contract resulting from the award of this RFP.

Tasks

| Ref | Requirements of Selected Offeror |
|-------|---|
| A-3.1 | The Offeror shall provide a voice conferencing solution that integrates with a user's currently deployed Office365. This service will provide the PSTN conferencing capability that integrates with O365 and Skype for Business. |
| A-3.2 | The Offeror shall provide PSTN conferencing that will enable users access to voice conferences via PSTN Dial In. |
| A-3.3 | The Offeror shall provide toll-free Dial In to voice conferences (up to 250 attendees). |
| A-3.4 | The Offeror shall provide the ability to record conference calls as part of the recorded collaboration session. |
| A-3.5 | The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following: <ol style="list-style-type: none"> Ability to limit participants from unmuting their lines during meeting. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. Ability for participants to utilize a chat feature in order to ask questions. Should include video, collaboration, dial in voice functionality. Ability for meeting coordinator to view all that registered and participated in meeting. Ability to send invitations to meeting attendees and bulk upload attendees. |
| A-3.6 | The Offeror's solution shall provide the following minimum customer support services: <ul style="list-style-type: none"> • Online Help Center • Email & phone support • Dedicated account manager |

In Section III.8 of its response to this RFP:

III.8 A Lot 3 1. The Offeror shall describe its proposed voice conferencing service and user features.

APPENDIX A
 PROPOSAL COVER SHEET
 COMMONWEALTH OF PENNSYLVANIA
 OFFICE OF ADMINISTRATION
 RFP# 6100039274

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

| Offeror Information | |
|-----------------------------------|---|
| Offeror Name | Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc. dba Verizon Business Services |
| Offeror Mailing Address | 777 E. Park Dr. Harrisburg, PA 17111 |
| Offeror Website | http://www.verizon.com |
| Offeror Contact Person | Joann Fake, Managing Client Partner |
| Contact Person's Phone Number | (717) 777-8680 (office) (717) 514-7924 (cell) |
| Contact Person's Facsimile Number | NA |
| Contact Person's E-Mail Address | joann.m.fake@verizon.com |
| Offeror Federal ID Number | [REDACTED] |
| Offeror SAP/SRM Vendor Number | [REDACTED] |

| Submittals Enclosed and Separately Sealed | |
|---|---|
| X | Technical Submittal <ul style="list-style-type: none"> ■ Domestic Workforce Utilization Certification |
| X | Small Diverse Business and Small Business Participation Submittal <ul style="list-style-type: none"> ■ Small Diverse Business and Small Business Participation Submittal Form ■ Small Diverse Business and Small Business Letter(s) of Intent |
| X | Cost Submittal |

| | |
|---|------------|
| Signature | [REDACTED] |
| Signature of an official authorized to bind the | |

Appendix B Domestic Workforce Utilization Certification

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract.

Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement.

Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion.

In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, _____ [title] of Verizon Business Network Services Inc. a Delaware corporation or other legal entity, ("Contractor") located at One Verizon Way, Basking Ridge, New Jersey, 07920, having a Social Security or Federal Identification Number of 13-2745892, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check one of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

_____ percent (_____ %) [Contractor must specify the percentage] of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement.

Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed:

_____ [Use additional sheets if necessary]

The Department of General Services [or other purchasing agency] shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the Pennsylvania Crimes Code, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

**Verizon Business Network Services Inc. on behalf of
MCI Communications Services, Inc.
dba Verizon Business Services**

Corporate or Legal Entity's Name



February 23, 2017

Signature/Date

Marsha K. Harrell / Senior Consultant - Pricing/Contract Management

Printed Name/Title

Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc. dba Verizon
Business Services

Corporate or Legal Entity's Name



February 23, 2017

Signature/Date

Marsha K. Harrell / Senior Consultant - Pricing/Contract Management

Printed Name/Title

Name of submitting party:

Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc. dba Verizon Business Services

Contact information for submitting party:

Joann Fake, Managing Client Partner

777 E. Park Drive

Harrisburg, PA 17111

Phone: (717) 777- 8680

FAX (717) 777-3576

joann.m.fake@one.verizon.com

Please provide a brief overview of the materials that you are submitting (e.g. bid, grant application, technical schematics):

Verizon is submitting and Proposal submittal to Request for Proposal for Commonwealth Unified Communications & Voice Services RFP Number 6100039274

Please provide a brief explanation of why the materials are being submitted to the Commonwealth (e.g. response to bid #12345, application for grant XYZ being offered by the Department of Health, documents required to be submitted under law ABC)

Verizon is submitting and Proposal submittal to Request for Proposal for Commonwealth Unified Communications & Voice Services RFP Number 6100039274

Please provide a list detailing which portions of the material being submitted you believe constitute a trade secret or confidential proprietary information, and please provide an explanation of why you think those materials constitute a trade secret or confidential proprietary information. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)

Note: The following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor’s cost bid
- Information submitted as part of a vendor’s technical response that does not pertain to specific business practices or product specification
- Information submitted as part of a vendor’s technical or small diverse business response that is otherwise publicly available or otherwise easily obtained
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth

| Page Number | Description | Explanation |
|-------------|------------------------------------|--|
| 208 | Attachment 2 Key Personnel Resumes | Personal information redacted from resumes |
| | | |
| | | |
| | | |

Acknowledgment

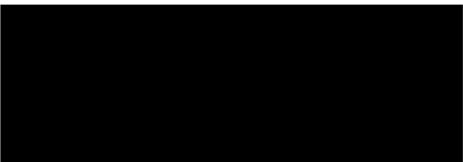
The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret data or confidential proprietary information that has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret or confidential, and indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned's claim of trade secret/confidential proprietary information if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret or is confidential. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret or is confidential, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.



Marsha K Harrell
Senior Consultant
Contract Management

Title

Date

2/20/2017

Appendix H.1 Compliance Matrix Lot 1 and 2, Core Services, Tasks A-C

RFP 6100039274
Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified under Core Services for Lots 1, & 2 in Sections III-8.A - III-8.C of the this RFP.

Offerors shall complete tabs A and C of this appendix one time if they are bidding on Lots 1 and/or Lot 2.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.1 in the Offeror's response to this RFP.

H.1 Lot 1 and 2, A - Support Services

| | Requirement | Requirement Type | Compliance |
|---|--|-------------------------|-------------------|
| <i>Service Delivery Management</i> | | | |
| A-1 | The Offeror shall work with the Commonwealth to integrate its service delivery systems and processes with Commonwealth systems, including: <ul style="list-style-type: none"> o Service ordering (using ESMS) o Billing (using ESMS) | Required | Supported |
| A-2 | The Offeror shall work with the Commonwealth's vendor-provided Enterprise Services Desk (ESD) to integrate its service delivery systems and processes with the ESD, including: <ul style="list-style-type: none"> o Inventory/asset management (integration with the Commonwealth's CMDB via the Enterprise Service Desk which is populated from the ESMS source of record) o Performance management (integration with the Enterprise Event Management System) o Service desk/incident ticket management (integration with the Enterprise Service Desk ESD) | Required | Supported |
| A-3 | The Offeror acknowledges and accepts that the Commonwealth will not finance nor pay for modifications to Offeror's systems required to interface with Commonwealth or other vendor managed systems. | Highly Desirable | Supported |
| A-4 | The Offeror shall align its ITSM processes with current and future Commonwealth enterprise service processes, including new ITIL processes established by the Commonwealth. | Required | Supported |
| A-5 | The Offeror shall work cooperatively with Commonwealth staff, and other provider staff to support the integration of its ITSM processes and systems. This includes but not limited to the initial integration with the Commonwealth's vendor provided Enterprise Service Desk and Event Monitoring Services (RFP 2) as well as working with the Commonwealth staff or the RFP 2 provider to determine impacts of any future changes or updates to the enterprise ITSM systems. | Required | Supported |
| A-6 | The Offeror shall provide any supporting documentation to the Commonwealth to ensure that its proposed ITSM systems meet all standards set forth by the Commonwealth. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-7 | As part of Continual Service Improvement (CSI), the Offeror shall continue to work with the Commonwealth staff throughout the life of the contract to improve and/or adjust the delivery of services as deemed necessary. | Required | Supported |
| A-8 | The Offeror shall acknowledge that the Commonwealth's ESMS system will be the system of record for service requests and inventory data. | Required | Supported |
| A-9 | The Offeror shall conduct working sessions to plan and develop the details regarding how technology will be leveraged and implemented. All plans are subject to Commonwealth approval. | Required | Supported |
| A-10 | The Offeror shall work with the Commonwealth to establish an agreed upon timeline for technology planning and implementation. | Required | Supported |
| A-11 | The Offeror shall provide trained and experienced staff to support their proposed ITIL processes and service delivery management. This includes staff with experience and certification in ITIL. | Required | Supported |
| A-12 | The Offeror shall provide step-by-step instructions for any manual processes which will be used until they are fully integrated with the Commonwealth's vendor provided enterprise ITSM systems (e.g. RFP 2 vendor). | Required | Supported |
| A-13 | <p>The Offeror shall provide a Service Delivery Implementation Plan including:</p> <ul style="list-style-type: none"> o Identification, by role, of key personnel o Ability to scale resources to meet increased business needs o Service ordering process integration with the ITSM tool o Scheduling processes and standard service intervals o Performance management o Service Level Agreements o Billing procedures o Standard reporting capabilities o Enhanced reporting capabilities o Training procedures | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---|--|-------------------------|-------------------|
| A-14 | <p>The Offeror shall provide a Service Delivery Management Plan including:</p> <ul style="list-style-type: none"> o Ongoing training for Commonwealth staff o Processes and procedures for technical support o Processes and procedures for inventory/asset management o Standard reporting o Description of enhanced reporting o Processes and procedures for trouble resolution o Escalation procedures | Required | Supported |
| A-15 | <p>The Offeror shall document and maintain, throughout the contract period, all service management processes and related tool integrations to the Commonwealth's or the vendors ITSM tools. The Offeror shall provide updates to the documentation throughout the term of the contract.</p> <ul style="list-style-type: none"> o Document updates shall be provided to the Commonwealth within ten (10) business days of any change or upon request of the Commonwealth. o All process documents are subject to Commonwealth review and approval. <p>This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> | Required | Supported |
| <i>Service Request and Billing</i> | | | |
| A-16 | <p>The Offeror shall complete service orders using the Commonwealth's established system (ESMS) based on the mutually agreed to the standard order interval for the service. Should the ESMS system be replaced the Offeror will confirm processing to the replacement system.</p> | Required | Supported |
| A-17 | <p>The Offeror shall confirm the availability of ordered items within three (3) days of receipt of an order. A projected delivery date shall be provided for any item which is not expected to meet the standard interval for completion.</p> | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-18 | The Offeror shall perform acceptance testing with the contract participant prior to declaring the service ready for use; all test results shall be shared with the contract participant and order creator. | Required | Supported |
| A-19 | The Offeror shall obtain acceptance from the order creator certifying that the work requested on the order was completed to the satisfaction of the requestor prior to billing. | Required | Supported |
| A-20 | At the request of individual agencies, the Offeror shall complete move/add/change (MAC) orders. Fees for MAC services will be billed on per line basis in a tiered level as follows: <ul style="list-style-type: none"> o 1-25 o 26-75 o 76-125 o 126-175 o 176-200 | Required | Supported |
| A-21 | The Offeror shall provide an Order Process Implementation Plan which discloses the Offeror's processes and procedures for implementing the end-to-end order process including: <ul style="list-style-type: none"> o The process that will be used to provide the Commonwealth with the initial and ongoing service catalog information to be loaded into the Commonwealth's ESMS system o The ongoing maintenance of service catalog information o The required data elements to place a complete and accurate order for each service proposed o Order cancellation policies and related penalties, if applicable o Restrictions or fees associated with order changes o Start and stop service billing dates o Provide standard intervals for all proposed services | Required | Supported |
| A-22 | The Offeror's billing procedures must align with the use of the Commonwealth's ESMS system and must support multiple funding streams. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---|--|-------------------------|-------------------|
| A-23 | <p>The Offeror shall provide reporting capabilities that will allow for the review and reconciliation of any discrepancies with the ESMS billing function. Reports should be weekly, monthly, yearly or on an Ad Hoc basis as needed. They also must be accessible in electronic readable format such as excel, word, pdf, etc. These reports should include but not limited to the following:</p> <ul style="list-style-type: none"> o Funding Source o Payphones- Accessibility o Toll Free o Local Inbound/ Outbound o No Activity o Long Distance o UC by Feature | Required | Supported |
| A-24 | <p>The Offeror shall document and maintain, throughout the contract period, all Ordering and Billing processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> | Required | Supported |
| <i>Service Asset and Configuration Management (SACM)</i> | | | |
| A-25 | <p>The Offeror shall create, support and maintain an accurate inventory of all service elements provided to the Commonwealth.</p> | Required | Supported |
| A-26 | <p>The Offeror shall develop a Service Asset and Configuration Management (SACM) process that will support the management of its telecommunications services provided.</p> | Required | Supported |
| A-27 | <p>The Offeror shall create, support and maintain a Configuration Management Database (CMDB) that will integrate with the Commonwealth's vendor (RFP 2) provided Enterprise Service Desk (ESD) CMDB. The Offeror's CMDB shall contain data relating to telecommunication assets and configuration items (CIs) as well as descriptions of the relationships between such assets and CIs. The Commonwealth's ESMS system shall be the source of record for all the services ordered. These services records will be replicated into the ESD CMDB and then handed off to the Offeror to populate their CMDB.</p> | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-28 | <p>The Offeror shall provide and maintain a CMDB Management Plan that discloses the Offeror's processes and procedures for ongoing management of the CMDB to ensure completeness and accuracy. The plan shall include:</p> <ul style="list-style-type: none"> a) Procedures for routine audits of service inventory against inventory in the Commonwealth's ESMS and ESD systems. b) Notification procedures for identified CMDB discrepancies c) Remediation procedures and timeframes for correction to the CMDB d) Processes for verifying the continuing accuracy of the synchronization of its CMDB with the Commonwealth's vendor provided ESD CMDB and the ESMS source of record. | Required | Supported |
| A-29 | <p>The Offeror shall provide a secure Web-based electronic interface which will allow the Commonwealth to access the Offeror's inventory data, make queries, and obtain reports. The Offeror shall ensure that information is segregated by agency and agencies can only view their own information.</p> | Required | Supported |
| A-30 | <p>The Offeror shall work with the Commonwealth to resolve inventory discrepancy issues between its inventory and the Commonwealth's inventory source of record within the Commonwealth's ESMS system.</p> | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-31 | <p>The Offeror shall provide reporting capabilities that allow the Commonwealth access to inventory and asset information on an ad hoc, weekly, monthly, yearly basis. Reports should be accessible in the following electronic readable format such as excel, word, .pdf, etc. These reports should include but not limited to the following:</p> <ul style="list-style-type: none"> o Telephone Number (TN) o Username o Site o Funding Source o DIDs- Individual DID o Available DIDs o DID by Service Location o DID by Agency o Device Hardware Serial Number o History o License Counts <p>The Offeror shall ensure that information is segregated by agency and agencies can only report on their own information.</p> | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---------------------------------|--|-------------------------|-------------------|
| A-32 | <p>The Offeror shall provide a Service Asset and Configuration Management (SACM) Implementation Plan which shall include:</p> <ul style="list-style-type: none"> a) Access methods to inventory data including: <ul style="list-style-type: none"> o Online viewing o Data file downloads, in a readable format acceptable to the Commonwealth o Current view o Monthly snapshots o Historical data b) Timeframes to update database with new information c) Plan to maintain records – including identifiers d) Procedures for resolution of inventory discrepancies with the Commonwealth’s ESMS inventory source of record. e) Timeframes for resolution of inventory discrepancies f) Inventory reconciliation procedures, including internal verification and audit procedures, to ensure inventory completeness and accuracy | Required | Supported |
| A-33 | <p>The Offeror shall document and maintain throughout the contract period all Service Asset and Configuration Management (SACM) processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM).</p> | Required | Supported |
| <i>Change Management</i> | | | |
| A-34 | <p>The Offeror will adhere to the Commonwealth’s Change Management Procedures included in Appendix K.</p> | Required | Supported |
| A-35 | <p>The Offeror shall assess changes from both a business and technical view point with a clear understanding of the business needs of the Commonwealth, its business partners and customers. The Offeror shall coordinate its Change Management activities by conforming to the Commonwealth’s Change Management Process.</p> | Required | Supported |
| A-36 | <p>The Offeror shall provide an infrastructure change/release management report on a weekly basis. This report shall provide a forward schedule of changes and maintain a history of changes that were proposed, scheduled</p> | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | Requirement | Requirement Type | Compliance |
|---------------------------------------|--|-------------------------|-------------------|
| A-37 | The Offeror shall be responsible for coordinating the activities of all changes with the Commonwealth and other Suppliers as necessary to ensure that appropriate resources are available for monitoring, testing and | Required | Supported |
| A-38 | When classifying changes, the Offeror shall, comply with Commonwealth definitions and associated lead times for each change category as described in the Commonwealth's Change Management Procedures included in Appendix K. | Required | Supported |
| A-39 | The Offeror shall provide an after-action report, including root cause analyses and corrective actions, following any unsuccessful change or changes which results in an unexpected negative impact to the Commonwealth, its business partners or customers. This report shall be provided to the Commonwealth and/or its enterprise service provider (RFP 2) designee within three (3) business days. If the root cause cannot be determined within three (3) business days, the Offeror shall notify the Commonwealth of its timeframe to identify root cause and provide a complete report. | Required | Supported |
| A-40 | The Offer shall acknowledge that all contract changes (i.e., changes to the signed contract between the Commonwealth and the selected Offeror) must follow the Commonwealth's Contract Change Request Procedure (see Appendix L - Contract Change Request Procedures). | Required | Supported |
| <i>Service Desk Management</i> | | | |
| A-41 | The Offeror shall provide a Vendor Service Desk (VSD) ITSM solution that is integrated with the Enterprise Service Desk (ESD) ITSM system. | Required | Supported |
| A-42 | The Offeror shall integrate its Service Desk processes with the Service Desk processes of the Enterprises Service Desk provider (e.g. RFP #2), as well as the Commonwealth where the processes interact. | Required | Supported |
| A-43 | The Offeror's service desk shall electronically interface to the Enterprise Service Desk (ESD). This connection will allow the exchange of ticket, services request, and configuration management information. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-44 | The Offeror shall provide and maintain process documentation for all proposed ITSM processes (e.g. Incident, Problem, and Knowledge Management). The Offeror shall document and maintain throughout the contract period all processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | Supported |
| A-45 | The Offeror shall provide staffing levels appropriate to handle incident volumes and incident response targets. (see Appendix M for SLA template data sheets) | Required | Supported |
| A-46 | The Offeror shall provide a 24x7 service desk and technical support. | Required | Supported |
| A-47 | The Offeror provided service desk shall be located within the United States. | Required | Supported |
| A-48 | The Offeror shall manage all Incidents from Commonwealth users relating to its provided telecom services, including the following: <ul style="list-style-type: none"> o Providing first-line investigation and diagnosis. o Resolving those as possible. o Escalating those that cannot be resolved within agreed timescales. o Communicating with users, keeping them informed of progress, notifying them of impending actions, obtaining appropriate agreement, and in all ways engaging and communicating with them about service provider activities. | Required | Supported |
| A-49 | The Offeror shall design all services in compliance with the then-current version of ITIL. | Required | Supported |
| A-50 | The Offeror shall provide its own ITSM tool integrated with the ESD to document users' issues; to monitor work queues; and to open, update and close tickets. | Required | Supported |
| A-51 | The Offeror shall provide access via a no-fee, dedicated call-in phone number for all service desk services. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-52 | The Offeror shall provide a self-service web channel to allow users to report and monitor status of its service incidents. | Required | Supported |
| A-53 | The Offeror shall provide a self-service email address to allow users to report and request status of its service incidents. | Required | Supported |
| A-54 | The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not be limited to: <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time o Satisfaction Ratings | Required | Supported |
| A-55 | The Offeror shall create an incident ticket for the following: <ul style="list-style-type: none"> o Any service disruption which is reported or detected o Any hazardous conditions that has the potential for major service impact(s) (e.g., fire in a node) o Failure of the network management system that results in loss of visibility to network and telemetry data o Any other fault, event or request that the Commonwealth determines should be monitored or tracked through the service desk | Required | Supported |
| A-56 | The Offeror may not refuse to open a ticket for lack of information. | Required | Supported |
| A-57 | The Offeror's Service Desk must open a ticket even if there is an open MAC against the service. | Required | Supported |
| A-58 | The Offeror shall accept the submission of tickets via phone call or email. Both forms shall be handled and responded to with the same priority. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-59 | The Offeror shall establish a process for a ticket submitter to escalate his or her issue directly to Tier 2. | Required | Supported |
| A-60 | <p>The Offeror shall maintain the following data elements for each incident ticket:</p> <ul style="list-style-type: none"> o Ticket Submitter name and contact information o Onsite Contact name and contact information o Incident Ticket number o Fault description and definition of problem o Fault date and time of detection o Identification of customers affected by the fault o Services and locations affected by the fault o Information about detection of service affecting faults for peripheral network resources indicating whether the fault is internal or external o Estimated time to resolve o Resolution Details (what repairs were made). Resolution details shall include but not limited to: specific actions that were taken and why; root cause of problem; time to repair, etc. o Telecommunication Services Priority (TSP) or non-TSP service | Required | Supported |
| A-61 | The Offeror shall work with the Commonwealth to establish incident ticket templates that will be used for each service. These templates will be used by ticket submitters to quickly fill out required information for incidents and used to email issues to the ESD and/or the Offeror's Service Desk. | Required | Supported |
| A-62 | The Offeror shall maintain a frequent caller list with contact information already populated. | Highly Desirable | Supported |
| A-63 | The Offeror's service desk shall support trap and traces procedures. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-64 | The Offeror's service desk system shall ensure all tickets, regardless of ticket status or generations source, must remain accessible to contract participants at all times and must have search/query capability. | Required | Supported |
| A-65 | The ticket submitter shall be given the opportunity to determine the individual(s) that should be contacted to authorize ticket resolution. The Offeror shall contact the individual(s) determined by the ticket submitter on a per ticket basis. | Required | Supported |
| A-66 | The Offeror shall treat any issue which occurs three (3) times within in a sixty (60) day period and/or any issue which has been determined by the agency/TMO as "chronic". The Offeror shall open a Problem ticket for each chronic issue. | Required | Supported |
| A-67 | The Offeror shall retain all service desk data in its original format for online access and historical purposes for the term of the contract, including extensions. | Highly Desirable | Supported |
| A-68 | The Offeror shall ensure all service desk reporting activities are logged by the Offeror detailed, and accessible to all contract participants in CSV log format. | Highly Desirable | Supported |
| A-69 | The Offeror shall develop ticket escalation procedures which include all information and troubleshooting the Offeror requires from the Commonwealth to have the incident tickets escalated. These procedures | Required | Supported |
| A-70 | The Offeror provided service desk shall work collaboratively with the Commonwealth and other Supplier service desks to resolve service disruptions efficiently and expeditiously. | Required | Supported |
| A-71 | The Offeror's service desk shall provide emergency toll free routing changes within 15 minutes of request receipt. | Required | Supported |
| A-72 | The Offeror provided service desk shall support the Commonwealth, as required, in disaster recovery situations. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-73 | <p>The Offeror shall provide monthly service desk reports to the Commonwealth, in both CSV and PDF format. Reports will be due on the 15th of the month; if the 15th falls on a weekend or holiday, then reports need to be delivered prior to the 15th. Reports shall be presented by agency and location and are to be transferred to business area designated folders on the Commonwealth FTP Server. Report samples are as follows:</p> <ul style="list-style-type: none"> o Incident ticket aging report o SLA non-compliance report | Required | Supported |
| A-74 | <p>The Offeror shall provide regular service desk reports to OA/OIT on service desk related activities and performance, which at a minimum includes:</p> <ul style="list-style-type: none"> o Key issues relating to service desk processes, improvements, script development. o Status as to service desk staffing, training, and authorization. o Integration activities and issues with other service desks belonging to OA, Agencies, and other telecom service providers. o Trend analysis during the thirteen (13) most recent months. o Calculate metrics and provide monthly reports to OA, to include, but not be limited to: <ul style="list-style-type: none"> o Number of contacts, to include all calls, phone calls, electronic, automated or otherwise. o Number of calls abandoned, average call duration, average time to answer, average time to abandon. o Number and percentage of issues resolved. o Number and percentage of issues passed to other service desks. o Other pertinent information regarding Service Desk operation and performance. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|---|-------------------------|-------------------|
| A-75 | The Offeror provided service desk shall respond to a report request from the Commonwealth and other users of the Commonwealth network. Available reports will include but not limited to: <ul style="list-style-type: none"> o Tickets created o Submission Method (e.g. Phone, Email) o Number of Tickets Resolved o Reply and Wait Times o Resolution Time | Required | Supported |
| A-76 | The Offeror shall provide and maintain process documentation for Problem Management. | Required | Supported |
| A-77 | The Offeror shall provide the ability to execute within an enterprise level Problem Management process that can help define root cause analysis across multiple telecom services providers. | Required | Supported |
| A-78 | The Offeror shall provide monthly problem management reports that include on any trending analysis information and preventative measures for service improvement. | Required | Supported |
| A-79 | The Offeror shall provide a means for Problem detection from all relevant sources, specifically including the following: <ul style="list-style-type: none"> o Incident Management processes and Incident Management System. o Event Monitoring systems and tools o Technical support staff o OA and OA Customers o Trending of Incidents and Root Cause Analysis | Required | Supported |
| A-80 | The Offeror will track requests for Problem Management initiation, by source, organization and Authorized User. | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------------------------------|--|-------------------------|-------------------|
| A-81 | <p>The Problem Management Process shall include the following capabilities:</p> <ul style="list-style-type: none"> o Provide a means for prioritizing Problems / Known Errors based on considerations of business impact, urgency and severity using the prioritization model agreed to and approved by OA and which aligns with the method for prioritizing Incidents. o Provide a means for categorizing Problems / Known Errors using the categorization model agreed to and approved by OA and which aligns with the method for categorizing Incidents. | Required | Supported |
| A-82 | <p>The Offeror shall develop and maintain a Knowledge Management system that will include at a minimum the following:</p> <ul style="list-style-type: none"> o Provide and continuously update a list of OA/OIT-vetted FAQs regarding the Services on a user accessible portal. o Publish answers to the FAQs using a media that is efficient, easy to use, and easily accessible for Authorized Users, as well as subject to approval by OA. o Compile lists of FAQs where recommended solutions can be made available to Authorized Users to increase Authorized Users' ability to resolve incidents. | Required | Supported |
| A-83 | <p>The Offeror shall provide an ongoing Service Desk Management Plan which discloses the Offeror's processes and procedures for ongoing management of the service desk and describes:</p> <ul style="list-style-type: none"> o Process for responding to a report request from the Commonwealth o Process for responding to a general information request o Reports generated by the Offeror's service desk system(s) which shall be routinely provided to the Commonwealth | Required | Supported |
| <i>Event Management</i> | | | |
| A-84 | <p>The Offeror shall provide 24x7 event management and monitoring process (e.g. NOC/SOC/Service Desk) for all of its services that will electronically interface with the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations.</p> | Required | Supported |

H.1 Lot 1 and 2, A - Support Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| A-85 | The Offeror shall forward alerts to the Commonwealth's vendor provided (RFP 2) Enterprise Event Management (NOC/SOC) Service Operations as well as impacted Agencies. | Required | Supported |
| A-86 | The Offeror shall notify the Commonwealth's Voice Services team and the affected Agencies of any service disruption immediately or at maximum within 30 minutes. | Required | Supported |
| A-87 | The Offeror shall follow the Commonwealth's outage notification process as described in Appendix N. | Required | Supported |
| A-88 | The Offeror shall work with the Commonwealth Voice, Network and Security Operations and or Agencies on service performance or outages until resolved. | Required | Supported |
| A-89 | The Offeror shall provide network security monitoring, alerting and analysis services and shall notify the Commonwealth Network and Security Operations, OA/OIT Voice and Unified Communications Division, and Agencies of any suspected or identified security issues immediately or within 15 minutes. | Required | Supported |
| A-90 | The Offeror shall provide 24x365 response and service desk technical support and reporting. | Required | Supported |
| A-91 | The Offeror provided service desk shall work collaboratively with Commonwealth and other supplier service desks and Agencies to resolve service disruptions efficiently and expeditiously. | Required | Supported |
| A-92 | The Offeror shall provide an automated interface between its enterprise event management systems and the Enterprise Monitoring System to support the automatic creation of incidents in the ESD based on system monitoring of security and network events and alerts. | Required | Supported |
| A-93 | The Offeror shall document and maintain throughout the contract period all event management processes and related tool integrations. This documentation shall be included and maintained within the Process and Procedures Manual (PPM). | Required | Supported |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| Requirement | Requirement Type | Compliance | |
|--|--|-------------------|-----------|
| <i>General Project Management and Administration Services</i> | | | |
| B-1 | The Offeror shall act as a single point of coordination and accountability for all services provided under this contract. This includes any services provided by any subcontractors used by the Offeror. | Required | Supported |
| B-2 | The Offeror, at the request of OA, shall attend TMO meetings and TMO Knowledge days upon request. The commonwealth will provide the agenda prior to the meeting so the Offeror can schedule the proper resources for attendance. | Required | Supported |
| B-3 | The Offeror shall commit to a Deliverable Approval Plan which it has developed and submitted and which has been approved by the Commonwealth. | Required | Supported |
| B-4 | The Offeror shall include the approved Deliverable Approval Plan in its Process and Procedures Manual (PPM). | Required | Supported |
| <i>Status Reporting</i> | | | |
| B-5 | The Offeror shall attend regularly scheduled executive status meetings held in the Harrisburg area. The Offeror shall provide the agenda prior to the meeting and have staff and subcontractors at the meeting when appropriate for the current discussion. | Required | Supported |
| B-6 | The Offeror shall provide a monthly report itemizing and describing outages, traffic, calls, etc. | Required | Supported |
| B-7 | The Offeror shall provide a monthly report reflecting performance in relation to all contractual service levels. | Required | Supported |
| <i>User Satisfaction Surveys</i> | | | |
| B-8 | The Offeror shall provide quarterly customer satisfaction surveys to the Commonwealth and should contain both quantitative and qualitative information. The Offeror shall use these results and provide dashboard measurements to be reviewed at PMO meetings and posted on the TMO website. | Required | Supported |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| | <i>Transition Services</i> | | |
| B-9 | <p>The Offeror shall accomplish the transition of services in a transparent, seamless, orderly, and uninterrupted manner. Offeror's responsibilities with respect to the transition include:</p> <ul style="list-style-type: none"> o Transfer of the services in accordance with the Transition Plan agreed to by Commonwealth and including a number of Transition Milestones o Performing the transition without disruption to Commonwealth's operations o Scheduling transition related tasks when convenient for agencies and their locations o Assuming responsibility for all costs associated with the transition o Otherwise performing such transition and migration tasks as are necessary to enable Offeror to provide the services in accordance with the terms of the contract, including the applicable service levels | Required | Supported |
| B-10 | The Offeror shall include, with its proposal, an initial transition plan that includes key tasks and milestones, resource requirements (Offeror and Commonwealth), timelines and other dependencies required to successfully execute the transition. | Required | Supported |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------------------------|---|-------------------------|-------------------|
| B-11 | <p>In coordination with the Commonwealth, the Offeror shall jointly develop the final detailed transition plan that includes:</p> <ul style="list-style-type: none"> o Deliverables to be completed by Offeror (refer to the Transition Milestones and Key Deliverables section below) o Date(s) by which each activity or deliverable is to be completed (the "transition milestones") o Process and set of standards to which Offeror shall adhere in the performance of the transition services and that shall enable the Commonwealth to determine whether Offeror has successfully completed the transition and the activities and deliverables associated with each transition milestone o Any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth customers o Any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor o A detailed description of the processes and procedures that Offeror will implement (and associated implementation schedules) to effect the seamless integration and coordination of the services with related services to be provided by other Commonwealth contractors | Required | Supported |
| B-12 | The Offeror shall develop and maintain a Process and Procedures Manual which is available at all times to authorized Commonwealth staff. | Required | Supported |
| <i>Security</i> | | | |
| B-13 | The Offeror shall permit the Commonwealth or its designee to perform security risk assessments by a qualified and approved security vendor on an annual or as-needed basis to supplement internal auditing and compliance activities. | Required | Supported |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | Requirement | Requirement Type | Compliance |
|---|--|-------------------------|-------------------|
| B-14 | The Offeror shall perform criminal and civil background checks on all assigned staff. Any Offeror personnel and subcontracted personnel are required to pass a background check prior to access to any Agency facility or network, if required by the Agency. | Required | Supported |
| Staffing | | | |
| B-15 | The Offeror shall ensure that staffing resources involved with the design, implementation, transition, administration and support of all functions within the managed services have training, certification, and hands-on working experience (See Section III-5 for Key Positions and Staffing for additional requirements). | Required | Supported |
| <p>Service Level Agreements - - Note: Offerors proposals shall be based on the acknowledgement of the SLAs as shown in Appendix M SLA - Data Sheets. The Commonwealth is committed to the intent of these SLAs. During negotiations, the Commonwealth is willing to discuss the variables of the SLAs with the expectation that negotiated changes in SLA variables would be met with a corresponding reduction in service cost. However, proposals and pricing should be based upon the SLAs as they appear in this document.</p> | | | |
| B-16 | The Offeror's Service shall meet the Commonwealth's Service Level Agreements (SLAs) that establish minimum performance requirements for services provided (see Appendix M for SLA data sheets). | Required | Supported |
| B-17 | The Offeror's measurement and monitoring of service level performance shall permit reporting at a level of detail and frequency sufficient to permit the Commonwealth to verify compliance with the service levels and shall be subject to audit. Reporting of service availability must be viewable at the agency level. | Required | Supported |

H.1 Lot 1 and 2, B - Project Management and Administration Services

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|------|--|-------------------------|-------------------|
| B-18 | The Offeror shall adhere to the Commonwealth SLA Methodology document (provided as Appendix O). | Required | Supported |
| B-19 | The Offeror shall make tiered service offerings available to accommodate varying agency needs and budgets. | Required | Supported |

H.1 Lot 1 and 2, C - Emergency Preparedness

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-----|--|-------------------------|-------------------|
| C-1 | The Offeror shall maintain a current plan for providing emergency response continuity of operations. | Required | Supported |
| C-2 | The Offeror shall perform, record, and report to the Commonwealth on the results of plan-related drills. | Required | Supported |

Appendix H.2 Compliance Matrix Lot 1, Unified Communications and VoIP Services, Tasks D-G

RFP 6100039274
Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified in Lot 1, Unified Communications and VoIP Services, Sections III-8.D - III-8.G of the this RFP.

Offerors shall complete tabs D thru G of this appendix if bidding on services under Lot 1, Unified Communications and VoIP Services.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.2 in the Offeror's response to this RFP.

H.2 Lot 1, D - Architecture and Integration

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|---|-------------------------|-------------------|
| D-1.1 | The Offeror shall provide a fully managed, vendor hosted, VoIP solution that includes an integrated MS Skype for Business UC platform. The solution shall provide full integration and federation with the Commonwealth O365 environment. | Required | Supported |
| D-1.2 | The Offeror shall host all core components at the Offeror's datacenter(s). Equipment will NOT be hosted at the Commonwealth's data centers. | Required | Supported |
| D-1.3 | The Offeror shall maintain equipment that needs to be located within Commonwealth local and extended demarcation points or at end-user sites (for local survivability only). | Required | Supported |
| D-1.4 | The Offeror's solution shall, cost-effective way to support users in a multi-tenancy, multi-location (>100 locations) environment over the next 5-10 years. There are currently ~ 45,000 VoIP users that will be transitioned to the new platform. There are currently ~ 28,000 non-VoIP users (e.g. PBX, Centrex) many of which may be transitioned to the new platform. | Required | Supported |
| D-1.5 | The Offeror shall provide an option (available at an additional cost) for a robust survivability solution that includes a local dial plan for inbound/outbound with local control and extensibility, for use in the event of an emergency, or loss of data connectivity to the Offeror's service. | Required | Supported |
| D-1.6 | The Offeror's system shall be deployed in a geographically redundant fashion with all backend components mirrored between locations (no single point of failure). Fail-over must be automatic (with no human involvement) and preferably on a per component basis. | Required | Supported |
| D-1.7 | The Offeror shall maintain end-to-end data encryption as defined in IRS Publication 1075. | Required | Supported |
| D-1.8 | The Offeror shall provide at least two (2) geographically diverse connections to the Commonwealth's network (See Appendix P - Converged Network Standards.) | Required | Supported |

H.2 Lot 1, D - Architecture and Integration

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|---|-------------------------|-------------------|
| D-1.9 | The Offeror shall determine the data network bandwidth requirements for the Commonwealth locations. | Required | Supported |

H.2 Lot 1, E - Features and Functions

| <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> | |
|----------------------------------|--|-------------------|-----------|
| <i>Dial Tone Services</i> | | | |
| E-1.1 | The Offeror shall provide the capability to port current telephone numbers (TN) and toll-free (TF) numbers over from any numbering plan area (NPA)/network numbering exchange (NXX) within the Commonwealth of PA. | Required | Supported |
| E-1.2 | The Offeror shall provide flexibility in assigning/managing direct inward dialing blocks of telephone numbers. | Required | Supported |
| E-1.3 | The Offeror shall provide new telephone numbers upon request. | Required | Supported |
| E-1.4 | The Offeror shall provide network access via SIP trunk protocol. | Required | Supported |
| E-1.5 | The Offeror's solution shall display caller ID with name. | Required | Supported |
| E-1.6 | The Offeror's service shall meet current federal/state/local accessibility/disability requirements. | Required | Supported |
| E-1.7 | The Offeror shall provide user friendly process for updating directory listings. | Required | Supported |
| E-1.8 | The Offeror shall provide ability for end user to dial and connect to 411 for information service. | Required | Supported |
| <i>Main Line Services</i> | | | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|-----------------------------------|--|-------------------------|------------------------|
| E-1.9 | The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e. a. Centralized answering point b. Receptionist c. Dedicated switchboard d. Forward capability (including night feature) | Required | Supported |
| E-1.10 | The Offeror shall provide more than 1 incoming call on a single TN at a time. | Required | Supported |
| E-1.11 | The Offeror shall provide the ability for multiple users, in a physical office, to answer an inbound call from the same telephone number. | Required | Supported |
| E-1.12 | The Offeror shall provide an attendant console or main switchboard type functionality. | Required | Supported |
| <i>Voice Mail Services</i> | | | |
| E-1.13 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) | Required | Supported |
| E-1.14 | The Offeror shall provide capability for VM to be transferred to another user on the system (2nd party VM). | Required | Supported |
| E-1.15 | The Offeror shall provide an optional graphic user interface (GUI) for web based VM management. | Highly Desirable | Configurable by Vendor |
| E-1.16 | The Offeror shall accommodate VM only line, if needed. | Required | Supported |
| E-1.17 | The Offerors solution shall provide visual voicemail. | Highly Desirable | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--|---|-------------------------|--|
| E-1.18 | The Offeror shall provide optional OOO functionality with expiration date. | Highly Desirable | Not Supported |
| E-1.19 | The Offeror shall provide optional voicemail transcription capability. | Highly Desirable | Supported in Next Release (Defined as within next 12 months) |
| E-1.20 | The Offeror's solution shall support the transfer of live calls into another person's VM. | Required | Supported |
| E-1.21 | The Offeror's solution shall support the delivery of voice mail to a user's email inbox. | Required | Supported |
| <i>Self-Managed Moves, Adds and Changes</i> | | | |
| E-1.22 | At the request of individual agencies, the Offeror shall provide a secure Web-based electronic interface which allows agency access, to its own lines only, for the purpose of moves, adds and changes (such as user changes to a TN, resetting of passwords, and user profile builds and changes) to current services on hosted system(s). | Required | Supported |
| <i>Auto Attendants</i> | | | |
| E-1.23 | The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number. | Required | Supported in Next Release (Defined as within next 12 months) |
| E-1.24 | The Offeror shall provide, at the request of an individual agency, user with the ability to self-manage Auto Attendant (AA) system changes such as menu routing changes, time of day changes, holiday schedules, add/change/delete menu options, as well as Offeror managed. | Required | Supported in Next Release (Defined as within next 12 months) |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---|---|-------------------------|--|
| E-1.25 | The offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. | Required | Supported in Next Release (Defined as within next 12 months) |
| E-1.26 | The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes. | Required | Supported in Next Release (Defined as within next 12 months) |
| E-1.27 | The Offeror shall provide ability to route calls by time of day/day of week/holiday. | Required | Supported in Next Release (Defined as within next 12 months) |
| E-1.28 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours). | Required | Supported in Next Release (Defined as within next 12 months) |
| E-1.29 | The Offeror's solution shall add, at no additional cost, the Commonwealth's holiday schedule to the platform each year for the duration of the contract. | Required | Supported in Next Release (Defined as within next 12 months) |
| <i>IPT Toll Free with Advanced Routing</i> | | | |
| E-1.30 | The Offeror shall provide toll-free (TF) Services. | Required | Supported |
| E-1.31 | The Offeror shall provide new toll-free numbers upon request. | Required | Supported |
| E-1.32 | The Offeror shall provide the capability to port current toll-free (TF) numbers to the selected Offeror's platform. | Required | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-----------------------------|---|--------------------------------|--------------------------|
| E-1.33 | The Offeror shall provide agencies the capability to route TF numbers to an alternate point, as needed, using a web portal or website. | Required | Supported |
| E-1.34 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. | Required | Supported |
| E-1.35 | The Offeror's TF advanced routing capability shall include Dialed Number Information Service (DNIS), Automatic Number ID (ANI), Network Numbering Exchange (NXX), and time and / or day scheduled routing. | Required | Supported |
| <i>Call Handling</i> | | | |
| E-1.36 | The Offeror shall provide typical handling capabilities including: <ul style="list-style-type: none"> a. Call waiting b. Caller ID c. Permanent caller ID call blocking/unblocking d. Per call caller ID blocking/unblocking e. Manual call forwarding/removing forwarding | Required | Supported |
| E-1.37 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. | Required | Supported |
| E-1.38 | The Offeror shall provide ability to answer an incoming call from another individual phone. | Required | Supported |
| E-1.39 | The Offeror shall provide ability to answer an incoming call from another phone within a designated group. | Required | Supported |
| E-1.40 | The Offeror shall provide an option to mask outbound caller id on an individual telephone number basis. | Required | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|----------------------------|---|-------------------------|-------------------|
| E-1.41 | The Offeror shall provide flexible hunting capabilities. | Required | Supported |
| E-1.42 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". | Required | Supported |
| E-1.43 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. | Required | Supported |
| E-1.44 | The Offeror shall provide options for line referrals. At a minimum, the options should include six (6) and twelve (12) months. | Required | Supported |
| E-1.45 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. | Highly Desirable | Supported |
| E-1.46 | The Offeror shall provide the capability to block a number from the entire VOIP platform. This would be a Commonwealth enterprise level request and only initiated by OA with strict guidelines. | Required | Supported |
| <i>UC Functions</i> | | | |
| E-1.47 | The Offeror acknowledges that it is providing a Microsoft Skype for Business (MS SfB) unified communications platform that integrates with its proposed VOIP solution. This system must federate with Commonwealth's O365 environment to provide a consistent UC experience for all SfB users, hosted IPT, or O365 users. | Required | Supported |
| E-1.48 | The Offeror's UC solution shall support Skype for Business Mobility. | Required | Supported |
| E-1.49 | The Offeror shall integrate seamlessly with the Commonwealth's Active Directory. | Required | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|----------------------------|--|--------------------------------|--------------------------|
| E-1.50 | The Offeror shall provide the ability to create a call by clicking on contact call information or icon. | Required | Supported |
| E-1.51 | The Offeror shall provide the ability for a call to be answered at multiple phone numbers. | Required | Supported |
| E-1.52 | The Offeror's solution shall be user friendly and intuitive. | Required | Supported |
| E-1.53 | The Offeror's solution shall provide call history and detail for the user. | Required | Supported |
| E-1.54 | The Offeror's solution shall incorporate Commonwealth Single Sign On policy and procedures. | Required | Supported |
| E-1.55 | The Offeror's solution shall incorporate adherence to the Twenty-First Century Communications and Video Accessibility Act of 2010 for accommodations of users with disabilities. | Required | Supported |
| E-1.56 | The Offeror shall provide the ability for the user to see Caller IDs of multiple incoming calls. | Required | Supported |
| <i>Conferencing</i> | | | |
| E-1.57 | The Offeror shall provide a conferencing solution (voice/video/collaboration) that integrates with the proposed UC (Skype for Business) and VoIP services. | Required | Supported |
| E-1.58 | The Offeror shall provide the ability to record collaboration meetings audio and video for archiving and later playback, i.e., training. | Required | Supported |
| E-1.59 | The Offeror shall provide for archiving and later playback of audio and audio/visual recordings. | Required | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-----------------------------------|---|-------------------------|-------------------|
| E-1.60 | The Offeror shall ensure a minimum of 250 participants on a standard conference call. | Required | Supported |
| E-1.61 | <p>The Offeror shall provide the ability to choose a large capacity conferencing option which allows for, at a minimum, in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Ability to include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. | Required | Supported |
| <i>Safety and Security</i> | | | |
| E-1.62 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. | Required | Supported |
| E-1.63 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). | Required | Supported |
| E-1.64 | The Offeror shall provide support of Telecommunications Service Priority (TSP). | Required | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|---------------------|---|-------------------------|-------------------|
| E-1.65 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. | Required | Supported |
| 911 Services | | | |
| E-1.66 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. | Required | Supported |
| E-1.67 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. | Required | Supported |
| E-1.68 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. | Required | Supported |
| E-1.69 | The Offeror shall provide Enhanced 911 calling ("E-911") service for telephone, soft phones and remote users who use soft phones to connect to the IPT service. | Required | Supported |
| Recording | | | |
| E-1.70 | The Offeror shall provide ad-hoc recording capabilities for inbound/outbound VoIP calls. | Required | Supported |
| E-1.71 | The Offeror shall provide ad-hoc recording storage capabilities. | Required | Supported |
| E-1.72 | The Offeror shall provide ad-hoc recording capabilities which has the ability to announce call is being recorded. | Required | Supported |
| E-1.73 | The Offeror shall provide the capability to record, and store as one call, an entire call even if it is transferred. | Required | Supported |
| Hardware | | | |

H.2 Lot 1, E - Features and Functions

| | Requirement | Requirement Type | Compliance |
|--|---|-------------------------|-------------------|
| E-1.74 | The Offeror shall provide multiple non-proprietary softphone solutions desktop and mobile phone compatibility. Solutions shall be compatible with Skype for Business. | Required | Supported |
| E-1.75 | The Offeror shall provide multiple non-proprietary handset solutions. Option(s) for handset shall be included in price of service. | Required | Supported |
| E-1.76 | The Offeror shall maintain, for each agency and for the life of the contract, up-to-date specifications, for each non-proprietary, SIP Standards phone including its life cycle and end of life cycle date. | Highly Desirable | Supported |
| E-1.77 | The Offeror shall provide specifications, to each agency, for non-proprietary Wi-Fi enabled handsets along with life cycle and end of life cycle date. This information shall be kept current for the life of the contract. | Highly Desirable | Supported |
| E-1.78 | The Offeror shall adhere to Americans with Disabilities Act (ADA) requirements for public phone installation and use. | Required | Supported |
| <i>Teleworking (including users in an occasional out-of-the-office or travel status as well as users working from a non-office environment on a regular basis.)</i> | | | |
| E-1.79 | The Offeror shall provide a mobile or teleworking solution where IPT desktop and soft phones can be configurable to work outside of the Commonwealth network (e.g., in user's home.) | Required | Supported |
| E-1.80 | The Offeror shall provide a secure mobile or teleworking solution without VPN. | Required | Supported |
| E-1.81 | The Offeror shall provide a mobile or teleworking solution with end user Multi Call feature that allows users to make or receive multiple calls at the same time. | Required | Supported |
| E-1.82 | The Offeror shall provide a mobile or teleworking solution which will incorporate Main Line Forwarding feature. | Required | Supported |

H.2 Lot 1, E - Features and Functions

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|--|-------------------------|-------------------|
| E-1.83 | The Offeror shall provide a mobile or teleworking solution with Directory Listing services. | Required | Supported |
| E-1.84 | The Offeror shall provide a mobile or teleworking solution with the ability for end user to dial and connect to 411 for information service. | Required | Supported |

H.2 Lot 1, F - Training

| <u>Requirement</u> | | <u>Requirement Type</u> | <u>Compliance</u> |
|--------------------|---|-------------------------|-------------------|
| F-1.1 | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. All training materials will be kept current according to technology and usage product and feature additions and changes. | Required | Supported |
| F-1.2 | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. | Required | Supported |
| F-1.3 | The Offeror shall provide training on a regular basis to keep users and practitioners up-to-date on such items as network technology and data security, new VoIP features, changes due to updates, etc. and to provide training in various formats such as, but not limited to, classroom, web-based and train the trainer. | Required | Supported |
| F-1.4 | The Offeror shall provide periodic informational and training sessions with key agency personnel such as administrators (TMO's). | Required | Supported |
| F-1.5 | The Offeror shall provide feature based training videos to be posted and updated on a mutually agreed-upon website. | Required | Supported |
| F-1.6 | The Offeror shall be responsible for training all TMO's and users. Training shall include, but is not limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. o TMO moves, adds and changes | Required | Supported |
| F-1.7 | The Offeror shall provide training courses specifically and solely related to conferencing. | Required | Supported |

H.2 Lot 1, F - Training

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|---|-------------------------|-------------------|
| F-1.8 | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. | Required | Supported |
| F-1.9 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). | Required | Supported |
| F-1.10 | At the request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition that must be approved by Commonwealth. All user documentation will be available for download on agreed upon website. | Required | Supported |
| F-1.11 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. | Required | Supported |
| F-1.12 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor (for the life of the contract). | Required | Supported |
| F-1.13 | The Offeror shall allow for the evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth (for the life of the contract). | Required | Supported |

H.2 Lot 1, G - Transition

| <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> | |
|--------------------|--|-------------------|-----------|
| G-1.1 | The Offeror shall schedule transitions as determined by the agencies. | Required | Supported |
| G-1.2 | The Offeror shall schedule transitions as determined by the agencies with respect to Data transition. | Required | Supported |
| G-1.3 | The Offeror shall complete all transition activities no later than October 2019. | Required | Supported |
| G-1.4 | The Offeror shall provide agencies with Feature Code List once the transition schedule has been determined (see Transition Milestone table). | Required | Supported |
| G-1.5 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. | Required | Supported |
| G-1.6 | The Offeror shall provide options for collection and disposal of equipment to be replaced. | Required | Supported |
| G-1.7 | The Offeror shall include any necessary training needs into transition or implementation schedule. | Required | Supported |
| G-1.8 | The Offeror shall provide availability of training staff onsite for the day of and one day after transition. | Required | Supported |
| G-1.9 | The Offeror shall provide a transition services plan based on services provided and number of site and/or physical endpoints. | Required | Supported |
| G-1.10 | The Offeror shall lead marketing activities to help ensure user acceptance, increase user acceptance, and ensure TMOs and users understand available services. | Required | Supported |

H.2 Lot 1, G - Transition

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|---|-------------------------|-------------------|
| G-1.11 | The Offeror shall develop and create a marketing plan to be approved by the Commonwealth. The marketing plan should address but not limited to the following objectives: <ul style="list-style-type: none">o Increased adoption an usage of the new Unified Communications and VoIP Serviceso Ongoing outreach and training to TMOs and users on the features and benefits of the new services | Required | Supported |

Appendix H.3 Compliance Matrix

Lot 2, Traditional Voice Services, Tasks D-F

RFP 6100039274
Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide a series of requirements matrices. These matrices reflect the requirements identified in Lot 2, Traditional Voice Services, Sections III-8.D - III-8.F of the this RFP.

Offerors shall complete tabs D thru F of this appendix if bidding on services under Lot 2, Traditional Voice Services.

To complete a tab, the Offeror shall indicate, for each requirement, its capability and commitment to comply with the item.

The response options are provided in a drop-down box and are as follows:

- Supported
- Configurable by COPA
- Configurable by Vendor
- Not Supported
- Supported in Next Release (Defined as within next 12 months)

Any response of "Not Supported" or "Supported in Next Release (Defined as within next 12 months)" must be explained in the vendors Technical Submittal. Vendors should NOT provide an explanation within the Compliance Matrix response.

The completed matrix must be included as Attachment H.3 in the Offeror's response to this RFP.

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| Requirement | Requirement Type | Compliance | |
|---|---|-------------------|-----------|
| <i>PBX / Key System Trunk Services</i> | | | |
| D-2.1 | The Offeror shall provide trunk services for existing and future PBX and Key systems (see Appendix T for current sites utilizing trunk services). | Required | Supported |
| D-2.2 | The Offeror shall provide the capability to port current telephone numbers (TN) including Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) TN's and toll-free (TF) numbers over from current provider from any NPA/NXX within PA. | Required | Supported |
| D-2.3 | The Offeror shall provide DIDs upon request. | Required | Supported |
| D-2.4 | The Offeror shall provide and maintain a current service availability catalog indicating where within the Commonwealth its services are available. | Required | Supported |
| D-2.5 | The Offeror shall provide TN management capability to easily activate/deactivate TN within existing blocks. | Required | Supported |
| D-2.6 | The Offeror shall meet current federal/state/local accessibility/disability requirements. | Required | Supported |
| <i>Centrex Services</i> | | | |
| D-2.7 | The Offeror shall provide the capability to port current telephone numbers (TN) within PA. | Required | Supported |
| D-2.8 | The Offeror shall provide PSTN connections. | Required | Supported |
| D-2.9 | The Offeror shall provide point-to-point, two wire and four wire services. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-----------------------------------|---|-------------------------|-------------------|
| D-2.10 | The Offeror shall accommodate simultaneous inbound/outbound calls from a single TN. | Required | Supported |
| D-2.11 | The Offeror shall acknowledge that a request at Enterprise level to block TN must be initiated by OA only with strict guidelines. | Required | Supported |
| D-2.12 | The Offeror shall provide user friendly process for updating directory listings. | Required | Supported |
| D-2.13 | The Offeror shall provide ability for end users to dial and connect to 411 for information service. | Required | Supported |
| D-2.14 | The Offeror shall provide analog service to locations which have or will have elevators, fax, alarm (fire, security, other) and TTY. | Required | Supported |
| <i>Main Line Services</i> | | | |
| D-2.15 | The Offeror shall provide feature solutions to accommodate main line answering scenarios, i.e., a. Centralized answering point b. Receptionist c. Dedicated switchboard d. Forward capability (including night feature) | Required | Supported |
| D-2.16 | The Offeror shall provide main line answering features for multiple users. | Required | Supported |
| D-2.17 | The Offeror shall accommodate legacy attendant console/main switchboard functionality. | Required | Supported |
| <i>Voice Mail Services</i> | | | |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------------------------------|---|-------------------------|-------------------|
| D-2.18 | The Offeror shall provide simple and logical instructions for users (i.e. change greeting/name, listen to VM, delete VM, transfer VM, etc.) | Required | Supported |
| D-2.19 | The Offeror shall provide capability for VM to be transferred to 2nd party VM. | Required | Supported |
| D-2.20 | The Offeror shall provide optional graphic user interface (GUI) for web based VM management. | Required | Supported |
| D-2.21 | The Offeror shall provide optional OOO functionality with expiration date. | Highly Desirable | Supported |
| D-2.22 | The Offeror shall provide availability for voicemail message to be left at number to which calls have been transferred. | Highly Desirable | Supported |
| D-2.23 | The Offeror shall accommodate VM only line if needed. | Required | Supported |
| D-2.24 | The Offeror's solution shall support the transfer of live calls into another person's VM. | Required | Supported |
| <i>Auto Attendants</i> | | | |
| D-2.25 | The Offeror shall provide auto attendant capabilities such as, but not limited to, the ability to create multiple menus for call routing, mailboxes that will allow callers to hear a pre-recorded message, mailboxes that will provide prompting to callers to say specific information that will in turn be delivered as a voicemail to a designated destination, and the ability for callers to leave standard voicemails. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--|---|-------------------------|-------------------|
| D-2.26 | The Offeror shall provide the ability to route calls from the Offeror's Auto Attendant platform to any local, long distance, or toll free number. | Required | Supported |
| D-2.27 | The Offeror shall fully manage, at the request of an individual agency, all auto attendant changes. | Required | Supported |
| D-2.28 | The Offeror shall provide ability to route calls by time of day/day of week/holiday. | Required | Supported |
| D-2.29 | The Offeror shall provide alternate routing/disaster recovery pre-built mapping capability (i.e. emergency/after-hours.) | Required | Supported |
| <i>Conventional Toll Free with Advanced Routing</i> | | | |
| D-2.30 | The Offeror shall provide toll-free (TF) Services. | Required | Supported |
| D-2.31 | The Offeror shall provide new toll free numbers upon request. | Required | Supported |
| D-2.32 | The Offeror shall allow for self-managed routing changes for TF numbers. | Required | Supported |
| D-2.33 | The Offeror shall provide the capability to port current toll-free (TF) numbers. | Required | Supported |
| D-2.34 | The Offeror shall provide the capability to route TF numbers to alternate points, as needed, using a web portal or website. | Required | Supported |
| D-2.35 | The Offeror shall provide the capability to route TF numbers to an alternate point, as needed, as the result of a service order or phone call. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|----------------------|--|-------------------------|-------------------|
| D-2.36 | The Offeror's TF advanced routing capability shall include DNIS, ANI, NXX and time and / or day scheduled routing | Required | Supported |
| Call Handling | | | |
| D-2.37 | The Offeror shall provide typical handling capabilities including: a) Call waiting b) Caller ID c) Permanent call blocking/unblocking d) Per call blocking/unblocking e) Manual call forwarding/removing forwarding | Required | Supported |
| D-2.38 | The Offeror shall provide processes, response times for service/support, and call details for trap and trace. All lines provided by the Offeror shall have the capability to do trap and trace. | Required | Supported |
| D-2.39 | The Offeror shall provide availability to answer incoming call from another individual phone. | Required | Supported |
| D-2.40 | The Offeror shall provide availability to answer incoming call from another phone within a designated group. | Required | Supported |
| D-2.41 | The Offeror shall provide the option to mask outbound caller id on an individual TN basis. | Required | Supported |
| D-2.42 | The Offeror shall provide flexible hunting capabilities. | Required | Supported |
| D-2.43 | The Offeror shall provide automatic dialing of a pre-determined number as a feature when a designated phone goes "off hook". | Required | Supported |
| D-2.44 | The Offeror shall provide the ability to locally and remotely manage call forwarding features by user and administrators. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|-----------------------------------|--|-------------------------|-------------------|
| D-2.45 | The Offeror shall provide options for line referrals. At a minimum, the options shall include six (6) and twelve (12) months. | Required | Supported |
| D-2.46 | The Offeror shall provide the capability to block a number at the WTN level upon agency request. | Required | Supported |
| <i>Safety and Security</i> | | | |
| D-2.47 | The Offeror shall provide availability and repair times in accordance with mutually accepted Service Level Agreements and will be included with each agencies Continuity of Operations (COOP) and Continuity of Government (COG) procedures. | Required | Supported |
| D-2.48 | The Offeror shall provide routing of calls for adherence to Government Emergency Telephone Service (GETS). | Required | Supported |
| D-2.49 | The Offeror shall provide support of Telecommunications Services Priority (TSP) | Required | Supported |
| D-2.50 | The Offeror shall provide a multiple number calling feature to be used to reach multiple users for emergency notification purposes. | Required | Supported |
| <i>911 Services</i> | | | |
| D-2.51 | The Offeror shall provide 911 location services that comply with local/state/federal requirements. | Required | Supported |
| D-2.52 | The Offeror shall provide 911 location services that comply with local/state/federal E911 requirements. | Required | Supported |
| D-2.53 | The Offeror shall confirm 911 emergency access from all locations to the correct public safety answering point (PSAP) before implementing any new services to include location and call back information. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | Requirement | Requirement Type | Compliance |
|---------------------|---|-------------------------|-------------------|
| D-2.54 | The Offeror shall provide location specific information, including address, floor number and compass direction as a minimum, to the corresponding PSAP. | Required | Supported |
| Conferencing | | | |
| D-2.55 | The Offeror shall provide a voice conferencing solution that can be utilized independent of any unified communication for 250 attendees or more. | Required | Supported |
| D-2.56 | The Offeror shall provide unlimited free local number Dial In. | Highly Desirable | Supported |
| D-2.57 | The Offeror shall provide toll-free Dial In. | Required | Supported |
| D-2.58 | The Offeror shall provide the ability to record conference calls. | Required | Supported |
| D-2.59 | The Offeror shall provide a solution to support full service conference hosting. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-----------------|--|-------------------------|-------------------|
| D-2.60 | <p>The Offeror shall provide the ability to choose a large capacity conferencing option which allows for in excess of 1,000 participants. Features should include but not be limited to the following:</p> <ul style="list-style-type: none"> a. Ability to limit participants from unmuting their lines during meeting. b. Ability for participants to register for the meeting with the meeting coordinator being able to dictate what information the registrants need to provide. c. Ability for participants to utilize a chat feature in order to ask questions. d. Should include video, collaboration, dial in voice functionality. e. Ability for meeting coordinator to view all that registered and participated in meeting. f. Ability to send invitations to meeting attendees and bulk upload attendees. | Highly Desirable | Supported |
| D-2.61 | <p>The Offeror's solution shall provide the following minimum customer support services:</p> <ul style="list-style-type: none"> o Online Help Center o Email & phone support o Dedicated account manager | Required | Supported |
| D-2.62 | The Offeror shall provide an option for contract participants to choose full service conference hosting services to include operator assisted services. | Required | Supported |
| Hardware | | | |
| D-2.63 | The Offeror shall provide specifications for each agency proprietary or non-proprietary phone, life cycle and end of life cycle date. This information shall be kept current for the life of the contract. | Highly Desirable | Supported |
| D-2.64 | The Offeror shall adhere to ADA requirements for public phone installation and use. | Required | Supported |

H.3 Lot 2, D - Features and Functions (Traditional Voice Services)

| <u>Requirement</u> | | <u>Requirement Type</u> | <u>Compliance</u> |
|-----------------------------|--|-------------------------|-------------------|
| <i>POTS Services</i> | | | |
| D-2.65 | The Offeror shall accommodate single analog lines in diverse locations to support analog phones. | Highly Desirable | Supported |
| <i>Pay Phones</i> | | | |
| D-2.66 | The Offeror shall provide a payphone service to accommodate existing payphone deployments, as well as new deployments. (See Appendix V). | Required | Supported |
| D-2.67 | The Offeror shall meet current federal/state/local accessibility/disability requirements with adherence to Americans with Disabilities Act (ADA) TTY and the Twenty-First Century Communications and Video Accessibility Act | Required | Supported |

H.3 Lot 2, E - Training

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|--|-------------------------|-------------------|
| E-2.1 | The Offeror shall submit all training material and class outlines to the Commonwealth for approval prior to being made available to contract participants. | Required | Supported |
| E-2.2 | The Offeror shall provide the Commonwealth with the credentials and experience of each of the proposed trainers a minimum of two weeks prior to each of the scheduled training sessions. The Commonwealth reserves the right to interview and approve or disapprove of each of the trainers. | Required | Supported |
| E-2.3 | The Offeror shall provide periodic informational and training sessions with key agency personnel. | Required | Supported |
| E-2.4 | The Offeror shall provide feature based training videos to be posted and updates on a mutually agreed-upon website. | Required | Supported |
| E-2.5 | The Offeror shall be responsible for training all administrators prior to installation or activation of any services. Training shall include, but not be limited to: <ul style="list-style-type: none"> o How to place call o Transfer o Call pick up, etc. | Required | Supported |
| E-2.6 | The Offeror shall provide optional onsite training and support during actual transition (to be scheduled by agency prior to transition date). | Required | Supported |
| E-2.7 | The Offeror shall provide training courses specifically and solely related to conferencing. | Required | Supported |
| E-2.8 | The Offeror shall schedule instructor led training sessions within the commonwealth's learning management system. | Required | Supported |

H.3 Lot 2, E - Training

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|--------|--|-------------------------|-------------------|
| E-2.9 | Upon request of an agency, the Offeror shall provide concise, user friendly documentation to each end user at time of transition. | Required | Supported |
| E-2.10 | The Offeror shall provide hands-on classroom training sessions for individuals supporting answering positions. | Required | Supported |
| E-2.11 | The Offeror shall provide additional training sessions at no cost should the classroom instruction be considered a failure due to the ineffectiveness of the instructor. | Required | Supported |
| E-2.12 | The Offeror shall allow evaluation of all trainers. The Offeror shall replace a trainer at the request of the Commonwealth. | Required | Supported |

H.3 Lot 2, F - Transition

| | <u>Requirement</u> | <u>Requirement Type</u> | <u>Compliance</u> |
|-------|--|-------------------------|-------------------|
| F-2.1 | The Offeror shall schedule transitions as determined by the agencies. | Required | Supported |
| F-2.2 | The Offeror shall provide agencies with Feature Code List once schedule has been determined. | Required | Supported |
| F-2.3 | The Offeror shall coordinate transition with multiple vendors during any transitions which include multiple vendors. | Required | Supported |
| F-2.4 | The Offeror shall provide options for collection and disposal of equipment to be replaced. | Required | Supported |
| F-2.5 | The Offeror shall include any necessary training needs into transition or implementation schedule. | Required | Supported |

Appendix Q - VoIP Service Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Commonwealth is looking for a statewide VoIP solution for its various locations. The VoIP Service Locations tab of this appendix indicates locations where VoIP is currently available to the Commonwealth. The Data Service Locations tab indicates all data service locations across the Commonwealth.

Offerors shall complete both tabs if bidding in Lot 1 services.

To complete a tab, the Offeror shall denote any location if it is unable to provide VoIP services.

The response options are provided in a drop-down box and are as follows:

X

For the VoIP Service Locations tab, any response of "X", denoting the inability to provide VoIP services, must also be explained in the Comments column and the Offeror's Technical Submittal.

For the Data Service Locations tab, any response of "X", denoting the inability to provide VoIP services, may optionally be explained in the Comments.

The completed matrix must be included as Attachment Q in the Offeror's response to this RFP.

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|------------------------------------|------------------------|----------------|-------|------------|------|---|
| District 11-0 | 45 Thoms Run Rd | Bridgeville | 15017 | 5926 | | |
| Washington CAO/Valley District | 595 Galiffa Dr | Donora | 15033 | 6094 | | |
| Westmoreland CAO/New Kensington | 909 Industrial Blvd | New Kensington | 15068 | 8025 | | |
| Beaver CAO | 171 Virginia Ave | Rochester | 15074 | 8941 | | |
| U.C Service Center | 14 N Linden St | Duquesne | 15110 | 13585 | | |
| Allegheny CAO/Southeast District | 220 6th St | McKeesport | 15132 | 7624 | | |
| Allegheny CAO/Greater Pgh East | 5947 Penn Ave | Pittsburgh | 15206 | 8684 | | |
| 11 Parkway Center | 875 Greentree Rd | Pittsburgh | 15220 | 8723 | | |
| City County Building | 414 Grant St | Pittsburgh | 15222 | 8653 | | |
| | 500 Waterfront Dr | Pittsburgh | 15222 | 8665 | | |
| Allegheny LI BVRs/BVVS District | 531 Penn Ave | Pittsburgh | 15222 | 8673 | | |
| Gateway Center | 603 Stanwix St | Pittsburgh | 15222 | 15609 | | |
| Warner Center | 332 5th Ave | Pittsburgh | 15222 | 19775 | | |
| DOR | 1424 Western Avenue | Pittsburgh | 15233 | 21904 | | |
| | 3070 William Pitt Way | Pittsburgh | 15238 | 8624 | | |
| Washington CAO | 167 N Main St | Washington | 15301 | 9577 | | |
| WSH147 | 90 W Chestnut St | Washington | 15301 | 9589 | | |
| District 12-4 | 172 SR 519 | Eighty Four | 15330 | 23442 | X | Address Failed Validation |
| Fayette CAO | 41 W Church St | Uniontown | 15401 | 9476 | | |
| District 12-0 & 12-1 | 825 N Gallatin Ave Ext | Uniontown | 15401 | 9486 | | |
| DEP California District Office | 25 Technology Dr | Coal Center | 15423 | 15802 | | |
| Somerset CAO | 164 Stayrook St | Somerset | 15501 | 14487 | | |
| Bedford CAO | 150 North St | Bedford | 15522 | 10278 | | |
| DOR | 15 W 3rd St | Greensburg | 15601 | 6580 | | |
| Westmoreland CAO/Headquarters | 587 Sells Ln | Greensburg | 15601 | 6592 | | |
| Westmoreland CAO/E Greensburg Dist | 595 Sells Ln | Greensburg | 15601 | 6593 | | |
| | 144 N Main St | Greensburg | 15601 | 20744 | | |
| | 131 Broadview Road | New Stanton | 15672 | 25958 | | |
| District 10-0 & 10 | 2550 Oakland Ave | Indiana | 15701 | 13246 | | |
| | 607 Main St | Johnstown | 15901 | 7202 | | |
| Cambria CAO | 625 Main St | Johnstown | 15901 | 10553 | | |
| DOR | 425 Main St | Johnstown | 15901 | 19947 | | |
| | 184 Donald Ln | Johnstown | 15904 | 16229 | | |
| DEP Cambria District Office | 286 Industrial Park Rd | Ebensburg | 15931 | 10826 | | |
| Butler CAO | 108 Woody Dr | Butler | 16001 | 5650 | | |
| | 101 S Mercer St | New Castle | 16101 | 7962 | | |
| Lawrence CAO | 100 S Jefferson St | New Castle | 16101 | 15568 | | |
| Lakeview Industrial Park | 25 McQuiston Dr | Jackson Center | 16133 | 10159 | | |
| Lakeview Industrial Park | 19 McQuiston Dr | Jackson Center | 16133 | 12773 | | |
| District 1-1 | 215 N Maple St | Mercer | 16137 | 7706 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|------------------------------------|---------------------------------|----------------|-------|------------|------|---|
| Potter CAO | 269 Rte 6 W | Coudersport | 16195 | 14654 | | |
| Armstrong CAO | 1280 N Water St | Kittanning | 16201 | 7248 | | |
| Clarion CAO | 71 Lincoln Dr | Clarion | 16214 | 14499 | | |
| | 255 Elm St | Oil City | 16301 | 12803 | | |
| Venango CAO | 530 13th St | Franklin | 16323 | 10844 | | |
| DEP NW Regional Office @ Meadville | 230 Chestnut St | Meadville | 16335 | 7652 | | |
| UCSC Erie | 1316 State St | Erie | 16501 | 6357 | | |
| DOR | 448 W 11th St | Erie | 16501 | 6392 | | |
| Erie CAO | 1316 Holland St | Erie | 16503 | 6356 | | |
| DOR | 1600 Peninsula Dr | Erie | 16505 | 6364 | | |
| | 100 State St | Erie | 16507 | 6347 | | |
| DOR | 4802 Pittsburgh Ave | Erie | 16515 | 13719 | | |
| Blair CAO | 1100 Green Ave | Altoona | 16601 | 5313 | | |
| Altoona State Office Bldg | 1101 Green Ave | Altoona | 16601 | 5314 | | |
| | 615 Howard Ave | Altoona | 16601 | 5335 | | |
| | 1130 12th Ave | Altoona | 16601 | 18690 | | |
| Huntingdon CAO | 7591 Lake Raystown Shopping Ctr | Huntingdon | 16652 | 10579 | | |
| McKean CAO | 68 Chestnut St | Bradford | 16701 | 21439 | | |
| FBC Benner Springs SFH | 1735 Shiloh Rd | State College | 16801 | 9249 | | |
| Centre CAO | 2580 Park Centre Blvd | State College | 16801 | 9270 | | |
| FBC Pleasant Gap Complex | 450 Robinson Ln | Bellefonte | 16823 | 5452 | | |
| Clearfield CAO | 1025 Leonard St | Clearfield | 16830 | 22093 | | |
| PennDOT District 2 Office | 70 PennDot Drive | Clearfield | 16830 | 25652 | | |
| DEP Moshannon District Office | 186 Enterprise Dr | Philipsburg | 16866 | 12274 | | |
| Cumberland CAO | 33 Westminster Dr | Carlisle | 17013 | 5750 | | |
| Lebanon CAO | 625 S 8th St | Lebanon | 17042 | 7394 | | |
| Mifflin CAO | 1125 Riverside Dr | Lewistown | 17044 | 7453 | | |
| Middletown Topo Geo | 3240 Schoolhouse Rd | Middletown | 17057 | 14382 | | |
| DOR | 1200 Fulling Mill Rd | Middletown | 17057 | 20297 | | |
| Cold Storage Rd | Perry CAO | New Bloomfield | 17068 | 7952 | X | Address Failed Validation |
| Market Square Plaza | 17 N 2nd St | Harrisburg | 17101 | 19263 | | |
| Eastgate Bldg | 1010 N 7th St | Harrisburg | 17102 | 6688 | | |
| Farm Show Building | 1030 McClay St | Harrisburg | 17102 | 6689 | X | Address Failed Validation |
| Pitnick Building | 901 N 7th St Rear | Harrisburg | 17102 | 6846 | | |
| Capital Associates Building | 901 N 7th St | Harrisburg | 17102 | 6847 | | |
| Stateside Insurance Building | 2150 Herr St | Harrisburg | 17103 | 6758 | | |
| PennDOT Server Farm | 1400A N Cameron St | Harrisburg | 17103 | 16044 | | |
| PBPP Harrisburg DO | 1130 Herr St | Harrisburg | 17103 | 19140 | | |
| Riverfront Office Center | 1101 S Front St | Harrisburg | 17104 | 6693 | | |
| Olcamp Building | 1171 S Cameron St | Harrisburg | 17104 | 6697 | | |

Appendix Q - VoIP Service Locations

| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
|-----------------------------------|--------------------------|---------------|-------|------------|------|---|
| DOR | 1854 Brookwood St | Harrisburg | 17104 | 6734 | | |
| | 1850 Arsenal Blvd | Harrisburg | 17104 | 6745 | | |
| Kline Plaza | 32 Kline Plz | Harrisburg | 17104 | 16204 | X | Address Failed Validation |
| Forum Place | 555 Walnut St | Harrisburg | 17105 | 6828 | | |
| PSP Headquarters | 1800 Elmerton Ave | Harrisburg | 17110 | 6729 | | |
| Hearings & Appeals Harrisburg | 2330 Vartan Way | Harrisburg | 17110 | 6772 | | |
| Dauphin CAO | 2432 N 7th St | Harrisburg | 17110 | 6773 | | |
| Pennsylvania Emergency Management | 2605 Interstate Dr | Harrisburg | 17110 | 6779 | | |
| Strategic Development | 2629 Market Pl | Harrisburg | 17110 | 6780 | | |
| | 3101 N Front St | Harrisburg | 17110 | 6798 | | |
| State Museum Building | 300 North St | Harrisburg | 17110 | 6811 | | |
| PA DEP SCRO | 909 Elmerton Ave | Harrisburg | 17110 | 6850 | | |
| FBC Fish and Boat Commission HQ | 1601 Elmerton Ave | Harrisburg | 17110 | 10570 | | |
| Penn Center | 2601 N 3rd St | Harrisburg | 17110 | 15824 | | |
| BIPS/BCI | 7820 Allentown Blvd | Harrisburg | 17112 | 6840 | | |
| | 130A Kline Plz | Harrisburg | 17112 | 17774 | | |
| | 02 Kline Plaza | Harrisburg | 17112 | 25056 | | |
| North Office Building | 501 North St | Harrisburg | 17120 | 6703 | | |
| District 7-0 | 1700 Arsenal Blvd | Harrisburg | 17120 | 6728 | X | Address Failed Validation |
| District 8-0 | 2140 Herr St | Harrisburg | 17120 | 6757 | | |
| Finance Building | 613 North St | Harrisburg | 17120 | 6882 | | |
| Northwest Office Building | 910 Capital St | Harrisburg | 17124 | 6852 | X | Address Failed Validation |
| Franklin CAO | 620 Norland Ave | Chambersburg | 17201 | 5801 | | |
| District 8-1 | 1185 Fairfield Rd | Gettysburg | 17325 | 6522 | | |
| Adams CAO | 225 S Franklin St | Gettysburg | 17325 | 6526 | | |
| District 8-4 | 1920 Susquehanna Trail N | York | 17404 | 9930 | | |
| | 29 E King St | Lancaster | 17602 | 21435 | | |
| Liberty Place | 313 West Liberty St. | Lancaster | 17603 | 26474 | | |
| Lancaster CAO | 832 Manor St | Lancaster | 17604 | 7326 | | |
| | 1000 Commerce Park Dr | Williamsport | 17701 | 9843 | | |
| The Grit Building | 208 W 3rd St | Williamsport | 17701 | 9852 | | |
| Lycoming CAO | 400 Little League Blvd | Williamsport | 17703 | 9858 | | |
| Clinton CAO | 300 Bellefonte Ave | Lock Haven | 17745 | 10228 | | |
| District 3-0 | 715 Jordan Ave | Montoursville | 17754 | 7834 | | |
| Northumberland CAO | 320 Chestnut St | Sunbury | 17801 | 9309 | | |
| Columbia CAO | 27 E 7th St | Bloomsburg | 17815 | 5553 | | |
| Montour CAO | 327 Church St | Danville | 17821 | 6068 | | |
| Danville State Hospital | 1605 Bloom Rd | Danville | 17821 | 14377 | | |
| PennDOT Snyder County Office | 45 Industrial Park Rd | Selinsgrove | 17870 | 20147 | | |
| DEP Dist Ofc @ Pottsville | 5 W Laurel Blvd | Pottsville | 17901 | 8811 | | |

| Appendix Q - VoIP Service Locations | | | | | | |
|-------------------------------------|----------------------------|---------------|-------|------------|------|---|
| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
| Schuylkill CAO | 2640 Woodglen Rd | Pottsville | 17901 | 10437 | | |
| DOR | 44 E Broad St | Bethlehem | 18018 | 5509 | | |
| Northampton CAO | 201 Larry Holmes Dr | Easton | 18044 | 6225 | | |
| Lehigh CAO | 101 S 7th St | Allentown | 18101 | 5262 | | |
| UCSC Allentown | 160 W Hamilton St | Allentown | 18101 | 5274 | | |
| District 5-0 | 1002 W Hamilton St | Allentown | 18103 | 19098 | | |
| DOR | 29 N Rte 100 | Allentown | 18106 | 5288 | | |
| DOR | 555 Union Blvd | Allentown | 18109 | 25262 | | |
| Luzerne CAO/Hazleton | 10 W Chestnut St | Hazleton | 18201 | 6943 | | |
| Mercer CAO | 2236 Highland Rd | Hermitage | 18201 | 6968 | | |
| District 9-0 | 1620 N Juniata St | Hollidaysburg | 18201 | 6998 | | |
| Carbon CAO | 101 Lehigh Dr | Lehighton | 18235 | 19152 | | |
| Monroe CAO | Tanite Rd | Stroudsburg | 18360 | 9285 | | |
| Wayne CAO | 107 8th St | Honesdale | 18431 | 7015 | | |
| Oppenheim Bldg | 409 Lackawanna Ave | Scranton | 18503 | 18692 | | |
| Bank Towers Building | 321 Spruce Street | Scranton | 18503 | 25716 | | |
| 55 Keystone Industrial Prk | O'Neil Highway | Dunmore | 18512 | 6168 | | |
| UCSC Scranton | 30 Stauffer Industrial Prk | Taylor | 18517 | 13173 | | |
| | 2 N. Main St. | Pittston | 18640 | 26698 | | |
| DOR | 47 S Washington St | Wilkes Barre | 18701 | 19134 | | |
| | 39 Public Square | Wilkes Barre | 18701 | 22151 | | |
| PO Box 1105 | 665 Carey Ave | Wilkes Barre | 18706 | 9827 | | |
| The Pomeroy Building | 2 Public Sq | Wilkes Barre | 18711 | 9815 | | |
| Luzerne CAO | 205 S Washington St | Wilkes Barre | 18711 | 14863 | | |
| Bucks CAO | 1214 Veterans Highway | Bristol | 19007 | 5606 | | |
| Bucks CAO/Bristol District | 1214 Veterans Highway | Bristol | 19007 | 5607 | | |
| PBPP Chester DO | 701 Crosby St | Chester | 19013 | 5833 | | |
| DOR | 419 Avenue of the States | Chester | 19013 | 22325 | | |
| DOR | 4600 Edgemont Ave | Brookhaven | 19015 | 5622 | | |
| Delaware CAO/Darby District | 845 Main St | Darby | 19023 | 12857 | | |
| PA Wine & Spirits Shoppe 2333 | 1500 Garret Rd | Upper Darby | 19082 | 9497 | | |
| The Bellvue | 200 S Broad St | Philadelphia | 19102 | 8298 | | |
| DOR | 3240 Red Lion Rd | Philadelphia | 19114 | 22323 | | |
| | 444 N 3rd St | Philadelphia | 19123 | 8392 | | |
| Philadelphia CAO/Girard District | 961 N Marshall St | Philadelphia | 19123 | 8496 | | |
| Philadelphia CAO/Boulevard District | 4109 Frankford Ave | Philadelphia | 19124 | 8385 | | |
| Philadelphia CAO/Unity District | 4111 Frankford Ave | Philadelphia | 19124 | 8386 | | |
| Philadelphia CAO | 219 E Lehigh Ave | Philadelphia | 19125 | 8311 | | |
| Philadelphia CAO/West District | 5070 Parkside Ave | Philadelphia | 19131 | 8411 | | |
| Philadelphia CAO/Tioga District | 1348 W Sedgely Ave | Philadelphia | 19132 | 8258 | | |

| Appendix Q - VoIP Service Locations | | | | | | |
|-------------------------------------|-------------------------|-----------------|------------|------------|------|---|
| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
| Philadelphia CAO/Ridge District | 1350 W Sedgely Ave | Philadelphia | 19132 | 8260 | | |
| Somerset District | 2701 N Broad St | Philadelphia | 19132 | 8335 | | |
| | 5740 Market St | Philadelphia | 19139 | 15348 | | |
| PBPP Phila Northwest SO | 301 E Cheltenham Ave | Philadelphia | 19144 | 8347 | | |
| Philadelphia CAO/South District | 1163 S Broad St | Philadelphia | 19147 | 24256 | | |
| DOR | 700 Packer Ave | Philadelphia | 19148 | 8463 | | |
| | 110 Pickering Way | Lionville | 19341 | 7483 | | |
| | 72 Lancaster Ave | Malvern | 19355 | 6218 | | |
| Chester County Assistance Office | 100 James Buchanan Dr | Thorndale | 19372 | 9355 | | |
| 3 Stoney Creek Office Center | 151 W Marshall St | Norristown | 19401 | 8082 | | |
| Montgomery CAO/Norristown District | 1931 New Hope St | Norristown | 19401 | 8084 | | |
| | 1937 New Hope Bldg B108 | Norristown | 19401 | 8085 | | |
| 2 E Main St | DEP SE Regional Office | Norristown | 19401 | 15860 | | |
| Southeast Staff Development | 123 Boroline Rd | Bridgeport | 19405 | 14686 | | |
| District 6-0 | 7000 Geerdes Blvd | King of Prussia | 19406 | 11071 | | |
| Ross Corporate Center | 100 Ross Road | King of Prussia | 19406 | 25930 | | |
| Spring Mill Complex Quaker Offices | 1001 E Hector St | Conshohocken | 19428 | 19777 | | |
| Montgomery CAO | 24 Robinson St | Pottstown | 19464 | 16408 | | |
| Pittsburgh Annex | 411 7th Ave | Pittsburgh | 15219-1919 | 16639 | | |
| Pittsburgh Annex | 11 Stanwix St | Pittsburgh | 15222-1312 | 22990 | | |
| Pittsburgh Annex | 301 Fifth Ave | Pittsburgh | 15222-2420 | 22994 | | |
| | 914 Penn Ave | Pittsburgh | 15222-3713 | 14453 | | |
| | 630 Kolter Dr | Indiana | 15701-3570 | 13584 | | |
| District 9-3 | 4595 Admiral Perry Hwy | Ebensburg | 15931-4332 | 12383 | | |
| Warren CAO | 210 North Drive | N Warren | 16365-4848 | 24926 | | |
| ITS District 9-2 | 1598 Juniata St | Hollidaysburg | 16648-1046 | 10830 | | |
| Harrisburg I | 303 Walnut St | Harrisburg | 17101-1803 | 6797 | | |
| Harrisburg II | 333 Market St | Harrisburg | 17101-2210 | 6802 | | |
| Rachel Carson State Office Building | 400 Market St | Harrisburg | 17101-2301 | 6814 | | |
| Executive House | 101 S 2nd St | Harrisburg | 17101-2509 | 6685 | | |
| HBG194 | 1521 N 6th St | Harrisburg | 17102-1104 | 14496 | | |
| Governor's Residence | 2035 N Front St | Harrisburg | 17102-2106 | 6743 | | |
| State Record Center | 1825 Stanley Dr | Harrisburg | 17103-1256 | 6731 | | |
| DGS Public Works | 1800 Herr St | Harrisburg | 17103-1540 | 6735 | | |
| Forster Street Office Building | 2221 Forster St | Harrisburg | 17103-1729 | 6763 | | |
| Kline Plaza | 101 S 25th St | Harrisburg | 17104-2103 | 6711 | | |
| Commonwealth Technology Center | 1 Technology Prk | Harrisburg | 17110-2913 | 6678 | | |
| Computer Bldg / Gov's Office | 5 Technology Prk | Harrisburg | 17110-2918 | 6824 | | |
| Cherrywood | 49 Beech Dr | Harrisburg | 17110-3591 | 12873 | | |
| Beechmont Building | 21 Beech Dr | Harrisburg | 17110-3591 | 13306 | | |

| Appendix Q - VoIP Service Locations | | | | | | |
|-------------------------------------|--------------------|--------------|------------|------------|------|---|
| LOCATION | ADDRESS | CITY | ZIP | SERVICE ID | VOIP | Mandatory Comments (if VOIP Column = "X") |
| Hillcrest | 5 Magnolia Dr | Harrisburg | 17110-3591 | 14278 | | |
| Clothes Tree | 25 Beech Dr | Harrisburg | 17110-3591 | 14619 | | |
| Shamrock Hall | 112 E Azalea Dr | Harrisburg | 17110-3591 | 14620 | | |
| Administration Building | 20 Azalea Dr | Harrisburg | 17110-3591 | 14621 | | |
| Dixmont Cottage | 132 E Azalea Dr | Harrisburg | 17110-3591 | 19942 | | |
| Petry Building | 116 E Azalea Dr | Harrisburg | 17110-3591 | 21961 | | |
| PennDOT Testing Lab | 82 Dogwood Ave | Harrisburg | 17110-3591 | 22424 | | |
| DGS Annex Complex | 120 E Azalea Dr | Harrisburg | 17110-3591 | 22876 | | |
| Hilltop | 3 Ginko Dr | Harrisburg | 17110-3591 | 23158 | | |
| Willow Oak Bldg | 1006 Hemlock Dr | Harrisburg | 17110-3595 | 6752 | | |
| Agriculture Bldg | 2301 N Cameron St | Harrisburg | 17110-9405 | 6769 | | |
| | 2001 Elmerton Ave | Harrisburg | 17110-9762 | 6740 | | |
| Keystone Building | 400 North St | Harrisburg | 17120-0211 | 11588 | | |
| Capitol Building | 501 N 3rd St | Harrisburg | 17120-0302 | 6860 | | |
| Forum / Education Building | 607 South Dr | Harrisburg | 17120-0600 | 14791 | | |
| Health and Welfare Building | 601 Forster St | Harrisburg | 17120-0701 | 6864 | | |
| Labor and Industry Bldg | 651 Boas St | Harrisburg | 17121-0750 | 6842 | | |
| Harristown I | 393 Walnut St | Harrisburg | 17128-2005 | 10018 | | |
| | 4510 Bath Pike | Bethlehem | 18017-9265 | 26766 | | |
| Scranton State Office Building | 100 Lackawanna Ave | Scranton | 18503-1923 | 8998 | | |
| Philadelphia Annex | 801 Market St | Philadelphia | 19107-3126 | 22666 | | |
| Philly Rec & Con | 801 Market St | Philadelphia | 19107-3126 | 22816 | | |
| Philadelphia Annex | 801 Arch St | Philadelphia | 19107-5157 | 22019 | X | Address Failed Validation |
| Philadelphia CAO | 5201 Old York Rd | Philadelphia | 19141-2950 | 22966 | | |
| Reading State Office Building | 625 Cherry St | Reading | 19602-1152 | 8885 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|----------------------------------|--------------|---------------|------------|------|--|
| 1166 Old York Rd | - | Abington | PA 19001 | 5244 | | |
| 2350 N Reading Rd | PA Wine & Spirits Shoppe 3610 | Denver | PA 17517 | 5248 | | |
| 10745 Rte 18 | Administration Bldg | Albion | PA 16475 | 5251 | X | Will continue to monitor for future availability |
| 10585 Rte 6 N | District 1-22 | Albion | PA 16401 | 5252 | X | Will continue to monitor for future availability |
| 2719 Brodhead Rd | PA Wine & Spirits Shoppe 0410 | Aliquippa | PA 15001 | 5258 | | |
| 101 S 7th St | Lehigh CAO | Allentown | PA 18101 | 5262 | | |
| 1227 Liberty St | - | Allentown | PA 18102 | 5264 | | |
| 1251 Airport Rd | PA Wine & Spirits Shoppe 3921 | Allentown | PA 18109 | 5265 | | |
| 1304 Fairview St | Allentown Police Department | Allentown | PA 18102 | 5268 | | |
| 160 W Hamilton St | UCSC Allentown | Allentown | PA 18101 | 5274 | | |
| 1600 Hanover Ave | Allentown State Hospital | Allentown | PA 18103 | 5275 | | |
| 1601 Union Blvd | Lehigh Valley Team PA CareerLink | Allentown | PA 18103 | 5276 | | |
| 1604 S 4th St | PA Wine & Spirits Shoppe 3914 | Allentown | PA 18103 | 5277 | | |
| 1710 Hoover Ave | DLC-25 Allentown | Allentown | PA 18103 | 5278 | | |
| 1712 Lehigh St | District 5-3 | Allentown | PA 18103 | 5279 | | |
| 1918 Allen St | PA Wine & Spirits Shoppe 3903 | Allentown | PA 18104 | 5281 | | |
| 29 N Rte 100 | DOR | Allentown | PA 18106 | 5288 | | |
| 3300 Lehigh St | PA Wine & Spirits Shoppe 3904 | Allentown | PA 18103 | 5290 | | |
| 333 S Cedar Crest Blvd | PA Wine & Spirits Shoppe 3907 | Allentown | PA 18103 | 5291 | | |
| 425 Hamilton St | Allentown Police Department | Allentown | PA 18101 | 5293 | | |
| 455 Hamilton St | - | Allentown | PA 18105 | 5294 | | |
| 4701 Tilghman St | PA Wine & Spirits Shoppe 3919 | Allentown | PA 18104 | 5295 | | |
| 504 W Hamilton St | US Courthouse & Federal Bldg | Allentown | PA 18101 | 5296 | | |
| 610 Hamilton St | CCC Allentown | Allentown | PA 18101 | 5298 | | |
| 170 Duncan Ave | DLC-42 Allison Park | Allison Park | PA 15101 | 5311 | | |
| 4706 William Flynn Hwy | PA Wine & Spirits Shoppe 0285 | Allison Park | PA 15101 | 5312 | | |
| 1100 Green Ave | Blair CAO | Altoona | PA 16601 | 5313 | | |
| 1101 Green Ave | Altoona State Office Bldg | Altoona | PA 16601 | 5314 | | |
| 1304 7th St | PBPP Altoona DO | Altoona | PA 16601 | 5318 | | |
| 1738 A 9th Ave | DLC-44 Altoona | Altoona | PA 16602 | 5323 | | |
| 3415 Pleasant Valley Blvd | PA Wine & Spirits Shoppe 0709 | Altoona | PA 16602 | 5325 | | |
| 613 Pleasant Valley Blvd | PA Wine & Spirits Shoppe 0707 | Altoona | PA 16602 | 5333 | | |
| 615 4th St | Blair County 911 | Altoona | PA 16602 | 5334 | | |
| 615 Howard Ave | DOR | Altoona | PA 16601 | 5335 | | |
| 1401 Church St | Old Economy Village | Ambridge | PA 15003 | 5340 | | |
| 999 Merchant St | PA Wine & Spirits Shoppe 0403 | Ambridge | PA 15003 | 5342 | | |
| 2 Governor's Way | Lt Governor's Residence | Annville | PA 17003-5300 | 5352 | | |
| 206 Warren Ave | PA Wine & Spirits Shoppe 0307 | Apollo | PA 15613 | 5355 | X | Will continue to monitor for future availability |
| 471 4451 Rte 66 | Troop A - Kiski Valley | Apollo | PA 15613 | 5356 | X | Will continue to monitor for future availability |
| 71 E Lancaster Ave | - | Ardmore | PA 19003 | 5360 | | |
| 630 W Centre St | PA Wine & Spirits Shoppe 5404 | Ashland | PA 17921 | 5365 | | |
| 2 Moxley Ln | Troop J - Avondale - CHES680 | Avondale | PA 19311 | 5381 | | |
| 214 5th St | PA Wine & Spirits Shoppe 6513 | Avonmore | PA 15618 | 5384 | X | Will continue to monitor for future availability |
| 1603 State St W | PA Wine & Spirits Shoppe 0412 | Baden | PA 15005 | 5385 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------|------------------|---------------|------------|------|--|
| 908 Philadelphia Ave | PA Wine & Spirits Shoppe 1103 | Northern Cambria | PA 15714 | 5394 | | |
| 687 Tuscarora Park Rd | Park Office | Barnesville | PA 18214 | 5396 | X | Will continue to monitor for future availability |
| 362 S Walnut St | PA Wine & Spirits Shoppe 4809 | Bath | PA 18014 | 5402 | | |
| 1400 Brighton Rd | Troop D - Beaver - BEAV680 | Beaver | PA 15009 | 5404 | | |
| 810 3rd St | Courthouse | Beaver | PA 15009 | 5409 | | |
| 1317 7th Ave | - | Beaver Falls | PA 15010 | 5412 | | |
| 2580 Constitution Blvd | PA Wine & Spirits Shoppe 0409 | Beaver Falls | PA 15010-1252 | 5416 | | |
| 715 15th St | Municipal Building | Beaver Falls | PA 15010 | 5418 | | |
| 130 Vondersmith Ave | Bedford County 911 | Bedford | PA 15522 | 5424 | | |
| 560 Circle Dr | Troop B - Belle Vernon | Belle Vernon | PA 15012 | 5436 | | |
| 878 Tri-County Plaza | PA Wine & Spirits Shoppe 6524 | Belle Vernon | PA 15012 | 5437 | | |
| 950 Rostraver Rd | DLC-64 Belle Vernon | Belle Vernon | PA 15012 | 5438 | | |
| 1000 E Bishop St | District 2-1 | Bellefonte | PA 16823 | 5440 | | |
| 420 Holmes St | Willowbank Office Building | Bellefonte | PA 16823 | 5451 | | |
| 450 Robinson Ln | FBC Pleasant Gap Complex | Bellefonte | PA 16823 | 5452 | | |
| 745 S Eagle Valley Rd | Troop G - Rockview | Bellefonte | PA 16823 | 5453 | | |
| 2223 Galloway Rd | PA Wine & Spirits Shoppe 0919 | Bensalem | PA 19020 | 5461 | | |
| 2400 Byberry Rd | Bensalem Twp. Police Dept | Bensalem | PA 19020 | 5464 | | |
| 3255 Richlieu Rd | Philadelphia Park Racetrack | Bensalem | PA 19020 | 5470 | | |
| 3331 Street Rd | Bldg II | Bensalem | PA 19020 | 5471 | | |
| 3401 State Rd | Park Office | Bensalem | PA 19020 | 5472 | | |
| 4201 Neshaminy Blvd | DLC-15 Bensalem | Bensalem | PA 19020 | 5475 | | |
| 695 State Rte 487 | Park Office | Benton | PA 17814 | 5480 | X | Will continue to monitor for future availability |
| 1001B Mulberry St | DLC-56 Berwick | Berwick | PA 18603 | 5484 | | |
| 5000 Oxford Dr | Village Square Mall | Bethel Park | PA 15102 | 5494 | | |
| 5100 W Library Ave | - | Bethel Park | PA 15102 | 5495 | | |
| 10 E Church St | Bethlehem Police Dept | Bethlehem | PA 18018 | 5500 | | |
| 1844-A Stefko Blvd | PA Wine & Spirits Shoppe 4804 | Bethlehem | PA 18017 | 5501 | | |
| 224 Nazareth Pke | UCBR - U.C. Referee Office | Bethlehem | PA 18020 | 5503 | | |
| 2289 Schoenersville Rd | Westgate Mall | Bethlehem | PA 18017 | 5504 | | |
| 2930 Airport Rd | Troop M - HQ | Bethlehem | PA 18017 | 5505 | | |
| 30 E 4th St | PA Wine & Spirits Shoppe 4813 | Bethlehem | PA 18015 | 5506 | | |
| 3926 Liden St | Bldg D Space 4 | Bethlehem | PA 18017 | 5507 | | |
| 44 E Broad St | DOR | Bethlehem | PA 18018 | 5509 | | |
| 4530 Bath Pke | DEP Dist @ Bethlehem | Bethlehem | PA 18017 | 5511 | | |
| 4520 Bath Pke | - | Bethlehem | PA 18017 | 5513 | | |
| 520 E 4th St | - | Bethlehem | PA 18015 | 5514 | | |
| 400 Daniel Boone Rd | Daniel Boone Homestead | Birdsboro | PA 19508 | 5528 | X | Will continue to monitor for future availability |
| 215 E Market St | PA Wine & Spirits Shoppe 3201 | Blairsville | PA 15717 | 5538 | | |
| 26 W 1st St | Columbia County 911 | Bloomsburg | PA 17815 | 5552 | | |
| 27 E 7th St | Columbia CAO | Bloomsburg | PA 17815 | 5553 | | |
| 45 Lunger Dr | District 3-1 & 3-3 | Bloomsburg | PA 17815 | 5557 | | |
| 6850 Hidlay Church Rd | Troop N - Bloomsburg | Bloomsburg | PA 17815 | 5558 | | |
| 400 E 2nd St | Waller Administration Bldg | Bloomsburg | PA 17815 | 5567 | X | Will continue to monitor for future availability |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-----------------------------------|-------------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 601 Boalsburg Pke | PA Military Museum | Boalsburg | PA 16827 | 5569 | | |
| 440 S Old Middletown Rd | District 6-31 | Bortondale | PA 19063 | 5572 | | |
| 38 Davis St | PA Wine & Spirits Shoppe 4201 | Bradford | PA 16701 | 5586 | | |
| 40 Davis St | - | Bradford | PA 16701 | 5587 | | |
| 68 Chestnut St | DLC-37 Bradford | Bradford | PA 16701 | 5588 | | |
| 84-90 Boylston St | Gleason Bldg | Bradford | PA 16701 | 5589 | | |
| 24 E 4th St | PA Wine & Spirits Shoppe 4619 | Bridgeport | PA 19405 | 5596 | | |
| 1025 Washington Pke | DLC-13 Bridgeville and LCB # 0298 | Bridgeville | PA 15017 | 5597 | | |
| 98 Vanadium Rd | Building D | Scott | PA 15017 | 5601 | | |
| 1353 Washington Pke | District 11-12 | Bridgeville | PA 15017 | 5603 | | |
| 1214 Veterans Highway | Bucks CAO | Bristol | PA 19007 | 5606 | | |
| 1214 Veterans Highway | Bucks CAO/Bristol District | Bristol | PA 19007 | 5607 | | |
| 238 Commerce Cir | Bristol Commerce Park | Bristol | PA 19007 | 5609 | | |
| 2501 Bath Rd | Bristol Twp Police Department | Bristol | PA 19007 | 5610 | | |
| 3900 New Falls Rd | PA Wine & Spirits Shoppe 0915 | Bristol | PA 19007 | 5611 | | |
| 4142 Medical Center Drive | - | Broad Top | PA 16621 | 5614 | | |
| 445 Main St | PA Wine & Spirits Shoppe 3303 | Brockway | PA 15824 | 5617 | X | Will continue to monitor for future availability |
| 4600 Edgemont Ave | DOR | Brookhaven | PA 19015 | 5622 | | |
| 155 Main St | County Office Bldg | Brookville | PA 15825 | 5625 | X | Will continue to monitor for future availability |
| 160 Main St | PA Wine & Spirits Shoppe 3301 | Brookville | PA 15825 | 5626 | X | Will continue to monitor for future availability |
| 1991 Sproul Rd | Lawrence Park Shopping Ctr | Broomall | PA 19008 | 5634 | | |
| 629 Park Way | PA Wine & Spirits Shoppe 2301 | Broomall | PA 19008 | 5635 | | |
| 922 W Lancaster Ave | PA Wine & spirits shoppe 4608 | Bryn Mawr | PA 19010 | 5641 | | |
| 2038 Smith Township Rd | PA Wine & Spirits Shoppe 6307 | Burgettstown | PA 15021 | 5645 | | |
| 108 Woody Dr | Butler CAO | Butler | PA 16001 | 5650 | | |
| 110 Bon Aire Plaza | Bon Aire Plaza | Butler | PA 16001 | 5651 | | |
| 124 W Diamond St | Butler County Government Ctr | Butler | PA 16001 | 5653 | | |
| 200 Barracks Rd | Troop D - HQ | Butler | PA 16001 | 5659 | | |
| 207 Sunset Dr | PBPP Butler SO | Butler | PA 16001 | 5661 | | |
| 340 Greater Butler Mart | PA Wine & Spirits Shoppe 1006 | Butler | PA 16001 | 5671 | | |
| 351 New Castle Rd | District 10-2 | Butler | PA 16001 | 5672 | | |
| 158 Point Plaza Mall | - | Butler | PA 16001 | 5673 | | |
| 608 Moraine Pointe Plz | PA Wine & Spirits Shoppe 1003 | Butler | PA 16001 | 5676 | | |
| 327 3rd St | PA Wine & Spirits Shoppe 6311 | California | PA 15419 | 5681 | | |
| 451 Fullerton Ave | Bldg 1 Washington | Cambridge Springs | PA 16403 | 5695 | X | Will continue to monitor for future availability |
| 2500 Lisburn Rd | SCI Camp Hill | Camp Hill | PA 17001 | 5701 | | |
| 3445 Simpson Ferry Rd | Hills Plaza Shopping Ctr | Camp Hill | PA 17011 | 5709 | | |
| 3461 Market St | Suite 200; Atrium West | Camp Hill | PA 17011 | 5710 | | |
| 3760 Market St | PA Wine & Spirits Shoppe 2107 | Camp Hill | PA 17011 | 5711 | | |
| 500 E 4th St | SCI Chester | Chester | PA 19013 | 5718 | | |
| 43 E Pike St | PA Wine & Spirits Shoppe 6302 | Canonsburg | PA 15317 | 5723 | | |
| 1 Alexandra Ct | - | Carlisle | PA 17013 | 5738 | | |
| 1 Courthouse Sq | Cumberland County Courthouse | Carlisle | PA 17013 | 5739 | | |
| 1101 Claremont Rd | - | Carlisle | PA 17013 | 5740 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|----------------------------------|---------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 13 N Hanover St | - | Carlisle | PA 17013 | 5742 | | |
| 1538 Commerce Ave | Troop H - Carlisle | Carlisle | PA 17013 | 5743 | | |
| 195 Lebo Rd | FBC Huntsdale SFH | Carlisle | PA 17013 | 5744 | | |
| 281 S Spring Garden St | PA Wine & Spirits Shoppe 2101 | Carlisle | PA 17013 | 5749 | | |
| 33 Westminster Dr | Cumberland CAO | Carlisle | PA 17013 | 5750 | | |
| 431 E North St | - | Carlisle | PA 17013 | 5752 | | |
| 500 Kings Gap Rd | Kings Gap Environmental Edu Bldg | Carlisle | PA 17013 | 5755 | X | Will continue to monitor for future availability |
| 950 Walnut Bottom Rd | Stonehenge Square Shopping Ctr | Carlisle | PA 17013 | 5759 | | |
| 400 Forbes Ave | Bldg 400 | Carlisle | PA 17013 | 5761 | | |
| 554 S 88 Rd | Brodak Commons | Carmichaels | PA 15320 | 5764 | X | Will continue to monitor for future availability |
| 104 E Mall Plz | PA Wine & Spirits Shoppe 0216 | Carnegie | PA 15106 | 5766 | | |
| 809 Market St | - | Port Royal | PA 17082 | 5779 | X | Will continue to monitor for future availability |
| 4275 County Line Rd | PA Wine & Spirits Shoppe 0929 | Chalfont | PA 18914 | 5782 | | |
| 157 Lincoln Way E | Franklin County Courthouse | Chambersburg | PA 17201 | 5787 | | |
| 190 Mill Rd | Stockpile 03 Chambersburg | Chambersburg | PA 17201 | 5791 | | |
| 600 Norland Ave | - | Chambersburg | PA 17201 | 5798 | | |
| 619 N Franklin St | District 8-3 | Chambersburg | PA 17201 | 5799 | | |
| 620 Norland Ave | Franklin CAO | Chambersburg | PA 17201 | 5801 | | |
| 679 Franklin Farms Ln | Troop H - Chambersburg | Chambersburg | PA 17201 | 5802 | | |
| 105 3rd St | PA Wine & Spirits Shoppe 6304 | Charleroi | PA 15022 | 5813 | | |
| 151 W 5th St | - | Chester | PA 19013 | 5824 | | |
| 160 E 7th St | - | Chester | PA 19013 | 5825 | | |
| 239 Concord Rd | PA Wine & Spirits Shoppe 2325 | Chester | PA 19013 | 5826 | | |
| 701 Crosby St | PBPP Chester DO | Chester | PA 19013 | 5833 | | |
| 38 Academy Ln | District 7-29 | Cheswick | PA 15024 | 5835 | X | Will continue to monitor for future availability |
| 1064B E Main St | - | Clarion | PA 16214 | 5842 | | |
| 158 S 2nd Ave | Forest District 8 Office | Clarion | PA 16214 | 5844 | | |
| 162 S 2nd Ave | - | Clarion | PA 16214 | 5845 | | |
| 845 Main St | 800 Center | Clarion | PA 16214 | 5851 | | |
| 800 Center | 845 Main St | Clarion | PA 16214 | 5851 | | |
| 22361 Rte 68 Suite 50 | Clarion Mall | Clarion | PA 16214 | 5855 | | |
| 1451 Hillside Dr | Clarks Summit State Hospital | Clarks Summit | PA 18411 | 5860 | | |
| 1000 I-70 E | Washington Cnty Welcome Ctr | Donegal | PA 15323 | 5865 | X | Will continue to monitor for future availability |
| 1800 Daisy St | DLC-110 Clearfield | Clearfield | PA 16830 | 5876 | | |
| 230 E Market St | - | Clearfield | PA 16830 | 5879 | | |
| 911 Leonard St | Clearfield County 911 | Clearfield | PA 16830 | 5884 | | |
| 560 Franklin St | PA Wine & Spirits Shoppe 3203 | Clymer | PA 15728 | 5901 | | |
| 1 Kelley Dr | SCI Coal Township | Coal Township | PA 17866 | 5904 | | |
| 1 City Hall Pl | - | Coatesville | PA 19320 | 5907 | | |
| 201 2nd Ave | Market Place Shop Ctr | Collegeville | PA 19426 | 5919 | | |
| 851 Mayhall Rd | Park Office | Collegeville | PA 19426 | 5924 | | |
| 45 Thoms Run Rd | District 11-0 | Bridgeville | PA 15017 | 5926 | | |
| 36 S 18th St | Columbia Shopping Ctr | Columbia | PA 17512 | 5928 | X | Will continue to monitor for future availability |
| 321 N State St | DEP Northwest Dist Ofc | Warren | PA 16365 | 5939 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|---------------------------------|--------------------|-----------|------------|------|--|
| 34 Ridge Pke | Whitemarsh Shopping Ctr | Conshohocken | PA 19428 | 5955 | | |
| 1110 4th Ave | PA Wine & Spirits Shoppe 0217 | Coraopolis | PA 15108 | 5970 | | |
| 880 Narrows Run Rd | Moon Plz | Coraopolis | PA 15108 | 5972 | | |
| 2103 Rexmont Rd | Cornwall Iron Furnaces | Cornwall | PA 17016 | 5973 | X | Will continue to monitor for future availability |
| 13365 Rte 6 | FBC Corry SFH | Corry | PA 16407 | 5975 | | |
| 350 W Columbus Ave | Corry Plaza | Corry | PA 16407 | 5981 | | |
| 1 S Main St | DLC-66 Coudersport | Coudersport | PA 16915 | 5985 | | |
| 96 State Rte 244 E | FBC Oswayo SFH | Coudersport | PA 16915 | 6003 | X | Will continue to monitor for future availability |
| | PA Wine & Spirits Shoppe 1007 | Cranberry Township | PA 16066 | 6014 | | |
| 1015 Bridge Rd | Rte 113 | Creamery | PA 19430 | 6016 | | |
| 101 Park Ave | PA Wine & Spirits Shoppe 1104 | Cresson | PA 16630 | 6020 | | |
| 2910 New Holland Rd | Mansion | Reading | PA 19607 | 6036 | | |
| 449 State St | PA Wine & Spirits Shoppe 1704 | Curwensville | PA 16833 | 6040 | | |
| 1000 Follies Rd | SCI Dallas | Dallas | PA 18612 | 6047 | X | Will continue to monitor for future availability |
| 327 Church St | Montour CAO | Danville | PA 17821 | 6068 | | |
| 329 Church St | - | Danville | PA 17821 | 6069 | | |
| 604 Continental Blvd | PA Wine & Spirits Shoppe 4701 | Danville | PA 17821 | 6070 | | |
| 444 Rte 22 | PA Wine & Spirits Shoppe 6512 | Delmont | PA 15626 | 6076 | | |
| 443 Panorama Dr | Troop T - Bowmansville | Denver | PA 17517 | 6080 | X | Will continue to monitor for future availability |
| 595 Galiffa Dr | Washington CAO/Valley District | Donora | PA 15033 | 6094 | | |
| 1239 Horseshoe Pke | Brandywine Village Shopping Ctr | Downingtown | PA 19335 | 6103 | | |
| 675 Park Rd | Park Office | Downingtown | PA 19335 | 6109 | | |
| 4999 Horseshoe Pike | Stockpile 6 - CHES691 | Downingtown | PA 19335 | 6110 | | |
| 132 Veterans Ln | PA Wine & Spirits Shoppe 0926 | Doylestown | PA 18901 | 6112 | | |
| 19 W Court St | PA Wine & Spirits Shoppe 0902 | Doylestown | PA 18901 | 6114 | | |
| 229 N Broad St | District 6-1 | Doylestown | PA 18901 | 6116 | | |
| 55 E Court St | Bucks County Emergency Comm | Doylestown | PA 18901 | 6120 | | |
| 1825-A Limekiln Pke | Fairway Shopping Ctr | Dresher | PA 19025 | 6128 | | |
| 161 N Main St | DLC-51 Dublin | Dublin | PA 18917 | 6139 | X | Will continue to monitor for future availability |
| 199 Beaver Dr | - | DuBois | PA 15801 | 6144 | | |
| 65 Main St | PA Wine & Spirits Shoppe 5002 | Duncannon | PA 17020 | 6157 | | |
| 202 Hollidaysburg Plz | PA Wine & Spirits Shoppe 0703 | Duncansville | PA 16635 | 6160 | | |
| 930 Rte 22 E | LCE - DO # 5 | Duncansville | PA 16635 | 6163 | | |
| 55 Keystone Industrial Prk | District 4-0 | Dunmore | PA 18512 | 6168 | | |
| 81 Keystone Industrial Prk | DLC-8 Dunmore | Dunmore | PA 18512 | 6170 | | |
| 85 Keystone Industrial Prk | Troop R - HQ | Dunmore | PA 18512 | 6171 | | |
| 121 W Main St | PA Wine & Spirits Shoppe 5701 | Dushore | PA 18614 | 6174 | X | Will continue to monitor for future availability |
| 50 Eagleville Rd | - | Eagleville | PA 19403 | 6180 | | |
| 513 Chestnut St | PA Wine & Spirits Shoppe 1107 | East Conemaugh | PA 15909 | 6186 | | |
| 26 E 4th St | PA Wine & Spirits Shoppe 4615 | East Greenville | PA 18041 | 6189 | | |
| 1661 Old Philadelphia Pke | LAN118 | Lancaster | PA 17602 | 6191 | | |
| 149 Stewart Ave | PennDOT D11-21 Rochester Annex | East Rochester | PA 15074 | 6201 | | |
| 730 Ohio River Blvd | PA Wine & Spirits Shoppe 0404 | East Rochester | PA 15074 | 6202 | | |
| 2808 Three Mile Run Rd | State Park Regional Office 4 | Perkasie | PA 18944 | 6203 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|----------------------------------|------------------|-----------|------------|------|--|
| 322 E Brown Ave | Pocono Plaza | East Stroudsburg | PA 18301 | 6208 | | |
| 72 Lancaster Ave | - | Malvern | PA 19355 | 6218 | | |
| 101 Larry Holmes Dr | - | Easton | PA 18042 | 6219 | | |
| 111 Northampton St | PA Wine & Spirits Shoppe 4802 | Easton | PA 18042 | 6221 | | |
| 1400 Cedarville Rd | Northampton Cnty Welcome Ctr | Easton | PA 18042 | 6223 | | |
| 201 Larry Holmes Dr | Northampton CAO | Easton | PA 18044 | 6225 | | |
| 2473 Nazareth Rd | DLC-6 Easton 2 | Easton | PA 18045 | 6228 | | |
| 3300 Freemansburg Ave | District 5-5 | Easton | PA 18045 | 6230 | | |
| 100 Casale Ct | Troop A - Ebensburg | Ebensburg | PA 15931 | 6239 | | |
| 155 Hillcrest Dr | Forest District 6 Office | Ebensburg | PA 15931 | 6244 | | |
| 401 Candlelight Dr | Courthouse | Ebensburg | PA 15931 | 6249 | | |
| 26 Gateway Shopping Ctr | PA Wine & Spirits Shoppe 4026 | Edwardsville | PA 18704 | 6271 | | |
| 820 McKeesport Rd | PA Wine & Spirits Shoppe 0236 | Elizabeth | PA 15037 | 6275 | | |
| 1451 N Market St | - | Elizabethtown | PA 17022 | 6278 | | |
| 1575 S Market St | PA Wine & Spirits Shoppe 3611 | Elizabethtown | PA 17022 | 6279 | | |
| 301 State Rd | Troop H Lykens | Elizabethville | PA 17023 | 6285 | | |
| 4686 Rte 209 | DLC-100 Elizabethville | Elizabethville | PA 17023 | 6287 | | |
| 217 State Dr | Satellite Office | Elizabethville | PA 17023 | 6289 | | |
| 255 W Brubaker Valley Rd | FBC Southeast Region | Lititz | PA 17543 | 6301 | X | Will continue to monitor for future availability |
| 729 Lawrence Ave | PA Wine & Spirits Shoppe 3702 | Ellwood City | PA 16117 | 6305 | | |
| 1325 Chestnut St | PA Wine & Spirits Shoppe 3920 | Emmaus | PA 18049 | 6310 | X | Will continue to monitor for future availability |
| 411 Chestnut St | Cameron CAO | Emporium | PA 15834 | 6317 | X | Will continue to monitor for future availability |
| 54 E 4th St | PA Wine & Spirits Shoppe 1201 | Emporium | PA 15834 | 6318 | X | Will continue to monitor for future availability |
| 199 E Cowley Run Rd | Park Office | Emporium | PA 15834 | 6331 | X | Will continue to monitor for future availability |
| 443 N Enola Rd | Summerdale Plaza Shopping Center | Enola | PA 17025 | 6339 | | |
| 31 W Main St | PA Wine & Spirits Shoppe 3604 | Ephrata | PA 17522 | 6344 | X | Will continue to monitor for future availability |
| 632 W Main St | Ephrata Cloister Museum | Ephrata | PA 17522 | 6345 | X | Will continue to monitor for future availability |
| 100 State St | - | Erie | PA 16507 | 6347 | | |
| 1001 State St | G Daniel Building | Erie | PA 16501 | 6348 | | |
| 107 W 18th St | PA Wine & Spirits Shoppe 2502 | Erie | PA 16501 | 6351 | | |
| 1316 Holland St | Erie CAO | Erie | PA 16503 | 6356 | | |
| 1316 State St | UCSC Erie | Erie | PA 16501 | 6357 | | |
| 140 W 6th St | Erie County Courthouse | Erie | PA 16514 | 6360 | | |
| 150 E Front St | Erie Maritime Museum | Erie | PA 16507 | 6361 | | |
| 155 W 8th St | Sumner Nichols Bldg | Erie | PA 16501 | 6363 | | |
| 1600 Peninsula Dr | DOR | Erie | PA 16505 | 6364 | | |
| 1720 Holland St | Booker T Washington Ctr | Erie | PA 16503 | 6369 | | |
| 1910 W 26th St | - | Erie | PA 16508 | 6370 | | |
| 2021 E 20th St | - | Erie | PA 16510 | 6373 | | |
| 2208 Broad St | Commodore Perry Plaza | Erie | PA 16503 | 6375 | | |
| 221 E 18th St | PBPP Erie DO | Erie | PA 16503 | 6376 | | |
| 2501 W 12th St | Yorktown Centre | Erie | PA 16505 | 6377 | | |
| 3412 W Lake Rd | PA Wine & Spirits Shoppe 2517 | Erie | PA 16505 | 6383 | | |
| 3608 W 26th St | Millcreek Twp Police Dept | Erie | PA 16506 | 6385 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|------------------------------------|-----------------|-----------|------------|------|--|
| 4310 Iroquois Ave | Forensics - Erie | Erie | PA 16501 | 6390 | | |
| 4320 Iroquois Ave | Troop E - HQ | Erie | PA 16514 | 6391 | | |
| 448 W 11th St | DOR | Erie | PA 16501 | 6392 | | |
| 556 W 4th St | - | Erie | PA 16507 | 6395 | | |
| 560 E 3d St | PA Soldier's & Sailor's Home | Erie | PA 16512 | 6396 | | |
| 606 W 2nd St | Erie County Health | Erie | PA 16507 | 6397 | | |
| 626 State St | Municipal Building | Erie | PA 16501 | 6398 | | |
| 7200 Peach St | PA Wine & Spirits Shoppe 2501 | Erie | PA 16509 | 6400 | | |
| 737 E 38th St | PA Wine & Spirits Shoppe 2511 | Erie | PA 16504 | 6401 | | |
| 828 E 6th St | PA Wine & Spirits Shoppe 2513 | Erie | PA 16507 | 6402 | | |
| 23 Marchwood Rd | PA Wine & Spirits Shoppe 1515 | Exton | PA 19341 | 6425 | | |
| 1416 Scranton Carbondale Hwy | PA Wine & Spirits Shoppe 3523 | Archbald | PA 18403 | 6429 | | |
| 510 Oxford Valley Rd | PA Wine & Spirits Shoppe 0911 | Fairless Hills | PA 19030 | 6431 | | |
| 241 Manchester Rd | FBC Walnut Creek | Fairview | PA 16415 | 6432 | | |
| 611 Ross Ave | Capital City Airport - Flight Serv | New Cumberland | PA 17070 | 6435 | | |
| 2000 Lohrer Rd | FBC Fairview FCS | Fairview | PA 16415 | 6437 | | |
| 101 Preston Way | Troop C - Dubois | Falls Creek | PA 15840 | 6439 | | |
| 601 Indiana Ave | - | Farrell | PA 16121 | 6442 | | |
| 10099 Lincoln Way E | Forest District 1 Office | Fayetteville | PA 17222 | 6444 | X | Will continue to monitor for future availability |
| 801 Butler Prk | SCI Mercer | Mercer | PA 16137 | 6454 | | |
| 110 W Arch St | - | Fleetwood | PA 19522 | 6458 | | |
| 605 Main St | PA Wine & Spirits Shoppe 5801 | Forest City | PA 18421 | 6468 | X | Will continue to monitor for future availability |
| 6235 Aughwick Rd | Park Office | McConnellsburg | PA 17233 | 6473 | | |
| 500 Bethlehem Pke | Park Office | Fort Washington | PA 19034 | 6476 | | |
| 501 Office Center Dr | Federal Bureau of Investigation | Fort Washington | PA 19034 | 6477 | | |
| 553 Bethlehem Pke | Hope Lodge Museum | Fort Washington | PA 19034 | 6478 | | |
| 1989 Wyoming Ave | NE Training Center | Forty Fort | PA 18704 | 6479 | | |
| 1111 Altamont Blvd | SCI Frackville | Frackville | PA 17932 | 6480 | | |
| 301 Morea Rd | SCI Mahanoy | Frackville | PA 17931 | 6482 | | |
| 1174 Elk St | Courthouse Annex | Franklin | PA 16323 | 6485 | | |
| 1460 Pittsburgh Rd | District 1-5 - VENA614 | Franklin | PA 16323 | 6488 | | |
| 430 13th St | Franklin City Police Dept | Franklin | PA 16323 | 6493 | | |
| 644 Elm St | PA Wine & Spirits Shoppe 2702 | Tionesta | PA 16353 | 6501 | X | Will continue to monitor for future availability |
| 15 West St | PA Wine & Spirits Shoppe 5302 | Galeton | PA 16922 | 6508 | X | Will continue to monitor for future availability |
| 454 Lyman Run Rd | Park Office | Galeton | PA 16922 | 6510 | | |
| 5660 US Rte 6 W | PA Lumber Museum | Galeton | PA 16922 | 6512 | | |
| 5360 Lincoln Hwy | PA Wine & Spirits Shoppe 3612 | Gap | PA 17527 | 6513 | X | Will continue to monitor for future availability |
| 1100 Pine Grove Rd | Park Office | Gardners | PA 17324 | 6515 | X | Will continue to monitor for future availability |
| 111 Baltimore St | Adams County Courthouse | Gettysburg | PA 17325 | 6521 | | |
| 1185 Fairfield Rd | District 8-1 - ADAM690 | Gettysburg | PA 17325 | 6522 | | |
| 153 N Stratton St | - | Gettysburg | PA 17325 | 6524 | | |
| 225 S Franklin St | Adams CAO | Gettysburg | PA 17325 | 6526 | | |
| 3033 Old Harrisburg Pke | Troop H - Gettysburg | Gettysburg | PA 17325 | 6527 | | |
| 424 E Middle St | - | Gettysburg | PA 17325 | 6531 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|------------------------------------|---------------|---------------|------------|------|--|
| 59 N 5th St | DLC-55 Gettysburg | Gettysburg | PA 17325 | 6534 | | |
| 3000 Haberlein Rd | Troop T - Gibsonia | Gibsonia | PA 15044 | 6538 | | |
| 354 Northtowne Sq | PA Wine & Spirits Shoppe 0211 | Gibsonia | PA 15044 | 6539 | | |
| 1050 E Philadelphia Ave Ste 8&9 | PA Wine & Spirits Shoppe 4639 | Gilbertsville | PA 19525-9517 | 6541 | X | Will continue to monitor for future availability |
| 5950 Meadville Rd | Troop E - Girard | Girard | PA 16417 | 6544 | X | Will continue to monitor for future availability |
| 9100 Ridge Rd | PA Wine & Spirits Shoppe 2520 | Girard | PA 16417 | 6546 | X | Will continue to monitor for future availability |
| 739 Monongahela Ave | PA Wine & Spirits Shoppe 0244 | Glassport | PA 15045 | 6547 | | |
| 2910 Conestoga Rd | PA Wine & Spirits Shoppe 1520 | Glenmoore | PA 19343 | 6548 | | |
| 1700 Mt Royal Blvd | PA Wine & Spirits Shoppe 0281 | Glenshaw | PA 15116 | 6551 | | |
| 123 S Easton Rd | PA Wine & Spirits Shoppe 4638 | Glenside | PA 19038 | 6553 | | |
| 500 N Antrim Way | PA Wine & Spirits Shoppe 2803 | Greencastle | PA 17225 | 6567 | X | Will continue to monitor for future availability |
| 100 N Westmoreland Ave | Troop A - HQ | Greensburg | PA 15601 | 6571 | | |
| 105 Harrison Ave | PA Wine & Spirits Shoppe 6501 | Greensburg | PA 15601 | 6573 | | |
| 15 W 3rd St | DOR | Greensburg | PA 15601 | 6580 | | |
| 2 N Main St | Courthouse | Greensburg | PA 15601 | 6581 | | |
| 2900 Seminary Dr | SW Training Center | Greensburg | PA 15601 | 6582 | | |
| 416 S Main St | Greensburg Police Dept | Greensburg | PA 15601 | 6588 | | |
| 595 Sells Ln | Westmoreland CAO/E Greensburg Dist | Greensburg | PA 15601 | 6593 | | |
| 1100 W Pittsburgh St | PA Wine & Spirits Shoppe 6525 | Greensburg | PA 15601 | 6596 | | |
| 770 E Pittsburgh St | DLC-3 Greensburg | Greensburg | PA 15601 | 6597 | | |
| 144 Donohoe Rd | District 12-5 | Greensburg | PA 15601 | 6601 | | |
| 33 Pine Grove Square Dr | PA Wine & Spirits Shoppe 4308 | Grove City | PA 16127 | 6632 | | |
| 3775 Peters Mountain Rd | PA Wine & Spirits Shoppe 2213 | Halifax | PA 17032 | 6642 | | |
| 90 Industrial Dr | Troop L - Hamburg | Hamburg | PA 19526 | 6654 | | |
| 3566 Old Route 22 | Hamburg Center | Windsor | PA 19526 | 6655 | | |
| 1066 Blooming Grove Rd | Park Office | Hanover | PA 17331 | 6662 | | |
| 530 William Pitt Way | UPARC Building D4 | Pittsburgh | PA 15328 | 6673 | | |
| 9 Northgate Plz | PA Wine & Spirits Shoppe 1002 | Harmony | PA 16037 | 6676 | | |
| 1 Technology Prk | Commonwealth Technology Center | Harrisburg | PA 17110-2913 | 6678 | | |
| 10 N 2nd St | - | Harrisburg | PA 17101 | 6679 | | |
| 1010 N 7th St | Eastgate Bldg | Harrisburg | PA 17102 | 6688 | | |
| 1001 N 6th St | The Annex Building | Harrisburg | PA 17102 | 6690 | | |
| 1101 S Front St | Riverfront Office Center | Harrisburg | PA 17104 | 6693 | | |
| 1171 S Cameron St | Olcam Building | Harrisburg | PA 17104 | 6697 | | |
| 1200 N 3rd St | PA Wine & Spirits Shoppe 2202 | Harrisburg | PA 17102 | 6698 | | |
| 501 North St | North Office Building | Harrisburg | PA 17120 | 6703 | | |
| 123 Walnut St | - | Harrisburg | PA 17103 | 6704 | | |
| 1303 N 7th St | Ollie Building | Harrisburg | PA 17120 | 6709 | | |
| 150 S 43rd St | - | Harrisburg | PA 17111 | 6716 | | |
| 1549 Bobali Rd | - | Harrisburg | PA 17110 | 6724 | | |
| 1700 Arsenal Blvd | District 7-0 | Harrisburg | PA 17120 | 6728 | | |
| 1800 Elmerton Ave | PSP Headquarters | Harrisburg | PA 17110 | 6729 | | |
| 1825 Stanley Dr | State Record Center | Harrisburg | PA 17103-1256 | 6731 | | |
| 1854 Brookwood St | DOR | Harrisburg | PA 17104 | 6734 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-------------------------------------|---------------|---------------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 1800 Herr St | DGS Public Works - Arsenal | Harrisburg | PA 17103-1540 | 6735 | | |
| 200 N 3rd St | Fulton Bank Building | Harrisburg | PA 17101 | 6738 | | |
| 2035 N Front St | Governor's Residence | Harrisburg | PA 17102-2106 | 6743 | | |
| 1850 Arsenal Blvd | - | Harrisburg | PA 17104 | 6745 | | |
| 1006 Hemlock Dr | Willow Oak Bldg | Harrisburg | PA 17110-3595 | 6752 | | |
| 2140 Herr St | District 8-0 | Harrisburg | PA 17120 | 6757 | | |
| 2150 Herr St | Stateside Insurance Building | Harrisburg | PA 17103 | 6758 | | |
| 22 S 3rd St | Old Keystone | Harrisburg | PA 17101 | 6760 | | |
| 2221 Forster St | Forster Street Office Building | Harrisburg | PA 17103-1729 | 6763 | | |
| 2221 Paxton Church Rd | Liquor Control Board | Harrisburg | PA 17110 | 6764 | | |
| 228 Walnut St | Federal Building; 5th Floor | Harrisburg | PA 17105 | 6767 | | |
| 2330 Vartan Way | Hearings & Appeals Harrisburg | Harrisburg | PA 17110 | 6772 | | |
| 2432 N 7th St | Dauphin CAO | Harrisburg | PA 17110 | 6773 | | |
| 2605 Interstate Dr | Pennsylvania Emergency Management | Harrisburg | PA 17110 | 6779 | | |
| 2629 Market Pl | Strategic Development | Harrisburg | PA 17110 | 6780 | | |
| 27 N Cameron St | CCC Harrisburg | Harrisburg | PA 17101 | 6782 | | |
| 29 Kline Village | PA Wine & Spirits Shoppe 2201 | Harrisburg | PA 17104 | 6783 | | |
| 2943 N 7th St | PA Wine & Spirits Shoppe 2208 | Harrisburg | PA 17110 | 6787 | | |
| 30 N 3rd St | State Employees Retirement System | Harrisburg | PA 17101 | 6795 | | |
| 300 N 2nd St | Commerce Towers | Harrisburg | PA 17120 | 6796 | | |
| 303 Walnut St | Harristown I - Verizon Tower | Harrisburg | PA 17101-1803 | 6797 | | |
| 3101 N Front St | - | Harrisburg | PA 17110 | 6798 | | |
| 333 Market St | Harristown II | Harrisburg | PA 17101-2210 | 6802 | | |
| 3655 Vartan Way | LCE - HQ | Harrisburg | PA 17110 | 6810 | | |
| 400 Market St | Rachel Carson State Office Building | Harrisburg | PA 17101-2301 | 6814 | | |
| 83 Point Mall | PA Wine & Spirits Shoppe 2215 | Harrisburg | PA 17111 | 6827 | | |
| 555 Walnut St | Forum Place | Harrisburg | PA 17105 | 6828 | | |
| 614 N Front St | B.D.L.E. | Harrisburg | PA 17101 | 6831 | | |
| 6301 Grayson Rd | PA Wine & Spirits Shoppe 2217 | Harrisburg | PA 17111 | 6832 | | |
| 711 Gibson Blvd | DOR | Harrisburg | PA 17104 | 6836 | | |
| 7820 Allentown Blvd | BIPS/BCI | Harrisburg | PA 17112 | 6840 | | |
| 651 Boas St | Labor and Industry Bldg | Harrisburg | PA 17121-0750 | 6842 | | |
| 901 N 7th St | Capital Associates Building | Harrisburg | PA 17102 | 6847 | | |
| 905 Elmerton Ave | BOMO Annex | Harrisburg | PA 17110 | 6848 | | |
| 909 Elmerton Ave | PA DEP SCRO | Harrisburg | PA 17110 | 6850 | | |
| 910 Capital St | Northwest Office Building | Harrisburg | PA 17124 | 6852 | | |
| 911 Gibson Blvd | - | Harrisburg | PA 17111 | 6853 | | |
| 990 Briarsdale Rd | LCB Real Estate Maintenance - 8007 | Harrisburg | PA 17109 | 6855 | | |
| 501 N 3rd St | Capitol Building | Harrisburg | PA 17120-0302 | 6860 | | |
| 601 Forster St | Health and Welfare Building | Harrisburg | PA 17120-0701 | 6864 | | |
| 300 Commonwealth Ave | South Office Building | Harrisburg | PA 17120 | 6906 | | |
| 192 N Valley Rd | Forest Pest Mgmt - Breezewood | Harrisonville | PA 17228 | 6910 | X | Will continue to monitor for future availability |
| 225 N York Rd | PA Wine & Spirits Shoppe 4612 | Hatboro | PA 19040 | 6916 | | |
| 1547 Bethlehem Pke | PA Wine & Spirits Shoppe 0901 | Hatfield | PA 19440 | 6920 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|---------------------------------|-------------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 10 W Chestnut St | Central Plaza Building | Hazleton | PA 18201 | 6943 | | |
| 100 W Broad St | SERS Hazleton | Hazleton | PA 18201 | 6944 | | |
| 1052 S Church St | DLC-50 Hazleton | Hazleton | PA 18201 | 6948 | | |
| 1099 N Church St | PA Wine & Spirits Shoppe 4033 | Hazleton | PA 18201 | 6949 | | |
| 200 Dessen Dr | Old Exam Bldg | Hazleton | PA 18020 | 6952 | | |
| 40 N Church St | City Hall | Hazleton | PA 18201 | 6956 | | |
| 75 N Laurel St | HAZ139 | Hazleton | PA 18201 | 6959 | | |
| 2236 Highland Rd | Mercer CAO | Hermitage | PA 16148 | 6968 | | |
| 2321 E State St | PA Wine & Spirits Shoppe 4306 | Hermitage | PA 16148 | 6969 | | |
| 175 E Hershey Park Dr | State Police Academy | Hershey | PA 17033 | 6978 | | |
| 3218 Rickert Rd | Troop M - Dublin | Perkasie | PA 18944 | 6993 | X | Will continue to monitor for future availability |
| 1510 N Juniata St | Troop G - HQ | Hollidaysburg | PA 16684 | 6997 | | |
| 1620 N Juniata St | District 9-0 | Hollidaysburg | PA 16648 | 6998 | | |
| 423 Allegheny St | County Office Bldg | Hollidaysburg | PA 16648 | 7002 | | |
| 160 Marsh Rd | Visitor Center | Hollidaysburg | PA 16648 | 7005 | | |
| 2143 MacDade Blvd | PA Wine & Spirits Shoppe 2324 | Holmes | PA 19043 | 7009 | | |
| 107 8th St | Wayne CAO | Honesdale | PA 18431 | 7015 | | |
| 615 Erie Heights | - | Honesdale | PA 18431 | 7021 | | |
| 925 Court St | - | Honesdale | PA 18431 | 7023 | | |
| 3 Mi East of Rt 6 | District 4-6 | Honesdale | PA 18431 | 7025 | | |
| 3000 State Rte 18 | Park Office | Hookstown | PA 15050 | 7043 | | |
| 1025 Horsham Rd | HORSHAM POLICE DEPARTMENT | Horsham | PA 19044 | 7046 | | |
| 859 County Line Rd | Graeme Park | Horsham | PA 19044 | 7048 | | |
| 821 Centennial St | PA Wine & Spirits Shoppe 1703 | Houtzdale | PA 16651 | 7051 | | |
| 2009 Industrial Dr | SCI Houtzdale | Houtzdale | PA 16698 | 7053 | | |
| 149 Main Park Rd | Park Office | Howard | PA 16841 | 7054 | X | Will continue to monitor for future availability |
| 660 State Rte 11 | SCI Retreat | Hunlock Creek | PA 18621 | 7063 | | |
| 1100 Pike St | SCI Huntingdon | Huntingdon | PA 16652 | 7065 | | |
| 1120 Pike St | SCI Smithfield | Huntingdon | PA 16652 | 7066 | | |
| 241 Mifflin St | Huntingdon Cnty Sheriffs Office | Huntingdon | PA 16652 | 7070 | | |
| 530 Washington St | Huntingdon Borough Police Dept | Huntingdon | PA 16652 | 7073 | | |
| 54 Pennsylvania Ave | - | Huntingdon | PA 16652 | 7074 | | |
| 7657 Lake Raystown Shopping Ctr | PA Wine & Spirits Shoppe 3101 | Huntingdon | PA 16652 | 7075 | | |
| 909 Moore St | - | Huntingdon | PA 16652 | 7078 | | |
| 181 Rothrock Ln | Forest District 5 Office | Huntingdon | PA 16652 | 7087 | | |
| 2022 E County Line Rd | DLC-35 Huntingdon Valley | Huntingdon Valley | PA 19006 | 7091 | | |
| 640 Red Lion Rd | Lower Moreland Police Dept | Huntingdon Valley | PA 19006 | 7092 | | |
| 1905 Washington Ave | District 2-2 | Hyde | PA 16843 | 7095 | X | Will continue to monitor for future availability |
| 86 Hyner Park Rd | Park Office | Hyner | PA 17738 | 7098 | | |
| 124 Park Rd | Park Office | Imler | PA 16655 | 7100 | X | Will continue to monitor for future availability |
| 440 Lincoln Dr | Penn Lincoln Center | Imperial | PA 15126 | 7102 | | |
| 325 McClaren Rd Exit | ATR 375 | Imperial | PA 15126 | 7103 | | |
| 276 Stormer Rd | - | Indiana | PA 15701 | 7104 | | |
| 2750 W Pike Rd | Indiana CAO | Indiana | PA 15701 | 7109 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|--------------------------------|-----------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 4221 Rte 286 | Troop A - Indiana | Indiana | PA 15701 | 7114 | | |
| 575 Philadelphia St | PA Wine & Spirits Shoppe 3202 | Indiana | PA 15701 | 7115 | | |
| 75 N 2nd St | - | Indiana | PA 15701 | 7120 | | |
| 80 N 8th St | Indiana Borough Police Dept | Indiana | PA 15701 | 7122 | | |
| 825 Philadelphia St | Indiana County Sheriffs Office | Indiana | PA 15701 | 7123 | | |
| 2334 Oakland Ave | Indiana Mall | Indiana | PA 15701 | 7128 | | |
| 310 Main St | PA Wine & Spirits Shoppe 6508 | Irwin | PA 15642 | 7137 | | |
| 4534 Tar Kiln Rd | Youth Forestry Camp 3 | James Creek | PA 16651 | 7142 | X | Will continue to monitor for future availability |
| 2660 Williamsfield Rd | Park Office | Jamestown | PA 16134 | 7145 | X | Will continue to monitor for future availability |
| 114 S 5th St | PA Wine & Spirits Shoppe 6504 | Jeannette | PA 15644 | 7149 | | |
| 354 Allegheny St | PA Wine & Spirits Shoppe 4103 | Jersey Shore | PA 17740 | 7156 | | |
| 1215 North St | PA Wine & Spirits Shoppe 1302 | Jim Thorpe | PA 18229 | 7165 | | |
| 4 Broadway | Carbon County Courthouse | Jim Thorpe | PA 18229 | 7166 | | |
| 76 Susquehanna St | - | Jim Thorpe | PA 18229 | 7169 | | |
| 533 State Park Rd | Park Office | Johnsonburg | PA 15845 | 7176 | X | Will continue to monitor for future availability |
| 1513 Scalp Ave | East Hills Plz | Johnstown | PA 15904 | 7179 | X | Will continue to monitor for future availability |
| 1735 Lyter Dr | Westmont Shopping Ctr | Johnstown | PA 15905 | 7180 | | |
| 2451 Bedford St | Geistown Shopping Ctr | Johnstown | PA 15904 | 7184 | X | Will continue to monitor for future availability |
| 301 Washington St | CCC Johnstown | Johnstown | PA 15901 | 7186 | | |
| 322 Schoolhouse Rd | Richland Twp Police Dept | Johnstown | PA 15904 | 7189 | | |
| 358 N Sheridan St | 20th Ward Shopping Center | Johnstown | PA 15906 | 7191 | | |
| 20th Ward Shopping Center | 358 N Sheridan St | Johnstown | PA 15906 | 7191 | | |
| 401 Washington St | Johnstown Police Department | Johnstown | PA 15901 | 7192 | | |
| 426 Main St | PA Wine & Spirits Shoppe 1101 | Johnstown | PA 15901 | 7195 | | |
| 516 Main St | - | Johnstown | PA 15901 | 7197 | | |
| 563 Walters Ave | DLC-45 Johnstown | Johnstown | PA 15901 | 7200 | X | Will continue to monitor for future availability |
| 607 Main St | - | Johnstown | PA 15901 | 7202 | | |
| 727 Goucher St | Hiram G Andrews Center | Johnstown | PA 15905 | 7206 | | |
| 120 Fraley St | PA Wine & Spirits Shoppe 4202 | Kane | PA 16735 | 7214 | | |
| 3178 Rte 219 | Troop C - Kane | Kane | PA 16735 | 7216 | | |
| 4395 Quehanna Hwy | Quehanna Boot Camp | Karthaus | PA 16845 | 7219 | | |
| 350 Scarlett Rd | PA Wine & Spirits Shoppe 1507 | Kennett Square | PA 19348 | 7228 | | |
| 251 Flint Hill Rd | Troop T - King Of Prussia | King Of Prussia | PA 19406 | 7234 | | |
| 500 Wyoming Ave | Kingston Police Dept | Kingston | PA 18704 | 7239 | | |
| 1280 N Water St | Armstrong CAO | Kittanning | PA 16201 | 7248 | | |
| 239 Butler Rd | - | Kittanning | PA 16201 | 7250 | | |
| 2P S Water St | District 10-1 | Kittanning | PA 16201 | 7255 | | |
| 500 E Market St | County Office Bldg | Kittanning | PA 16201 | 7260 | | |
| 13 Franklin Village Mall | PA Wine & Spirits Shoppe 0308 | Kittanning | PA 16201 | 7265 | | |
| 504 S Waters St | District 10-1 | Kittanning | PA 16201 | 7266 | | |
| 45 Constitution Blvd | PA Wine & Spirits Shoppe 0605 | Kutztown | PA 19530 | 7275 | | |
| 1234 Millersville Pke | PA Wine & Spirits Shoppe 3608 | Lancaster | PA 17603 | 7290 | | |
| 1825 Municipal Dr | Manheim Twp PD | Lancaster | PA 17601 | 7297 | | |
| 2076 Fruitville Pke | PA Wine & Spirits Shoppe 3614 | Lancaster | PA 17601 | 7301 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|--|------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 2099 Lincoln Hwy E | Troop J - HQ | Lancaster | PA 17602 | 7302 | | |
| 2451 Kissel Hill Rd | Vistor Center | Lancaster | PA 17601 | 7305 | | |
| 252 N Queen St | PA Wine & Spirits Shoppe 3602 | Lancaster | PA 17603 | 7306 | | |
| 832 Manor St | Lancaster CAO | Lancaster | PA 17604 | 7326 | | |
| 2105 Lincoln Hwy E | District 8-7 | Lancaster | PA 17604 | 7333 | | |
| 405 Sharpless Rd | White Clay Creek Preserve Park Off | Landenberg | PA 19350 | 7335 | X | Will continue to monitor for future availability |
| 517 Sharpless Rd | CHES62-White Clay Creek State Preserve | Landenberg | PA 19350 | 7336 | X | Will continue to monitor for future availability |
| 118 N Flowers Mill Rd | PA Wine & Spirits Shoppe 0928 | Langhorne | PA 19047 | 7342 | | |
| 607 N Broad St | - | Lansdale | PA 19446 | 7346 | | |
| 850 Valley Forge Rd | PA Wine & Spirits Shoppe 4633 | Lansdale | PA 19446 | 7348 | | |
| 920 Baltimore Ave | PA Wine & Spirits Shoppe 2312 | Lansdowne | PA 19050 | 7352 | | |
| 46 W Ridge St | PA Wine & Spirits Shoppe 1301 | Lansford | PA 18232 | 7355 | X | Will continue to monitor for future availability |
| 5837 Route 220 | Troop P - Laporte | Laporte | PA 18626 | 7359 | X | Will continue to monitor for future availability |
| 1100 Ligonier St | - | Latrobe | PA 15650 | 7362 | | |
| 313 Depot St | PA Wine & Spirits Shoppe 6502 | Latrobe | PA 15650 | 7366 | | |
| 314 Latrobe Thirty Pl | PA Wine & Spirits Shoppe 6523 | Latrobe | PA 15650 | 7367 | | |
| 1445 Cumberland St | District 8-8 - LEBA690 | Lebanon | PA 17042 | 7387 | | |
| 243 Schneider Dr | - | Lebanon | PA 17046 | 7390 | | |
| 400 S 8th St | Municipal Building | Lebanon | PA 17042 | 7393 | | |
| 625 S 8th St | Lebanon CAO | Lebanon | PA 17042 | 7394 | | |
| 9 N 9th St | - | Lebanon | PA 17042 | 7398 | | |
| 900 E Cumberland St | DLC-48 Lebanon | Lebanon | PA 17042 | 7399 | | |
| 163 3rd St | PA Wine & Spirits Shoppe 0303 | Leechburg | PA 15656 | 7401 | | |
| 100 Village Dr | PA Wine & Spirits Shoppe 9203 | Leetsdale | PA 15056 | 7404 | X | Will continue to monitor for future availability |
| 1403 Blakeslee Blvd Dr E | DLC-57 Lehighon | Lehighon | PA 18235 | 7407 | | |
| 143 South St | PA Wine & Spirits Shoppe 1304 | Lehighon | PA 18235 | 7408 | | |
| 2950 Pohopoco Dr | Park Office | Lehighon | PA 18235 | 7411 | | |
| 1200 Market St | PA Wine & Spirits Shoppe 2102 | Lemoyne | PA 17043 | 7422 | | |
| 7321 New Falls Rd | - | Levittown | PA 19055 | 7429 | | |
| 103 S 2nd St | Union County Courthouse | Lewisburg | PA 17837 | 7438 | X | Will continue to monitor for future availability |
| 1610 Industrial Blvd | Union CAO | Lewisburg | PA 17837 | 7439 | X | Will continue to monitor for future availability |
| 612 Fairground Rd | District 3-8 | Lewisburg | PA 17837 | 7444 | X | Will continue to monitor for future availability |
| 4612 West Branch Hwy | - | Lewisburg | PA 17837 | 7446 | X | Will continue to monitor for future availability |
| 1125 Riverside Dr | Mifflin CAO | Lewistown | PA 17044 | 7453 | | |
| 129 S Main St | PA Wine & Spirits Shoppe 4401 | Lewistown | PA 17044 | 7454 | | |
| 20 N Wayne St | Mifflin County Courthouse | Lewistown | PA 17044 | 7455 | | |
| 2550 Brownsville Rd | PA Wine & Spirits Shoppe 0210 | Library | PA 15129 | 7463 | | |
| 613 W Main St | PA Wine & Spirits Shoppe 6507 | Ligonier | PA 15658 | 7469 | | |
| 211 E Erie St | PA Wine & Spirits Shoppe 2004 | Linesville | PA 16424 | 7477 | X | Will continue to monitor for future availability |
| 3388 W Erie St Ext | Linesville Contact Station | Linesville | PA 16424 | 7478 | X | Will continue to monitor for future availability |
| 13300 Hartstown Rd | FBC Linesville SFH | Linesville | PA 16424 | 7480 | X | Will continue to monitor for future availability |
| 110 Pickering Way | - | Lionville | PA 19341 | 7483 | | |
| 137 E Main St | PA Wine & Spirits Shoppe 1801 | Lock Haven | PA 17745 | 7488 | | |
| 215 E Church St | - | Lock Haven | PA 17745 | 7489 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------------|----------------|-----------|------------|------|--|
| 232 E Main St | Garden Building | Lock Haven | PA 17745 | 7493 | | |
| 738 Bellefonte Ave | - | Lock Haven | PA 17745 | 7499 | | |
| 8 N Grove St | Lock Haven CareerLink - Job Center | Lock Haven | PA 17754 | 7500 | | |
| 110 Trooper Court | Troop H - York | York | PA 17403 | 7510 | | |
| 10 Opportunity Dr | Loysville YDC | Loysville | PA 17047 | 7533 | X | Will continue to monitor for future availability |
| 576 Union St | PA Wine & Spirits Shoppe 4006 | Luzerne | PA 18709 | 7535 | | |
| 529 S Market St | PA Wine & Spirits Shoppe 2205 | Lykens | PA 17048 | 7536 | X | Will continue to monitor for future availability |
| 7 S Main St | PA Wine & Spirits Shoppe 5406 | Mahanoy City | PA 17948 | 7542 | | |
| 20 Liberty Blvd | PA Wine & Spirits Shoppe 1519 | Malvern | PA 19355 | 7549 | | |
| 225 Lancaster Ave | DLC-16 Malvern | Malvern | PA 19355 | 7554 | | |
| 28 S Charlotte St | Lancaster County Wide Communication | Manheim | PA 17545 | 7563 | X | Will continue to monitor for future availability |
| 1745 Valley Rd | Troop F - Mansfield | Mansfield | PA 16933 | 7570 | X | Will continue to monitor for future availability |
| 181 N Main St | PA Wine & Spirits Shoppe 5905 | Mansfield | PA 16933 | 7571 | X | Will continue to monitor for future availability |
| 600 Gateway Dr | DEP NCR District Ofc | Mansfield | PA 16933 | 7572 | X | Will continue to monitor for future availability |
| 1925 Norristown Rd | PA Wine & Spirits Shoppe 4606 | Maple Glen | PA 19002 | 7578 | | |
| 121 Chestnut St | PA Wine & Spirits Shoppe 2701 | Marienville | PA 16239 | 7580 | | |
| 1890 McClellandtown Rd | PA Wine & Spirits Shoppe 2604 | Masontown | PA 15561 | 7595 | | |
| 116 W Market St | Neighborhood Services Center | McConnellsburg | PA 17233 | 7604 | | |
| 208 N 2nd St | Courthouse | McConnellsburg | PA 17233 | 7605 | | |
| 440 Buchanan Trail | Forest District 2 Office | McConnellsburg | PA 17233 | 7608 | | |
| 22907 Great Cove Rd | District 9-4 | Fort Littleton | PA 17223 | 7611 | | |
| 301 W Barr St | PA Wine & Spirits Shoppe 6305 | McDonald | PA 15057 | 7614 | | |
| 409 Chartiers Ave | PA Wine & Spirits Shoppe 0206 | McKees Rocks | PA 15136 | 7618 | | |
| 500 Pine Hollow Rd | PA Wine & Spirits Shoppe 9206 | McKees Rocks | PA 15136 | 7619 | | |
| 139 5th Ave | PA Wine & Spirits Shoppe 0205 | McKeesport | PA 15132 | 7623 | | |
| 220 6th St | Allegheny CAO/Southeast District | McKeesport | PA 15132 | 7624 | | |
| 339 5th Ave | - | McKeesport | PA 15132 | 7626 | | |
| 4313 Walnut St | PA Wine & Spirits Shoppe 0294 | McKeesport | PA 15132 | 7628 | X | Will continue to monitor for future availability |
| 710 Thompson Ave | - | McKees Rocks | PA 15136 | 7631 | | |
| 3929 Washington Rd | PA Wine & Spirits Shoppe 6315 | McMurray | PA 15317 | 7633 | | |
| 200 Racetrack Rd | Meadows Race Track | Meadowlands | PA 15347 | 7638 | | |
| 1084 Water St | Crawford CAO | Meadville | PA 16335 | 7641 | | |
| 11528 State Hwy 98 | FBC Northwest Region | Meadville | PA 16335 | 7644 | | |
| 13410 Dunham Rd | - | Meadville | PA 16335 | 7645 | | |
| 16942 Patricia Dr | DLC-23 Meadville | Meadville | PA 16335 | 7646 | | |
| 19017 Park Ave Plz | PA Wine & Spirits Shoppe 2006 | Meadville | PA 16335 | 7648 | | |
| 195 Valley View Dr | NW Training Center | Meadville | PA 16335 | 7649 | | |
| 230 Chestnut St | DEP NW Regional Office @ Meadville | Meadville | PA 16335 | 7652 | | |
| 747 Terrace St | - | Meadville | PA 16335 | 7658 | | |
| 900 Water St | PA Wine & Spirits Shoppe 2001 | Meadville | PA 16335 | 7662 | | |
| 903 Diamond Sq | Crawford County Courthouse | Meadville | PA 16335 | 7663 | | |
| 5020 Richard Ln | IntelliMark Inc | Mechanicsburg | PA 17055 | 7674 | | |
| 5035 Ritter Rd | - | Mechanicsburg | PA 17055 | 7675 | | |
| 6560 Carlisle Pke | PA Wine & Spirits Shoppe 2106 | Mechanicsburg | PA 17050 | 7681 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|-------------------------------|-----------------|-----------|------------|------|--|
| 1342 W Baltimore Pke | Troop K - Media | Media | PA 19063 | 7686 | | |
| 201 W Front St | Fronefield Building | Media | PA 19063 | 7687 | | |
| 426 S Old Middletown Rd | District 6-3 | Bortondale | PA 19063 | 7698 | | |
| 205 S Erie St | - | Mercer | PA 16137 | 7705 | | |
| 215 N Maple St | District 1-4 | Mercer | PA 16137 | 7706 | | |
| 519B Greenville Rd | DLC-53 Mercer | Mercer | PA 16137 | 7707 | | |
| 826 Franklin Rd | Troop D - Mercer | Mercer | PA 16137 | 7711 | | |
| 8362 Sharon-Mercer Rd | PBPP Mercer DO | Mercer | PA 16137 | 7712 | | |
| 9 S Main St | PA Wine & Spirits Shoppe 2804 | Mercersburg | PA 17236 | 7717 | X | |
| 119 W City Ave | PA Wine & Spirits Shoppe 4614 | Bala Cynwyd | PA 19004 | 7718 | | |
| 686 Market Sq | PA Wine & Spirits Shoppe 5601 | Meyersdale | PA 15552 | 7721 | X | |
| 9 W Market St | Courthouse | Middleburg | PA 17842 | 7728 | | |
| 430 E Main St | PA Wine & Spirits Shoppe 2206 | Middletown | PA 17057 | 7737 | | |
| 508 Midland Ave | PA Wine & Spirits Shoppe 0405 | Midland | PA 15059 | 7749 | | |
| 17 Rte 333 | PA Wine & Spirits Shoppe 3401 | Mifflin | PA 17058 | 7750 | | |
| 30 E Chestnut St | PA Wine & Spirits Shoppe 6002 | Mifflinburg | PA 17844 | 7751 | X | Will continue to monitor for future availability |
| 100 Meadow Ln | Juniata CAO | Mifflintown | PA 17059 | 7755 | | |
| 68 N Main St | Courthouse | Mifflintown | PA 17059 | 7759 | | |
| 4373 William Penn Highway | District 2-9 | Mifflintown | PA 17059 | 7760 | | |
| 10 Buist Rd | Millford Professional Park | Milford | PA 18337 | 7767 | X | Will continue to monitor for future availability |
| 106 W Harford St | PA Wine & Spirits Shoppe 5201 | Milford | PA 18337 | 7768 | X | Will continue to monitor for future availability |
| 201 W Harford St | DLC-106 Milford | Milford | PA 18337 | 7770 | X | Will continue to monitor for future availability |
| 101 Bennett Ave | District 4-4 | Milford | PA 18337 | 7771 | X | Will continue to monitor for future availability |
| 1405 New Lancaster Valley Rd | Park Office | Milroy | PA 17063 | 7791 | X | Will continue to monitor for future availability |
| 50 Lawton Ln | Troop F - Milton | Milton | PA 17847 | 7795 | X | Will continue to monitor for future availability |
| 551 Mahoning St | PA Wine & Spirits Shoppe 4904 | Milton | PA 17847 | 7796 | X | Will continue to monitor for future availability |
| 888 Gordon Nagle Trail | PA Wine & Spirits Shoppe 5408 | Pottsville | PA 17954 | 7798 | | |
| 245 W Main St | PA Wine & Spirits Shoppe 6306 | Monongahela | PA 15063 | 7802 | | |
| 925 Donner Ave | PA Wine & Spirits Shoppe 6503 | Monessen | PA 15062 | 7804 | | |
| 2700 Monroeville Blvd | - | Monroeville | PA 15146 | 7818 | | |
| 4500 Broadway Blvd | PA Wine & Spirits Shoppe 0242 | Monroeville | PA 15146 | 7823 | | |
| 1001 Stump Rd | Montgomery Twp Police Dept | Montgomeryville | PA 18936 | 7828 | | |
| 150 Choate Cir | LCE - DO # 6 | Montoursville | PA 17754 | 7831 | | |
| 542 County Farm Rd | Lycoming County 911 Comm Ctr | Montoursville | PA 17754 | 7832 | X | Will continue to monitor for future availability |
| 715 Jordan Ave | District 3-0 | Montoursville | PA 17754 | 7834 | | |
| 803 N Loyalsock Ave | PA Wine & Spirits Shoppe 4107 | Montoursville | PA 17754 | 7836 | | |
| 899 Cherry St | Troop F - HQ | Montoursville | PA 17754 | 7837 | | |
| 31 Public Ave | County Courthouse | Montrose | PA 18801 | 7845 | X | Will continue to monitor for future availability |
| 111 Spruce St | Susquehanna CAO | Montrose | PA 18801 | 7846 | X | Will continue to monitor for future availability |
| 35 Spruce St | - | Montrose | PA 18801 | 7847 | X | Will continue to monitor for future availability |
| 2846 Main St | PA Wine & Spirits Shoppe 3618 | Morgantown | PA 19543 | 7859 | X | Will continue to monitor for future availability |
| 229 Plaza Blvd | PA Wine & Spirits Shoppe 0906 | Morrisville | PA 19067 | 7862 | | |
| 400 Pennsbury Memorial Ln | Crozier House | Morrisville | PA 19067 | 7863 | | |
| 136 S Oak St | PA Wine & Spirits Shoppe 4901 | Mount Carmel | PA 17851 | 7867 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------|------------------------------------|----------------|-----------|------------|------|--|
| 931-B E Main St | PA Wine & Spirits Shoppe 3609 | Mount Joy | PA 17552 | 7871 | | |
| 1040 Countryside Plz | PA Wine & Spirits Shoppe 6509 | Mt Pleasant | PA 15666 | 7891 | | |
| 656 Main St | PA Wine & Spirits Shoppe 6506 | Mount Pleasant | PA 15666 | 7893 | | |
| 3041 Route 940 | Unit 104 | Mount Pocono | PA 18344 | 7901 | | |
| 25 W Water St | PA Wine & Spirits Shoppe 3102 | Mount Union | PA 17066 | 7902 | X | Will continue to monitor for future availability |
| 3408 Main St | PA Wine & Spirits Shoppe 0271 | Munhall | PA 15120 | 7912 | | |
| 1 Station Cir | PA Wine & Spirits Shoppe 4636 | Narberth | PA 19072 | 7929 | | |
| 34 S Broad St | PA Wine & Spirits Shoppe 4806 | Nazareth | PA 18064 | 7934 | | |
| 452 Broad St | PA Wine & Spirits Shoppe 1602 | New Bethlehem | PA 16242 | 7944 | X | Will continue to monitor for future availability |
| 413 W Main St | District 8-9 | New Bloomfield | PA 17068 | 7948 | | |
| 816 3rd Ave | PA Wine & Spirits Shoppe 0408 | New Brighton | PA 15066 | 7957 | | |
| 101 S Mercer St | - | New Castle | PA 16101 | 7962 | | |
| 102 Margaret St | CTL238 | New Castle | PA 16101 | 7963 | | |
| 106 Margaret St | Park Center | New Castle | PA 16101 | 7964 | | |
| 2034 W State St | PA Wine & Spirits Shoppe 3707 | New Castle | PA 16101 | 7970 | | |
| 2410 Wilmington Rd | PA Wine & Spirits Shoppe 3708 | New Castle | PA 16101 | 7972 | | |
| 2650 Ellwood Rd | PA Wine & Spirits Shoppe 3701 | New Castle | PA 16101 | 7974 | | |
| 430 Court St | County Office Bldg | New Castle | PA 16101 | 7977 | | |
| 1800 Wilimington Rd | District 11-4 | New Castle | PA 16103 | 7990 | | |
| 1745 Frew Mill Rd | New Castle YDC | New Castle | PA 16107 | 7995 | | |
| 128 Old York Rd | PA Wine & Spirits Shoppe 6708 | New Cumberland | PA 17070 | 7999 | | |
| 679 W Main St | PA Wine & Spirits Shoppe 3601 | New Holland | PA 17557 | 8014 | X | Will continue to monitor for future availability |
| 1600 Greensburg Rd | DLC-9 New Kensington | New Kensington | PA 15068 | 8017 | | |
| 328 Central City Plz | PA Wine & Spirits Shoppe 6505 | New Kensington | PA 15068 | 8021 | | |
| 909 Industrial Blvd | Westmoreland CAO/New Kensington | New Kensington | PA 15068 | 8025 | | |
| 162 Fish Hatchery Ln | FBC Reynoldsdale SFH | New Paris | PA 15554 | 8031 | | |
| 2200 N Center Ave | Troop T - New Stanton | New Stanton | PA 15672 | 8037 | | |
| 111 Westmore Ave | PA Wine & Spirits Shoppe 6522 | New Stanton | PA 15672 | 8039 | | |
| 153 Red Hill Rd | - | Newport | PA 17074 | 8048 | | |
| 10 W Centre Ave | PA Wine & Spirits Shoppe 0909 | Newtown | PA 18940 | 8053 | | |
| 101 Swamp Rd | Park Office | Newtown | PA 18940 | 8054 | | |
| 42 Alpha Dr | PA Wine & Spirits Shoppe 2314 | Newtown Square | PA 19073 | 8064 | | |
| 1599 Doubling Gap Rd | Park Office | Newville | PA 17241 | 8068 | X | Will continue to monitor for future availability |
| 1704 Pine Rd | FBC Southcentral Region | Newville | PA 17241 | 8069 | X | Will continue to monitor for future availability |
| 248 Center Rd | Troop T - Newville | Newville | PA 17241 | 8071 | X | Will continue to monitor for future availability |
| 844 Big Spring Rd | Big Spring Fish Culture Station | Newville | PA 17241 | 8074 | X | Will continue to monitor for future availability |
| 1001 Sterigere St | Norristown State Hospital | Norristown | PA 19401 | 8079 | | |
| 151 W Marshall St | DOR - 3 Stoney Creek Office Center | Norristown | PA 19401 | 8082 | | |
| 1931 New Hope St | Montgomery CAO/Norristown District | Norristown | PA 19401 | 8084 | | |
| 1937 New Hope St | - | Norristown | PA 19401 | 8085 | | |
| 1961 New Hope St | PBPP Norristown SO | Norristown | PA 19401 | 8088 | | |
| 1965 Calamia Dr | Norristown/Philadelphia UMR Team | Norristown | PA 19401 | 8089 | | |
| 2101 Swede Rd | DLC-22 Norristown | Norristown | PA 19401 | 8091 | | |
| 235 E Airy St | - | Norristown | PA 19401 | 8092 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|-------------------------------------|------------------|-----------|------------|------|--|
| 504 W Marshall St | PA Wine & Spirits Shoppe 4618 | Norristown | PA 19401 | 8097 | | |
| 2927 Swede Rd | PA Wine & Spirits Shoppe 4631 | Norristown | PA 19401 | 8105 | | |
| 10730 W Main St | PA Wine & Spirits Shoppe 2504 | North East | PA 16428 | 8109 | X | Will continue to monitor for future availability |
| 11279 Center Hwy | North Huntingdon Twp Police Dept | North Huntingdon | PA 15642 | 8114 | | |
| 8775 Norwin Ave | PA Wine & Spirits Shoppe 6518 | North Huntingdon | PA 15642 | 8116 | | |
| 1401 Greensburg Ave | PSP - Enterprise Network | North Versailles | PA 15137 | 8122 | | |
| 2001 Lincoln Way | PA Wine & Spirits Shoppe 0282 | White Oak | PA 15131 | 8123 | | |
| 500 Lincoln Hwy | PA Wine & Spirits Shoppe 0295 | North Versailles | PA 15137 | 8124 | | |
| 1210 Bethlehem Pke | PA Wine & Spirits Shoppe 4632 | North Wales | PA 19454 | 8126 | | |
| 323 N State St | Forest District 14 Office | North Warren | PA 16365 | 8133 | | |
| 33 Main Dr | Warren State Hospital | Warren | PA 16365 | 8134 | | |
| 1910 Center St | PA Wine & Spirits Shoppe 4805 | Northampton | PA 18067 | 8136 | | |
| 624 Allegheny River Blvd | PA Wine & Spirits Shoppe 0220 | Oakmont | PA 15139 | 8146 | | |
| 171 Dinner Bell Rd | Park Office | Ohio Pyle | PA 15470 | 8147 | | |
| 400 Kentuck Dr | Contact Station | Ohio Pyle | PA 15470 | 8149 | | |
| 1052 Grandview Rd | Venango Cnty Emergency Services | Oil City | PA 16301 | 8151 | | |
| 106 Duncomb St | - | Oil City | PA 16301 | 8152 | | |
| 50 Seneca St | PA Wine & Spirits Shoppe 6101 | Oil City | PA 16301 | 8156 | | |
| 305 State Park Rd | Park Office | Oil City | PA 16301 | 8158 | X | Will continue to monitor for future availability |
| 305 S Main St | PA Wine & Spirits Shoppe 3505 | Old Forge | PA 18518 | 8160 | | |
| 221 Delaware Ave | PA Wine & Spirits Shoppe 1303 | Palmerton | PA 18071 | 8176 | X | Will continue to monitor for future availability |
| 966 Marina Rd | Park Office | Patton | PA 16668 | 8193 | | |
| 1531 Main St | PA Wine & Spirits Shoppe 3510 | Peckville | PA 18452 | 8198 | | |
| 11620 Keleket Dr | DLC-26 Pittsburgh | Pittsburgh | PA 15235 | 8206 | | |
| 170 Rte 259 Hwy | Park Office | Penn Run | PA 15765 | 8208 | | |
| 315 W Lincoln Hwy | PA Wine & Spirits Shoppe 0908 | Penndel | PA 19047 | 8211 | | |
| 341 Dublin Pke | PA Wine & Spirits Shoppe 0931 | Bedminster | PA 18944 | 8217 | | |
| 511 Constitution Ave | PA Wine & Spirits Shoppe 0904 | Perkasie | PA 18944 | 8218 | | |
| 102 Main St | PA Wine & Spirits Shoppe 1004 | Petrolia | PA 16050 | 8225 | X | Will continue to monitor for future availability |
| 10 S 11th St | SCSC Eastern Regional Office | Philadelphia | PA 19107 | 8228 | | |
| 101 E Olney Ave | One and Olney Square Shopping Ctr | Philadelphia | PA 19120 | 8230 | | |
| 115 S 3rd St | - | Philadelphia | PA 19106 | 8236 | | |
| 1234 Market St | - | Philadelphia | PA 19107 | 8246 | | |
| 1237 S 11th St | PA Wine & Spirits Shoppe 5157 | Philadelphia | PA 19147 | 8247 | | |
| 135 W Chelton Ave | PA Wine & Spirits Shoppe 5101 | Philadelphia | PA 19144 | 8259 | | |
| 1350 W Sedgely Ave | Philadelphia CAO/Ridge District | Philadelphia | PA 19132 | 8260 | | |
| 1446 Point Breeze Ave | PA Wine & Spirits Shoppe 5129 | Philadelphia | PA 19146 | 8267 | | |
| 1515 Arch St | Philadelphia Dept of Human Services | Philadelphia | PA 19102 | 8270 | | |
| 1600 Callowhill St | US Dept of Immigration | Philadelphia | PA 19130 | 8277 | | |
| 1628 John F Kennedy Blvd | PA Wine & Spirits Shoppe 5122 | Philadelphia | PA 19103 | 8280 | | |
| 1628 N 15th St | CCC Phila #4 | Philadelphia | PA 19121 | 8281 | | |
| 1741 S 54th St | Philadelphia DAP | Philadelphia | PA 19143 | 8287 | | |
| 1801 Vine St | Philadelphia State Court Unit | Philadelphia | PA 19103 | 8288 | | |
| 1935 Fairmount Ave | PA Wine & Spirits Shoppe 5169 | Philadelphia | PA 19130 | 8295 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-------------------------------------|--------------|-----------|------------|------|-------------------|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 200 S Broad St | The Bellvue | Philadelphia | PA 19102 | 8298 | | |
| 2115 N 22nd St | PA Wine & Spirits Shoppe 5153 | Philadelphia | PA 19121 | 8308 | | |
| 217-33 W Lehigh Ave | - | Philadelphia | PA 19133 | 8309 | | |
| 219 E Lehigh Ave | Philadelphia CAO - Liberty DO | Philadelphia | PA 19125 | 8311 | | |
| 2201 Belmont Ave | Troop K - HQ | Philadelphia | PA 19131 | 8314 | | |
| 2238 Washington Ave | PA Wine & Spirits Shoppe 5103 | Philadelphia | PA 19146 | 8315 | | |
| 2320 Island Ave | DLC-5 Philadelphia | Philadelphia | PA 19142 | 8318 | | |
| 2401 Vare Ave | PA Wine & Spirits Shoppe 5191 | Philadelphia | PA 19145 | 8323 | | |
| 2429 South St | PA Wine & Spirits Shoppe 5143 | Philadelphia | PA 19146 | 8326 | | |
| 2701 N Broad St | Somerset District | Philadelphia | PA 19132 | 8335 | | |
| 2717 N American St | PA Wine & Spirits Shoppe 5142 | Philadelphia | PA 19133 | 8336 | | |
| 2807 S Front St | PA Wine & Spirits Shoppe 5189 | Philadelphia | PA 19148 | 8340 | | |
| 301 E Cheltenham Ave | PBPP Phila Northwest SO | Philadelphia | PA 19144 | 8347 | | |
| 32 S 2nd St | PA Wine & Spirits Shoppe 5134 | Philadelphia | PA 19106 | 8350 | | |
| 3246 Red Lion Rd | PA Wine & Spirits Shoppe 5120 | Philadelphia | PA 19114 | 8354 | | |
| 326 S 5th St | PA Wine & Spirits Shoppe 5155 | Philadelphia | PA 19106 | 8355 | | |
| 3521 Cottman Ave | PA Wine & Spirits Shoppe 5180 | Philadelphia | PA 19149 | 8370 | | |
| 3772 L St | PA Wine & Spirits Shoppe 5152 | Philadelphia | PA 19124 | 8376 | | |
| 401 Franklin Mills Cir | PA Wine & Spirits Shoppe 5133 | Philadelphia | PA 19154 | 8381 | | |
| 4040 Chestnut St | - | Philadelphia | PA 19104 | 8382 | | |
| 407 N 8th St | CCC Phila #2 | Philadelphia | PA 19123 | 8384 | | |
| 4109 Frankford Ave | Philadelphia CAO/Boulevard District | Philadelphia | PA 19124 | 8385 | | |
| 444 N 3rd St | - | Philadelphia | PA 19123 | 8392 | | |
| 4750 Wingate St | 8014 | Philadelphia | PA 19136 | 8403 | | |
| 5 N 12th St | PA Wine & Spirits Shoppe 5105 | Philadelphia | PA 19107 | 8407 | | |
| 5070 Parkside Ave | Philadelphia CAO/West District | Philadelphia | PA 19131 | 8411 | | |
| 5101 Germantown Ave | PA Wine & Spirits Shoppe 5198 | Philadelphia | PA 19144 | 8412 | | |
| 5101 Lancaster Ave | PA Wine & Spirits Shoppe 5135 | Philadelphia | PA 19131 | 8413 | | |
| 5828 Market St | PBPP Phila West SO | Philadelphia | PA 19139 | 8436 | | |
| 5235 Frankford Ave | PA Wine & Spirits Shoppe 5145 | Philadelphia | PA 19135 | 8440 | | |
| 600 Arch St | Federal Building | Philadelphia | PA 19106 | 8441 | | |
| 6034 Woodland Ave | PA Wine & Spirits Shoppe 5173 | Philadelphia | PA 19142 | 8445 | | |
| 6400 Frankford Ave | DLC-20 Philadelphia | Philadelphia | PA 19135 | 8452 | | |
| 642 N Broad St | - | Philadelphia | PA 19130 | 8453 | | |
| 6577 Roosevelt Blvd | PA Wine & Spirits Shoppe 9111 | Philadelphia | PA 19149 | 8459 | | |
| 6822 Rising Sun Ave | PA Wine & Spirits Shoppe 5158 | Philadelphia | PA 19111 | 8461 | | |
| 6901 Woodland Ave | LCE - DO # 1 | Philadelphia | PA 19142 | 8462 | | |
| 700 Packer Ave | DOR | Philadelphia | PA 19148 | 8463 | | |
| 700 Race St | - | Philadelphia | PA 19106 | 8464 | | |
| 7161 Ogontz Ave | PA Wine & Spirits Shoppe 5190 | Philadelphia | PA 19138 | 8469 | | |
| 7204 Germantown Ave | PA Wine & Spirits Shoppe 5138 | Philadelphia | PA 19119 | 8471 | | |
| 730 Adams Ave | PA Wine & Spirits Shoppe 9114 | Philadelphia | PA 19124 | 8472 | | |
| 7702 City Line Ave | PA Wine & Spirits Shoppe 5195 | Philadelphia | PA 19151 | 8477 | | |
| 8001 State Rd | PBPP Phila County Prison | Philadelphia | PA 19144 | 8481 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-------------------------------------|--------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 8200 E Roosevelt Blvd | PA Wine & Spirits Shoppe 9108 | Philadelphia | PA 19152 | 8483 | | |
| 8201 Enterprise Ave | LCB Philadelphia Distribution Cente | Philadelphia | PA 19153 | 8484 | | |
| 8705 Germantown Ave | Top of the Hill Shopping Ctr | Philadelphia | PA 19118 | 8487 | | |
| 8854 Frankford Ave | PA Wine & Spirits Shoppe 5114 | Philadelphia | PA 19136 | 8488 | | |
| 919B Levick St | DLC-19 Philadelphia | Philadelphia | PA 19111 | 8492 | | |
| 961 N Marshall St | Philadelphia CAO/Girard District | Philadelphia | PA 19123 | 8496 | | |
| 990 Spring Garden St | - | Philadelphia | PA 19123 | 8498 | | |
| 4A Ames Plz | PA Wine & Spirits Shoppe 1706 | Philipsburg | PA 16866 | 8529 | | |
| 10 Old Clairton Rd | PA Wine & Spirits Shoppe 0284 | Pittsburgh | PA 15236 | 8551 | | |
| 1012 W View Park Dr | PA Wine & Spirits Shoppe 0234 | Pittsburgh | PA 15229 | 8557 | | |
| 1121 W North Ave | PBPP Pitts North Shore SO | Pittsburgh | PA 15233 | 8563 | | |
| 11663 Penn Hills Shopping Ctr | PA Wine & Spirits Shoppe 0299 | Pittsburgh | PA 15235 | 8567 | | |
| 1400 E Busway Way | - | Pittsburgh | PA 15222 | 8573 | | |
| 1601 Liberty Ave | Wine & spirits shoppe 0215 | Pittsburgh | PA 15222 | 8577 | | |
| 1602 Cochran Rd | PA Wine & Spirits Shoppe 9205 | Pittsburgh | PA 15220 | 8578 | | |
| 1749 S Braddock Ave | PA Wine & Spirits Shoppe 0228 | Pittsburgh | PA 15218 | 8580 | | |
| 1824 Murray Ave | PA Wine & Spirits Shoppe 0224 | Pittsburgh | PA 15217 | 8582 | | |
| 2060 William Pitt Way | Bldg A6 | Pittsburgh | PA 15238 | 8594 | | |
| 217 Atwood St | PA Wine & Spirits Shoppe 0213 | Pittsburgh | PA 15213 | 8598 | | |
| 230 Yost Blvd | PA Wine & Spirits Shoppe 0203 | Pittsburgh | PA 15221 | 8602 | | |
| 2350 Noblestown Rd | PA Wine & Spirits Shoppe 0290 | Pittsburgh | PA 15205 | 8606 | | |
| 2356 Golden Mile Hwy | PA Wine & Spirits Shoppe 9213 | Pittsburgh | PA 15239 | 8607 | X | Will continue to monitor for future availability |
| 239 4th Ave | - | Pittsburgh | PA 15222 | 8608 | | |
| 2629 Brownsville Rd | PA Wine & Spirits Shoppe 0261 | Pittsburgh | PA 15227 | 8609 | | |
| 2947 W Liberty Ave | PA Wine & Spirits Shoppe 0218 | Pittsburgh | PA 15216 | 8613 | | |
| 300 Liberty Ave | Riverfront | Pittsburgh | PA 15222 | 8615 | | |
| 300 Mt Lebanon Blvd | PA Wine & Spirits Shoppe 0274 | Pittsburgh | PA 15234 | 8616 | | |
| 3001 Beaver Ave | SCI Pittsburgh | Pittsburgh | PA 15233 | 8618 | | |
| 3070 William Pitt Way | - | Pittsburgh | PA 15238 | 8624 | | |
| 320 Smithfield St | One Oxford Centre | Pittsburgh | PA 15222 | 8628 | | |
| 3202 Brighton Rd | PA Wine & Spirits Shoppe 0273 | Pittsburgh | PA 15212 | 8629 | | |
| 3643 California Ave | PA Wine & Spirits Shoppe 0270 | Pittsburgh | PA 15212 | 8639 | | |
| 400 N Lexington St | Allegheny Cty Police Emer Services | Pittsburgh | PA 15208 | 8645 | | |
| 400 Waterfront Dr | DEP SW Regional Ofcs @ Pgh | Pittsburgh | PA 15222 | 8647 | | |
| 410 E Bruceton Rd | Pleasant Hills Police Dept | Pittsburgh | PA 15236 | 8650 | | |
| 4104 Butler St | PA Wine & Spirits Shoppe 0209 | Pittsburgh | PA 15201 | 8651 | | |
| 414 Grant St | DOR | Pittsburgh | PA 15222 | 8653 | | |
| 418 E Ohio St | PA Wine & Spirits Shoppe 0263 | Pittsburgh | PA 15222 | 8655 | | |
| 4643 Centre Ave | PA Wine & Spirits Shoppe 0252 | Pittsburgh | PA 15213 | 8660 | | |
| 4801 McKnight Rd | PA Wine & Spirits Shoppe 0292 | Pittsburgh | PA 15237 | 8662 | | |
| 500 Waterfront Dr | - | Pittsburgh | PA 15222 | 8665 | | |
| 529 Liberty Ave | PA Wine & Spirits Shoppe 0230 | Pittsburgh | PA 15222 | 8669 | | |
| 5301 Grove Rd | Unit 530E | Pittsburgh | PA 15236 | 8672 | | |
| 531 Penn Ave | Allegheny LI BVRV/BVVS District | Pittsburgh | PA 15222 | 8673 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|----------------------------------|----------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 535 S Aiken Ave | CCC Pitts #3 | Pittsburgh | PA 15232 | 8675 | | |
| 5947 Penn Ave | Allegheny CAO/Greater Pgh East | Pittsburgh | PA 15206 | 8684 | | |
| 6320 Shakespeare St | PA Wine & Spirits Shoppe 0238 | Pittsburgh | PA 15206 | 8694 | | |
| 660 1st Ave | Municipal Building | Pittsburgh | PA 15222 | 8697 | | |
| 681 Andersen Dr | SERS Pittsburgh | Pittsburgh | PA 15220 | 8698 | | |
| 7060 Highland Dr | Southwestern Veterans Center | Pittsburgh | PA 15206 | 8701 | | |
| 722 Brookline Blvd | PA Wine & Spirits Shoppe 0279 | Pittsburgh | PA 15226 | 8704 | | |
| 8050 McKnight Rd | PA Wine & Spirits Shoppe 0277 | Pittsburgh | PA 15237 | 8712 | | |
| 807 Wallace St | - | Pittsburgh | PA 15221 | 8713 | | |
| 875 Greentree Rd | 2 Parkway Center | Pittsburgh | PA 15220 | 8719 | | |
| 2 Parkway Center | 875 Greentree Rd | Pittsburgh | PA 15220 | 8719 | | |
| 875 Greentree Rd | 11 Parkway Center | Pittsburgh | PA 15220 | 8723 | | |
| 11 Parkway Center | 875 Greentree Rd | Pittsburgh | PA 15220 | 8723 | | |
| 900 Sarah St | Suite 208 | Pittsburgh | PA 15203 | 8724 | | |
| 950 2nd Ave | Allegheny County Jail | Pittsburgh | PA 15219 | 8731 | | |
| 959 Liberty Ave | PA Wine & Spirits Shoppe 0212 | Pittsburgh | PA 15222 | 8732 | | |
| 972 Freeport Rd | PA Wine & Spirits Shoppe 0214 | Pittsburgh | PA 15238 | 8734 | | |
| 1 Fort Pitt Tunnel | District 11-3 | Pittsburgh | PA 15210 | 8745 | | |
| 812 W College Ave | DLC-1 Pleasant Gap | Pleasant Gap | PA 16823 | 8756 | | |
| 213 Penn St | PA Wine & Spirits Shoppe 2605 | Point Marion | PA 15474 | 8769 | | |
| 1 Lakewood Cir North | Polk Center | Polk | PA 16342 | 8771 | | |
| 66 Mill St | PA Wine & Spirits Shoppe 4204 | Port Allegheny | PA 16743 | 8775 | | |
| 3670 Portage St | PA Wine & Spirits Shoppe 1111 | Portage | PA 15946 | 8781 | X | Will continue to monitor for future availability |
| 225 Pleasant Valley Rd | Park Office | Portersville | PA 16051 | 8783 | | |
| 448 N Shore Dr | Marina Office | Portersville | PA 16051 | 8784 | | |
| 1300 N Charlotte St | PA Wine & Spirits Shoppe 4630 | Pottstown | PA 19464 | 8790 | | |
| 112 Claude A Lord Blvd | - | Pottsville | PA 17901 | 8802 | | |
| 203 E Arch St | - | Pottsville | PA 17901 | 8806 | | |
| 401 N 2nd St | Schuylkill County Courthouse | Pottsville | PA 17901 | 8808 | | |
| 103 One Norwegian Plz | - | Pottsville | PA 17901 | 8809 | | |
| 435 N Centre St | Schuylkill Communications Center | Pottsville | PA 17901 | 8810 | | |
| 5 W Laurel Blvd | DEP Dist Ofc @ Pottsville | Pottsville | PA 17901 | 8811 | | |
| 530 Pottsville Park Plz | PA Wine & Spirits Shoppe 5401 | Pottsville | PA 17901 | 8815 | | |
| 195 Park Rd | Region 2 Park Office | Prospect | PA 16052 | 8822 | | |
| 100 Prushnok Dr | Jefferson CAO | Punxsutawney | PA 15767 | 8828 | | |
| 301 E Mahoning St | - | Punxsutawney | PA 15767 | 8833 | | |
| 305 Sutton St | LCE | Punxsutawney | PA 15767 | 8834 | | |
| 461 N Findley St | Co B 337th Engr Bn | Punxsutawney | PA 15767 | 8835 | | |
| 485 N Findley Ave | Troop C - HQ | Punxsutawney | PA 15767 | 8836 | | |
| 545 W Mahoning St | DLC-38 Punxutawney | Punxsutawney | PA 15767 | 8838 | | |
| 205 Witherow St | District 10-5 | Punxsutawney | PA 15767 | 8841 | | |
| 1542 Mountain View Dr | Park Office | Quakertown | PA 18951 | 8845 | | |
| 1 Harrisburg School Rd | Marina Bldg | Quakertown | PA 18951 | 8850 | | |
| 1005 Crossroads Blvd | SCR District Office DEP | Reading | PA 19605 | 8863 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|--------------------------------|------------------|---------------|------------|------|--|
| 1202 Rockland St | PA Wine & Spirits Shoppe 0602 | Reading | PA 19604 | 8866 | | |
| 3039 N 5th St Hwy | PA Wine & Spirits Shoppe 0619 | Reading | PA 19605 | 8873 | | |
| 501 Washington St | Suite 210 | Reading | PA 19601 | 8879 | | |
| 537 Penn St | PA Wine & Spirits Shoppe 0601 | Reading | PA 19601 | 8881 | | |
| 600 Kenhorst Blvd | Troop L - HQ | Reading | PA 19611 | 8883 | | |
| 625 Cherry St | Reading State Office Building | Reading | PA 19602-1152 | 8885 | | |
| 633 Court St | - | Reading | PA 19602 | 8886 | | |
| 815 Washington St | - | Reading | PA 19601 | 8889 | | |
| 770 Linn Run Rd | Park Office | Rector | PA 15677 | 8894 | | |
| 97 Kettle Creek Park Ln | Park Office | Renovo | PA 17764 | 8906 | | |
| 410 Main St | PA Wine & Spirits Shoppe 3305 | Reynoldsville | PA 15851 | 8912 | | |
| 305 N Broad St | PA Wine & Spirits Shoppe 2401 | Ridgway | PA 15853 | 8922 | X | Will continue to monitor for future availability |
| 651 Montmorenci Ave | - | Ridgway | PA 15853 | 8923 | X | Will continue to monitor for future availability |
| 12 E Hinckley Ave | PA Wine & Spirits Shoppe 2317 | Ridley Park | PA 19078 | 8933 | | |
| 171 Virginia Ave | Beaver CAO | Rochester | PA 15074 | 8941 | | |
| 155 Stewart Ave | District 11-2 - BEAV609 | Rochester | PA 15074 | 8946 | | |
| 404 Huntingdon Pke | PA Wine & Spirits Shoppe 4622 | Rockledge | PA 09827 | 8947 | | |
| 301 N Lewis Rd | PA Wine & Spirits Shoppe 4611 | Royersford | PA 19468 | 8956 | | |
| 684 Lake Wilhelm Rd | Park Office | Stoneboro | PA 16153 | 8971 | X | Will continue to monitor for future availability |
| 600 Main St | PA Wine & Spirits Shoppe 0502 | Saxton | PA 16678 | 8975 | X | Will continue to monitor for future availability |
| 837 N Elmira St | PA Wine & Spirits Shoppe 0801 | Sayre | PA 18840 | 8980 | | |
| 435 State Park Rd | State Park Region 3 Office | Schellsburg | PA 15559 | 8981 | X | Will continue to monitor for future availability |
| 132 State Park Rd | Park Office | Schellsburg | PA 15559 | 8982 | X | Will continue to monitor for future availability |
| 23 Meadowbrook Dr | Troop L - Schuylkill Haven | Schuylkill Haven | PA 17972 | 8988 | X | Will continue to monitor for future availability |
| 970 E Main St | District 5-6 | Schuylkill Haven | PA 17972 | 8989 | | |
| 100 Main St | PA Wine & Spirits Shoppe 4616 | Schwenksville | PA 19473 | 8991 | | |
| 100 Lackawanna Ave | Scranton State Office Building | Scranton | PA 18503-1923 | 8998 | | |
| 1006 Pittston Ave | Polish National Union Building | Scranton | PA 18505 | 8999 | | |
| 135 Franklin Ave | - | Scranton | PA 18503 | 9005 | | |
| 1600 Nay Aug Ave | PA Wine & Spirits Shoppe 3520 | Scranton | PA 18509 | 9007 | | |
| 1770 N Keyser Ave | PA Wine & Spirits Shoppe 3518 | Scranton | PA 18508 | 9008 | | |
| 200 Adams Ave | SCR019 | Scranton | PA 18503 | 9011 | | |
| 200 N Washington Ave | Courthouse | Scranton | PA 18503 | 9012 | | |
| 210 Meadow Ave | PA Wine & Spirits Shoppe 3522 | Scranton | PA 18505 | 9014 | | |
| 235 N Washington Ave | Post Office Building | Scranton | PA 18503 | 9015 | | |
| 240 Adams Ave | CCC Scranton | Scranton | PA 18503 | 9016 | | |
| 401 Penn Ave | Northeastern Veterans Center | Scranton | PA 18503 | 9018 | | |
| 1510 S Main Ave | PA Wine & Spirits Shoppe 3503 | Scranton | PA 18504 | 9024 | | |
| 1015 Rte 522 S | DLC-4 Selinsgrove | Selinsgrove | PA 17870 | 9032 | | |
| 1000 Rte 522 | Selinsgrove Center | Selinsgrove | PA 17870 | 9041 | | |
| 3298 State Rte 257 | - | Seneca | PA 16346 | 9050 | | |
| 521 Beaver St | PA Wine & Spirits Shoppe 0266 | Sewickley | PA 15143 | 9056 | | |
| 2 E Arch St | - | Shamokin | PA 17782 | 9061 | | |
| 120 S Water Ave | PA Wine & Spirits Shoppe 4301 | Sharon | PA 16146 | 9072 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|-----------------------------------|--------------------|-----------|------------|------|--|
| 300 W State St | CCC Sharon | Sharon | PA 16146 | 9075 | | |
| 837 Sharon New Castle Rd | PA Wine & Spirits Shoppe 4302 | Farrell | PA 16121 | 9082 | | |
| 212 S Main St | PA Wine & Spirits Shoppe 6202 | Sheffield | PA 16347 | 9097 | X | Will continue to monitor for future availability |
| 500 E Lancaster Ave | DLC-32 Shillington | Shillington | PA 19606 | 9113 | | |
| 7 E Lancaster Ave | - | Shillington | PA 19607 | 9114 | | |
| 1871 Old Main Dr | Reed Operations Ctr | Shippensburg | PA 17257 | 9117 | | |
| 21057 Paint Blvd | District 10-3 | Shippensburg | PA 16254 | 9124 | X | Will continue to monitor for future availability |
| 2 I-83-N | I-83NB Welcome Center J | Shrewsbury | PA 17361 | 9127 | | |
| 38 Clear Creek Park Rd | Park Office | Sigel | PA 15860 | 9129 | | |
| 1 Prison Rd | SCI Graterford | Skippack | PA 19426 | 9136 | X | Will continue to monitor for future availability |
| 2047C Bridge Rd | Troop K - Skippack | Schwenksville | PA 19473 | 9139 | | |
| 223 Grove City Rd | PA Wine & Spirits Shoppe 1008 | Slippery Rock | PA 16057 | 9144 | | |
| 2951 Prospect Rd | Jennings Environmental Educ Ctr | Slippery Rock | PA 16057 | 9145 | | |
| 433 W Main St | PA Wine & Spirits Shoppe 4203 | Smethport | PA 16749 | 9151 | | |
| 500 W Main St | McKean County Courthouse | Smethport | PA 16749 | 9152 | X | Will continue to monitor for future availability |
| 15 W Olive St | PA Wine & Spirits Shoppe 1403 | Snow Shoe | PA 16874 | 9162 | X | Will continue to monitor for future availability |
| 10649 Somerset Pke | Somerset Historical Center | Somerset | PA 15501 | 9167 | | |
| 111 E Union St | Somerset County Court House | Somerset | PA 15501 | 9168 | | |
| 1312 N Center Ave | District 9-7 | Somerset | PA 15501 | 9171 | | |
| 142 Sagamore St | Troop A - Somerset | Somerset | PA 15501 | 9172 | | |
| 1454 Laurel Hill Park Rd | Park Office | Somerset | PA 15501 | 9173 | | |
| 1534 N Center Ave | PA Wine & Spirits Shoppe 5602 | Somerset | PA 15501 | 9174 | | |
| 1590 Walters Mill Rd | SCI Somerset | Somerset | PA 15510 | 9176 | | |
| 218 N Kimberly Ave | - | Somerset | PA 15501 | 9177 | | |
| 236 Lake Rd | FBC Southwest Region | Somerset | PA 15501 | 9178 | | |
| 2584 Laurel Hill Park Rd | Visitors Center | Somerset | PA 15501 | 9180 | X | Will continue to monitor for future availability |
| 5593 Glades Pke | DLC-46 Somerset | Somerset | PA 15501 | 9181 | | |
| 5706 Glades Pke | Bldg A | Somerset | PA 15501 | 9184 | | |
| 651 S Center Ave | - | Somerset | PA 15501 | 9186 | | |
| 943 Glades Pke | Park Office | Somerset | PA 15501 | 9187 | | |
| 766 Rte 113 | PA Wine & Spirits Shoppe 0910 | Souderton | PA 18964 | 9196 | | |
| 10058 South Mountain Rd | South Mountain Restoration Center | South Mountain | PA 17261 | 9199 | X | Will continue to monitor for future availability |
| 510 W Southern Ave | PA Wine & Spirits Shoppe 4109 | South Williamsport | PA 17701 | 9209 | | |
| 1260 E Woodland Ave | Suite 104 | Springfield | PA 19064 | 9213 | | |
| 50 Powell Rd | Springfield Twp Police Dept | Springfield | PA 19064 | 9215 | | |
| 1 Veterans' Dr | Southeastern Veterans Center | Spring City | PA 19475 | 9222 | | |
| 137 Penn Nursery Rd | Penn Nursery | Spring Mills | PA 16875 | 9227 | | |
| 830 Pittsburgh St | - | Springdale | PA 15144 | 9233 | | |
| 129 N Michael St | DLC-59 St Marys | St Marys | PA 15857 | 9240 | X | Will continue to monitor for future availability |
| 778 Washington Rd | - | St Marys | PA 15857 | 9243 | X | Will continue to monitor for future availability |
| 832 St Marys Rd | PA Wine & Spirits Shoppe 2402 | St Marys | PA 15857 | 9245 | X | Will continue to monitor for future availability |
| 1735 Shiloh Rd | FBC Benner Springs SFH | State College | PA 16801 | 9249 | | |
| 1690 N Atherton St | PA Wine & Spirits Shoppe 1405 | State College | PA 16803 | 9251 | | |
| 2051 S Atherton St | PA Wine & Spirits Shoppe 1402 | State College | PA 16801 | 9252 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|------------------------------------|-----------------------|-----------|------------|------|--|
| 216 W Hamilton Ave | PA Wine & Spirits Shoppe 1404 | State College | PA 16801 | 9257 | | |
| 2525 Green Tech Dr | SERS State College | State College | PA 16803 | 9259 | | |
| 2580 Park Centre Blvd | Centre CAO | State College | PA 16801 | 9270 | | |
| 30 F Eisenhower Parking Deck | Penn State University Police | State College | PA 16801 | 9272 | | |
| 300 Gap Rd | PA Railroad Museum | Strasburg | PA 17579 | 9282 | | |
| 1060 N 9th St | PA Wine & Spirits Shoppe 4506 | Stroudsburg | PA 18360 | 9283 | | |
| 209 South | Rural Rte 2 Box 2003 | Stroudsburg | PA 18360 | 9286 | | |
| 4218 Manor Dr | DLC-36 Snyder'sville | Stroudsburg | PA 18360 | 9288 | X | Will continue to monitor for future availability |
| 1586 N 9th St | District 5-4 | Stroudsburg | PA 18360 | 9297 | | Will continue to monitor for future availability |
| 216 N 6th St | - | Sunbury | PA 17801 | 9306 | | |
| 247 Pennsylvania Ave | - | Sunbury | PA 17801 | 9307 | | |
| 309 N 5th St | DEP NCR District Office | Sunbury | PA 17801 | 9308 | | |
| 320 Chestnut St | Northumberland CAO | Sunbury | PA 17801 | 9309 | | |
| 535 Chestnut St | DOR | Sunbury | PA 17801 | 9312 | | |
| 236 Erie Blvd | PA Wine & Spirits Shoppe 5803 | Susquehanna | PA 18847 | 9322 | X | Will continue to monitor for future availability |
| 5566 Main Rd | FBC Northeast Region | Sweet Valley | PA 18656 | 9327 | X | Will continue to monitor for future availability |
| 143 N Railroad St | PA Wine & Spirits Shoppe 5403 | Tamaqua | PA 18252 | 9336 | | |
| 1 Kane Ln | LCB Scranton Distribution Center | Taylor | PA 18517 | 9344 | | |
| 51 Water St | District 5-1 | Temple | PA 19560 | 9349 | | |
| 100 James Buchanan Dr | Chester County Assistance Office | Thorndale | PA 19372 | 9355 | | |
| 500 Cheyney Rd | Administration Building | Thornton | PA 19373 | 9358 | | |
| 526 Elm St | - | Tionesta | PA 16353 | 9365 | X | Will continue to monitor for future availability |
| 172 Fish Hatchery Ln | Tionesta State Fish Hatchery | Tionesta | PA 16353 | 9368 | X | Will continue to monitor for future availability |
| 305 S Elm St | PO Box 405 | Tionesta | PA 16353 | 9373 | X | Will continue to monitor for future availability |
| 126 S Martin St | PA Wine & Spirits Shoppe 2002 | Titusville | PA 16354 | 9377 | X | Will continue to monitor for future availability |
| 202 Museum Ln | Drake Well Museum | Titusville | PA 16354 | 9379 | X | Will continue to monitor for future availability |
| 11 Hap Arnold Blvd | Bldg 20 | Tobyhanna | PA 18466 | 9382 | | |
| 301 Main St | Bradford County Courthouse | Towanda | PA 18848 | 9394 | | |
| 340 York Ave | District 3-9 | Towanda | PA 18848 | 9395 | | |
| 387 York Ave | PA Wine & Spirits Shoppe 0802 | Towanda | PA 18848 | 9396 | | |
| 101 Hawkins Rd | Troop P - Towanda | Towanda | PA 18848 | 9402 | | |
| 1100 Duportail Rd | - | Berwyn | PA 19312 | 9408 | | |
| 44 N Crescent St | Mine Rescue Station | Tremont | PA 17981 | 9412 | X | Will continue to monitor for future availability |
| 560 Andrews Rd | PA Wine & Spirits Shoppe 0918 | Feasterville Trevoise | PA 19053 | 9415 | | |
| 6900 Hamilton Blvd | PA Wine & Spirits Shoppe 3916 | Trexlerstown | PA 18087 | 9417 | | |
| 49 Canton St | PA Wine & Spirits Shoppe 0803 | Troy | PA 16947 | 9421 | X | Will continue to monitor for future availability |
| 1 Courthouse Sq | County Office Bldg | Tunkhannock | PA 18657 | 9427 | X | Will continue to monitor for future availability |
| 113 State Rte 92 S | - | Tunkhannock | PA 18657 | 9428 | X | Will continue to monitor for future availability |
| 5632 SR 6 | Wyoming County State Health Center | Tunkhannock | PA 18657 | 9429 | X | Will continue to monitor for future availability |
| 2 Village Ctr | PA Wine & Spirits Shoppe 6601 | Tunkhannock | PA 18657 | 9430 | X | Will continue to monitor for future availability |
| 1 Franklin Ave | District 4-7 | Tunkhannock | PA 18657 | 9436 | X | Will continue to monitor for future availability |
| 3 Skyline Complex | Wyoming CAO | Tunkhannock | PA 18657 | 9443 | X | Will continue to monitor for future availability |
| 819 Rte 29 S | Charles Brother's Plaza | Tunkhannock | PA 18657 | 9444 | X | Will continue to monitor for future availability |
| 600 Hunter Hwy | DLC-105 Tunkhannock | Tunkhannock | PA 18657 | 9448 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|-------------------------------------|---------------------|-----------|------------|------|--|
| 519 Penn Ave | - | Turtle Creek | PA 15145 | 9450 | | |
| 1260 Pennsylvania Ave | PA Wine & Spirits Shoppe 0704 | Tyrone | PA 16686 | 9453 | | |
| 66 N Main St | PA Wine & Spirits Shoppe 2512 | Union City | PA 16438 | 9465 | X | Will continue to monitor for future availability |
| 100 New Salem Rd | DEP BDMS & Dist Ofcs @ Uniontown | Uniontown | PA 15401 | 9467 | | |
| 111 W Fayette St | PA Wine & Spirits Shoppe 2601 | Uniontown | PA 15401 | 9468 | | |
| 140 N Beeson Ave | UNT116 | Uniontown | PA 15401 | 9470 | | |
| 22 E Main St | County Office Bldg | Uniontown | PA 15401 | 9471 | | |
| 41 W Church St | Fayette CAO | Uniontown | PA 15401 | 9476 | | |
| 61 E Main St | Fayette Couty Sheriffs Office | Uniontown | PA 15401 | 9478 | | |
| 619 Pittsburgh Rd | PA Wine & Spirits Shoppe 2610 | Uniontown | PA 15401 | 9479 | | |
| 855 N Gallatin Ave Ext | DLC-40 Uniontown | Uniontown | PA 15401 | 9483 | | |
| 825 N Gallatin Ave Ext | District 12-0 & 12-1 | Uniontown | PA 15401 | 9486 | | |
| 11 Lodi Hill Rd | Delaware Canal State Park | Upper Black Eddy | PA 18972 | 9494 | X | Will continue to monitor for future availability |
| 1500 Garret Rd | PA Wine & Spirits Shoppe 2333 | Upper Darby | PA 19082 | 9497 | | |
| 7236 W Chester Pk | - | Upper Darby | PA 19082 | 9504 | | |
| 175 W Valley Forge Rd | Upper Marion Township Police Dept | King Of Prussia | PA 19406 | 9509 | | |
| 1820 McLaughlin Run Rd | Upper St Clair Twp Police Dept | Upper St Clair | PA 15241 | 9512 | | |
| 147 Columbia Ave | PA Wine & Spirits Shoppe 6514 | Vandergrift | PA 15690 | 9524 | X | Will continue to monitor for future availability |
| 1103 Milltown Rd | PA Wine & Spirits Shoppe 9210 | Verona | PA 15147 | 9528 | | |
| 106 Allegheny River Blvd | PA Wine & Spirits Shoppe 0202 | Verona | PA 15147 | 9530 | | |
| 1001 Quarryhill Rd | I-70WB Welcome Center | Warfordsburg | PA 17267 | 9538 | X | Will continue to monitor for future availability |
| 605 Louis Dr | - | Warminster | PA 18974 | 9544 | | |
| 2579 E Pennsylvania Ave | District 1-6 | Warren | PA 16365 | 9551 | | |
| 4 Market Plz | PA Wine & Spirits Shoppe 6201 | Warren | PA 16365 | 9558 | | |
| 407 Market St | Warren County Sheriff Office | Warren | PA 16365 | 9559 | | |
| 984 Hatch Run Rd | DLC-68 Warren | Warren | PA 16365 | 9560 | | |
| 22001 Route 6 | Troop E - Warren | Warren | PA 16365 | 9562 | | |
| 1661 Easton Rd | PA Wine & Spirits Shoppe 0930 | Warrington | PA 18976 | 9567 | | |
| 100 W Beau St | County Courthouse | Washington | PA 15301 | 9572 | | |
| 150 W Beau St | - | Washington | PA 15301 | 9575 | | |
| 167 N Main St | Washington CAO | Washington | PA 15301 | 9577 | | |
| 201 W Wheeling St | WSH011 | Washington | PA 15301 | 9580 | | |
| 83 Murtland Ave | Troop B - HQ | Washington | PA 15301 | 9587 | | |
| 90 W Chestnut St | WSH147 | Washington | PA 15301 | 9589 | | |
| 980 Jefferson Ave | PA Wine & Spirits Shoppe 6314 | Washington | PA 15301 | 9590 | | |
| 1112 River Rd | Washington Crossing Historical Park | Washington Crossing | PA 18977 | 9593 | | |
| 9031 Peach St | District 1-2 | Waterford | PA 16441 | 9601 | | |
| 101 Limbaugh Rd | Contact Station | Waterville | PA 17776 | 9603 | | |
| 4205 Little Pine Creek Rd | Park Office | Waterville | PA 17776 | 9604 | | |
| 145 E Swedesford Rd | PA Wine & Spirits Shoppe 1514 | Wayne | PA 19087 | 9609 | | |
| 209 W Lancaster Ave | PA Wine & Spirits Shoppe 2306 | Wayne | PA 19087 | 9610 | | |
| 301 Iven Ave | Radnor Twp Police Dept | Wayne | PA 19087 | 9611 | | |
| 1030 E Roy Furman Hwy | SCI Greene | Waynesburg | PA 15370 | 9622 | X | Will continue to monitor for future availability |
| 164 Willow Rd | DLC-69 Waynesburg | Waynesburg | PA 15370 | 9623 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|---------------------------------|---------------|-----------|------------|------|--|
| 129 Jefferson Rd | District 12-2 | Waynesburg | PA 15370 | 9626 | X | Will continue to monitor for future availability |
| 4 W High St | WYN196 | Waynesburg | PA 15370 | 9631 | X | Will continue to monitor for future availability |
| 432 E Oakview Dr | - | Waynesburg | PA 15370 | 9632 | X | Will continue to monitor for future availability |
| 2 Eckley Main Street | Eckley Miners Village | Weatherly | PA 18255 | 9649 | | |
| 1 Nessmuk Ln | Forest District 16 Office | Wellsboro | PA 16901 | 9651 | | |
| 118 Main St | Courthouse Annex | Wellsboro | PA 16901 | 9653 | | |
| 44 Plaza Ln | - | Wellsboro | PA 16901 | 9655 | | |
| 56 Plaza Lane | - | Wellsboro | PA 16901 | 9656 | | |
| 16 Crafton St | PA Wine & Spirits Shoppe 5903 | Wellsboro | PA 16901 | 9657 | | |
| 5 East Ave | - | Wellsboro | PA 16901 | 9659 | | |
| 6 Berwert St | District 3-7 | Wellsboro | PA 16901 | 9660 | | |
| 4797 Rte 660 | Park Office | Wellsboro | PA 16901 | 9666 | | |
| 1502 W Chester Pke | PA Wine & Spirits Shoppe 1518 | West Chester | PA 19382 | 9685 | | |
| 601 Westtown Rd | Suite 366-368 | West Chester | PA 19382 | 9698 | | |
| 933 Paoli Pke | PA Wine & Spirits Shoppe 1516 | West Chester | PA 19380 | 9702 | | |
| 250 Dessen Dr | Troop N - HQ | Hazleton | PA 18202 | 9715 | | |
| 1874 Homeville Rd | PA Wine & Spirits Shoppe 0297 | West Mifflin | PA 15122 | 9729 | | |
| 801 Wyoming Ave | PA Wine & Spirits Shoppe 4023 | West Pittston | PA 18643 | 9739 | | |
| 126 W Main St | PA Wine & Spirits Shoppe 5904 | Westfield | PA 16950 | 9753 | X | Will continue to monitor for future availability |
| 501 Main St | PA Wine & Spirits Shoppe 4020 | White Haven | PA 18661 | 9763 | | |
| 4 Family Camp Road | Contact Station | White Haven | PA 18661 | 9765 | | |
| 3613 State Route 534 | Park Office | White Haven | PA 18661 | 9766 | | |
| 827 Oley Valley Rd | White Haven Center | White Haven | PA 18661 | 9770 | | |
| 3730 Lehigh St | - | Whitehall | PA 18052 | 9778 | | |
| 3731 Lehigh St | Whitehall Twp Police Dept | Whitehall | PA 18052 | 9779 | | |
| 100 Young St | Luzerne County 911 | Wilkes Barre | PA 18706 | 9799 | | |
| 101-105 N Main St | WBR117 | Wilkes Barre | PA 18701 | 9800 | | |
| 1085 Hanover St | DLC-17 Wilkes-Barre | Wilkes Barre | PA 18706 | 9803 | | |
| 1095 Hanover St | LCE - DO # 2 | Wilkes Barre | PA 18706 | 9804 | | |
| 112 Stevens Rd | PA Wine & Spirits Shoppe 4015 | Wilkes Barre | PA 18702 | 9806 | | |
| 1280 Rte 315 Hwy | Pocono Downs Racetrack | Wilkes Barre | PA 18702 | 9809 | | |
| 15 Public Sq | Suit 410 | Wilkes Barre | PA 18701 | 9812 | | |
| 2 Public Sq | The Pomeroy Building | Wilkes Barre | PA 18711 | 9815 | | |
| 200 N River St | Luzerne County Courthouse | Wilkes Barre | PA 18711 | 9816 | | |
| 21 N River St | WPA ine & Spirits Shoppe 4017 | Wilkes Barre | PA 18701 | 9817 | | |
| 32 E Union St | - | Wilkes Barre | PA 18702 | 9822 | | |
| 379 S Main St | PA Wine & Spirits Shoppe 4013 | Wilkes Barre | PA 18701 | 9826 | | |
| 665 Carey Ave | PO Box 1105 | Wilkes Barre | PA 18706 | 9827 | | |
| 850 San Souci Pkwy | PA Wine & Spirits Shoppe 4028 | Wilkes Barre | PA 18702 | 9831 | | |
| 99 Water St | Luzerne County Correctional Fac | Wilkes Barre | PA 18702 | 9832 | | |
| 1000 Commerce Park Dr | - | Williamsport | PA 17701 | 9843 | | |
| 1782 E 3rd St | DLC-43 Williamsport | Williamsport | PA 17701 | 9848 | | |
| 1903 E 3rd St | PA Wine & Spirits Shoppe 4110 | Williamsport | PA 17701 | 9849 | | |
| 2067 Lycoming Creek Rd | PA Wine & Spirits Shoppe 4106 | Williamsport | PA 17701 | 9851 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|--------------------------------|----------------|-----------|------------|------|--|
| 208 W 3rd St | The Grit Building | Williamsport | PA 17701 | 9852 | | |
| 240 W 3rd St | Federal Bldg | Williamsport | PA 17701 | 9853 | | |
| 245 W 4th St | - | Williamsport | PA 17701 | 9854 | | |
| 400 Little League Blvd | Lycoming CAO | Williamsport | PA 17703 | 9858 | | |
| 449 Hepburn St | PA Wine & Spirits Shoppe 4102 | Williamsport | PA 17701 | 9862 | | |
| 450 Little League Blvd | PBPP Williamsport DO | Williamsport | PA 17701 | 9863 | | |
| 48 W 3rd St | - | Williamsport | PA 17701 | 9866 | | |
| 612 W 4th St | - | Williamsport | PA 17701 | 9868 | | |
| 1029 N Easton Rd | PA Wine & Spirits Shoppe 4635 | Willow Grove | PA 19090 | 9881 | | |
| 117 Park Ave | Upper Moreland Twp Police Dept | Willow Grove | PA 19090 | 9882 | | |
| 1607 Jefferson Ave | PA Wine & Spirits Shoppe 5603 | Windber | PA 15963 | 9890 | X | Will continue to monitor for future availability |
| 430 N 3rd St | PA Wine & Spirits Shoppe 0617 | Womelsdorf | PA 19567 | 9895 | X | Will continue to monitor for future availability |
| 8156 Ogontz Ave | PA Wine & Spirits Shoppe 4640 | Wyncote | PA 19095 | 9904 | | |
| 1008 Wyoming Ave | PA Wine & Spirits Shoppe 4034 | Wyoming | PA 18644 | 9905 | | |
| 475 Wyoming Ave | Troop P - HQ | Wyoming | PA 18644 | 9906 | | |
| 479 Wyoming Ave | Forensics - Wyoming Crime Lab | Wyoming | PA 18644 | 9907 | | |
| 565 Mt Olivet Rd | Park Office | Wyoming | PA 18644 | 9908 | X | Will continue to monitor for future availability |
| 1101 Woodland Rd | PA Wine & Spirits Shoppe 0621 | Wyomissing | PA 19610 | 9910 | | |
| 21 S Main St | PA Wine & Spirits Shoppe 0921 | Yardley | PA 19067 | 9914 | | |
| 13187 Ferguson Valley Rd | DLC-65 Lewistown | Yeagertown | PA 17099 | 9915 | | |
| 130 N Duke St | York CAO | York | PA 17405 | 9923 | | |
| 150 Roosevelt Ave | DEP SCR District Office | York | PA 17403 | 9925 | | |
| 1750 N George St | - | York | PA 17404 | 9927 | | |
| 1920 Susquehanna Trail N | District 8-4 | York | PA 17404 | 9930 | | |
| 2081 Springwood Rd | PA Wine & Spirits Shoppe 6705 | York | PA 17403 | 9933 | | |
| 2130 S Queen St | DLC-10 York | York | PA 17403 | 9935 | | |
| 2143 White St | PA Wine & Spirits Shoppe 6712 | York | PA 17404 | 9937 | | |
| 2550 Kingston Rd | YRK120 | York | PA 17402 | 9940 | | |
| 317 W Market St | CCC York | York | PA 17404 | 9945 | | |
| 131 N Duke Rm A2 | PA Wine & Spirits Shoppe 6701 | York | PA 17401 | 9946 | | |
| 6000 Mt Pisgah Rd | Samuel S Lewis State Park | York | PA 17406 | 9950 | X | Will continue to monitor for future availability |
| 841 Vogelsong Rd | - | York | PA 17404 | 9951 | | |
| 121 N Mill St | DEP NW Dist Ofc @ New Castle | New Castle | PA 16101 | 10047 | | |
| 11685 Bustleton Ave | PA Wine & Spirits Shoppe 5160 | Philadelphia | PA 19116 | 10109 | | |
| 200 Southbest Ave | PA Wine & Spirits Shoppe 4801 | Walnutport | PA 18088 | 10147 | | |
| 3539 Wilmington Rd | Troop D - New Castle | New Castle | PA 16105 | 10155 | | |
| 110 St Mary's Rd | DEP AMR Warehouse | Wilkes Barre | PA 18702 | 10157 | | |
| 25 McQuiston Dr | Lakeview Industrial Park | Jackson Center | PA 16133 | 10159 | | |
| 149 Campground Rd | Contact Station | Patton | PA 16668 | 10181 | | |
| 220 E Rosedale Ave | Equine Toxology Lab | West Chester | PA 19383 | 10190 | | |
| 222 Northern Blvd | PA Wine & Spirit Shoppe 3516 | Clarks Summit | PA 18411 | 10198 | X | Will continue to monitor for future availability |
| 3303 Pleasant Valley Blvd | - | Altoona | PA 16602 | 10209 | | |
| 300 Bellefonte Ave | Clinton CAO | Lock Haven | PA 17745 | 10228 | | |
| 4501 Admiral Perry Hwy | Ebensburg Center | Ebensburg | PA 15931 | 10248 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|---------------------------------|----------------|-----------|------------|------|--|
| 150 North St | Bedford CAO | Bedford | PA 15522 | 10278 | | |
| 189 Fyock Rd | SCI Pine Grove | Indiana | PA 15701 | 10388 | | |
| 251 Correction Rd | Cresson Secure Unit | Cresson | PA 16699 | 10408 | | |
| 2640 Woodglen Rd | Schuylkill CAO | Pottsville | PA 17901 | 10437 | | |
| 4459 Adams Rd | Park Ranger Station | Jamestown | PA 16134 | 10464 | X | Will continue to monitor for future availability |
| 3150 E 2nd St | Forest District 15 Office | Coudersport | PA 16915 | 10466 | | |
| 270 Airport Dr | Aviation Patrol Unit III | New Cumberland | PA 17070 | 10470 | | |
| 101 Commonwealth Pl | Fort Pitt Museum | Pittsburgh | PA 15222 | 10493 | | |
| 1509 Pittsburgh Rd | Northwest Regional Office | Franklin | PA 16323 | 10502 | | |
| 625 Main St | Cambria CAO | Johnstown | PA 15901 | 10553 | | |
| 1601 Elmerton Ave | FBC Fish and Boat Commission HQ | Harrisburg | PA 17110 | 10570 | | |
| 7591 Lake Raystown Shopping Ctr | Huntingdon CAO | Huntingdon | PA 16652 | 10579 | | |
| 500 S 2nd Street Pke | PA Wine & Spirits Shoppe 0917 | Southampton | PA 18966 | 10587 | | |
| 2047B Bridge Rd | SE Training Center | Schwenksville | PA 19473 | 10594 | | |
| 310 N Middletown Rd | - | Media | PA 19063 | 10595 | | |
| 2932 Airport Rd | Bethlehem Lab | Bethlehem | PA 18017 | 10599 | | |
| 177 Menser Rd | Troop T - Somerset | Somerset | PA 15501 | 10624 | | |
| 205 Canoe Creek Road | Park Office | Hollidaysburg | PA 16648 | 10649 | | |
| 136 Poe Valley Park Cir | Park Office | Coburn | PA 16832 | 10683 | | |
| 1123 Linden St | - | Clearfield | PA 16830 | 10752 | | |
| 280 W Hamilton Ave | - | State College | PA 16801 | 10754 | | |
| 3372 State Park Rd | Forest District 9 Office | Penfield | PA 15849 | 10772 | | |
| 35 W Main St | Courthouse | Bloomsburg | PA 17815 | 10816 | X | Will continue to monitor for future availability |
| 286 Industrial Park Rd | DEP Cambria District Office | Ebensburg | PA 15931 | 10826 | | |
| 506 Broad St | County Administration Building | Milford | PA 18337 | 10839 | X | Will continue to monitor for future availability |
| 530 13th St | Venango CAO | Franklin | PA 16323 | 10844 | | |
| 100 Greene Plz | Greene CAO | Waynesburg | PA 15370 | 10869 | X | Will continue to monitor for future availability |
| 436 Grant St | - | Pittsburgh | PA 15219 | 10870 | | |
| 1309 French St | - | Erie | PA 16501 | 10882 | | |
| 2395 Old York Rd | PA Wine & Spirits Shoppe 0935 | Jamison | PA 18929 | 10915 | | |
| 126 Grant Ave | PA Wine & Spirits Shoppe 0223 | Millvale | PA 15209 | 10919 | | |
| 529 Main St | PA Wine & Spirits Shoppe 3504 | Carbondale | PA 18407 | 10925 | | |
| 55 Memorial Hwy | PA Wine & Spirits Shoppe 4003 | Dallas | PA 18612 | 10931 | X | Will continue to monitor for future availability |
| 35 Briar Creek Plz | PA Wine & Spirits Shoppe 1901 | Briar Creek | PA 18603 | 10938 | | |
| 240 Buffalo Plz | PA Wine & Spirits Shoppe 1009 | Sarver | PA 16055 | 10950 | | |
| 1824 Daisy St | Clearfield Mall | Clearfield | PA 16830 | 10957 | X | Will continue to monitor for future availability |
| 567 W Mahoning St | PA Wine & Spirits Shoppe 3302 | Punxsutawney | PA 15767 | 10961 | | |
| 4229 N Broad St | PA Wine & Spirits Shoppe 5132 | Philadelphia | PA 19140 | 11004 | | |
| 724 South St | PA Wine & Spirits Shoppe 5119 | Philadelphia | PA 19147 | 11005 | | |
| 2800 Robinson Blvd | PA Wine & Spirits Shoppe 0280 | Pittsburgh | PA 15235 | 11007 | | |
| 1106 16th St | Altoona Police Department | Altoona | PA 16601 | 11014 | | |
| 300 N Center Ave | CCMIS of Somerset County | Somerset | PA 15501 | 11024 | | |
| 20 E 5th St | County Office Bldg | Emporium | PA 15834 | 11026 | X | Will continue to monitor for future availability |
| 69 Broadway St | - | Jim Thorpe | PA 18229 | 11030 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------|----------------------------------|------------------|---------------|------------|------|--|
| 3 S Brady St | Deposit Bank Bldg | DuBois | PA 15801 | 11034 | | |
| 243A W Main St | - | Monongahela | PA 15063 | 11039 | | |
| 1000 National Pke | Rte 40 | Brownsville | PA 15417 | 11040 | X | Will continue to monitor for future availability |
| 2600 W 9th St | - | Chester | PA 19013 | 11047 | X | Will continue to monitor for future availability |
| 1282 Almshouse Rd | - | Doylestown | PA 18901 | 11048 | | |
| 2928 Peach St | - | Erie | PA 16508 | 11057 | | |
| 2418 Freeport Rd | - | Natrona Heights | PA 15065 | 11060 | | |
| 218 N 2nd St | Franklin County DRS | Chambersburg | PA 17201 | 11062 | | |
| 7000 Geerdes Blvd | District 6-0 | King of Prussia | PA 19406 | 11071 | | |
| 1 I-80 | Mercer Cnty Welcome Ctr | Shenango | PA 16125 | 11073 | | |
| 740 Cheyney Rd | - | Thornbury | PA 19319 | 11076 | | |
| 154 W 9th St | - | Erie | PA 16501 | 11085 | | |
| 4000 Crums Mill Rd | - | Harrisburg | PA 17112 | 11099 | | |
| 11 N 3rd St | - | Mifflintown | PA 17059 | 11101 | | |
| 6724 US 322 | Troop E - Franklin | Franklin | PA 16323 | 11111 | | |
| 6395 State Rte 103 N | LEW077 | Lewistown | PA 17044 | 11114 | | |
| 1260 New Rodgers Rd | - | Bristol | PA 19007 | 11117 | | |
| 78 Grow Ave | DLC-103 Montrose | Montrose | PA 18801 | 11139 | X | Will continue to monitor for future availability |
| 930 Bridge St | District 5-2 | Lehighton | PA 18235 | 11157 | | |
| 2005 Swede Rd | District 6-4 | Norristown | PA 19404 | 11162 | | |
| 1901 Ruffner St | District 6-5 | Philadelphia | PA 19140 | 11163 | | |
| 18492 Smock Hwy | District 1-1 | Meadville | PA 16335 | 11164 | | |
| 18073 Erie St | District 1-11 | Centerville | PA 16404 | 11165 | X | Will continue to monitor for future availability |
| 9203 Rte 6 | District 1-21 | Union City | PA 16438 | 11166 | | |
| 723 Elm St | District 1-3 | Tionesta | PA 16353 | 11167 | | |
| 1200 W 4th St | District 2-7 | Lewistown | PA 17044 | 11169 | | |
| 9735 Perry Hwy | Pine Creek Shed | Pittsburgh | PA 15237 | 11175 | | |
| 201 Haymaker Rd | ATR 208 | Monroeville | PA 15146 | 11176 | | |
| 100 E High St | Pottstown Police Dept | Pottstown | PA 19464 | 11192 | | |
| 401 N Broad St | North American Bldg | Philadelphia | PA 19108 | 11210 | | |
| 335 5th Ave | PBPP Mon Valley SO | McKeesport | PA 15132 | 11215 | | |
| 401 E Gay St | West Chester Police Dept | West Chester | PA 19380 | 11218 | | |
| 1025 Paoli Pke | West Goshen Twp Police Dept | West Chester | PA 19380 | 11219 | | |
| 103 W Cheltenham Ave | PA Wine & Spirits Shoppe 4605 | Cheltenham | PA 19012 | 11231 | | |
| 1125 Linden St | CLF075 | Clearfield | PA 16830 | 11247 | | |
| 1000 Leonard St | DOR | Clearfield | PA 16830 | 11440 | | |
| 880 Butler St | PA Wine & Spirits Shoppe 0264 | Pittsburgh | PA 15223 | 11479 | | |
| 143 S Gulph Rd | PA Wine & Spirits Shoppe 4620 | King of Prussia | PA 19406 | 11482 | | |
| 1761A Columbia Ave | PA Wine & Spirits Shoppe 3617 | Lancaster | PA 17603 | 11574 | | |
| 716 Williamsfield Rd | Jamestown Contact Station | Jamestown | PA 16134 | 11583 | X | Will continue to monitor for future availability |
| 400 North St | Keystone Building | Harrisburg | PA 17120-0211 | 11588 | | |
| 1 Progress Plz | Bradford CAO | Towanda | PA 18848 | 11598 | | |
| 258/260 Sizerville Rd | Forest District 13 Park Region 1 | Emporium | PA 15834 | 11662 | X | Will continue to monitor for future availability |
| 140 W Germantown Pke | Meetinghouse Business Center | Plymouth Meeting | PA 19462 | 11683 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|----------------------------------|----------------|-----------|------------|------|--|
| 221 Center St | - | Oil City | PA 16121 | 11716 | | |
| 1600 Northampton St | - | Easton | PA 18042 | 11733 | | |
| 1150 Riverside Dr | - | Lewistown | PA 17044 | 11979 | | |
| 1301 Filbert St | - | Philadelphia | PA 19102 | 11992 | | |
| 43 Hatchery Ln | FBC Tylersville SFH | Loganton | PA 17747 | 12003 | | |
| 1326 Hoffman Blvd | PA Wine & spirits shoppe 0219 | West Mifflin | PA 15122 | 12056 | | |
| 1566 S Rte 44 Hwy | PO Box 5038 | Jersey Shore | PA 17740 | 12142 | | |
| 300 Tyburn Rd | Stockpile 3 - BUCK690 | Fairless | PA 19030 | 12187 | | |
| 7 West Locust Street | Potter County Maintenance Office | Coudersport | PA 16915 | 12270 | | |
| 186 Enterprise Dr | DEP Moshannon District Office | Philipsburg | PA 16866 | 12274 | | |
| 300 Bingham Rd | Smethport | Cyclone | PA 16726 | 12294 | | |
| 4595 Admiral Perry Hwy | District 9-3 | Ebensburg | PA 15931 | 12383 | | |
| 410 Clearfield Valley Blvd | Stockpile 9 - CAMB690 | Ashville | PA 16613 | 12385 | | |
| 8763 William Penn Hwy | District 9-5 | Huntingdon | PA 16652 | 12398 | | |
| 6201 Grand Ave | Maint Shed Gotech | Pittsburgh | PA 15225 | 12559 | | |
| 800 Progress St | - | Pittsburgh | PA 15212 | 12560 | | |
| 1017 Lovedale Hollow Rd | District 11-15 | Elizabeth | PA 15037 | 12566 | | |
| 4 Parkway West - Out Parkway | Fort Pitt Garage | Pittsburgh | PA 15222 | 12574 | | |
| 51 Fox Chapel Rd | District 11-10 | Pittsburgh | PA 15238 | 12575 | | |
| 355 Dewart St | District 3-4 | Sunbury | PA 17801 | 12581 | | |
| 1605 Ashcom Rd | Troop T - Everett | Everett | PA 15537 | 12737 | | |
| 11088 Rte 6 E | Troop E - Corry | Union City | PA 16438 | 12743 | | |
| 559 Miller Ave | - | Clairton | PA 15025 | 12748 | | |
| 861 E Lancaster Ave | Ashbridge Shopping Center | Downingtown | PA 19335 | 12767 | | |
| 19 McQuiston Dr | Lakeview Industrial Park | Jackson Center | PA 16133 | 12773 | | |
| 313 W Liberty Ave | LAN122 | Lancaster | PA 17603 | 12783 | | |
| 255 Elm St | District 1-0 | Oil City | PA 16301 | 12803 | | |
| 2856 State Route 848 | Troop R - Gibson | New Milford | PA 18834 | 12807 | X | Will continue to monitor for future availability |
| 520 Willowbrook Plaza | PA Wine & Spirits Shoppe 6511 | Belle Vernon | PA 15012 | 12853 | | |
| 845 Main St | Delaware CAO/Darby District | Darby | PA 19023 | 12857 | | |
| 570 Galifa Dr | DON060 | Donora | PA 15033 | 12881 | | |
| 209 Commerce Rd | Troop C - Clarion | Clarion | PA 16214 | 12886 | | |
| 4 Eleanor Dr | Troop L - Frackville | Frackville | PA 17931 | 12890 | | |
| 145 Race St | Elk CAO | Ridgway | PA 15853 | 12904 | X | Will continue to monitor for future availability |
| 217 W State St | SHR140 | Sharon | PA 16146 | 12918 | | |
| 2701 Southampton Rd | Delaware Valley Veterans Home | Philadelphia | PA 19154 | 12976 | | |
| 8320 Schantz Rd | Troop M - Fogelsville | Breinigsville | PA 18031 | 12982 | | |
| 180 Dessen Dr | Garage | Hazleton | PA 18201 | 12984 | | |
| 274 Arbutus Park Rd | Forest District 20 Office | Bloomsburg | PA 17815 | 12996 | | |
| 315 W James St | CATS / Lancaster | Lancaster | PA 17602 | 12999 | | |
| 7895 W Lake Rd | FBC Lake Erie Research Unit | Fairview | PA 16415 | 13023 | | |
| 2121 Noblestown Rd | - | Pittsburgh | PA 15205 | 13037 | | |
| 630 E Penn St | PennDOT District 9-1 Bedford | Bedford | PA 15522 | 13079 | | |
| 151 Pavilion Ln | YNG204 | Youngwood | PA 15697 | 13090 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|------------------------------------|------------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 2040 S 12th St | PBPP Allentown DO | Allentown | PA 18103 | 13092 | | |
| 110 Franklin St | - | Johnstown | PA 15901 | 13162 | | |
| 250 Oak Spring Rd | DLC-109 Washington | Washington | PA 15301 | 13164 | | |
| 669 Washington St | Northampton County Government Ctr. | Easton | PA 18042 | 13165 | | |
| 30 Stauffer Industrial Prk | UCSC Scranton | Taylor | PA 18517 | 13173 | | |
| 30 N Main St | - | Mifflintown | PA 17059 | 13188 | | |
| 25 Westwood Ctr | - | Pottsville | PA 17901 | 13211 | | |
| 128 S 69th St | PA Wine & Spirits Shoppe 2302 | Upper Darby | PA 19082 | 13214 | | |
| 501 S Wawaset Rd | Chester County Prison | Pocopson | PA 19382 | 13233 | | |
| 85 Haven Dr | Indian Co Emergency Mngmt Center | Indiana | PA 15701 | 13237 | | |
| 2550 Oakland Ave | District 10-0 & 10-4 | Indiana | PA 15701 | 13246 | | |
| 124 W Apron Dr | Aviation Patrol Unit I | Reading | PA 19605 | 13284 | | |
| 100 Gypsum Rd | Public Safety Building | Snydersville | PA 18360 | 13290 | X | Will continue to monitor for future availability |
| 1489 Baltimore Pke | Building 100 | Springfield | PA 19064 | 13294 | | |
| 312 Main St | TOW048 | Towanda | PA 18848 | 13296 | | |
| 872 Salem Blvd | Troop P - Shickshinny | Berwick | PA 18603 | 13317 | X | Will continue to monitor for future availability |
| 1526 Airport Rd | B.E.S.O. - FRANKLIN | Franklin | PA 16323 | 13319 | | |
| 3001 Fairway Dr | DEP SER District Office | Altoona | PA 16602 | 13360 | | |
| 700 S Eisenhower Blvd | Turnpike Bldg | Middletown | PA 17057 | 13439 | | |
| 1525 Rte 30 | BEAV690 | Clinton | PA 15026 | 13453 | X | Will continue to monitor for future availability |
| 255 Elm Dr | Troop B - Waynesburg | Waynesburg | PA 15370 | 13531 | X | Will continue to monitor for future availability |
| 20-22 E Union St | Phoenix Bldg | Wilkes Barre | PA 18701 | 13533 | | |
| 1 Belle Vista Dr | CCTV 81-65 | East Pennsboro | PA 17053 | 13548 | | |
| 630 Kolter Dr | - | Indiana | PA 15701 | 13584 | | |
| 14 N Linden St | U.C Service Center | Duquesne | PA 15110 | 13585 | | |
| 3159 Cape Horn Rd | PA Wine & Spirits Shoppe 6710 | Red Lion | PA 17356 | 13678 | | |
| 1302 Pittsburgh St | Cheswick Plaza | Cheswick | PA 15024 | 13694 | | |
| 4802 Pittsburgh Ave | DOR | Erie | PA 16515 | 13719 | | |
| 690 Church St | People's Bldg | West Chester | PA 19383 | 13751 | | |
| 960 Wentz Rd | Whitpain Twp Police Dept | Blue Bell | PA 19422 | 13753 | | |
| 8349 Perry Hwy | LCE - DO # 8 | Erie | PA 16505 | 13775 | | |
| 3133 - 65 New Germany Rd | - | Ebensburg | PA 15931 | 13776 | | |
| 175 E Brown St | - | East Stroudsburg | PA 18301 | 13779 | | |
| 1001 E Lincoln Hwy | - | Coatesville | PA 19320 | 13782 | | |
| 212 Ohio St | PA Wine & Spirits Shoppe 5606 | Boswell | PA 15331 | 13821 | X | Will continue to monitor for future availability |
| 864 E Street Rd | PA Wine & spirits shoppe 0923 | Warminster | PA 18974 | 13854 | | |
| 736 Wertzville Rd | East Penn Center | Enola | PA 17025 | 13860 | | |
| 1855 New Hope St | - | Norristown | PA 19401 | 13869 | | |
| 7869 National Pke | Stockpile 14 | Addison | PA 15411 | 13881 | X | Will continue to monitor for future availability |
| 848 Rutledge Rd | PennDOT Mercer Stockpile 11 | Transfer | PA 16154 | 13914 | X | Will continue to monitor for future availability |
| 17171 Shreve Run Rd | PennDOT Oil Creek Stockpile | Pleasantville | PA 16341 | 14011 | X | Will continue to monitor for future availability |
| 645 Rte 403 Hwy North | Stockpile 05 - INDI62 | Strongstown | PA 15957 | 14024 | X | Will continue to monitor for future availability |
| 140 E High St | Stockpile 3 | Union City | PA 16438 | 14071 | | |
| 14 Jefferson Ave | HAR97 and CCTV27 | DuBois | PA 16843 | 14085 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|----------------------------------|-----------------|---------------|------------|------|--|
| 3140 E 2nd St | Troop F - Coudersport | Coudersport | PA 16915 | 14095 | | |
| 14885 Molly Pitcher Hwy | I-81NB Welcome Center G | Greencastle | PA 17225 | 14128 | X | Will continue to monitor for future availability |
| 1500 Old Trail Rd. | SR 0392 Seg 0040 | Etters | PA 17319 | 14145 | X | Will continue to monitor for future availability |
| 1605 Bloom Rd | Administration Bldg | Danville | PA 17821 | 14377 | | |
| 3240 Schoolhouse Rd | Middletown Topo Geo | Middletown | PA 17057 | 14382 | | |
| 1510 Scranton Carbondale Hwy | PA Wine & Spirits Shoppe 3502 | Dickson City | PA 18519 | 14446 | | |
| 3720 Main St | PA Wine & Spirits Shoppe 5111 | Philadelphia | PA 19127 | 14468 | | |
| 164 Staybrook St | Somerset CAO | Somerset | PA 15501 | 14487 | | |
| 333 Harvey Ave | PBPP Greensburg SO | Greensburg | PA 15601 | 14489 | | |
| 300 Indian Springs Rd | IND057 | Indiana | PA 15701 | 14495 | | |
| 71 Lincoln Dr | Clarion CAO | Clarion | PA 16214 | 14499 | | |
| 1622 Lincoln Hwy East | PA Wine & Spirits Shoppe 3615 | Lancaster | PA 17602 | 14507 | | |
| 140 Washington Towne Blvd | PA Wine & Spirit Shoppe 2518 | Edinboro | PA 16412 | 14519 | | |
| 935 Old York Rd | PA Wine & Spirits Shoppe 4613 | Jenkintown | PA 19046 | 14520 | | |
| 1218 Chestnut St | PA Wine & Spirits Shoppe 5144 | Philadelphia | PA 19107 | 14584 | | |
| 17 Kimberly Ln | PA Wine & Spirits Shoppe 6103 | Cranberry | PA 16319 | 14600 | | |
| 99 N Westmoreland | Building 5 | Greensburg | PA 15601 | 14633 | | |
| 448 Haycock Run Rd | FBC Fish Management Area 6 | Bucksville | PA 18953 | 14651 | X | Will continue to monitor for future availability |
| 269 Rte 6 W | Potter CAO | Coudersport | PA 16195 | 14654 | | |
| 2174A Rte 611 | Forest District 19 Office | Swiftwater | PA 18370 | 14677 | | |
| 123 Boroline Rd | Southeast Staff Development | Bridgeport | PA 19405 | 14686 | | |
| 47 Dry Run Rd | Hillsgrove Ranger Station | Hillsgrove | PA 18619 | 14704 | | |
| 1300 Old Plank Rd | Lackawanna HV Ctr | Mayfield | PA 18433 | 14714 | | |
| 93 Pierce Ln | SERS Montoursville | Montoursville | PA 17754 | 14718 | | |
| 225 Grandview Ave | EDS Building | Camp Hill | PA 17011 | 14719 | | |
| 1 Frankford Ave | CCTV | Philadelphia | PA 19125 | 14734 | | |
| 2300 Wakeling St | CCTV | Philadelphia | PA 19124 | 14740 | | |
| 2799 E Ann St | CCTV | Philadelphia | PA 19134 | 14741 | | |
| 4860 Ashburner St | CCTV | Philadelphia | PA 19136 | 14749 | | |
| 5040 Van Kirk St | CCTV | Philadelphia | PA 19135 | 14750 | | |
| 6935 State Rd | CCTV | Philadelphia | PA 19135 | 14753 | | |
| 739 W York St | CCTV | Philadelphia | PA 19113 | 14755 | | |
| 7927 State Rd | CCTV | Philadelphia | PA 19136 | 14756 | | |
| 8550 State Rd | CCTV | Philadelphia | PA 19136 | 14757 | | |
| 3104 Port Matilda Hwy | Troop G - Philipsburg | Philipsburg | PA 16866 | 14759 | | |
| 406 E High St | Greene Cnty Welcome Ctr | Waynesburg | PA 15370 | 14771 | X | Will continue to monitor for future availability |
| 607 South Dr | Forum / Education Building | Harrisburg | PA 17120-0600 | 14791 | | |
| 524 Front St | PA Wine & Spirits Shoppe 6312 | Fredericktown | PA 15333 | 14839 | X | Will continue to monitor for future availability |
| 1375 Blue Valley Dr | PA Wine & Spirits Shoppe 4803 | Pen Argyl | PA 18072 | 14840 | X | Will continue to monitor for future availability |
| 5 Municipal Way | Middletown Twp Police Department | Langhorne | PA 19047 | 14846 | | |
| 32 Saint Leo Ave | District 2-8 | Ridgway | PA 15853 | 14849 | X | Will continue to monitor for future availability |
| 205 S Washington St | Luzerne CAO | Wilkes Barre | PA 18711 | 14863 | | |
| 801 Loch Alsh Ave | Upper Dublin Twp Police Dept | Fort Washington | PA 19034 | 14865 | | |
| 425 Swede St | One Montgomery Plaza | Norristown | PA 19404 | 14877 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-------------------------------------|------------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 200 S Center St | Cambria County Courthouse | Ebensburg | PA 15931 | 14878 | | |
| 616 Germantown Pke | Whitemarsh Twp Police Dept | Lafayette Hill | PA 19444 | 14879 | | |
| 17 Arentzen Blvd | Vista One Professional Ctr | Charleroi | PA 15022 | 14880 | | |
| 1 River Rd | US National Park Service | Bushkill | PA 18324 | 14882 | X | Will continue to monitor for future availability |
| 279 Rt 6 W | - | Coudersport | PA 16915 | 14884 | | |
| 2 W Main St | Perry County Radio | New Bloomfield | PA 17068 | 14886 | | |
| 6000 Woodlawn Blvd | Beaver County Jail | Aliquippa | PA 15001 | 14887 | | |
| 3311 E Carson St | Federal Bureau of Investigation | Pittsburgh | PA 15203 | 14890 | | |
| 911 Public Safety Rd | Westmoreland County 911 | Greensburg | PA 15601 | 14907 | | |
| 4120 Sardis Rd | Murrysville Police Dept | Murrysville | PA 15668 | 14910 | X | Will continue to monitor for future availability |
| 8230 Old York Rd | Cheltenham Police Department | Elkins Park | PA 19027 | 14913 | | |
| 1137 Branchton Rd | OPM/IS Federal Investigation Ctr | Boyers | PA 16018 | 14914 | | |
| 301 N Jackson St | Media Borough Police Dept | Media | PA 19063 | 14934 | | |
| 24 E Main St | Fayette County Emergency Management | Uniontown | PA 15401 | 14935 | | |
| 22 Burgert Dr | Bradford County Radio | Towanda | PA 18848 | 14942 | | |
| 700 Belvoir Rd | Plymouth Twp Police Dept | Plymouth Meeting | PA 19462 | 14943 | | |
| 1000 Beaver Grade Rd | Moon Twp Police Dept | Moon Twp | PA 15108 | 14944 | | |
| 30 Woodbine Ln | Montour County 911 | Danville | PA 17821 | 14950 | | |
| 5601 Buffalo Rd | East Erie Cnty Emergency Comm Ctr | Harborcreek | PA 16421 | 14953 | | |
| 1090 Troxel Rd | Towamencin Twp Police Dept | Kulpsville | PA 19443 | 14954 | | |
| 1476 Broadhead Rd | PA Wine & Spirits Shoppe 0414 | Monaca | PA 15061 | 14961 | | |
| 111 Valley Park Rd | Schyulkill Twp Police Department | Phoenixville | PA 19460 | 14980 | | |
| 1630 Arlington Ave | - | Pittsburgh | PA 15210 | 14982 | | |
| 50 Overlook Rd | SCI Fayette | Labelle | PA 15450 | 14992 | | |
| 30 Universal Rd | Snyder County Emergency Services | Selinsgrove | PA 17870 | 14998 | | |
| 360 N Middletown Rd | Delaware County Emergency Services | Media | PA 19063 | 15000 | | |
| 911 Greenough St | Northumberland 911 | Sunbury | PA 17801 | 15002 | | |
| 1010 Darby Rd | Haverford Twp Police Dept | Havertown | PA 19083 | 15003 | | |
| 534 Wyoming Ave | Medical Arts Bldg | Kingston | PA 18704 | 15025 | | |
| 2421 Ashbury Rd | PA Wine & Spirits Shoppe 2503 | Erie | PA 16506 | 15050 | | |
| 541 Allegheny Blvd | PA Wine & Spirits Shoppe 6102 | Franklin | PA 16323 | 15051 | | |
| 705 W Market St | PA Wine & Spirits Shoppe 5409 | Orwigsburg | PA 17961 | 15052 | | |
| 800 Bustletown Pke | PA Wine & Spirits Shoppe 0925 | Richboro | PA 18954 | 15053 | | |
| 1848 Leithsville Rd | Retail Unit 1 | Hellertown | PA 18055 | 15083 | | |
| 15187 Renovo Rd | Forest District 10 Office | Renovo | PA 17764 | 15111 | | |
| 4216 Beaver Rd | Park Office | Philipsburg | PA 16681 | 15127 | | |
| 69 Cellular Ln | LUZE01 PTC/OPRS Wyoming | Wilkes Barre | PA 18702 | 15137 | | |
| 400 N Branch Rd | North Fayette Twp Police Dept | Oakdale | PA 15071 | 15146 | | |
| 1264 Emergency Ln | Carbon Cnty 911 Communications | Nesquehoning | PA 18240 | 15156 | | |
| 560 Service Center Rd | Jefferson Cnty 911 Communications | Brookville | PA 15825 | 15157 | X | Will continue to monitor for future availability |
| 1099 Oak St | DOH Business Partner | Indiana | PA 15701 | 15164 | | |
| 2001 Mission Ln | Bldg 102 Police Headquarters | New Cumberland | PA 17070 | 15172 | | |
| 2 S 2nd St | Dauphin County Administration Bldg | Harrisburg | PA 17108 | 15173 | | |
| 600 6th St | PBPP Beaver Falls SO | Beaver Falls | PA 15010 | 15176 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|------------------------------------|-------------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 7 Campus Blvd | Newton Corporate Campus | Newtown Square | PA 19073 | 15202 | | |
| 421 Main St | Courthouse | Clarion | PA 16214 | 15203 | | |
| 116 S 2nd St | Chambersburg Police Dept | Chambersburg | PA 17201 | 15204 | | |
| 225 S Sproul Rd | Marple Twp Police Dept | Broomall | PA 19008 | 15205 | | |
| 220 Locust Lake Rd | Contact Station | Barnesville | PA 18214 | 15207 | | |
| 800 E Campground Rd | Contact Station | Wellsville | PA 17365 | 15212 | | |
| 717 State St | Federal Bureau of Investigation | Erie | PA 16501 | 15213 | | |
| 100 E Union St | Somerset 911 | Somerset | PA 15501 | 15222 | | |
| 100 E McDade Blvd | Ridley Twp Police Dept | Folsom | PA 19033 | 15234 | | |
| 2012 Penny Ln | Penn Crossing Shopping Ctr | Jeannette | PA 15644 | 15255 | | |
| 206 W Plank Rd | - | Altoona | PA 16602 | 15318 | | |
| 630 Norland Ave | PBPP Chambersburg SO | Chambersburg | PA 17201 | 15329 | | |
| 115 Poheganut Dr | TriVin Inc CSS | Groton | CT 06340 | 15343 | | |
| 5740 Market St | - | Philadelphia | PA 19139 | 15348 | | |
| 110 N Diamond St | Mercer County Courthouse | Mercer | PA 16137 | 15349 | | |
| 750 Race St | Police Communication Center | Philadelphia | PA 19107 | 15358 | | |
| 2860 Audubon Village Dr | PA Wine & Spirits Shoppe 4637 | Audubon | PA 19403 | 15359 | | |
| 5900 Baum Blvd | East Central AAA | Pittsburgh | PA 15206 | 15363 | | |
| 140 Purity Rd | Purity Plaza | Pittsburgh | PA 15235 | 15376 | | |
| 300-G Laird St | - | Wilkes Barre | PA 18702 | 15377 | | |
| 275 Main St | PA Wine & Spirits Shoppe 1501 | Exton | PA 19341 | 15391 | | |
| 324 Commons Dr | West Sadsbury Commons Shopping Ctr | Parkesburg | PA 19365 | 15416 | | |
| 843 Park Rd | Contact Station | Elverson | PA 19520 | 15417 | X | Will continue to monitor for future availability |
| 3000 State Rte 18 | Contact Station | Hookstown | PA 15050 | 15419 | | |
| 1393 Chestnut Hill Rd | BUCK60-Chestnut Hill | Upper Black Eddy | PA 18972 | 15461 | X | Will continue to monitor for future availability |
| 1274 E Penn St | PA Wine & Spirits Shoppe 4104 | Muncy | PA 17756 | 15462 | | |
| 449 Center Hill Rd | BUCK61-Center Hill | Upper Black Eddy | PA 18972 | 15468 | X | Will continue to monitor for future availability |
| 1872 Holicong Rd | BUCK65-Buckingham MT | Buckingham Valley | PA 18938 | 15469 | X | Will continue to monitor for future availability |
| 1351 Woodside Rd | BUCK68-Yardley | Yardley | PA 19067 | 15470 | | |
| 6426 Lower York Rd | BUCK62-Best Western New Hope Inn | New Hope | PA 18938 | 15471 | | |
| 3000 Sidley Hill Rd | CHES77 | Malvern | PA 19355 | 15472 | | |
| 12921 Rte 120 | Troop F - Emporium | Emporium | PA 15834 | 15477 | X | Will continue to monitor for future availability |
| 7343 Ferry Rd | BUCK64-Point Pleasant | Point Pleasant | PA 18950 | 15480 | X | Will continue to monitor for future availability |
| 4110 Brownsville Rd | Brentwood Towne Square | Pittsburgh | PA 15227 | 15485 | | |
| 400 Tower Ln | WEST77 | Irwin | PA 15642 | 15515 | | |
| 1158 Mae St | PA Wine & Spirits Shoppe 2211 | Hummelstown | PA 17036 | 15520 | | |
| 1516 N Cedar Crest Blvd | Crest Plaza Shopping Center | Allentown | PA 18104 | 15536 | | |
| 449 McCormick Rd | Troop B - Findlay | Pittsburgh | PA 15108 | 15558 | | |
| 100 S Jefferson St | 4 Cascade Galleria | New Castle | PA 16101 | 15565 | | |
| 4 Cascade Galleria | 100 S Jefferson St | New Castle | PA 16101 | 15565 | | |
| 100 S Jefferson St | 108 Cascade Galleria | New Castle | PA 16101 | 15568 | | |
| 108 Cascade Galleria | 100 S Jefferson St | New Castle | PA 16101 | 15568 | | |
| 11809 Rte 6 | Tioga CAO | Wellsboro | PA 16901 | 15569 | | |
| 215 Lancaster Ave | PA Wine & Spirits Shoppe 1512 | Malvern | PA 19355 | 15575 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|--------------------------------|----------------------|-----------|------------|------|--|
| 915 SR 6 W | Troop P - Tunkhannock | Tunkhannock | PA 18657 | 15589 | X | Will continue to monitor for future availability |
| 2715 E Lincoln Hwy | PA Wine & Spirits Shoppe 1510 | Coatesville | PA 19320 | 15594 | | |
| 1120 Roosevelt Ave | Runkles | York | PA 17404 | 15603 | | |
| 603 Stanwix St | Gateway Center | Pittsburgh | PA 15222 | 15609 | | |
| 150 V-Twin Dr | GTU083 | Gettysburg | PA 17325 | 15612 | | |
| 1950 Crooked Hill Rd | DMS | Harrisburg | PA 17110 | 15638 | | |
| 525 Chestnut St | LEHI61 Coplay | Coplay | PA 18037 | 15648 | | |
| 120 W Germantown Pke | Meetinghouse Business Center | Plymouth Meeting | PA 19462 | 15658 | | |
| 2575 Interstate Dr | DEP Laboratory | Harrisburg | PA 17110 | 15661 | | |
| 1363 Wilmington Pke | Shoppes at Dilworthtown Cir | West Chester | PA 19380 | 15677 | | |
| 360 Bristoria Rd | Park Office | Wind Ridge | PA 15380 | 15690 | X | Will continue to monitor for future availability |
| 102 N 8th Ave | PA Wine & Spirits Shoppe 3801 | Lebanon | PA 17046 | 15694 | | |
| 13809 US Route 15 | Tioga Cnty Welcome Ctr | Tioga | PA 16946 | 15705 | X | Will continue to monitor for future availability |
| 2671 Shillington Rd | Sprittown Shopping Center | Sinking Spring | PA 19608 | 15733 | | |
| 440 Fairview Rd | CENT606-Howard | Howard | PA 16841 | 15740 | | |
| 1124 Devels Elbow Rd | CENT64-Yarnell | Yarnell | PA 16823 | 15741 | | |
| 1494 W Pine Grove Rd | Livestock Evaluation Center | Pennsylvania Furnace | PA 16865 | 15748 | | |
| 101 S 38th St | PSP - Central Supply | Harrisburg | PA 17111 | 15750 | | |
| 131 Rohrerstwon Rd | Regency Square Shopping Center | Lancaster | PA 17603 | 15770 | | |
| 200 S Jefferson St | - | New Castle | PA 16101 | 15777 | | |
| 13 Weis Plaza | PA Wine & Spirits Shoppe 4007 | Nanticoke | PA 18634 | 15781 | | |
| 16 Tremont Rd | PA Wine & Spirits Shoppe 5413 | Pine Grove | PA 17963 | 15782 | X | Will continue to monitor for future availability |
| 1070 Eberly Way | Troop B - Uniontown | Lemont Furnace | PA 15456 | 15789 | | |
| 25 Technology Dr | DEP California District Office | Coal Center | PA 15423 | 15802 | | |
| 2601 N 3rd St | Penn Center | Harrisburg | PA 17110 | 15824 | | |
| 3716 Easton-Nazareth Hwy | Northampton Crossings | Easton | PA 18045 | 15832 | | |
| 300 Hughes Rd | MONY60 - PSP Radio Tower Site | King of Prussia | PA 19406 | 15835 | | |
| 1061 Birch St | CLEA60-Lanse | Lanse | PA 16849 | 15836 | | |
| 78 Country Club Trail | ADAM60 Ski Liberty | Fairfield | PA 17320 | 15856 | X | Will continue to monitor for future availability |
| 2 E Main St | DEP SE Regional Office | Norristown | PA 19401 | 15860 | | |
| 8001 Bretz Dr | CDC Super Core | Harrisburg | PA 17112 | 15872 | | |
| 1301 Easton Rd | MONY69 - Willow Grove NAS | Horsham | PA 19044 | 15893 | | |
| 15795 Greenwood Rd | Park Office | Huntingdon | PA 16652 | 15897 | X | Will continue to monitor for future availability |
| 506 Main St | PA Wine & Spirits Shoppe 1604 | Knox | PA 16232 | 15900 | X | Will continue to monitor for future availability |
| 205 W Beaver St | Sign Shop | Mercer | PA 16137 | 15953 | | |
| 205 E Main St | DOH-WIC | Harrison Valley | PA 16927 | 15956 | | |
| 4346 Frankford Ave | PA Wine & Spirits Shoppe 5102 | Philadelphia | PA 19135 | 15984 | | |
| 642 Church St | Multiple ITS | Upper Macungie | PA 18052 | 16016 | | |
| 3821 Rte 309 | TCC | Upper Saucon | PA 18034 | 16038 | | |
| 1400A N Cameron St | PennDOT Server Farm | Harrisburg | PA 17103 | 16044 | | |
| 25 W Main St | County Office Bldg | New Bloomfield | PA 17068 | 16046 | | |
| 1 Quaker Plaza | County Administration Bldg | Stroudsburg | PA 18360 | 16047 | | |
| 29 Mill St | Montour County Courthouse | Danville | PA 17821 | 16048 | | |
| 609 Market St | - | Sunbury | PA 17801 | 16049 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|--|-----------------|---------------|------------|------|--|
| 93 E High St | County Office Bldg | Waynesburg | PA 15370 | 16050 | X | Will continue to monitor for future availability |
| 223 Penn St | County Office Bldg | Huntingdon | PA 16652 | 16051 | | |
| 171 Arthur L Hershey Dr | Troop G - Bedford | Bedford | PA 15522 | 16053 | | |
| 1054 Locust St | ALLE62-Crown Castle 805346 | North Braddock | PA 15104 | 16059 | | |
| 959 SR 989 | Stockpile 5 | New Sewickley | PA 15042 | 16061 | | |
| 430 Penn Ave | PBPP Scranton DO | Scranton | PA 18503 | 16067 | | |
| 340 Old Leechburg Rd | ALLE63-Crown Castle 806831 | Plum | PA 15239 | 16070 | | |
| 2725 Glasgow St | ALLE60-Crown Castle 807060 | Pittsburgh | PA 15204 | 16071 | | |
| 11 Maple St | County Office Bldg | Montrose | PA 18801 | 16075 | X | Will continue to monitor for future availability |
| 810 Parish St | - | Pittsburgh | PA 15222 | 16124 | | |
| 301 Peninsula Dr | Tom Ridge Center | Erie | PA 16505 | 16157 | | |
| 5837 Easton Rd | PA Wine & Spirits Shoppe 0927 | Pipersville | PA 18949 | 16180 | | |
| 137 W 2nd St | CCC Erie | Erie | PA 16507 | 16188 | X | Will continue to monitor for future availability |
| 184 Hardly Able Rd | CLEA63-Greenville | Grampian | PA 16838 | 16197 | | |
| 520 N Delaware St | Riverview Place | Philadelphia | PA 19123 | 16202 | | |
| 32 Kline Plz | Kline Plaza | Harrisburg | PA 17104 | 16204 | | |
| 1119 Cell Tower Rd | ARMS631 Vandergrift | Vandergrift | PA 15690 | 16215 | X | Will continue to monitor for future availability |
| 833 County Rd | WEST62 Saltsburg | Saltsburg | PA 15681 | 16216 | X | Will continue to monitor for future availability |
| 184 Donald Ln | - | Johnstown | PA 15904 | 16229 | X | Will continue to monitor for future availability |
| 6345 Flank Dr | Viisage Hub Site | Harrisburg | PA 17112 | 16292 | | |
| 2118 Cottman Ave | PA Wine & Spirits Shoppe 5165 | Philadelphia | PA 19152 | 16296 | | |
| 24 Robinson St | Montgomery CAO - Pottstown District | Pottstown | PA 19464 | 16408 | | |
| 97 Doe Run Rd | PA Wine & Spirits Shoppe 3605 | Manheim | PA 17545 | 16430 | X | Will continue to monitor for future availability |
| 240 Airport Rd | SCHU63 | Pottsville | PA 17901 | 16473 | | |
| 244 Skyline Dr | WEST60-Crown Castle 805528 | Smithton | PA 15479 | 16486 | | |
| 130 N Main St | Union City Hospital | Union City | PA 16438 | 16490 | | |
| 1301 Skipack Pke | Center Square Shopping Ctr | Blue Bell | PA 19422 | 16527 | | |
| 55 W Greene St | Greene County 911 Center | Waynesburg | PA 15370 | 16532 | X | Will continue to monitor for future availability |
| 6523 Rt 59 | MCKE633 Crown Castle 800346 | Lewis Run | PA 16738 | 16535 | | |
| 1418 Summit Rd | MCKE11-Bradford | Rew | PA 16744 | 16537 | | |
| 39 W Chestnut St | Lancaster Bureau of Police | Lancaster | PA 17602 | 16541 | | |
| 300 Tanker Rd | ALLE69-Bldg 300 | Coraopolis | PA 15108 | 16551 | | |
| 931 Merwin Rd | WEST65 Camp Jo-Ann | New Kingsington | PA 15068 | 16553 | | |
| 100 Gracedale Ave | Northampton Cty 911 Center | Nazareth | PA 18064 | 16586 | | |
| 2401 E Venango St | PA Wine & Spirits Shoppe 5140 | Philadelphia | PA 19134 | 16590 | | |
| 300 Brair Valley Rd | BEDF601-Crown Castle 805450 | Bedford | PA 15522 | 16596 | | |
| 45 N 4th St | Allentown OVR Office | Allentown | PA 18102 | 16602 | | |
| 401 Gibson Ave | Police Administration Bldg | Warminster | PA 18974 | 16615 | | |
| 411 7th Ave | Pittsburgh Annex - Chamber of Commerce | Pittsburgh | PA 15219-1919 | 16639 | | |
| 311 S 9th St | Upper Bucks Cnty Reg Booking Ctr | Perkasie | PA 18944 | 16641 | | |
| 4880 Penn Ave | PA Wine & Spirits Shoppe 0603 | Sinking Spring | PA 16645 | 16645 | | |
| 74 Glocker Way | PA Wine & Spirits Shoppe 1522 | Pottstown | PA 19465 | 16647 | | |
| 4534 W State St | LAWR60 Crown Castle 800196 | Hillsville | PA 16132 | 16655 | X | Will continue to monitor for future availability |
| 3702 Liberty St | Liberty Plaza Shopping Ctr | Erie | PA 16508 | 16666 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------------------|--------------------------------------|-----------------|-----------|------------|------|--|
| 115 W Shirley St | - | Mt Union | PA 17066 | 16675 | X | Will continue to monitor for future availability |
| 8002 Bretz Dr | MPOETC | Harrisburg | PA 17112 | 16721 | | |
| 201 Mt Morris Rd | GREE60 Crown Castle 818014 | Mt Morris | PA 15349 | 16728 | | |
| 726 Campground Rd | LUZE680 Mt Lookout Remote | West Pittston | PA 18643 | 16758 | | |
| 339 & 345 5th Ave | - | McKeesport | PA 15132 | 16765 | | |
| 1 N I-95 | Delaware Cnty Welcome Ctr | Marcus Hook | PA 19061 | 16768 | | |
| 230 Greenamyer Ln | Adams Cnty Emergency Services | Gettysburg | PA 17325 | 16799 | | |
| 10th & Ayer Sts rear | Site 9 CCTV | Lemoyne | PA 17043 | 16813 | | |
| 644 East Main St | Hillcrest Shopping Center | Lansdale | PA 19446 | 16833 | | |
| 3501 Neshaminy Blvd | Troop M - Trevoise Station | Bensalem | PA 19020 | 16846 | | |
| 300 Block of S 10th St | District 8-21 | Lemoyne | PA 17043 | 16854 | | |
| 325 N Front St | PA Wine & spirits shoppe 2204 | Steelton | PA 17113 | 16886 | | |
| 45 N George St | York County Judicial Ctr | York | PA 17401 | 16989 | | |
| 280 Mt Olivet Rd | CHES603 Chrome | Oxford | PA 19363 | 17001 | | |
| 1579 State Park Rd | Park Office | Newport | PA 17074 | 17009 | | |
| 323 Sunset Dr | WIC 36-876 | Butler | PA 16001 | 17077 | | |
| 301 11th St | New Kensington Police Department | New Kensington | PA 15068 | 17082 | | |
| 3203 E Route 22 | HAR | South Whitehall | PA 18103 | 17086 | | |
| 89 N Interstate 81 | RWIS 2 | Jonestown | PA 17038 | 17090 | | |
| 7121 Ogontz Ave | DLC-70 West Oak Lane | Philadelphia | PA 19138 | 17170 | | |
| 3239 Washington Pke | PA Wine & Spirits Shoppe 0201 | Bridgeville | PA 15017 | 17176 | | |
| 132 Ben Avon Heights Rd | PA Wine & Spirits Shoppe 0226 | Pittsburgh | PA 15237 | 17178 | | |
| 313 Mt Nebo Rd | LCE DO 4 | Pittsburgh | PA 15237 | 17180 | | |
| 3532 Pittsburgh Rd | PA Wine & Spirits Shoppe 2608 | Perryopolis | PA 15473 | 17193 | X | Will continue to monitor for future availability |
| 3170 E Route 22 | DMS SR22 1 | South Whitehall | PA 18104 | 17202 | X | Will continue to monitor for future availability |
| 1399 Sterigere St | BCI SE | Norristown | PA 19401 | 17216 | | |
| 2140 Wilkes Barre Twp Marketplace | PA Wine & Spirits Shoppe 4001 | Wilkes Barre | PA 18702 | 17228 | | |
| 529 Ringtown Blvd | SCHU65 Pattersonville | Ringtown | PA 17967 | 17232 | X | Will continue to monitor for future availability |
| 17175 Rte 6 | Mckean County 911 | Smethport | PA 16749 | 17243 | X | Will continue to monitor for future availability |
| 40 Army Heritage Dr | Cumberland County Maintenance Office | Carlisle | PA 17013 | 17249 | | |
| 720 E Chestnut St | SCHU64-Hegins Fire Company | Hegins | PA 17938 | 17265 | X | Will continue to monitor for future availability |
| 8794 Easton Rd | PA Wine & Spirits Shoppe 0903 | Revere | PA 18953 | 17278 | X | Will continue to monitor for future availability |
| 55 Sugar Run Rd | Widewaters Commons | Waynesburg | PA 15370 | 17284 | X | Will continue to monitor for future availability |
| 20 N 6th St | - | Dubois | PA 15801 | 17286 | | |
| 19 S Washington St | CCIS of Greene County | Waynesburg | PA 15370 | 17292 | X | Will continue to monitor for future availability |
| 5705 Rte 981 | APU 5 | Latrobe | PA 15650 | 17296 | | |
| 3250 N Broad St | PA Wine & Spirits Shoppe 5108 | Philadelphia | PA 19140 | 17308 | | |
| 2501 W Main St | PA Wine & Spirits Shoppe 4626 | West Norriton | PA 19403 | 17310 | | |
| 2800 Pottsville Pke | First Energy / RPO | Reading | PA 19612 | 17322 | | |
| 18330 Williams St | CRAW60 Meadville | Meadville | PA 16335 | 17332 | | |
| 1025 Henrys Rd | Stockpile 23 | Latrobe | PA 15650 | 17334 | X | Will continue to monitor for future availability |
| 558 McGees Mills Rd | CLEA604 RPO PennElec | Mahaffey | PA 15757 | 17346 | | |
| 246 Cocalico Rd | LEAB639 - Womelsdorf | Robesonia | PA 19551 | 17353 | X | Will continue to monitor for future availability |
| 997 Lieds Rd | Troop J - Embreeville | Coatesville | PA 19320 | 17367 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|-------------------------------------|--------------------|-----------|------------|------|--|
| 1265 Freedom Rd | BUTL617 Stockpile 06 | Cranberry Township | PA 16066 | 17376 | X | Will continue to monitor for future availability |
| 1579B Mine Rd | LANC634 Traingle RPO | Paradise | PA 17562 | 17402 | X | Will continue to monitor for future availability |
| 4112 Ferry Rd | BUCK603 RPO PennDOT | Doylestown | PA 18901 | 17406 | | |
| 4820 Rte 711 | PGC Southwest Region | Bolivar | PA 15923 | 17454 | | |
| 44 Transportation Ctr | ELK30 RPO ATA | Johnsonburg | PA 15845 | 17462 | X | Will continue to monitor for future availability |
| 395 Bishop Hollow Rd | DELA64 Bishop Hollow Rd | Newtown Square | PA 19073 | 17466 | | |
| 500 S Easton Rd | PennDOT Camera 3091 | Wyncote | PA 19095 | 17522 | | |
| 988 E Pittsburgh St | Westmoreland Mall | Greensburg | PA 15601 | 17544 | | |
| 1100 Edgewood Rd | Lower Makefield Twp Police Dpt | Yardley | PA 19067 | 17554 | | |
| 1203 Western Ave | Pittsburgh Bureau of Police | Pittsburgh | PA 15233 | 17556 | | |
| 1936 Warren Rd | VENA606-Warren Road | Oil City | PA 16301 | 17571 | | |
| 5301 Simpson Ferry Rd | PA Wine & Spirits Shoppe 2105 | Mechanicsburg | PA 17050 | 17579 | | |
| 10 Zicks Hill Rd | SUSQ609 Kingsley | Kingsley | PA 18826 | 17587 | | |
| 150 N Independence Mall West | Federal Reserve Bank | Philadelphia | PA 19106 | 17603 | | |
| 15 Fox Run Ln - Store 1 | PA Wine & Spirits Shoppe 4510 | East Stroudsburg | PA 18301 | 17606 | | |
| 1955 Wharton St | PA Wine & Spirits Shoppe 0260 | Pittsburgh | PA 15203 | 17620 | | |
| 87 SR 940 | PA Wine & Spirits Shoppe 4502 | Mt Pocono | PA 18344 | 17626 | | |
| 425 Willow Crossing | Southwest CDC | Greensburg | PA 15601 | 17632 | | |
| 1133 Scott Center Rd | WAYN601 Hale Eddy RPO | Starlight | PA 18461 | 17648 | | |
| 46 I-90 | Erie County Welcome Ctr | North East | PA 16428 | 17663 | X | Will continue to monitor for future availability |
| 11 Park Ave | Troop N - Fern Ridge | Blakeslee | PA 18610 | 17707 | X | Will continue to monitor for future availability |
| 212 High St | PA Wine & Spirits Shoppe 4604 | Pottstown | PA 19464 | 17717 | | |
| 240 Lincoln St | Carlisle Police Department | Carlisle | PA 17013 | 17723 | | |
| 1 Corporate Dr | - | Bedford | PA 15522 | 17729 | | |
| 310 Limestone Rd | Viisage #15 Wiggins Auto Tags | Oxford | PA 19363 | 17750 | | |
| 5070 Jonestown Rd | K-Mart Shopping Plz | Harrisburg | PA 17112 | 17798 | | |
| 431 Eisenhower Dr | Hanover Crossing Shopping Ctr | Hanover | PA 17331 | 17802 | | |
| 29263 N Rte 44 Hwy | LYCO77 Pump Station ROC 3 at LYCO21 | Slate Run | PA 17769 | 17808 | X | Will continue to monitor for future availability |
| 643 Conchester Pke | PA Wine & Spirits Shoppe 2315 | Marcus Hook | PA 19061 | 17810 | | |
| 635 Heacock Rd | Edgewood Village Shopping Ctr | Yardley | PA 19067 | 17814 | | |
| 1135 N 4th St | PA Wine & Spirits Shoppe 4903 | Sunbury | PA 17801 | 17816 | | |
| 4379 Fire Tower Loop | HUNT01/77-Loop Lookout | Williamsburg | PA 16693 | 17825 | | |
| 200 Town Center | PA Wine & Spirits Shoppe 0936 | New Britain | PA 18901 | 17837 | | |
| 1601 Big Oak Rd | Oxford Oaks Shopping Ctr | Yardley | PA 19067 | 17839 | | |
| 401 E Louthier St | DOH WIC | Carlisle | PA 17013 | 17896 | | |
| 4326 Chestnut Grove Hwy | CLEA602 Grampian | Grampian | PA 16838 | 17898 | X | Will continue to monitor for future availability |
| 465 Delaware Ave | MONY63 Spectrasite PA-0169 | Fort Washington | PA 19034 | 17924 | | |
| 2040 Ardmore Blvd | - | Pittsburgh | PA 15221 | 18190 | | |
| 149 Baltimore Pke | PA Wine & Spirits Shoppe 2310 | Springfield | PA 19064 | 18192 | | |
| 1850 Park Manor Blvd | PA Wine & Spirits Shoppe 0231 | Pittsburgh | PA 15205 | 18194 | | |
| 12 Diana Ln | PA Wine & Spirits Shoppe 4032 | West Hazleton | PA 18201 | 18196 | | |
| 530 W Broad St | PA Wine & Spirits Shoppe 4031 | Hazleton | PA 18201 | 18198 | | |
| 2525 Mickley Ave | PA Wine & Spirits Shoppe 3913 | Whitehall | PA 18052 | 18200 | | |
| 106 S Conestoga Dr | Shippen Towne Centre | Shippensburg | PA 17257 | 18206 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------------|-------------------------------------|----------------------|-----------|------------|------|--|
| 1456 Bethlehem Pke | PA Wine & Spirits Shoppe 4623 | Flourtown | PA 19031 | 18298 | | |
| 60 Eagleville Rd | Montgomery Cty Correctional Facilit | Norristown | PA 19403 | 18456 | | |
| 210 E Street Rd | Southampton Village Shopping Ctr | Feasterville Trevose | PA 19053 | 18478 | | |
| 341 Town Center Blvd | Forks Town Center | Easton | PA 18040 | 18481 | | |
| 1940 S Christopher Columbus Blvd | Columbus Commons North | Philadelphia | PA 19148 | 18511 | | |
| 108 N Beeson Ave | - | Uniontown | PA 15401 | 18578 | | |
| 142 Colonial Dr | Bradford County Health Center | Towanda | PA 18848 | 18582 | | |
| 1439 Route 11 | Susquehanna County Welcome Ctr | Great Bend | PA 18821 | 18604 | | |
| 449 Bedford Rd | MERC62-Bradford Rd | West Middlesex | PA 16159 | 18618 | X | Will continue to monitor for future availability |
| 8419 Sharon-Mercer Rd | Unit 2A | Mercer | PA 16137 | 18626 | | |
| 175 Harrisburg Run | MCKE613-Harrisburg Run | Bradford | PA 16701 | 18628 | | |
| 200 N Front St | - | Philipsburg | PA 16866 | 18648 | | |
| 361 New Commerce Blvd | Hanover Industrial Estates | Wilkes Barre | PA 18706 | 18672 | | |
| 206 Seven Fields Blvd | PA Wine & Spirits Shoppe 1010 | Seven Fields | PA 16046 | 18678 | X | Will continue to monitor for future availability |
| 362 S Second St | Ayr Town Center | McConnellsburg | PA 17233 | 18684 | | |
| 1130 12th Ave | - | Altoona | PA 16601 | 18690 | | |
| 409 Lackawanna Ave | Oppenheim Bldg | Scranton | PA 18503 | 18692 | | |
| 5035 Township Line Rd | PA Wine & Spirits Shoppe 2331 | Drexel Hill | PA 19026 | 18704 | | |
| 323 Benner Pke | Benner Pike Shops | State College | PA 16801 | 18706 | | |
| 249 Hillcrest Shopping Ctr | PA Wine & Spirits Shoppe 6510 | Lower Burrell | PA 15068 | 18708 | | |
| 200 W Ridge Pke | PA Wine & Spirits Shoppe 4645 | Limerick | PA 19468 | 18710 | | |
| 2084 E County Line Rd | PA Wine & Spirits Shoppe 4642 | Huntingdon Valley | PA 19006 | 18714 | | |
| 3113 Green Garden Rd | PA Wine & Spirits Shoppe 0402 | Aliquippa | PA 15001 | 18743 | | |
| 400 Bent Creek Rd | PSBA | Mechanicsburg | PA 17050 | 18747 | | |
| 1465 W Broad St Suite 19 | Quakertown Shopping Ctr | Quakertown | PA 18951 | 18751 | | |
| 2400 Fox Gap Rd | MONR09 Fox Gap GPU | Bangor | PA 18013 | 18878 | X | Will continue to monitor for future availability |
| 1 Bridge Approach Rd | NORH63 Portland | Portland | PA 18351 | 18880 | X | Will continue to monitor for future availability |
| 4848 Admiral Perry Hwy | CCTV SR 22 Cambria | Ebensburg | PA 15931 | 18882 | | |
| 330-340 N 12th St | Inspiritec Inc | Philadelphia | PA 19107 | 18884 | | |
| 1770 Main St | CCTV 22 I-78 & SR 412 | Allentown | PA 18105 | 18895 | | |
| 3154 E Route 22 | CCTV 16 | Upper Macungie | PA 18106 | 18897 | | |
| 3187 W Route 22 | CCTV 5 sr 22 & Cedar Crest Blvd | South Whitehall | PA 18104 | 18899 | X | Will continue to monitor for future availability |
| 8400 Furey Rd | Upper Chichester Twp Police Dept | Boothwyn | PA 19061 | 18925 | | |
| 731 Cherry Dr | PA Wine & Spirits Shoppe 2218 | Hershey | PA 17033 | 18930 | | |
| 1191 I-80 WB | HAR 120 | Clearfield | PA 16830 | 18949 | | |
| 1105 I-80 WB | HAR 111 | Rockton | PA 15856 | 18951 | | |
| 8955 Back Mountain Rd | MIFF65 Spectrasite PA 0007 | Milroy | PA 17063 | 18968 | X | Will continue to monitor for future availability |
| 601 Grace Rd | Weigh Station | Clarion | PA 16214 | 18972 | X | Will continue to monitor for future availability |
| 1115 Main St | PA Wine & Spirits Shoppe 0932 | Warrington | PA 18976 | 18978 | | |
| 900 Village Mall | PA Wine & Spirits Shoppe 4644 | Horsham | PA 19044 | 18980 | | |
| 300 Corporate Center Dr | - | Camp Hill | PA 17011 | 19039 | | |
| 1401 Arch St | First Judicial District of PA | Philadelphia | PA 19102 | 19045 | | |
| 149 Rte 6 West | PA Wine & Spirits Shoppe 5301 | Coudersport | PA 16915 | 19047 | | |
| 901 E Main St | PA Wine & Spirits Shoppe 3803 | Palmyra | PA 17078 | 19050 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|----------------------------------|----------------|-----------|------------|------|--|
| 70 Keystone Industrial Park | PA Wine & Spirits Shoppe 3508 | Dunmore | PA 18512 | 19054 | | |
| 814 Shrewsbury Commons Ave | Shrewsbury Commons Shopping Ctr | Shrewsbury | PA 17361 | 19084 | | |
| 100 S Washington Ave | Scranton Police Department | Scranton | PA 18503 | 19090 | | |
| 1002 W Hamilton St | District 5-0 | Allentown | PA 18103 | 19098 | | |
| 168 Eagleview Blvd | Clemens Supermarket | Exton | PA 19341 | 19117 | | |
| 47 S Washington St | DOR | Wilkes Barre | PA 18701 | 19134 | | |
| 1130 Herr St | PBPP Harrisburg DO | Harrisburg | PA 17103 | 19140 | | |
| 40 Terrace Dr | - | Houtzdale | PA 16651 | 19146 | | |
| 101 Lehigh Dr | Carbon CAO | Lehighton | PA 18235 | 19152 | | |
| 5250 Umbria St | PHIL64 Roxborough OPRS | Philadelphia | PA 19128 | 19162 | | |
| 1345 W Chester Pke | Manoa Shopping Center | Havertown | PA 19083 | 19200 | | |
| 1318 W Clearfield St | PBPP Phila Northeast SO | Philadelphia | PA 19132 | 19218 | | |
| 448 Buckeye Dr | MERC65-Buckeye Dr | Sharpsville | PA 16150 | 19221 | X | Will continue to monitor for future availability |
| 5730 Shaffer Rd | LCB Store 1702 | Dubois | PA 15801 | 19228 | | |
| 315 W Baltimore Pke | PA Wine & Spirits Shoppe 2305 | Media | PA 19063 | 19233 | | |
| 101 Pine Grove Rd | Park Office | Fayetteville | PA 17222 | 19235 | X | Will continue to monitor for future availability |
| 908 Little Deer Creek Valley Rd | PA Wine & Spirits Shoppe 0265 | Russellton | PA 15076 | 19239 | | |
| 146 Cascade Galleria Mall | - | New Castle | PA 16101 | 19255 | | |
| 17 N 2nd St | Market Square Plaza | Harrisburg | PA 17101 | 19263 | | |
| 233 Shiloh St | PA Wine & Spirits Shoppe 0272 | Pittsburgh | PA 15211 | 19299 | | |
| 3590 West Chester Pke | Newtown Square Shopping Ctr | Newtown Square | PA 19073 | 19302 | | |
| 1400 John F Kennedy Blvd | City Hall | Philadelphia | PA 19107 | 19312 | | |
| 1770 Gill Hill Rd | Jefferson Hills Turnpike Station | Finleyville | PA 15332 | 19323 | | |
| 18 River Rd | Delaware Water Gap Welcome Ctr | Smithfield | PA 18360 | 19327 | X | Will continue to monitor for future availability |
| 135 E 38th Street Blvd | Veteran Affairs Medical Center | Erie | PA 16504 | 19345 | | |
| 5041 Rte 873 | PA Wine & Spirits Shoppe 3902 | Schnecksville | PA 18078 | 19361 | X | Will continue to monitor for future availability |
| 7 George Ave | PA Wine & Spirits Shoppe 4002 | Wilkes Barre | PA 18705 | 19368 | | |
| 120 McCune Dr | Butler County Emergency 911 | Butler | PA 16001 | 19370 | | |
| 5956 Penn Circle South | PA Wine & Spirits Shoppe 0247 | Pittsburgh | PA 15206 | 19375 | | |
| 1562 Chester Pke | Eddystone Crossing Shopping Ctr | Eddystone | PA 19022 | 19379 | | |
| 785 Starr St | PA Wine & Spirits Shoppe 1526 | Phoenixville | PA 19460 | 19385 | | |
| 555 Washington Rd | Mt Lebanon Police Department | Pittsburgh | PA 15228 | 19387 | | |
| 555 Raymond St | - | Reading | PA 19605 | 19413 | | |
| 55 W Rte 78 | CCTV 14 | Allentown | PA 18103 | 19460 | | |
| 512 Grays Wood Blvd | CCTV 3 | State College | PA 16803 | 19470 | | |
| 800 Vanderbilt Rd | PA Wine & Spirits Shoppe 2603 | Connellsville | PA 15425 | 19555 | | |
| 325.6 MM SR22 EB | CCTV 8 | Bethlehem | PA 18017 | 19557 | | |
| 330 SR22 WB | CCTV 9 | Bethlehem | PA 18020 | 19559 | | |
| 200 Morgan Hill Rd | CCTV 19 | Easton | PA 18042 | 19561 | X | Will continue to monitor for future availability |
| 51 I-99 | CCTV 1 | Tyrone | PA 16686 | 19600 | | |
| 789 E Lancaster Ave | PA Wine & Spirits Shoppe 2327 | Villanova | PA 19085 | 19604 | | |
| 1577 I 80 WB | CCTV 10 | Milesburg | PA 16853 | 19637 | X | Will continue to monitor for future availability |
| 5 Airport Rd | PSP Aviation Patrol Unit 7 | Martinsburg | PA 16662 | 19656 | X | Will continue to monitor for future availability |
| 711 Ryan Blvd | District 6-2 | Coatesville | PA 19320 | 19667 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-------------------------------------|-----------------------|-----------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 351 S Forrest St | FORE605-Forrest Street | Marienville | PA 16239 | 19698 | X | Will continue to monitor for future availability |
| 1031 Flexer Ave | LEHI63 Dorenyville Hope UCC | Allentown | PA 18103 | 19706 | | |
| 148 S State Line Rd | MERC66 State Line Rd First Energy | Greenville | PA 16125 | 19708 | X | Will continue to monitor for future availability |
| 870 Penns Park Rd | BUCK605 Wrightstown American Tower | Wrightstown | PA 18940 | 19721 | | |
| 2525 Rochester Rd | Cranberry Township Police Dept | Cranberry Township | PA 16066 | 19733 | | |
| 11890 Jackson Run Rd | WARR615 PennDOT Stockpile 11 | Sugar Grove | PA 16350 | 19741 | X | Will continue to monitor for future availability |
| 1039 Willow Street Pke | LANC65-Willow Street Pike | Lancaster | PA 19747 | 19747 | | |
| 1 Tannery St | SUSQ614-Great Bend Hose Co | Great Bend | PA 18821 | 19751 | | |
| 332 5th Ave | Warner Center | Pittsburgh | PA 15222 | 19775 | | |
| 1001 E Hector St | Spring Mill Complex Quaker Offices | Conshohocken | PA 19428 | 19777 | | |
| 155 N 15th St | Union County Government Ctr | Lewisburg | PA 17837 | 19780 | X | Will continue to monitor for future availability |
| 4493 Business 220 | DMS CCTV 4 | Bedford | PA 15522 | 19782 | | |
| 3101 McCully Rd | ALLE609-Crown Castle 805376 | Allison Park | PA 15101 | 19796 | | |
| 270 Walker Dr | WIC Clinic 28-273 | State College | PA 16801 | 19798 | | |
| 165 Ort Valley 322 Off Ramp | CCTV Electric Ave | Lewistown | PA 17044 | 19821 | | |
| 162 Alberta Ln | WEST605-Crown Castle 805385 | Greensburg | PA 15626 | 19826 | | |
| 990 Arona Rd | WEST607-Crown Castle 806450 | New Stanton | PA 15672 | 19830 | | |
| 552 Lancaster Ave | PA Wine & Spirits Shoppe 1513 | Berwyn | PA 19312 | 19838 | | |
| 720 Admiral Peary Hwy | CCTV SR22 Jackson Twp WB | Johnstown | PA 15909 | 19848 | | |
| 2 Fairgrounds Rd | SUSQ612 industrial Electronics | Montrose | PA 18801 | 19864 | X | Will continue to monitor for future availability |
| 4801 Lindle Rd | WITF | Harrisburg | PA 17111 | 19867 | | |
| 4241 Mount Nittnay Expy | District 2-0 ITS CCTV | State College | PA 16801 | 19869 | X | Will continue to monitor for future availability |
| 5 American Pkwy | The John Yurconic Agency | Allentown | PA 18102 | 19873 | | |
| 216 Nazareth Pke | The John Yurconic Agency | Bethlehem | PA 18017 | 19879 | | |
| 740 I99 N | CCTV 4A | State College | PA 16803 | 19883 | | |
| 822 I99 N | CCTV 6 | Pleasant Gap | PA 16823 | 19885 | | |
| 1570 I80 W | CCTV 9 | Milesburg | PA 16853 | 19887 | X | Will continue to monitor for future availability |
| 1100 Cotton Rd | LAWR632-American Tower 85103 | New Wilmington | PA 16142 | 19900 | | |
| 440 N Broad St | Philadelphia School District | Philadelphia | PA 19130 | 19904 | | |
| 10933 Main St | CAME691-Sinnamahoning | Sinnamahoning | PA 15861 | 19907 | X | Will continue to monitor for future availability |
| 5565 N Montour Rd | Gibsonia American Tower | Gibsonia | PA 15044 | 19909 | | |
| 847 N Main St | - | Meadville | PA 16335 | 19911 | | |
| 801 W Street RD | BUCK615 Southampton SBA | Feasterville Trevoise | PA 19053 | 19913 | | |
| 3187 Bedford Valley Rd | American Tower 308605 | Bedford | PA 15522 | 19919 | X | Will continue to monitor for future availability |
| 5285 Bedford Valley Rd | American Tower 0263 | Bedford | PA 15522 | 19921 | X | Will continue to monitor for future availability |
| 400 W Sproul Rd | DELA602-American Tower 87 | Springfield | PA 19064 | 19923 | | |
| 987 Wayne Ave | Wayne Plaza | Chambersburg | PA 17201 | 19927 | | |
| 1163 Country Club Rd | WASH612-Monongahela Valley Hospital | Monongahela | PA 15063 | 19933 | | |
| 425 Main St | DOR | Johnstown | PA 15901 | 19947 | | |
| 3810 Saxonburg Blvd | Satellite Office | Indianola | PA 15051 | 19951 | X | Will continue to monitor for future availability |
| 132 E Butler Ave | PA Wine & Spirits Shoppe 4607 | Ambler | PA 19002 | 19977 | | |
| 501 E Price St | PHIL63-SBA Tower PA01179-B | Philadelphia | PA 19144 | 19997 | | |
| 100 Brugh Ave | Butler County State Health Ctr/OVR | Butler | PA 16001 | 19999 | | |
| 4843 Park Rd | Park Office / Visitor Center | Austin | PA 16720 | 20009 | X | Will continue to monitor for future availability |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|--------------------------------------|------------------|---------------|------------|------|--|
| 18865 Old Turnpike Rd | FD 7 Bald Eagle State Forest | Millmont | PA 17845 | 20013 | | |
| 14017 Rte 120 | Stockpile 5 | Sinnemahoning | PA 15861 | 20033 | X | Will continue to monitor for future availability |
| 3795 Talley Rd | ERIE631-Crown Castle 805527 | Erie | PA 16509 | 20043 | | |
| 1520 Roosevelt Rd | ALLE607-Crown Castle 807249 | Ohio | PA 15237 | 20045 | | |
| 510 Airport Dr | Bldg 5-11 | Middletown | PA 17057 | 20049 | | |
| 293 E Conestoga Rd | CHES613-American Tower 308532 | Wayne | PA 19087 | 20051 | | |
| 777 Harrahs Blvd | Harrahs Chester Casino | Chester | PA 19013 | 20053 | | |
| 351 Loucks Rd | PA Wine & Spirits Shoppe 6709 | York | PA 17404 | 20056 | | |
| 180 Old Swede Rd | Douglassville Shopping Center | Douglassville | PA 19518 | 20062 | X | Will continue to monitor for future availability |
| 515 Dock St | PA Wine & Spirits Shoppe 5412 | Schuylkill Haven | PA 17972 | 20072 | | |
| 3412 Forbes Ave | University of Pittsburgh Police Dpt | Pittsburgh | PA 15260 | 20076 | | |
| 8199 Perry Hwy | Presque Isle Downs | Erie | PA 16509 | 20084 | | |
| 222 Carey Ave | - | Wilkes Barre | PA 18702 | 20086 | | |
| 5751 N Broad St | - | Philadelphia | PA 19141 | 20107 | | |
| 421 Madison Street | Clarion County Communication | Clarion | PA 16214 | 20118 | | |
| 648 North Old Turnpike Rd | LUZE630-Hazelton SBA Tower PA05329-B | Drums | PA 18222 | 20120 | | |
| 200 S Juliana St | Bedford County Courthouse | Bedford | PA 15522 | 20125 | | |
| 12111 Old Route 56 Highway West | INDI691-Green Valley Lake | Shelocta | PA 15774 | 20128 | X | Will continue to monitor for future availability |
| 6658 Route 954 Highway North | INDI690-Creekside | Creekside | PA 15732 | 20129 | | |
| 4900 Route 62 | WARR696-Thompsons Island | Irvine | PA 16329 | 20130 | X | Will continue to monitor for future availability |
| 6315 Route 666 | WARR690-Henrys Mills | Sheffield | PA 16347 | 20131 | X | Will continue to monitor for future availability |
| 10 Lower Pine Bottom Rd | New District Office | Waterville | PA 17776 | 20132 | | |
| 511 Big Shannon Run Rd | GREE608-Greeley School | Mount Morris | PA 15349 | 20137 | X | Will continue to monitor for future availability |
| 2800 White Oak Road | FD-18 Haldeman House | Halifax | PA 17032 | 20140 | | |
| 1674 Mt Davis Rd | SOME691-St Paul's Lutheran Church | Fort Hill | PA 15540 | 20143 | X | Will continue to monitor for future availability |
| 837 Gas Company Rd | SOME694-Elklick Rod & Gun Club | Salisbury | PA 15558 | 20144 | X | Will continue to monitor for future availability |
| 45 Industrial Park Rd | District 3-5 | Selinsgrove | PA 17870 | 20147 | | |
| 300 Kenhorst Plaza | Store 0610 | Kenhorst | PA 19607-3645 | 20149 | | |
| 925 Court St | Dimmick Building A | Honesdale | PA 18431 | 20150 | | |
| 325 Thomas Rd | GREE602-Crown Castle 806426 | Carmichaels | PA 15320 | 20152 | | |
| 440 Market St | Sunbury Police Department | Sunbury | PA 17801 | 20157 | | |
| 415 West Butler Dr | Butler Township Police Department | Drums | PA 18222 | 20180 | | |
| 2627 William Flynn Hwy | American Tower 85096 | Slippery Rock | PA 16057 | 20182 | | |
| 70 Tower Ln | WYOM630-NOXEN-SBA PA060509-B | Noxen | PA 18636 | 20186 | X | Will continue to monitor for future availability |
| 600 Clearwater Rd | Township of Derry Police Department | Hershey | PA 17033 | 20189 | | |
| 609 Rouse Ave | Warren County 911 Center | Youngsville | PA 16371 | 20198 | X | Will continue to monitor for future availability |
| 1111 East End Blvd | Dpt of Veterans Affairs Police | Wilkes Barre | PA 18711 | 20214 | | |
| 2291 S River Rd | CCTV 6 | Dauphin | PA 17018 | 20255 | | |
| 13160 First Fork Rd | CAME615-Upper Logue Hollow | Sinnemahoning | PA 15861 | 20258 | X | Will continue to monitor for future availability |
| 5042 Sizerville Rd | CAME628-Sizerville | Emporium | PA 15834 | 20260 | X | Will continue to monitor for future availability |
| 4401 State Route 156 | ARMS692-Long Run | Avonmore | PA 15618 | 20266 | | |
| 21027 CCC Memorial Highway | CAME626- Penndot Stockpile 01 | Emporium | PA 15834 | 20268 | X | Will continue to monitor for future availability |
| 51 May Hollow Rd | CAME621-May Hollow Road | Driftwood | PA 15832 | 20270 | X | Will continue to monitor for future availability |
| 1306 Low Grade Rd | CAME613-Hicks Hollow | Driftwood | PA 15832 | 20287 | X | Will continue to monitor for future availability |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------------|--|----------------|---------------|------------|------|--|
| 797 Allegheny St | CCTV 7 | Dauphin | PA 17018 | 20289 | | |
| 265 Tower Rd | FAYE607-American Tower 88231 | Dawson | PA 15428 | 20295 | | |
| 1200 Fulling Mill Rd | DOR | Middletown | PA 17057 | 20297 | | |
| 122 Grange Rd | BEAV692-Grange Road | Beaver Falls | PA 15015 | 20312 | | |
| 4201 Neshaminy Blvd | Nelson's Messenger Service Inc | Bensalem | PA 19020 | 20324 | | |
| 20 School Ct | WASH636-SBA Tower PA01086-B | Avella | PA 15312 | 20337 | | |
| 106 Sykes Street Ext | JEFF695-Sykesville | Sykesville | PA 15865 | 20347 | X | Will continue to monitor for future availability |
| 4127 Blue Jay Creek Rd | FORE695-Blue Jay Creek | Sheffield | PA 16347 | 20359 | X | Will continue to monitor for future availability |
| 912 S Main St Ext | JEFF691-Punxsutawney | Punxsutawney | PA 15767 | 20363 | | |
| 6484 Robin Hill Rd | WARR694-Lounsbury Corners | Russell | PA 16345 | 20365 | X | Will continue to monitor for future availability |
| 978 High St | Photo License Center | Pottstown | PA 19464 | 20374 | | |
| 1 Outlet Ln | Driver License Center | McElhattan | PA 17748 | 20376 | X | Will continue to monitor for future availability |
| 308 Railroad Street | Photo License Center | Danville | PA 17821 | 20378 | | |
| 130 Buffalo Rd | Photo License Center | Lewisburg | PA 17837 | 20380 | X | Will continue to monitor for future availability |
| 3 Maple Street | Photo License Center | Laporte | PA 18626 | 20382 | X | Will continue to monitor for future availability |
| 379 Pennsylvania Ave | Photo License Center | South Waverly | PA 18840 | 20384 | X | Will continue to monitor for future availability |
| 1356 Harrisburg Pke | Photo License Center | Lancaster | PA 17601 | 20386 | | |
| 5 Broadway Ave | Photo License Center | Duncannon | PA 17020 | 20388 | | |
| 63 North Main St | Photo License Center | Stewartstown | PA 17363 | 20390 | X | Will continue to monitor for future availability |
| 655 Lincoln Way East | Photo License Center | McConnellsburg | PA 17233 | 20392 | | |
| 668 Elm St | Photo License Center | Tionesta | PA 16353 | 20394 | X | Will continue to monitor for future availability |
| 1Dubois Area Plz | Photo License Center | Dubois | PA 15801 | 20396 | | |
| 514 South Oxford Rd | Photo License Center | Fairless Hills | PA 19030 | 20398 | | |
| 2725 Mossie Blvd | Photo License Center | Monroeville | PA 15146 | 20400 | | |
| 9 Clairton Blvd | Photo License Center | Pittsburgh | PA 15236 | 20402 | | |
| 345 Main St | Photo License Center | Harleysville | PA 19438 | 20404 | | |
| 481 Conchester Hwy | Photo License Center | Aston | PA 19014 | 20408 | X | Will continue to monitor for future availability |
| 30th Street Station - 8th Fl | National Communications Center | Philadelphia | PA 19104 | 20420 | | |
| 3rd Floor | 701 Bridge St | Lehighton | PA 18235 | 20422 | | |
| 701 Bridge St | 3rd Floor | Lehighton | PA 18235 | 20422 | | |
| 1255 Main St | WAYN632-Gouldsboro | Gouldsboro | PA 18424 | 20425 | | |
| 13992 Route 666 | FORE691-Kingsley | Tionesta | PA 16353 | 20427 | X | Will continue to monitor for future availability |
| 2227 Blue Jay Creek Rd | FORE692-Pigeon | Marienville | PA 16329 | 20429 | X | Will continue to monitor for future availability |
| 12052 Route 666 | FORE693-Mayburg | Sheffield | PA 16347 | 20431 | X | Will continue to monitor for future availability |
| 1285 Route 666 | FORE694-Minister | Sheffield | PA 16347 | 20433 | X | Will continue to monitor for future availability |
| 284 Oley Valley Rd | LUZE604-White Haven | White Haven | PA 18661 | 20449 | | |
| 931 S Main St Bldg Pole | Narrows CCTV | Lewistown | PA 17044 | 20727 | | |
| 233 W Otterman St | - | Greensburg | PA 15601 | 20740 | | |
| 144 N Main St | - | Greensburg | PA 15601 | 20744 | | |
| 2682 Cumberland Rd | BEDF630-Bedford | Bedford | PA 15522 | 20750 | | |
| 1804 Opportunity Ave | Franklin County Jail | Chambersburg | PA 17201 | 20759 | | |
| 74 Wellwood Ave | PA Wine & spirits shoppe 6401 | Hawley | PA 18428-9004 | 20761 | | |
| 7232 First Fork Rd | Control Tower - George B Stevenson Dam | Sinnemahoning | PA 15861 | 20789 | X | Will continue to monitor for future availability |
| 3520 6th Ave | Dist #9 CCTV Site #1 | Altoona | PA 16602 | 20805 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|--------------------------------------|---------------|---------------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 800 Waterfront Dr | Western PA Conservancy | Pittsburgh | PA 15222 | 20807 | | |
| 124 Main St | Visitor Center | OhioPyle | PA 15470 | 20813 | | |
| 3606 Birmingham Pke | Dist 9-0 CCTV Site #2 | Alexandria | PA 16611 | 20834 | | |
| 720 Bow Creek Rd | Penn National Racino | Grantville | PA 17028 | 20841 | X | Will continue to monitor for future availability |
| 3060 Center Valley Pkwy | The Promenade Shops at Saucon Valley | Center Valley | PA 18034-9551 | 20851 | | |
| 828 Kieffer Hill Rd | FORE697-Yellow Hammer | Tionesta | PA 16353 | 20857 | X | Will continue to monitor for future availability |
| 17236 SR-666 | FORE696-Endeavor | Endeavor | PA 16322 | 20859 | X | Will continue to monitor for future availability |
| 824 South 19th St | Dist 8-0 ITS #10 CCTV | Harrisburg | PA 17104 | 20863 | | |
| 4150 Jonestown Rd | Dist 8 CCTV 83-50 | Harrisburg | PA 17109 | 20876 | | |
| 7676 Rt-337 | WARR699-Izenbrown Corners | Tidioute | PA 16351 | 20878 | X | Will continue to monitor for future availability |
| 8100 Davey Hill Rd | WARR689-Davey Hill Road | Pittsfield | PA 16340 | 20882 | X | Will continue to monitor for future availability |
| 1372 Blue Eye Road | WARR687-Old Route 77 | Spring Creek | PA 16436 | 20884 | | |
| 700 S 13th St | ITS CCTV 83-43 | Harrisburg | PA 17104 | 20895 | | |
| 44 Woodland Rd | Mt. Airy Casino | Mount Pocono | PA 18344 | 20899 | | |
| 1599 Combs Creek Rd | MCKE682-Strang Hollow | Port Allegany | PA 16743 | 20901 | | |
| 13 Barnum Rd | MCKE681-West Eldred | Eldred | PA 16731 | 20903 | X | Will continue to monitor for future availability |
| 2485 W Washington St | MCKE659-Stickney | Bradford | PA 16701 | 20905 | | |
| 5503 Route 219 | MCKE688-Kinzua Creek | Lewis Run | PA 16738 | 20907 | | |
| 1934 Big Shanty Rd | MCKE687-Big Shanty Hill | Lewis Run | PA 16738 | 20909 | | |
| 888 High St | MCKE686-Degolia | Bradford | PA 16701 | 20911 | | |
| 904 Christian Hollow Rd | MCKE685-Christian Hollow | Smethport | PA 16749 | 20913 | | |
| 1148 McCrea Brook Rd | MCKE684-McCrea Brook Road | Eldred | PA 16731 | 20915 | X | Will continue to monitor for future availability |
| 1723 Lindholm Rd | MCKE683-Kinzua Park | Kane | PA 16735 | 20917 | X | Will continue to monitor for future availability |
| 13770 Route 6 | MCKE690-Marvindale | Hazel Hurst | PA 16733 | 20921 | X | Will continue to monitor for future availability |
| 12602 Route 46 | MCKE691-Norwich | Smethport | PA 16749 | 20923 | | |
| 8142 Route 155 | MCKE692-Liberty | Austin | PA 16720 | 20925 | | |
| 2409 Route 219 | MCKE694-Lantz Corners | Kane | PA 16735 | 20927 | X | Will continue to monitor for future availability |
| 10013 Route 46 | MCKE697-Colegrove | Crosby | PA 16724 | 20929 | | |
| 1758 Red Mill Rd | MCKE696-Red Mill | Smethport | PA 16749 | 20931 | X | Will continue to monitor for future availability |
| 218 E Chestnut Avenue | Chesnut Plaza | Altoona | PA 16601 | 20933 | | |
| 843 Park Rd | Campground | Elverson | PA 19520 | 20988 | X | Will continue to monitor for future availability |
| 1150 Spring Creek Road | Stackhouse School | Bellefonte | PA 16823 | 21076 | | |
| 1076 Eagle Road | Upper Makefield Twp PD | Newtown | PA 18940 | 21082 | | |
| 2668 Burning Well Road | ELKC690-Rocky Run | Wilcox | PA 15870 | 21084 | X | Will continue to monitor for future availability |
| 1475 Glen Hazel Road | ELKC694 - Flower Valley Road | St Marys | PA 15857 | 21086 | X | Will continue to monitor for future availability |
| 1550 Veterans Memorial Hwy | VMS 83N@-16 | York | PA 17402 | 21098 | | |
| 1099 Costello Rd | POTT646-Costello | Austin | PA 16720 | 21100 | X | Will continue to monitor for future availability |
| 1010 State Rte 49 | POTT647-Frinks | Coudersport | PA 16915 | 21102 | | |
| 2411 Wharton Rd | POTT649-Big Nelson Rd | Austin | PA 16720 | 21104 | X | Will continue to monitor for future availability |
| 4164 State Rte 72 | POTT660-Odin | Coudersport | PA 16915 | 21106 | X | Will continue to monitor for future availability |
| 633 S Ayers Hill Rd | POT662-Ayers Hill | Austin | PA 16720 | 21108 | | |
| 1931 East Fork Rd | POTT663-Logue | Austin | PA 16720 | 21110 | X | Will continue to monitor for future availability |
| 207 Baker Creek Rd | POTT685-Baker Creek | Coudersport | PA 16915 | 21112 | | |
| 4395 Phoenix Run Rd | POTT688-Hector | Galeton | PA 16922 | 21114 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|-----------------------------|-----------------|-----------|------------|------|--|
| 975 Horse Run Rd | POTT689-Horse Run Road | Shinglehouse | PA 16748 | 21116 | X | Will continue to monitor for future availability |
| 1644 Sunnyside Rd | POTT690-Canada Hollow | Shinglehouse | PA 16748 | 21118 | X | Will continue to monitor for future availability |
| 1281 Plank Rd | POTT692-Plank Road | Shinglehouse | PA 16748 | 21122 | X | Will continue to monitor for future availability |
| 1501 Genesee Mills Rd | POTT693-North Bingham | Genesee | PA 16923 | 21124 | X | Will continue to monitor for future availability |
| 3327 Phoenix Run Rd | POTT696-Sunderlinville | Galeton | PA 16922 | 21126 | | |
| 1174 West Branch Rd | POTT697-Burrows | Galeton | PA 16922 | 21128 | X | Will continue to monitor for future availability |
| 1224 Pine Hill Rd | POTT698-Oleona | Cross Fork | PA 16922 | 21130 | X | Will continue to monitor for future availability |
| 1095 Ole Bull Rd | POTT699-Rebel Hollow | Cross Fork | PA 16922 | 21132 | | |
| 3410 Black Gap Rd | CCTV 81-20 | Chambersburg | PA 17202 | 21136 | | |
| 851 Walker Rd | CCTV 81-17 | Chambersburg | PA 17202 | 21138 | | |
| 1246 Willow Mill Rd | CCTV 81-57 | Mechanicsburg | PA 17050 | 21144 | | |
| 12983 Route 555 | ELKC691-Summerson | Benezette | PA 15821 | 21146 | X | Will continue to monitor for future availability |
| 11988 Quehanna Highway | ELKC692-Beaver Run | Weedville | PA 15868 | 21148 | | |
| 15739 Hallton Rd | ELKC693-Hallton | Sigel | PA 15860 | 21151 | X | Will continue to monitor for future availability |
| 3536 West Creek Rd | ELKC695-Rathbun | St Marys | PA 15857 | 21152 | X | Will continue to monitor for future availability |
| 35117 Portland Mills Road | ELKC696-Portland Mills Road | Ridgeway | PA 15853 | 21154 | X | Will continue to monitor for future availability |
| 1301 Harrisburg Pke | CCTV 81-52 | Carlisle | PA 17013 | 21156 | | |
| 8114 Old Scotland Rd | CCTV 81-24 | Shippensburg | PA 17257 | 21160 | | |
| 400 Walnut Bottom Road | CCTV 81-29 | Shippensburg | PA 17257 | 21166 | | |
| 1190 Lincoln Way East | CCTV HAR 81-16 | Chambersburg | PA 17201 | 21176 | | |
| 5525 Smith Dr | CCTV 81-59 | Mechanicsburg | PA 17050 | 21178 | | |
| 4901 Wertzville Rd | 81-61 | Mechanicsburg | PA 17050 | 21180 | | |
| 81-61 | 4901 Wertzville Rd | Mechanicsburg | PA 17050 | 21180 | | |
| 309 Amsler Ave | Clarion County Corrections | Shippensburg | PA 16254 | 21184 | | |
| 4500 Interstate 83 S | CCTV 83-45 | Harrisburg | PA 17111 | 21193 | | |
| 4590 Interstate 83 S | CCTV 83-46 | Harrisburg | PA 17111 | 21195 | | |
| 4680 Interstate 83 S | CCTV 83-47 | Harrisburg | PA 17111 | 21197 | | |
| 790 Eisenhower Blvd | CCTV 283-2 | Harrisburg | PA 17111 | 21199 | | |
| 1175 Fishing Creek Rd | POTT648-Fishing Creek | Roulette | PA 16746 | 21205 | X | Will continue to monitor for future availability |
| 470 East Fork Rd | POTT683-Wharton | Austin | PA 16720 | 21207 | X | Will continue to monitor for future availability |
| 4054 East Fork Rd | POTT684-Conrad | Austin | PA 16720 | 21209 | X | Will continue to monitor for future availability |
| 570 Pine Hill Rd | POTT686-Pipe Line Hollow | Galeton | PA 16922 | 21211 | X | Will continue to monitor for future availability |
| 61 West Main St | POTT687-Oswayo | Oswayo | PA 16748 | 21213 | X | Will continue to monitor for future availability |
| 1586 Startwell Rd | POTT694-Beckwith Hollow | Port Allegany | PA 16743 | 21215 | | |
| 661 White Corners Rd | POTT695-Harrison Valley | Harrison Valley | PA 16927 | 21217 | | |
| 295 N Lockwillow Ave | CCTV 81-72 | Harrisburg | PA 17112 | 21225 | | |
| 14 Interstate 81 | CCTV 81-14 | Chambersburg | PA 17201 | 21227 | | |
| 10 Interstate 81 | CCTV 81-10 | Marion | PA 17235 | 21229 | X | Will continue to monitor for future availability |
| 5997 Cumberland Hwy | SOME690-Pleasant Union | Meyersdale | PA 15552 | 21241 | X | Will continue to monitor for future availability |
| 4534 Camp Coffman Rd | VENA691-Fertigs | Cranberry | PA 16319 | 21243 | | |
| 20069 Croghan Rd | Stockpile #11 | Orbisonia | PA 17243 | 21245 | X | Will continue to monitor for future availability |
| 7880 Linglestown Rd | CCTV 81-77 | Harrisburg | PA 17112 | 21247 | | |
| 285 Wescott Rd | WAYN689-Rutledgedale | Tyler Hill | PA 18469 | 21257 | X | Will continue to monitor for future availability |
| 949 Upper Woods Rd | WAYN687-Upper Woods Road | Honesdale | PA 18431 | 21259 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|----------------------------------|-------------|-----------|------------|------|--|
| 1975 Princeton St | CCTV 581-6 | Camp Hill | PA 17011 | 21261 | | |
| 1035 Braman Rd | WAYN694-Stalker | Equinunk | PA 18417 | 21263 | X | Will continue to monitor for future availability |
| 6 Callicoon Rd | WAYN695-Lookout | Equinunk | PA 18417 | 21265 | X | Will continue to monitor for future availability |
| 88 Cemetery Rd | WAYN697-Galilee | Damascus | PA 18415 | 21267 | X | Will continue to monitor for future availability |
| 14 Route 315 | CCTV 14-315 | Pittston | PA 18640 | 21279 | | |
| 120 Davies Dr | Department of Emergency Services | York | PA 17402 | 21289 | | |
| 1200 Trindle Rd | CCTV 81-49 | Carlisle | PA 17013 | 21295 | | |
| 645 Evitts Creek Dam | BEDF605-Evitts Creek Dam | Bedford | PA 15522 | 21299 | X | Will continue to monitor for future availability |
| 540 Dubs Church Rd | Campground | Hanover | PA 17331 | 21301 | | |
| 189 Hartman Rd | WAYN686-Butternut Flats | Honesdale | PA 18431 | 21303 | | |
| 1 North Interstate 81 | CCTV 81-1 | Greencastle | PA 17235 | 21307 | X | Will continue to monitor for future availability |
| 2600 Interstate 81 South | CCTV 81-3 | Greencastle | PA 17225 | 21309 | X | Will continue to monitor for future availability |
| 4700 Interstate 81 South | CCTV 81-5 | Greencastle | PA 17225 | 21311 | X | Will continue to monitor for future availability |
| 101 Lowther St Extended | CCTV 83-42 | Lemoyne | PA 17043 | 21315 | | |
| 525 So 32nd St | CCTV 581-5 | Camp Hill | PA 17011 | 21320 | | |
| 321 River Rd | WAYN688-Narrowsburg | Beach Lake | PA 18405 | 21336 | | |
| 317 Sherman Rd | WAYN690-Sherman | Susquehanna | PA 18847 | 21338 | | |
| 853 Winterdale Rd | WAYN691-Balls Eddy | Starlight | PA 18461 | 21340 | X | Will continue to monitor for future availability |
| 1117 Winterdale Rd | WAYN692-Twin Falls Campground | Starlight | PA 18461 | 21342 | X | Will continue to monitor for future availability |
| 816 Conklin Hill Rd | WAYN699-Conklin Hill | Damascus | PA 18415 | 21344 | X | Will continue to monitor for future availability |
| 1370 Galilee Rd | WAYN698-Damascus | Damascus | PA 18415 | 21346 | X | Will continue to monitor for future availability |
| 849 Callicoon Rd | WAYN696-Abrahamsville | Damascus | PA 18415 | 21348 | X | Will continue to monitor for future availability |
| 6049 Hancock Hwy | WAYN693-Crosstown | Starlight | PA 18461 | 21350 | X | Will continue to monitor for future availability |
| 2721 Lehigh St | CCTV TBD1 | Allentown | PA 18103 | 21360 | | |
| 3893 Starrucca Creek Rd | SUSQ699-Brandt | Susquehanna | PA 18847 | 21364 | X | Will continue to monitor for future availability |
| 6 Bear Swamp Rd | SUSQ693-Bear Swamp Rd | Susquehanna | PA 18847 | 21366 | X | Will continue to monitor for future availability |
| 4455 Starrucca Creek Rd | SUSQ687-Stevens Point | Susquehanna | PA 18847 | 21368 | X | Will continue to monitor for future availability |
| 36 Stevens Point Rd | SUSQ685-Deep Hollow Brook | Susquehanna | PA 18847 | 21370 | X | Will continue to monitor for future availability |
| 145 Sawmill Ln | CLEA631-Mcgees Mill | Mahaffey | PA 15757 | 21376 | X | Will continue to monitor for future availability |
| 15 Dimock To Nicholson Rd | SUSQ695-Parkvale | Montrose | PA 18801 | 21380 | | |
| 10 SR-167 | SUSQ694-SR-167 | Kingsley | PA 18826 | 21382 | | |
| 3233 SR-3001 | WYOM691-Kasson Brook | Mehoopany | PA 18629 | 21391 | X | Will continue to monitor for future availability |
| 2224 SR-3001 | WYOM692-Becker Brook | Dushore | PA 18614 | 21393 | X | Will continue to monitor for future availability |
| 4351 SR-3001 | WYOM693-White Brook | Mehoopany | PA 18629 | 21395 | X | Will continue to monitor for future availability |
| 346 SR-3002 | WYOM694-Stull | Noxen | PA 18636 | 21397 | X | Will continue to monitor for future availability |
| 2370 SR-29 S | WYOM695-Bowman Creek | Tunkhannock | PA 18657 | 21399 | X | Will continue to monitor for future availability |
| 60 SR-267 | SUSQ686-Rushboro | Meshoppen | PA 18630 | 21403 | X | Will continue to monitor for future availability |
| 12 Hawleyton Tpke | SUSQ689-Choconut | Brackney | PA 18812 | 21405 | X | Will continue to monitor for future availability |
| 1755 Lower Rhiney Creek Rd | SUSQ691-Lower Rhiney Creek Road | Hallstead | PA 18822 | 21407 | | |
| 35 Plank Rd | SUSQ692-Alford | New Milford | PA 18834 | 21409 | | |
| 4495 Lower Rhiney Creek Rd | SUSQ697-Brookdale | Hallstead | PA 18822 | 21411 | | |
| 35 SR-547 | SUSQ698-Kingsley | Kingsley | PA 18826 | 21413 | X | Will continue to monitor for future availability |
| 858 Dunbar Ohiopyle Rd | FAYE691-Dunbar | Dunbar | PA 15431 | 21415 | | |
| 102 W Church Ave | - | Masontown | PA 15461 | 21417 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|------------------------|-------------------------------|-------------------|-----------|------------|------|--|
| 8080 81 North INT | CCTV 81-80 | Grantville | PA 17028 | 21429 | X | Will continue to monitor for future availability |
| 534 Panic Knoxdale Rd | JEFF692-SR-2008 | Reynoldsville | PA 15851 | 21431 | X | Will continue to monitor for future availability |
| 14356 SR-36 | JEFF696-Cooksburg | Cooksburg | PA 16217 | 21433 | | |
| 29 E King St | - | Lancaster | PA 17602 | 21435 | | |
| 68 Chestnut St | McKean CAO | Bradford | PA 16701 | 21439 | | |
| 6319 National Pke | SOME695-Somerfield | Addison | PA 15411 | 21441 | X | Will continue to monitor for future availability |
| 269 Benner Pke | CCTV SR 150 & 26 | State College | PA 16801 | 21450 | | |
| 3502 Industrial Rd | CCTV 81-66 | Harrisburg | PA 17110 | 21452 | | |
| 6454 Route 405 | SCI Muncy | Muncy | PA 17756 | 21456 | | |
| 2628 Clear Ridge Rd | BEDF691-Clear Ridge | Clearville | PA 15535 | 21460 | X | Will continue to monitor for future availability |
| 4906 Baltimore Ave | PA Wine & Spirits Shoppe 5141 | Philadelphia | PA 19143 | 21464 | | |
| 4768 Locey Creek Rd | TIOG699-Osceola | Osceola | PA 16942 | 21474 | | |
| 1306 Holdenbrook Rd | TIOG698-Red House Hollow | Osceola | PA 16942 | 21476 | | |
| 4514 Rte 414 | TIOG697-Blackwell | Morris | PA 16938 | 21478 | X | Will continue to monitor for future availability |
| 3532 Cummings Creek Rd | TIOG696-Cummings Creek | Lawrenceville | PA 16929 | 21480 | | |
| 1213 Rte 49 | TIOG695-Birch Hill | Lawrenceville | PA 16929 | 21482 | X | Will continue to monitor for future availability |
| 5396 Rte 6 | TIOG692-Ansonia Station | Wellsboro | PA 16901 | 21484 | | |
| 9969 Rte 249 | TIOG694-Austinburg | Knoxville | PA 16928 | 21486 | X | Will continue to monitor for future availability |
| 1909 Rte 349 | TIOG693-Blue Run Trail | Westfield | PA 16950 | 21488 | X | Will continue to monitor for future availability |
| 1282 Rte 287 | TIOG691-Crooked Creek | Middlebury Center | PA 16935 | 21490 | | |
| 1053 Rte 49 | TIOG688-Nelson | Lawrenceville | PA 16929 | 21492 | | |
| 3440 Rte 287 | TIOG685-Antrim | Morris | PA 16938 | 21494 | X | Will continue to monitor for future availability |
| 1915 Elk Run Rd | TIOG686-Gas Well Hollow | Gaines | PA 16921 | 21496 | X | Will continue to monitor for future availability |
| 1500 Rte 287 | TIOG684-Hoytville | Morris | PA 16938 | 21498 | X | Will continue to monitor for future availability |
| 3579 Ogdnesburg Rd | TIOG648-Ogdensburg | Roaring Branch | PA 17765 | 21502 | | |
| 889 Mack Rd | TIOG682-Johnson Hill | Covington | PA 16917 | 21504 | | |
| 232 Rte 14 | TIOG649-Roaring Branch | Roaring Branch | PA 17765 | 21506 | | |
| 3611 Rte 14 | TIOG647-Newelltown | Roaring Branch | PA 17765 | 21508 | | |
| 5131 Rte 287 | TIOG646-Broughton Hollow | Wellsboro | PA 16901 | 21510 | | |
| 255 Rte 6 | TIOG630-MCM Tower PA-16 | Westfield | PA 16950 | 21512 | | |
| 251 Norrisbrook Rd | TIOG687-Niles Valley | Wellsboro | PA 16901 | 21514 | | |
| 104 Parkview Dr | - | Kittanning | PA 16201 | 21532 | | |
| 9999 Hamilton Blvd | Tek Park Technology Campus | Breinigsville | PA 18031 | 21540 | | |
| 3950 Baldwin Run Rd | TIOG632-Wellsboro | Wellsboro | PA 16901 | 21590 | | |
| 7469 Kettle Creek Rd | CLIN691-Gospel Camp | Renovo | PA 17764 | 21615 | | |
| 5829 Renovo Rd | CLIN686-Teats Run | Mill Hall | PA 17751 | 21617 | | |
| 18399 Renovo Rd | CLIN687-Cooks Run | Westport | PA 17778 | 21619 | X | Will continue to monitor for future availability |
| 13779 Renovo Rd | CLIN688-Renovo | Renovo | PA 17764 | 21621 | | |
| 4000 Kettle Creek Rd | CLIN689-Alvin R Bush Dam | Renovo | PA 17764 | 21623 | | |
| 9927 Kettle Creek Rd | CLIN690-Cross Fork | Cross Fork | PA 17729 | 21625 | | |
| 6297 Kettle Creek Rd | CLIN692-Weed Run | Renovo | PA 17644 | 21627 | | |
| 3060 Kettle Creek Rd | CLIN693-Summerson Run | Renovo | PA 17764 | 21629 | | |
| 16115 Renovo Rd | CLIN694-Westport | Renovo | PA 17764 | 21631 | | |
| 20082 Renovo Rd | CLIN695-Keating | Westport | PA 17778 | 21633 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|--------------------------------------|---------------|---------------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 8309 Renovo Rd | CLIN698-Goodman Hollow | Mill Hall | PA 17751 | 21635 | | |
| 4383 Renovo Rd | CLIN699-McCloskey Run | Mill Hall | PA 17751 | 21637 | | |
| 23103 Renovo Rd | CLIN696-Round Island | Westport | PA 17778 | 21639 | | |
| 9940 Renovo Rd | CLIN697-Hyner | Hyner | PA 17738 | 21641 | | |
| 205 Municipal Dr | Rostraver Township Police Department | Belle Vernon | PA 15012 | 21651 | | |
| 501 N High St | ITS District 2 | Port Matilda | PA 16870 | 21663 | | |
| 1209 Markton Rd | JEFF698-Green Valley | Brookville | PA 15825 | 21675 | X | Will continue to monitor for future availability |
| 4857 SR-1830 | JEFF697-Horm Run | Reynoldsville | PA 15851 | 21677 | | |
| 7316 Pine City Rd | CLAR693-Fryburg | Venus | PA 16364 | 21679 | X | Will continue to monitor for future availability |
| 247 Lackawaxen Rd | PIKE694-Panther Brook | Shohola | PA 18458 | 21712 | X | Will continue to monitor for future availability |
| 467 Twin Lakes Rd | PIKE695-Walker Lake | Shohola | PA 18458 | 21714 | X | Will continue to monitor for future availability |
| 1823 E Hilton Street | - | Philadelphia | PA 19134 | 21733 | | |
| 478 Mast Hope Plank Rd | PIKE691-West Colang | Lackawaxen | PA 18435 | 21737 | X | Will continue to monitor for future availability |
| 924 SR-590 | PIKE692-Lackawaxen | Lackawaxen | PA 18435 | 21739 | X | Will continue to monitor for future availability |
| 298 Towpath Rd | PIKE693-West Rowland | Rowland | PA 18457 | 21741 | X | Will continue to monitor for future availability |
| 607 SR-590 | PIKE696-South Lackawaxen | Lackawaxen | PA 18435 | 21743 | X | Will continue to monitor for future availability |
| 1118 Rt 590 | PIKE698-Tow Path | Lackawaxen | PA 18435 | 21745 | X | Will continue to monitor for future availability |
| 9996 Little Pine Creek Rd | LYCO683-Yutamark Hollow | Waterville | PA 17776 | 21756 | | |
| 214 Letonia Rd | LYCO684-Cedar Run | Morris | PA 16938 | 21758 | | |
| 9895 Route 414 Hwy | LYCO685-Ross Siding | Jersey Shore | PA 17740 | 21760 | | |
| 9728 S Route 44 Hwy | LYCO686-Collomsville | Williamsport | PA 17702 | 21762 | | |
| 39 Route 880 Hwy | LYCO687-Antes Creek | Jersey Shore | PA 17740 | 21764 | | |
| 102 Randolph Hill RD | GREE611- Roberts Road | Mt Morris | PA 15349 | 21783 | | |
| 153 Haines Ridge Rd | GREE612 - Haines Run Road | Mt Morris | PA 15349 | 21785 | | |
| 180 Pine Bank Rd | GREE688- Clawson Run | New Freeport | PA 15352 | 21787 | X | Will continue to monitor for future availability |
| 300 Golden Oaks Rd | GREE693- Garrison | New Freeport | PA 15352 | 21789 | | |
| 331 Crows Rock Rd | GREE657 - Crows Mills | West Finley | PA 15377 | 21795 | X | Will continue to monitor for future availability |
| 136 Smith Creek RD | GREE687- Blacksville | Spraggs | PA 15362 | 21797 | | |
| 340 Oak Forest Rd | GREE694- North Brave | Brave | PA 15316 | 21801 | X | Will continue to monitor for future availability |
| 389 Fall Run Rd | GREE695- Fall Run | Aleppo | PA 15310 | 21803 | X | Will continue to monitor for future availability |
| 1276 Browns Creek RD | GREE696- Bear Lakes | Sycamore | PA 15364 | 21805 | X | Will continue to monitor for future availability |
| 228 Bluff Ridge Rd | GREE697- Bluff | Holbrook | PA 15341 | 21807 | X | Will continue to monitor for future availability |
| 2105 Smith Creek Rd | GREE699-Smith Creek | Waynesburg | PA 15370 | 21811 | X | Will continue to monitor for future availability |
| 1650 Bobali Dr | Bobali Warehouse | Harrisburg | PA 17104-3209 | 21817 | | |
| 15049 Rt 414 Hwy | LYCO697-Hilborn | Jersey Mills | PA 17739 | 21819 | | |
| 1421 Rt-590 | PIKE699-Bohemia | Hawley | PA 18428 | 21821 | X | Will continue to monitor for future availability |
| 5541 Route 87 | SULL693-Forksville | Forksville | PA 18616 | 21823 | | |
| 522 Route 87 | SULL692-Ogdonia | Hillsgrove | PA 18619 | 21825 | | |
| 4023 Route 87 | SULL691-Cape Run | Hillsgrove | PA 18619 | 21827 | | |
| 9268 Route 87 | SULL694-Black Creek | Dushore | PA 18614 | 21830 | X | Will continue to monitor for future availability |
| 1672 SR-154 | SULL697-Pole Hill | Laporte | PA 18626 | 21832 | X | Will continue to monitor for future availability |
| 253 SR-154 | SULL696-Laporte | Laporte | PA 18626 | 21834 | X | Will continue to monitor for future availability |
| 950 RT 414 Hwy | LYCO694-Jersey Mills | Waterville | PA 17776 | 21838 | | |
| 105 LeRaysville | BRAD693-Windham Center | Rome | PA 18837 | 21848 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------|-------------------------------------|----------------|---------------|------------|------|--|
| 4986 Litchfield Rd | BRAD694-Sackett Creek | Sayre | PA 18840 | 21850 | X | Will continue to monitor for future availability |
| 5105 RT 414 Hwy | LYCO695-Bluestone | Jersey Mills | PA 17739 | 21858 | X | Will continue to monitor for future availability |
| 12015 RT 414 Hwy | LYCO696-Slate Run | Jersey Shore | PA 17740 | 21860 | | |
| 4541 Broadway | CCTV 13 | Allentown | PA 18104 | 21862 | | |
| 857 Trexlertown Rd | CCTV TBD2 | Wescosville | PA 18106 | 21864 | | |
| 25 Summit Rd | MCKE699-Derrick City | Bradford | PA 16701 | 21868 | | |
| 348 Skyport Rd | CCTV 581-3 | Mechanicsburg | PA 17050 | 21870 | | |
| 4440 RT 284 Hwy | LYCO691-Fishermans Point | Waterville | PA 17776 | 21880 | | |
| 201 Bushkill St | CCTV 21 | Easton | PA 18042 | 21884 | | |
| 9345 State Route 61 | Plaza at Coal Township | Coal Township | PA 17866-4170 | 21896 | | |
| 2710 Shelly Rd | PA Wine & Spirits Shoppe 4617 | Harleysville | PA 19438 | 21902 | | |
| 1424 Western Avenue | DOR | Pittsburgh | PA 15233 | 21904 | | |
| 12661 Rte 8t Hwy | LYCO693-Smith Knob | Williamsport | PA 17701 | 21908 | X | Will continue to monitor for future availability |
| 3121 Warriors Mark Path | CCTV Hub Site #1 | Tyrone | PA 16686 | 21940 | | |
| 577 Swank Rd | Sinemahoning Dam Maintenance Office | Sinnemahoning | PA 15861 | 21942 | X | Will continue to monitor for future availability |
| 9455 First Fork Rd | CAME692-Mill Run | Sinnemahoning | PA 15861 | 21957 | X | Will continue to monitor for future availability |
| 3144 Elton Rd | CCTV #3 Cambria County | Johnstown | PA 15904 | 21963 | | |
| 606 Solomon Run Rd | CCTV #1 Cambria County | Johnstown | PA 15904 | 21965 | | |
| 1402 Scalp Ave | CCTV #2 Cambria County | Johnstown | PA 15904 | 21967 | | |
| 1120 Fernwood Ave | CCTV-15-ZIMM | Camp Hill | PA 17011 | 21971 | | |
| 534 SR-155 | POTT645-Reese Hollow | Austin | PA 16720 | 21983 | X | Will continue to monitor for future availability |
| 273 Old Shovel Rd | POTT659-Eulalia | Coudersport | PA 16915 | 21995 | | |
| 4288 Loucks Mill Rd | POTT639-MCM Tower PA-111 | Ulysses | PA 16948 | 21997 | X | Will continue to monitor for future availability |
| 2799 State Road 49 East | POTT635-Coudersport | Coudersport | PA 16915 | 21999 | | |
| 1446 Baltimore St | PA Wine & Spirits Shoppe 6703 | Hanover | PA 17331-8531 | 22001 | | |
| 284 Route 6 | TIOG631-Shippen | Wellsboro | PA 16901 | 22005 | | |
| 1359 Westline Rd | MCKE658-Westline | Mt Jewett | PA 16740 | 22013 | X | Will continue to monitor for future availability |
| 3854 W Washington St | MCKE648-Willow Bay | Bradford | PA 16701 | 22015 | | |
| 801 Arch St | Philadelphia Annex - Arch St | Philadelphia | PA 19107-5157 | 22019 | | |
| 9091 Laurel Lake Rd | SUSQ684-Lawsville Center | Montrose | PA 18801 | 22023 | X | Will continue to monitor for future availability |
| 1827 East Rush Rd | SUSQ649-Prospect Hill | Montrose | PA 18801 | 22025 | | |
| 211 Welcome Lake Rd | PIKE697-East Berlin | Beach Lake | PA 18405 | 22028 | X | Will continue to monitor for future availability |
| 24494 SR-167 | SUSQ683-Brackney | Brackney | PA 18812 | 22030 | | |
| 20 Natural Spring Rd | CCTV C-30 & N S Rd | Gettysburg | PA 17325 | 22037 | | |
| 504 Baltimore St | CCTC C-BR15-97 | Gettysburg | PA 17325 | 22039 | | |
| 21 Springs Ave | CCTV C-30-West St | Gettysburg | PA 17325 | 22041 | | |
| 1395 York Rd | CCTV C-15-30 | Gettysburg | PA 17325 | 22043 | | |
| 1921 Elk Creek Rd | SULL686-Lincoln Falls South | Forksville | PA 18616 | 22045 | | |
| 6735 Route 220 | FD-20 | Dushore | PA 18614 | 22049 | X | Will continue to monitor for future availability |
| 6613 RT-220 | SULL699-Laporte East | Dushore | PA 18614 | 22051 | X | Will continue to monitor for future availability |
| 460 McClelland Rd | GREE609-McClelland Road | Wind Ridge | PA 15380 | 22061 | X | Will continue to monitor for future availability |
| 455 SR 6E | Wyoming County Emergency Op Cntr | Tunkhannock | PA 18657 | 22077 | X | Will continue to monitor for future availability |
| 747 Miller Rd | GREE659-Miller Road | Aleppo | PA 15310 | 22081 | X | Will continue to monitor for future availability |
| 539 Fulton Dr | Fulton CAO | McConnellsburg | PA 17233 | 22089 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|------------------------------------|---------------|---------------|------------|------|--|
| 137 Backbone Rd | WASH649-Backbone Road | Claysville | PA 15323 | 22091 | | |
| 1025 Leonard St | Clearfield CAO | Clearfield | PA 16830 | 22093 | | |
| 150 North Queen St | Lancaster County JNET/CCN | Lancaster | PA 17603 | 22103 | | |
| 33 Reservoir Rd | CCTV Ols SR 22 | Mifflintown | PA 17059 | 22113 | | |
| 44 South Woodland Ave | GREE630-Crown Castle 805414 | Waynesburg | PA 15370 | 22129 | X | Will continue to monitor for future availability |
| 872 Forest Rd | Bldg 19 | Selinsgrove | PA 17870 | 22145 | | |
| 39 Public Square | - | Wilkes Barre | PA 18701 | 22151 | | |
| 860 Bodamer Rd | VENA659-Bodamer Road | Oil City | PA 16301 | 22157 | | |
| 261 California Rd | - | Quakertown | PA 18951 | 22159 | | |
| 3808 Jacks Hollow Rd | LYCO646-Jacks Hollow Rd-Raccoon Mt | Williamsport | PA 17702 | 22161 | | |
| 821 Route 184 | LYCO645-Steam Valley | Trout Run | PA 17771 | 22163 | X | Will continue to monitor for future availability |
| 109 Little Hickory Rd | FORR698-Kiser Corners | Tionesta | PA 16353 | 22176 | X | Will continue to monitor for future availability |
| 16515 Route 87 | SULL695-Colley | Dushore | PA 18614 | 22178 | X | Will continue to monitor for future availability |
| 225 Block House Rd | LYCO692-Jackson Corners | Trout Run | PA 17771 | 22190 | X | Will continue to monitor for future availability |
| 3951 First Fork Rd | CAME612-Guys Hollow | Sinnemahoning | PA 15861 | 22194 | X | Will continue to monitor for future availability |
| 1314 Cameron Rd T-303 | CAME657-Cameron Road | Driftwood | PA 15832 | 22202 | X | Will continue to monitor for future availability |
| 1 South Interstate 81 | CCTV-14 | Nuangola | PA 18707 | 22252 | X | Will continue to monitor for future availability |
| 1 North Interstate 81 | CCTV-15 | Nuangola | PA 18707 | 22254 | X | Will continue to monitor for future availability |
| 118 Reuben Bell Dr | CCTV-16 | Matamoras | PA 18336 | 22256 | | |
| 2561 Bernville Rd | Directlink Technologies Corp. | Reading | PA 19605 | 22260 | | |
| 2561 Piccadilly Hill Road | WARR682- Piccadilly Road | Corry | PA 16407 | 22273 | | |
| 10067 Scandia Road | WARR684- Priest Hollow | Russel | PA 16345 | 22277 | X | Will continue to monitor for future availability |
| 1294 Swede Hill Road | WARR685-Swede Hill | Russel | PA 16345 | 22279 | X | Will continue to monitor for future availability |
| 3155 Miller Hill Road | WARR686- Alcorn Corners | Warren | PA 16365 | 22281 | X | Will continue to monitor for future availability |
| 1195 Watson Farm Road | FORE659- Watson Farm Road | Marienville | PA 16239 | 22285 | X | Will continue to monitor for future availability |
| 2609 Job Corps Road | FORE644- Deadman Corners | Marienville | PA 16239 | 22287 | X | Will continue to monitor for future availability |
| 1576 Churchill Road | FORE645-Churchill Road | East Hickory | PA 16321 | 22289 | X | Will continue to monitor for future availability |
| 526 West Finley Road | WASH690- West Finley | West Finley | PA 15377 | 22291 | X | Will continue to monitor for future availability |
| 21 Griffith Dr | Merion Center Mine Rescue Station | Home | PA 15747 | 22295 | | |
| 5610 Lancaster Ave | - | Philadelphia | PA 19131 | 22299 | | |
| 3240 Red Lion Rd | DOR | Philadelphia | PA 19114 | 22323 | | |
| 419 Avenue of the States | DOR | Chester | PA 19013 | 22325 | | |
| 2259 Bells Run Rd | MCKE649-Wingard Hollow | Shinglehouse | PA 16748 | 22333 | | |
| 3810 Easton / Nazareth Hwy | CCTV PA33 & PA248 | Easton | PA 18045 | 22335 | | |
| 16574 Lincoln Hwy | CCTV 39 | Breezewood | PA 15533 | 22337 | X | Will continue to monitor for future availability |
| 16436 Lincoln Hwy | CCTV 38 | Breezewood | PA 15533 | 22339 | X | Will continue to monitor for future availability |
| 16372 Lincoln Hwy | CCTV 37 | Breezewood | PA 15533 | 22341 | X | Will continue to monitor for future availability |
| 1275 York Rd | Store 0101 | Gettysburg | PA 17325-7565 | 22349 | | |
| 1155 River St | CCTV 9 | Scranton | PA 18505 | 22357 | | |
| 9999 Rt 247 | CCTV 11 | Mt Cobb | PA 18436 | 22359 | | |
| 9999 Rt 307 | CCTV 10 | Daleville | PA 18444 | 22361 | | |
| 1065 Hollow Ave | CCTV 21 | Scranton | PA 18508 | 22363 | | |
| 9999 St Marys Villa Rd | CCTV 20 | Moscow | PA 18444 | 22371 | | |
| 313 Jamison Run Rd | FORE688-Jamison Run Road | Pleasantville | PA 16341 | 22378 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|---------------------------------------|----------------|---------------|------------|------|--|
| 32435 Portland Mills Rd | ELKC697-Carman | Ridgeway | PA 15853 | 22380 | X | Will continue to monitor for future availability |
| 5584 Shaffer Rd | CCTV 26 | DuBois | PA 15801 | 22388 | | |
| 14 N Park Pl | CCTV 25 | DuBois | PA 15801 | 22390 | | |
| 3465 German Hill Rd | FORE699-Crystal Springs | Tionesta | PA 16353 | 22392 | X | Will continue to monitor for future availability |
| 340 W Union | Somerset Borough Police Department | Somerset | PA 15501 | 22394 | | |
| 11445 Route 321 | MCKE647-Red Bridge South | Bradford | PA 16701 | 22397 | | |
| 180 Commercial St | POTT644-Genesee | Genesee | PA 16923 | 22412 | X | Will continue to monitor for future availability |
| 6452 Rt 287 Hwy | LYCO656-Kline Hollow | Jersey Shore | PA 17740 | 22422 | | |
| 1010 Rauchtown Rd | CLIN683-Rauchtown Road | Loganton | PA 17747 | 22426 | | |
| 47 Tuna Cross Rd | MCKE644-Tuna | Bradford | PA 16701 | 22432 | | |
| 8721 RT 87 HWY | LYCO657-Bar Bottom Hollow | Williamsport | PA 17701 | 22436 | X | Will continue to monitor for future availability |
| 1925 N Front St | PAA Services Inc | Harrisburg | PA 17102 | 22440 | | |
| 185 Hospital Dr | - | Everett | PA 15537 | 22458 | | |
| 204 Universal Rd | PSP Selinsgrove Station | Selinsgrove | PA 17870 | 22468 | | |
| 2880 Flower Rd | Department of Public Safety | Erie | PA 16509 | 22470 | | |
| 1150 5th Avenue | Careerlink | New Kensington | PA 15068-6144 | 22476 | | |
| 1617 John F Kennedy Blvd | Suburban Station Careerlink | Philadelphia | PA 19103 | 22478 | | |
| 23 Jennings Rd | CCTV 19 | New Milford | PA 18834 | 22480 | X | Will continue to monitor for future availability |
| 591 Rt 739 | CCTV 17 | Loards Valley | PA 18428 | 22482 | X | Will continue to monitor for future availability |
| 77 Sands Blvd | Bethlehem Sands Casino Resort | Bethlehem | PA 18015 | 22488 | | |
| 464 Allegheny Rd | - | Franklin | PA 16323 | 22496 | | |
| 310 East Berlin Rd | York Co 911 - Backup Facility | York | PA 17408 | 22498 | | |
| 643 N Ayers Hill Rd | POTT619-Ayers Hill | Coudersport | PA 16915 | 22500 | | |
| 550 Kimberton Rd | PA Wine & Spirits Shoppe 1502 | Phoenixville | PA 19460 | 22508 | | |
| 14980 RT 87 HWY | LYCO658-Days Round Top | Williamsport | PA 17701 | 22510 | | |
| 1 Ft Pitt Tunnel In | ALLE690-Fort Pitt Tunnel | Pittsburgh | PA 15210 | 22516 | | |
| 1 S Liberty PGH 15220 | ALLE691-Liberty Tunnel | Pittsburgh | PA 15217 | 22518 | | |
| 2 Parkway East Inbound | ALLE692-Squirrel Hill Tunnel West End | Pittsburgh | PA 15217 | 22520 | | |
| 6311 Margy Dr | - | Huntingdon | PA 16652 | 22522 | X | Will continue to monitor for future availability |
| 777 Casino Dr | Rivers Casino | Pittsburgh | PA 15212 | 22524 | | |
| 252 Erie Blvd | - | Susquehanna | PA 18847 | 22530 | X | Will continue to monitor for future availability |
| 1 Tower Rd | Bowman's Tower Visitor Center | New Hope | PA 18938 | 22541 | | |
| 1128 Old York Rd | - | Abington | PA 19001 | 22555 | | |
| 11419 Sunset Hills Rd | - | Reston | VA 20190 | 22562 | | |
| 13500 SR 666 | FORE686-Kellettville North | Tionesta | PA 16353 | 22566 | | |
| 13620 Route 957 | WARR648-Sugar Grove | Sugar Grove | PA 16350 | 22568 | X | Will continue to monitor for future availability |
| 30 Overhill Rd | CHES609-Coatesville | Coatesville | PA 19320 | 22590 | | |
| 1970 Ogdensburg Rd | TIOG623-North Ogdensburg | Roaring Branch | PA 17765 | 22598 | | |
| 8300 Route 549 | TIOG615-Daggett North | Millerton | PA 16936 | 22600 | X | Will continue to monitor for future availability |
| 241 E Market St | - | Clearfield | PA 16830 | 22610 | | |
| 1520 Penn Ave | Bunger Building | Pittsburgh | PA 15222 | 22652 | | |
| 3100 Penrose Ferry Rd | Passyunk Admin Building | Philadelphia | PA 19145 | 22662 | | |
| 801 Market St | Philadelphia Annex - Market St | Philadelphia | PA 19107-3126 | 22666 | | |
| 82 Cabin Bridge Rd | SULL640-Worlds End State Park | Forksville | PA 18616 | 22676 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|--|---------------|---------------|------------|------|--|
| 1363 Woodbury Pke | BEDF692-Loysburg Gap | Hopewell | PA 16650 | 22684 | X | Will continue to monitor for future availability |
| 601 Commonwealth Ave | Judicial Center | Harrisburg | PA 17120-0901 | 22730 | | |
| 230 Pearce Mill Rd | Northern Regional Police Department | Wexford | PA 15090 | 22732 | | |
| 127 Woodtown Rd | PIKE656-Shohola | Shohola | PA 18458 | 22756 | X | Will continue to monitor for future availability |
| 1601 State Route 44 N | POTT615-Coneville South | Coudersport | PA 16915 | 22758 | | |
| 23 Madden Dr | CLAR636-Lucinda | Lucinda | PA 16235 | 22802 | | |
| 219 W High St | - | Ebensburg | PA 15931 | 22806 | | |
| 86 Hyner Park Rd | CLIN642-Hyner Run State Park | North Bend | PA 17760 | 22818 | | |
| 777 Casino Dr | Rivers Casino | Pittsburgh | PA 15212 | 22858 | | |
| 323 Hook City Rd | BUTL688-Hook City Road | Parker | PA 16049 | 22878 | | |
| 1200 Skyline Dr | Braddock Division Maintenance HQ | Farmington | PA 15437 | 22890 | | |
| 1000 Ross Municipal Dr | Ross Township Municipal Bldg | Pittsburgh | PA 15237-2725 | 22900 | | |
| 124 Mill St | Anti Icing Machine | Bradford | PA 16701 | 22902 | | |
| 910 First St | - | Hiller | PA 15444 | 22938 | | |
| 4299 Admiral Peary Hwy | CCTV Cambria County SR22 | Ebensburg | PA 15931 | 22942 | | |
| 3638 Brooks Run Rd | CAME659-Brooks Run Road | Sinnamahoning | PA 15861 | 22944 | X | Will continue to monitor for future availability |
| 18 Western Ave | Suite F | Brookville | PA 15825 | 22946 | X | Will continue to monitor for future availability |
| 445 Schoolhouse Rd | - | Johnstown | PA 15904 | 22948 | | |
| 5201 Old York Rd | Philadelphia CAO - Glendale DO | Philadelphia | PA 19141-2950 | 22966 | | |
| 429 Awol Rd | PSP Drivers Training Facility | Jonestown | PA 17038 | 22988 | | |
| 11 Stanwix St | Pittsburgh Annex - Stanwix Building | Pittsburgh | PA 15222-1312 | 22990 | | |
| 101 I-80 WB | CCTV #28 | DuBois | PA 15801 | 22992 | | |
| 301 Fifth Ave | Pittsburgh Annex - Piatt Place | Pittsburgh | PA 15222-2420 | 22994 | | |
| 712 I-81 | CCTV-22 | Nicholson | PA 18446 | 23004 | | |
| 30 Valley View Business Pk | Lackawanna County Center for Public Safety | Jessup | PA 18434 | 23006 | | |
| 500 Harrison Rd | BRAD684-Jackson Road | Rome | PA 18837 | 23008 | | |
| 1570 Four Mile Rd | CAME629-Four Mile Road | Emporium | PA 15834 | 23016 | X | Will continue to monitor for future availability |
| 5 Fullerton Rd | MCKE657-Fullerton Road | Derrick City | PA 16727 | 23038 | X | Will continue to monitor for future availability |
| 390 New York Ave | Franklin County Courthouse | Chambersburg | PA 17201 | 23052 | | |
| 261 Old York Rd | The Pavillion | Jenkintown | PA 19046 | 23054 | | |
| 100 North Cameron St | - | Harrisburg | PA 17120 | 23060 | | |
| 321 N 3rd St | Oxford Square Shopping Center | Oxford | PA 19363-1429 | 23064 | | |
| 1401 John F Kennedy Blvd | City of Philadelphia Municipal Services Building | Philadelphia | PA 19102 | 23070 | | |
| 294 Hogan Blvd | CCTV # 50 | Mill Hall | PA 17751 | 23094 | | |
| 7017 Blue Ridge Avenue | CCTV 81-74 | Harrisburg | PA 17112 | 23102 | | |
| 809 South Hanover St | CCTV 81-47 | Carlisle | PA 17015 | 23104 | | |
| 1694 Oregon Pke | CCTV 30-501 | Lancaster | PA 17601 | 23106 | | |
| 370 West Roseville Rd | CCTV 30-283 | Lancaster | PA 17601 | 23108 | | |
| 355 Church Rd | CCTV 83-24 | York | PA 17406 | 23110 | | |
| 170 Arsenal Rd | CCTV 83-21 | York | PA 17404 | 23112 | | |
| 1137 Countryside Dr | CCTV 22-322 | Harrisburg | PA 17110 | 23116 | | |
| 7114 Ridge Avenue | - | Philadelphia | PA 19128 | 23128 | | |
| 7950 N 81 | CCTV 81-79 | Grantville | PA 17028 | 23130 | X | Will continue to monitor for future availability |
| 98 Alexander Spring Rd | CCTV 81-45 | Carlisle | PA 17015 | 23132 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------|---|------------------|-----------|------------|------|--|
| 800 Sipe Rd | CCTV 83-30 | York Haven | PA 17370 | 23134 | X | Will continue to monitor for future availability |
| 618 Telescope Rd | POTT616-Telescope Road | Ulysses | PA 16948 | 23142 | X | Will continue to monitor for future availability |
| 1093 Rouch Rd | POTT611-Rouch Road | Galeton | PA 16922 | 23144 | X | Will continue to monitor for future availability |
| 3602 Kutztown Rd | - | Laureldale | PA 19605 | 23154 | | |
| 435 Donner Ave | Suite 330 | Monessen | PA 15022 | 23160 | | |
| 4245 Bobst Mountain Rd | LYCO614-Bobst Mountain | Trout Run | PA 17771 | 23166 | X | Will continue to monitor for future availability |
| 351 14th St | BCP041 | Ambridge | PA 15003 | 23186 | | |
| 227 State Street | Acclaim Systems Inc. | Harrisburg | PA 17101 | 23190 | | |
| 5342 Roaring Branch Rd | LYCO626-Roaring Branch West | Trout Run | PA 17771 | 23206 | X | Will continue to monitor for future availability |
| 187 Big Run Rd | ELKC686-Big Run Road | Sigel | PA 15860 | 23208 | X | Will continue to monitor for future availability |
| 895 Drift Ridge Rd | GREE686-Drift Ridge Road | Spraggs | PA 15362 | 23210 | X | Will continue to monitor for future availability |
| 1940 Duhring Rd | FORE62-Parrish | Marienville | PA 16239 | 23212 | X | Will continue to monitor for future availability |
| 2776 Duhring Rd | FORE647-Duhring Road | Marienville | PA 16239 | 23216 | X | Will continue to monitor for future availability |
| 1289 Norton Rd | SULL646-Norton Road | Dushore | PA 18614 | 23220 | | |
| 456 Rays Rd | SULL644-Rays Road | Muncy Valley | PA 17758 | 23222 | X | Will continue to monitor for future availability |
| 1625 Bloomster Hollow Rd | MCKE624-Bloomster Hollow Road | Smethport | PA 16749 | 23230 | X | Will continue to monitor for future availability |
| 16 Weiser Lane | FD-18 RMC | Aristes | PA 17920 | 23240 | | |
| 4121 Wharton Rd | POTT657-South Wharton | Austin | PA 16720 | 23250 | X | Will continue to monitor for future availability |
| 1160 South Road | TIOG621- South Road | Westfield | PA 16950 | 23252 | X | Will continue to monitor for future availability |
| 508 Burfield Road | TIOG628-Burfield Road | Osceola | PA 16942 | 23254 | | |
| 3603 Rich Valley Rd | CAME649-Rich Valley Road | Emporium | PA 15834 | 23260 | X | Will continue to monitor for future availability |
| 417 Lackawanna Ave | Northeast Regional Office | Scranton | PA 18503 | 23262 | | |
| 740 S Lehigh Ave | CCTV 124 | West Mahoney Twp | PA 17931 | 23266 | | |
| 6 SR 8004 | CCTV I-80 7PA 940 | White Haven | PA 18661 | 23270 | | |
| 424 Highridge Park Rd. | I-81 @ exit 119 CCTV | Cass Twp | PA 17901 | 23274 | X | Will continue to monitor for future availability |
| 103 I 380N on Ramp Exit 3 | CCTV I380@ Exit 3 | Pocono Summit | PA 18346 | 23278 | | |
| 3762 Hemlock Rd | WARR692-Hemlock | Warren | PA 16365 | 23284 | | |
| 594 Dry Run Rd | POTT614-Dry Run Road | Coudersport | PA 16915 | 23288 | X | Will continue to monitor for future availability |
| 101 Westwood Rd | CCTV 107 | Frailey Twp | PA 17981 | 23296 | X | Will continue to monitor for future availability |
| 705 Shawville Hwy | CCTV 322 & 970 | Woodland | PA 16881 | 23298 | X | Will continue to monitor for future availability |
| 1712 Daisy St Ext | CCTV 322 & 879 | Clearfield | PA 16830 | 23300 | | |
| 320 N Front St | CCTV 322 & 153 | Clearfield | PA 16830 | 23302 | | |
| 942 Route 36 | Cook Forest State Park Ridge Campground | Cooksburg | PA 16217 | 23306 | X | Will continue to monitor for future availability |
| 1440 Route 143 | CCTV 78 @ 35 | Lenhartsville | PA 19534 | 23430 | | |
| 2290 Camp Swatara Rd | CCTV 78 @ 10 | Myerstown | PA 17067 | 23432 | | |
| 8350 Route 183 | CCTV 78 @ 19 | Strausstown | PA 19559 | 23434 | | |
| 2964 Interstate 78 | CCTV 78 @ 29 | Hamburg | PA 19526 | 23436 | | |
| 172 SR 519 | District 12-4 | Eighty Four | PA 15330 | 23442 | X | Will continue to monitor for future availability |
| 106 Montrose Turnpike | BRAD692-Montrose Turnpike | Warren Center | PA 18851 | 23448 | | |
| 2657 Masten Rd | LYCO620-Masten Road | Canton | PA 17724 | 23450 | X | Will continue to monitor for future availability |
| 603 Linden St | Allentown Transportation Center | Allentown | PA 18102 | 23458 | | |
| 7201 Allentown Blvd | CCF - KEY1 - DOC Data MDF | Harrisburg | PA 17112 | 23466 | | |
| 3200 Henry Ave | CCF - DRC1 - DOC Data MDF | Philadelphia | PA 19129 | 23468 | | |
| 301 East Erie Ave | CCF - KIN1 - DOC Data MDF | Philadelphia | PA 19124 | 23470 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|---|------------------|---------------|------------|------|--|
| 1928 Wager Rd | CCF - GAT1 - DOC Data MDF | Erie | PA 16509 | 23474 | | |
| 3950 D St | CCF - COL1 - DOC Data MDF | Philadelphia | PA 19124 | 23476 | | |
| 339 Blvd of the Allies | CCF - REN1 - DOC Data MDF | Pittsburgh | PA 15222 | 23478 | | |
| 704 2nd Ave | CCF - REN2 - DOC Data MDF | Pittsburgh | PA 15222 | 23480 | | |
| 12 Parker Hill Road | POTT624- Parker Hill Road | Ulysses | PA 16948 | 23502 | X | Will continue to monitor for future availability |
| 1822 Eleven Mile Road | POTT621-Eleven Mile Road | Shinglehouse | PA 16748 | 23504 | X | Will continue to monitor for future availability |
| 217 King St | - | Laporte | PA 18626 | 23510 | X | Will continue to monitor for future availability |
| 748 W Street Rd | Center Point Place Shopping Center | Warminster | PA 18974-3102 | 23516 | | |
| 319 Washington St | Suite 210 | Johnstown | PA 15901-1624 | 23522 | | |
| 30 Bothel St | - | North East | PA 16428 | 23528 | X | Will continue to monitor for future availability |
| 76 Constellation Ct | BLDG 76 Room 137 | Middletown | PA 17057 | 23534 | X | Will continue to monitor for future availability |
| 2230 North George St | HAR | York | PA 17406 | 23536 | | |
| 2 Sunrise Dr | MONR61-Sunrise Drive | East Stroudsburg | PA 18301 | 23542 | | |
| 17666 Route 87 | SULL645-Lovelton | Dushore | PA 18614 | 23548 | X | Will continue to monitor for future availability |
| 398 Allen Rd | CCTV 81 @ 44 | Carlisle | PA 17013 | 23552 | | |
| 594 Fowler Brook Rd | MCKE620-Fowler Brook Road | Eldred | PA 16731 | 23562 | X | Will continue to monitor for future availability |
| 922 Indian Creek Rd | MCKE625-Drake Hollow | Eldred | PA 16731 | 23564 | X | Will continue to monitor for future availability |
| 2401 East Tioga St | Suite A3 | Philadelphia | PA 19134 | 23570 | | |
| 593 Jameson City Rd | SULL647-Jameson Road | Benton | PA 17814 | 23576 | X | Will continue to monitor for future availability |
| 8627 William Penn Highway | PA Game Commission SCRO | Huntingdon | PA 16652 | 23584 | | |
| 1st Fl | 2027 Pennsylvania Ave East | Warren | PA 16365 | 23592 | | |
| 2027 Pennsylvania Ave East | 1st Fl | Warren | PA 16365 | 23592 | | |
| 303 Walnut St | Harristown I - Verizon Tower | Harrisburg | PA 17101-1803 | 23598 | | |
| 381 West Dekalb Pike | King of Prussia Welcome Center | King of Prussia | PA 19406 | 23602 | | |
| 1518 Wolf Run Road | MCKE628-Wolf Run Road | Bradford | PA 16701 | 23614 | | |
| 75 Young Street | PLCB Training Site | Wilkes Barre | PA 18706 | 23626 | | |
| 529 Preacher Hill Rd | FORE646-Preacher Hill Road | West Hickory | PA 16370 | 23636 | | |
| 1067 W Baltimore Pk | DLC-07 Granite Hill | Media | PA 19063 | 23640 | | |
| 155 W 8th St | Suite LL1 | Erie | PA 16501 | 23642 | | |
| 1920 Technology Parkway | DOC Central Office | Mechanicsburg | PA 17050 | 23646 | | |
| 1043 Barden Brook Road | MCKE617-Barden Brook Road | Eldred | PA 16731 | 23660 | X | Will continue to monitor for future availability |
| 824 First Fork Road | CAME695-North Jerico | Sinnamahoning | PA 15861 | 23666 | X | Will continue to monitor for future availability |
| 328 Innovation Boulevard | DGS Construction State College | University Park | PA 16802 | 23672 | | |
| 188 Lincoln Highway | Falls Township Municipal Building | Fairless Hills | PA 19030 | 23674 | | |
| 340 Beaver Valley Mall | - | Monaca | PA 15061 | 23680 | | |
| 6542 Lower York Road | PA Wine & Spirits 0912 | New Hope | PA 18938 | 23682 | | |
| 520 7th Street | - | New Kensington | PA 15068 | 23706 | | |
| 4797 Route 660 | TIOG640 - Leonard Harrison State Park | Wellsboro | PA 16901 | 23726 | | |
| 514 5th Street | - | Charleroi | PA 15022 | 23730 | | |
| 30 Lawrence Rd | Pathmark 561 - DELA62 | Broomall | PA 19008 | 23788 | | |
| 506 Cummins Hill Rd | PIKE659-Cummins Hill Road | Milford | PA 18337 | 23802 | X | Will continue to monitor for future availability |
| 945 Cross Fork Creek Rd | POTT612-Camp Conewago Old Cross Fork Creek Road | Cross Fork | PA 17729 | 23806 | X | Will continue to monitor for future availability |
| 122 East Mahoning Street | Suite C | Punxsutawney | PA 15767 | 23816 | | |
| 1001 N Delaware Ave | Sugarhouse Casino | Philadelphia | PA 19123 | 23818 | | |

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| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------------|---|------------------|---------------|------------|------|--|
| 20170 Route 948 | FORE64 - Brookston | Sheffield | PA 16347 | 23820 | X | Will continue to monitor for future availability |
| 2087 Rt. 87 Highway | SULL 649 - Hillsgrove SR-87 | Hillsgrove | PA 18619 | 23836 | | |
| 22011 Route 6 | MCKE61 - Port Allegany | Port Allegany | PA 16743 | 23838 | | |
| 1054 Ridge Road | District 2-3 County Maintenance | Mill Hall | PA 17751 | 23840 | | |
| 8 Main St | WIC Clinic 04-222 | Towanda | PA 18848 | 23852 | | |
| 125 E Centre St | WIC Clinic 04-208 | Shenandoah | PA 17976 | 23854 | X | Will continue to monitor for future availability |
| 100 Superior Avenue | - | Aliquippa | PA 15001 | 23862 | | |
| 7146 Ridge Avenue | Ivy Ridge Shopping Center | Philadelphia | PA 19128 | 23866 | | |
| 3201 Arch Street Suite 350 | Drexel University Department of Public Safety | Philadelphia | PA 19104 | 23880 | | |
| 2376 Hemlock Road | FORE63 - Hemlock Road | Tionesta | PA 16353 | 23882 | X | Will continue to monitor for future availability |
| 2025 Pennsylvania Avenue East | - | Warren | PA 16365 | 23904 | | |
| 1398 N Atherton St | CCTV #44 | State College | PA 16803 | 23906 | | |
| 498 N Atherton St | CCTV #45 | State College | PA 16803 | 23908 | | |
| 199 S Atherton St | CCTV #49 | State College | PA 16801 | 23910 | | |
| 756 Vairo Blvd | CCTV #43 | State College | PA 16803 | 23912 | | |
| 201 N Lincoln St | WIC 31-720 | Shinglehouse | PA 16748 | 23930 | X | Will continue to monitor for future availability |
| 161 Main St | MCKE62-Hazel Hurst | Hazel Hurst | PA 16733 | 23934 | X | Will continue to monitor for future availability |
| 2999 Street Rd | Parx Casino | Bensalem | PA 19020 | 23938 | | |
| 700 McKeegan Rd | PERR66-Perry County 911 New Bloomfield | New Bloomfield | PA 17068 | 23944 | | |
| 43 Volunteer Drive | Wayne CO Emergency Operations Center | Honesdale | PA 18431 | 23968 | | |
| 29 Waldy Run Road | CAME62 Old North Creek Road | Emporium | PA 15834-0000 | 23972 | X | Will continue to monitor for future availability |
| 508 Mohns Hill Rd | BERK65-Gouglersville | Reading | PA 19608 | 23980 | | |
| 772 Seven Bridge Rd | MONR62-North Water Gap | East Stroudsburg | PA 18301 | 23982 | | |
| 256 South Main St | ADAM691-Bendersville Stockpile | Bendersville | PA 17306 | 23984 | | |
| 4447 Chambersburg Rd | ADAM692-Cashtown Stockpile | Biglerville | PA 17307 | 23992 | | |
| 218 North Second St | - | Allentown | PA 18102 | 24058 | | |
| 1621 Dutch Lane | Suite 103 | Hermitage | PA 16148 | 24062 | X | Will continue to monitor for future availability |
| 1233 State Route 2069 | SUSQ61-SR2069 Smiley | Union Dale | PA 18470 | 24064 | | |
| 10 East Independence Street | - | Shamokin | PA 17872 | 24074 | | |
| 6915 Route 367 | BRAD698 Silvara SR367 | Laceyville | PA 18623 | 24080 | X | Will continue to monitor for future availability |
| 140 Akron Rd | Windstream Facility DR | Ephrata | PA 17522 | 24086 | X | Will continue to monitor for future availability |
| 381 South Main St | Luzerne County Maintenance Office | Ashley | PA 18706 | 24106 | X | Will continue to monitor for future availability |
| 4721 Perkiomen Ave | Exeter Commons Center | Reading | PA 19606 | 24108 | | |
| 650 Sutton Rd | LUZE68-Sutton Road | Shavertown | PA 18708 | 24116 | X | Will continue to monitor for future availability |
| 785 Vogelsong Rd | PBPP York SO | York | PA 17404 | 24120 | X | Will continue to monitor for future availability |
| 318 Blue Shutters Road | LACK67 Blue Shutters Road | Moscow | PA 18444 | 24122 | | |
| 316 Old Kennett Road | CHES693 Old Kennett Road | Chadds Ford | PA 19317 | 24126 | | |
| 2107 Newton Ransom Blvd. | LACK65 Shaffers Corner | Clarks Summit | PA 18411 | 24128 | X | Will continue to monitor for future availability |
| 399 S 5th St | - | Sunbury | PA 17801 | 24144 | | |
| 1670 Crooked Oak Drive | CCTV | Lancaster | PA 17601 | 24146 | | |
| 1292 New Holland Pike | CCTV | Lancaster | PA 17601 | 24148 | | |
| 1460 Harrisburg Pike | CCTV | Lancaster | PA 17601 | 24150 | | |
| 1498 Manheim Pike | CCTV | Lancaster | PA 17601 | 24152 | | |
| 355 Route 222 South | CCTV | Lititz | PA 17543 | 24154 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-------------------------------|---------------------------------------|----------------|-----------|------------|------|--|
| 620 North Third Street | CCTV Rt 30 at PA 441 Exit | Columbia | PA 17512 | 24160 | X | Will continue to monitor for future availability |
| 670 Camera Yorktown Road | CCTV Rt I83 Exit 35 | Lewisberry | PA 17339 | 24162 | | |
| 213 East Forrest Avenue | CCTV Rt I83 Exit 4 | Shrewsbury | PA 17361 | 24164 | | |
| 8732 Route 66 | CLAR61-Limestone | Fairmount City | PA 16224 | 24166 | X | Will continue to monitor for future availability |
| 1740 East Market Street | CCTV | York | PA 17402 | 24174 | | |
| 2600 Spooky Nook Road | CCTV PA 283 Spooky Nook Exit | Manheim | PA 17545 | 24180 | | |
| 400 Centerville Road | CCTV Rt 30 West Centerville Road Exit | Lancaster | PA 17601 | 24182 | | |
| 1010 Rohrerstown Road | CCTV Rt 20 741 Exit | Lancaster | PA 17601 | 24184 | | |
| 85 Stevens Road | - | Etters | PA 17319 | 24186 | X | Will continue to monitor for future availability |
| 1601 Cloister Drive | - | Lancaster | PA 17601 | 24188 | | |
| 510 Camera Fishing Creek Road | CCTV | Lewisberry | PA 17339 | 24190 | | |
| 5350 Susquehanna Trail | CCTV | York | PA 17406 | 24192 | | |
| 701 Seaks Run Road | CCTV | Glen Rock | PA 17327 | 24194 | | |
| 431 North 7th Avenue | - | Scranton | PA 18503 | 24196 | | |
| 645 Kolter Drive | - | Indiana | PA 15701 | 24198 | | |
| 151 Leader Heights Road | CCTV I-83 North Exit 14 | York | PA 17403 | 24204 | | |
| 401 North 3rd Street | City Of Life Donor Program | Philadelphia | PA 19123 | 24226 | | |
| 21 Seneca St | Oil City Police Department | Oil City | PA 16301 | 24228 | | |
| 1094 Chestnut Ave | Sandy Township Police Department | Dubois | PA 15801 | 24230 | | |
| 2100 Mt Rose Avenue | CCTV | York | PA 17402 | 24232 | | |
| 8 Silk Mill Drive | Suite 225 | Hawley | PA 18428 | 24234 | X | Will continue to monitor for future availability |
| 2801 Mount Joy Road | CCTV | Manheim | PA 17545 | 24236 | | |
| 124 Doe Run Station Road | CHES614-Doe Run Station Road | Coatesville | PA 19320 | 24242 | | |
| 225 Market Street | - | Sunbury | PA 17801 | 24254 | | |
| 1163 S Broad St | Philadelphia CAO/South District | Philadelphia | PA 19147 | 24256 | | |
| 329 Pine St | - | Williamsport | PA 17701 | 24258 | | |
| 7248 Tilghman St | Highmark Building | Allentown | PA 18106 | 24262 | | |
| 1971 Philadelphia Avenue | CCTV | Birdsborough | PA 19508 | 24282 | X | Will continue to monitor for future availability |
| 135 Alex Court | BERK66-Kutztown North | Kutztown | PA 19530 | 24288 | X | Will continue to monitor for future availability |
| 2501 Leechburg Road Suite F | 6519 | Lower Burrell | PA 15068 | 24324 | | |
| 35 North Third Street | Quakerown Police Department | Quakertown | PA 18951 | 24326 | | |
| 7200 Peach Street - Unite 480 | PennDot DLC 02 Erie | Erie | PA 16509 | 24342 | | |
| 3900 Woodland Ave | Veterans Affairs Medical Center | Philadelphia | PA 19104 | 24344 | | |
| 58 East Greene Street | - | Waynesburg | PA 15370 | 24346 | X | Will continue to monitor for future availability |
| 3931 Master Rd | CLAR65 | Emlenton | PA 16373 | 24356 | X | Will continue to monitor for future availability |
| 4956 State Route 899 | Marienville State Police Station | Marienville | PA 16239 | 24358 | X | Will continue to monitor for future availability |
| 49 Cragle Hill Rd | LUZE64-Cragle Hill Road | Shickshinny | PA 18655 | 24364 | X | Will continue to monitor for future availability |
| 1592 Route 739 | - | Dingmans Ferry | PA 18328 | 24368 | X | Will continue to monitor for future availability |
| 5965 Morgantown Road | Camera 37 | Morgantown | PA 19543 | 24378 | X | Will continue to monitor for future availability |
| 245 Depot Street | - | Saint Marys | PA 15857 | 24382 | X | Will continue to monitor for future availability |
| 101 Commonwealth Place | Point State Park Maintenance Building | Pittsburgh | PA 15222 | 24384 | | |
| 2838 98 Woodhaven Road | Police Adademy Philadelphia PD | Philadelphia | PA 19154 | 24386 | | |
| 8017 Station Road | ERIE690 Station Road | Erie | PA 16510 | 24392 | | |
| 10053 Edinboro Road | ERIE694 Edinboro Road | McKean | PA 16426 | 24400 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------|-------------------------------------|-----------------|-----------|------------|------|--|
| 4481 Business 220 | CCTV SR8007 Ramp B C | Bedford | PA 15522 | 24402 | | |
| 2nd floor | 262 Chestnut Street | Meadville | PA 16335 | 24408 | | |
| 262 Chestnut Street | 2nd floor | Meadville | PA 16335 | 24408 | | |
| 40 East Main Street | - | Ephrata | PA 17522 | 24410 | X | Will continue to monitor for future availability |
| 354 Limestone Road | CHES96 Oxford Stockpile | Oxford | PA 19363 | 24412 | | |
| 475 Ben Franklin South 5 | Townfair Plaza | Indiana | PA 15701 | 24414 | | |
| 55 Township Road | Northampton Township PD | Richboro | PA 18954 | 24420 | | |
| 29 West South Street | Suite E | Corry | PA 16407 | 24436 | | |
| 250 Mount Lebanon Blvd | PACISS Domestic Relations Satellite | Pittsburgh | PA 15234 | 24454 | | |
| 1301 Easton Road | Bldg 310 | Horsham | PA 19044 | 24460 | | |
| 180 West Gerard Ave | Store 5185 | Philadelphia | PA 19123 | 24468 | | |
| 221 North Main Street | - | Coudersport | PA 16915 | 24478 | | |
| 126 South Union Street | - | Easton | PA 18042 | 24480 | | |
| 152 East Market Street | Suite 105 | Lewistown | PA 17044 | 24486 | | |
| 121 North Pitt Street | Courthouse | Mercer | PA 16137 | 24488 | | |
| 113 West North Street | - | Wilkes-Barre | PA 18711 | 24490 | | |
| 701 North Church Street | - | Hazleton | PA 18201 | 24492 | | |
| 14 North 6th Street | - | Allentown | PA 18101 | 24494 | | |
| 31 North Main Street | Courthouse | Mifflintown | PA 17059 | 24496 | | |
| 665 Philadelphia Street | Atrium Suite 101 | Indiana | PA 15701 | 24498 | | |
| 231 Washington Street | - | Huntingdon | PA 16652 | 24500 | | |
| 8th Floor | 25 South Front Street | Harrisburg | PA 17101 | 24508 | | |
| 25 South Front Street | 8th Floor | Harrisburg | PA 17101 | 24508 | | |
| 898 Park Avenue | - | Meadville | PA 16335 | 24510 | | |
| 15 Perry Avenue | - | Bloomsburg | PA 17815 | 24512 | | |
| 496 Jeffers Street | - | Dubois | PA 15801 | 24514 | | |
| 201 West Market Street | Suite 3400 | West Chester | PA 19380 | 24516 | | |
| 499 Manor Drive | - | Ebensburg | PA 15931 | 24518 | | |
| 1240 Veterans Highway | - | Bristol | PA 19007 | 24522 | | |
| 17 South 4th Avenue | - | Clarion | PA 16214 | 24524 | | |
| 123 Baltimore Street | - | Gettysburg | PA 17325 | 24528 | | |
| 333 Hickory Street | - | Warren | PA 16365 | 24530 | | |
| 16975 Route 6 | - | Smethport | PA 16749 | 24540 | X | Will continue to monitor for future availability |
| 5950 Darlington Trail | Radio Tower | Enola | PA 17025 | 24670 | | |
| 103 East Union Street | - | Punxsutawney | PA 15767 | 24674 | | |
| 314 South Water Street | - | Kittanning | PA 16201 | 24676 | | |
| 301 Institution Drive | SCI Benner | Bellefonte | PA 16823 | 24694 | | |
| 2046 Lewis Street | ALLE632 White Oak | McKeepport | PA 15131 | 24706 | | |
| 4 N Sandy Flash Dr | Ridley Creek State Park | Edgemont | PA 19073 | 24712 | | |
| 50 Gibb Road | PBPP Franklin SO | Franklin | PA 16323 | 24714 | | |
| 4880 Birchdale Drive | Clinic 18-723 | Girard | PA 16417 | 24726 | X | Will continue to monitor for future availability |
| 627 Wood St | - | Clarion | PA 16214 | 24732 | | |
| 1257 Columbia Blvd | WIC 34-986 | Bloomsburg | PA 17815 | 24734 | | |
| 1160 First Avenue | Valley Forge Gaming Office | King of Prussia | PA 19406 | 24742 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|---|------------------|---------------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 1200 First Ave | - | King of Prussia | PA 19406 | 24768 | | |
| 3185 State Route 72 | TROOP L Jonestown Station | Jonestown | PA 17038 | 24772 | | |
| 821 Lancaster Avenue Suite 310 | Store 1527 | Wayne | PA 19087 | 24774 | | |
| 722 North Market Street | PERR62 Old Sled Works | Duncannon | PA 17020 | 24778 | | |
| 110 North Street | York680 York Station 3H13 PA State Police | York | PA 17403 | 24784 | | |
| 155 Red Hill Road | Newport Station | Newport | PA 17074 | 24806 | | |
| 11 West Main Street | Columbia County Domestic Relations | Bloomsburg | PA 17815 | 24812 | | |
| 7626 State Highway 198 | CRAW64-Pierpoint Road | Conneautville | PA 16406 | 24820 | X | Will continue to monitor for future availability |
| 18 South 6th Street | CCF - TRE1 - DOC Data MDF | Allentown | PA 18101 | 24830 | | |
| 650 Culver Hill Road | LUZE66 Culver Road | Pittston | PA 18643 | 24846 | X | Will continue to monitor for future availability |
| 415 Walnut Street | CCF - ADA1 - DOC Data MDF | Reading | PA 19601 | 24856 | | |
| 17-19 Leopard Rd | 1528 | Paoli | PA 19301-1517 | 24870 | | |
| 150 Walnut Hill Road | Wine & Spirits Store 2606 | Uniontown | PA 15401 | 24880 | | |
| 2012 North Fourth Street | CCF - CAP1 - DOC Data MDF | Harrisburg | PA 17102 | 24888 | | |
| 900 I 80 West On Ramp Exit 309 | - | East Stroudsburg | PA 18301 | 24898 | | |
| 1334 Riansares Rd | Riansares Remote | Mill Hall | PA 17751 | 24902 | X | Will continue to monitor for future availability |
| 1886 Pulaski Mercer Road | MERC69 Hoagland | Mercer | PA 16137 | 24906 | | |
| 3719 Luthersburg Rockton Road | CLEA62 Rockton | Rockton | PA 16856 | 24910 | | |
| 330 Innovation Blvd | FBI State College | State College | PA 16803 | 24912 | | |
| 1413 New London Road | CHES694 New London Road | Landenberg | PA 19350 | 24918 | | |
| 10828 Route 549 | BRAD691 Millerton | Millerton | PA 16936 | 24922 | X | Will continue to monitor for future availability |
| 301 East Chelton Avenue | - | Philadelphia | PA 19144 | 24928 | | |
| 1076 State Route 239 Highway | LUZE67 Berwick | Wapwallopen | PA 18660 | 24930 | X | Will continue to monitor for future availability |
| 680 Anderson Drive | Foster Plaza Building 10 | Pittsburgh | PA 15220 | 24938 | | |
| 409 Olive Street | CCF - CAT1 - DOC Data MDF | Scranton | PA 18509 | 24946 | | |
| 11025 Murray Road | Troop E Meadville | Meadville | PA 16335 | 24948 | | |
| 7959 Bustleton Avenue | - | Philadelphia | PA 19152 | 24950 | | |
| 1165 South Broad Street | - | Philadelphia | PA 19144 | 24954 | | |
| 1300 East Lehigh Avenue | - | Philadelphia | PA 19133 | 24958 | | |
| 1668 Williamsfield Road | CRAW63 Williamsfield Road | Jamestown | PA 16134 | 24960 | X | Will continue to monitor for future availability |
| 2040 Linglestown Road | PCG | Harrisburg | PA 17110 | 24962 | | |
| 30 North 3rd Street | KPMG | Harrisburg | PA 17101 | 24964 | | |
| 1058 North Ridge Road | BUCK691 North Ridge Road | Perkasie | PA 18944 | 24966 | | |
| 178 Veterans Blvd | Administration Building | Duncansville | PA 16635 | 24968 | | |
| 334 East Chelton Avenue | PBPP Phila Northwest SO | Philadelphia | PA 19144 | 24970 | | |
| 212034 Enterstate 80 EB | CCTV 80 180 | Milton | PA 17847 | 24974 | X | Will continue to monitor for future availability |
| 700 Downingtown Pike Unite 692 | Bradford Plaza Shopping Center | West Chester | PA 19380 | 24976 | | |
| 2442 Mercer West Middlesex Road | MERC68 Bethel | West Middlesex | PA 16159 | 24980 | | |
| 1688 New Grenada Highway | FULT62 New Grenada | Waterfall | PA 16689 | 24982 | X | Will continue to monitor for future availability |
| 4593 W Center Rd | CRAW66-West Center Road | Linesville | PA 16424 | 24984 | X | Will continue to monitor for future availability |
| 139 West Carbondale Road | SCI Waymart | Waymart | PA 18472 | 24988 | X | Will continue to monitor for future availability |
| 594 Fire Tower Road | PSP Furnace Hill Remote | Lititz | PA 17543 | 24992 | | |
| 1 Rockview Place | SCI Rockview | Bellefonte | PA 16823 | 25010 | | |
| 135 Pike County Blvd | Pike CO 911 | Lords Valley | PA 18424 | 25014 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------------|-------------------------------------|----------------------|-----------|------------|------|--|
| 692 Downingtown Pike | Bradford Plaza Shopping Center | West Chester | PA 19380 | 25020 | | |
| 209 Institution Dr | SCI Houtzdale | Houtzdale | PA 16698 | 25022 | | |
| 115 2nd Avenue | Sawis | Waltham | MA 02451 | 25024 | | |
| 3415 State Road | BUCK640 Neshaminy State Park | Bensalem | PA 19020 | 25034 | | |
| 2580 Constitution Blvd | Chippewa Center | Beaver Falls | PA 15010 | 25036 | | |
| 23641 Route 14 | BRAD63 North Troy | Columbia Cross Roads | PA 16914 | 25038 | X | Will continue to monitor for future availability |
| 901 Jefferson Street | Latrobe Municipal Building | Latrobe | PA 15650 | 25050 | | |
| 4000 Municipal Road | PIKE08 GPU Birchwood Lakes | Bushkill | PA 18324 | 25058 | X | Will continue to monitor for future availability |
| 413 East Gibson Avenue | - | Connellsville | PA 15425 | 25062 | X | Will continue to monitor for future availability |
| 2201 Belmont Avenue | PHIL02 State Police Office Troop K | Philadelphia | PA 19131 | 25066 | | |
| 3566 Old Route 22 | Eastern Area Ofiice | Windsor | PA 19526 | 25076 | | |
| 131 Armsdale Road | Department of Public Safety | Kittaning | PA 16201 | 25082 | | |
| 894 Diamond Park | City Hall | Meadville | PA 16335 | 25084 | | |
| 777 Old Saw Mill River Rd | DPW Business Partner | Tarrytown | NY 10591 | 25094 | | |
| 300 Long Meadow Rd | - | Sterling Forest | NY 10979 | 25096 | | |
| 100 North Academy Avenue | Geisinger Data Center | Danville | PA 17822 | 25098 | | |
| 1199 Texas Palmyra Highway | Route 6 Plaza | Honesdale | PA 18431 | 25102 | | |
| 3084 Emrick Blvd | Wine and Spirits Shoppe 4817 | Bethlehem | PA 18020 | 25104 | | |
| 1101 Bloom Road | Mahoning Township PD | Danville | PA 17821 | 25106 | | |
| 207 North 2nd Street | FCS291 | McConnellsburg | PA 17233 | 25108 | | |
| 1951 Green Avenue | Old Lycoming Township Police Dept. | Williamsport | PA 17701 | 25126 | | |
| 99 Autumn Street | - | Aliquippa | PA 15001 | 25128 | | |
| 539 South Heckman Road | - | Mill Hall | PA 17751 | 25136 | X | Will continue to monitor for future availability |
| 836 Browns Hill Road | - | Mill Hall | PA 17751 | 25138 | | |
| 1737 Kylertown Drifting Highway | - | Kylertown | PA 16847 | 25140 | X | Will continue to monitor for future availability |
| 611 Independent Road | - | Woodland | PA 16881 | 25144 | | |
| 100 Ross Road | Ross Corporate Center | King of Prussia | PA 19406 | 25146 | | |
| 103 Beech Creek Road | - | Snow Shoe | PA 16874 | 25148 | X | Will continue to monitor for future availability |
| 1472 Forest Avenue | - | Bellefonte | PA 16823 | 25150 | | |
| 2056 Plank Road | - | Carroltown | PA 15722 | 25152 | | |
| 721 Iron Street | Columbia CO Prison | Bloomsburg | PA 17815 | 25156 | | |
| 301 South Chestnut Street | Suite 101 | Emporium | PA 15834 | 25164 | X | Will continue to monitor for future availability |
| 3845 Northern Pike | | 227 Monroeville | PA 15146 | 25172 | | |
| 125 Towne Centre Drive Suite 500 | Store 9208 | Wexford | PA 15090 | 25178 | | |
| 1300 West Lehigh Avenue | PBPP Phila Eastern Regional Office | Philadelphia | PA 19132 | 25184 | | |
| 5174 Old Airport Road | Hazleton Fire Control Station | Hazle Township | PA 18202 | 25190 | | |
| 1 North Main St | Gunzberger Annex | Coudersport | PA 16915 | 25196 | | |
| 1030 Reed Avenue | Suite 110 | Wyomissing | PA 19610 | 25200 | | |
| 415 Central Road | Suite 2 | Bloomsburg | PA 17815 | 25202 | | |
| 3511 Pennypacker Avenue | PDot owned pole for circuit conecti | Scranton | PA 18508 | 25206 | | |
| 577 Bear Lake Road | Thornhurst Maint Hdqt | Thornhurst | PA 18424 | 25208 | | |
| 5 South Washington Avenue | - | Jermyn | PA 18433 | 25210 | | |
| 2550 Grant Avenue | PA Wine and Spirits 5112 | Philadelphia | PA 19114 | 25216 | | |
| 91 North 48th Street | Juvenile Justice Service Center | Philadelphia | PA 19139 | 25220 | | |

| Appendix Q - Data Service Locations | | | | | | |
|-------------------------------------|-----------------------------------|-----------------|---------------|------------|------|--|
| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
| 134 Enterprise St | PBPP Pittsburgh DO | Pittsburgh | PA 15206 | 25222 | | |
| 1772 Tilden Ridge Dtrive | Tilden Ridge Shopping Center | Hamburg | PA 19526 | 25224 | | |
| 1920 Kutztown Rd | - | Reading | PA 19604-1518 | 25228 | | |
| 223 South Mountain Boulevard | Weis Markets Shopping Center | Mountaintop | PA 18707 | 25232 | | |
| 10505 RT 287 Highway | LYCO625 Larrys Creek New | Trout Run | PA 17771 | 25240 | X | Will continue to monitor for future availability |
| 4067 National Pike | Lady Luck Casino Nemacolin | Wharton | PA 15437 | 25250 | | |
| 555 Union Blvd | DOR | Allentown | PA 18109 | 25262 | | |
| 1 Braddock Road | Suite D | Mt Pleasant | PA 15666 | 25270 | | |
| 2151 Long Pond Road | PennDOT CCTV I 80 Median MM 290 4 | Long Pond | PA 18334 | 25278 | X | Will continue to monitor for future availability |
| 1944 Sullivan Trail | PennDOT I 80 MM 298 3 Median CCTV | Tannersville | PA 18372 | 25282 | X | Will continue to monitor for future availability |
| 200 Edella Road | PennDOT Traffic Camera | Clarks Summit | PA 18411 | 25290 | X | Will continue to monitor for future availability |
| 6380 Flank Drive | Gateway Corporate Center | Harrisburg | PA 17112 | 25294 | | |
| 2610 Bernville Road | PenDOT Pole CCTV US 222 at PA 183 | Reading | PA 19605 | 25300 | | |
| 7634 Diamond Road | CCTV 83 10 | Dallastown | PA 17313 | 25302 | | |
| 700 Memory Lane | CCTV 30 M Lane | Springettsbury | PA 17402 | 25304 | | |
| 1316 Whiteford Road | CCTV 30 Sherman | Springettsbury | PA 17402 | 25306 | | |
| 3317 Concord Road | CCTV 30 24 | Springettsbury | PA 17402 | 25308 | | |
| 2040 Market ST | PA Wine & Spirits Shop 9101 | Philadelphia | PA 19103 | 25314 | | |
| 3600 Forbes Avenue | Forbes Tower | Pittsburgh | PA 15219 | 25318 | | |
| 1372 Woodberry Road | CCTV 30 462 | York | PA 17408 | 25320 | | |
| 5233 West Baltimore Pike | - | Clifton Heights | PA 19012 | 25322 | | |
| 3920 West Market Street | CCTV 30 616 | York | PA 17408 | 25326 | | |
| 1291 Carlisle Road | CCTV 30 74 | York | PA 17404 | 25328 | | |
| 400 Belfast Rd | Jacobsburg Environmental Educ Ctr | Nazareth | PA 18064 | 25332 | | |
| 171 Elm Street | Forest CAO | Tionesta | PA 16353 | 25334 | X | Will continue to monitor for future availability |
| 116 Kreutz Creek Road | CCTV C30 Kr Crk | York | PA 17406 | 25398 | | |
| 1444 Loucks Road | CCTV 30 Loucks | York | PA 17408 | 25400 | | |
| 416 Cool Springs Road | CCTV 30 Hellam | York | PA 17406 | 25402 | X | Will continue to monitor for future availability |
| 4301 Chestnut Street | Store 5150 | Philadelphia | PA 19104 | 25404 | | |
| 813 Male Road | Wind Gap Plaza | Wind Gap | PA 18091 | 25406 | X | Will continue to monitor for future availability |
| 520 North Columbus Blvd. | Riverview Place | Philadelphia | PA 19123 | 25410 | | |
| 145 McDowell Road | MERC64 McDowell Road | Transfer | PA 16154 | 25414 | X | Will continue to monitor for future availability |
| 253 Snyder Road | PA Game Commission SERO | Reading | PA 19605 | 25420 | | |
| 900 West Third Street | - | Williamsport | PA 17701 | 25422 | | |
| 665 Hood School Road | Indiana County Jail | Indiana | PA 15701 | 25424 | | |
| 1001 State Street | Renaissance Center | Erie | PA 16501 | 25428 | | |
| 200 South Duke Street | - | York | PA 17401 | 25448 | | |
| 435 Devon Park Drive | Building 500 Suite 510 | Wayne | PA 19087 | 25454 | | |
| 307 Adams Avenue | CCF - CEC1 - DOC Data MDF | Scranton | PA 18503 | 25460 | | |
| 222 West Washington Street | - | Bradford | PA 16701 | 25470 | | |
| 1835 Market Street | Philadelphia Parking Authority | Philadelphia | PA 19103 | 25474 | | |
| 113 N First St | - | McConnellsburg | PA 17233 | 25550 | | |
| 1400 Howard Blvd | AAA Mid-Atlantic | Mt Laurel | NJ 08054 | 25552 | X | Will continue to monitor for future availability |
| 1125 N Washington Ave | AAA North Penn | Scranton | PA 18509 | 25554 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|---------------------------------|-------------------------------------|----------------------|-----------|------------|------|--|
| 1320 Lincoln Highway East | PennDot DLC 021 Chambersburg | Chambersburg | PA 17201 | 25578 | | |
| 335 Center Avenue | CARB64 Diligent Fire Company | Jim Thorpe | PA 18229 | 25580 | | |
| 51 South Church Street | - | New Bloomfield | PA 17068 | 25584 | | |
| 855 Pennsylvania Boulevard | Wine & Spirits Shoppe 0940 | Feasterville Trevose | PA 19053 | 25588 | | |
| 1130 Perry Highway | Wine Spirits Shoppe 0286 | Pittsburgh | PA 15257 | 25592 | | |
| 1043 Municipal Road | Lehigh Township Police Department | Walnutport | PA 18088 | 25600 | X | Will continue to monitor for future availability |
| 9681 Silvercreek Road | Wadsworth SDC Datacenter | Wadsworth | OH 44281 | 25614 | | |
| 253 White Pond Drive | Akron ISOC Data Center | Akron | OH 44320 | 25616 | X | Will continue to monitor for future availability |
| 107 Kinsley Drive | Kinsley Shopping Plaza | Brodheads ville | PA 18322 | 25620 | X | Will continue to monitor for future availability |
| 1704 4th Avenue | - | Arnold | PA 15068 | 25624 | | |
| 426 George Street | - | Braddock | PA 15104 | 25626 | | |
| 701 Penn Avenue | - | New Brighton | PA 15066 | 25630 | | |
| 414 West 5th Street | - | Erie | PA 16507 | 25632 | | |
| 6260 Heverly Blvd | - | Coalport | PA 16627 | 25636 | X | Will continue to monitor for future availability |
| 500 Fulton Dr | Troop G - McConnellsburg | McConnellsburg | PA 17233 | 25642 | | |
| 39 E Chestnut St | PBPP Lancaster SO - Data MDF | Lancaster | PA 17602 | 25644 | | |
| 3145 East Valley Road | CCTV 41 | Loganton | PA 17747 | 25648 | | |
| 70 PennDot Drive | PennDOT District 2 Office | Clearfield | PA 16830 | 25652 | | |
| 311 Frederick Street | Clinton County Government Building | Flemington | PA 17745 | 25682 | | |
| 801 South 4th Street | - | Clearfield | PA 16830 | 25686 | | |
| 8890 Interstate 81 South | CCTV 81 90 | Jonestown | PA 17038 | 25706 | | |
| 12000 Frankstown Road | PACSES Domestic Relations | Pittsburgh | PA 15235 | 25714 | | |
| 321 Spruce Street | Bank Towers Building | Scranton | PA 18503 | 25716 | | |
| 1974 Sproul Road | Allan Collautt Assoicates Inc | Broomall | PA 19008 | 25718 | | |
| 9999 Hamilton Blvd | Health Partners Plans Inc | Breinigsville | PA 18031 | 25748 | | |
| 901 Market Street | Health Partners Plans Inc | Philadelphia | PA 19107 | 25750 | | |
| 2520 New Butler Road | SBHM Inc | New Castle | PA 16101 | 25756 | | |
| 430 Penn Street | Huntingdon County Children Services | Huntingdon | PA 16652 | 25766 | | |
| 240 Main Street | Elk County Courthouse | Ridgway | PA 15853 | 25770 | X | Will continue to monitor for future availability |
| 2351 Oregon Pike Suite 105 | PA Wine Spirits Shoppe 3621 | Lancaster | PA 17601 | 25772 | | |
| 1100 Rosedale Avenue | Xerox/SCDU | Middletown | PA 17057 | 25778 | X | Will continue to monitor for future availability |
| 333 Oregon Avenue Whitman Plaza | PennDot DLC 108 Oregon Avenue | Philadelphia | PA 19148 | 25792 | | |
| 315 Market Street | Suite B | Sunbury | PA 17801 | 25794 | | |
| 9170 Interchange Road | - | Lehigh ton | PA 18235 | 25796 | X | Will continue to monitor for future availability |
| 113 Boyd Lane | New Trp F Lamar | Mill Hall | PA 17751 | 25798 | X | Will continue to monitor for future availability |
| 2800 Fox Street Unit C | Baker's Centre | Philadelphia | PA 19129 | 25804 | | |
| 178 Buckaroo Lane | Weise Markets Shopping Center | Bellefonte | PA 16823 | 25808 | | |
| 479 Thomas Jones Way | - | Exton | PA 19341 | 25816 | | |
| 321 Spruce Street | - | Scranton | PA 18503 | 25818 | | |
| 542 Forbes Avenue | Allegheny County Dept of Human Serv | Pittsburgh | PA 15219 | 25820 | | |
| 205 Glen Drive | East Manchester Village Center | Manchester | PA 17345 | 25822 | | |
| 4 I80 | - | Shenango | PA 16159 | 25824 | | |
| 19 I80 | - | Findley | PA 16137 | 25826 | X | Will continue to monitor for future availability |
| 112 1/2 I79 | - | Springfield | PA 16127 | 25828 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------|---------------------------------|------------------|-----------|------------|------|--|
| 100 West Market Street | York County Human Services | York | PA 17401 | 25830 | | |
| 5998 Route 6N | CAM-01-003 | Edinboro | PA 16412 | 25832 | | |
| 36 I90 WB | CAM-01-012 | North East | PA 16428 | 25834 | X | Will continue to monitor for future availability |
| 7869 Perry Highway | - | Erie | PA 16509 | 25836 | | |
| 7894 Peach Street | CAM-001-001 | Erie | PA 16509 | 25838 | | |
| 1 I90 WB | CAM-01-PL002 | West Springfield | PA 16443 | 25840 | | |
| 180 I79 SB | CAM-01-004 | Erie | PA 16565 | 25842 | | |
| 22 I90 WB | CAM-01-011 | Erie | PA 16509 | 25844 | | |
| 46 I90 WB | CAM-01-PL003 | North East | PA 16428 | 25846 | X | Will continue to monitor for future availability |
| 101 State Street | CAM-01-005 | Erie | PA 16505 | 25848 | | |
| 1398 West Bayfront Parkway | CAM-01-009 | Erie | PA 16505 | 25850 | | |
| 5920 Peach Street | - | Erie | PA 16509 | 25852 | | |
| 5902 Station Road | CAM-01-007 | Erie | PA 16510 | 25854 | | |
| 182 I79 SB | CAM-01-002 | Erie | PA 16502 | 25856 | | |
| 1099 E Bayfront | CAM-01-008 | Erie | PA 16505 | 25858 | | |
| 1365 Colonial Rd | CM 91-70 | Harrisburg | PA 17112 | 25866 | | |
| 304 Wood Street | - | Pittsburgh | PA 15222 | 25870 | | |
| 45 Shad Blue Lane | PSP Lehighon Remote | Jim Thorpe | PA 18229 | 25874 | | |
| 1711 Hampden Blvd | - | Reading | PA 19604 | 25878 | | |
| 100A Pine Drive | SOC Building | Harrisburg | PA 17103 | 25888 | | |
| 112 Radio Tower Lane | PSP Tower Hill Remote | Tioga | PA 16946 | 25890 | X | Will continue to monitor for future availability |
| 1501 Arch Street | PACSES Philadelphia | Philadelphia | PA 19102 | 25892 | | |
| 100 N Main Street | Bucks County Domestic Relations | Doylestown | PA 18901 | 25896 | | |
| 12369 Sunrise Valley Drive | Value Options | Reston | VA 20191 | 25904 | | |
| 1776 Minuteman Lane | Building 10 | State College | PA 16801 | 25906 | | |
| 403 E Christiana St | PA Dept of Agriculture Region 5 | Martinsburg | PA 16662 | 25908 | X | Will continue to monitor for future availability |
| 350 Sportsman Road | Wernersville State Hospital | Wernersville | PA 19565 | 25912 | | |
| 200 Stevens Drive | AmeriHealth Caritas | Philadelphia | PA 19113 | 25914 | | |
| 15 Public Square | Bicentennial Building | Wilkes Barre | PA 18701 | 25926 | | |
| 100 Ross Road | Ross Corporate Center | King of Prussia | PA 19406 | 25930 | | |
| 911 Hill Street | BUTL690-Evans City | Evans City | PA 16033 | 25934 | X | Will continue to monitor for future availability |
| 1516 Washington Avenue | CCF - GAU6 - DOC Data MDF | Philadelphia | PA 19146 | 25938 | | |
| 918 North Broad Street | CCF - CEC6 - DOC Data MDF | Philadelphia | PA 19130 | 25940 | | |
| 1917 West Oxford Street | CCF - CEC4 - DOC Data MDF | Philadelphia | PA 19121 | 25942 | | |
| 2600 Southampton Road | CCF - SHM1 - DOC Data MDF | Philadelphia | PA 19116 | 25944 | | |
| 600 East Luzerne Street | CCF - CEC5 - DOC Data MDF | Philadelphia | PA 19124 | 25946 | | |
| 1007 West Lehigh Avenue | CCF - LIB1 - DOC Data MDF | Philadelphia | PA 19133 | 25948 | | |
| 2900 North 17th Street | CCF - LIB2 - DOC Data MDF | Philadelphia | PA 19132 | 25950 | | |
| 130 Parkview Drive | Troop D Kittanning Station | Kittanning | PA 16201 | 25952 | | |
| 1030 South Concord Road | CCF - GAU5 - DOC Data MDF | West Chester | PA 19342 | 25954 | | |
| 1101 South Front Street | River Front Office Center | Harrisburg | PA 17104 | 25956 | | |
| 131 Broadview Road | - | New Stanton | PA 15672 | 25958 | | |
| 1501 Reedsdale Street | Cardello Building | Pittsburgh | PA 15233 | 25960 | | |
| 207 Wyoming Avenue | Suite 100 | Scranton | PA 18503 | 25962 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|-----------------------------------|-----------------------------------|----------------|---------------|------------|------|--|
| 320 Route 315 Highway | Pittston Crossing Shopping Center | Pittston | PA 18640-3914 | 25964 | | |
| 1340 Dekalb Street | - | Norristown | PA 19401 | 25966 | | |
| 1011 Old Salem Road | - | Greensburg | PA 15601 | 25968 | | |
| 1020 Ridge Avenue | DBP231 | Darby | PA 19023 | 25970 | | |
| 1737 Quentin Road | FW&GS 3802 | Lebanon | PA 17042 | 25984 | | |
| 2310 Linglestown Road | FW&GS 2220 | Harrisburg | PA 17110 | 25988 | | |
| 3635 North Front Street | - | Philadelphia | PA 19134 | 25998 | | |
| 240 Match Factory Place | - | Bellefonte | PA 16823 | 26026 | | |
| 7801 Glenlivet West Drive Suite E | FW&GS 3923 | Fogelsville | PA 18051 | 26030 | | |
| 600 North 12th Street | CCS Call Center | Lemoyne | PA 17043 | 26038 | | |
| 62 Railroad Street | - | Lewistown | PA 17044 | 26040 | | |
| 1310 Elmerton Avenue | Main Building | Harrisburg | PA 17110 | 26042 | | |
| 558 Centerville Road | FW&GS 3625 | Lancaster | PA 17601 | 26048 | | |
| 11781 Shauls Road | PSP Sherman Remote | Brogue | PA 17309 | 26056 | X | Will continue to monitor for future availability |
| 180 Newberry Parkway | FW&GS 6715 | Etters | PA 17319 | 26060 | X | Will continue to monitor for future availability |
| 5665 Chestnut Street | LEHI30 Upper Milford | Zionsville | PA 18092 | 26086 | X | Will continue to monitor for future availability |
| 406 Route 15 North | FW&GS 6720 | Dillsburg | PA 17019 | 26090 | X | Will continue to monitor for future availability |
| 10 Monument Rd | NBC10 | Bala Cynwyd | PA 19004 | 26110 | | |
| 6 Hutchins Loop | MCKE695 Hutchins Drive | Kane | PA 16735 | 26112 | X | Will continue to monitor for future availability |
| 1200 Prison Road | SCI Phoenix | Collegeville | PA 19426 | 26118 | | |
| 2023 N Atherton Street | CCTV 33 | State College | PA 16803 | 26122 | | |
| 30 Greenfield Avenue | AAA Mid Atlantic | Ardmore | PA 19003 | 26126 | | |
| 1500 Garrett Road | - | Upper Darby | PA 19082 | 26132 | | |
| 2547 East Market Street | York Marketplace | York | PA 17402 | 26136 | | |
| 498 South Main Street | - | Montrose | PA 18801 | 26140 | X | Will continue to monitor for future availability |
| 381 South 2nd Street | - | Steelton | PA 17113 | 26142 | | |
| 201 East 12th Street | - | Chester | PA 19013 | 26144 | | |
| 1306 Spring Garden St | - | Philadelphia | PA 19123 | 26146 | | |
| 2100 W Venango St | - | Philadelphia | PA 19140 | 26148 | | |
| 654 Bangor Road | Troop M Belfast | Easton | PA 18040 | 26152 | | |
| 14 Collan Park | Troop R Honesdale | Honesdale | PA 18431 | 26154 | | |
| 15010 Boot Jack Road | Troop C Ridgway | Ridgway | PA 15853 | 26156 | X | Will continue to monitor for future availability |
| 853 855 West Baltimore Pike | Shoppes at Jenners Village | West Grove | PA 19390 | 26158 | | |
| 112 Commonwealth Drive | Suite 201 | Lemont Furnace | PA 15456 | 26166 | | |
| 873 Scots Pine Lane | LUZE65 Weston | Hazleton | PA 18202 | 26174 | X | Will continue to monitor for future availability |
| 147 Doe Hill Road | Troop C | Woodland | PA 16881 | 26176 | X | Will continue to monitor for future availability |
| 250 Burlington Drive | Hewlett Packard | Clarksville | VA 29327 | 26180 | | |
| 248 Glencrest Rd | CHES69- Glencrest Rd | Coatesville | PA 19320 | 26192 | | |
| 2630 Liberty Ave | Pittsburgh Data Center | Pittsburgh | PA 15222 | 26194 | | |
| 2600 Willow Street North | Kindig Square | Willow Street | PA 17584 | 26204 | X | Will continue to monitor for future availability |
| 3401 North Broad Street | Temple University Hospital | Philadelphia | PA 19140 | 26208 | | |
| 186 Main Street | PACSES Jefferson County | Brooksville | PA 15825 | 26210 | X | Will continue to monitor for future availability |
| 100 North Wilkes Barre Blvd | Jewelcor Building | Wilkes Barre | PA 18702 | 26238 | | |
| 1036 Lititz Pike | Shoppes at Kissel Village | Lititz | PA 17543 | 26242 | X | Will continue to monitor for future availability |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|--------------------------------|--------------------------------------|-----------------|---------------|------------|------|--|
| 62 Greenfield Avenue | Ardmore Plaza | Ardmore | PA 19003 | 26246 | | |
| 70 Long Run Rd | CCTV | Mill Hall | PA 17751 | 26252 | | |
| 15 North Washington Street | Wilkes-Barre City Police Department | Wilkes-Barre | PA 18701 | 26258 | | |
| 1250 Camp Hill Bypass | HP | Camp Hill | PA 17011 | 26264 | | |
| 435 State School Road | - | Selinsgrove | PA 17870 | 26278 | | |
| 56 Highlands Mall | FW&GS 0250 | Natrona Heights | PA 15065 | 26304 | | |
| 274 S MAIN ST | - | PLAINS TWP | PA 18705 | 26308 | | |
| 1003 Pennsylvania Ave West | - | Warren | PA 16365 | 26312 | | |
| 9180 Bartram Avenue | PHIL91 - Bartram Avenue | Philadelphia | PA 19153 | 26320 | | |
| 1185 Lumber St | District 8-0 ITS | Middletown | PA 17057 | 26322 | | |
| 6321 Locust Lane | - | Mechanicsburg | PA 17050 | 26326 | | |
| 402 PennHar Street | District 8-0 ITS | Harrisburg | PA 17111 | 26328 | | |
| 640 Madison Avenue | - | Scranton | PA 18510 | 26336 | | |
| 5001 WYNNEFIELD AVENUE | - | PHILADELPHIA | PA 19131 | 26340 | | |
| 642 E. Main Street | Waynesboro Shopping Center | Waynesboro | PA 17268-2387 | 26342 | X | Will continue to monitor for future availability |
| 330 E. Waterfront Drive | PA Wine & Spirits Shoppe 0245 | Homestead | PA 15120 | 26346 | | |
| 4700 Wissahickon Ave | Multi-Agency Communication Center | Philadelphia | PA 19144 | 26376 | | |
| 2215 Houston/Hill Church Road | Meadows Complex - suite 4-A | Canonsburg | PA 15317 | 26380 | | |
| 105 Maple St. | Warner Building | Montrose | PA 18801 | 26388 | X | Will continue to monitor for future availability |
| 320 N. 2nd St. | PACSES | Sunbury | PA 17801 | 26390 | | |
| 610 Monroe St. | PACSES | Stroudsburg | PA 18360 | 26394 | | |
| 9475 Roosevelt Boulevard | AAA Mid Atlantic Store | Philadelphia | PA 19114 | 26402 | | |
| 1728 North 2nd Street | - | Harrisburg | PA 17102 | 26422 | | |
| 244 Market Place Blvd. | Monroe Market Place | Selinsgrove | PA 17870 | 26424 | X | Will continue to monitor for future availability |
| 99 William Farrell Drive | TCS593 | Wellsboro | PA 16901 | 26444 | | |
| 2493 East End Blvd | D4-ITS CCTV 27 | Plains Township | PA 18702 | 26450 | | |
| 313 West Liberty St. | Liberty Place | Lancaster | PA 17603 | 26474 | | |
| 747 William Street | - | Avoca | PA 18641 | 26478 | | |
| 860 Durlach Road | Clay Township\NLCRPD Headquarters | Stevens | PA 17578 | 26486 | X | Will continue to monitor for future availability |
| 2nd Floor | 2121 Noblestown Road | Pittsburgh | PA 15205 | 26488 | | |
| 2121 Noblestown Road | 2nd Floor | Pittsburgh | PA 15205 | 26488 | | |
| 1133 New Hanover St. | BCI NE | Hanover Twp | PA 18706 | 26494 | | |
| 33 W. Third Street | Third Street Plaza | Williamsport | PA 17701 | 26504 | | |
| 200 Prushnok Drive | Punxsutawney Community Health Center | Punxsutawney | PA 15756 | 26516 | | |
| 5847 Germantown Avenue | - | Philadelphia | PA 19144-2154 | 26520 | | |
| 4261 N 5th Street | - | Philadelphia | PA 19140 | 26522 | | |
| 3901 Market Street | - | Philadelphia | PA 19104 | 26524 | | |
| 300 Wal-Mart Drive - Suite 130 | FW&GS 1108 | Ebensburg | PA 15931 | 26526 | | |
| 475 3A West Penn Avenue | Cleona Square Shopping Center | Cleona | PA 17042-3140 | 26528 | | |
| 36 Broad Street | PennDOT D05-0 CCTV 1-80WB at PA191 | Stroudsburg | PA 18360 | 26560 | | |
| 3600 Route 611 | PennDOT CCTV I-80WB at PA33 | Bartonsville | PA 18321 | 26562 | | |
| 310 N. 10th Street - Suite 200 | FW&GS 6003 | Lewisburg | PA 17837 | 26568 | X | Will continue to monitor for future availability |
| 1001 Scott Town Center | Temp. 1903 | Bloomsburg | PA 17815 | 26570 | | |
| 1310 W. Main Street | CCTV I-80WB at US209 | Stroudsburg | PA 18360 | 26572 | | |

Appendix Q - Data Service Locations

| ADDRESS 1 | ADDRESS 2 | CITY | STATE/ZIP | SERVICE ID | VOIP | Optional Comments |
|----------------------------------|----------------------------------|-----------------|-----------|------------|------|--|
| 1751 Wilmington Pike - Suite B-6 | Brandywine Mills Shopping Center | Glen Mills | PA 19342 | 26580 | | |
| 100 East Lehigh Avenue | - | Philadelphia | PA 19125 | 26602 | | |
| 1451 County Line Road | - | New Castle | PA 16101 | 26614 | | |
| 375 Floral Avenue | - | Chambersburg | PA 17201 | 26620 | | |
| 119 Airport Road | Air National Guard Armory | Lewis Run | PA 16738 | 26632 | | |
| 1810 Shumway Hill Road | FACD1 | Wellsboro | PA 16901 | 26636 | | |
| 518 MUNICIPAL DRIVE | GACD1 | Duncansville | PA 16635 | 26638 | | |
| 104 Greene Plaza | Greene Plaza | Waynesburg | PA 15370 | 26640 | X | Will continue to monitor for future availability |
| 295 US Highway 6 West | - | Coudersport | PA 16915 | 26648 | | |
| 21 South Brown Street | Suite 2A | Lewistown | PA 17044 | 26650 | | |
| 400 Fayette St | Suite 100 | Conshohocken | PA 19428 | 26654 | X | Will continue to monitor for future availability |
| 615 Howard Avenue | Suite 101 | ALTOONA | PA 16601 | 26662 | | |
| 6750 Hollywood Blvd | Temp 6527 | Delmont | PA 15626 | 26666 | | |
| 179B Levittown Parkway | Temp 0942 | Levittown | PA 19055 | 26670 | | |
| 2 N. Main St. | - | Pittston | PA 18640 | 26698 | | |
| 125 W. DeKalb Pike | Store #4624 | King of Prussia | PA 19406 | 26726 | | |

Appendix R - Compatible Hardware Requirements

RFP 6100039274
Unified Communications & Voice Services

Instructions

The Compatible Hardware Requirements tab of this appendix indicates hardware that is currently in use by the Commonwealth.

Offerors shall complete this appendix if bidding on Lot 2 services.

To complete the tab, the Offeror shall denote any hardware that is not compatible with their solution.

The response options are provided in a drop-down box and are as follows:

X

Any response of "X", denoting incompatibility, must also be explained in the Comments column and the Offeror's Technical Submittal.

The completed matrix must be included as Attachment R in the Offeror's response to this RFP.

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|---------------------------|------------------------------|--|--------------|--|
| Transportation | VOIP Phone | Polycom CX5500 | X | operation through Skype for Business or an IP (Internet Protocol) PBX (Private |
| STATE POLICE | Analog Base Station/Repeater | MOTOROLA MCC 7500 CONSOLE; MOTOROLA | | Requires the Console Telephony Media Gateway |
| STATE POLICE | HEADSETS | Plantronics GN9450ePlantronics CS | | |
| STATE POLICE | PBX | NEC SV8100, SV9100; | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| STATE POLICE | ROUTER | ADTRAN 3200 ROUTER - 56k DDS NETWORK INTERFACE MODULE | | |
| STATE POLICE | VIDEO CONFERENCING | Polycom VX view stations BRI/ISDN Polycom HDX 4000-2 IPPolycom HDX 7000-2 IPPolycom HDX 9000 IPPolycom Grp500-720P IP | | Microsoft/Polycom Certified Video Products include: Group Series Codecs with Polycom Touch Control and MSFT License, Polycom Microsoft SkypeRoom (MSR), CX5100, CX 5500. Standards based legacy video end points, View Station, HDX Series, can connect via the Polycom Real Connect Service for O365. Recommend solution would be to upgrade legacy products to Polycom O365 compatible products. |
| SERS | Access Router | Adtran Netvanta 32xx + 43xx | | |
| SERS | PBX | NEC SV8500 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| SERS | Video Conferencing | Polycom HDX 8000 w/ quad BRI Module. | | Microsoft/Polycom Certified Video Products include: Group Series Codecs with Polycom Touch Control and MSFT License, Polycom Microsoft SkypeRoom (MSR), CX5100, CX 5500. Standards based legacy video end points, View Station, HDX Series, can connect via the Polycom Real Connect Service for O365. Recommend solution would be to upgrade legacy products to Polycom O365 compatible products. |
| SERS | VOIP Phone | NEC DT7xx VOIP Phone | | This device is a digital telephone for use with the NEC Univerge telephone systems; however, the Univerge telephone system <u>IS</u> compatible from a trunk perspective. |
| PUC | Headset | Plantronics - Vista M22 | | |
| Public Utility Commission | Headsets | Jabra 9330 Jabra 920 Pro | | Jabra 9330 is manufacturer EOL (End of Life); it is replaced by the Jabra Pro 920. The USB (Universal Serial Bus) version is compatible with Skype for Business |
| PHMC | Analog | EPIC ET 4300 EPIC 800-EFM | | |
| PHMC | Executone | IDS 42 | | |
| PHMC | Headset | Plantronics CS540 | | |

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|---------|----------------------------|---|--------------|---|
| PHMC | Headset | Plantronics M22 | | |
| PHMC | Headset | Plantronics A10-16 | | |
| PHMC | Headset | Plantronics APS-11 | | |
| PHMC | Headset | Plantronics HL-10 | | |
| PHMC | NEC | Electra Elite IPK II Electra Elite 192 IPK NEC SV8100 | | |
| PHMC | Toshiba | Strata DK 280 | | |
| PennDOT | Conference Phones | Spreadsheet attached | | |
| PennDOT | Headsets and Cameras | spreadsheet attached | | |
| PBPP | Board Room Phone | Polycom | | |
| PBPP | PBX | NEC 300 Series Aastra Toshiba | X | This device is a digital telephone for use with the NEC Univerge telephone systems; however, the Univerge telephone system <u>IS</u> compatible from a trunk perspective. |
| PBPP | Plantronics Headsets | HL10 | | |
| PBPP | Video Conference Equipment | Polycom | | |
| OIG | Headset | Jabra Pro 9460 | | Compatible with Skype for Business via USB (Universal Serial Bus) and desk phones |
| OA | Headsets | Plantronics/ Savi 740 | | |
| Health | Headset | Plantronics CS50 | | |
| FBC | Headsets | Sennheiser and Plantronics | | |
| DOH | Headset | Plantronics HW251N SUPRAPLUS | | |
| DHS | PBX | Fujitsu 9600 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DHS | PBX | NEC SV8300 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|--------------|----------------------------|--------------------------------------|--------------|---|
| DHS | PBX | NEC SV8500 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DHS | PBX | NEC SV9500 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DHS | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DHS | Video Conference Equipment | Polycom | | Some models may require TDM (Time Division Multiplex) telephony gateway |
| DHS | Headsets | Plantronics CS-540 with HL-10 Lifter | | |
| DHS | Headsets | Jabra 9350 with Lifter | | Jabra 9350 is manufacturer EOL (End of Life); it is replaced by the Jabra 9450. Compatible with Skype for Business via USB (Universal Serial Bus) and desk phones |
| DHS | Headsets | Jabra 9460 with Lifter | | Compatible with Skype for Business via USB (Universal Serial Bus) and desk phones |
| DHS | Headsets | Plantronics/ Savi 740 | | |
| DHS | Conference Phones | Polycom SoundStation 2W | | Not Skype certified. |
| DGS and PHMC | Polycom | SoundStation 2 SoundStation 2W | | Not Skype certified. Recommend Polycom Trio 8800 Conference phone. |
| DGS | Executone | IDS | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DGS | Headset | Plantronics CS540 | | |
| DGS | Headset | Plantronics M22 | | |
| DGS | Headset | Plantronics A10-16 | | |
| DGS | Headset | Plantronics APS-11 | | |
| DGS | Headset | Plantronics HL 10 | | |
| DGS | NEC | SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DGS | Toshiba | Strata DK-228 | X | This device is a digital telephone for use with the Toshiba DKT (Digital Telephone System); however, the DKT <u>IS</u> compatible from a trunk perspective. |
| DCNR | Conference Room Phones | Polycom Soundstation 2 | | Not Skype certified. Recommend Polycom Trio 8800 Conference phone. |
| DCNR | VoIP Headsets | Plantronics CS-540 with HL-10 lifter | | |
| DCNR | Key System | Toshiba Strata Vi | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|--------|---------------|--------------------------|--------------|---|
| DCNR | Key System | Toshiba DK-16 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | Toshiba DKT-2010-SD | X | This device is a digital telephone for use with the Toshiba DKT (Digital Telephone System); however, the DKT <u>IS</u> compatible from a trunk perspective. |
| DCNR | Key System | Executone IDS 42 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC NEAX 2000 IVS2 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC Elite IPK II | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEX Electra Elite IPK II | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | Samsung OS-7200 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | Mitel 5000HX | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | Mitel 5000HX | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |

Appendix R - Compatible Hardware Requirements

| AGENCY | HARDWARE TYPE | HARDWARE MAKE/ MODEL | Incompatible | Mandatory Comments (if Incompatible Column = "X") |
|--------|---------------|----------------------|--------------|---|
| DCNR | Key System | NEC SV8100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV9100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV9100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV9100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |
| DCNR | Key System | NEC SV9100 | | Requires analog or digital T1 or PRI (Primary Rate Interface) trunk modules |

Appendix S - Hardware Matrix

RFP 6100039274 Unified Communications & Voice Services

Instructions

The subsequent pages of this appendix provide information regarding hardware desired by the Commonwealth. For Lot 1 hardware, specific requirements are categorized as either Required or Nice to Have.

Offerors shall complete all Lot 1 related tabs if they are bidding on Lot 1. Offerors should complete all Lot 2 related tabs if they are bidding on Lot 2.

The Offeror shall specify the Model, Manufacturer, Name, Description and Warranty period for all devices. For each device the Offeror shall indicate, for each requirement, whether the device meets the requirement.

The response options are provided in a drop-down box and are as follows:

Yes
No

The completed matrix must be included as Attachment S in the Offeror's response to this RFP.

Lot 1 - Desk Phones

| | | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|---------------------------|--|---|---|--|--|--------------------|
| Model | | Microsoft Skype for Business/Lync edition VVX 311 | Microsoft Skype for Business/Lync edition VVX 411 | Microsoft Skype for Business/Lync edition VVX 501 | Microsoft Skype for Business/Lync edition VVX 601 | Microsoft Skype for Business/Lync edition VVX 311 | |
| Manufacturer | | Polycom | Polycom | Polycom | Polycom | Polycom | |
| Name | | VVX 311 | VVX 411 | VVX 501 | VVX 601 | VVX 201 | |
| Description | | Microsoft Skype for Business/Lync edition VVX 311 6-line Desktop Phone with HD Voice, GigE and Polycom UCS SfB/Lync License. Ships without power supply. | Microsoft Skype for Business/Lync edition VVX 411 12-line Desktop Phone with HD Voice, GigE and Polycom UCS SfB/Lync License. Ships without power supply. | Microsoft Skype for Business/Lync edition VVX 501 12-line Desktop Phone with HD Voice, GigE and Polycom UCS SfB/Lync License. Ships without power supply. | Microsoft Skype for Business/Lync edition VVX 601 16-line Desktop Phone with HD Voice, Bluetooth, GigE and Polycom UCS SfB/Lync License. Ships without power supply. | Microsoft Skype for Business/Lync edition VVX 201 2-line Desktop Phone with HD Voice and Polycom UCS SfB/Lync License. Ships without power supply. | |
| Warranty | | 1 year | 1 year | 1 year | 1 year | 1 year | |
| Requirement | Required/ Nice To Have | | | | | | |
| Open SIP standard, non proprietary equipment. | Required | Yes | Yes | Yes | Yes | Yes | |
| Speed dial and/or programmable keys able to be set by user with electronic labeling. | Required | yes | yes | yes | yes | yes | |
| Skype for Business/ O365 certified for on premises or cloud solution. | Required | yes | yes | yes | yes | yes | |
| HD Voice capability. | Nice To Have | Yes | Yes | Yes | Yes | Yes | |
| Call forwarding option that is able to be set by user. | Required | yes | yes | yes | yes | yes | |
| Call hold capability. | Required | yes | yes | yes | yes | yes | |
| Skype for Business like user interface. | Required | yes | yes | yes | yes | yes | |
| Transfer capabilities. | Required | yes | yes | yes | yes | yes | |
| Call waiting notifications. | Required | yes | yes | yes | yes | yes | |
| Full duplex, echo cancellation, and noise reduction. | Required | yes | yes | yes | yes | yes | |
| Call log (journal). | Required | yes | yes | yes | yes | yes | |
| Do not disturb feature that allows user to send all calls directly to voicemail. | Required | yes | yes | yes | yes | yes | |
| Same provisioning method to be used on desk phones and conference phones. | Required | yes | yes | yes | yes | yes | |
| Desk phone should support G.722.1 and/ or G.722.1c. | Required | yes | yes | yes | yes | yes | |
| Voicemail message waiting indicator. | Required | yes | yes | yes | yes | yes | |
| Muting capability. | Required | yes | yes | yes | yes | yes | |
| Redialing capabilities from a journal or recent call log. | Required | yes | yes | yes | yes | yes | |
| Web based GUI allowing user to manipulate features and settings of phones remotely. | Required | yes | yes | yes | yes | yes | |
| Option to add expansion modules for additional programmable keys. | Required | yes | yes | yes | yes | yes | |
| Color display | Nice To Have | No | Yes | Yes | yes | No | |
| Data and time automatically synced with network date and time. | Required | Yes | Yes | Yes | Yes | Yes | |
| Standard RJ11 headset port. | Required | Yes | Yes | Yes | Yes | Yes | |
| Ability for users to sign in to any phone using SfB credentials will all features "following". | Required | Yes | Yes | Yes | Yes | Yes | |
| Call pick up button or programmable button for pick up feature use. | Required | Yes | Yes | Yes | Yes | Yes | |
| Configurable ringing options. | Required | Yes | Yes | Yes | Yes | Yes | |
| Wi-Fi enabled desk phones. | Nice To Have | No | No | no | no | No | |
| Configurable buttons for shared phone lines. | Required | Yes | Yes | Yes | Yes | Yes | |
| Speaker phone capability. | Required | Yes | Yes | Yes | Yes | Yes | |
| Volume control for ringer, headset, handset, and speaker volumes. | Required | Yes | Yes | Yes | Yes | Yes | |
| Ability to access Skype for Business directory. | Required | Yes | Yes | Yes | Yes | Yes | |
| Inbound caller ID synced with Skype Directory for internal calls. | Required | Yes | Yes | Yes | Yes | Yes | |
| Inbound caller ID with name for external calls. | Required | Yes | Yes | Yes | Yes | Yes | |
| Skype for Business favorites automatically sync between phone and SfB client. | Required | Yes | Yes | Yes | Yes | Yes | |
| Administration tool for provisioning devices in bulk. | Required | Yes | Yes | Yes | Yes | Yes | |
| Allows for at least 6 individuals to be conferenced together. | Required | Yes | Yes | Yes | Yes | Yes | |
| At a minimum of 1 Gig data throughput port. | Required | Yes | Yes | Yes | Yes | No | |
| DTMF Tone Generation | Required | Yes | Yes | Yes | Yes | Yes | |

Lot 1 - Conference Phones

| | | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|---|-----------------------------------|--|---|---|--------------------|--------------------|--------------------|
| Model | | Trio 8800 | Trio 8800 Collab Kit | CX 5500 | | | |
| Manufacturer | | Polycom | Polycom | Polycom | | | |
| Name | | Trio 8800 | Trio 8800 Collab Kit | CX5500 | | | |
| Description | | Skype for Business/O365/Lync Edition RealPresence Trio 8800 conf. phone with Polycom UCS Sfb License, built-in Wi-Fi, Bluetooth and NFC. 802.af/at PoE. NO PWR KIT. Incl. 7.6m/25ft Ethernet cable, 1.8m/6ft USB cable | Skype for Business/O365/Lync Edition RP Trio 8800 Collab. Kit, Polycom UCS Sfb License, 802.3af/at PoE. Incl. Trio 8800, Trio Visual+, Logitech C930e, network cables, USB and HDMI cable (1.8m), VESA mount NO PWR KIT | CX5500 Unified Conference Station for Microsoft Lync, use as a USB device or as a stand alone SIP audio conference phone. Includes power-data box, cables, documentation. Power cord: AMER-Type B, NEMA 5-15. | | | |
| Warranty | | 1 year | 1 year | 1 year | | | |
| Requirement | Required/ Nice To Have | | | | | | |
| Open SIP standard, non proprietary equipment. | Required | Yes | Yes | Yes | | | |
| Skype for Business/ O365 certified for on premises or cloud solution. | Required | Yes | Yes | Yes | | | |
| HD Voice capability. | Nice To Have | Yes | Yes | Yes | | | |
| Skype for Business like user interface. | Required | Yes | Yes | Yes | | | |
| Full duplex, echo cancellation, and noise reduction. | Required | Yes | Yes | Yes | | | |
| Call log (journal). | Required | Yes | Yes | Yes | | | |
| Conference phone- exchange calendar join button. Should allow users to invite conference room phone to meetings and subsequently join them from conference phone calendar button. | Required | Yes | Yes | Yes | | | |
| Same provisioning method to be used on desk phones and conference phones. | Required | Yes | Yes | Yes | | | |
| Conference phones should have the ability to configure additional microphones. | Required | Yes | Yes | Yes | | | |
| Conference phone should support G.722.1 and/ or G.722.1c. | Required | Yes | Yes | Yes | | | |
| Muting capability. | Required | Yes | Yes | Yes | | | |
| Data and time automatically synced with network date and time. | Required | Yes | Yes | Yes | | | |
| Speaker phone capability. | Required | Yes | Yes | Yes | | | |
| Volume control for ringer and speaker volumes. | Required | Yes | Yes | Yes | | | |
| Ability to access Skype for Business directory. | Required | Yes | Yes | Yes | | | |
| Allows for at least 6 individuals to be conferenced together for "ad-hoc" conferencing. | Required | Yes | Yes | Yes | | | |
| Calendar function that is synced with user's calendar with ability to join Skype conferences directly from phone calendar. | Required | Yes | Yes | Yes | | | |
| Integrated HD camera @30fps for collaboration meetings | Nice To Have | No | Yes | Yes | | | |

Lot 1 - Soft Phones

| | | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|-----------------------------------|-----------------------------|---------------------------------|-----------------------------|---------------------------|----------------------------------|---|
| Model | | Pro 930 | Evolve 65 | Pro 9470 | Blackwire 320 | Voyager 5200 | Voyager Edge |
| Manufacturer | | Jabra | Jabra | Jabra | Plantronics | Plantronics | Plantronics |
| Name | | Jabra Pro 930 | Evolve 65 | Pro 9470 | Blackwire 320 | Voyager 5200 | Voyager Edge UC |
| Description | | DECT wireless office | Bluetooth® wireless Task | DECT wireless-triple | USB Stereo Headset | Bluetooth® Mobile Headset | USB Bluetooth® Mobile Headset System |
| Warranty | | 1 year | 1 year | 1 year | 1 year | 1 year | 1 year |
| Requirement | Required/ Nice To Have | | | | | | |
| Open SIP standard, non proprietary. | Required | Yes | Yes | Yes | Yes | Yes | Yes |
| Skype for Business/ O365 compatible. | Required | Yes | Yes | Yes | Yes | Yes | Yes |
| HD Voice capability. | Nice To Have | Yes | Yes | Yes | No | No | No |
| Full duplex, echo cancellation, and noise reduction. | Required | Yes | Yes | Yes | Yes | Yes | Yes |
| Wireless Headset softphones | Required | Yes | Yes | Yes | Yes | Yes | Yes |
| Wired Headset softphones | Required | Yes | Yes | Yes | Yes | Yes | Yes |

Lot 2 - Desk Phones

| | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|--|---|---|--|--|---|
| Model | 2700 | 2720 | 2740 | Microsoft Skype for Business/Lync edition VVX 201 | Microsoft Skype for Business/Lync edition VVX 311 | Microsoft Skype for Business/Lync edition VVX 411 |
| Manufacturer | Cortelco | Cortelco | Cortelco | Polycom | Polycom | Polycom |
| Name | Cortelco 2700 | Cortelco 2720 | Cortelco 2740 | VVX 201 | VVX 311 | VVX 411 |
| Description | 7 Series Analog Single Line CID Telephone | 7 Series Analog Two Line CID Telephone | 7 Series Analog 4-Line Telephone | Microsoft Skype for Business/Lync edition VVX 201 2-line Desktop Phone with HD Voice and Polycom UCS Sfb/Lync License. Ships without power supply. | Microsoft Skype for Business/Lync edition VVX 311 6-line Desktop Phone with HD Voice, GigE and Polycom UCS Sfb/Lync License. Ships without power supply. | Microsoft Skype for Business/Lync edition VVX 411 12-line Desktop Phone with HD Voice, GigE and Polycom UCS Sfb/Lync License. Ships without power supply. |
| Warranty | 1 year | 1 year | 1 year | 1 year | 1 year | 1 year |
| Requirement | | | | | | |
| Open SIP standard, non proprietary equipment. | No | No | No | Yes | Yes | Yes |
| Speed dial and/or programmable keys able to be set by user with electronic labeling. | Yes | Yes | Yes | Yes | Yes | Yes |
| Skype for Business/ O365 certified for on premises or cloud solution. | No | No | No | Yes | Yes | Yes |
| HD Voice capability. | No | No | No | Yes | Yes | Yes |
| Call forwarding option that is able to be set by user. | Yes | Yes | Yes | Yes | Yes | Yes |
| Call hold capability. | Yes | Yes | Yes | Yes | Yes | Yes |
| Skype for Business like user interface. | No | No | No | Yes | Yes | Yes |
| Transfer capabilities. | Yes | Yes | Yes | Yes | Yes | Yes |
| Call waiting notifications. | Yes | Yes | Yes | Yes | Yes | Yes |
| Full duplex, echo cancellation, and noise reduction. | No | No | No | Yes | Yes | Yes |
| Call log (journal). | Yes | Yes | Yes | Yes | Yes | Yes |
| Do not disturb feature that allows user to send all calls directly to voicemail. | No | No | No | Yes | Yes | Yes |
| Same provisioning method to be used on desk phones and conference phones. | No | No | No | Yes | Yes | Yes |
| Desk phone should support G.722.1 and/ or G.722.1c. | No | No | No | Yes | Yes | Yes |
| Voicemail message waiting indicator. | Yes | Yes | Yes | Yes | Yes | Yes |
| Muting capability. | Yes | Yes | Yes | Yes | Yes | Yes |
| Redialing capabilities from a journal or recent call log. | Yes | Yes | Yes | Yes | Yes | Yes |
| Web based GUI allowing user to manipulate features and settings of phones remotely. | No | No | No | Yes | Yes | Yes |
| Option to add expansion modules for additional programmable keys. | No | No | No | Yes | Yes | Yes |
| Color display | No | No | No | No | No | Yes |
| Data and time automatically synced with network date and time. | Yes | Yes | Yes | Yes | Yes | Yes |
| Standard RJ11 headset port. | Yes | Yes | Yes | Yes | Yes | Yes |
| Ability for users to sign in to any phone using Sfb credentials will all features "following". | No | No | No | Yes | Yes | Yes |
| Call pick up button or programmable button for pick up feature use. | No | No | No | Yes | Yes | Yes |
| Configurable ringing options. | Yes | Yes | Yes | Yes | Yes | Yes |
| Wi-Fi enabled desk phones. | No | No | No | No | No | No |
| Configurable buttons for shared phone lines. | No | No | No | Yes | Yes | Yes |
| Speaker phone capability. | Yes | Yes | Yes | Yes | Yes | Yes |
| Volume control for ringer, headset, handset, and speaker volumes. | Yes | Yes | Yes | Yes | Yes | Yes |
| Ability to access Skype for Business directory. | No | No | No | Yes | Yes | Yes |
| Inbound caller ID synced with Skype Directory for internal calls. | Yes | Yes | Yes | Yes | Yes | Yes |
| Inbound caller ID with name for external calls. | Yes | Yes | Yes | Yes | Yes | Yes |
| Skype for Business favorites automatically sync between phone and Sfb client. | No | No | No | Yes | Yes | Yes |
| Administration tool for provisioning devices in bulk. | No | No | No | Yes | Yes | Yes |
| Allows for at least 6 individuals to be conferenced together. | Yes | Yes | Yes | Yes | Yes | Yes |
| At a minimum of 1 Gig data throughput port. | No | No | No | No | Yes | Yes |
| DTMF Tone Generation | Yes | Yes | Yes | Yes | Yes | Yes |

Lot 2 - Conference Phones

| | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|---|---|------------------------------|------------------------------|--|---|---|
| Model | SoundStation2W | SoundStation IP6000 | SoundStation IP7000 | Trio 8800 | Trio 8800 Collab Kit | CX 5500 |
| Manufacturer | Polycom | Polycom | Polycom | Polycom | Polycom | Polycom |
| Name | SoundStation2W | SoundStation IP6000 | SoundStation IP7000 | Trio 8800 | Trio 8800 Collab Kit | CX5500 |
| Description | Wireless Analog Conference Room Telephone | IP Conference Room Telephone | IP Conference Room Telephone | Skype for Business/O365/Lync Edition RealPresence Trio 8800 conf. phone with Polycom UCS Sfb License, built-in Wi-Fi, Bluetooth and NFC. 802.af/at PoE. NO PWR KIT. Incl. 7.6m/25ft Ethernet cable, 1.8m/6ft USB cable | Skype for Business/O365/Lync Edition RP Trio 8800 Collab. Kit, Polycom UCS Sfb License, 802.3af/at PoE. Incl. Trio 8800, Trio Visual+, Logitech C930e, network cables, USB and HDMI cable (1.8m), VESA mount NO PWR KIT | CX5500 Unified Conference Station for Microsoft Lync, use as a USB device or as a stand alone SIP audio conference phone. Includes power-data box, cables, documentation. Power cord: AMER-Type B, NEMA 5-15. |
| Warranty | 1 year | 1 year | 1 year | 1 year | 1 year | 1 year |
| Requirement | | | | | | |
| Open SIP standard, non proprietary equipment. | No | Yes | Yes | Yes | Yes | Yes |
| Skype for Business/ O365 certified for on premises or cloud solution. | No | No | No | Yes | Yes | Yes |
| HD Voice capability. | No | Yes | Yes | Yes | Yes | Yes |
| Skype for Business like user interface. | No | No | No | Yes | Yes | Yes |
| Full duplex, echo cancellation, and noise reduction. | Yes | No | No | Yes | Yes | Yes |
| Call log (journal). | No | | | Yes | Yes | Yes |
| Conference phone- exchange calendar join button. Should allow users to invite conference room phone to meetings and subsequently join them from conference phone calendar button. | No | No | No | Yes | Yes | Yes |
| Same provisioning method to be used on desk phones and conference phones. | No | No | No | Yes | Yes | Yes |
| Conference phones should have the ability to configure additional microphones. | Yes | Yes | Yes | Yes | Yes | Yes |
| Conference phone should support G.722.1 and/ or G.722.1c. | No | Yes | Yes | Yes | Yes | Yes |
| Muting capability. | Yes | Yes | Yes | Yes | Yes | Yes |
| Data and time automatically synced with network date and time. | No | Yes | Yes | Yes | Yes | Yes |
| Speaker phone capability. | Yes | Yes | Yes | Yes | Yes | Yes |
| Volume control for ringer and speaker volumes. | Yes | Yes | Yes | Yes | Yes | Yes |
| Ability to access Skype for Business directory. | No | No | No | Yes | Yes | Yes |
| Allows for at least 6 individuals to be conferenced together for "ad-hoc" conferencing. | No | No | No | Yes | Yes | Yes |
| Calendar function that is synced with user's calendar with ability to join Skype conferences directly from phone calendar. | No | No | No | Yes | Yes | Yes |
| Integrated HD camera @30fps for collaboration meetings | No | No | No | No | Yes | Yes |

Lot 2 - Headsets

| | Proposed Device #1 | Proposed Device #2 | Proposed Device #3 | Proposed Device #4 | Proposed Device #5 | Proposed Device #6 |
|--|-----------------------------|-----------------------------|------------------------------|----------------------------------|-------------------------|--------------------------------|
| Model | Pro 9470 | Pro 930 | Biz 1500 | HW261N | CS540 | Savi W740 |
| Manufacturer | Jabra | Jabra | Jabra | Plantronics | Plantronics | Plantronics |
| Name | Pro 9470 | Jabra Pro 930 | Biz 1500 | Supra HW261N | CS540 | Savi W740 |
| Description | DECT wireless-triple | DECT wireless office | Office corded headset | Binaural, Noise-canceling | Convertible DECT | 3-in-1 Convertible DECT |
| Warranty | 1 year | 1 year | 2 years | 2 years | 1 year | 1 year |
| Requirement | | | | | | |
| Open SIP standard, non proprietary. | Yes | Yes | Yes | Yes | Yes | Yes |
| Skype for Business/ O365 compatible. | Yes | Yes | Yes | No | Yes | Yes |
| HD Voice capability. | Yes | Yes | Yes | No | Yes | Yes |
| Full duplex, echo cancellation, and noise reduction. | Yes | Yes | Yes | Yes | Yes | Yes |
| Wireless Headset | Yes | Yes | Yes | No | Yes | Yes |
| Wired Headset | Yes | Yes | Yes | Yes | Yes | Yes |

Appendix T - PBX and Key System Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Offeror shall indicate its current and planned service availability of DID, PRI and SIP services for existing and future PBX and key systems locations.

Offerors shall complete the PBX and Key System Locations tab if bidding in Lot 2 services.

To complete a tab, the Offeror shall indicate whether it can provide the denoted service at the location.

The response options are provided in a drop-down box and are as follows:

Yes
Future
No

Any response of "Future" or "No" must be explained in the column labeled "Comments".

The completed matrix must be included as Attachment T in the Offeror's response to this RFP.

Appendix T - PBX and Key System Locations

| Location ID | ADDRESS | CITY | STATE | ZIP | DID | PRI | SIP | Comments |
|------------------------------|---------------------------------|-------------------|-------|------------|-----|-----|-----|--|
| Administration Bldg | 10745 Rte 18 | Albion | PA | 16475 | Yes | Yes | No | Will continue to monitor for future availability |
| District 5-3 | 1712 Lehigh Street | Allentown | PA | 18103 | Yes | Yes | Yes | |
| Eastern PA Training Facility | Stahr Ave | Anneville | PA | 17003 | Yes | Yes | Yes | |
| P-9-61 FTIG | Stahr Ave | Annville | PA | 17003 | Yes | Yes | Yes | |
| FD-18, Aristes | 16 Weiser Lane | Aristes | PA | 17920 | Yes | Yes | Yes | |
| Luzerne County Maintenance | 381 South Main St | Ashley | PA | 18706 | Yes | Yes | Yes | |
| Tuscarora, Barnesville | 687 Tuscarora Park Road | Barnesville | PA | 18214 | Yes | Yes | No | Will continue to monitor for future availability |
| District 9-1 | 630 E Penn St | Bedford | PA | 15522 | Yes | Yes | Yes | |
| Rte 26 | SCI Rockview | Bellefonte | PA | 16823 | Yes | Yes | Yes | |
| FD-3, Blain | 4455 Big Spring Road | Blain | PA | 17006 | Yes | Yes | No | Will continue to monitor for future availability |
| District 3-1 & 3-3 | 45 Lunger Drive | Bloomsburg | PA | 17815 | Yes | Yes | Yes | |
| District 10-2 | 351 New Castle Road | Butler | PA | 16001 | Yes | Yes | Yes | |
| Bldg 1 Washington | 451 Fullerton Ave | Cambridge Springs | PA | 16403 | Yes | Yes | No | Will continue to monitor for future availability |
| SCI Camp Hill | 2500 Lisburn Rd | Camp Hill | PA | 17001 | Yes | Yes | Yes | |
| District 8-2 | 40 Army Heritage Drive | Carlisle | PA | 17013 | Yes | Yes | Yes | |
| District 8-3 | 619 N Franklin Street | Chambersburg | PA | 17201 | Yes | Yes | Yes | |
| SCI Chester | 500 E 4th St | Chester | PA | 19013 | Yes | Yes | Yes | |
| Western PA Training Facility | 38 Academy Lane | Cheswick | PA | 15024 | Yes | Yes | Yes | |
| District 4-2 | Grove Street and Morgan Highway | Clarks Summit | PA | 18411 | Yes | Yes | No | Will continue to monitor for future availability |
| SCI Coal Township | 1 Kelley Dr | Coal Township | PA | 17866 | Yes | Yes | Yes | |
| District 2-6 | 101 West Locust Street | Coudersport | PA | 16915 | Yes | Yes | Yes | |
| FD-15, Coudersport | 3150 E. Second Street | Coudersport | PA | 16915 | Yes | Yes | Yes | |
| SCI Dallas | 1000 Follies Rd | Dallas | PA | 18612 | Yes | Yes | No | Will continue to monitor for future availability |
| District 6-1 | 229 N Broad St | Doylestown | PA | 18901 | Yes | Yes | Yes | |
| Administration Building | 178 Veterans Blvd | Duncansville | PA | 16635 | Yes | Yes | Yes | |
| FD-20, Dushore | 6735 Rout 220 | Dushore | PA | 18614 | Yes | Yes | No | Will continue to monitor for future availability |
| Ebensburg Center | 4501 Admiral Perry Hwy | Ebensburg | PA | 15931 | Yes | Yes | Yes | |
| - | 1451 N Market St | Elizabethtown | PA | 17022 | Yes | Yes | Yes | |
| Stryker Readiness Center | 1455 N Market St | Elizabethtown | PA | 17022 | Yes | Yes | Yes | |
| District 2-4 | 21013 CCC Memorial Highway | Emporium | PA | 15834 | Yes | Yes | No | Will continue to monitor for future availability |
| FD-13, Emporium | 258 Sizerville Road | Emporium | PA | 15834 | Yes | Yes | No | Will continue to monitor for future availability |
| PA Soldier's & Sailor's Home | 560 E 3d St | Erie | PA | 16512 | Yes | Yes | Yes | |
| District 1-5 | 1460 Pittsburgh Rd | Franklin | PA | 16323 | Yes | Yes | Yes | |
| - | 144 N Main St | Greensburg | PA | 15601 | Yes | Yes | Yes | |
| District 12-5 | 144 Donohoe Road | Greensburg | PA | 15601 | Yes | Yes | Yes | |
| - | 2001 Elmerton Ave | Harrisburg | PA | 17110 | Yes | Yes | Yes | |
| Pennsylvania Emergency Ma | 2605 Interstate Dr | Harrisburg | PA | 17110 | Yes | Yes | Yes | |
| State Employees Retirement | 30 N 3rd St | Harrisburg | PA | 17101 | Yes | Yes | Yes | |
| - | 5 N 5th St | Harrisburg | PA | 17101 | Yes | Yes | Yes | |
| Troop H - HQ | 8000 Bretz Dr | Harrisburg | PA | 17111 | Yes | Yes | Yes | |
| MPOETC | 8002 Bretz Dr | Harrisburg | PA | 17112 | Yes | Yes | Yes | |
| CDC Super Core | 8001 Bretz Dr | Harrisburg | PA | 17112 | Yes | Yes | Yes | |
| COPA Enterprise Only | 1 Technology Prk | Harrisburg | PA | 17110-2913 | Yes | Yes | Yes | |
| Eastgate Bldg | 1010 N 7th St | Harrisburg | PA | 17102 | Yes | Yes | Yes | |
| Labor and Industry Bldg | 651 Boas St | Harrisburg | PA | 17121-0750 | Yes | Yes | Yes | |
| Olcam Building | 1171 S Cameron St | Harrisburg | PA | 17104 | Yes | Yes | Yes | |
| Pitnick Building | 901 N 7th St Rear | Harrisburg | PA | 17120 | Yes | Yes | Yes | |

Appendix T - PBX and Key System Locations

| Location ID | ADDRESS | CITY | STATE | ZIP | DID | PRI | SIP | Comments |
|-----------------------------|---------------------------|----------------|-------|-------|-----|-----|-----|--|
| District 8-5 | 2140 Herr Street | Harrisburg | PA | 17103 | Yes | Yes | Yes | |
| District 4-6 | 986 Texas Palmyra Highway | Honesdale | PA | 18431 | Yes | Yes | Yes | |
| Raccoon Creek, Hookstown | 3000 State Road 18 | Hookstown | PA | 15050 | Yes | Yes | Yes | |
| Raccoon Creek, Wildflower R | 482 State Route 30 | Hookstown | PA | 15050 | Yes | Yes | Yes | |
| SCI Houtzdale | 2009 Industrial Dr | Houtzdale | PA | 16698 | Yes | Yes | Yes | |
| Bald Eagle Inn, Howard | 201 Warbler Way | Howard | PA | 16841 | Yes | Yes | No | Will continue to monitor for future availability |
| SCI Huntingdon | 1100 Pike St | Huntingdon | PA | 16652 | Yes | Yes | Yes | |
| FD-5, Huntingdon | 181 Rothrock Lane | Huntingdon | PA | 16652 | Yes | Yes | Yes | |
| District 2-2 | 1905 Washington Ave | Hyde | PA | 16830 | Yes | Yes | No | Will continue to monitor for future availability |
| Blue Knob, Imler | 124 Park Road | Imler | PA | 16655 | Yes | Yes | No | Will continue to monitor for future availability |
| SCI Pine Grove | 189 Fyock Rd | Indiana | PA | 15701 | Yes | Yes | Yes | |
| Trough Creek, James Creek | RR1 Box 211 | James Creek | PA | 16657 | Yes | Yes | No | Will continue to monitor for future availability |
| Pymatuning | 2660 Williamsfield Road | Jamestown | PA | 16134 | Yes | Yes | No | Will continue to monitor for future availability |
| Bendigo, Johnsonburg | 533 State Park Road | Johnsonburg | PA | 15845 | Yes | Yes | No | Will continue to monitor for future availability |
| Kinzua | 296 Viaduct Road | Kane | PA | 16735 | Yes | Yes | No | Will continue to monitor for future availability |
| District 10-1 | 504 S Waters St | Kittanning | PA | 16201 | Yes | Yes | Yes | |
| SCI Fayette | 50 Overlook Rd | Labelle | PA | 15450 | Yes | Yes | Yes | |
| District 3-6 | 322 Park Street | Laporte | PA | 18626 | Yes | Yes | No | Will continue to monitor for future availability |
| District 8-8 | 1445 Cumberland St | Lebanon | PA | 17042 | Yes | Yes | Yes | |
| District 5-2 | 930 Bridge Street | Leighton | PA | 18235 | Yes | Yes | Yes | |
| Gifford Pinchot, Lewisberry | 2200 Rosstown Road | Lewisberry | PA | 17339 | Yes | Yes | Yes | |
| District 3-8 | 612 Fairground Road | Lewisburg | PA | 17837 | Yes | Yes | No | Will continue to monitor for future availability |
| Loysville YDC | 10 Opportunity Dr | Loysville | PA | 17047 | Yes | Yes | No | Will continue to monitor for future availability |
| SCI Forest | Box 307 Hard Rock Dr | Marienville | PA | 16239 | Yes | Yes | No | Will continue to monitor for future availability |
| District 9-4 | 22907 Great Cove Road | McConnellsburg | PA | 17233 | Yes | Yes | Yes | |
| FD-2, McConnellsburg | 440 Buchanan Trail | McConnellsburg | PA | 17233 | Yes | Yes | Yes | |
| Crawford CAO | 1084 Water St | Meadville | PA | 16335 | Yes | Yes | Yes | |
| District 1-1 | 18492 Smock Hwy | Meadville | PA | 16335 | Yes | Yes | Yes | |
| District 6-3 | 426 Old Middletown Rd | Media | PA | 19063 | Yes | Yes | Yes | |
| SCI Mercer | 801 Butler Prk | Mercer | PA | 16137 | Yes | Yes | Yes | |
| District 4-4 | 101 Bennett Ave | Milford | PA | 18337 | Yes | Yes | No | Will continue to monitor for future availability |
| District 2-1 | 1038 Ridge Road | Mill Hall | PA | 17751 | Yes | Yes | Yes | |
| Troop F - HQ | 899 Cherry St | Montoursville | PA | 17754 | Yes | Yes | Yes | |
| District 4-5 | 111 Spruce Street | Montrose | PA | 18801 | Yes | Yes | No | Will continue to monitor for future availability |
| Jacobsville EEC, Nazareth | 400 Belfast Rd | Nazareth | PA | 18064 | Yes | Yes | Yes | |
| District 8-9 | 413 W Main St | New Bloomfield | PA | 17068 | Yes | Yes | Yes | |
| BCI SE | 1399 Sterigere St | Norristown | PA | 19401 | Yes | Yes | Yes | |
| District 6-4 | Swede Rd & Johnson Hwy | Norristown | PA | 19404 | Yes | Yes | Yes | |
| FD-14, North Warren | 323 N. State Street | North Warren | PA | 16365 | Yes | Yes | Yes | |
| Ohiopyle | 124 Main Street | Ohiopyle | PA | 15470 | Yes | Yes | No | Will continue to monitor for future availability |
| FD-9, Penfield | 3372 State Park Road | Penfield | PA | 15849 | Yes | Yes | No | Will continue to monitor for future availability |
| Troop K - HQ | 2201 Belmont Ave | Philadelphia | PA | 19131 | Yes | Yes | Yes | |
| District 6-5 | 1901 Ruffner St | Philadelphia | PA | 19140 | Yes | Yes | Yes | |
| Box 99901 SCI Pittsburgh | 1 Doerr St | Pittsburgh | PA | 15233 | Yes | Yes | Yes | |
| PBPP Pittsburgh DO | 134 Enterprise St | Pittsburgh | PA | 15206 | Yes | Yes | Yes | |
| Southwestern Veterans Cent | 7060 Highland Dr | Pittsburgh | PA | 15206 | Yes | Yes | Yes | |
| District 11-1 | 2 Fox Chapel Road | Pittsburgh | PA | 15238 | Yes | Yes | Yes | |

Appendix T - PBX and Key System Locations

| Location ID | ADDRESS | CITY | STATE | ZIP | DID | PRI | SIP | Comments |
|------------------------------|------------------------------|---------------------|-------|-------|-----|-----|-----|--|
| Fort Pitt Garage | 4 Parkway West | Pittsburgh | PA | 15222 | Yes | Yes | Yes | |
| Fort Pitt Tunnel | Fort Pitt Tunnel - South End | Pittsburgh | PA | 15221 | Yes | Yes | Yes | |
| Polk Center | 1 Lakewood Cir North | Polk | PA | 16342 | Yes | Yes | Yes | |
| FD-10, Renovo | 15187 Renovo Road | Renovo | PA | 17764 | Yes | Yes | Yes | |
| District 2-8 | 32 St. Leo Ave. | Ridgeway | PA | 15859 | Yes | Yes | No | Will continue to monitor for future availability |
| District 11-2 | 155 Stewart Ave | Rochester | PA | 15074 | Yes | Yes | Yes | |
| Northeastern Veterans Center | 401 Penn Ave | Scranton | PA | 18503 | Yes | Yes | Yes | |
| Scranton AFRC | 3401 Olyphant Avenue | Scranton | PA | 18509 | Yes | Yes | Yes | |
| SCI Somerset | 1590 Walters Mill Rd | Somerset | PA | 15510 | Yes | Yes | Yes | |
| Bldg A | 5706 Glades Pke | Somerset | PA | 15501 | Yes | Yes | Yes | |
| District 9-7 | 1312 N Center Ave | Somerset | PA | 15501 | Yes | Yes | Yes | |
| Laurel Hill, Somerset | 1454 Laurel Hill Park Road | Somerset | PA | 15501 | Yes | Yes | Yes | |
| South Mountain Restoration | 10058 South Mountain Rd | South Mountain | PA | 17261 | Yes | Yes | No | Will continue to monitor for future availability |
| Southeastern Veterans Center | 1 Veterans' Dr | Spring City | PA | 19475 | Yes | Yes | Yes | |
| Penn Nursery, Spring Mills | 137 Penn Nursery Road | Spring Mills | PA | 16875 | Yes | Yes | No | Will continue to monitor for future availability |
| District 5-4 | 5684 Route 611 | Stroudsburg | PA | 18360 | Yes | Yes | Yes | |
| - | 225 Market Street | Sunbury | PA | 17801 | Yes | Yes | Yes | |
| District 3-4 | 355 Dewart Street | Sunbury | PA | 17801 | Yes | Yes | Yes | |
| District 1-3 | 645 Elm Street | Tionesta | PA | 16353 | Yes | Yes | No | Will continue to monitor for future availability |
| Torrance State Hospital AHN | Torrance State Hospital | Torrance | PA | 15779 | Yes | Yes | Yes | |
| Bradford CAO | 1 Progress Plz | Towanda | PA | 18848 | Yes | Yes | Yes | |
| District 3-9 | 340 York Ave. | Towanda | PA | 18848 | Yes | Yes | Yes | |
| District 4-7 | 1 Franklin Ave | Tunkhannock | PA | 18657 | Yes | Yes | No | Will continue to monitor for future availability |
| Warren State Hospital | 33 Main Dr | Warren | PA | 16365 | Yes | Yes | Yes | |
| District 1-6 | 20745 Route 6 | Warren | PA | 16365 | Yes | Yes | Yes | |
| Washington Crossing | 1112 River Road | Washington Crossing | PA | 18977 | Yes | Yes | Yes | |
| District 1-2 | 9031 Peach Street | Waterford | PA | 16441 | Yes | Yes | Yes | |
| FD-12, Waterville | 10 Lower Pine Bottom Road | Waterville | PA | 17776 | Yes | Yes | Yes | |
| SCI Waymart | 139 West Carbondale Road | Waymart | PA | 18472 | Yes | Yes | No | Will continue to monitor for future availability |
| Greene CAO | 100 Greene Plz | Waynesburg | PA | 15370 | Yes | Yes | No | Will continue to monitor for future availability |
| SCI Greene | 1030 E Roy Furman Hwy | Waynesburg | PA | 15370 | Yes | Yes | No | Will continue to monitor for future availability |
| District 12-2 | 129 Jefferson Road | Waynesburg | PA | 15370 | Yes | Yes | No | Will continue to monitor for future availability |
| District 3-7 | 6 Berwart Street | Wellsboro | PA | 16901 | Yes | Yes | No | Will continue to monitor for future availability |
| Rte 422 & Sportsman's Rd | Wernersville State Hospital | Wernersville | PA | 19565 | Yes | Yes | Yes | |
| White Haven Center | 827 Oley Valley Rd | White Haven | PA | 18661 | Yes | Yes | No | Will continue to monitor for future availability |
| DOR | 47 S Washington St | Wilkes Barre | PA | 18701 | Yes | Yes | Yes | |
| Eastern Area Office | 3566 Old Route 22 | Windsor | PA | 19526 | Yes | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

RFP 6100039274
Unified Communications & Voice Services

Instructions

The Offeror shall indicate its current and planned service availability of Centrex analog services for existing and future key systems locations.

Offerors shall complete the Centrex Analog Service Locations tab if bidding in Lot 2 services.

To complete a tab, the Offeror shall indicate whether it can provide the denoted service at the location.

The response options are provided in a drop-down box and are as follows:

Yes

Future

No

Any response of "Future" or "No" must be explained in the column labeled "Comments".

The completed matrix must be included as Attachment U in the Offeror's response to this RFP.

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|--------------------------------|----------------|-------|------------|------|---------|--|
| - | - | Cheltenham | PA | 19102 | Yes | Yes | |
| Wyoming CAO | #5 Cross Country Complex | Tunkhannock | PA | 18657 | Yes | Yes | |
| Stockpile 02 | 0.125 Mi off Twp Rd 962 | New Florence | PA | 15944 | Yes | Yes | |
| PennDOT HAR | 0.25 Mi W of Colebrook Rte 241 | Mt Gretna | PA | 17064 | Yes | Yes | |
| | 02 Kline Plaza | Harrisburg | PA | 17104 | Yes | Yes | |
| | 1 @ Carlisle Pke | Camp Hill | PA | 17011 | Yes | Yes | |
| Old Economy Village | 1 AHN Industrial Hwy | Tinicum | PA | 19113 | Yes | Yes | |
| Visitor Center | 1 AHN SR 522 | Decatur | PA | 17841 | Yes | Yes | |
| | 1 Alexandra Ct | Carlisle | PA | 17013 | Yes | Yes | |
| Mr Vaughn Lohr - BOIS | 1 Belle Vista Dr | East Pennsboro | PA | 17053 | Yes | Yes | |
| Shed 11 | 1 Boyce Rd | Robinson | PA | 15949 | Yes | Yes | |
| | 1 Clidco Dr | Carbondale | PA | 18407 | Yes | Yes | |
| Troop D - Beaver - BEAV680 | 1 Corporate Dr | Bedford | PA | 15522 | Yes | Yes | |
| - | 1 Courthouse Sq | Carlisle | PA | 17013 | Yes | No | Will continue to monitor for future availability |
| - | 1 Dark Hollow Rd | Tunkhannock | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| PBPP Beaver Falls SO | 1 Davis Rd | New Castle | PA | 16117 | Yes | Yes | |
| Municipal Building | 1 Doerr St | Pittsburgh | PA | 15233 | Yes | Yes | |
| Shelter Copams | 1 E Stadium Dr | Pittsburgh | PA | 15212 | Yes | Yes | |
| - | 1 Forestwood Dr | Pittsburgh | PA | 15237 | Yes | Yes | |
| Chippewa Center | 1 Fort Pitt Tunnel | Pittsburgh | PA | 15210 | Yes | Yes | |
| Troop B - Belle Vernon | 1 Franklin Ave | Tunkhannock | PA | 18657 | Yes | Yes | |
| DLC-64 Belle Vernon | 1 Harrisburg School Rd | Quakertown | PA | 18951 | Yes | Yes | |
| ATR 370 | 1 Haymaker Rd | Monroeville | PA | 15146 | Yes | Yes | |
| - | 1 Hickory Run | White Haven | PA | 18661 | Yes | Yes | |
| Snow Removal Sta 112+00 | 1 High Rock Road | Hanover | PA | 17331 | Yes | Yes | |
| | 1 I-80 | Shenango | PA | 16125 | Yes | Yes | |
| | 1 Kane Ln | Taylor | PA | 18517 | Yes | Yes | |
| DLC-13 Bridgeville and LCB # 0298 | 1 Kelley Dr | Coal Township | PA | 17866 | Yes | Yes | |
| Polk Center | 1 Lakewood Cir North | Polk | PA | 16342 | Yes | Yes | |
| District 11-0 | 1 Logan Valley Mall | Altoona | PA | 16602 | Yes | Yes | |
| - | 1 Mi N of Cherrytree | Cherry Tree | PA | 15724 | Yes | Yes | |
| - | 1 Mi S off PA 23 | Leola | PA | 17604 | Yes | Yes | |
| | 1 Morton Ave | Chester | PA | 19013 | Yes | Yes | |
| | 1 N I-95 | Marcus Hook | PA | 19061 | Yes | Yes | |
| | 1 Nessmuk Ln | Wellsboro | PA | 16901 | Yes | Yes | |
| RWIS Site 0106 | 1 Novelty Place | Mansfield | PA | 16933 | Yes | No | Will continue to monitor for future availability |
| | 1 Peninsula Drive | Erie | PA | 16505 | Yes | Yes | |
| | 1 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| District 7-29 | 1 Prison Rd | Skippack | PA | 19426 | Yes | No | Will continue to monitor for future availability |
| Bradford CAO | 1 Progress Plz | Towanda | PA | 18848 | Yes | Yes | |
| Cabin Colony | 1 Rockview Place | Bellefonte | PA | 16823 | Yes | Yes | |
| Reststop | 1 S Liberty Tunnel | Pittsburgh | PA | 15210 | Yes | Yes | |
| BEAV690 | 1 S Main St | Coudersport | PA | 16915 | Yes | Yes | |
| DON060 | 1 Star Rte | Renovo | PA | 17764 | Yes | Yes | |
| Washington CAO/Valley District | 1 Station Cir | Narberth | PA | 19072 | Yes | Yes | |
| District 11-15 | 1 Technology Prk | Harrisburg | PA | 17110-2913 | Yes | Yes | |
| | 1 Tower Rd | New Hope | PA | 18938 | Yes | Yes | |
| Stockpile 5 | 1 Upper Indian Head Rd | Oaks | PA | 19456 | Yes | Yes | |
| Michael Parrucci | 1 Veterans' Dr | Spring City | PA | 19475 | Yes | Yes | |
| Pike CAO | 10 Buist Rd | Milford | PA | 18337 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|---------------------------------------|-----------------|-------|------------|------|---------|--|
| | 10 Dolores Dr | Wyoming | PA | 18644 | Yes | No | Will continue to monitor for future availability |
| | 10 Lawrence Rd | Broomall | PA | 19008 | Yes | Yes | |
| Park Office | 10 Lower Pine Bottom Rd | Waterville | PA | 17776 | Yes | Yes | |
| Satellite Office | 10 Old Clairton Rd | Pittsburgh | PA | 15236 | Yes | Yes | |
| Loysville YDC | 10 Opportunity Dr | Loysville | PA | 17047 | Yes | Yes | |
| LR 04013 N of TR 68 | 10 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| | 10 Ridge Dr | Carlisle | PA | 17015 | Yes | Yes | |
| | 10 W Centre Ave | Newtown | PA | 18940 | Yes | Yes | |
| Luzerne CAO/Hazleton District | 10 W Chestnut St | Hazleton | PA | 18201 | Yes | Yes | |
| - | 10 Westside Dr | Carbondale | PA | 18407 | Yes | Yes | |
| | 100 11-15 Route | Duncannon | PA | 17020 | Yes | Yes | |
| Mon Valley Community Health Center | 100 Brugh Ave | Butler | PA | 16001 | Yes | Yes | |
| | 100 Casale Ct | Ebensburg | PA | 15931 | Yes | Yes | |
| Greene CAO | 100 Greene Plz | Waynesburg | PA | 15370 | Yes | Yes | |
| - | 100 Hadley Rd | Greenville | PA | 16125 | Yes | Yes | |
| | 100 Hastings St | Williamsport | PA | 17701 | Yes | Yes | |
| Penn Pavilion | 100 I-79 SB | Portersville | PA | 16051 | Yes | No | Will continue to monitor for future availability |
| Chester CAO | 100 James Buchanan Dr | Thorndale | PA | 19372 | Yes | Yes | |
| Scranton State Office Building | 100 Lackawanna Ave | Scranton | PA | 18503-1923 | Yes | Yes | |
| DLC-9 New Kensington | 100 Lewicki Rd | Canonsburg | PA | 15317 | Yes | Yes | |
| | 100 Lower Lake Road | Greentown | PA | 18426 | Yes | Yes | |
| | 100 Main St | Schwenksville | PA | 19473 | Yes | Yes | |
| | 100 Margaret St | New Castle | PA | 16101 | Yes | Yes | |
| Bldg S-14 - ALLE605 | 100 Match Factory Place | Bellefonte | PA | 16823 | Yes | Yes | |
| Juniata CAO | 100 Meadow Ln | Mifflintown | PA | 17059 | Yes | Yes | |
| | 100 Museum Rd | Newmanstown | PA | 17073 | Yes | No | Will continue to monitor for future availability |
| PennDOT D11-21 Rochester Annex | 100 N Westmoreland Ave | Greensburg | PA | 15601 | Yes | Yes | |
| District 11-2 - BEAV609 | 100 New Salem Rd | Uniontown | PA | 15401 | Yes | Yes | |
| Near Chippewa | 100 North Cameron St | Harrisburg | PA | 17120 | Yes | Yes | |
| Darlington Boro | 100 North Wilkes Barre Blvd Suite 220 | Wilkes Barre | PA | 18702 | Yes | Yes | |
| - | 100 PanCoast Street | Throop | PA | 18512 | Yes | Yes | |
| | 100 Penn Ave | Scranton | PA | 18503 | Yes | Yes | |
| Jefferson CAO | 100 Prushnok Dr | Punxsutawney | PA | 15767 | Yes | Yes | |
| Developmental Disabilities Counsel | 100 Robinson Centre Dr | Pittsburgh | PA | 15205 | Yes | Yes | |
| | 100 Ross Road | King of Prussia | PA | 19406 | Yes | Yes | |
| Lawrence CAO | 100 S Jefferson St | New Castle | PA | 16101 | Yes | Yes | |
| - | 100 State St | Erie | PA | 16507 | Yes | Yes | |
| | 100 W Main St | Landsdale | PA | 19446 | Yes | Yes | |
| TyAnn Neal | 100 West Penn Ave | Robesonia | PA | 19551 | Yes | Yes | |
| - | 1000 Bridge St | Lehighton | PA | 18235 | Yes | Yes | |
| | 1000 Commerce Park Dr | Williamsport | PA | 17701 | Yes | Yes | |
| | 1000 E Bishop St | Bellefonte | PA | 16823 | Yes | Yes | |
| Sandy Zeleznik | 1000 E Bishop St (rear) | Bellefonte | PA | 16823 | Yes | Yes | |
| Carnegie Anti-Icing (ITS) | 1000 E Cumberland St | Lebanon | PA | 17042 | Yes | Yes | |
| | 1000 Follies Rd | Dallas | PA | 18612 | Yes | Yes | |
| | 1000 I-70 E | Donegal | PA | 15323 | Yes | Yes | |
| BOIS David Pitaro | 1000 Lambs Creek Rd | Mansfield | PA | 16933 | Yes | No | Will continue to monitor for future availability |
| - | 1000 Leonard St | Clearfield | PA | 16830 | Yes | Yes | |
| Troop B - Findlay | 1000 Liberty Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| | 1000 Meyersdale Bypass | Meyersdale | PA | 15552 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|----------------------------|------------------|-------|------------|------|---------|--|
| | 1000 Route 219 | Jerome | PA | 15937 | Yes | Yes | |
| Selinsgrove Center | 1000 Rte 522 | Selinsgrove | PA | 17870 | Yes | Yes | |
| U.C Service Center | 1000 S Market St | Bloomsburg | PA | 17815 | Yes | Yes | |
| | 1000 Sycamore Mills Rd | Media | PA | 19063 | Yes | Yes | |
| | 1001 E Hector St | Conshohocken | PA | 19428 | Yes | Yes | |
| | 1001 Lindale Avenue | Drexel Hills | PA | 19026 | Yes | Yes | |
| | 1001 N Delaware Ave | Philadelphia | PA | 19123 | Yes | Yes | |
| | 1001 Quarryhill Rd | Warfordsburg | PA | 17267 | Yes | No | Will continue to monitor for future availability |
| | 1001 Scott Town Ctr | Bloomsburg | PA | 17815 | Yes | Yes | |
| Erie H&A | 1001 State St | Erie | PA | 16501 | Yes | Yes | |
| | 1001 State Street | Erie | PA | 16501 | Yes | Yes | |
| Norristown State Hospital | 1001 Sterigere St | Norristown | PA | 19401 | Yes | Yes | |
| - | 1001 Winter St | Philadelphia | PA | 19107 | Yes | Yes | |
| | 1001B Mulberry St | Berwick | PA | 18603 | Yes | Yes | |
| | 1002 W Hamilton St | Allentown | PA | 18103 | Yes | Yes | |
| - | 10025 South Mountain Rd | Fayetteville | PA | 17222 | Yes | Yes | |
| - | 1003 Pennsylvania Ave West | Warren | PA | 16365 | Yes | Yes | |
| Sheryl R. Kamp | 10034 Raystown Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| Allegheny CAO/Southeast District | 1005 Crossroads Blvd | Reading | PA | 19605 | Yes | Yes | |
| South Mountain STU | 10056 South Mountain Rd | South Mountain | PA | 17261 | Yes | Yes | |
| South Mountain Restoration Center | 10058 South Mountain Rd | South Mountain | PA | 17261 | Yes | No | |
| Willow Oak Building | 1006 Hemlock Dr | Harrisburg | PA | 17110-3595 | Yes | Yes | |
| | 1006 Pittston Ave | Scranton | PA | 18505 | Yes | Yes | |
| | 1007 Franklin Rd | Jackson Center | PA | 16133 | Yes | Yes | |
| - | 1008 Wyoming Ave | Wyoming | PA | 18644 | Yes | Yes | |
| | 10095 Timber Ridge | Big Cove Tannery | PA | 17212 | Yes | No | Will continue to monitor for future availability |
| | 10099 Lincoln Way E | Fayetteville | PA | 17222 | Yes | Yes | |
| - | 100A Pine Drive | Harrisburg | PA | 17103 | Yes | Yes | |
| | 101 Bennett Ave | Milford | PA | 18337 | Yes | Yes | |
| Food Distribution | 101 Commonwealth Pl | Pittsburgh | PA | 15222 | Yes | Yes | |
| Maintenance Shed | 101 E Olney Ave | Philadelphia | PA | 19120 | Yes | Yes | |
| | 101 East Olney Avenue | Philadelphia | PA | 19120 | Yes | Yes | |
| | 101 Hawkins Rd | Towanda | PA | 18848 | Yes | Yes | |
| | 101 Hilldale Rd | Cheltenham | PA | 19012 | Yes | Yes | |
| | 101 Keystone Park Rd | New Alexandria | PA | 15670 | Yes | Yes | |
| Carbon CAO | 101 Lehigh Dr | Lehighton | PA | 18235 | Yes | Yes | |
| Stockpile 6 | 101 Limbaugh Rd | Waterville | PA | 17776 | Yes | Yes | |
| 10th Ward | 101 Meadow Dr | Ligonier | PA | 15658 | Yes | Yes | |
| | 101 Park Ave | Cresson | PA | 16630 | Yes | Yes | |
| - | 101 Penn Ave | Scranton | PA | 18503 | Yes | Yes | |
| PGHMCLA | 101 Pine Grove Rd | Fayetteville | PA | 17222 | Yes | Yes | |
| | 101 Preston Way | Falls Creek | PA | 15840 | Yes | Yes | |
| Robinson Mall | 101 S 25th St | Harrisburg | PA | 17104 | Yes | Yes | |
| Suite 301 | 101 S 2nd St | Harrisburg | PA | 17101 | Yes | Yes | |
| Weather Station | 101 S 38th St | Harrisburg | PA | 17111 | Yes | Yes | |
| De-icing Pump House | 101 S Mercer St | New Castle | PA | 16101 | Yes | Yes | |
| - | 101 Secane Ave | Pittsburgh | PA | 15211 | Yes | Yes | |
| | 101 Swamp Rd | Newtown | PA | 18940 | Yes | Yes | |
| | 1010 Lincoln Way W | Chambersburg | PA | 17201 | Yes | Yes | |
| Allegheny CAO/Greater Pgh East | 1010 N 7th St | Harrisburg | PA | 17102 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------|-------------------------------|------------------|-------|-------|------|---------|--|
| Southwestern Veterans Center | 101-105 N Main St | Wilkes Barre | PA | 18701 | Yes | Yes | |
| PBPP Pittsburgh DO | 1012 W View Park Dr | Pittsburgh | PA | 15229 | Yes | Yes | |
| PBPP Pittsburgh DO | 1015 Bridge Rd | Creamery | PA | 19430 | Yes | Yes | |
| | 1015 Rte 522 S | Selinsgrove | PA | 17870 | Yes | Yes | |
| | 1017 Lovedale Hollow Rd | Elizabeth | PA | 15037 | Yes | Yes | |
| HAR Transmitter 31 | 1019 Glades Pke | Somerset | PA | 15501 | Yes | Yes | |
| | 102 E Main St | Carnegie | PA | 15106 | Yes | Yes | |
| District 11-3 | 102 Industrial Rd | Hegins | PA | 17838 | Yes | Yes | |
| North End Lbrty Tnl | 102 Main St | Petrolia | PA | 16050 | Yes | Yes | |
| South End Lbrty Tnl | 102 Margaret St | New Castle | PA | 16101 | Yes | Yes | |
| West End Squirrel Hill Tunnel | 102 N 8th Ave | Lebanon | PA | 17046 | Yes | Yes | |
| Liberty Tunnel Fan House | 1021 Delchester Rd | Newtown Square | PA | 19073 | Yes | Yes | |
| District 11-31 | 1022 W Sunbury Rd | West Sunbury | PA | 16061 | Yes | No | Will continue to monitor for future availability |
| | 1025 Henrys Rd | Latrobe | PA | 15650 | Yes | No | Will continue to monitor for future availability |
| Clearfield CAO | 1025 Leonard St | Clearfield | PA | 16830 | Yes | Yes | |
| Rivers Casino | 1025 Little Mountain Rd | Myerstown | PA | 17067 | Yes | Yes | |
| - | 1025 Route 706 | Wyalusing | PA | 18853 | Yes | Yes | |
| - | 1025 Washington Pke | Bridgeville | PA | 15017 | Yes | Yes | |
| - | 1025 Washington Pke Units G-H | Bridgeville | PA | 15017 | Yes | Yes | |
| - | 10266 Rte 58 | Callensburg | PA | 16213 | Yes | Yes | |
| | 10267 Tyler Road | Penfield | PA | 15849 | Yes | No | Will continue to monitor for future availability |
| | 10287 Rte 30 | North Huntingdon | PA | 15642 | Yes | Yes | |
| | 1029 N Easton Rd | Willow Grove | PA | 19090 | Yes | Yes | |
| | 103 East Union Street | Punxsutawney | PA | 15767 | Yes | Yes | |
| - | 103 Lincoln Ave | West Wyoming | PA | 18644 | Yes | Yes | |
| - | 103 One Norwegian Plz | Pottsville | PA | 17901 | Yes | Yes | |
| | 103 W Cheltenham Ave | Cheltenham | PA | 19012 | Yes | Yes | |
| Apt 1 | 103 Wonderly Dr | Sarver | PA | 16055 | Yes | Yes | |
| | 1030 E Roy Furman Hwy | Waynesburg | PA | 15370 | Yes | Yes | |
| | 1030 McClay St | Harrisburg | PA | 17110 | Yes | Yes | |
| | 1031 Buckwheat Hollow Rd | Lawrenceville | PA | 16929 | Yes | No | Will continue to monitor for future availability |
| Regional Enterprise Towers | 1036 Lititz Pike | Lititz | PA | 17543 | Yes | Yes | |
| Frick Building | 1037 Mile Hill Rd | Hazleton | PA | 18201 | Yes | Yes | |
| - | 1038 Latrobe 30 Plz Ste 311 | Latrobe | PA | 15650 | Yes | Yes | |
| Greene CAO | 104 Greene Plaza | Waynesburg | PA | 15370 | Yes | Yes | |
| 11 Parkway Center | 104 Industrial Dr West | Valencia | PA | 16059 | Yes | No | Will continue to monitor for future availability |
| Foster Plaza Building 10 | 10445 Forest Lake Rd | Montrose | PA | 18801 | Yes | No | Will continue to monitor for future availability |
| SERS Pittsburgh | 1046 Belvoir Rd | Plymouth Meeting | PA | 19462 | Yes | Yes | |
| | 10462 Rockton Mountain Hwy | Clearfield | PA | 16830 | Yes | Yes | |
| | 105 3rd St | Charleroi | PA | 15022 | Yes | Yes | |
| - | 105 Angstadt Ln | Birdsboro | PA | 19508 | Yes | Yes | |
| DHS OCYF-OCDEL | 105 E Park St | Hollidaysburg | PA | 16648 | Yes | Yes | |
| Allegheny LI BVRS/BVVS District | 105 Harrison Ave | Greensburg | PA | 15601 | Yes | Yes | |
| - | 105 Owl Hollow Rd | Millerstown | PA | 17062 | Yes | No | Will continue to monitor for future availability |
| - | 105 River Road | Cooksburg | PA | 16217 | Yes | Yes | |
| Gateway Center | 1050 E Philadelphia Ave | Gilbertsville | PA | 19525 | Yes | Yes | |
| Warner Center | 1050 Pine Grove Rd | Gardners | PA | 17324 | Yes | Yes | |
| Federal Building | 10510 Hill Rd | Waterford | PA | 16441 | Yes | Yes | |
| DOR | 1052 S Church St | Hazleton | PA | 18201 | Yes | Yes | |
| Riverfront | 1054 E Baltimore Pke | Kennett Square | PA | 19348 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------|--------------------------------|------------------|-------|------------|------|---------|--|
| Fort Pitt Museum | 1054 Ridge Road | Mill Hall | PA | 17751 | Yes | Yes | |
| DEP SW Regional Ofcs @ Pgh | 10574 US Rte 6 N | Albion | PA | 16401 | Yes | No | Will continue to monitor for future availability |
| - | 106 Allegheny River Blvd | Verona | PA | 15147 | Yes | Yes | |
| Point State Park | 106 Ardmore Ave | Tamaqua | PA | 18252 | Yes | Yes | |
| Fort Pitt Garage | 106 Duncomb St | Oil City | PA | 16301 | Yes | Yes | |
| | 106 Margaret St | New Castle | PA | 16101 | Yes | Yes | |
| | 106 Stone Lodge Road | Derry | PA | 15627 | Yes | Yes | |
| | 106 W Harford St | Milford | PA | 18337 | Yes | Yes | |
| | 1060 E National Pke | Amwell | PA | 15301 | Yes | Yes | |
| | 1060 N 9th St | Stroudsburg | PA | 18360 | Yes | Yes | |
| | 1060 Pennsylvania Ave | Matamoras | PA | 18336 | Yes | Yes | |
| Maint Shed Gotech | 1060 Plowman Rd | Vintondale | PA | 15961 | Yes | Yes | |
| | 10649 Somerset Pke | Somerset | PA | 15501 | Yes | Yes | |
| | 1065 SR 390 Hi County Cottages | Greentown | PA | 18426 | Yes | Yes | |
| | 1066 Blooming Grove Rd | Hanover | PA | 17331 | Yes | Yes | |
| - | 1067 W Baltimore Pk | Media | PA | 19063 | Yes | Yes | |
| Wayne CAO | 107 8th St | Honesdale | PA | 18431 | Yes | Yes | |
| CCC Pitts #3 | 107 Kinsley Dr Ste 104 | Brodheadsville | PA | 18322 | Yes | No | Will continue to monitor for future availability |
| Box 99901 SCI Pittsburgh | 107 W 18th St | Erie | PA | 16501 | Yes | Yes | |
| - | 107 W High St | Milford | PA | 18337 | Yes | Yes | |
| SCI Pittsburgh | 1070 Eberly Way | Lemont Furnace | PA | 15456 | Yes | Yes | |
| DOR | 1070 Lake Meade Rd | East Berlin | PA | 17316 | Yes | No | Will continue to monitor for future availability |
| PBPP Pitts North Shore SO | 10720 W Main St | North East | PA | 16428 | Yes | No | Will continue to monitor for future availability |
| - | 10745 Rte 18 | Albion | PA | 16475 | Yes | Yes | |
| | 1078 Petroleum Center Rd | Oil City | PA | 16301 | Yes | Yes | |
| DLC-26 Pittsburgh | 108 Baughman Hollow Road | Tyrone | PA | 16686 | Yes | Yes | |
| Purity Plaza | 108 E South St | New Castle | PA | 16101 | Yes | Yes | |
| | 108 N Beeson Ave | Uniontown | PA | 15401 | Yes | Yes | |
| | 108 Nine Mile Lane | Ulysses | PA | 16948 | Yes | Yes | |
| | 108 Valley View Dr | Ford City | PA | 16226 | Yes | Yes | |
| Butler CAO | 108 Woody Dr | Butler | PA | 16001 | Yes | Yes | |
| - | 1080 Petroleum Center Road | Oil City | PA | 16301 | Yes | Yes | |
| | 1083 Mountain View Dr | Lehman | PA | 18627 | Yes | Yes | |
| Crawford CAO | 1084 Water St | Meadville | PA | 16335 | Yes | Yes | |
| LCE DO 4 | 10846 South Mountain Rd | Fayetteville | PA | 17261 | Yes | No | Will continue to monitor for future availability |
| ERC Monitoring Site/Trailer | 1085 Hanover St | Wilkes Barre | PA | 18706 | Yes | Yes | |
| - | 1086 Prospect Rd | Evans City | PA | 16033 | Yes | No | Will continue to monitor for future availability |
| - | 1088 Little Mountain Rd | Myerstown | PA | 17067 | Yes | Yes | |
| Pine Creek Shed | 1088 Rt 14 Hwy | Trout Run | PA | 17754 | Yes | Yes | |
| | 1089 N Church St | Hazleton | PA | 18201-1465 | Yes | Yes | |
| | 109 Chestnut Pky | Wallingford | PA | 19086 | Yes | Yes | |
| | 109 Mile Hill Rd | Sunbury | PA | 17801 | Yes | Yes | |
| | 109 S Conestoga Dr | Shippensburg | PA | 17257 | Yes | Yes | |
| - | 109 Wyndham Way | Harrisburg | PA | 17109 | Yes | Yes | |
| Bldg A6 | 1090 Pine Grove Rd | Gardners | PA | 17324 | Yes | Yes | |
| HAR 2 | 10913 Cutter Rd | Meadville | PA | 16335 | Yes | Yes | |
| District 11-10 | 1095 Hanover St | Wilkes Barre | PA | 18706 | Yes | Yes | |
| | 10963 Swamp Rd | Hartstown | PA | 16131 | Yes | No | Will continue to monitor for future availability |
| | 11 Lodi Hill Rd | Upper Black Eddy | PA | 18972 | Yes | Yes | |
| | 11 Park Ave | Blakeslee | PA | 18610 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------|----------------------------|---------------------|-------|------------|------|---------|--|
| WSH011 | 11 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| Pittsburgh Annex | 11 Stanwix St | Pittsburgh | PA | 15222-1312 | Yes | Yes | |
| - | 110 Marcy Rd | Tunkhannock | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| Washington CAO | 110 N 8th St | Philadelphia | PA | 19106 | Yes | Yes | |
| - | 110 N Main Street | Butler | PA | 16001 | Yes | No | Will continue to monitor for future availability |
| Troop B - HQ | 110 Pickering Way | Lionville | PA | 19341 | Yes | Yes | |
| PSP Mount Wheeler Remote | 110 St Mary's Rd | Wilkes Barre | PA | 18702 | Yes | Yes | |
| PGC SWRO Richard Joyce | 110 Trooper Court | York | PA | 17403 | Yes | Yes | |
| Shelter | 110 W Arch St | Fleetwood | PA | 19522 | Yes | Yes | |
| Blair CAO | 1100 Green Ave | Altoona | PA | 16601 | Yes | Yes | |
| - | 1100 Little Mountain Rd | Myerstown | PA | 17067 | Yes | Yes | |
| Stockpile 4 | 1100 Pike St | Huntingdon | PA | 16652 | Yes | Yes | |
| DLC-109 Washington | 1100 Pine Grove Rd | Gardners | PA | 17324 | Yes | Yes | |
| District 12-7 | 1101 German Rd | Drifting | PA | 16834 | Yes | Yes | |
| Stockpile #27 | 1101 Green Ave | Altoona | PA | 16601 | Yes | Yes | |
| ROC | 1101 S Front St | Harrisburg | PA | 17104 | Yes | Yes | |
| HAR | 1101 South Front Street | Harrisburg | PA | 17104 | Yes | Yes | |
| Lone Pine Stockpile | 1101 Woodland Rd | Wyomissing | PA | 19610 | Yes | Yes | |
| PennDot ATR | 11025 Murray Road | Meadville | PA | 16335 | Yes | Yes | |
| - | 1103 Milltown Rd | Verona | PA | 15147 | Yes | Yes | |
| - | 1105 Scrub Oak Place | Moscow | PA | 18444 | Yes | No | Will continue to monitor for future availability |
| - | 1106 16th St | Altoona | PA | 16601 | Yes | Yes | |
| - | 1108 Broad St | Akron | PA | 17501 | Yes | No | Will continue to monitor for future availability |
| DEP District Ofcs @ McMurray | 11088 Rte 6 E | Union City | PA | 16438 | Yes | Yes | |
| - | 1109 E Susquehanna Ave | Philadelphia | PA | 19125 | Yes | Yes | |
| Stockpile 7 | 111 Armory Dr | Spring City | PA | 19475 | Yes | Yes | |
| - | 111 E 7th St | Bloomsburg | PA | 17815 | Yes | Yes | |
| - | 111 Madison Ave | Howard | PA | 16841-4119 | Yes | Yes | |
| Stockpile 6 | 111 Northampton St | Easton | PA | 18042 | Yes | Yes | |
| - | 111 Owego Station Drive | Lords Valley | PA | 18428 | Yes | Yes | |
| SGL 245 - Greene County | 111 Radio Lane | Latrobe | PA | 15650 | Yes | No | Will continue to monitor for future availability |
| Washington Cnty Welcome Ctr | 111 Spillway Road | Wellsboro | PA | 16901 | Yes | Yes | |
| Susquehanna CAO | 111 Spruce St | Montrose | PA | 18801 | Yes | Yes | |
| UPARC Building D4 | 111 W Fayette St | Uniontown | PA | 15401 | Yes | Yes | |
| Troop B Garage/P&S Building | 111 Westmore Ave | New Stanton | PA | 15672 | Yes | Yes | |
| District 12-4 | 1110 4th Ave | Coraopolis | PA | 15108 | Yes | Yes | |
| - | 1111 Altamont Blvd | Frackville | PA | 17932 | Yes | Yes | |
| ATR 019 | 1112 Chestnut Str | Philadelphia | PA | 19107 | Yes | Yes | |
| - | 1112 River Rd | Washington Crossing | PA | 18977 | Yes | Yes | |
| Stockpile | 1115 Jim Mountain Rd | Rockwood | PA | 15557 | Yes | Yes | |
| Stockpile | 1115 Main St | Warrington | PA | 18976 | Yes | Yes | |
| Meadows Race Track | 1117 Jim Mountain Rd | Rockwood | PA | 15557 | Yes | Yes | |
| Greene Cnty Welcome Ctr | 11176 Murray Rd | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| - | 112 Claude A Lord Blvd | Pottsville | PA | 17901 | Yes | Yes | |
| - | 112 Commonwealth Drive | Lemont Furnace | PA | 15456 | Yes | Yes | |
| SCI Greene | 112 Hollywood Dr | Butler | PA | 16001 | Yes | Yes | |
| WYN196 | 112 Stevens Rd | Wilkes Barre | PA | 18702 | Yes | Yes | |
| Greene CAO | 1120 Pike St | Huntingdon | PA | 16652 | Yes | Yes | |
| Greene CAO | 1121 W North Ave | Pittsburgh | PA | 15233 | Yes | Yes | |
| Evergreen Technology Park | 1123 Linden St | Clearfield | PA | 16830 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|------------------------------|-----------------|-------|------------|------|---------|--|
| Troop B - Waynesburg | 1125 Linden St | Clearfield | PA | 16830 | Yes | Yes | |
| Mifflin CAO | 1125 Riverside Dr | Lewistown | PA | 17044 | Yes | Yes | |
| SWRO Jeremy Febringer | 1126 Pheasant Run | Quakertown | PA | 18951 | Yes | Yes | |
| - | 113 Boyd Lane | Mill Hall | PA | 17751 | Yes | Yes | |
| DLC-69 Waynesburg | 113 River Road | Cooksburg | PA | 16217 | Yes | Yes | |
| District 12-2 | 113 State Rte 92 S | Tunkhannock | PA | 18657 | Yes | Yes | |
| Greene Cnty Welcome Ctr | 1130 12th Ave | Altoona | PA | 16601 | Yes | Yes | |
| Stockpile 8 | 1130 Herr St | Harrisburg | PA | 17103 | Yes | Yes | |
| | 1130 Perry Highway | Pittsburgh | PA | 15237 | Yes | Yes | |
| GREE609-McClelland Road | 1132 Clamtown Rd | Tamaqua | PA | 18252 | Yes | Yes | |
| Park Office | 1133 New Hanover St. | Hanover Twp | PA | 18706 | Yes | Yes | |
| Park Office | 1135 N 4th St | Sunbury | PA | 17801 | Yes | Yes | |
| CCMIS of Fayette County | 114 Campground Road | Tobyhanna | PA | 18466 | Yes | Yes | |
| UNT116 | 114 Guth Ln | Shipperville | PA | 16254 | Yes | Yes | |
| Fayette County CareerLink | 114 N VanBuren Ave | Scranton | PA | 18504 | Yes | Yes | |
| - | 114 S 5th St | Jeannette | PA | 15644 | Yes | Yes | |
| Fayette CAO | 11440 Lincoln Hwy | Irwin | PA | 15642 | Yes | Yes | |
| DEP BDMS & Dist Ofcs @ Uniontown | 115 Hopewell Ridge Rd | Graysville | PA | 15337 | Yes | Yes | |
| DLC-40 Uniontown | 115 South 2nd St | Frackville | PA | 17931-1631 | Yes | Yes | |
| District 12-0 & 12-1 | 1150 5th Avenue | New Kensington | PA | 15068-6144 | Yes | Yes | |
| ATR 395 Uniontown | 1150 Keystone Park Road | Derry | PA | 15627 | Yes | Yes | |
| | 1150 Riverside Dr | Lewistown | PA | 17044 | Yes | Yes | |
| | 1150 Spring Creek Road | Bellefonte | PA | 16823 | Yes | Yes | |
| | 1152 Rte 390 | Cresco | PA | 18326 | Yes | Yes | |
| Stockpile 14 | 1158 Mae St | Hummelstown | PA | 17036 | Yes | Yes | |
| ATR 378 | 1159 Rapps Dam Rd | Phoenixville | PA | 19460 | Yes | Yes | |
| | 116 ELC Rd | Howard | PA | 16841 | Yes | Yes | |
| - | 1160 First Avenue | King of Prussia | PA | 19406 | Yes | Yes | |
| DEP California District Office | 1160 Keystone Park Road | Derry | PA | 15627 | Yes | Yes | |
| Ramcat GAI-Tronics Phone | 11620 Keleket Dr | Pittsburgh | PA | 15235 | Yes | Yes | |
| Philadelphia CAO/South District | 1163 S Broad St | Philadelphia | PA | 19147 | Yes | Yes | |
| - | 11685 Bustleton Ave | Philadelphia | PA | 19116 | Yes | Yes | |
| Dog Law Warden | 11685 Penn Hills Dr | Pittsburgh | PA | 15235 | Yes | Yes | |
| | 117 Tall Trees Cir | Dauphin | PA | 17018 | Yes | Yes | |
| State Game Lands 51 | 117 Whitewood Drive | Aliquippa | PA | 15001 | Yes | Yes | |
| Dunbar-Ohiopyle Rd | 1171 S Cameron St | Harrisburg | PA | 17104 | Yes | Yes | |
| - | 11781 Shauls Road | Brogue | PA | 17309 | Yes | Yes | |
| PennDOT District 12-1 Fayette Cty | 118 52nd Street | Pittsburgh | PA | 15201 | Yes | Yes | |
| FAYE01 Pondfield | 118 Maintenance Area Ln | Rector | PA | 15677 | Yes | Yes | |
| DCNR - Forest District 4 | 118 N Flowers Mill Rd | Langhorne | PA | 19047 | Yes | Yes | |
| Tioga CAO | 11809 Rte 6 | Wellsboro | PA | 16901 | Yes | Yes | |
| RWIS Site 0103 | 1185 Fairfield Rd | Gettysburg | PA | 17325 | Yes | Yes | |
| Stockpile 13 | 1188 Lutzville Rd | Everett | PA | 15537 | Yes | No | Will continue to monitor for future availability |
| SCI Fayette | 119 Airport Rd | Lewis Run | PA | 16738 | Yes | Yes | |
| Springhill | 119 West City Ave | Bala Cynwyd | PA | 19004 | Yes | Yes | |
| Suite 201 | 1190 Dillerville Rd | Lancaster | PA | 17601 | Yes | Yes | |
| Troop B - Uniontown | 11910 State Hwy 285 | Conneaut Lake | PA | 16316 | Yes | No | Will continue to monitor for future availability |
| - | 1192 Skyline Drive | Farmington | PA | 15437 | Yes | Yes | |
| - | 1199 Texas Palmyra Hwy Ste 0 | Honesdale | PA | 18431 | Yes | Yes | |
| Park Office | 12 Diana Ln | West Hazleton | PA | 18201 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------------|-----------------------------|------------------|-------|------------|------|---------|--|
| Ohiopyle State Park | 12 E Hinckley Ave | Ridley Park | PA | 19078 | Yes | Yes | |
| Contact Station | 12 Jetston Dr | Hamburg | PA | 19526 | Yes | Yes | |
| Visitor Center | 12 Red Oak Dr | Danville | PA | 17821-1318 | Yes | Yes | |
| Ohiopyle State Park | 120 Fraley St | Kane | PA | 16735 | Yes | Yes | |
| Railroad Station | 120 Pin Oak Drive | Ligonier | PA | 15658 | Yes | Yes | |
| | 120 S Water Ave | Sharon | PA | 16146 | Yes | Yes | |
| | 120 W Germantown Pke | Plymouth Meeting | PA | 19462 | Yes | Yes | |
| - | 1200 Bethlehem Pke Ste 7 | North Wales | PA | 19454 | Yes | Yes | |
| Bldg A | 1200 Fulling Mill Rd | Middletown | PA | 17057 | Yes | Yes | |
| - | 1200 Market Street | Lemoine | PA | 17043 | Yes | Yes | |
| Somerset CAO | 1200 N 3rd St | Harrisburg | PA | 17102 | Yes | Yes | |
| Troop A - Somerset | 1200 Prison Road | Collegeville | PA | 19426 | Yes | Yes | |
| 236 Lake Rd | 1200 S 20th St | Harrisburg | PA | 17104 | Yes | Yes | |
| SGL 050 - Somerset County | 1200 W 4th St | Lewistown | PA | 17044 | Yes | Yes | |
| Somerset Historical Center | 1202 Rockland St | Reading | PA | 19604 | Yes | Yes | |
| Park Office | 12052 Route 666 | Sheffield | PA | 16347 | Yes | No | Will continue to monitor for future availability |
| Visitors Center | 1206 Laurel Hill Park Rd | Somerset | PA | 15501 | Yes | Yes | |
| Park Office | 1206 Timberidge Drive | Bethel Park | PA | 15102 | Yes | Yes | |
| Kooser Lifeguard Bldg | 121 Chestnut St | Marienville | PA | 16239 | Yes | Yes | |
| Kooser State Park | 121 N Mill St | New Castle | PA | 16101 | Yes | Yes | |
| Laurel Hill State Park | 121 W Main St | Dushore | PA | 18614 | Yes | Yes | |
| Inside Camp 8 | 1212 Clamtown Rd | Tamaqua | PA | 18252 | Yes | Yes | |
| Bucks CAO | 1214 Veterans Highway | Bristol | PA | 19007 | Yes | Yes | |
| Laurel Hill State Park Beach Houses | 1215 North St | Jim Thorpe | PA | 18229 | Yes | Yes | |
| - | 1217 Vale Wood Rd | Loretto | PA | 15940 | Yes | Yes | |
| DLC-46 Somerset | 1218 Chestnut St | Philadelphia | PA | 19107 | Yes | Yes | |
| Near Centerville | 1220 Oakdale Rd | Oakdale | PA | 15071 | Yes | Yes | |
| 1312 N Center Av | 1220 Route 259 Hwy | Penn Run | PA | 15765 | Yes | Yes | |
| Stockpile 10 | 1221 Blacks Hill Road | Jenners | PA | 15531 | Yes | Yes | |
| Near Glencoe | 1223 Dallas Drive | Greencastle | PA | 17225 | Yes | Yes | |
| Garage | 123 Beachhouse Road | Derry | PA | 15627 | Yes | Yes | |
| DHS SE Dev Staff | 123 Boroline Rd | Bridgeport | PA | 19405 | Yes | Yes | |
| | 123 S Easton Rd | Glenside | PA | 19038 | Yes | Yes | |
| SCI Somerset | 123 Village Center Dr Ste 5 | Hawley | PA | 18428 | Yes | Yes | |
| - | 1234 Market St | Philadelphia | PA | 19107 | Yes | Yes | |
| Bedford CAO | 1234 Millersville Pke | Lancaster | PA | 17603 | Yes | Yes | |
| Troop G - Bedford | 12341 Cotton Rd | Meadville | PA | 16335 | Yes | Yes | |
| American Tower 308605 | 1236 Camp Ground Circle | Clarendon | PA | 16313 | Yes | Yes | |
| American Tower 0263 | 1237 S 11th St | Philadelphia | PA | 19147 | Yes | Yes | |
| BEDF630-Bedford | 1237 Stonehaven Way | York | PA | 17403 | Yes | Yes | |
| BEDF605-Evitts Creek Dam | 1239 Horseshoe Pke | Downingtown | PA | 19335 | Yes | Yes | |
| Mary Jo Casalenda | 124 Conica Ln | Evans City | PA | 16033 | Yes | Yes | |
| Bedford County 911 | 124 Main St | Ohiopyle | PA | 15470 | Yes | Yes | |
| DLC-62 Bedford | 124 Mill St | Bradford | PA | 16701 | Yes | Yes | |
| ATR 323 | 124 Park Rd | Imler | PA | 16655 | Yes | Yes | |
| 4063 Center St | 124 W Apron Dr | Reading | PA | 19605 | Yes | Yes | |
| PennDOT District 9-1 Bedford | 125 Goodridge Ln | Washington | PA | 15301 | Yes | Yes | |
| Stockpile #12 | 125 Towne Centre Dr Ste 500 | Wexford | PA | 15090 | Yes | Yes | |
| ATR 323 | 125 W. DeKalb Pke | King of Prussia | PA | 19406 | Yes | Yes | |
| DHS-HP | 1250 Camp Hill Bypass | Camp Hill | PA | 17011 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|----------------------------|--------------------|-------|------------|------|---------|--|
| Stockpile 5 | 12500 Forge Hill Rd | Roxbury | PA | 17201 | Yes | Yes | |
| Near Roxbury | 1251 Airport Rd | Allentown | PA | 18109 | Yes | Yes | |
| Near Jenner Aux Shed | 1252 Willowbrook Dr | Washington | PA | 15301-5076 | Yes | Yes | |
| Stockpile #16 | 1256 Clifton Rd | Bethel Park | PA | 15102 | Yes | Yes | |
| State Game Lands 48 | 126 A Ridge Rd | Biglerville | PA | 17307 | Yes | Yes | |
| BEDF02 DCNR | 126 Grant Ave | Millvale | PA | 15209 | Yes | Yes | |
| Stockpile 17 | 126 N Second St | Phillipsburg | PA | 16866-1649 | Yes | Yes | |
| - | 126 S Martin St | Titusville | PA | 16354 | Yes | Yes | |
| ATR 371 | 126 W Main St | Westfield | PA | 16950 | Yes | Yes | |
| ITS | 1260 Pennsylvania Ave | Tyrone | PA | 16686 | Yes | Yes | |
| - | 1263 Gringo Clinton Rd | Hopewell | PA | 15001 | Yes | Yes | |
| - | 1265 Freedom Rd | Cranberry Township | PA | 16066 | Yes | No | Will continue to monitor for future availability |
| Dog Warden | 12675 Buchanan Trail East | Way | PA | 17268 | Yes | Yes | |
| District 9-1 | 127 Benner Run Rd | Phillipsburg | PA | 16866 | Yes | Yes | |
| - | 127 South Ridge Plaza | State College | PA | 16801 | Yes | Yes | |
| ATR 387 | 127 Wolfe Rd | St Marys | PA | 15857 | Yes | No | Will continue to monitor for future availability |
| PGC SWRO Whitherite | 1272 Elk St | Franklin | PA | 16323 | Yes | Yes | |
| Near Meyersdale | 12723 Rte 19 | Waterford | PA | 16441 | Yes | Yes | |
| RWIS | 1274 E Penn St | Muncy | PA | 17756 | Yes | Yes | |
| - | 1275 York Rd Lot 12 | Gettysburg | PA | 17325-7565 | Yes | No | Will continue to monitor for future availability |
| 162 Fish Hatchery Ln | 1276A Montgomery Ave | Boyertown | PA | 19512 | Yes | No | Will continue to monitor for future availability |
| Park Office | 128 Brownstone Ln | Horsham | PA | 19044 | Yes | Yes | |
| Laurel Hill State Park | 128 Glades Pke | Somerset | PA | 15501 | Yes | Yes | |
| RWIS Site 110 | 128 Old York Rd | New Cumberland | PA | 17070 | Yes | Yes | |
| PSP Mount Davis Remote | 128 S 69th St | Upper Darby | PA | 19082 | Yes | Yes | |
| Armstrong CAO | 1280 N Water St | Kittanning | PA | 16201 | Yes | No | Will continue to monitor for future availability |
| State Park Region 3 Office | 1280 Rte 315 Hwy | Wilkes Barre | PA | 18702 | Yes | Yes | |
| Park Office | 1281 Reynolds Ave | Scranton | PA | 18504 | Yes | Yes | |
| Park Office | 1285 Route 666 | Sheffield | PA | 16347 | Yes | No | Will continue to monitor for future availability |
| Shawnee Water Treatment Plant | 1289 Fire Tower Rd | Port Clinton | PA | 19549 | Yes | Yes | |
| Shawnee New Maintenance Bldg | 129 Jefferson Rd | Waynesburg | PA | 15370 | Yes | Yes | |
| - | 129 N Michael St | St Marys | PA | 15857 | Yes | No | Will continue to monitor for future availability |
| 584 Horner Church Rd | 129 S Main St | Lewistown | PA | 17044 | Yes | Yes | |
| Stockpile 3 | 1291 Route 30 | Laughlintown | PA | 15655 | Yes | Yes | |
| - | 1291 Rt 30 | Laughlintown | PA | 15655 | Yes | Yes | |
| Westmoreland CAO/Greensburg District | 12921 Rte 120 | Emporium | PA | 15834 | Yes | Yes | |
| Westmoreland CAO/CSC | 12983 Route 555 | Benezette | PA | 15821 | Yes | No | Will continue to monitor for future availability |
| - | 1299 Mannsville Rd | Elliottsburg | PA | 17024 | Yes | Yes | |
| DOR | 13 Franklin Village Mall | Kittanning | PA | 16201 | Yes | Yes | |
| Troop A - HQ | 13 Presque Isle State Park | Erie | PA | 16505 | Yes | Yes | |
| SW Training Center | 13 Weis Plz | Nanticoke | PA | 18634 | Yes | Yes | |
| Forensics - Greensburg | 130 N Church St Rear | Quarryville | PA | 17604 | Yes | No | Will continue to monitor for future availability |
| York CAO | 130 N Duke St | York | PA | 17405 | Yes | Yes | |
| Forensics DNA Data Annex | 130 Parkview Drive | Kittanning | PA | 16201 | Yes | Yes | |
| SCI Greensburg | 130 Vondersmith Ave | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| PBPP Greensburg SO | 130 Williamson Rd | Templeton | PA | 16259 | Yes | No | Will continue to monitor for future availability |
| RD 1 Rte 819 N | 1300 N Charlotte St | Pottstown | PA | 19464 | Yes | Yes | |
| GRN109 | 1300 Sathers Dr | Pittston | PA | 18640 | Yes | Yes | |
| - | 1300 Virginia Dr | Fort Washington | PA | 19034 | Yes | Yes | |
| Green Forge Building | 1301 Beaver Ave | Pittsburgh | PA | 15233 | Yes | Yes | |

| Appendix U - Centrex Analog Service Locations | | | | | | | |
|---|-------------------------------|------------------|-------|------------|------|---------|--|
| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
| DLC-3 Greensburg | 1301 Filbert St | Philadelphia | PA | 19102 | Yes | Yes | |
| District 12-5 | 1301 SkipFineck Pke | Blue Bell | PA | 19422 | Yes | Yes | |
| - | 1302 Penn St | Williamsport | PA | 17703 | Yes | Yes | |
| Stockpile 15 | 1302 Pittsburgh St | Cheswick | PA | 15024 | Yes | Yes | |
| | 1302 State Hwy 285 | Espyville | PA | 16424 | Yes | No | Will continue to monitor for future availability |
| | 1303 N 7th St | Harrisburg | PA | 17120 | Yes | Yes | |
| | 1304 7th St | Altoona | PA | 16601 | Yes | Yes | |
| | 1305 Prospect St | Tobyhanna | PA | 18466 | Yes | Yes | |
| Stockpile 18 | 1305 West Chester Pke Ste 44B | Havertown | PA | 19083 | Yes | Yes | |
| Troop A - Kiski Valley | 1306 Low Grade Rd | Driftwood | PA | 15832 | Yes | No | Will continue to monitor for future availability |
| Stockpile 03 | 1307 Grove St | Williamsport | PA | 17701 | Yes | Yes | |
| | 1307 North Orianna St | Philadelphia | PA | 19122 | Yes | Yes | |
| SR 0819 Seg 0670 Offset 1300 | 13076 US Route 422 | Kittanning | PA | 16201 | Yes | Yes | |
| | 1308 Susquehanna Ave | West Pittston | PA | 18643 | Yes | Yes | |
| Inside Camp 5 | 1309 Gleason Rd | Canton | PA | 17724 | Yes | Yes | |
| | 130-A Kline Plz | Harrisburg | PA | 17104 | Yes | Yes | |
| - | 131 Broadview Road | New Stanton | PA | 15672 | Yes | Yes | |
| Visitor Center | 131 N Duke St Ste 4 | York | PA | 17401 | Yes | Yes | |
| Maintenance Building | 131 Rohrerstwon Rd | Lancaster | PA | 17603 | Yes | Yes | |
| Contact Station | 131 Snodgrass Road | Airville | PA | 17302 | Yes | Yes | |
| Beach House | 1310 Elmerton Avenue | Harrisburg | PA | 17110 | Yes | Yes | |
| Park Office | 1311 Chestnut Ridge Dr | State College | PA | 16801 | Yes | Yes | |
| WEST77 | 1312 Elmerton Avenue | Harrisburg | PA | 17110 | Yes | Yes | |
| ROC2/WEST77/West03 Beacon | 1314 Cameron Rd T-303 | Driftwood | PA | 15832 | Yes | No | Will continue to monitor for future availability |
| Erie CAO | 1316 Holland St | Erie | PA | 16503 | Yes | Yes | |
| - | 1316 State St | Erie | PA | 16501 | Yes | Yes | |
| RWIS 12-5 AFLAD De-Icer | 1318 W Clearfield St | Philadelphia | PA | 19132 | Yes | Yes | |
| | 13187 Ferguson Valley Rd | Yeagertown | PA | 17099 | Yes | Yes | |
| | 132 Ben Avon Heights Rd | Pittsburgh | PA | 15237 | Yes | Yes | |
| Bushy Run Battlefield | 132 E Azalea Dr | Harrisburg | PA | 17110-3587 | Yes | Yes | |
| Traffic Counter Rt 30 | 132 E Butler Ave | Ambler | PA | 19002 | Yes | Yes | |
| | 132 Keewaydin Rd | Frenchville | PA | 16836 | Yes | Yes | |
| | 132 Kline Plz | Harrisburg | PA | 17104 | Yes | Yes | |
| APU 5 | 132 State Park Rd | Schellsburg | PA | 15559 | Yes | Yes | |
| PSP Simone Remote | 132 Treatment Plant Road | Philipsburg | PA | 16866 | Yes | Yes | |
| Stockpile 23 | 132 Veteran Ln | Doylestown | PA | 18901 | Yes | Yes | |
| Stockpile 23 | 1320 Lincoln Highway East | Chambersburg | PA | 17201 | Yes | Yes | |
| | 1324 Saltsburg Rd | Clarksburg | PA | 15725 | Yes | Yes | |
| | 1325 Chestnut St | Emmaus | PA | 18049 | Yes | Yes | |
| Mt. Laurel Maint Shop | 1326 Hoffman Blvd | West Mifflin | PA | 15122 | Yes | Yes | |
| Forbes District Office | 133 Anderson St | Pottsville | PA | 17901 | Yes | Yes | |
| Snow Removal LR 64181 | 133 Penn Circle West | Pittsburgh | PA | 15206 | Yes | Yes | |
| | 133 Tollgate Lane | Martinsburg | PA | 16665 | Yes | Yes | |
| - | 13301 Keefer Rd | Upper Strawsburg | PA | 17265 | Yes | Yes | |
| PA Game Commission Brian Singer | 1331 Ben Franklin Hwy East | Douglassville | PA | 19518 | Yes | No | Will continue to monitor for future availability |
| - | 1331 S 7th St | Chambersburg | PA | 17201 | Yes | No | Will continue to monitor for future availability |
| Stockpile | 1337 Moravia Road | Enon Valley | PA | 16120 | Yes | No | Will continue to monitor for future availability |
| | 134 Enterprise St | Pittsburgh | PA | 15206 | Yes | Yes | |
| | 13410 Dunham Rd | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| National Guard | 1342 W Baltimore Pke | Media | PA | 19063 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------------|----------------------------------|------------------|-------|------------|------|---------|--|
| - | 1347 Dum Rd | Elliottsburg | PA | 17024 | Yes | No | Will continue to monitor for future availability |
| Philadelphia CAO/LIHEAP | 1348 W Sedgely Ave | Philadelphia | PA | 19132 | Yes | Yes | |
| | 135 Armory St | Everett | PA | 15537 | Yes | Yes | |
| - | 135 Franklin Ave | Scranton | PA | 18503 | Yes | Yes | |
| Beach OD | 135 Pennway Dr 1 | Nanty Glo | PA | 15943 | Yes | Yes | |
| Family Cabins RD4 | 135 W Chelton Ave | Philadelphia | PA | 19144 | Yes | Yes | |
| ATR 024 | 135 Waylan Smith Dr | Uniontown | PA | 15401 | Yes | Yes | |
| Philadelphia CAO/Ridge/Tioga District | 1350 W Sedgely Ave | Philadelphia | PA | 19132 | Yes | Yes | |
| | 1351 Krumsville Rd | Lenhartsville | PA | 19534 | Yes | Yes | |
| Park Office | 1353 Washington Pke | Bridgeville | PA | 15017 | Yes | Yes | |
| Park Office | 1355 State Route 292 East | Centermoreland | PA | 18657 | Yes | Yes | |
| Linn Run Maintenance Bldg | 136 Game Farm Rd | Montoursville | PA | 17754 | Yes | Yes | |
| | 136 Houck Hollow Rd | Bloomsburg | PA | 17815 | Yes | Yes | |
| YNG204 | 136 Palonder Ln | Perryopolis | PA | 19002 | Yes | Yes | |
| SCI Pine Grove | 136 Poe Valley Park Cir | Coburn | PA | 16832 | Yes | Yes | |
| - | 136 S Oak St | Mount Carmel | PA | 17851 | Yes | Yes | |
| IND057 | 1363 Dilworthtown Crossing Ste B | West Chester | PA | 19382-8217 | Yes | Yes | |
| Indiana CAO | 1365 Manheim Pike | Manheim | PA | 17601 | Yes | Yes | |
| Indiana Armory | 137 E Main St | Lock Haven | PA | 17745 | Yes | Yes | |
| Troop A - Indiana | 137 East Edison Avenue | New Castle | PA | 16101 | Yes | Yes | |
| - | 137 N Beeson Ave | Uniontown | PA | 15401 | Yes | Yes | |
| - | 137 Penn Nursery Rd | Spring Mills | PA | 16875 | Yes | Yes | |
| Indiana Mall | 137 S Jefferson St | Kittanning | PA | 16201 | Yes | No | Will continue to monitor for future availability |
| District 10-0 & 10-4 | 137 W 2nd St | Erie | PA | 16507 | Yes | Yes | |
| RWIS | 1371 Forest Rd | Imler | PA | 16655 | Yes | Yes | |
| | 13710 State Route 374 | Uniondale | PA | 18470 | Yes | Yes | |
| | 1375 Blue Valley Dr | Pen Argyl | PA | 18072 | Yes | No | Will continue to monitor for future availability |
| - | 1376 Cedar St | Mifflintown | PA | 17059 | Yes | Yes | |
| | 138 State Park Rd | Schellsburg | PA | 15559 | Yes | Yes | |
| Penn View RWIS Site # 1017 | 1380 Church Rd | Middleburg | PA | 17842 | Yes | Yes | |
| | 13809 US Route 15 | Tioga | PA | 16946 | Yes | Yes | |
| SR 0008 Seg 0630 Offset 0004 | 1385 St Clair Rd | Johnstown | PA | 15905 | Yes | Yes | |
| Dog Warden | 1386 Blue Mountain Dr | Danielsville | PA | 18038 | Yes | Yes | |
| Stockpile # 02 | 139 Shed Dr | Houtzdale | PA | 16651 | Yes | Yes | |
| | 139 West Carbondale Road | Waymart | PA | 18472 | Yes | No | Will continue to monitor for future availability |
| PA Game Commission Fuqua | 1391 Cedar Crest Blvd N | Cedar Crest | PA | 18104 | Yes | Yes | |
| - | 1395 Nace Ave | Bethlehem | PA | 18015 | Yes | Yes | |
| Stockpile 06 | 1399 Spruce Street | Blue Bell | PA | 19422 | Yes | Yes | |
| Merion Center Mine Rescue Station | 1399 Sterigere St | Norristown | PA | 19401 | Yes | Yes | |
| Stockpile 3 | 14 Messerschmidt Rd | Oakdale | PA | 15071 | Yes | Yes | |
| Punxsutawney Community Health Center | 14 N Linden St | Duquesne | PA | 15110 | Yes | Yes | |
| - | 140 E High St | Union City | PA | 16438 | Yes | Yes | |
| Patrick Scanlon | 140 N Beeson Ave | Uniontown | PA | 15401 | Yes | Yes | |
| - | 140 Purity Rd | Pittsburgh | PA | 15235 | Yes | Yes | |
| Park Office | 140 Rockton Tower Rd | Rockton | PA | 15856 | Yes | Yes | |
| - | 140 Route 519 | Eighty-Four | PA | 15330 | Yes | Yes | |
| Bathhouse | 140 W Germantown Pke | Plymouth Meeting | PA | 19462 | Yes | Yes | |
| - | 140 Walnut Hill Road | Uniontown | PA | 15401 | Yes | Yes | |
| Jefferson CAO | 140 Washington Towne Blvd | Edinboro | PA | 16412 | Yes | Yes | |
| Co B 337th Engr Bn | 1400 Brighton Rd | Beaver | PA | 15009 | Yes | Yes | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|------------------------------|---------------|-------|------------|------|---------|--|
| LCE | 1400 Cedarville Rd | Easton | PA | 18042 | Yes | Yes | |
| Troop C - HQ | 1400 Delabole Junction Rd | Pen Argyl | PA | 18072 | Yes | No | Will continue to monitor for future availability |
| - | 1400 JFK Blvd | Philadelphia | PA | 19107 | Yes | Yes | |
| - | 1400 Little Creek Rd | Zelienople | PA | 16063 | Yes | Yes | |
| ATR 389 | 1400 N 14th St | Harrisburg | PA | 17103 | Yes | Yes | |
| DLC-38 Punxutawney | 1400 Spring Garden St | Philadelphia | PA | 19130 | Yes | Yes | |
| District 10-5 | 1400A N Cameron St | Harrisburg | PA | 17103 | Yes | Yes | |
| Stockpile 05 | 1401 Church St | Ambridge | PA | 15003 | Yes | Yes | |
| | 14015 Route 120 | Sinnemahoning | PA | 15861 | Yes | Yes | |
| Torrance State Hospital | 14017 Rte 120 | Sinnemahoning | PA | 15861 | Yes | Yes | |
| PA Army National Guard | 1403 Blakeslee Blvd Dr E | Lehighton | PA | 18235 | Yes | Yes | |
| - | 1405 New Lancaster | Milroy | PA | 17084 | Yes | Yes | |
| LCB Store 1702 | 1405 New Lancaster Valley Rd | Milroy | PA | 17063 | Yes | Yes | |
| - | 1408 Chapman Area | Hyners | PA | 17764 | Yes | Yes | |
| CLEA07 Dubois | 141 Burnt House Rd | Carlisle | PA | 17015 | Yes | No | Will continue to monitor for future availability |
| Stockpile 14 | 141 E Spruce St | Ringtown | PA | 17967 | Yes | No | Will continue to monitor for future availability |
| | 141 N Railroad St | Tamaqua | PA | 18252 | Yes | Yes | |
| ELKC691-Summerson | 1413 Guitonville Rd | Marienville | PA | 16239 | Yes | Yes | |
| PA Game Commission | 1418 Summit Rd | Rew | PA | 16744 | Yes | Yes | |
| Stockpile 04 | 142 Colonial Dr | Towanda | PA | 18848 | Yes | Yes | |
| | 142 Sagamore St | Somerset | PA | 15501 | Yes | Yes | |
| Suite F | 1424 Western Avenue | Pittsburgh | PA | 15233 | Yes | Yes | |
| - | 1428 Rt. 901 | Minersville | PA | 17954 | Yes | Yes | |
| State Game Lands 244 | 143 South St | Lehighton | PA | 18235 | Yes | Yes | |
| Stockpile 07 | 143 Tory Rd | Plumstead | PA | 18947 | Yes | Yes | |
| Stockpile 03 | 14356 SR-36 | Cooksburg | PA | 16217 | Yes | No | Will continue to monitor for future availability |
| HAR & VMS 81 EB Site 39 | 1439 Route 11 | Great Bend | PA | 18821 | Yes | Yes | |
| HAR 86 Site 43 | 144 Donohoe Rd | Greensburg | PA | 15601 | Yes | Yes | |
| HAR 81/VMS 86 EB Site 41 | 144 N Main St | Greensburg | PA | 15601 | Yes | Yes | |
| | 144 Winters Rd | Orangeville | PA | 17859 | Yes | Yes | |
| Stockpile #09 | 1440 Bethlehem Pke | Flourtown | PA | 19031 | Yes | Yes | |
| HAR 70 Site 35 | 1441 Platt Rd | Dubois | PA | 15801 | Yes | Yes | |
| Olean Rd and Maple St | 1444 Marina Rd | Patton | PA | 16668 | Yes | Yes | |
| Toby Creek Treatment Plant | 1445 Cumberland St | Lebanon | PA | 17042 | Yes | Yes | |
| CAME613-Hicks Hollow | 1446 Baltimore St Unit G | Hanover | PA | 17331-8531 | Yes | No | Will continue to monitor for future availability |
| CAME657-Cameron Road | 1446 Point Breeze Ave | Philadelphia | PA | 19146 | Yes | Yes | |
| PA Game Commission Abigail Kane | 1449A Flint Hill Road | Coopersburg | PA | 18036 | Yes | Yes | |
| Quehanna Foreman's HQ | 145 McDowell Road | Transfer | PA | 16154 | Yes | Yes | |
| Hicks Run Foreman's HQ | 145 Penn Nursery Rd | Spring Mills | PA | 16875 | Yes | Yes | |
| Elk CAO | 145 Race St | Ridgway | PA | 15853 | Yes | Yes | |
| Cameron CAO | 145 Stewart Ave | Rochester | PA | 15074 | Yes | Yes | |
| Clarks Summit State Hospital | 1451 Hillside Dr | Clarks Summit | PA | 18411 | Yes | Yes | |
| CAME628-Sizerville | 1451 N Market St | Elizabethtown | PA | 17022 | Yes | Yes | |
| CAME626- Penndot Stockpile 01 | 1454 Laurel Hill Park Rd | Somerset | PA | 15501 | Yes | Yes | |
| CAME629-Four Mile Road | 1455 Chapman Area | North Bend | PA | 17760 | Yes | Yes | |
| CAME649-Rich Valley Road | 1455 N Market St | Elizabethtown | PA | 17022 | Yes | Yes | |
| - | 1458 I-80 East | Snow Shoe | PA | 16875 | Yes | Yes | |
| PA Game Commission c/o Matthew Trick | 146 Cascade Galleria Mall | New Castle | PA | 16101 | Yes | Yes | |
| Park Office | 1460 I-80 West | Snow Shoe | PA | 16875 | Yes | Yes | |
| - | 1460 Pittsburgh Rd | Franklin | PA | 16323 | Yes | Yes | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|-------------------------|----------------------|-------|-------|------|---------|--|
| - | 14604 Campground Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| Forest District 13 Park Region 1 | 1463 N Center Ave | Somerset | PA | 15501 | Yes | Yes | |
| Forest District 13 | 1465 W Broad St Ste 19 | Quakertown | PA | 18951 | Yes | Yes | |
| Park Region 1 | 147 Campground Rd | Sinnemahoning | PA | 15861 | Yes | Yes | |
| Cameron County Maintenance Office | 147 Columbia Ave | Vandergrift | PA | 15690 | Yes | Yes | |
| | 147 Midstate Trail | State College | PA | 16865 | Yes | Yes | |
| Troop C - Dubois | 1475 Glen Hazel Road | St Marys | PA | 15857 | Yes | No | Will continue to monitor for future availability |
| ELK30 RPO ATA | 1476 Broadhead Rd | Monaca | PA | 15061 | Yes | Yes | |
| Park Office | 14770 Campground Road | Huntingdon | PA | 16652 | Yes | Yes | |
| Bendigo State Park | 148 Rattlesnake Rd | Brockway | PA | 15824 | Yes | No | Will continue to monitor for future availability |
| Stockpile #10 | 1483 Stoystown Rd | Friedens | PA | 15541 | Yes | Yes | |
| Hollywood AMD Treatment Plant | 1484 Cross Creek Rd | Irwin | PA | 15642 | Yes | Yes | |
| Forest District 9 Office | 1485 Greenhill Rd | Collegeville | PA | 19426 | Yes | Yes | |
| Building Office | 1486 Routes 66 948 | De-Young | PA | 16728 | Yes | Yes | |
| S B Elliott State Park | 14876 Boot Jack Road | Ridgway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| Parker Dam State Park | 14885 Molly Pitcher Hwy | Greencastle | PA | 17225 | Yes | Yes | |
| Building Sewage | 1489 Baltimore Pke | Springfield | PA | 19064 | Yes | Yes | |
| Building Office | 149 5th Ave | McKeesport | PA | 15132 | Yes | Yes | |
| ATR 3 | 149 Baltimore Pke | Springfield | PA | 19064 | Yes | Yes | |
| - | 149 Main Park Rd | Howard | PA | 16841 | Yes | Yes | |
| - | 149 Penn Nursery Rd | Spring Mills | PA | 16875 | Yes | Yes | |
| - | 149 Stewart Ave | East Rochester | PA | 15074 | Yes | Yes | |
| | 1494 W Pine Grove Rd | Pennsylvania Furnace | PA | 16865 | Yes | Yes | |
| Elk CAO | 15 Lower Campground Rd | Renovo | PA | 17764 | Yes | Yes | |
| Troop C - Ridgway | 15 Public Square | Wilkes Barre | PA | 18701 | Yes | Yes | |
| Troop C - Ridgway | 15 W 3rd St | Greensburg | PA | 15601 | Yes | Yes | |
| ELKC696-Portland Mills Road | 15 W Olive St | Snow Shoe | PA | 16874 | Yes | Yes | |
| ELKC697-Carman | 15 West Fisher Drive | Erie | PA | 16505 | Yes | Yes | |
| Troop C Ridgway | 15 West St | Galeton | PA | 16922 | Yes | Yes | |
| Troop C - Ridgway | 150 Choate Cir | Montoursville | PA | 17754 | Yes | Yes | |
| 422 Quarry Rd | 150 E Front St | Erie | PA | 16507 | Yes | Yes | |
| State Game Lands 44 | 150 Janet St | Beaver Falls | PA | 15010 | Yes | Yes | |
| Bedford CAO | 150 North St | Bedford | PA | 15522 | Yes | Yes | |
| WIM 324 | 150 Poseytown Road | Templeton | PA | 16259 | Yes | Yes | |
| RWIS Site 1034 | 150 Roosevelt Ave | York | PA | 17403 | Yes | Yes | |
| Stockpile #12 | 150 Sand Hill Rd | Selinsgrove | PA | 17870 | Yes | Yes | |
| Stockpile #05 | 150 V-Twin Dr | Gettysburg | PA | 17325 | Yes | Yes | |
| | 150 Waverly Blvd | Coatesville | PA | 19320 | Yes | Yes | |
| Rockton Fire Tower | 1500 Bedford Ave | Pittsburgh | PA | 15219 | Yes | Yes | |
| Dana Wolfe | 1500 Garret Rd | Upper Darby | PA | 19082 | Yes | Yes | |
| - | 1500 Rte 663 | Milford | PA | 18337 | Yes | Yes | |
| ELKC694 - Flower Valley Road | 15001 US Route 422 | Worthington | PA | 16262 | Yes | Yes | |
| - | 1501 Allen St | Allentown | PA | 18102 | Yes | Yes | |
| DHS State Court Unit | 1501 Arch Street | Philadelphia | PA | 19102 | Yes | Yes | |
| | 15010 Boot Jack Road | Ridgway | PA | 15853 | Yes | Yes | |
| ELKC693-Hallton | 1502 W Chester Pke | West Chester | PA | 19382 | Yes | Yes | |
| ELKC686-Big Run Road | 1509 Pittsburgh Rd | Franklin | PA | 16323 | Yes | Yes | |
| PA Game Comm c/o George Miller | 15097 Broad Mountain Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| Park Office | 151 Enterprise Dr | New Oxford | PA | 17350 | Yes | Yes | |
| Fisher Rd | 151 Park Ave | Oil City | PA | 16301 | Yes | Yes | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------------|------------------------------|----------------|-------|------------|------|---------|--|
| Outdoor | 151 Pavilion Ln | Youngwood | PA | 15697 | Yes | Yes | |
| Cabin Area AC From Museum | 151 Rte 6 West | Coudersport | PA | 16915 | Yes | Yes | |
| Stockpile 5 | 151 W 5th St | Chester | PA | 19013 | Yes | Yes | |
| Sinemahoning Dam Maintenance Office | 151 W Marshall St | Norristown | PA | 19401 | Yes | Yes | |
| Sinnemahoning Park Office | 1510 N Juniata St | Hollidaysburg | PA | 16684 | Yes | Yes | |
| Sinnemahoning Park Manager Residence | 1510 S Main Ave | Scranton | PA | 18504 | Yes | Yes | |
| Sinnemahoning Carpenter Shop | 1510 Scranton Carbondale Hwy | Dickson City | PA | 18519 | Yes | Yes | |
| Sinnemahoning Kiosk at the Campground | 1510 Wilimington Pke | Chadds Ford | PA | 19382 | Yes | Yes | |
| Brooks Run Foremans Hdqts | 1511 Hillside Court | Tyrone | PA | 16686 | Yes | Yes | |
| Stockpile #05 | 1513 Scalp Ave | Johnstown | PA | 15904 | Yes | Yes | |
| PA Game Commission- Andrew Troutman | 15132 Broad Mountain Rd | Huntingdon | PA | 19372 | Yes | Yes | |
| Quehanna Foreman Headquarters | 1515 Golden Oaks Rd | Holbrook | PA | 15341 | Yes | Yes | |
| Outdoor | 1516 N Cedar Crest Blvd | Allentown | PA | 18104 | Yes | Yes | |
| CCC Johnstown | 1517 New 22 Hwy | Cresson | PA | 16630 | Yes | Yes | |
| - | 15187 Renovo Rd | Renovo | PA | 17764 | Yes | Yes | |
| Cambria CAO | 1519 Meadowbrook Ln | West Chester | PA | 19380 | Yes | Yes | |
| DOR | 1521 N 6th St | Harrisburg | PA | 17120 | Yes | Yes | |
| Jupiter Bldg | 1525 Rte 30 | Clinton | PA | 15026 | Yes | No | Will continue to monitor for future availability |
| DLC-45 Johnstown | 1526 Airport Rd | Franklin | PA | 16323 | Yes | Yes | |
| - | 153 Red Hill Rd | Newport | PA | 17074 | Yes | Yes | |
| - | 1530 S Columbus Blvd | Philadelphia | PA | 19147 | Yes | Yes | |
| - | 1531 Main St | Peckville | PA | 18452 | Yes | Yes | |
| - | 1534 N Center Ave Ste 110 | Somerset | PA | 15501 | Yes | Yes | |
| Michael J Susko | 1538 Commerce Ave | Carlisle | PA | 17013 | Yes | Yes | |
| - | 1538 Oak Forest Road | Waynesburg | PA | 15370 | Yes | Yes | |
| - | 1542 Mountain View Dr | Quakertown | PA | 18951 | Yes | Yes | |
| - | 1545 Clarksburg Rd | Clarksburg | PA | 15725 | Yes | Yes | |
| OMS | 1547 Bethlehem Pke | Hatfield | PA | 19440 | Yes | Yes | |
| - | 1549 Bobali Rd | Harrisburg | PA | 17110 | Yes | Yes | |
| SR 0056 Seg 0310/0125 | 155 Carriage Ct | Harleysville | PA | 19438 | Yes | Yes | |
| - | 155 Hillcrest Dr | Ebensburg | PA | 15931 | Yes | Yes | |
| - | 155 N 15th St | Lewisburg | PA | 17837 | Yes | Yes | |
| Hiram G Andrews Center | 155 Red Hill Road | Newport | PA | 17074 | Yes | Yes | |
| SR 3005 Seg 0040/2296 | 155 Stewart Ave | Rochester | PA | 15074 | Yes | Yes | |
| WIM ORG5100 | 155 W 8th St | Erie | PA | 16501 | Yes | Yes | |
| - | 156 Dwight D Eisenhower Hwy | Crystal Spring | PA | 15536 | Yes | Yes | |
| - | 156 Elder Dr | Blairsville | PA | 15717-8085 | Yes | Yes | |
| ATR 382 | 1562 Chester Pke | Eddystone | PA | 19022 | Yes | Yes | |
| - | 1565 Burnsville Ridge Rd | Claysville | PA | 15323 | Yes | Yes | |
| Stockpile 18 | 1566 S Rte 44 Hwy | Jersey Shore | PA | 17740 | Yes | Yes | |
| IST RWIS SR22 WB | 15683 Greenwood Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| - | 157 Boone Run Rd | Blossburg | PA | 16912 | Yes | No | Will continue to monitor for future availability |
| PGC Southwest Region | 157 Spruce Street | Montrose | PA | 18801 | Yes | No | Will continue to monitor for future availability |
| Ebensburg Center | 157 TB Oakville Dr | Pittsburgh | PA | 15220 | Yes | Yes | |
| Troop A - Ebensburg | 1570 Four Mile Rd | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| CAMB01 Pindleton RPO DCNR PSP | 15739 Hallton Rd | Sigel | PA | 15860 | Yes | No | Will continue to monitor for future availability |
| DEP Cambria District Office | 1575 S Market St Ste 109 | Elizabethtown | PA | 17022 | Yes | Yes | |
| Forest District 6 Office | 1577 I-80 West | Milesburg | PA | 16853 | Yes | Yes | |
| - | 1578 Bushkill Center Rd | Bath | PA | 18014 | Yes | Yes | |
| District 9-3 | 1579 State Park Rd | Newport | PA | 17074 | Yes | Yes | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|--------------------------|----------------|-------|------------|------|---------|--|
| SR 0553 Seg 0770 Offset 1284 | 1579 State Park Road | Newport | PA | 17074 | Yes | Yes | |
| Stockpile 11 | 15795 Greenwood Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| Stockpile 1 | 158 Point Plz | Butler | PA | 16001 | Yes | Yes | |
| | 158 Purity Rd | Penn Hills | PA | 15235 | Yes | Yes | |
| SWRO Zach Edwards | 158 S 2nd Ave | Clarion | PA | 16214 | Yes | Yes | |
| RWIS Site 590-3 | 1586 N 9th St | Stroudsburg | PA | 18360 | Yes | Yes | |
| PA Game Commission - Dan Yahner | 15887 Trough Creek Drive | James Creek | PA | 16657 | Yes | Yes | |
| Frank P Bopp | 1590 Walters Mill Rd | Somerset | PA | 15510 | Yes | Yes | |
| - | 15919 Greenwood Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| State Game Lands 42 | 1598 Juniata St | Hollidaysburg | PA | 16648 | Yes | Yes | |
| Stockpile 04 | 1599 Doubling Gap Rd | Newville | PA | 17241 | Yes | Yes | |
| - | 1599 Route 478 | Emlenton | PA | 16373 | Yes | No | Will continue to monitor for future availability |
| Clyde CAVC 808 | 16 Crafton St | Wellsboro | PA | 16901 | Yes | Yes | |
| | 16 James St | Pittston | PA | 18640-2528 | Yes | Yes | |
| - | 16 Tremont Rd | Pine Grove | PA | 17963 | Yes | Yes | |
| CAVC 985 | 16 Weiser Lane | Aristes | PA | 17920 | Yes | Yes | |
| Stockpile 05 - INDI62 | 160 George Jr Rd | Grove City | PA | 16127 | Yes | Yes | |
| - | 160 Main St | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| Babcock Ranger Station | 160 W Hamilton St | Allentown | PA | 18101 | Yes | Yes | |
| Windber Boro | 1600 Green Ave | Williamsport | PA | 17701 | Yes | Yes | |
| RWIS 1002-317 | 1600 Greensburg Rd | New Kensington | PA | 15068 | Yes | Yes | |
| Allentown State Hospital | 1600 Hanover Ave | Allentown | PA | 18103 | Yes | Yes | |
| Career Link | 1600 Lebanon Rd | Manheim | PA | 17545 | Yes | No | Will continue to monitor for future availability |
| Butler County State Health Ctr/OVR | 1600 N Hagys Run Rd | Lower Marion | PA | 19072 | Yes | Yes | |
| Butler CAO | 1600 Nay Aug Ave | Scranton | PA | 18509 | Yes | Yes | |
| - | 1600 Northampton St | Easton | PA | 18042 | Yes | Yes | |
| Troop D - HQ | 1600 Peninsula Dr | Erie | PA | 16505 | Yes | Yes | |
| PBPP Butler SO | 16003 Lincoln Hwy | Breezewood | PA | 15533 | Yes | Yes | |
| District 10-2 | 1601 Big Oak Rd | Yardley | PA | 19067 | Yes | Yes | |
| DLC-14 Butler | 1601 Liberty Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| ATR 18 | 1601 Union Blvd | Allentown | PA | 18103 | Yes | Yes | |
| | 1602 Cochran Rd | Pittsburgh | PA | 15220 | Yes | Yes | |
| | 1603 State St W | Baden | PA | 15005 | Yes | Yes | |
| | 1604 S 4th St | Allentown | PA | 18103 | Yes | Yes | |
| Danville State Hospital | 1605 Bloom Rd | Danville | PA | 17821 | Yes | Yes | |
| BUTL690-Evans City | 1606 Leona Ave | South Park | PA | 15129 | Yes | Yes | |
| - | 1607 Jefferson Ave | Windber | PA | 15963 | Yes | Yes | |
| Stockpile 5 | 1609 Proctor Rd | Williamsport | PA | 17701 | Yes | Yes | |
| | 161 Critter Crossing | Houtzdale | PA | 16651 | Yes | Yes | |
| Stockpile 3 | 161 E Swedesford Rd | Wayne | PA | 19087 | Yes | Yes | |
| | 161 N Main St | Dublin | PA | 18917 | Yes | Yes | |
| Union CAO | 1610 Industrial Blvd | Lewisburg | PA | 17837 | Yes | Yes | |
| Stockpile 2 | 1614 Boxwood Rd | Garnet Valley | PA | 19061 | Yes | Yes | |
| | 1617 John F Kennedy Blvd | Philadelphia | PA | 19103 | Yes | Yes | |
| Park Office | 162 E Street Rd | Feasterville | PA | 19053 | Yes | Yes | |
| Marina Office | 162 Eagleview Blvd | Exton | PA | 19341 | Yes | Yes | |
| Sewage Treatment Plant | 162 S 2nd Ave | Clarion | PA | 16214 | Yes | Yes | |
| Stockpile 4 | 1620 N Juniata St | Hollidaysburg | PA | 16648 | Yes | Yes | |
| RWIS | 1621 Dutch Lane | Hermitage | PA | 16148 | Yes | Yes | |
| Region 2 Park Office | 1622 Lincoln Hwy East | Lancaster | PA | 17602 | Yes | Yes | |

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| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------------|-----------------------------------|---------------|-------|------------|------|---------|--|
| | 1625 Breakneck Road | Connellsville | PA | 15425 | Yes | Yes | |
| | 1628 John F Kennedy Blvd | Philadelphia | PA | 19103 | Yes | Yes | |
| Danny Wenger | 1628 N 15th St | Philadelphia | PA | 19121 | Yes | Yes | |
| Brian Murray BLLC Home Office | 163 3rd St | Leechburg | PA | 15656 | Yes | No | Will continue to monitor for future availability |
| American Tower 85096 | 163 Akron Rd | Ephrata | PA | 17522 | Yes | No | Will continue to monitor for future availability |
| Jennings Environmental Educ Ctr | 1630 North Washington Avenue | Scranton | PA | 18509 | Yes | Yes | |
| BUTL94 Stockpile 07 | 1633 River Rd | New Hope | PA | 18938 | Yes | Yes | |
| | 1634 North Main St | Washington | PA | 15301 | Yes | Yes | |
| Stockpile 8 | 16362 Little Valley Road | James Creek | PA | 16657 | Yes | Yes | |
| State Game Lands 95 | 16364 Little Valley Road | James Creek | PA | 16657 | Yes | Yes | |
| PGC NWRO Arthur Brunst | 1638 Gable Dr | Coopersburg | PA | 18036 | Yes | Yes | |
| ITS Crash Advance Station System | 164 Glacial Till Road | Slippery Rock | PA | 16057 | Yes | Yes | |
| Somerset CAO | 164 Staybrook St | Somerset | PA | 15501 | Yes | Yes | |
| ATR 374 | 164 Willow Rd | Waynesburg | PA | 15370 | Yes | No | Will continue to monitor for future availability |
| BUTL617 Stockpile 06 | 165 Freeman Hollow Rd | Loysville | PA | 17047 | Yes | Yes | |
| HAR | 165 Hawbaker Rd | Fort Loudon | PA | 17224 | Yes | Yes | |
| | 1650 Bobali Dr | Harrisburg | PA | 17104-3209 | Yes | Yes | |
| - | 166 Goss Rd | Sinnemahoning | PA | 15861 | Yes | Yes | |
| CTL238 | 1660 Lincoln Way East Units 8 & 9 | Chambersburg | PA | 17201 | Yes | Yes | |
| - | 1661 Easton Rd | Warrington | PA | 18976 | Yes | Yes | |
| - | 1661 Old Philadelphia Pke | Lancaster | PA | 17602 | Yes | Yes | |
| Lawrence CAO | 1663 Beaver Valley Rd | Patton | PA | 16619 | Yes | Yes | |
| - | 167 7th St. | Renovo | PA | 17764 | Yes | Yes | |
| Washington CAO | 167 N Main St | Washington | PA | 15301 | Yes | Yes | |
| State Game Lands 216 | 1670 Bucks Valley Rd | Liverpool | PA | 17068 | Yes | Yes | |
| DEP NW Dist Ofc @ New Castle | 16750 State Rte 706 Ste 6 | Montrose | PA | 18801 | Yes | No | Will continue to monitor for future availability |
| - | 1676 County Line Rd | Somerset | PA | 15622 | Yes | Yes | |
| Park Center | 168 Mann Creek Rd | Mansfield | PA | 16933 | Yes | No | Will continue to monitor for future availability |
| DLC-39 New Castle | 1680 Kirby Rd | Waynesburg | PA | 15370 | Yes | No | Will continue to monitor for future availability |
| ATR 20 | 1688 New Grenada Highway | Waterfall | PA | 16689 | Yes | No | Will continue to monitor for future availability |
| - | 1690 N Atherton St | State College | PA | 16803 | Yes | Yes | |
| Lawrence CAO | 16942 Patricia Dr | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| | 1699 Pottsville Street | Lykens | PA | 17048 | Yes | Yes | |
| | 1699 Valley Forge Rd | Valley Forge | PA | 19482 | Yes | Yes | |
| | 17 AHN Industrial Hwy | Tinicum | PA | 19113 | Yes | Yes | |
| - | 17 Kimberly Ln Ste 4 | Cranberry | PA | 16319 | Yes | Yes | |
| District 11-4 | 17 N 2nd St | Harrisburg | PA | 17101 | Yes | Yes | |
| - | 170 Rte 259 Hwy | Penn Run | PA | 15765 | Yes | Yes | |
| Troop D - New Castle | 1700 Arsenal Blvd | Harrisburg | PA | 17120 | Yes | Yes | |
| New Castle YDC | 1700 Markley Street | Norristown | PA | 19401 | Yes | Yes | |
| Near Clarks Mills | 1701 Duncan Ave | McCandless | PA | 15101 | Yes | Yes | |
| - | 1706 Mount Royal Blvd | Glenshaw | PA | 15116 | Yes | Yes | |
| Municipal Building | 171 Arthur L Hershey Dr | Bedford | PA | 15522 | Yes | Yes | |
| - | 171 Aumick Rd | Mansfield | PA | 16933 | Yes | No | Will continue to monitor for future availability |
| Near Ellwood City | 171 Dinner Bell Rd | Ohiopyle | PA | 15470 | Yes | Yes | |
| | 171 E Hershey Park Dr | Hershey | PA | 17033 | Yes | Yes | |
| Forest CAO | 171 Elm St | Tionesta | PA | 16353 | Yes | Yes | |
| Beaver CAO | 171 Virginia Ave | Rochester | PA | 15074 | Yes | Yes | |
| PA Game Commission | 1710 Hoover Ave | Allentown | PA | 18103 | Yes | Yes | |
| PA Game Commission Mario Piccirilli | 17117 Trough Creek Dr | James Creek | PA | 16657 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|----------------------------------|-----------------------------------|---------------|-------|------------|------|---------|--|
| Mercer Cnty Welcome Ctr | 1712 Lehigh St | Allentown | PA | 18103 | Yes | Yes | |
| Stockpile 9 | 1712 Piper Rd | Ligonier | PA | 15658 | Yes | Yes | |
| | 1713 Lehigh St | Allentown | PA | 18103 | Yes | Yes | |
| - | 1714 North St | Philadelphia | PA | 19122 | Yes | Yes | |
| | 17171 Shreve Run Rd | Pleasantville | PA | 16341 | Yes | Yes | |
| - | 17-19 LeoFinerd Rd Sts D1 D2 & D3 | Paoli | PA | 19301-1517 | Yes | Yes | |
| SGL 214 - Crawford County | 172 Fish Hatchery Ln | Tionesta | PA | 16353 | Yes | Yes | |
| PA Game Commission Jacob Olexsak | 172 SR 519 | Eighty Four | PA | 15330 | Yes | Yes | |
| Lakeview Industrial Park | 1720 E Caracas Ave | Hershey | PA | 17033 | Yes | Yes | |
| Lakeview Industrial Park | 1721 Lindholm Rd | Johnsonburg | PA | 16735 | Yes | Yes | |
| Stockpile 140-05 | 17215 Buffalo Rd | Mifflinburg | PA | 17844 | Yes | Yes | |
| Park Office | 1731 W 67th Ave | Philadelphia | PA | 19126 | Yes | Yes | |
| Jamestown Marina Env Classroom | 1735 Lyter Dr | Johnstown | PA | 15905 | Yes | Yes | |
| SCI Mercer | 1737 Quentin Rd | Lebanon | PA | 17042 | Yes | Yes | |
| - | 1738 A 9th Ave | Altoona | PA | 16602 | Yes | Yes | |
| New Castle YDC | 1745 Frew Mill Rd | New Castle | PA | 16107 | Yes | Yes | |
| Troop D - Mercer | 1745 Valley Rd | Mansfield | PA | 16933 | Yes | Yes | |
| PBPP Mercer DO | 1749 S Braddock Ave | Pittsburgh | PA | 15218 | Yes | Yes | |
| District 1-4 | 175 E Hershey Park Dr | Hershey | PA | 17033 | Yes | Yes | |
| DLC-53 Mercer | 175 Shakleford Dr | Monroeville | PA | 15146 | Yes | Yes | |
| Sign Shop | 1750 N George St | York | PA | 17404 | Yes | Yes | |
| Tire Shop | 1751 Wilmington Pike Suite B6 | Glen Mills | PA | 19342 | Yes | Yes | |
| | 176 Purity Rd | Pittsburgh | PA | 15235 | Yes | Yes | |
| RWIS | 1761A Columbia Ave | Lancaster | PA | 17603 | Yes | Yes | |
| SR 0551 Seg 0240 | 1762 Keyser Oak Ave | Scranton | PA | 18508 | Yes | Yes | |
| CCC Sharon | 1772 Tilden Ridge Dr | Hamburg | PA | 19526 | Yes | Yes | |
| SHR140 | 1776 Minuteman Ln | State College | PA | 16803 | Yes | Yes | |
| | 178 Buckaroo Lane | Bellefonte | PA | 16823 | Yes | Yes | |
| Suite 103 | 178 Veterans Blvd | Duncansville | PA | 16635 | Yes | Yes | |
| Mercer CAO | 1782 E 3rd St | Williamsport | PA | 17701 | Yes | Yes | |
| - | 17933 Paint Blvd | Paint | PA | 16254 | Yes | Yes | |
| ATR 381 | 17948 Stone Bridge Rd | Spring Run | PA | 17262 | Yes | No | Will continue to monitor for future availability |
| | 179B Levittown Parkway | Levittown | PA | 19055 | Yes | Yes | |
| Park Office | 17A Cabin Rd | Philipsburg | PA | 16866 | Yes | Yes | |
| MERC64 McDowell Road | 18 Boundary Road | Grantville | PA | 17028 | Yes | Yes | |
| 205 Habarka Rd | 18 River Rd | Smithfield | PA | 18360 | Yes | Yes | |
| Stockpile 140-06 | 18 Western Ave | Brookville | PA | 15825 | Yes | Yes | |
| RWIS 180-Mercer | 180 Dessen Dr | Hazleton | PA | 18201 | Yes | Yes | |
| Potter CAO | 180 Eleventh Ave | Meyersdale | PA | 15552 | Yes | Yes | |
| - | 180 Newberry Parkway | Etters | PA | 17319 | Yes | Yes | |
| Armstrong CAO | 180 Old Swede Rd Ste 6 | Douglasville | PA | 19518 | Yes | No | Will continue to monitor for future availability |
| Troop D Kittanning Station | 180 West Girard Ave | Philadelphia | PA | 19123 | Yes | Yes | |
| State Game Lands 247 | 1800 Daisy St | Clearfield | PA | 16830 | Yes | Yes | |
| - | 1800 Elmerton Ave | Harrisburg | PA | 17110 | Yes | Yes | |
| District 10-1 | 1800 Herr St | Harrisburg | PA | 17103-1540 | Yes | Yes | |
| District 10-1 | 1800 Wilimington Rd | New Castle | PA | 16103 | Yes | Yes | |
| Stockpile 08 | 1807 Walnut Street | Camp Hill | PA | 17011 | Yes | Yes | |
| | 18073 Erie St | Centerville | PA | 16404 | Yes | Yes | |
| | 1808 Milligans Cove Rd | Buffalo Mills | PA | 15534 | Yes | No | Will continue to monitor for future availability |
| Stockpile 3 | 181 N Main St | Mansfield | PA | 16933 | Yes | No | Will continue to monitor for future availability |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|-----------------------------|--------------------|-------|------------|------|---------|--|
| - | 181 Rothrock Ln | Huntingdon | PA | 16652 | Yes | Yes | |
| Clarion CAO | 1810 Shumway Hill Rd | Wellsboro | PA | 16901 | Yes | Yes | |
| Still Hall | 182 Buchanan Trail | McConnellsburg | PA | 17233 | Yes | No | Will continue to monitor for future availability |
| Troop C - Clarion | 1824 Daisy St | Clearfield | PA | 16830 | Yes | Yes | |
| Forest District 8 Office | 1824 Murray Ave | Pittsburgh | PA | 15217 | Yes | Yes | |
| - | 1825 Stanley Dr | Harrisburg | PA | 17103-1256 | Yes | Yes | |
| Clarion Mall | 1825-A Limekiln Pke Ste 1 | Dresher | PA | 19025 | Yes | Yes | |
| - | 183 Clay Pike Road | Acme | PA | 15610 | Yes | Yes | |
| - | 183 High Flight Drive | Washington | PA | 15301 | Yes | Yes | |
| JEFF696-Cooksburg | 183 McCall Dam Rd | Loganton | PA | 17747 | Yes | Yes | |
| Park Office | 1839 Abington Road | North Abington Twp | PA | 18414 | Yes | Yes | |
| - | 184 Donald Ln | Johnstown | PA | 15904 | Yes | Yes | |
| Cook Forest State Park Ridge Campground | 184 Hardly Able Rd | Grampian | PA | 16838 | Yes | Yes | |
| Breezmont Water Pump Station | 1844-A Stefko Blvd | Bethlehem | PA | 18017 | Yes | Yes | |
| Cook Homestead Bed and Breakfast | 1848 Leithsville Rd | Hellertown | PA | 18055 | Yes | Yes | |
| Cook Forest Park Office | 18492 Smock Hwy | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| Stockpile 05 | 1850 Arsenal Blvd | Harrisburg | PA | 17104 | Yes | Yes | |
| Stockpile 7 | 1850 Pard Manor Blvd | Pittsburgh | PA | 15205 | Yes | Yes | |
| Stockpile 06 | 1854 Brookwood St | Harrisburg | PA | 17104 | Yes | Yes | |
| - | 1855 New Hope St | Norristown | PA | 19401 | Yes | Yes | |
| Stockpile 02 | 186 Enterprise Dr | Philipsburg | PA | 16866 | Yes | Yes | |
| Clarion Weigh Station | 1861 Harmony Rd | Patchinville | PA | 15742 | Yes | Yes | |
| White Memorial Bldg | 1864 New Castle Rd | Portersville | PA | 16051 | Yes | Yes | |
| Stockpile 2 | 187 Big Run Rd | Sigel | PA | 15860 | Yes | No | Will continue to monitor for future availability |
| HAR 53 Site 27 | 1874 Homeville Rd | West Mifflin | PA | 15122 | Yes | Yes | |
| - | 1875 New Hope St | Norristown | PA | 19401 | Yes | No | Will continue to monitor for future availability |
| PA Game Commission NWRO Stacy Wolbert | 1880 Park Dr | Drumore | PA | 17518 | Yes | Yes | |
| SCI Forest | 1885 New Hope St | Norristown | PA | 19401 | Yes | Yes | |
| Marienville State Police Station | 1889 Wolf Rock South Rd | Salisbury | PA | 15558 | Yes | Yes | |
| - | 189 Fyock Rd | Indiana | PA | 15701 | Yes | Yes | |
| - | 189 Pleasant View-Smock Rd | Smock | PA | 15449 | Yes | Yes | |
| SR 0066 Seg 0180 Offset 0171 | 189 Tower Road | Mahanoy City | PA | 17948 | Yes | Yes | |
| - | 1890 McClellandtown Rd | Masontown | PA | 15561 | Yes | Yes | |
| PGC Southwest Game Farm | 19 McQuiston Dr | Jackson Center | PA | 16133 | Yes | Yes | |
| Stockpile 04 | 19 W Court St | Doylestown | PA | 18901 | Yes | Yes | |
| - | 190 Briar City Rd | Pottsville | PA | 17901 | Yes | Yes | |
| PA Game Commission SGL 63 | 190 Mill Rd | Chambersburg | PA | 17201 | Yes | No | Will continue to monitor for future availability |
| Food Distribution | 1901 Ruffner St | Philadelphia | PA | 19140 | Yes | Yes | |
| District 10-3 | 19017 Finerk Ave Plz | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| Har-60 VMS-62 EB Site 29 | 1903 E 3rd St | Williamsport | PA | 17701 | Yes | Yes | |
| HAR 64 Site 32 | 1905 Washington Ave | Hyde | PA | 16843 | Yes | Yes | |
| PSP Cosmus Remote | 191 Erie Blvd, Ste A | Susquehanna | PA | 18847 | Yes | No | Will continue to monitor for future availability |
| RD 2 Box 245 | 1910 Center St | Northampton | PA | 18067 | Yes | Yes | |
| PA Game Commission - Podeszek | 1910 Cochran Rd | Pittsburgh | PA | 15220 | Yes | Yes | |
| Stockpile 04 | 1910 Pine Drive - Lancaster | Lancaster | PA | 17601-5530 | Yes | No | Will continue to monitor for future availability |
| - | 1910 W 26th St | Erie | PA | 16508 | Yes | Yes | |
| District 1-0 | 1911 Holicong Road | New Hope | PA | 18939 | Yes | Yes | |
| Btry C 1st Bn 107th FA | 1918 Allen St | Allentown | PA | 18104 | Yes | Yes | |
| Park Office | 192 N Valley Rd | Harrisonville | PA | 17228 | Yes | Yes | |
| Plumer Fire Tower | 1920 Inverness Road | Montoursville | PA | 17754 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|----------------------------------|---------------------|-------|------------|------|---------|--|
| Oil Creek State Park | 1920 Kutztown Rd | Reading | PA | 19604-1518 | Yes | Yes | |
| Oil Creek SP amphitheater/education bldg. | 1920 Susquehanna Trail N | York | PA | 17404 | Yes | Yes | |
| | 1920 Technology Parkway | Mechanicsburg | PA | 17050 | Yes | Yes | |
| Campground Parking Lot | 1922 Mineral Point Road | Mineral Point | PA | 15942 | Yes | Yes | |
| Chapman State Park Office | 1924-30 Daisy St | Clearfield | PA | 16830 | Yes | Yes | |
| Montgomery CAO/Norristown District | 1931 New Hope St | Norristown | PA | 19401 | Yes | Yes | |
| RWIS | 1935 Fairmount Ave | Philadelphia | PA | 19130 | Yes | Yes | |
| RWIS Boshung | 1935 Mountain View Dr | Ottsville | PA | 18942 | Yes | No | Will continue to monitor for future availability |
| - | 1936 W. MacDade Unit 17A | Woodlyn | PA | 19094 | Yes | Yes | |
| - | 1937 New Hope St | Norristown | PA | 19401 | Yes | Yes | |
| Stockpile 6 | 1940 North Wolf Rock Road | Salisbury | PA | 15558 | Yes | Yes | |
| | 1940 S Christopher Columbus Blvd | Philadelphia | PA | 19148 | Yes | Yes | |
| - | 1942 Kent Drive | Camp Hill | PA | 17011 | Yes | Yes | |
| Sandra Baughman | 1945 Greymont St | Philadelphia | PA | 19116 | Yes | Yes | |
| Venango CAO | 195 Aviation Dr | Johnstown | PA | 15904 | Yes | Yes | |
| Troop E - Franklin | 195 Camp 3 Rd | Hookstown | PA | 15026 | Yes | Yes | |
| B.E.S.O. - FRANKLIN | 195 Park Rd | Prospect | PA | 16052 | Yes | Yes | |
| State Game Lands 39 | 195 Valley View Dr | Meadville | PA | 16335 | Yes | Yes | |
| Northwest Regional Office | 1950 Crooked Hill Rd | Harrisburg | PA | 17110 | Yes | Yes | |
| PBPP Franklin SO | 1955 Wharton St | Pittsburgh | PA | 15203 | Yes | Yes | |
| PBPP Franklin SO | 196 E Overbrook Rd | Shavertown | PA | 18707 | Yes | No | Will continue to monitor for future availability |
| - | 1961 New Hope St | Norristown | PA | 19401 | Yes | Yes | |
| District 1-5 - VENA614 | 1964 Stover Mill Rd | Bedminster | PA | 18944 | Yes | Yes | |
| Norristown/Philadelphia UMR Team | 1965 Calamia Dr | Norristown | PA | 19401 | Yes | Yes | |
| Anita Mottillo | 1966 Calamia Dr | Norristown | PA | 19401 | Yes | Yes | |
| 2nd floor | 1969 Highland Dr | State College | PA | 16803 | Yes | Yes | |
| Crawford CAO | 1969 Stover Mill Rd | Bedminister | PA | 18944 | Yes | Yes | |
| Troop E - Meadville Radio Tower | 197 Gibbons Rd | Patton | PA | 16668 | Yes | Yes | |
| NW Training Center | 197 Nursery Rd | Howard | PA | 16841 | Yes | Yes | |
| Troop E Meadville | 1970 New Holland Rd | Kenhorst | PA | 19607-3645 | Yes | No | Will continue to monitor for future availability |
| 11528 State Hwy 98 | 1971 Mahoning Dr E | Lehighton | PA | 18235 | Yes | Yes | |
| - | 1973 Norristown Rd | Maple Glen | PA | 19002 | Yes | Yes | |
| DEP NW Regional Office @ Meadville | 198 River Rd | Washington Crossing | PA | 18977 | Yes | Yes | |
| FD 14 Meadville Satellite Office | 1989 Wyoming Ave | Forty Fort | PA | 18704 | Yes | Yes | |
| PA Wine & Spirits Shoppe 2001 | 199 Beaver Dr | DuBois | PA | 15801 | Yes | Yes | |
| - | 199 E Cowley Run Rd | Emporium | PA | 15834 | Yes | Yes | |
| - | 199 N 7th St | Harrisburg | PA | 17125 | Yes | Yes | |
| Food Distribution Rep | 199 W Main St | Macungie | PA | 18062 | Yes | Yes | |
| DLC-23 Meadville | 1991 Sproul Rd, Spc 37 | Broomall | PA | 19008 | Yes | Yes | |
| District 1-1 | 2 E Arch St | Shamokin | PA | 17782 | Yes | Yes | |
| | 2 E Main St | Norristown | PA | 19401 | Yes | Yes | |
| Pa Game Commission SGL 143 NWRO | 2 Eckley Main Street | Weatherly | PA | 18255 | Yes | Yes | |
| Stockpile 12 | 2 Governor's Way | Annaville | PA | 17003-5300 | Yes | Yes | |
| Torpedo Stockpile 04 | 2 Humbert Ln | South Strabane | PA | 15301 | Yes | Yes | |
| PennDOT Oil Creek Stockpile | 2 I-81 Route 1 Box 5670 | Grantville | PA | 17078 | Yes | Yes | |
| FD 14 Tionesta Satellite Ofc | 2 I-83-N | Shrewsbury | PA | 17361 | Yes | Yes | |
| Stockpile | 2 Kane Ln | Taylor | PA | 18517 | Yes | Yes | |
| Fieldmore Hill | 2 Market St | Warren | PA | 16365 | Yes | Yes | |
| Polk Center | 2 Moxley Ln | Avondale | PA | 19311 | Yes | Yes | |
| - | 2 N 9th St | Allentown | PA | 18103 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|----------------------------|--------------------|-------|-------|------|---------|--|
| RWIS | 2 N. Main St. | Pittston | PA | 18640 | Yes | Yes | |
| RWIS Nu Metrics | 2 Noyes Area | Renovo | PA | 17764 | Yes | Yes | |
| - | 2 Old Pond Rd | Bridgeville | PA | 19107 | Yes | Yes | |
| SERS Suite 6 Duawl Prof. Plaza | 2 Parkedge Dr | Zelienople | PA | 16063 | Yes | Yes | |
| Building 140 | 2 Parkway E | Pittsburgh | PA | 15210 | Yes | Yes | |
| WARR690-Henrys Mills | 2 Pleasant Hill Rd | Fairview | PA | 17070 | Yes | Yes | |
| FORE695-Blue Jay Creek | 2 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| FORE693-Mayburg | 2 Public Sq | Wilkes Barre | PA | 18711 | Yes | Yes | |
| FORE694-Minister | 2 Village Ctr | Tunkhannock | PA | 18657 | Yes | Yes | |
| FORE64 - Brookston | 2 West Fisher Drive | Erie | PA | 16505 | Yes | Yes | |
| - | 2.5 Mi NE of Marienville | Marienville | PA | 16239 | Yes | Yes | |
| ATR 385 | 20 Follies Rd | Dallas | PA | 18612 | Yes | No | Will continue to monitor for future availability |
| Stockpile 05 | 20 Liberty Blvd | Malvern | PA | 19355 | Yes | Yes | |
| Stockpile 07 | 20 N 6th St | Dubois | PA | 15801 | Yes | Yes | |
| Forest CAO | 200 Adams Ave | Scranton | PA | 18503 | Yes | Yes | |
| Tionesta State Fish Hatchery | 200 Barracks Rd | Butler | PA | 16001 | Yes | Yes | |
| PO Box 405 | 200 Prushnok Drive | Punxsutawney | PA | 15756 | Yes | Yes | |
| - | 200 Racetrack Rd | Meadowlands | PA | 15347 | Yes | Yes | |
| RWIS SR 62 | 200 S Broad St | Philadelphia | PA | 19102 | Yes | Yes | |
| Danville State Hospital | 200 State Hospital Drive | Danville | PA | 17821 | Yes | Yes | |
| - | 200 W Ridge Pke | Limerick | PA | 19468 | Yes | Yes | |
| Drake Well Museum | 2001 Elmerton Ave | Harrisburg | PA | 17110 | Yes | Yes | |
| - | 2001 Lincoln Way | White Oak | PA | 15131 | Yes | Yes | |
| RWIS Site 1031 | 2005 Swede Rd | Norristown | PA | 19404 | Yes | Yes | |
| Townville Stockpile | 20069 Croghan Rd | Orbisonia | PA | 17243 | Yes | No | Will continue to monitor for future availability |
| Stockpile 06 | 2009 Industrial Dr | Houtzdale | PA | 16698 | Yes | Yes | |
| - | 200C South Best Ave | Walnutport | PA | 18088 | Yes | Yes | |
| Warren CAO | 201 2nd Ave Ste 107 | Collegeville | PA | 19426 | Yes | Yes | |
| Northampton CAO | 201 Larry Holmes Dr | Easton | PA | 18044 | Yes | Yes | |
| Warren State Hospital | 201 Old Rodgers Rd | Bristol | PA | 19007 | Yes | Yes | |
| Troop E - Warren | 201 Pine St | Berwick | PA | 18603 | Yes | Yes | |
| DEP Northwest Dist Ofc | 201 Power St | New Castle | PA | 16102 | Yes | Yes | |
| Forest District 14 Office | 201 Princeton Ave | Palmerton | PA | 18071 | Yes | No | Will continue to monitor for future availability |
| Wheeler Fire Tower | 201 W Harford St | Milford | PA | 18337 | Yes | Yes | |
| 1st Fl | 201 W Wheeling St | Washington | PA | 15301 | Yes | Yes | |
| DLC-68 Warren | 201 Warbler Wy | Howard | PA | 16841 | Yes | Yes | |
| - | 2010 Rittenhouse Sq | Philadelphia | PA | 19103 | Yes | Yes | |
| Stockpile 09 | 20111 Rte 19 Rm 302A | Cranberry Township | PA | 16066 | Yes | Yes | |
| District 1-6 | 2012 Penny Ln | Jeannette | PA | 15644 | Yes | Yes | |
| PennDOT Warren County Maint Office | 2014 Old Arch Rd Store 4 | Norristown | PA | 19401 | Yes | Yes | |
| - | 20170 Route 948 | Sheffield | PA | 16347 | Yes | No | Will continue to monitor for future availability |
| - | 202 Farmington Dr | Venetia | PA | 15367 | Yes | Yes | |
| Stockpile 08 | 202 Hollidaysburg Plz | Duncansville | PA | 16635 | Yes | Yes | |
| RWIS Clintonville | 202 Museum Ln | Titusville | PA | 16354 | Yes | Yes | |
| HAR 45 Site 25 | 2022 E County Line Rd | Huntingdon Valley | PA | 19006 | Yes | Yes | |
| VMS 45 EB & HAR 42 Site 23 | 2026 W Sunbury Rd | West Sunbury | PA | 16061 | Yes | No | Will continue to monitor for future availability |
| Stockpile 2 | 2027 Pennsylvania Ave East | Warren | PA | 16365 | Yes | Yes | |
| Bldg 1 Washington | 202A 1st St | Summerdale | PA | 17093 | Yes | Yes | |
| Cambridge Springs Readiness Center | 203 Bottle Drive | Ralpho | PA | 17860 | Yes | Yes | |
| - | 203 E Arch St | Pottsville | PA | 17901 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|------------------------------|-------------------|-------|------------|------|---------|--|
| PA Game Commission Western Game Farm | 203 N Main St | Punxsutawney | PA | 15767 | Yes | Yes | |
| ATR 002 | 2034 Brandywine St | Philadelphia | PA | 19130 | Yes | Yes | |
| Stockpile | 2034 W State St | New Castle | PA | 16101 | Yes | Yes | |
| | 2035 N Front St | Harrisburg | PA | 17102-2106 | Yes | Yes | |
| District 1-11 | 2038 Smith Township Rd Ste 2 | Burgettstown | PA | 15021 | Yes | Yes | |
| - | 204 2nd Avenue | Franklin | PA | 16323 | Yes | Yes | |
| 13365 Rte 6 | 2040 Ardmore Blvd | Pittsburgh | PA | 15221 | Yes | Yes | |
| RR 2 Box 140 | 2040 Market St | Philadelphia | PA | 19103 | Yes | Yes | |
| | 2040 S 12th St | Allentown | PA | 18103 | Yes | Yes | |
| Presque Isle Chemical - DEP | 2041 Deer Path Rd | Harrisburg | PA | 17110 | Yes | Yes | |
| - | 2047B Bridge Rd | Schwenksville | PA | 19473 | Yes | Yes | |
| SR 3006 Seg 0330 Offset 1750 | 2047C Bridge Rd | Schwenksville | PA | 19473 | Yes | Yes | |
| - | 20480 Old Turnpike Rd | Laurelton | PA | 17845 | Yes | Yes | |
| RWIS SR 6N | 205 Canoe Creek Road | Hollidaysburg | PA | 16648 | Yes | Yes | |
| Luzerne CAO | 205 S Washington St | Wilkes Barre | PA | 18711 | Yes | Yes | |
| 241 Manchester Rd | 205 W Beaver St | Mercer | PA | 16137 | Yes | Yes | |
| 2000 Lohrer Rd | 205 Witherow St | Punxsutawney | PA | 15767 | Yes | Yes | |
| 7895 W Lake Rd | 2051 S Atherton St | State College | PA | 16801 | Yes | Yes | |
| Troop E - Girard | 20591 Coles Valley Rd | Waterfall | PA | 16689 | Yes | Yes | |
| | 206 Maintenance Way | Tobyhanna | PA | 18466 | Yes | Yes | |
| | 206 Marion Street | Browndale | PA | 18421 | Yes | Yes | |
| 13300 Hartstown Rd | 206 N Warren Ave | Apollo | PA | 15613 | Yes | No | Will continue to monitor for future availability |
| 13240 Hartstown Rd | 206 Seven Fields Blvd | Seven Fields | PA | 16046 | Yes | Yes | |
| Linesville Contact Station | 2060 William Pitt Way | Pittsburgh | PA | 15238 | Yes | Yes | |
| Linesville Livery | 2064 Logan Rd | Glen Campbell | PA | 15742 | Yes | Yes | |
| 1.5 Mi E of Linesville | 2067 Lycoming Creek Rd | Williamsport | PA | 17701 | Yes | Yes | |
| RWIS Site 157-2 | 20670 Bennets Valley Hwy | Byrnedale | PA | 15827 | Yes | No | Will continue to monitor for future availability |
| CAVC 805 | 207 Correction Rd | Cresson | PA | 16699 | Yes | Yes | |
| | 207 Stackpole St | St Marys | PA | 17518 | Yes | Yes | |
| PA Game Commission WLM Tim Hoppe | 207 Sunset Dr | Butler | PA | 16001 | Yes | Yes | |
| 8451 Station Rd | 207 W Willow Ave | Middleburg | PA | 17842 | Yes | Yes | |
| Erie County Welcome Ctr | 20745 Route 6 | Warren | PA | 16365 | Yes | Yes | |
| RWIS | 2075 Springwood Rd Unit 30 | York | PA | 17403 | Yes | Yes | |
| | 2076 Fruitville Pke | Lancaster | PA | 17601 | Yes | Yes | |
| SGL 269 - Crawford County | 208 Chestnut St | Kane | PA | 16735 | Yes | Yes | |
| HAR | 208 Constitution Ave | Hanover Township | PA | 18706 | Yes | Yes | |
| Troop E - Corry | 208 Countryside Plz | Mt Pleasant | PA | 15666 | Yes | Yes | |
| 9450 Rte 6 | 208 W 3rd St | Williamsport | PA | 17701 | Yes | Yes | |
| Stockpile 3 | 2080 County Line Rd | Huntingdon Valley | PA | 19006 | Yes | Yes | |
| | 209 8th St 1st Floor | Upland | PA | 19015 | Yes | Yes | |
| SGL 218 - Erie County | 209 Commerce Rd | Clarion | PA | 16214 | Yes | Yes | |
| - | 209 Institution Dr | Houtzdale | PA | 16698 | Yes | Yes | |
| District 1-2 | 209 W Baltimore Ave | East Lansdowne | PA | 19050 | Yes | Yes | |
| ATR 001 | 209 W Lancaster Ave | Wayne | PA | 19087 | Yes | Yes | |
| ATR 207 | 2099 Lincoln Hwy E | Lancaster | PA | 17602 | Yes | Yes | |
| DMS | 21 Carl Dr | Friendensburg | PA | 17933 | Yes | Yes | |
| HAR @ Welcome Ctr | 21 Griffith Dr | Home | PA | 15747 | Yes | Yes | |
| | 1.0783E+5 21 Little St | Canton | PA | 17724 | Yes | No | Will continue to monitor for future availability |
| Administration Bldg | 21 N River St | Plains | PA | 18705 | Yes | Yes | |
| UCSC Erie | 21 S 5th St | Philadelphia | PA | 19106 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|-----------------------------------|----------------|-------|------------|------|---------|--|
| DOR | 21 S Brown St | Lewistown | PA | 17044 | Yes | Yes | |
| Suite LL1 | 210 Market St | Williamsport | PA | 17701 | Yes | Yes | |
| Renaissance Bldg Erie H&A, OLTL | 210 Meadow Ave | Scranton | PA | 18505 | Yes | Yes | |
| Warren CAO | 210 North Drive | N Warren | PA | 16365 | Yes | Yes | |
| Renaissance Center | 210 Route 61 | Conyngham | PA | 17801 | Yes | No | Will continue to monitor for future availability |
| | 2100 Easton Rd | Danboro | PA | 18916 | Yes | Yes | |
| Erie CAO | 2100 Longs Rd | Patton | PA | 16668 | Yes | Yes | |
| PBPP Erie DO | 2101 Swede Rd | Norristown | PA | 19401 | Yes | Yes | |
| RWIS A60 Fast Bridge | 21013 CCC Memorial Highway | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| | 21027 CCC Memorial Highway | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| | 2103 Rexmont Rd | Cornwall | PA | 17016 | Yes | No | Will continue to monitor for future availability |
| DOR | 2105 Lincoln Hwy E | Lancaster | PA | 17604 | Yes | Yes | |
| LCE - DO # 8 | 21057 Paint Blvd | Shipperville | PA | 16254 | Yes | Yes | |
| Tom Ridge Center | 2107 Antis Area | Bellwood | PA | 16617 | Yes | Yes | |
| Presque Isle Sewage Treatment Plant | 211 E Erie St | Linesville | PA | 16424 | Yes | No | Will continue to monitor for future availability |
| Presque Isle State Park Lifeguard Building | 2112 Bumble Bee Hollow Rd | Mechanicsburg | PA | 17055 | Yes | Yes | |
| Presque Isle State Park Maintenance Bldg | 2115 N 22nd St | Philadelphia | PA | 19121 | Yes | Yes | |
| Presque Isle State Park Marina | 2117 Rostraver Area | Rostraver | PA | 15012 | Yes | Yes | |
| Presque Isle State Park Office Ranger Station | 2118 Cottman Ave | Philadelphia | PA | 19152 | Yes | Yes | |
| Stull Interpretive Center | 212 E High St | Pottstown | PA | 19464 | Yes | Yes | |
| | 212 Ohio St | Boswell | PA | 15331 | Yes | Yes | |
| | 212 S Main St | Sheffield | PA | 16347 | Yes | Yes | |
| | 2121 Noblestown Rd | Pittsburgh | PA | 15205 | Yes | Yes | |
| - | 21251 Route 322 | Clarion Twp | PA | 15829 | Yes | No | Will continue to monitor for future availability |
| CCC Erie | 213 N Woodlawn Ave | Aldan | PA | 19018 | Yes | Yes | |
| Erie Maritime Museum | 213 Penn St | Point Marion | PA | 15474 | Yes | Yes | |
| Rambler's Rest | 2130 Herr St | Harrisburg | PA | 17105 | Yes | Yes | |
| | 2130 S Queen St | York | PA | 17403 | Yes | Yes | |
| - | 2136 Wilkes Barre Twp Marketplace | Wilkes Barre | PA | 18702 | Yes | Yes | |
| | 214 5th St | Avonmore | PA | 15618 | Yes | Yes | |
| Presque Isle Downs | 2140 Herr St | Harrisburg | PA | 17120 | Yes | Yes | |
| Presque Isle State Park Ranger Station | 2140 Herr St Rear | Harrisburg | PA | 17103 | Yes | Yes | |
| Beach 10 | 2143 MacDade Blvd | Holmes | PA | 19043 | Yes | Yes | |
| Beach 11 | 21449 Broad St | Huntingdon | PA | 16652 | Yes | Yes | |
| Cook House | 2148 White St Ste 3 | York | PA | 17404 | Yes | Yes | |
| Beach 6 | 215 E Church St | Lock Haven | PA | 17745 | Yes | Yes | |
| Stull Center | 215 E Market St | Blairsville | PA | 15717 | Yes | Yes | |
| Beach 8 | 215 Lancaster Ave | Malvern | PA | 19355 | Yes | Yes | |
| HAR | 215 N Maple St | Mercer | PA | 16137 | Yes | Yes | |
| PennDot DLC 02 Erie | 215 SR 244 N | Coudersport | PA | 16915 | Yes | No | Will continue to monitor for future availability |
| | 2150 Herr St | Harrisburg | PA | 17103 | Yes | Yes | |
| Camillo L Presogna | 2152 N Bethlehem Pke | West Rockhill | PA | 18960 | Yes | Yes | |
| ITS RWIS Sensor | 2154 W Union Blvd | Bethlehem | PA | 18018-2011 | Yes | Yes | |
| | 216 Mountain View | Jim Thorpe | PA | 18229 | Yes | Yes | |
| ATR 301 | 216 N 6th St | Sunbury | PA | 17801 | Yes | Yes | |
| PA Soldier's & Sailor's Home | 2161 Memorial Hwy Ste 101 | Dallas | PA | 18612 | Yes | No | Will continue to monitor for future availability |
| Troop E - HQ | 2169 Roaring Creek Trail | Mt Carmel | PA | 17851 | Yes | Yes | |
| DOR | 217 Atwood St | Pittsburgh | PA | 15213 | Yes | Yes | |
| Milcreek Square Suite A 9 | 217 Pheasant Farm Rd | New Bethlehem | PA | 16242 | Yes | No | Will continue to monitor for future availability |
| Altoona State Office Bldg | 217 State Dr | Elizabethville | PA | 17023 | Yes | No | Will continue to monitor for future availability |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|----------------------------------|-------------------------------|-------------------|-------|------------|------|---------|--|
| DOR | 217 W State St | Sharon | PA | 16146 | Yes | Yes | |
| Altoona Police Department | 2170 Ben Franklin Hwy | Ebensburg | PA | 15931 | Yes | No | Will continue to monitor for future availability |
| - | 21742 German Rd | Meadville | PA | 16335 | Yes | Yes | |
| Blair CAO | 2174A Rte 611 | Swiftwater | PA | 18370 | Yes | Yes | |
| PBPP Altoona DO | 218 Aviation Dr | Johnstown | PA | 15902 | Yes | Yes | |
| Suite 101 | 218 E Chestnut Avenue | Altoona | PA | 16601 | Yes | Yes | |
| ATR 379 | 218 N Kimberly Ave | Somerset | PA | 15501 | Yes | Yes | |
| Philadelphia CAO - Liberty DO | 219 E Lehigh Ave | Philadelphia | PA | 19125 | Yes | Yes | |
| - | 219 Grayson Dr | Clarks Green | PA | 18411 | Yes | No | Will continue to monitor for future availability |
| DEP SER District Office | 219 I-80-W | Danville | PA | 17821 | Yes | Yes | |
| Logan Valley Mall | 219 W High St | Ebensburg | PA | 15931 | Yes | Yes | |
| DLC-44 Altoona | 2193 Barrertt Rd | Woodland | PA | 16881 | Yes | Yes | |
| | 2197 Golden Key Rd | New Smithville | PA | 18066 | Yes | Yes | |
| | 22 Buckingham St | Tidioute | PA | 16351 | Yes | Yes | |
| Cross Keys Rd | 22 Burgert Dr | Towanda | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| Stockpile 9 - CAMB690 | 22 S 23rd St | Philadelphia | PA | 19103 | Yes | Yes | |
| Bellwood Stockpile | 22 Saratoga Lane | Mifflinburg | PA | 17844 | Yes | Yes | |
| Allegheny CAO/Southeast District | 220 6th St | McKeesport | PA | 15132 | Yes | Yes | |
| PSP Blue Knob Remote | 220 Beacon Light Rd | Coatesville | PA | 19320 | Yes | Yes | |
| Group Camp #1 | 220 E Rosedale Ave | West Chester | PA | 19383 | Yes | Yes | |
| DMS | 220 Jacksonville Road | Hatboro | PA | 19040 | Yes | Yes | |
| | 220 Locust Lake Rd | Barnesville | PA | 18214 | Yes | Yes | |
| Administration Building | 220 Passmore Hill Rd | Curwensville | PA | 16833 | Yes | Yes | |
| Holidaysburg Readiness Center | 2200 Ben Franklin Pkwy | Philadelphia | PA | 19107 | Yes | Yes | |
| LCE - DO # 5 | 2200 Rosstown Rd | Lewisberry | PA | 17339 | Yes | Yes | |
| | 22001 Route 6 | Warren | PA | 16365 | Yes | Yes | |
| | 2201 Belmont Ave | Philadelphia | PA | 19131 | Yes | Yes | |
| Raystown Building (Area 420) | 2201 Belmont Avenue | Philadelphia | PA | 19131 | Yes | Yes | |
| Holidaysburg OCYF-OCDEL | 2208 Broad St | Erie | PA | 16503 | Yes | Yes | |
| Holidaysburg OCYF-OCDEL | 221 Delaware Ave | Palmerton | PA | 18071 | Yes | Yes | |
| Park Office | 221 E 18th St | Erie | PA | 16503 | Yes | Yes | |
| Park Office | 22130 Greytown Hills | Cambridge Springs | PA | 16403 | Yes | Yes | |
| Canoe Creek State Park | 222 Marshall Drive | McKeesport | PA | 15132 | Yes | Yes | |
| Bathhouse | 222 Northern Blvd Ste C | Clarks Summit | PA | 18411 | Yes | No | Will continue to monitor for future availability |
| District 9-0 | 2221 Forster St | Harrisburg | PA | 17103-1729 | Yes | Yes | |
| ITS District 9-2 | 2223 Galloway Rd | Bensalem | PA | 19020 | Yes | Yes | |
| HAR | 2225 Lick Run Rd | Williamsport | PA | 17701 | Yes | Yes | |
| Near Rodman | 223 Grove City Rd Ste 2 | Slippery Rock | PA | 16057 | Yes | Yes | |
| Stockpile 12 | 223 South Mountain Blvd Ste 2 | Mountaintop | PA | 18707 | Yes | Yes | |
| WIM | 2230 Rte 6 | Gaines | PA | 16921 | Yes | Yes | |
| Mercer CAO | 2236 Highland Rd | Hermitage | PA | 16148 | Yes | Yes | |
| Youth Forestry Camp 3 | 22361 Rte 68 Suite 50 | Clarion | PA | 16214 | Yes | Yes | |
| PGC NCRO Christopher Ivicic | 2238 Washington Ave | Philadelphia | PA | 19146 | Yes | Yes | |
| Food Distribution Field Rep | 2239 School Street | Mt Pleasant | PA | 15666 | Yes | Yes | |
| Stockpile 07 | 224 Nazareth Pke | Bethlehem | PA | 18020 | Yes | Yes | |
| | 224 S German St | Dushore | PA | 18614 | Yes | Yes | |
| SCI Huntingdon | 224 Stone Lodge Road | Derry | PA | 15627 | Yes | Yes | |
| SCI Smithfield | 2241 Paxton Church Rd | Harrisburg | PA | 17110 | Yes | Yes | |
| - | 2243 Paxton Church Rd | Harrisburg | PA | 17110 | Yes | Yes | |
| Huntingdon CAO | 225 E Park Ave | Sellersville | PA | 18960 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|--------------------------------|-------------------|-------|------------|------|---------|--|
| Huntingdon Readiness Center | 225 La Carra Dr | Lansdowne | PA | 19050-1717 | Yes | Yes | |
| Roxanne Oswald | 225 Lancaster Ave | Malvern | PA | 19355 | Yes | Yes | |
| Troop G - Huntingdon | 225 Market Street | Sunbury | PA | 17801 | Yes | Yes | |
| South Central Regional Office | 225 N York Rd | Hatboro | PA | 19040 | Yes | Yes | |
| SCRO Forestry Randy Fickes | 225 Pleasant Valley Rd | Portersville | PA | 16051 | Yes | Yes | |
| Adams CAO | 225 S Franklin St | Gettysburg | PA | 17325 | Yes | Yes | |
| Ironmasters Mansion | 2250 Dinner Bell Five Forks Rd | Wharton | PA | 15440 | Yes | Yes | |
| Forest District 5 Office | 2256 South River Rd | Halifax | PA | 17032 | Yes | Yes | |
| Contact Station | 226 Big 96 Rd | Georges | PA | 15436 | Yes | Yes | |
| Park Office | 226 Big Six Rd (rear) | Georges | PA | 15436 | Yes | Yes | |
| Beach Bldg | 226 Donohoe Road | Greensburg | PA | 15601 | Yes | Yes | |
| Maintenance Bldg | 226 N High St | West Chester | PA | 19380 | Yes | Yes | |
| Maintenance Headquarters | 226 Stereator Rd | Penfield | PA | 15849 | Yes | Yes | |
| Call Center | 227 N State St | Ephrata | PA | 17522 | Yes | No | Will continue to monitor for future availability |
| Call Center | 227 State Street | Harrisburg | PA | 17101 | Yes | Yes | |
| Greenwood Furnace STP | 227-A Spruce Run Rd | Millville | PA | 17846 | Yes | Yes | |
| - | 228 Summer Place Ln | Somerset | PA | 15557 | Yes | Yes | |
| - | 2289 Schoenersville Rd | Bethlehem | PA | 18017 | Yes | Yes | |
| DLC-61 Huntingdon | 229 N Broad St | Doylestown | PA | 18901 | Yes | Yes | |
| District 9-5 | 229 Plaza Blvd | Morrisville | PA | 19067 | Yes | Yes | |
| District 9-5 | 22907 Great Cove Rd | Fort Littleton | PA | 17223 | Yes | Yes | |
| District 09-5 | 22992 Center St | Cambridge Springs | PA | 16403 | Yes | Yes | |
| Stockpile 9 | 23 Marchwood Rd | Exton | PA | 19341 | Yes | Yes | |
| - | 23 Meadowbrook Dr | Schuylkill Haven | PA | 17972 | Yes | Yes | |
| - | 230 Chestnut St | Meadville | PA | 16335 | Yes | Yes | |
| Park Office | 230 W Hamilton Ave | State College | PA | 16801 | Yes | Yes | |
| Swimming Pool | 230 Yost Blvd | Pittsburgh | PA | 15221 | Yes | Yes | |
| Twin Fawn Cabin | 2300 Vartan Way | Harrisburg | PA | 17110 | Yes | Yes | |
| Stockpile 8 | 2301 N Cameron St | Harrisburg | PA | 17110-9405 | Yes | Yes | |
| Trough Creek Maintenance HQ | 2310 Linglestown Rd | Harrisburg | PA | 17110 | Yes | Yes | |
| Gasboy TopKAT System | 2312 Laurel Hill Park Rd | Somerset | PA | 15501 | Yes | Yes | |
| Park Office | 232 Fox Run Ln Ste 101 | East Stroudsburg | PA | 18302 | Yes | Yes | |
| Campground | 232 Sunrise Ave | Honesdale | PA | 18431 | Yes | Yes | |
| GAI Tronics | 2320 Island Ave | Philadelphia | PA | 19142 | Yes | Yes | |
| PSP Avaition Patrol Unit 7 | 2321 E State St | Hermitage | PA | 16148 | Yes | Yes | |
| SGL 147 - Blair County | 2323 N Elmira St | Sayre | PA | 18840 | Yes | Yes | |
| PA Game Commission c/o Brad Myers | 2329 Federal Street | Philadelphia | PA | 19146 | Yes | Yes | |
| PA Dept of Agriculture Region 5 | 233 Shiloh St | Pittsburgh | PA | 15211 | Yes | Yes | |
| PA Game Commission SGL 41 | 233 W Otterman St | Greensburg | PA | 15601 | Yes | Yes | |
| DHS Hearings and Appeals | 2330 Vartan Way | Harrisburg | PA | 17110 | Yes | Yes | |
| Stockpile 20 | 2334 Oakland Ave | Indiana | PA | 15701 | Yes | Yes | |
| SGL 108 - Cambria County | 234 Allegheny Blvd | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| Park Office | 234 Kutenai Trail | Mercer | PA | 16137 | Yes | No | Will continue to monitor for future availability |
| Lifeguard Station | 23429 N Mosiertown Rd | Saegertown | PA | 16433 | Yes | No | Will continue to monitor for future availability |
| Ranger Station | 2347 Oregon Pke Ste 105 | Lancaster | PA | 17601 | Yes | Yes | |
| Marina | 235 East 23rd Street | Hazle Township | PA | 18202 | Yes | Yes | |
| Prince Gallitzin State Park | 235 W Chelton Ave | Philadelphia | PA | 19144 | Yes | Yes | |
| Lifeguard Bldg | 2350 N Reading Rd Store 11 | Denver | PA | 17517 | Yes | No | Will continue to monitor for future availability |
| Wyerough Mooring Area | 2350 Noblestown Rd | Pittsburgh | PA | 15205 | Yes | Yes | |
| OD Campground | 2356 Golden Mile Hwy | Pittsburgh | PA | 15239 | Yes | No | Will continue to monitor for future availability |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------------|--------------------------|-------------------|-------|------------|------|---------|--|
| PGC WLM Biologist G Turner | 2364 Harmony Rd | Susquehanna | PA | 18847 | Yes | No | Will continue to monitor for future availability |
| PA Game Comm c/o Amy Nabozny | 237 Sussex Way | Greensburg | PA | 15601 | Yes | Yes | |
| Wipple Dam State Park | 238 Commerce Cir | Bristol | PA | 19007 | Yes | Yes | |
| Stockpile 05 | 239 Butler Rd | Kittanning | PA | 16201 | Yes | Yes | |
| - | 2390 Hudson Dr | Weatherly | PA | 18255 | Yes | Yes | |
| State Game Lands 33 | 2395 Old York Rd | Jamison | PA | 18929 | Yes | Yes | |
| ITS District 05 | 24 E 4th St | Bridgeport | PA | 19405 | Yes | Yes | |
| Warriors Path State Park | 24 Hillside Ave | Eagleville | PA | 19403-1559 | Yes | Yes | |
| Montgomery CAO - Pottstown District | 24 Robinson St | Pottstown | PA | 19464 | Yes | Yes | |
| Park Office | 24 Stewardson Area | Cross Fork | PA | 17729 | Yes | Yes | |
| Troop G - HQ | 240 Adams Ave | Scranton | PA | 18503 | Yes | Yes | |
| - | 240 Buffalo Plz | Sarver | PA | 16055 | Yes | Yes | |
| - | 240 Match Factory Place | Bellefonte | PA | 16823 | Yes | Yes | |
| - | 240 Ridge Ave | Ephrata | PA | 17522 | Yes | No | Will continue to monitor for future availability |
| Stockpile | 2401 E Venango St | Philadelphia | PA | 19134 | Yes | Yes | |
| RWIS | 2401 Vare Ave | Philadelphia | PA | 19145 | Yes | Yes | |
| - | 241 E Market St | Clearfield | PA | 16830 | Yes | Yes | |
| FULT62 New Grenada | 241 Golden City Rd | Saxonburg | PA | 16056 | Yes | Yes | |
| PA Game Commission SGI 121 | 2410 Wilmington Rd | New Castle | PA | 16101 | Yes | Yes | |
| HUNT01/77-Loop Lookout | 2411 26th St SW | Allentown | PA | 18103 | Yes | Yes | |
| SCI Houtzdale | 2413 Laurel Hill Park Rd | Somerset | PA | 15501 | Yes | Yes | |
| SCI Houtzdale | 2413 Laurel Hill Rd | Somerset | PA | 15501 | Yes | Yes | |
| PO Box A | 2421 Ashbury Rd | Erie | PA | 16506 | Yes | Yes | |
| Cresson Secure Unit | 2425 Route 4009 | Forks ville | PA | 18616 | Yes | No | Will continue to monitor for future availability |
| RWIS SR 0022 | 2429 Aramingo Ave | Philadelphia | PA | 19125 | Yes | Yes | |
| - | 2429 South St | Philadelphia | PA | 19146 | Yes | Yes | |
| McKean CAO | 243 Pearson Rd | Jersey Shore | PA | 17740 | Yes | No | Will continue to monitor for future availability |
| - | 243 Schneider Dr | Lebanon | PA | 17046 | Yes | Yes | |
| Dauphin CAO | 2432 N 7th St | Harrisburg | PA | 17110 | Yes | Yes | |
| DHS Staff Dev | 2433 Jefferson Street | Harrisburg | PA | 17110 | Yes | Yes | |
| Anti Icing Machine | 2433 Lisburn Rd | Camp Hill | PA | 17001 | Yes | Yes | |
| CAVC 809 | 244 Arch Dr | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| Park Office / Visitor Center | 244 Market Place Blvd | Selinsgrove | PA | 17870 | Yes | Yes | |
| Campground | 245 Darr Street | Johnstown | PA | 15904 | Yes | Yes | |
| pole at dam - Sinnemahoning St Prk | 245 Depot Street | Saint Marys | PA | 15857 | Yes | Yes | |
| Near Austin | 245 W Main St | Monongahela | PA | 15063 | Yes | Yes | |
| Near Eldred | 2451 Bedford St | Johnstown | PA | 15904 | Yes | Yes | |
| Bradford Stockpile | 2451 Kissel Hill Rd | Lancaster | PA | 17601 | Yes | Yes | |
| District 2-8 | 246 Edge Park Dr | Lake City | PA | 16423 | Yes | Yes | |
| Smethport | 246 Long Loop Rd | Mifflinburg | PA | 17844 | Yes | Yes | |
| ATR #27 | 24604 Hwy 408 | Cambridge Springs | PA | 16403 | Yes | Yes | |
| Michael Yagercik | 247 Murtland Ave | South Strabane | PA | 15301 | Yes | Yes | |
| - | 247 Pennsylvania Ave | Sunbury | PA | 17801 | Yes | Yes | |
| Troop C - Kane | 2473 Nazareth Rd | Easton | PA | 18045 | Yes | Yes | |
| MCKE695 Hutchins Drive | 248 Glencrest Rd | Coatesville | PA | 19320 | Yes | Yes | |
| Kinzua Bridge State Park | 2489 Ridge Rd Ext | Ambridge | PA | 16735 | Yes | Yes | |
| Kinzua Bridge State Park | 249 Campground Rd | Patton | PA | 16668 | Yes | Yes | |
| Near Kane | 249 Shaffer Rd | Moon Township | PA | 15108 | Yes | Yes | |
| - | 2495 Alvira Rd | Allenwood | PA | 17810 | Yes | No | Will continue to monitor for future availability |
| Bradford Readiness Center | 25 Fairway Dr | Quarryville | PA | 17566 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------------|--------------------------------|-----------------|-------|------------|------|---------|--|
| ATR 363 | 25 Lower Campground Rd | Renovo | PA | 17764 | Yes | Yes | |
| State Game Lands 62 | 25 McQuiston Dr | Jackson Center | PA | 16133 | Yes | Yes | |
| FD 15 Bark Shanty Forest Hdqtrs Kea | 25 Old Lake Road | Erie | PA | 16505 | Yes | Yes | |
| | 25 S Main St | Yardley | PA | 19067 | Yes | Yes | |
| MCKE11-Bradford | 25 Technology Dr | Coal Center | PA | 15423 | Yes | Yes | |
| Stockpile 9 | 25 W Water St | Mount Union | PA | 17066 | Yes | Yes | |
| Becks Remote | 25 Westwood Ctr | Pottsville | PA | 17901 | Yes | Yes | |
| Near Smethport | 250 Chestnut Rd | Penn Run | PA | 15765 | Yes | Yes | |
| | 250 Dessen Dr | Hazleton | PA | 18202 | Yes | Yes | |
| - | 250 E Harmony St | Coatesville | PA | 19320 | Yes | Yes | |
| Garden Level | 250 Kriess Rd | Butler | PA | 16001 | Yes | Yes | |
| Suite 1200 | 250 Oak Spring Rd | Washington | PA | 15301 | Yes | Yes | |
| Centre CAO | 2500 Lisburn Rd | Camp Hill | PA | 17001 | Yes | Yes | |
| TROOP G - ROCKVIEW | 2501 Leechburg Road Ste F | Lower Burrell | PA | 15068 | Yes | Yes | |
| 1735 Shiloh Rd | 2501 W 12th St | Erie | PA | 16505 | Yes | Yes | |
| Scotia Range | 2501 W Ridge Pke | Norristown | PA | 19403 | Yes | Yes | |
| - | 2503 Mickley Ave | Whitehall | PA | 18052 | Yes | Yes | |
| Cresson Secure Unit | 251 Correction Rd | Cresson | PA | 16699 | Yes | Yes | |
| | 251 Country Ln | Lewistown | PA | 17044 | Yes | Yes | |
| | 251 Curtin Village | Howard | PA | 16841 | Yes | Yes | |
| | 2511 Rauchtown Rd | Jersey Shore | PA | 17740 | Yes | Yes | |
| | 2516 Federal St | Philadelphia | PA | 19146 | Yes | Yes | |
| DGS Construction State College | 252 N Queen St First Floor | Lancaster | PA | 17603 | Yes | Yes | |
| State College Air National Guard | 252 Steelstown Rd | Newville | PA | 17013 | Yes | No | Will continue to monitor for future availability |
| PA Game Commission c/o Greg Turner | 2520 Lisburn Rd | Camp Hill | PA | 17001 | Yes | Yes | |
| SERS State College | 2525 Green Tech Dr | State College | PA | 16803 | Yes | Yes | |
| SR 0036 Seg 0250 Offset 1437 | 253 Perry St | Elkins Park | PA | 19027 | Yes | Yes | |
| | 253 Snyder Road | Reading | PA | 19605 | Yes | Yes | |
| - | 2547 East Market Street | York | PA | 17402 | Yes | Yes | |
| Willowbank Office Building | 2547 Marina Drive | Jamestown | PA | 16134 | Yes | Yes | |
| Troop G - Rockview | 2547 W State St | New Castle | PA | 16101 | Yes | Yes | |
| SCI Rockview | 255 Elm Dr | Waynesburg | PA | 15370 | Yes | Yes | |
| SCI Benner | 255 Elm St | Oil City | PA | 16301 | Yes | Yes | |
| SCI Rockview | 255 Rauchtown Rd | Jersey Shore | PA | 17740 | Yes | Yes | |
| Unit 18F2 | 2550 Brownsville Rd | South Finerk | PA | 15129 | Yes | Yes | |
| - | 2550 Grant Ave Ste 130 | Philadelphia | PA | 19114 | Yes | Yes | |
| 1115 Spring Creek Rd | 2550 Kingston Rd | York | PA | 17402 | Yes | Yes | |
| 450 Robinson Ln | 2550 Oakland Ave | Indiana | PA | 15701 | Yes | Yes | |
| Stackhouse School | 2561 Bernville Rd | Reading | PA | 19605 | Yes | Yes | |
| Centre County Regional Office Complex | 2575 Interstate Dr | Harrisburg | PA | 17110 | Yes | Yes | |
| District 2-1 | 258 Sizerville Rd | Emporium | PA | 15834 | Yes | Yes | |
| DLC-1 Pleasant Gap | 258/260 Sizerville Rd | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| CAVC 800 | 2580 Constitution Blvd | Beaver Falls | PA | 15010 | Yes | Yes | |
| Stockpile 1 | 2580 Constitution Blvd Rms 5&6 | Beaver Falls | PA | 15010-1252 | Yes | Yes | |
| Centre CAO | 2580 Park Centre Blvd | State College | PA | 16801 | Yes | Yes | |
| Bald Eagle Sewage Treatment Plant | 2584 Laurel Hill Park Rd | Somerset | PA | 15501 | Yes | Yes | |
| PA Military Museum | 259 Interstate 80 | Conyngham | PA | 18219 | Yes | No | Will continue to monitor for future availability |
| Boalsburg Stockpile | 259 S Front St | Philadelphia | PA | 19106 | Yes | Yes | |
| CLF075 | 26 E 4th St | East Greenville | PA | 18041 | Yes | Yes | |
| - | 26 Gateway Shopping Ctr Ste B | Edwardsville | PA | 18704 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|----------------------------------|-------------------|-------|-------|------|---------|--|
| Clearfield CAO | 260 Reitz Blvd | Lewisburg | PA | 17837 | Yes | No | Will continue to monitor for future availability |
| - | 260 Sizerville Rd | Emporium | PA | 15834 | Yes | Yes | |
| DOR | 2600 E Carson St | Pittsburgh | PA | 15203 | Yes | Yes | |
| Campground Bathhouse | 2600 Smith Station Rd | Hanover | PA | 17331 | Yes | Yes | |
| - | 2600 Willow Street North Ste 308 | Willow Street | PA | 17584 | Yes | Yes | |
| DLC-110 Clearfield | 2601 N 3rd St | Harrisburg | PA | 17110 | Yes | Yes | |
| District 2-0 | 2601 River Rd | Reading | PA | 19605 | Yes | Yes | |
| Stockpile 05 | 2605 Interstate Dr | Harrisburg | PA | 17110 | Yes | Yes | |
| Mile Marker 106 Interstate 80 | 261 Old York Rd | Jenkintown | PA | 19046 | Yes | Yes | |
| PennDOT District 2 Office | 2616 Northfield Dr | East Petersburg | PA | 17520 | Yes | Yes | |
| - | 26165 State Hwy 408 | Cambridge Springs | PA | 16403 | Yes | Yes | |
| - | 262 Chestnut Street | Meadville | PA | 16335 | Yes | Yes | |
| Park Office | 2621 E Winter Rd | Loganton | PA | 17747 | Yes | No | Will continue to monitor for future availability |
| Refreshment Stand | 2622 Tilbury Avenue | Pittsburgh | PA | 15217 | Yes | Yes | |
| Stockpile 09 | 2627 William Flynn Hwy | Slippery Rock | PA | 16057 | Yes | Yes | |
| - | 2629 Brownsville Rd | Pittsburgh | PA | 15227 | Yes | Yes | |
| PGC WLM Tara Barrier | 2629 Market Pl | Harrisburg | PA | 17110 | Yes | Yes | |
| Stockpile 13 | 2630 N 13th St | Philadelphia | PA | 19133 | Yes | Yes | |
| CLEA63-Greenville | 2632 State Route 72 | Jonestown | PA | 17038 | Yes | Yes | |
| CLEA602 Grampian | 264 Shafer Rd | Moon Twp | PA | 15108 | Yes | Yes | |
| Schuylkill CAO | 2640 Woodglen Rd | Pottsville | PA | 17901 | Yes | Yes | |
| ATR 360 | 2650 Ellwood Rd | New Castle | PA | 16101 | Yes | Yes | |
| Stockpile #23 | 2650 Rosstown Rd | Lewisberry | PA | 17339 | Yes | Yes | |
| Empire Rd | 2656 Mud Run Rd | Penfield | PA | 15849 | Yes | Yes | |
| Howard Nursery | 2660 Williamsfield Rd | Jamestown | PA | 16134 | Yes | Yes | |
| PGC Wildlife Mgt Mark Ternent | 2671 Shillington Rd | Sinking Spring | PA | 19608 | Yes | Yes | |
| - | 26779 I-79 S | Edinboro | PA | 16412 | Yes | Yes | |
| Park Office | 2682 Cumberland Rd | Bedford | PA | 15522 | Yes | Yes | |
| Bald Eagle Nature Inn | 2684 Breezemont Drive | Cooksburg | PA | 16217 | Yes | Yes | |
| Potter CAO | 269 Rte 6 W | Coudersport | PA | 16195 | Yes | Yes | |
| District 2-2 | 26th St & Zuck Rd | Mill Creek | PA | 17060 | Yes | Yes | |
| Columbia CAO | 27 E 7th St | Bloomsburg | PA | 17815 | Yes | Yes | |
| RWIS site I 80 W | 27 N Cameron St | Harrisburg | PA | 17101 | Yes | Yes | |
| Quehanna Boot Camp | 27 West Pittston Street | Allentown | PA | 18103 | Yes | Yes | |
| PGC NCRO Land Mgt Grp 3 | 270 16th St | Ambridge | PA | 15003 | Yes | Yes | |
| - | 270 Airport Dr | New Cumberland | PA | 17070 | Yes | Yes | |
| PennDOT Quehanna Training Center | 2700 Ramsey Road | Jersey Shore | PA | 17740 | Yes | No | Will continue to monitor for future availability |
| ATR 328 | 2700 Southampton Rd | Philadelphia | PA | 19154 | Yes | Yes | |
| Philadelphia CAO/Somerset District | 2701 N Broad St | Philadelphia | PA | 19132 | Yes | Yes | |
| PGC Forester - Chris Folmer | 2701 Southampton Rd | Philadelphia | PA | 19154 | Yes | Yes | |
| Stockpile #06 | 2702 Winslow Hill Road | Benezette | PA | 15821 | Yes | Yes | |
| PSP Pine Grove Mills Remote | 2707 Chapel Hill Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| Livestock Evaluation Center | 2709 W 9th St | Chester | PA | 19013 | Yes | Yes | |
| Troop G - Philipsburg | 271 Hartman Hollow Road | Benton | PA | 17814 | Yes | Yes | |
| PA Game Commission c/o Travis McNichol | 271 Hill St | York | PA | 17405 | Yes | Yes | |
| DEP Moshannon District Office | 271 Piper Rd | Crystal Springs | PA | 15536 | Yes | No | Will continue to monitor for future availability |
| - | 271 Washington St | East Stroudsburg | PA | 18301 | Yes | Yes | |
| Black Mo HQ | 2710 Shelly Rd | Harleysville | PA | 19438 | Yes | Yes | |
| - | 2715 E Lincoln Hwy | Coatesville | PA | 19320 | Yes | Yes | |
| Black Moshannon State Park | 2717 N American St | Philadelphia | PA | 19133 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|----------------------------------|-------------------------|-----------------|-------|------------|------|---------|--|
| Beach House | 2719 Brodhead Rd Ste 13 | Aliquippa | PA | 15001 | Yes | Yes | |
| Maintenance Building | 275 Main St | Exton | PA | 19341 | Yes | Yes | |
| Indiana CAO | 2750 W Pike Rd | Indiana | PA | 15701 | Yes | Yes | |
| Sewage Treatment Plant | 276 Stormer Rd | Indiana | PA | 15701 | Yes | Yes | |
| 9th St | 277 N Hopple Rd | Green Twp | PA | 17747 | Yes | Yes | |
| Stockpile 25 | 278 Six Mile Run Rd | Riddlesburg | PA | 16672 | Yes | No | Will continue to monitor for future availability |
| | 2788 Dividing Ridge Rd | Coudersport | PA | 16915 | Yes | Yes | |
| Martha Furnace | 279 Rt 6 W | Coudersport | PA | 16915 | Yes | Yes | |
| - | 28 Armory Ln | Lewistown | PA | 17044 | Yes | Yes | |
| SR 0080 Seg 1460 Offset 0245 | 28 Bunker Hill Rd | Wyoming | PA | 18644 | Yes | No | Will continue to monitor for future availability |
| - | 28 Entrance Road | Troy | PA | 16947 | Yes | Yes | |
| | 28 Fairview Rd | Penfield | PA | 15849 | Yes | Yes | |
| - | 28 McGinley Pond Rd | White Haven | PA | 18661 | Yes | Yes | |
| - | 28 Weiser Ln | Womelsdorf | PA | 19567 | Yes | Yes | |
| - | 280 Blackberry Way | Smethport | PA | 16749 | Yes | Yes | |
| PA Game Commission Lisa Williams | 280 Market St | Wilkes Barre | PA | 18704 | Yes | Yes | |
| Penn Nursery | 280 Stormer Rd | Indiana | PA | 15701 | Yes | Yes | |
| Laminated Sign Shop | 280 Toll House Rd | Middletown | PA | 17057 | Yes | Yes | |
| Office | 280 W Hamilton Ave | State College | PA | 16801 | Yes | Yes | |
| West Bound Snow Shoe Rest Stop | 2800 Robinson Blvd | Pittsburgh | PA | 15235 | Yes | Yes | |
| East Bound Snow Shoe Rest Stop | 2800 Skippack Pke | Fort Washington | PA | 19034 | Yes | Yes | |
| PSP Clearfield Remote | 2800 White Oak Road | Halifax | PA | 17032 | Yes | Yes | |
| Troop C - Clearfield | 2806 State Route 215 | Dupont | PA | 18641 | Yes | No | Will continue to monitor for future availability |
| Stockpile 22 | 2807 Burnt House Rd | Imler | PA | 16655 | Yes | Yes | |
| - | 2807 S Front St | Philadelphia | PA | 19148 | Yes | Yes | |
| Tioga CAO | 2807 State Rte 247 | Jefferson | PA | 18436 | Yes | Yes | |
| Mansfield Rediness Ctr Armory | 2808 Three Mile Run Rd | Perkasie | PA | 18944 | Yes | Yes | |
| Forest District 16 Office | 281 S Spring Garden St | Carlisle | PA | 17013 | Yes | Yes | |
| Park Office | 2813 Anthony Hwy | Chambersburg | PA | 17201 | Yes | No | Will continue to monitor for future availability |
| Maintenance Bldg | 2826 White Oak Rd | Halifax | PA | 17032 | Yes | Yes | |
| Rattlesnake Rock Parking Lot | 2828 South Bridge Road | Buffalo | PA | 15301 | Yes | Yes | |
| Darling Ru Pine Creek | 283 Campground Rd | Patton | PA | 16668 | Yes | Yes | |
| Beach Concession Bldg | 2834 White Oak Rd | Halifax | PA | 17032 | Yes | Yes | |
| Park Office | 2839 E Tioga St | Philadelphia | PA | 19134 | Yes | Yes | |
| - | 2846 Main St | Morgantown | PA | 19543 | Yes | No | Will continue to monitor for future availability |
| District 3-7 | 2856 State Route 848 | New Milford | PA | 18834 | Yes | Yes | |
| DLC-54 Wellsboro | 286 Industrial Park Rd | Ebensburg | PA | 15931 | Yes | Yes | |
| ATR 4 | 286 Poe Valley Rd | Milroy | PA | 16832 | Yes | Yes | |
| Stockpile 14 | 2860 Audubon Village Dr | Audubon | PA | 19403 | Yes | Yes | |
| Near Westfield | 2864 Fourth Ave | Houtzdale | PA | 16651 | Yes | Yes | |
| Stockpile 15 | 2868 McAlevys Fort Road | Petersburg | PA | 16669 | Yes | Yes | |
| | 289 Glendale Rd | North Sewickley | PA | 15189 | Yes | Yes | |
| Stockpile 12 | 29 E King St | Lancaster | PA | 17602 | Yes | Yes | |
| - | 29 Kline Village | Harrisburg | PA | 17104 | Yes | Yes | |
| Troop F - Coudersport | 29 N Rte 100 | Allentown | PA | 18106 | Yes | Yes | |
| 96 State Rte 244 E | 29 Waldy Run Road | Emporium | PA | 15834-0000 | Yes | No | Will continue to monitor for future availability |
| PGC NCRO W Ragosta | 2900 Seminary Dr | Greensburg | PA | 15601 | Yes | Yes | |
| PGC Mark Fair | 2907 4th Ave | Altoona | PA | 16602-1931 | Yes | Yes | |
| Forest District 15 Office | 2910 Conestoga Rd | Glenmoore | PA | 19343 | Yes | Yes | |
| Contact Station | 2910 New Holland Rd | Reading | PA | 19607 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|-------------------------------|---------------|-------|------------|------|---------|--|
| Potter County SHC | 2911 Schonerville Rd | Bethlehem | PA | 18017 | Yes | Yes | |
| - | 292 Aviation Dr | Johnstown | PA | 15902 | Yes | Yes | |
| DLC-66 Coudersport | 29263 N Rte 44 Hwy | Slate Run | PA | 17769 | Yes | No | Will continue to monitor for future availability |
| ATR 51 | 2927 Swede Rd | Norristown | PA | 19401 | Yes | Yes | |
| Potter County Maintenance Office | 2930 Airport Rd | Bethlehem | PA | 18017 | Yes | Yes | |
| Near Galetton | 2931 O'Neil Dr | Bethel Park | PA | 15102-2665 | Yes | Yes | |
| - | 2932 Airport Rd | Bethlehem | PA | 18017 | Yes | Yes | |
| Near Genesee | 2943 N 7th St | Harrisburg | PA | 17110 | Yes | Yes | |
| | 2945 Eagle Valley Rd | Mill Hall | PA | 17044 | Yes | No | Will continue to monitor for future availability |
| Construction Trailer | 2947 W Liberty Ave | Pittsburgh | PA | 15216 | Yes | Yes | |
| Road Side Rest | 295 US Highway 6 West | Coudersport | PA | 16915 | Yes | Yes | |
| PA Lumber Museum | 2950 Pohopoco Dr | Leighton | PA | 18235 | Yes | Yes | |
| Park Office | 2950 Pohopoco Rd | Franklin | PA | 18235 | Yes | Yes | |
| Maintenance Headquarters | 2951 Prospect Rd | Slippery Rock | PA | 16057 | Yes | Yes | |
| Ole Bull State Park | 2954 Red Schoolhouse Rd | Osceola Mills | PA | 16666 | Yes | Yes | |
| Maintenance Shop | 296 Viaduct Road | Kane | PA | 16735 | Yes | Yes | |
| Lyman Run Lake Restrooms | 297 High Line Rd | Hawley | PA | 18428 | Yes | No | Will continue to monitor for future availability |
| Near Germania | 2977 Hope Rd | Easton | PA | 18045 | Yes | Yes | |
| | 298 Camp One Rd | Claysburg | PA | 16625 | Yes | Yes | |
| Stockpile 7 | 2995 Street Rd | Bensalem | PA | 19020 | Yes | Yes | |
| RWIS Site 577-1 | 2P S Water St | Kittanning | PA | 16201 | Yes | Yes | |
| OVR Counselor | 3 Baldtop Heights | Danville | PA | 17821 | Yes | Yes | |
| - | 3 Crossgate Dr | Mechanicsburg | PA | 17050 | Yes | Yes | |
| Hilltop | 3 Ginko Dr | Harrisburg | PA | 17110-2539 | Yes | Yes | |
| - | 3 LR 47024 | Mausedale | PA | 17821 | Yes | Yes | |
| - | 3 Quaker Village Shopping Ctr | Leetsdale | PA | 15056 | Yes | Yes | |
| DEP NCR District Ofc | 30 E 4th St | Bethlehem | PA | 18015 | Yes | Yes | |
| Tioga County Mansfield Stockpile #02 | 30 E Chestnut St | Mifflinburg | PA | 17844 | Yes | No | Will continue to monitor for future availability |
| | 30 N 3rd St | Harrisburg | PA | 17101 | Yes | Yes | |
| Stockpile 8 | 30 Pheasant Rd | Schwenksville | PA | 19473 | Yes | Yes | |
| ATR 384 | 30 Stauffer Industrial Prk | Taylor | PA | 18517 | Yes | Yes | |
| WIM 410 | 300 Anderson St | Pittsburgh | PA | 15212 | Yes | Yes | |
| Clinton CAO | 300 Bellefonte Ave | Lock Haven | PA | 17745 | Yes | Yes | |
| Tioga Cnty Welcome Ctr | 300 Bingham Rd | Cyclone | PA | 16726 | Yes | Yes | |
| Sewage Plant | 300 Cedar Ridge Drive | Pittsburgh | PA | 15205 | Yes | Yes | |
| RWIS Site 577-2 | 300 Commonwealth Ave | Harrisburg | PA | 17120 | Yes | Yes | |
| Park Office | 300 Corporate Center Dr | Camp Hill | PA | 17011 | Yes | Yes | |
| | 300 Gap Rd | Strasburg | PA | 17579 | Yes | Yes | |
| PSP Bailey Hill Remote | 300 Indian Springs Rd | Indiana | PA | 15701 | Yes | Yes | |
| Sewage Treatment Plant | 300 Liberty Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| Ski Lodge | 300 Mt Lebanon Blvd | Pittsburgh | PA | 15234 | Yes | Yes | |
| Stockpile 07 | 300 N 2nd St | Harrisburg | PA | 17120 | Yes | Yes | |
| | 300 North St | Harrisburg | PA | 17108 | Yes | Yes | |
| SCI Camp Hill | 300 Old Route 21 Rd | Carmichaels | PA | 15320 | Yes | No | Will continue to monitor for future availability |
| Central Office Building | 300 S Walnut Ln | Beaver | PA | 15009 | Yes | Yes | |
| DOC Residence | 300 Town Center | New Britain | PA | 18901 | Yes | Yes | |
| Albert Colbert BOIS | 300 Tyburn Rd | Fairless | PA | 19030 | Yes | Yes | |
| P-9-61 FTIG | 300 W State St | Sharon | PA | 16146 | Yes | Yes | |
| Service Rd | 300 Wal-Mart Drive Ste 130 | Ebensburg | PA | 15931 | Yes | Yes | |
| Stockpile 8 | 300 West Fairmont Avenue | New Castle | PA | 16105 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|---------------------------------|----------------|-------|------------|------|---------|--|
| Stockpile #09 | 300 yards S of SR 34 | Newport | PA | 17074 | Yes | No | Will continue to monitor for future availability |
| Bryner Ranger Headquarters | 3000 Sidley Hill Rd | Malvern | PA | 19355 | Yes | Yes | |
| - | 3000 State Rte 18 | Hookstown | PA | 15050 | Yes | Yes | |
| FD-3 Bryner Ranger Headquarters | 3001 Beaver Ave | Pittsburgh | PA | 15233 | Yes | Yes | |
| Tuscarora District Office | 3001 Carlisle Rd | Gardners | PA | 17324 | Yes | No | Will continue to monitor for future availability |
| Stockpile 08 | 3001 Fairway Dr | Altoona | PA | 16602 | Yes | Yes | |
| - | 3001 Street Rd | Bensalem | PA | 19020 | Yes | Yes | |
| - | 300-G Laird St | Wilkes Barre | PA | 18702 | Yes | Yes | |
| Louise A Schuster | 301 Chestnut St | Emporium | PA | 15834 | Yes | Yes | |
| Philadelphia CAO/Chelton District | 301 E Chelton Ave | Philadelphia | PA | 19144 | Yes | Yes | |
| Pittsburgh Annex - Piatt Place | 301 Fifth Ave | Pittsburgh | PA | 15222-2420 | Yes | Yes | |
| - | 301 Institution Drive | Bellefonte | PA | 16823 | Yes | Yes | |
| - | 301 Morea Rd | Frackville | PA | 17931 | Yes | Yes | |
| - | 301 N Lewis Rd Ste 170 | Royersford | PA | 19468 | Yes | Yes | |
| - | 301 Oak Spring Rd | Washington | PA | 15301 | Yes | Yes | |
| Cumberland CAO | 301 Peninsula Dr | Erie | PA | 16505 | Yes | Yes | |
| FMS | 301 Shiloh Rd | State College | PA | 16801 | Yes | Yes | |
| - | 301 State Park Rd | Glen Hazel | PA | 15845 | Yes | Yes | |
| Cumberland County Courthouse | 301 State Rd | Elizabethville | PA | 17023 | Yes | Yes | |
| Troop H - Carlisle | 301 W Barr St | McDonald | PA | 15057 | Yes | Yes | |
| 195 Lebo Rd | 301 Washington St | Johnstown | PA | 15901 | Yes | Yes | |
| Kings Gap Environmental Edu Bldg | 3015 Ridge | Baden | PA | 15005 | Yes | Yes | |
| - | 3017 Alden Court | Bensalem | PA | 19020 | Yes | Yes | |
| Stonehenge Square Shopping Ctr | 3017 Lincoln Hwy | Harrisonville | PA | 17228 | Yes | Yes | |
| SR 4006 | 3018 Emrick Blvd (rear door) | Bethlehem | PA | 18020 | Yes | Yes | |
| Cumberland County Maintenance Office | 303 Chanticleer Circle | New Stanton | PA | 16572-9426 | Yes | Yes | |
| Harristown 1-Verizon Tower | 303 Walnut St | Harrisburg | PA | 17101-1803 | Yes | Yes | |
| - | 3030 Emrick Blvd (rear) | Bethlehem | PA | 18020 | Yes | Yes | |
| Charles Shughart | 3033 Old Harrisburg Pke | Gettysburg | PA | 17325 | Yes | Yes | |
| Microscreen Building | 3037 Tyrone Pike | Sandy Ridge | PA | 16677 | Yes | Yes | |
| HAR 81-42 | 304 Wood Street | Pittsburgh | PA | 15222 | Yes | Yes | |
| Cornwall Iron Furnaces | 3045 N. 5th Street Hwy Ste 3 | Reading | PA | 19605 | Yes | Yes | |
| Melissa Wert Thrush | 305 N Broad St | Ridgway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| District 8-5; Stockpile 10 | 305 N Maple St | Mercer | PA | 16137 | Yes | Yes | |
| State Game Lands 242 | 305 S Elm St | Tionesta | PA | 16353 | Yes | Yes | |
| - | 305 S Main St | Old Forge | PA | 18518 | Yes | Yes | |
| State Game Land 290 | 305 State Park Rd | Oil City | PA | 16301 | Yes | Yes | |
| Stockpile 12 | 305 Sutton St | Punxsutawney | PA | 15767 | Yes | Yes | |
| Amity Hall Stockpile | 3060 Center Valley Pkwy Ste 835 | Center Valley | PA | 18034-9551 | Yes | Yes | |
| - | 307 Currie Rd | Portersville | PA | 16051 | Yes | No | Will continue to monitor for future availability |
| - | 3070 William Pitt Way | Pittsburgh | PA | 15238 | Yes | Yes | |
| Stryker Readiness Center | 30721 State Highway 408 | Townville | PA | 16360 | Yes | No | Will continue to monitor for future availability |
| - | 3075 Clairton Rd | West Mifflin | PA | 15123 | Yes | Yes | |
| Dustin C Ellis | 308 Easton Rd. | Warrington | PA | 18976 | Yes | Yes | |
| Troop H Lykens | 308 Sunset Pl | Rennerdale | PA | 15106 | Yes | Yes | |
| DLC-100 Elizabethville | 308 Timberwolf Run | Knox | PA | 16232 | Yes | No | Will continue to monitor for future availability |
| Satellite Office | 3080 Legionville Rd | Harmony | PA | 15005 | Yes | Yes | |
| PSP Newport Remote | 3081 Enterprise Drive | State College | PA | 16801 | Yes | Yes | |
| PGM WLM Rosenberry | 309 N 5th St | Sunbury | PA | 17801 | Yes | Yes | |
| - | 31 Valhalla Ln | Cross Fork | PA | 17729 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------|-----------------------------|------------------|-------|------------|------|---------|--|
| | 31 W Main St | Ephrata | PA | 17522 | Yes | No | Will continue to monitor for future availability |
| | 310 Main St | Irwin | PA | 15642 | Yes | Yes | |
| RD 1 | 310 N 10th Street Ste 200 | Lewisburg | PA | 17837 | Yes | No | Will continue to monitor for future availability |
| Penn National Racino | 3100 Emmet Ave | Huntingdon | PA | 16652 | Yes | Yes | |
| Memorial Lake State Park | 3101 N Front St | Harrisburg | PA | 17110 | Yes | Yes | |
| Park Office | 3101 West Girard Ave Unit B | Philadelphia | PA | 19130-1141 | Yes | Yes | |
| - | 3104 Port Matilda Hwy | Philipsburg | PA | 16866 | Yes | Yes | |
| Haldeman Headquarters | 3111 Home Ave | Pittsburgh | PA | 15234 | Yes | Yes | |
| DCNR Forestry Warehouse | 3113 Green Garden Rd | Aliquippa | PA | 15001 | Yes | Yes | |
| FD-18 Haldeman House | 3114 Green Garden Road | Hopewell | PA | 15001 | Yes | Yes | |
| Stockpile 11 | 312 Main St | Towanda | PA | 18848 | Yes | Yes | |
| DMS-22W-Clarks Ferry Bridge | 3122 Emmet Ave | Huntingdon | PA | 16652 | Yes | Yes | |
| | 3124 Plymouth Rock Rd | Plymouth Meeting | PA | 19462 | Yes | Yes | |
| - | 313 Depot St | Latrobe | PA | 15650 | Yes | Yes | |
| - | 313 Mt Nebo Rd | Pittsburgh | PA | 15237 | Yes | Yes | |
| BESO | 313 W Liberty Ave | Lancaster | PA | 17603 | Yes | Yes | |
| Liberty Place | 313 West Liberty St. | Lancaster | PA | 17603 | Yes | Yes | |
| | 314 10th Street | Honesdale | PA | 18431 | Yes | Yes | |
| Stockpile 8 | 314 Mile Run Rd | New Columbia | PA | 17856 | Yes | No | Will continue to monitor for future availability |
| | 3140 E 2nd St | Coudersport | PA | 16915 | Yes | Yes | |
| Troop L - Jonestown | 315 N 5th St | Lebanon | PA | 17042 | Yes | Yes | |
| PSP Drivers Training Facility | 315 Penn Ave | Hawley | PA | 18428 | Yes | Yes | |
| TROOP L Jonestown Station | 315 W Baltimore Pke | Media | PA | 19063 | Yes | Yes | |
| Wood Shop | 315 W James St | Lancaster | PA | 17602 | Yes | Yes | |
| Stockpile 9 | 315 W Lincoln Hwy | Penndel | PA | 19047 | Yes | Yes | |
| RWIS 1 | 3150 E 2nd St | Coudersport | PA | 16915 | Yes | Yes | |
| RWIS 2 | 3159 Cape Horn Rd | Red Lion | PA | 17356 | Yes | Yes | |
| Lebanon CAO | 317 Knox Ave | Carnegie | PA | 15106 | Yes | Yes | |
| - | 317 W Market St | York | PA | 17404 | Yes | Yes | |
| DEP Off-site security | 3178 Rte 219 | Kane | PA | 16735 | Yes | Yes | |
| - | 3185 State Route 72 | Jonestown | PA | 17038 | Yes | Yes | |
| District 8-8 - LEBA690 | 3187 Bedford Valley Rd | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| DLC-48 Lebanon | 319 Washington St | Johnstown | PA | 15901-1624 | Yes | Yes | |
| | 32 E Union St | Wilkes Barre | PA | 18702 | Yes | Yes | |
| ATR 210 | 32 Kline Plz | Harrisburg | PA | 17104 | Yes | Yes | |
| Stockpile 3 | 32 S 2nd St | Philadelphia | PA | 19106 | Yes | Yes | |
| ATR 206 | 32 Saint Leo Ave | Ridgway | PA | 15853 | Yes | Yes | |
| | 32 Shaffer Siding Rd | Dubois | PA | 15801 | Yes | Yes | |
| Northumberland CAO | 320 Chestnut St | Sunbury | PA | 17801 | Yes | Yes | |
| Mifflin CAO | 320 Market St | Harrisburg | PA | 17108 | Yes | Yes | |
| - | 320 Rte 315 Highway Ste 130 | Pittston | PA | 18640-3914 | Yes | Yes | |
| - | 320 Smithfield St | Pittsburgh | PA | 15222 | Yes | Yes | |
| State Health Center | 320 West Lake Rd | Transfer | PA | 16125 | Yes | No | Will continue to monitor for future availability |
| District 2-7 | 3202 Brighton Rd | Pittsburgh | PA | 15212 | Yes | Yes | |
| Stockpile 9 | 3203 E Route 22 | South Whitehall | PA | 18103 | Yes | Yes | |
| Near Milroy | 3205 Lancaster Ave | Philadelphia | PA | 19104 | Yes | Yes | |
| RWIS 7 & Har 7 | 3207 Kennedy Rd | East Norriton | PA | 19403 | Yes | Yes | |
| | 321 N 3rd St | Oxford | PA | 19363-1429 | Yes | Yes | |
| State Game Lands 258 | 321 N 5th St | Hamburg | PA | 19526 | Yes | Yes | |
| SGL 258 - Perry County | 321 N State St | Warren | PA | 16365 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------------|---------------------------|-----------------|-------|------------|------|---------|--|
| - | 321 Spruce Street | Scranton | PA | 18503 | Yes | Yes | |
| Stockpile 5 | 321 Tri County Ln | Belle Vernon | PA | 15012 | Yes | Yes | |
| | 3210 Red Lion Rd | Philadelphia | PA | 19114 | Yes | Yes | |
| Loysville YDC | 3213 William Flynn Hwy | Slippery Rock | PA | 16057 | Yes | No | Will continue to monitor for future availability |
| Stockpile 14 | 3218 Rickert Rd | Perkasie | PA | 18944 | Yes | Yes | |
| PA Game Commission Colleen DeLong | 322 Montgomery Ave | West Pittston | PA | 18643 | Yes | Yes | |
| | 3220 Leechburg Rd | Lower Burrell | PA | 15068 | Yes | Yes | |
| DOC Central Office | 323 Benner Pke | State College | PA | 16801 | Yes | Yes | |
| Suite 101 | 323 N State St | North Warren | PA | 16365 | Yes | Yes | |
| PSBA | 323 North Woodmont Drive | Downingtown | PA | 19335 | Yes | Yes | |
| | 3230 Pittston Ave | Scranton | PA | 18505 | Yes | Yes | |
| | 32370 Rte 6 | Pittsfield | PA | 16340 | Yes | Yes | |
| 3 Mi SW of McVeytown | 3239 Washington Pke | Bridgeville | PA | 15017 | Yes | Yes | |
| CCTV 81-65 | 324 Commons Dr Ste C6 | Parkesburg | PA | 19365 | Yes | Yes | |
| - | 324 N Limerick Rd | Schwenksville | PA | 19473-1643 | Yes | Yes | |
| - | 324 Rausch Creek Rd | Pine Grove | PA | 17963 | Yes | Yes | |
| DMS 12 | 324 Vernon Rd | Greenville | PA | 16125 | Yes | Yes | |
| DMS 15 HAR 15-114 | 3240 Red Lion Rd | Philadelphia | PA | 19114 | Yes | Yes | |
| DOR | 3240 Schoolhouse Rd | Middletown | PA | 17057 | Yes | Yes | |
| Middletown Topo Geo | 32435 Portland Mills Rd | Ridgeway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| Turnpike Bldg | 3246 Red Lion Rd | Philadelphia | PA | 19114 | Yes | Yes | |
| Stockpile | 3248 I-81 HWY | Pottsville | PA | 17901 | Yes | No | Will continue to monitor for future availability |
| RWIS Site 1007 | 325 McClaren Rd Exit | Imperial | PA | 15126 | Yes | No | Will continue to monitor for future availability |
| DMS 382W-HM | 325 N Front St | Steelton | PA | 17113 | Yes | Yes | |
| | 3250 N Broad St | Philadelphia | PA | 19140 | Yes | Yes | |
| Juniata CAO | 3255 Richlieu Rd | Bensalem | PA | 19020 | Yes | Yes | |
| Troop G - Lewistown | 326 S 5th St | Philadelphia | PA | 19106 | Yes | Yes | |
| E Licking Creek HQ | 327 3rd St | California | PA | 15419 | Yes | Yes | |
| Montour CAO | 327 Church St | Danville | PA | 17821 | Yes | Yes | |
| 3.5 NE of East Waterford | 328 Central City Plz | New Kensington | PA | 15068 | Yes | Yes | |
| RWIS 10 | 328 Innovation Boulevard | University Park | PA | 16802 | Yes | Yes | |
| HAR 8 | 3285 Route 28/66 | Distant | PA | 16223 | Yes | No | Will continue to monitor for future availability |
| | 329 Arby Rd | Harrisburg | PA | 17109 | Yes | Yes | |
| SR 0020 Seg 0510 Offset 1700 | 329 Church St | Danville | PA | 17821 | Yes | Yes | |
| PGC SCRO Stephen Hower | 329 Lot 3 Loop A | Dalton | PA | 18414 | Yes | No | Will continue to monitor for future availability |
| Stockpile 10 | 329 McBroom Road | Derry | PA | 15627 | Yes | Yes | |
| Dist 8 ITS #8 VMS | 329 Pine St | Williamsport | PA | 17701 | Yes | Yes | |
| MIFF65 Spectrasite PA 0007 | 329 West Elm Street | Shillington | PA | 19607 | Yes | Yes | |
| PA Game Commission SCRO Matt Marshall | 3293 W Erie St Ext | Linesvilles | PA | 16424 | Yes | Yes | |
| Park Office | 3298 State Rte 257 | Seneca | PA | 16346 | Yes | Yes | |
| FD 7 New Lancaster Valley Maint | 33 Game Land Rd | Sellersville | PA | 18960 | Yes | Yes | |
| Warren State Hospital | 33 Main Dr | Warren | PA | 16365 | Yes | Yes | |
| State Game Lands 145 | 33 Pine Grove Square Dr | Grove City | PA | 16127 | Yes | Yes | |
| | 33 Reservoir Rd | Mifflintown | PA | 17059 | Yes | No | Will continue to monitor for future availability |
| Cumberland CAO | 33 Westminster Dr | Carlisle | PA | 17013 | Yes | Yes | |
| Rtd 2 | 330 E. Waterfront Drive | Homestead | PA | 15120 | Yes | Yes | |
| Stockpile 4 | 330 Oregon Avenue | Philadelphia | PA | 19148 | Yes | Yes | |
| DMS | 3300 Freemansburg Ave | Easton | PA | 18045 | Yes | Yes | |
| DMS 2 I78 & MM 9.7 | 3300 Lehigh St | Allentown | PA | 18103 | Yes | Yes | |
| Perry CAO | 3303 Pleasant Valley Blvd | Altoona | PA | 16602 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|----------------------------|----------------|-------|------------|------|---------|--|
| Warner Center | 332 5th Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| District 8-9 | 333 Harvey Ave | Greensburg | PA | 15601 | Yes | Yes | |
| Harristown II | 333 Market St | Harrisburg | PA | 17101-2210 | Yes | Yes | |
| Aviation Patrol Unit III | 333 S Cedar Crest Blvd | Allentown | PA | 18103 | Yes | Yes | |
| Capital City Airport - Flight Serv | 333 Torrance Road | Torrance | PA | 15779 | Yes | Yes | |
| RWIS Site 1008 | 3331 Street Rd | Bensalem | PA | 19020 | Yes | Yes | |
| Site 5 Main Hub | 3333 7th St | Whitehall | PA | 18052 | Yes | Yes | |
| DMS1 HAR 83-37 | 334 East Cheltenham Avenue | Philadelphia | PA | 19144 | Yes | Yes | |
| - | 335 5th Ave | McKeesport | PA | 15132 | Yes | Yes | |
| - | 335 Center Avenue | Jim Thorpe | PA | 18229 | Yes | Yes | |
| Newport Station | 336 Camp Lavigne Rd | Benton | PA | 17814 | Yes | No | Will continue to monitor for future availability |
| Park Office | 3372 State Park Rd | Penfield | PA | 15849 | Yes | Yes | |
| Park Office | 338 Northern Potter Road | Ulysses | PA | 16948 | Yes | Yes | |
| Pool Concession | 3388 W Erie St Ext | Linesville | PA | 16424 | Yes | Yes | |
| Rec Hall | 339 & 345 5th Ave | McKeesport | PA | 15132 | Yes | Yes | |
| Modern Cabin | 339 5th Ave | McKeesport | PA | 15132 | Yes | Yes | |
| - | 34 S Broad St | Nazareth | PA | 18064 | Yes | Yes | |
| SR 1015 Seg 0150 | 340 Beaver Valley Mall | Monaca | PA | 15061 | Yes | Yes | |
| RWIS Perry Cnty | 340 Greater Butler Mart | Butler | PA | 16001 | Yes | Yes | |
| Private Residence | 340 York Ave | Towanda | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| HAR 181-78 | 3401 Olyphant Avenue | Scranton | PA | 18509 | Yes | Yes | |
| - | 3401 State Rd | Bensalem | PA | 19020 | Yes | Yes | |
| - | 3408 Main St | Munhall | PA | 15120 | Yes | Yes | |
| Dog Law Warden | 341 Dublin Pke | Bedminster | PA | 18944 | Yes | Yes | |
| Pool Area | 341 Town Center Blvd | Easton | PA | 18040 | Yes | Yes | |
| Stockpile 7 | 341-1/2 Port Allegheny Rd | Coudersport | PA | 16915 | Yes | Yes | |
| Trailer | 3412 W Lake Rd | Erie | PA | 16505 | Yes | Yes | |
| Hwy 333 Van Dyke Station | 3413 Fox St | Philadelphia | PA | 19129 | Yes | Yes | |
| PA Army National Guard | 3415 Pleasant Valley Blvd | Altoona | PA | 16602 | Yes | Yes | |
| State Game Land 164 | 3419 Conestoga Road | Glenmoore | PA | 19343 | Yes | Yes | |
| DLC-65 Lewistown | 342 Station Rd | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| CCC Harrisburg | 3430 Rte 940, Ste 101 | Mt Pocono | PA | 18344 | Yes | Yes | |
| B.D.L.E. | 3444 Mt Run Rd SB 327 | Benton | PA | 17814 | Yes | No | Will continue to monitor for future availability |
| State Employees Retirement System | 3445 Simpson Ferry Rd | Camp Hill | PA | 17011 | Yes | Yes | |
| - | 3452 Bear Creek Blvd | Wilkes Barre | PA | 18602 | Yes | Yes | |
| Market Square Plaza | 346 Reese Rd | Washington | PA | 15301 | Yes | Yes | |
| Executive House | 3471 Friendship St | Philadelphia | PA | 19149 | Yes | Yes | |
| Acclaim Systems Inc. | 348 Fairview Rd | Industry | PA | 15052 | Yes | Yes | |
| Eastgate Bldg | 3486 Concord Rd | Aston | PA | 19014-1920 | Yes | Yes | |
| Capital Associates Building | 35 Breck St | Scranton | PA | 18411 | Yes | Yes | |
| - | 35 Briar Creek Rd | Briar Creek | PA | 18603 | Yes | Yes | |
| Bldg 1 | 35 Chestnut Ct | Jersey Shore | PA | 17740 | Yes | Yes | |
| PBPP Harrisburg DO | 35 Hollow Ln | Lucinda | PA | 16235 | Yes | Yes | |
| SOC Building | 35 Roundtop Rd | Halifax | PA | 17032 | Yes | Yes | |
| Stateside Insurance Building | 35 Spruce St | Montrose | PA | 18801 | Yes | Yes | |
| District 8-5 | 350 Municipal Dr | Duncansville | PA | 16635 | Yes | Yes | |
| PennDOT Server Farm | 350 N Middletown Rd | Media | PA | 19063 | Yes | Yes | |
| Riverfront Office Center | 350 Scarlett Rd Ste 1-3-5 | Kennett Square | PA | 19348 | Yes | Yes | |
| Olcam Building | 350 Sportsmans Rd | Wernersville | PA | 19565 | Yes | Yes | |
| Andrew Lipman | 350 Starr Rd | Montoursville | PA | 17754 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|------------------------------|----------------|-------|-------|------|---------|--|
| DOR | 350 W Columbus Ave | Corry | PA | 16407 | Yes | Yes | |
| DOR | 3500 East College Avenue | State College | PA | 16801 | Yes | Yes | |
| - | 3501 Neshaminy Blvd | Bensalem | PA | 19020 | Yes | Yes | |
| River Front Office Center | 351 Howard Divide Rd | Howard | PA | 16841 | Yes | No | Will continue to monitor for future availability |
| Kline Plaza | 351 Loucks Rd Ste F2 | York | PA | 17404 | Yes | Yes | |
| - | 351 New Castle Rd | Butler | PA | 16001 | Yes | Yes | |
| Kline Plaza | 351 Tenny St | Bloomsburg | PA | 17815 | Yes | Yes | |
| - | 3511 Valley View Drive | Bangor | PA | 18013 | Yes | No | Will continue to monitor for future availability |
| - | 35117 Portland Mills Road | Ridgeway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| | 3521 Cottman Ave | Philadelphia | PA | 19149 | Yes | Yes | |
| Forum Place | 3532 Pittsburgh Rd Ste A | Perryopolis | PA | 15473 | Yes | Yes | |
| District 7-1 | 3532 State Rte 45 | Aaronsburg | PA | 16820 | Yes | Yes | |
| State Museum Building | 3533 Forest Ln | Schwenksville | PA | 19473 | Yes | Yes | |
| - | 3538 Cimmeron Rd | York | PA | 17402 | Yes | Yes | |
| - | 3539 Waterstreet Road | Collegeville | PA | 19426 | Yes | Yes | |
| - | 3539 Wilmington Rd | New Castle | PA | 16105 | Yes | Yes | |
| | 354 Allegheny St | Jersey Shore | PA | 17740 | Yes | Yes | |
| | 354 Limestone Road | Oxford | PA | 19363 | Yes | Yes | |
| Hearings & Appeals Harrisburg | 354 Northtowne Sq 5600 Rte 8 | Gibsonia | PA | 15044 | Yes | Yes | |
| Dauphin CAO | 3541 Blue Hill Rd | Brodbeck | PA | 17405 | Yes | No | Will continue to monitor for future availability |
| OIM Staff Development | 355 Dewart St | Sunbury | PA | 17801 | Yes | Yes | |
| - | 3561 Shadeland Ave | Pittsburgh | PA | 15212 | Yes | Yes | |
| Hamburg Center | 3566 Old Route 22 | Windsor | PA | 19526 | Yes | Yes | |
| Penn Center | 358 N Sheridan St | Johnstown | PA | 15906 | Yes | Yes | |
| PSP Headquarters | 359 Drinker St | Bloomsburg | PA | 17815 | Yes | Yes | |
| Strategic Development | 3590 West Chester Pke | Newtown Square | PA | 19073 | Yes | Yes | |
| LCE - HQ | 36 S 18th St | Columbia | PA | 17512 | Yes | Yes | |
| 1601 Elmerton Ave | 360 Bristoria Rd | Wind Ridge | PA | 15380 | Yes | No | |
| - | 360 Newberry Rd | Middletown | PA | 17057 | Yes | Yes | |
| Pennsylvania Emergency Management | 360 Pomroys Dr | Windber | PA | 15963 | Yes | Yes | |
| Main Building | 3601 Neshaminy Blvd | Bensalem | PA | 19053 | Yes | Yes | |
| Ancillary Building | 3602 Kutztown Rd | Laureldale | PA | 19605 | Yes | Yes | |
| PA DEP SCRO | 3603 Rich Valley Rd | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| DEP Laboratory | 361 Bristoria Rd | Wind Ridge | PA | 15380 | Yes | No | Will continue to monitor for future availability |
| Leib Residence | 361 New Commerce Blvd | Wilkes Barre | PA | 18706 | Yes | Yes | |
| Farm Show Building | 3613 State Route 534 | White Haven | PA | 18661 | Yes | Yes | |
| Traffic Control Box | 362 S Second St | McConnellsburg | PA | 17233 | Yes | Yes | |
| Vartan Bldg | 362 S Walnut St | Bath | PA | 18014 | Yes | Yes | |
| DMS | 363 Campground Rd | Patton | PA | 16668 | Yes | Yes | |
| OHDMS 3 | 364 Stone Ridge Rd | Blairsville | PA | 15717 | Yes | Yes | |
| - | 3643 California Ave | Pittsburgh | PA | 15212 | Yes | Yes | |
| | 3655 Vartan Way | Harrisburg | PA | 17110 | Yes | Yes | |
| | 3660 Germantown Pke | Collegeville | PA | 19426 | Yes | Yes | |
| | 3670 Portage St, Ste 3 | Portage | PA | 15946 | Yes | Yes | |
| | 369 N George St | York | PA | 17404 | Yes | Yes | |
| Bonnie Haas | 3702 Liberty St | Erie | PA | 16508 | Yes | Yes | |
| Troop H - HQ | 3716 Easton-Nazareth Hwy | Easton | PA | 18045 | Yes | Yes | |
| PSP - Central Supply | 372 Pine Hills Rd | Reynoldsville | PA | 15851 | Yes | Yes | |
| Stockpile 9 | 372 Replogle School Road | New Enterprise | PA | 16664 | Yes | No | Will continue to monitor for future availability |
| DMS | 3720 Main St | Philadelphia | PA | 19127 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------|------------------------------|-----------------|-------|------------|------|---------|--|
| | 3730 Lehigh St | Whitehall | PA | 18052 | Yes | Yes | |
| Thomas Lloyd | 375 Bridgewater Rd | Newville | PA | 17241 | Yes | No | Will continue to monitor for future availability |
| Viisage Hub Site | 375 Floral Avenue | Chambersburg | PA | 17201 | Yes | Yes | |
| BIPS/BCI | 375 Moore Lane | Pittsfield | PA | 16340 | Yes | Yes | |
| CDC Super Core | 3751 Skippack Creek Rd | Collegeville | PA | 19426 | Yes | Yes | |
| MPOETC | 3760 Market St | Camp Hill | PA | 17011 | Yes | Yes | |
| - | 3772 L St | Philadelphia | PA | 19124 | Yes | Yes | |
| - | 3775 Peters Mountain Rd | Halifax | PA | 17032 | Yes | Yes | |
| RWIS Site 1010 | 3777 New Castle Rd | West Middlesex | PA | 16159 | Yes | Yes | |
| PennDOT Dist 8-5 Stockpile #7 | 379 Industrial Park Rd | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| | 379 S Main St | Wilkes Barre | PA | 18701 | Yes | Yes | |
| | 3790 Market St | Ligonier | PA | 15658 | Yes | Yes | |
| Commerce Towers | 3790 Shannon Rd | Erie | PA | 16510 | Yes | Yes | |
| Pitnick Building | 38 Academy Ln | Cheswick | PA | 15024 | Yes | Yes | |
| HBG194 | 38 Barbour St | Bradford | PA | 16701 | Yes | Yes | |
| - | 38 Clear Creek Park Rd | Sigel | PA | 15860 | Yes | Yes | |
| South Office Building | 38 Davis St | Bradford | PA | 16701 | Yes | Yes | |
| ATR 390 | 3800 Big Spring Road | Blaine | PA | 17006 | Yes | Yes | |
| District 7-0 | 381 Indian Crest Way | Harleysville | PA | 19483 | Yes | Yes | |
| District 8-0 | 381 South Main St | Ashley | PA | 18706 | Yes | Yes | |
| | 381 West Dekalb Pike | King of Prussia | PA | 19406 | Yes | Yes | |
| Northwest Office Building | 3810 Saxonburg Blvd | Indianola | PA | 15051 | Yes | Yes | |
| DGS High Voltage Sub Station | 3821 Rte 309 | Upper Saucon | PA | 18034 | Yes | Yes | |
| - | 3845 Northern Pike | Monroeville | PA | 15146 | Yes | Yes | |
| Franklin CAO | 385 Celebration Hill Road | Biglerville | PA | 17307 | Yes | Yes | |
| - | 3854 Chipman Rd | Easton | PA | 18042 | Yes | Yes | |
| Troop H - Chambersburg | 388 Arnold Ave | Tylersburg | PA | 16361 | Yes | Yes | |
| PBPP Chambersburg SO | 39 E Chestnut St | Lancaster | PA | 17602 | Yes | Yes | |
| DHS Office of Legal Counsel | 39 Public Square | Wilkes Barre | PA | 18701 | Yes | Yes | |
| - | 390 College Blvd | Kutztown | PA | 19530 | Yes | Yes | |
| - | 3919 Washington Rd | McMurray | PA | 15317 | Yes | Yes | |
| - | 3920 New Falls Rd | Bristol | PA | 19007 | Yes | Yes | |
| Stockpile 03 Chambersburg | 3926 Nazareth Park Unit 11 | Bethlehem | PA | 18017 | Yes | Yes | |
| District 8-3 | 3929 Washington Rd | McMurray | PA | 15317 | Yes | Yes | |
| Harristown I - Revenue Tower | 393 Walnut St | Harrisburg | PA | 17128-0393 | Yes | Yes | |
| Stockpile 8 | 3930 Jacks Mountain Rd | Bellefonte | PA | 17004 | Yes | No | Will continue to monitor for future availability |
| SR 0914 Seg 0040 | 4 Breezy Park Dr | Fleetwood | PA | 19522 | Yes | Yes | |
| PennDot DLC 021 Chambersburg | 4 Eleanor Dr | Frackville | PA | 17931 | Yes | Yes | |
| | 4 Greenwood Furnace Park | Huntingdon | PA | 16652 | Yes | Yes | |
| | 4 Mi S of Franklin | Franklin | PA | 16323 | Yes | Yes | |
| 822 Shatzer Orchard Road | 4 N Sandy Flash Dr | Edgemont | PA | 19073 | Yes | Yes | |
| Stockpile #09 | 4 Parkway West - Out Parkway | Pittsburgh | PA | 15222 | Yes | Yes | |
| South Mountain Readiness Center | 4 W High St | Waynesburg | PA | 15370 | Yes | Yes | |
| Forest District 1 Office | 4 Washington Pke | South Fayette | PA | 15017 | Yes | Yes | |
| Park Office | 40 Army Heritage Dr | Carlisle | PA | 17013 | Yes | Yes | |
| Park Office | 40 Davis St | Bradford | PA | 16701 | Yes | Yes | |
| Pool | 40 Feduchak Lane | Kingsley | PA | 18826 | Yes | No | Will continue to monitor for future availability |
| District 9-4 | 40 Interstate 81 | Carlisle | PA | 17013 | Yes | No | Will continue to monitor for future availability |
| - | 40 Rocky Mountain Rd | Fayetteville | PA | 17222 | Yes | Yes | |
| - | 40 Rocky Mountain Rd | Fayetteville | PA | 17222 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------------|------------------------------|--------------------|-------|------------|------|---------|--|
| - | 400 Belfast Rd | Nazareth | PA | 18064 | Yes | Yes | |
| I-81NB Welcome Center G | 400 Bent Creek Rd | Mechanicsburg | PA | 17050 | Yes | Yes | |
| | 400 Bridge Ave | Sunbury | PA | 17801 | Yes | Yes | |
| - | 400 Daniel Boone Rd | Birdsboro | PA | 19508 | Yes | No | Will continue to monitor for future availability |
| Forest Pest Mgmt - Breezewood | 400 Jalappa Rd | Hamburg | PA | 19526 | Yes | Yes | |
| Fulton CAO | 400 Kentuck Dr | Ohiopyle | PA | 15470 | Yes | Yes | |
| Lycoming CAO | 400 Little League Blvd | Williamsport | PA | 17703 | Yes | Yes | |
| PSP Rokosky Remote | 400 Market St | Harrisburg | PA | 17101-2301 | Yes | Yes | |
| Park Office | 400 North St | Harrisburg | PA | 17120-0211 | Yes | Yes | |
| Forest District 2 Office | 400 Pennsbury Memorial Ln | Morrisville | PA | 19067 | Yes | Yes | |
| Penn Village Center | 400 Tower Ln | Irwin | PA | 15642 | Yes | Yes | |
| ATR 015 | 400 Waterfront Dr | Pittsburgh | PA | 15222 | Yes | Yes | |
| | 4000 Municipal Road | Bushkill | PA | 18324 | Yes | Yes | |
| HAR -81-7 | 401 Franklin Mills Cir | Philadelphia | PA | 19154 | Yes | Yes | |
| | 401 Penn Ave | Scranton | PA | 18503 | Yes | Yes | |
| 1704 Pine Rd | 401 S 14th St | Reynoldsville | PA | 15851 | Yes | Yes | |
| Big Spring Fish Culture Station | 4015 Freeport Road | Natrona Heights | PA | 15065 | Yes | Yes | |
| SGL 169 - Cumberland County | 402 School St | North Wales | PA | 19454 | Yes | Yes | |
| Park Office | 403 E Christiana St | Martinsburg | PA | 16662 | Yes | Yes | |
| - | 4035 Comly Street | Philadelphia | PA | 19135 | Yes | Yes | |
| Stockpile #11 | 404 Huntingdon Pke | Rockledge | PA | 19827 | Yes | Yes | |
| - | 404 Sharpless Rd | Landenburg | PA | 19350 | Yes | Yes | |
| Stockpile 14 | 405 Freedom Dr | Newtown | PA | 18940 | Yes | Yes | |
| | 405 Sharpless Rd | Landenberg | PA | 19350 | Yes | Yes | |
| South Mountain Restoration Center | 406 E High St | Waynesburg | PA | 15370 | Yes | No | Will continue to monitor for future availability |
| South Mountain Secure Treatment Ctr | 406 Rte 15 North | Dillsburg | PA | 17019 | Yes | No | Will continue to monitor for future availability |
| Dog Warden | 407 Crooked Creek Dam Rd | Ford City | PA | 16226 | Yes | Yes | |
| Stockpile 12 | 407 N 8th St | Philadelphia | PA | 19123 | Yes | Yes | |
| Forest Maintenance Bldg | 409 Chartiers Ave | McKees Rocks | PA | 15136 | Yes | Yes | |
| State Game Lands 128 | 409 E Pitt St | Bedford | PA | 15522 | Yes | Yes | |
| I-70WB Welcome Center | 4093 William Penn Hwy | Mifflintown | PA | 17059 | Yes | No | Will continue to monitor for future availability |
| Stockpile #12 | 41 Orchard Ln | Hillsdale | PA | 15746 | Yes | Yes | |
| Old Forge Headquarters | 41 Tuna Cross Rd | Bradford | PA | 16701 | Yes | Yes | |
| Fayette CAO | 41 W Church St | Uniontown | PA | 15401 | Yes | Yes | |
| Dog Warden | 410 Clearfield Valley Blvd | Ashville | PA | 16613 | Yes | Yes | |
| SR 0074 Seg 0230 | 410 Longview Dr | New Cumberland | PA | 17070 | Yes | Yes | |
| - | 410 Main St | Reynoldsville | PA | 15851 | Yes | Yes | |
| Big Flat Tower | 410 Roslyn Court | Reeders | PA | 18352 | Yes | Yes | |
| PSP Sherman Remote | 4100 Conewango Ave | Warren | PA | 16365 | Yes | Yes | |
| Gifford Pinchot State Prk | 4102 Rt 15 Hwy | South Williamsport | PA | 17702 | Yes | No | Will continue to monitor for future availability |
| Gifford Pinchot State Prk | 4104 Butler St | Pittsburgh | PA | 15201 | Yes | Yes | |
| Philadelphia CAO/Boulevard District | 4109 Frankford Ave | Philadelphia | PA | 19124 | Yes | Yes | |
| Bldg 453 | 411 7th Ave | Pittsburgh | PA | 15219-1919 | Yes | Yes | |
| Cameron CAO | 411 Chestnut St | Emporium | PA | 15834 | Yes | Yes | |
| | 4110 Brownsville Rd | Pittsburgh | PA | 15227 | Yes | Yes | |
| Philadelphia CAO/Unity District | 4111 Frankford Ave | Philadelphia | PA | 19124 | Yes | Yes | |
| Park Office | 4114 Tank Farm Rd | Emmaus | PA | 18049 | Yes | Yes | |
| Rental Bldg | 4115 New Lancaster Valley Rd | Milroy | PA | 17063 | Yes | Yes | |
| GAI-Tronics Phone | 4127 Blue Jay Creek Rd | Sheffield | PA | 16347 | Yes | No | Will continue to monitor for future availability |
| GAI-Tronics Phone | 413 W Main St | New Bloomfield | PA | 17068 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------|-----------------------------|------------------|-------|------------|------|---------|--|
| Sewage Field Dialer | 414 Grant St | Pittsburgh | PA | 15222 | Yes | Yes | |
| Sewage Field Dialer | 414 Lincoln Ave | East Stroudsburg | PA | 18301 | Yes | Yes | |
| - | 415 Central Road | Bloomsburg | PA | 17815 | Yes | Yes | |
| GTY083 | 416 Chalkhill - Ohiopyle Rd | Ohiopyle | PA | 15470 | Yes | Yes | |
| Adams CAO | 417 Lackawanna Ave | Scranton | PA | 18503 | Yes | Yes | |
| Troop H - Gettysburg | 417 Lowland Ave | Hamburg | PA | 19526 | Yes | Yes | |
| - | 417 SR 1037 | Dayton | PA | 16222 | Yes | No | Will continue to monitor for future availability |
| District 8-1 - ADAM690 | 418 E Ohio St | Pittsburgh | PA | 15222 | Yes | Yes | |
| DLC-55 Gettysburg | 41871 Rte 6 | Wyalusing | PA | 18853 | Yes | No | Will continue to monitor for future availability |
| .5 Mi West of Rte 15 on Rte 234 | 419 Avenue of the States | Chester | PA | 19013 | Yes | Yes | |
| Stockpile 6 | 4190 Campbells Run Rd | Pittsburgh | PA | 15205 | Yes | Yes | |
| Stockpile #11 | 42 Alpha Dr | Newtown Square | PA | 19073 | Yes | Yes | |
| Stockpile #05 | 42 Engles Rd | Millville | PA | 17846 | Yes | Yes | |
| 80 Ulricktown Rd | 420 Holmes St | Bellefonte | PA | 16823 | Yes | Yes | |
| - | 420 Rte 118 Hwy | Sweet Valley | PA | 17814 | Yes | Yes | |
| PSP Wolfe Remote | 4200 Harrisburg Pike | Elizabethtown | PA | 17120 | Yes | No | Will continue to monitor for future availability |
| Park Office | 4201 Neshaminy Blvd | Bensalem | PA | 19020 | Yes | Yes | |
| Park Office | 4205 Little Pine Creek Rd | Waterville | PA | 17776 | Yes | Yes | |
| Campground | 421 Travis Drive | East Stroudsburg | PA | 18302 | Yes | Yes | |
| | 4214 Cambridge St No 1 | Harrisburg | PA | 17109-4721 | Yes | Yes | |
| Park Office | 4216 Beaver Rd | Philipsburg | PA | 16681 | Yes | Yes | |
| Water Tower Kiosk | 4218 Manor Dr | Stroudsburg | PA | 18360 | Yes | No | Will continue to monitor for future availability |
| | 422 Newgate Court | Bensalem | PA | 19020 | Yes | Yes | |
| Stockpile 10 | 4221 Rte 286 | Indiana | PA | 15701 | Yes | Yes | |
| ATR 362 | 4227 Union Deposit Rd | Harrisburg | PA | 17111-2802 | Yes | Yes | |
| | 4229 N Broad St | Philadelphia | PA | 19140 | Yes | Yes | |
| I-83NB Welcome Center J | 424 E Middle St | Gettysburg | PA | 17325 | Yes | Yes | |
| | 425 6th Ave | Pittsburgh | PA | 15219 | Yes | Yes | |
| ATR 334 | 425 Cloverleaf Rd | Rheems | PA | 17604 | Yes | No | Will continue to monitor for future availability |
| - | 425 Fairmont Rd | Karns City | PA | 16041 | Yes | No | Will continue to monitor for future availability |
| Contact Station | 425 Main St | Johnstown | PA | 15901 | Yes | Yes | |
| PBPP York SO | 425 Willow Crossing | Greensburg | PA | 15601 | Yes | Yes | |
| | 426 Main St | Johnstown | PA | 15901 | Yes | Yes | |
| YRK120 | 426 S Old Middletown Rd | Bortondale | PA | 19063 | Yes | Yes | |
| | 4260 Fox Run Rd | Dover | PA | 17405 | Yes | Yes | |
| | 4261 N 5th Street | Philadelphia | PA | 19140 | Yes | Yes | |
| - | 4275 County Line Rd | Chalfont | PA | 18914 | Yes | Yes | |
| Troop H - York | 428 Northmont Ave | Hamburg | PA | 19526 | Yes | Yes | |
| DEP SCR District Office | 429 Awol Rd | Jonestown | PA | 17038 | Yes | Yes | |
| DLC-10 York | 429 Forbes Ave | Pittsburgh | PA | 15219 | Yes | Yes | |
| | 43 E Pike St | Canonsburg | PA | 15317 | Yes | Yes | |
| CCC York | 43 Rich Valley Rd | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| - | 430 E Main St | Middletown | PA | 17057 | Yes | Yes | |
| - | 430 Main St | Johnstown | PA | 15901 | Yes | Yes | |
| PBPP York SO | 430 N 3rd St | Womelsdorf | PA | 19567 | Yes | Yes | |
| - | 430 Penn Ave | Scranton | PA | 18503 | Yes | Yes | |
| District 8-4 | 4300 Little Pine Creek Rd | Waterville | PA | 17776 | Yes | Yes | |
| | 4301 Chestnut Str | Philadelphia | PA | 19104 | Yes | Yes | |
| | 431 E North St | Carlisle | PA | 17013 | Yes | Yes | |
| York CAO | 431 Eisenhower Dr | Hanover | PA | 17331 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|---------------------------|----------------|-------|------------|------|---------|--|
| CoPAMS Shelter | 4310 Iroquois Ave | Erie | PA | 16501 | Yes | Yes | |
| Blue Hill Rd at Rte 216 3 miles eas | 4313 Walnut St Ste 130 | McKeesport | PA | 15132 | Yes | Yes | |
| SR 0015 Seg 0071 | 432 E McMurray Rd | McMurray | PA | 15317 | Yes | Yes | |
| SR 0921 Seg 0020 | 432 E Oakview Dr | Waynesburg | PA | 15370 | Yes | Yes | |
| 1/2 mile east of I-83 on PA 851 | 4320 Iroquois Ave | Erie | PA | 16514 | Yes | Yes | |
| SR 0074 Seg 0850 | 4326 Chestnut Grove Hwy | Grampian | PA | 16838 | Yes | No | Will continue to monitor for future availability |
| On Alum Rock Rd | 433 W Main St | Smethport | PA | 16749 | Yes | Yes | |
| Stockpile #03 | 4335 E Cheltenham Ave | Philadelphia | PA | 19124 | Yes | Yes | |
| Samuel S Lewis State Park | 4346 Frankford Ave | Philadelphia | PA | 19135 | Yes | Yes | |
| SR 0030 Seg 0501 | 435 5th Ave | Pittsburgh | PA | 15212 | Yes | Yes | |
| | 435 Beaver Valley Rd | Patton | PA | 16668 | Yes | Yes | |
| Richard J. Skubish | 435 State Park Rd | Schellsburg | PA | 15559 | Yes | Yes | |
| | 435 State School Road | Selinsgrove | PA | 17870 | Yes | Yes | |
| | 4350 W Lincoln Hwy | Parquesburg | PA | 19365 | Yes | Yes | |
| - | 4365 Tar Kiln Rd | James Creek | PA | 16657-9302 | Yes | Yes | |
| Troop T - Bowmansville | 4373 William Penn Highway | Mifflintown | PA | 17059 | Yes | Yes | |
| | 4377 Chaneyville Rd | Clearville | PA | 15537 | Yes | Yes | |
| DOH WIC | 4379 Fire Tower Loop | Williamsburg | PA | 16693 | Yes | Yes | |
| Susquehannock State Park | 4395 Quehanna Hwy | Karthus | PA | 16845 | Yes | Yes | |
| John M Washington | 44 E Broad St | Bethlehem | PA | 18018 | Yes | Yes | |
| Ephrata Area Social Services | 44 Market St | Warren | PA | 16365 | Yes | Yes | |
| PA Game Commission c/o Jonathan Weaver | 44 N Crescent St | Tremont | PA | 17981 | Yes | No | Will continue to monitor for future availability |
| Ephrata Cloister Museum | 44 Plaza Ln | Wellsboro | PA | 16901 | Yes | Yes | |
| Edward C Hensley | 44 Ridge Pike | Conshohocken | PA | 19428 | Yes | Yes | |
| | 44 Transportation Ctr | Johnsonburg | PA | 15845 | Yes | Yes | |
| | 44 Woodland Rd | Mount Pocono | PA | 18344 | Yes | Yes | |
| PSP Furnace Hill Remote | 440 Buchanan Trail | McConnellsburg | PA | 17233 | Yes | Yes | |
| 255 W Brubaker Valley Rd | 440 Lincoln Dr | Imperial | PA | 15126 | Yes | Yes | |
| PCG WLM Dan Mummert | 440 N Broad St | Philadelphia | PA | 19130 | Yes | Yes | |
| | 440 S Old Middletown Rd | Bortondale | PA | 19063 | Yes | Yes | |
| Stockpile 18 | 4400 McKnight Rd | Pittsburgh | PA | 15214 | Yes | Yes | |
| | 4404 Grandview Ave | Gibsonia | PA | 15044 | Yes | No | Will continue to monitor for future availability |
| - | 443 N Enola Rd | Enola | PA | 17025 | Yes | Yes | |
| | 443 Panorama Dr | Denver | PA | 17517 | Yes | Yes | |
| | 4433 McNeil Rd | Pipersville | PA | 18947 | Yes | Yes | |
| Shirley Curl | 4435 E Thompson St | Philadelphia | PA | 19137 | Yes | Yes | |
| Stockpile 10 | 444 N 3rd St | Philadelphia | PA | 19123 | Yes | Yes | |
| PA Railroad Museum | 444 W 15th St | Tyrone | PA | 16686 | Yes | Yes | |
| Stockpile 23 | 4445 Chambersburg Rd | Cashtown | PA | 17325 | Yes | Yes | |
| Stockpile 11 | 445 Main St | Brockway | PA | 15824 | Yes | No | Will continue to monitor for future availability |
| | 445 Schoolhouse Rd | Johnstown | PA | 15904 | Yes | Yes | |
| Vistor Center | 4455 Big Spring Road | Blain | PA | 17006 | Yes | Yes | |
| Diversified Data Service | 446 Hillards Rd | Petrolia | PA | 16050 | Yes | No | Will continue to monitor for future availability |
| Stockpile 5 | 4466 Buffalo Rd | Erie | PA | 16510 | Yes | Yes | |
| | 448 N Shore Dr | Portersville | PA | 16051 | Yes | Yes | |
| | 448 W 11th St | Erie | PA | 16501 | Yes | Yes | |
| | 449 Hepburn St | Williamsport | PA | 17701 | Yes | Yes | |
| | 449 McCormick Rd | Pittsburgh | PA | 15108 | Yes | Yes | |
| CATS / Lancaster | 449 State St | Curwensville | PA | 16833 | Yes | Yes | |
| - | 45 Constitution Blvd | Kutztown | PA | 19530 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|------------------------------|-------------------|-------|------------|------|---------|--|
| Troop J - HQ | 45 Industrial Park Rd | Selingsrove | PA | 17870 | Yes | Yes | |
| PBPP Lancaster SO - Data MDF | 45 Lungers Dr | Bloomsburg | PA | 17815 | Yes | Yes | |
| LAN118 | 45 N 4th St | Allentown | PA | 18102 | Yes | Yes | |
| | 45 Shad Blue Lane | Jim Thorpe | PA | 18229 | Yes | Yes | |
| LAN122 | 45 Thoms Run Rd | Bridgeville | PA | 15017 | Yes | Yes | |
| Liberty Place | 450 1st St | East Pennsboro | PA | 17025 | Yes | Yes | |
| Regency Square Shopping Center | 450 Little League Blvd | Williamsport | PA | 17701 | Yes | Yes | |
| Ebensburg Center | 4501 Admiral Perry Hwy | Ebensburg | PA | 15931 | Yes | Yes | |
| | 451 Fullerton Ave | Cambridge Springs | PA | 16403 | Yes | Yes | |
| | 451 Walnut St | Columbia | PA | 17512 | Yes | Yes | |
| Lancaster CAO | 4510 Ferrizzi Dr | Schnecksville | PA | 18078 | Yes | Yes | |
| Stockpile 5 | 452 Broad St | New Bethlehem | PA | 16242 | Yes | No | Will continue to monitor for future availability |
| District 8-7 | 4520 Bath Pke | Bethlehem | PA | 18017 | Yes | Yes | |
| Stockpile 22 | 4524 Broadway Blvd | Monroeville | PA | 15146 | Yes | Yes | |
| Youth Forestry Camp 3 | 4534 Tar Kiln Rd | James Creek | PA | 16651 | Yes | Yes | |
| SR 4025 Seg 0050 | 454 Lyman Run Rd | Galeton | PA | 16922 | Yes | Yes | |
| PA 772 | 455 Lyman Run Road | Galeton | PA | 16922 | Yes | Yes | |
| Prospect & Indian Head Rds | 4595 Admiral Perry Hwy | Ebensburg | PA | 15931 | Yes | Yes | |
| PBPP Lancaster SO | 4595 Admiral Perry Hwy rear | Ebensburg | PA | 15931 | Yes | Yes | |
| The Grit Building | 46 East Pine Alley | Elizabethville | PA | 17023 | Yes | Yes | |
| - | 46 I-90 | North East | PA | 16428 | Yes | Yes | |
| - | 46 W Ridge St | Lansford | PA | 18232 | Yes | No | Will continue to monitor for future availability |
| Troop F | 460 McClelland Rd | Wind Ridge | PA | 15380 | Yes | No | Will continue to monitor for future availability |
| - | 4600 Big Spring Rd | Blain | PA | 17006 | Yes | Yes | |
| - | 4600 Edgemont Ave | Brookhaven | PA | 19015 | Yes | Yes | |
| PGC Loyalsock Game Farm | 461 N Findley St | Punxsutawney | PA | 15767 | Yes | Yes | |
| PGC NCRO K Krebs | 4617 Rte 100 | New Tripoli | PA | 18066 | Yes | Yes | |
| PBPP Williamsport DO | 4622 William Penn Highway | Murrysville | PA | 15668 | Yes | Yes | |
| - | 4627 Rte 51 Ste 520 | Belle Vernon | PA | 15012 | Yes | No | Will continue to monitor for future availability |
| DLC-43 Williamsport | 4639 Cherry Springs Rd | Coudersport | PA | 16915 | Yes | Yes | |
| Construction Trailer | 464 Allegheny Rd | Franklin | PA | 16323 | Yes | Yes | |
| ATR304 | 4641 Westport Dr | Mechanicsburg | PA | 17055 | Yes | Yes | |
| | 4643 Centre Ave | Pittsburgh | PA | 15213 | Yes | Yes | |
| | 4646 Oakland Street | Philadelphia | PA | 19124 | Yes | Yes | |
| | 466 Apple Packer Rd | Martinsburg | PA | 16662 | Yes | No | Will continue to monitor for future availability |
| | 468 Union St | Luzerne | PA | 18709 | Yes | Yes | |
| Lycoming County Montgomery Pike Stockpile #13 | 4685 Harlansburg Road | Slippery Rock | PA | 16507 | Yes | Yes | |
| Lycoming CAO | 4686 Rte 209 | Elizabethville | PA | 17023 | Yes | Yes | |
| - | 469 Chestnut Ridge Rd | Cherry Hill | PA | 15765 | Yes | Yes | |
| J Scott May | 47 9 East I78 | Upper Macungie | PA | 18106 | Yes | No | Will continue to monitor for future availability |
| Armenia Ranger Station | 47 S Washington St | Wilkes Barre | PA | 18701 | Yes | Yes | |
| Cross Creek Forest HQ | 4700 West Branch Highway | Lewisburg | PA | 17837 | Yes | No | Will continue to monitor for future availability |
| Maintenance Bldg | 4702 Woodlake Dr | Allison Park | PA | 15101 | Yes | No | Will continue to monitor for future availability |
| Ole Bull Park Office | 4706 William Flynn Hwy Ste 8 | Allison Finerk | PA | 15101 | Yes | Yes | |
| Park Office | 471 4451 Rte 66 | Apollo | PA | 15613 | Yes | Yes | |
| Park Office | 4717 Birney Ave | Moosic | PA | 18507-1229 | Yes | Yes | |
| HCR 63 | 472 Priestley Ave | Northumberland | PA | 17857 | Yes | Yes | |
| Waterville Remote 4F03 | 4721 Perkiomen Ave | Reading | PA | 19606 | Yes | Yes | |
| Tombs Road | 4734 State Route 1001 | Thompson | PA | 18465 | Yes | No | Will continue to monitor for future availability |
| PO Box 5038 | 475 3A West Penn Ave | Cleona | PA | 17042-3140 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|------------------------------|----------------|-------|------------|------|---------|--|
| - | 475 Ben Franklin South Ste 5 | Indiana | PA | 15701 | Yes | Yes | |
| - | 475 Wyoming Ave | Wyoming | PA | 18644 | Yes | Yes | |
| Ravensburg State Park | 4750 Wingate St | Philadelphia | PA | 19136 | Yes | Yes | |
| Ravensburg State Park | 4763 Hazel Ave | Philadelphia | PA | 19053 | Yes | Yes | |
| Legislative Rte 41026 | 4777 Tilghman St | Allentown | PA | 18104 | Yes | Yes | |
| Lycoming County Oval Stockpile #11 | 4785 South Mountain Drive | Emmaus | PA | 18049 | Yes | Yes | |
| | 479 Thomas Jones Way | Exton | PA | 19341 | Yes | Yes | |
| Clinton CAO | 479 Weaverland Valley Rd | East Earl | PA | 17581 | Yes | No | Will continue to monitor for future availability |
| - | 479 Wyoming Ave | Wyoming | PA | 18644 | Yes | Yes | |
| Radio Systems ROC3 | 4790 Chapman Dam Rd | Clarendon | PA | 16313 | Yes | Yes | |
| - | 4793 Rte 660 | Wellsboro | PA | 16901 | Yes | Yes | |
| - | 4797 Rte 660 | Wellsboro | PA | 16901 | Yes | Yes | |
| | 48 Servidea Drive | Ridgway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| 43 Hatchery Ln | 4801 McKnight Rd Rm 9 | Pittsburgh | PA | 15237 | Yes | Yes | |
| - | 4802 Pittsburgh Ave | Erie | PA | 16515 | Yes | Yes | |
| - | 4820 Rte 711 | Bolivar | PA | 15923 | Yes | Yes | |
| Stockpile 8 | 483 Black Hill Road | Newport | PA | 17074 | Yes | Yes | |
| Roadside Rest No 33 | 4839 West Chester Pke | Newtown Square | PA | 19073 | Yes | Yes | |
| Weather Station | 484 Penn Ave | Hollsopple | PA | 15501 | Yes | Yes | |
| Weather Station | 4843 Park Rd | Austin | PA | 16720 | Yes | No | Will continue to monitor for future availability |
| HAR 185 | 4844 Millstone Rd | Smithport | PA | 15710 | Yes | Yes | |
| New Trp F Lamar | 485 N Findley Ave | Punxsutawney | PA | 15767 | Yes | Yes | |
| Bldg 460 SGL 255 | 48-50 W Chestnut St | Lancaster | PA | 17601 | Yes | Yes | |
| HAR 173 | 486 Pike Rd | Johnstown | PA | 15909 | Yes | Yes | |
| District 2-3 County Maintenance | 4876 Rag Hollow Rd | Huntingdon | PA | 16652 | Yes | Yes | |
| Lycoming County 911 Center | 4880 Ashburner St | Philadelphia | PA | 19124 | Yes | Yes | |
| Lock Haven CareerLink - Job Center | 4880 Penn Ave | Sinking Spring | PA | 16645 | Yes | Yes | |
| Cherrywood | 49 Beech Dr | Harrisburg | PA | 17110-3591 | Yes | Yes | |
| LCE - DO # 6 | 49 Canton St | Troy | PA | 16947 | Yes | No | Will continue to monitor for future availability |
| Troop F - HQ | 490 E Main St | Nanticoke | PA | 18634 | Yes | Yes | |
| - | 490 Herald Dr | Ambler | PA | 19002 | Yes | Yes | |
| PA Game Commission WM Dan Brauning | 4906-4908 Baltimore Ave | Philadelphia | PA | 19143 | Yes | Yes | |
| Lycoming County 911 Comm Ctr | 492 Black Hill Rd | Newport | PA | 17074 | Yes | Yes | |
| - | 492 Rte 247 | Carbondale | PA | 18407 | Yes | No | Will continue to monitor for future availability |
| District 3-0 | 4920 Comly St | Philadelphia | PA | 19124 | Yes | Yes | |
| Stock Pile #7 | 4935 Orchard Rd | Schnecksville | PA | 18078 | Yes | Yes | |
| Near Muncy Near jct with 2055 | 494 Highland St Ext | DuBois | PA | 15801-9374 | Yes | Yes | |
| | 4950 Old York Rd | Buckingham | PA | 18928 | Yes | Yes | |
| SCI Muncy | 4956 State Route 899 | Marienville | PA | 16239 | Yes | Yes | |
| SCI Muncy | 496 Main | Coburn | PA | 16832 | Yes | Yes | |
| | 4999 Horseshoe Pike | Downingtown | PA | 19335 | Yes | Yes | |
| Stockpile 4 | 4A Peebles Plz | Philipsburg | PA | 16866 | Yes | No | Will continue to monitor for future availability |
| - | 5 Airport Rd | Martinsburg | PA | 16662 | Yes | Yes | |
| Hillcrest | 5 Magnolia Dr | Harrisburg | PA | 17110-2544 | Yes | Yes | |
| Park Office | 5 Mi W of Clearfield | Hyde | PA | 16843 | Yes | Yes | |
| Hyners Run State Park | 5 N 12th St | Philadelphia | PA | 19107 | Yes | Yes | |
| Tamarack Fire Tower | 5 N 5th St | Harrisburg | PA | 17101 | Yes | Yes | |
| Cook's Run Ranger Station | 5 Peninsula Drive | Erie | PA | 16505 | Yes | Yes | |
| Forest District 10 Office | 5 Technology Prk | Harrisburg | PA | 17110-2913 | Yes | Yes | |
| Sewage Treatment Plant | 5 W Laurel Blvd | Pottsville | PA | 17901 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|---------------------------|------------------|-------|------------|------|---------|--|
| Kiosk | 50 Anthony Dr | East Pennsboro | PA | 17053 | Yes | Yes | |
| Lower Campground Guardhouse | 50 ft NW of SR 4017 | Clarks Summit | PA | 18411 | Yes | No | Will continue to monitor for future availability |
| | 50 Gibb Road | Franklin | PA | 16323 | Yes | Yes | |
| LYCO77 Pump Station ROC 3 at LYCO21 | 50 Lawton Ln | Milton | PA | 17847 | Yes | Yes | |
| - | 50 McArdle Rdwy | Pittsburgh | PA | 15210 | Yes | Yes | |
| State Game Lands 75 | 50 Overlook Rd | Labelle | PA | 15450 | Yes | Yes | |
| Near Brookside | 50 Pond Ln | Brush Valley | PA | 15765 | Yes | Yes | |
| Contact Station | 50 Seneca St | Oil City | PA | 16301 | Yes | Yes | |
| Park Office | 500 Bethlehem Pke | Fort Washington | PA | 19034 | Yes | Yes | |
| New District Office | 500 E 4th St | Chester | PA | 19013 | Yes | Yes | |
| Beach Area | 500 E Catherine St | Chambersburg | PA | 17201-2606 | Yes | Yes | |
| - | 500 E Lancaster Ave | Shillington | PA | 19606 | Yes | Yes | |
| - | 500 Evergreen Dr | Waynesburg | PA | 15370 | Yes | Yes | |
| - | 500 Fulton Dr | McConnellsburg | PA | 17233 | Yes | Yes | |
| - | 500 Glenn Street | Wilmerding | PA | 15148 | Yes | Yes | |
| Northumberland CAO | 500 Kings Gap Rd | Carlisle | PA | 17013 | Yes | Yes | |
| 3rd BN 103d Armor CO A&B | 500 Lincoln Hwy | North Versailles | PA | 15137 | Yes | Yes | |
| DOR | 500 Ohio St | Pittsburgh | PA | 15209 | Yes | Yes | |
| Troop F - Stonington | 500 S 2nd Street Pke | Southampton | PA | 18966 | Yes | Yes | |
| DEP NCR District Office | 500 S Chris Columbus Blvd | Philadelphia | PA | 19106 | Yes | Yes | |
| Park Office | 500 Tower Rd | Clearville | PA | 15535 | Yes | Yes | |
| Concession | 500 Waterfront Dr | Pittsburgh | PA | 15222 | Yes | Yes | |
| - | 5000 Oxford Dr Ste 100 | Bethel Park | PA | 15102 | Yes | Yes | |
| Foreman's assembly area | 5006 E Trindle Rd | Mechanicsburg | PA | 17050-3647 | Yes | Yes | |
| District 3-4 | 501 Main St | White Haven | PA | 18661 | Yes | Yes | |
| Old Paxinos Lines | 501 N 3rd St | Harrisburg | PA | 17120-0302 | Yes | Yes | |
| | 501 N Pottstown Pke | Exton | PA | 19341 | Yes | Yes | |
| PA Game Commission SGL 252 | 501 North St | Annaville | PA | 17003 | Yes | Yes | |
| State Game Lands 188 | 501 Walters Ave | Johnstown | PA | 15904 | Yes | Yes | |
| Donald M. Covington | 502 Cavalry Rd | Carlisle | PA | 17013 | Yes | Yes | |
| PGC NERO SGL 13 SB 327 | 5035 Township Line Rd | Drexel Hill | PA | 19026 | Yes | Yes | |
| PA Game Commission c/o William Williams | 504 Cavalry Rd | Carlisle | PA | 17013 | Yes | Yes | |
| Park Office | 504 Nazareth Pike | Nazareth | PA | 18064 | Yes | Yes | |
| Beach Area Lake Jean Entrance | 504 S Waters St | Kittanning | PA | 16201 | Yes | Yes | |
| Lake Rose Comfort Station | 504 W Marshall St | Norristown | PA | 19401 | Yes | Yes | |
| Water Treatment Plant | 5040 N 7th St | Philadelphia | PA | 19120-3104 | Yes | Yes | |
| Stockpile 4 | 5041 Rte 873 | Schnecksville | PA | 18078 | Yes | Yes | |
| - | 5042 Sizerville Rd | Emporium | PA | 15834 | Yes | Yes | |
| - | 505 Racetrack Rd | Washington | PA | 15301 | Yes | Yes | |
| Suite 2 | 506 Main St | Knox | PA | 16232 | Yes | No | Will continue to monitor for future availability |
| Columbia CAO | 506 Wood St | Ellwood City | PA | 16117 | Yes | Yes | |
| Troop N - Bloomsburg | 5061 Route 536 | Ringgold | PA | 15767 | Yes | No | Will continue to monitor for future availability |
| COLU01 Catawissa | 5070 Jonestown Rd | Harrisburg | PA | 17112 | Yes | Yes | |
| Philadelphia CAO/West District | 5070 Parkside Ave | Philadelphia | PA | 19131 | Yes | Yes | |
| Unit 4 | 508 Midland Ave | Midland | PA | 15059 | Yes | Yes | |
| District 3-1 & 3-3 | 51 Carriage Rd | Palmyra | PA | 17078 | Yes | Yes | |
| Stockpile 3 | 51 Fox Chapel Rd | Pittsburgh | PA | 15238 | Yes | Yes | |
| - | 51 Gravel Pke | Upper Hanover | PA | 18076 | Yes | Yes | |
| Roadside Rest | 51 Ice House Rd | Gardners | PA | 17324 | Yes | Yes | |
| Near Numidia | 51 Parkhill Dr | Johnstown | PA | 15909 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|----------------------------------|--------------------|-------|------------|------|---------|--|
| | 51 W Clearview Rd | Hanover | PA | 17331 | Yes | Yes | |
| | 51 Water St | Temple | PA | 19560 | Yes | Yes | |
| Montour CAO | 510 Pine Hollow Rd | McKees Rocks | PA | 15136 | Yes | Yes | |
| Danville SH Administration Bldg | 510 S. Oxford Valley Rd Bldg 8 | Fairless Hills | PA | 19030 | Yes | Yes | |
| Danville State Hospital | 510 W Southern Ave | South Williamsport | PA | 17701 | Yes | Yes | |
| Danville AFRC | 5101 Lancaster Ave | Philadelphia | PA | 19131 | Yes | Yes | |
| PA Game Commission Cathy Haffner Biologist | 511 Constitution Ave | Perkasie | PA | 18944 | Yes | Yes | |
| - | 5113 Germantown Ave | Philadelphia | PA | 19144 | Yes | Yes | |
| Construction Trailer | 512 N Antrim Way | Greencastle | PA | 17225 | Yes | Yes | |
| I-80WB Rest Area 36 | 513 Chestnut St | East Conemaugh | PA | 15909 | Yes | Yes | |
| - | 514 Swamp Rd | Newtown | PA | 18940 | Yes | Yes | |
| Stockpile # 05 | 515 Dock St | Schuylkill Haven | PA | 17972 | Yes | Yes | |
| | 515 E Samuels Ave | Hazleton | PA | 18201 | Yes | Yes | |
| - | 517 Sharpless Rd | Landenberg | PA | 19350 | Yes | Yes | |
| Stockpile #11 | 518 Cleveland Ave | Chambersburg | PA | 17201 | Yes | Yes | |
| Shamokin Fire Station | 518 Williamson Ln | Springfield | PA | 19064-1631 | Yes | Yes | |
| Forest District 7 | 5193 Morris Allport Hwy | Morrisdale | PA | 16858 | Yes | Yes | |
| Union County Government Ctr | 519B Greenville Rd | Mercer | PA | 16137 | Yes | Yes | |
| LEW 121 | 520 Uhler Rd | Easton | PA | 18040 | Yes | Yes | |
| Philadelphia CAO - Glendale DO | 5201 Old York Rd | Philadelphia | PA | 19141-2950 | Yes | Yes | |
| National Guard Armory | 521 Beaver St | Sewickley | PA | 15143 | Yes | Yes | |
| - | 522 Shawham Ave | Carnegie | PA | 15106 | Yes | No | Will continue to monitor for future availability |
| - | 522 Ward Street | Dunmore | PA | 18512 | Yes | Yes | |
| District 3-8 | 523 Knapp Road | Clarks Summit | PA | 18411 | Yes | Yes | |
| | 523 Priceton Ave Ext | Williamsport | PA | 17701 | Yes | Yes | |
| Stockpile 5 | 5235 Frankford Ave | Philadelphia | PA | 19135 | Yes | Yes | |
| Stockpile 03 | 524 Casanova Rd | Philipsburg | PA | 16866 | Yes | Yes | |
| PGC WLM Scott Klinger | 524 Front St | Fredericktown | PA | 15333 | Yes | No | Will continue to monitor for future availability |
| - | 5249 Library Rd | Bethel Finerk | PA | 15102 | Yes | Yes | |
| Steven Merrick | 525 Lawrence Avenue | Ellwood City | PA | 16117 | Yes | Yes | |
| OD Park Office | 525 Ramcat Rd | Confluence | PA | 15424 | Yes | Yes | |
| Campground Shower House | 5255 Churchview Rd | Zionville | PA | 18092 | Yes | Yes | |
| Beach House | 526 Behrens Road | Jim Thorpe | PA | 18229 | Yes | Yes | |
| ATR 367 | 5271 Colewood Dr | Baldwin | PA | 15236 | Yes | Yes | |
| Union County Harleton/Pleasant Grove Stockpile #09 | 528 Lumber Rd | New Bethlehem | PA | 16242 | Yes | Yes | |
| | 5280 Rte 30 Ste 4 | Greensburg | PA | 15601 | Yes | Yes | |
| Hickernell Wood Shop | 5285 Bedford Valley Rd | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| - | 529 Liberty Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| Dog Law Warden | 529 Main St | Childs | PA | 18407 | Yes | Yes | |
| - | 529 S Market St | Lykens | PA | 17048 | Yes | No | Will continue to monitor for future availability |
| Troop F - Milton | 53 @ Sterling Rd | Hamlin | PA | 18427 | Yes | Yes | |
| ATR 386 | 53 E Market St | York | PA | 17401 | Yes | Yes | |
| Foremen's Assembly Area | 53 Main St | Duncannon | PA | 17020 | Yes | No | Will continue to monitor for future availability |
| Venango CAO | 530 13th St | Franklin | PA | 16323 | Yes | Yes | |
| | 530 A Caste Village Shopping Ctr | Pittsburgh | PA | 15236 | Yes | No | Will continue to monitor for future availability |
| Roaring Creek Maintenance Building | 530 Pottsville Park Plz Rt 61 N | Pottsville | PA | 17901 | Yes | Yes | |
| | 530 William Pitt Way | Pittsburgh | PA | 15328 | Yes | Yes | |
| Union County Mile Run Stockpile #07 | 5301 Simpson Ferry Rd | Mechanicsburg | PA | 17050 | Yes | Yes | |
| Justin Witmer | 531 Penn Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| Joseph Priestley House | 532 South Oxford Valley Rd | Fairless Hills | PA | 19030 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|----------------------------|----------------------------|-----------------|-------|-------|------|---------|--|
| PGC WLM Biologist D Gross | 532 West Gay Street | West Chester | PA | 19380 | Yes | Yes | |
| - | 5326 Perry Hwy | Ross | PA | 15229 | Yes | Yes | |
| SCI Coal Township | 533 Harmony Baptist Road | New Castle | PA | 16101 | Yes | Yes | |
| Selinsgrove Center | 533 State Park Rd | Johnsonburg | PA | 15845 | Yes | Yes | |
| Bldg 19 | 533 Swank Rd | Sinnemahoning | PA | 15861 | Yes | Yes | |
| Troop F - Selinsgrove | 534 W Broad St | Hazleton | PA | 18201 | Yes | Yes | |
| - | 535 Chestnut St | Sunbury | PA | 17801 | Yes | Yes | |
| DLC-4 Selinsgrove | 535 Fullerton Ave | Whitehall | PA | 18052 | Yes | Yes | |
| District 3-5 | 535 S Aiken Ave | Pittsburgh | PA | 15232 | Yes | Yes | |
| Off Paxtonville Rd | 5350 Towanda Dr | East Allen | PA | 18017 | Yes | Yes | |
| District 3-5 | 5360 Lincoln Hwy Store 14 | Gap | PA | 17527 | Yes | No | Will continue to monitor for future availability |
| - | 537 Penn St | Reading | PA | 19601 | Yes | Yes | |
| Fulton CAO | 539 Fulton Dr | McConnellsburg | PA | 17233 | Yes | Yes | |
| Troxelville Maintenance | 54 E 4th St | Emporium | PA | 15834 | Yes | No | Will continue to monitor for future availability |
| - | 54 Pennsylvania Ave | Huntingdon | PA | 16652 | Yes | Yes | |
| - | 540 Dubs Church Rd | Hanover | PA | 17331 | Yes | Yes | |
| - | 540 Fairview Rd | Penfield | PA | 15849 | Yes | No | Will continue to monitor for future availability |
| Schuylkill CAO | 541 Allegheny Blvd | Franklin | PA | 16323 | Yes | Yes | |
| - | 541 Bloss Mountain Rd | Liberty | PA | 16901 | Yes | No | Will continue to monitor for future availability |
| DEP Dist Ofc @ Pottsville | 542 County Farm Rd | Montoursville | PA | 17754 | Yes | Yes | |
| - | 542 Graffius Avenue | Punxsutawney | PA | 15767 | Yes | Yes | |
| Food Distribution | 5435 Monocacy Dr | Bethlehem | PA | 18017 | Yes | Yes | |
| I-81 MM 117 DMS | 545 W Mahoning St | Punxsutawney | PA | 15767 | Yes | Yes | |
| - | 546 Three Mile Hill Rd | Mt Pleasant | PA | 15666 | Yes | Yes | |
| - | 547 Farwell Ave | Renovo | PA | 17764 | Yes | Yes | |
| FD-18 RMC | 55 E Court St | Doylestown | PA | 18901 | Yes | Yes | |
| - | 55 Keystone Industrial Prk | Dunmore | PA | 18512 | Yes | Yes | |
| RR 2011 PO Box 42 | 55 Sugar Run Rd Ste 105 | Waynesburg | PA | 15370 | Yes | No | Will continue to monitor for future availability |
| SCI Mahanoy | 550 Kimberton Rd | Phoenixville | PA | 19460 | Yes | Yes | |
| Troop L - Frackville | 551 Mahoning St | Milton | PA | 17847 | Yes | Yes | |
| Stockpile #04 | 552 Lancaster Ave | Berwyn | PA | 19312 | Yes | Yes | |
| SCI Frackville | 5520 Black Moshannon Rd | Philipsburg | PA | 16866 | Yes | Yes | |
| Gregory P Szumlanski | 553 Bethlehem Pke | Fort Washington | PA | 19034 | Yes | Yes | |
| PSP Sundry Remote | 554 Airport Rd | Johnstown | PA | 15904 | Yes | Yes | |
| - | 554 S 88 Rd | Carmichaels | PA | 15320 | Yes | Yes | |
| Airport Stockpile 9 | 5540 A Walnut Street | Harrisburg | PA | 17112 | Yes | Yes | |
| - | 555 E Weedville | Caledonia | PA | 15868 | Yes | Yes | |
| DOR/DHS Lehigh CAO | 555 Union Blvd | Allentown | PA | 18109 | Yes | Yes | |
| Forum Place | 555 Walnut St | Harrisburg | PA | 17105 | Yes | Yes | |
| Stockpile Ravine | 5560 Main Rd | Sweet Valley | PA | 18656 | Yes | Yes | |
| I-81 NB MM 97 | 5565 N Montour Rd | Gibsonia | PA | 15044 | Yes | No | Will continue to monitor for future availability |
| - | 558 Centerville Road Ste D | Lancaster | PA | 17601 | Yes | Yes | |
| SERO - William Dingman | 5593 Glades Pke | Somerset | PA | 15501 | Yes | Yes | |
| Stockpile 3 | 56 Follies Rd | Dallas | PA | 18612 | Yes | Yes | |
| Troop L - Schuylkill Haven | 56 Plaza Lane | Wellsboro | PA | 16901 | Yes | Yes | |
| District 5-6 | 56 Tower Rd | Tremont | PA | 17981 | Yes | Yes | |
| DLC-49 Schuylkill Haven | 560 Andrews Rd | Trevoise | PA | 19053 | Yes | Yes | |
| - | 560 Circle Dr | Belle Vernon | PA | 15012 | Yes | Yes | |
| - | 560 E 3d St | Erie | PA | 16512 | Yes | Yes | |
| SCHU03 Keffers | 560 Franklin St | Clymer | PA | 15728 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|--------------------------------|------------------|-------|------------|------|---------|--|
| Mine Rescue Station | 560 Railroad Ave | Patton | PA | 16803 | Yes | Yes | |
| DEP @ Rausch Creek Treatment Plant | 560 Route 830 | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| PSP Balzar Remote | 5602 Seven Stars Rd | Millerstown | PA | 17062 | Yes | No | Will continue to monitor for future availability |
| Susan M Mease | 5624 Peach Street | Erie | PA | 16565 | Yes | Yes | |
| | 563 Walters Ave | Johnstown | PA | 15901 | Yes | Yes | |
| Michael Somishka | 5632 SR 6 | Tunkhannock | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| Bethlehem Sands Casino Resort | 5639 Stewart St | Philadelphia | PA | 19131 | Yes | Yes | |
| | 564 Sinking Creek Rd | Spring Mills | PA | 16875 | Yes | Yes | |
| - | 565 Mt Olivet Rd | Wyoming | PA | 18644 | Yes | Yes | |
| Troop M - HQ | 565 Walters Ave | Johnstown | PA | 15904 | Yes | Yes | |
| Bethlehem Lab | 5660 US Rte 6 W | Galeton | PA | 16922 | Yes | Yes | |
| - | 5661 State Route 6N | Edinboro | PA | 16412 | Yes | No | Will continue to monitor for future availability |
| Private Residence | 5665 Chestnut Street | Zionsville | PA | 18092 | Yes | Yes | |
| - | 567 W Mahoning St | Punxsutawney | PA | 15767 | Yes | Yes | |
| | 57 Nature Center Road | Wyoming | PA | 18644 | Yes | Yes | |
| | 570 Airport Rd | Johnstown | PA | 15904 | Yes | Yes | |
| | 570 Galifa Dr | Donora | PA | 15033 | Yes | Yes | |
| DOR | 5705 Rte 981 | Latrobe | PA | 15650 | Yes | Yes | |
| UCBR - U.C. Referee Office | 5706 Glades Pke | Somerset | PA | 15501 | Yes | Yes | |
| | 571 Hepburn Rd. | Avondale | PA | 191311 | Yes | Yes | |
| | 571 Rte 56 Hwy E | Homer City | PA | 15748 | Yes | Yes | |
| Tek Park Technology Campus | 5730 Interchange Rd | Leighton | PA | 18235 | Yes | Yes | |
| Troop M - Fogelsville | 5730 Shaffer Rd | Dubois | PA | 15801 | Yes | Yes | |
| Phila CAO/Delancy Elmwood | 5740 Market St | Philadelphia | PA | 19139 | Yes | Yes | |
| ATR 394 | 575 Philadelphia St | Indiana | PA | 15701 | Yes | Yes | |
| TCC | 575 W Neversink Road | Reading | PA | 19606 | Yes | Yes | |
| - | 577 Bear Lake Road | Thornhurst | PA | 18424 | Yes | Yes | |
| PSP Flint Hill Remote | 577 Swank Rd | Sinnemahoning | PA | 15861 | Yes | Yes | |
| ATR 349 | 580 US Rte 15 S | Lewisburg | PA | 17837 | Yes | Yes | |
| Stockpile #02 | 581 E mile marker .8 | Mechanicsburg | PA | 17055 | Yes | Yes | |
| Easton Readiness Center | 5826 Hartstown Road | Hartstown | PA | 16131 | Yes | Yes | |
| | 5828 Market St | Philadelphia | PA | 19139 | Yes | Yes | |
| | 5837 Easton Rd | Pipersville | PA | 18949 | Yes | Yes | |
| - | 5837 Route 220 | Laporte | PA | 18626 | Yes | Yes | |
| Northampton Cnty Welcome Ctr | 5847 Germantown Avenue | Philadelphia | PA | 19144-2154 | Yes | Yes | |
| Westmoreland CAO/Greensburg District | 587 Sells Ln | Greensburg | PA | 15601 | Yes | Yes | |
| DMS | 5899 State Park Rd | Upper Black Eddy | PA | 18947 | Yes | Yes | |
| - | 59 N 5th St | Gettysburg | PA | 17325 | Yes | Yes | |
| | 5900 Rte 30 E | York | PA | 17406 | Yes | Yes | |
| Northampton CAO | 5923 Bernville Rd | Bernville | PA | 19506 | Yes | Yes | |
| DLC-6 Easton 2 | 5925 Route 322 | Brookville | PA | 15825 | Yes | Yes | |
| District 5-5 | 593 Lancaster Ave | Malvern | PA | 19355 | Yes | Yes | |
| Stockpile #0003 | 594 Fire Tower Road | Lititz | PA | 17543 | Yes | Yes | |
| Allegheny CAO/Greater Pgh East | 5947 Penn Ave | Pittsburgh | PA | 15206 | Yes | Yes | |
| PSP Fogelsville Remote | 595 East Rolling Ridge Drive | Bellefonte | PA | 16823 | Yes | Yes | |
| Washington CAO/Valley District | 595 Galiffa Dr | Donora | PA | 15033 | Yes | Yes | |
| Westmoreland CAO/CSC | 595 Sells Ln | Greensburg | PA | 15601 | Yes | Yes | |
| | 5950 Meadville Rd | Girard | PA | 16417 | Yes | Yes | |
| - | 5956 Penn Circle South Ste 201 | Pittsburgh | PA | 15206 | Yes | Yes | |
| - | 5990 University Blvd Ste 24 | Coraopolis | PA | 15108 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|-------------------------------|----------------|-------|------------|------|---------|--|
| - | 6 Berwert St | Wellsboro | PA | 16901 | Yes | No | Will continue to monitor for future availability |
| Multiple ITS | 6 Hutchins Loop | Kane | PA | 16735 | Yes | Yes | |
| | 6 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| SR 4019 Seg 0160 Offset 0795 | 60 Livery Drive | Churchville | PA | 18966 | Yes | Yes | |
| | 600 6th St | Beaver Falls | PA | 15010 | Yes | Yes | |
| | 600 Gateway Dr | Mansfield | PA | 16933 | Yes | Yes | |
| Jacobsburg Environmental Educ Ctr | 600 Hunter Hwy | Tunkhannock | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| Stockpile #13 | 600 Kenhorst Blvd | Reading | PA | 19611 | Yes | Yes | |
| | 600 Kentuck Rd | Stewart | PA | 15470 | Yes | Yes | |
| State Game Lands 205 | 600 Main St | Saxton | PA | 16678 | Yes | Yes | |
| SR 0863 Seg 0070 Offset 0000 | 600 Maine Ave - Upper Darby | Upper Darby | | | Yes | No | Will continue to monitor for future availability |
| | 600 Norland Ave | Chambersburg | PA | 17201 | Yes | Yes | |
| PA Game Commission Beahm | 600 Park Rd | Emporium | PA | 15832 | Yes | Yes | |
| | 600 Swamp Fox Rd | Chambersburg | PA | 17201 | Yes | No | Will continue to monitor for future availability |
| Stockpile #07 | 6000 Mt Pisgah Rd | York | PA | 17406 | Yes | Yes | |
| | 601 Boalsburg Pke | Boalsburg | PA | 16827 | Yes | Yes | |
| - | 601 Commonwealth Ave | Harrisburg | PA | 17120-0901 | Yes | Yes | |
| FD 19 Lehigh County Bldg | 601 Commonwealth P1 Bldg A | Pittsburgh | PA | 15222 | Yes | Yes | |
| Health and Welfare Building | 601 Forster St | Harrisburg | PA | 17120-0701 | Yes | Yes | |
| | 601 Grace Rd | Knox | PA | 16232 | Yes | No | Will continue to monitor for future availability |
| | 601 Westtown Rd | West Chester | PA | 19382 | Yes | Yes | |
| | 6011 State Park Rd | Pipersville | PA | 18947 | Yes | Yes | |
| Gateway Center | 603 Stanwix St | Pittsburgh | PA | 15222 | Yes | Yes | |
| | 6036 Woodland Ave | Philadelphia | PA | 19142 | Yes | Yes | |
| LEHI30 Upper Milford | 604 Continental Blvd | Danville | PA | 17821 | Yes | Yes | |
| Stockpile 10 | 6041 Rte 30 Ste 55 | Greensburg | PA | 15601 | Yes | Yes | |
| CCC Allentown | 605 Louis Dr | Warminster | PA | 18974 | Yes | Yes | |
| UCSC Allentown | 605 Main St | Forest City | PA | 18421 | Yes | Yes | |
| Allentown OVR Office | 607 Main St | Johnstown | PA | 15901 | Yes | Yes | |
| Forum / Education Building | 607 South Dr | Harrisburg | PA | 17120-0600 | Yes | Yes | |
| Lehigh Valley Team PA CareerLink | 608 2nd St | Meyersdale | PA | 15552 | Yes | Yes | |
| Wyoming CAO-PRI | 608 Hunter Hwy | Tunkhannock | PA | 18657 | Yes | Yes | |
| Allentown State Hospital | 608 Moraine Pointe Plz | Butler | PA | 16001 | Yes | Yes | |
| PBPP Allentown DO | 6082 Ridgway St - St Marys Rd | Ridgway | PA | 15853 | Yes | Yes | |
| - | 610 Hamilton St | Allentown | PA | 18101 | Yes | Yes | |
| DLC-25 Allentown | 611 Ross Ave | New Cumberland | PA | 17070 | Yes | Yes | |
| District 5-3 | 612 Fairground Rd | Lewisburg | PA | 17837 | Yes | Yes | |
| District 5-0 | 613 North St | Harrisburg | PA | 17120-0400 | Yes | Yes | |
| - | 613 Pleasant Valley Blvd | Altoona | PA | 16602 | Yes | Yes | |
| Stockpile 11 | 613 W Main St | Ligonier | PA | 15658 | Yes | Yes | |
| HAR | 614 N Front St | Harrisburg | PA | 17101 | Yes | Yes | |
| District 5-0 | 615 Erie Heights | Honesdale | PA | 18431 | Yes | Yes | |
| | 615 Howard Ave | Altoona | PA | 16601 | Yes | Yes | |
| | 615 Howard Avenue | ALTOONA | PA | 16601 | Yes | Yes | |
| | 616 North St | Jim Thorpe | PA | 18229 | Yes | Yes | |
| Stockpile 3 | 617 Fire Tower Rd | Birdsboro | PA | 19508 | Yes | Yes | |
| | 6174 PA Rte 6 | Towanda | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| | 619 N Franklin St | Chambersburg | PA | 17201 | Yes | Yes | |
| | 619 Pittsburgh Rd | Uniontown | PA | 15401 | Yes | Yes | |
| Highmark Building | 62 Greenfield Ave | Ardmore | PA | 19003 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------|-------------------------------|----------------|-------|------------|------|---------|--|
| Franklin CAO | 620 Norland Ave | Chambersburg | PA | 17201 | Yes | Yes | |
| Highway Overhead Sign | 6201 Grand Ave | Pittsburgh | PA | 15225 | Yes | Yes | |
| | 623 Elm St | Tionesta | PA | 16353 | Yes | Yes | |
| DOR | 6235 Aughwick Rd | McConnellsburg | PA | 17233 | Yes | Yes | |
| | 624 Allegheny River Blvd | Oakmont | PA | 15139 | Yes | Yes | |
| HAZ139 | 624 Buck Rd | Patton | PA | 16668 | Yes | Yes | |
| Reading State Office Building | 625 Cherry St | Reading | PA | 19602-1152 | Yes | Yes | |
| Cambria CAO | 625 Main St | Johnstown | PA | 15901 | Yes | Yes | |
| Lebanon CAO | 625 S 8th St | Lebanon | PA | 17042 | Yes | Yes | |
| Garage | 626 Swank Rd | Sinnemahoning | PA | 15861 | Yes | Yes | |
| DLC-50 Hazleton | 627 Wood St | Clarion | PA | 16214 | Yes | Yes | |
| HAR 003 | 629 Park Way | Broomall | PA | 19008 | Yes | Yes | |
| VMS 104 | 630 Ctr St | Ashland | PA | 17921 | Yes | Yes | |
| VMS 102 | 630 E Penn St | Bedford | PA | 15522 | Yes | Yes | |
| VMS 103 | 630 Kolter Dr | Indiana | PA | 15701 | Yes | Yes | |
| Stockpile 16 | 630 Norland Ave | Chambersburg | PA | 17201 | Yes | Yes | |
| | 6301 Grayson Rd | Harrisburg | PA | 17111 | Yes | Yes | |
| | 631 Lyman Run Road | Galeton | PA | 16922 | Yes | Yes | |
| - | 6311 Margy Dr | Huntingdon | PA | 16652 | Yes | Yes | |
| Troop N - HQ | 6315 Route 666 | Sheffield | PA | 16347 | Yes | No | Will continue to monitor for future availability |
| LUZE65 Weston | 632 W Main St | Ephrata | PA | 17522 | Yes | Yes | |
| Park Office | 6320 Shakespeare St | Pittsburgh | PA | 15206 | Yes | Yes | |
| Park Office | 634 Lenker Rd | Harrisburg | PA | 17111 | Yes | Yes | |
| Contact Station | 6345 Flank Dr | Harrisburg | PA | 17112 | Yes | Yes | |
| HAR 001 | 635 Heacock Rd | Yardley | PA | 19067 | Yes | Yes | |
| | 635 S Spruce St | Lititz | PA | 17543 | Yes | Yes | |
| Stockpile 7 | 635 Union St | Lancaster | PA | 17670 | Yes | Yes | |
| - | 6395 State Rte 103 N | Lewistown | PA | 17044 | Yes | Yes | |
| Donna A. Gerrity | 6400 Frankford Ave | Philadelphia | PA | 19135 | Yes | Yes | |
| CARB64 Diligent Fire Company | 6401 Rte 6 | Edinboro | PA | 16412 | Yes | Yes | |
| PSP Leighton Remote | 6406 Emlenton/Clintonville Rd | Emlenton | PA | 16373 | Yes | No | Will continue to monitor for future availability |
| Headquarters Building SGL 141 | 642 Church St | Upper Macungie | PA | 18052 | Yes | Yes | |
| Penn Forest FCS | 642 Clark St | Old Forge | PA | 18518 | Yes | Yes | |
| - | 642 E. Main Street | Waynesboro | PA | 17268-2387 | Yes | Yes | |
| Stockpile 4 | 643 Conchester Pke | Boothwyn | PA | 19061 | Yes | Yes | |
| | 644 East Main St | Lansdale | PA | 19446 | Yes | Yes | |
| | 644 Elm St | Tionesta | PA | 16353 | Yes | Yes | |
| Carbon CAO | 644 Lost Valley Drive | Hollsopple | PA | 15935 | Yes | Yes | |
| - | 645 Evitts Creek Dam | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| Troop N - Leighton | 645 Prince Street | Northumberland | PA | 17857 | Yes | Yes | |
| - | 645 Rte 403 Hwy North | Strongstown | PA | 15957 | Yes | No | Will continue to monitor for future availability |
| Park Office | 6454 Route 405 | Muncy | PA | 17756 | Yes | Yes | |
| Swim Area | 646 Springside Ave | Wilmore | PA | 15931 | Yes | Yes | |
| DLC-57 Leighton | 651 Boas St | Harrisburg | PA | 17121-0750 | Yes | Yes | |
| District 5-2 | 651 S Center Ave | Somerset | PA | 15501 | Yes | Yes | |
| Stockpile 5 | 652 Coal Hill Rd | Clearfield | PA | 16830 | Yes | Yes | |
| | 6522 Belmar St | Philadelphia | PA | 19142-1317 | Yes | Yes | |
| Stockpile 10 | 653 State Rte 93 Store 3 | Conyngham | PA | 18219 | Yes | No | Will continue to monitor for future availability |
| Suite B | 654 Bangor Rd | Nazareth | PA | 18064-8624 | Yes | Yes | |
| Hometown Armory | 6540 Rte 6 | Edinboro | PA | 16412 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|-----------------------------|----------------|-------|-------|------|---------|--|
| Schuykill River Project Warehouse | 6542 Lower York Rd | New Hope | PA | 18938 | Yes | Yes | |
| - | 6554 Rte 405 | Muncy | PA | 17756 | Yes | Yes | |
| - | 656 Main St | Mount Pleasant | PA | 15666 | Yes | Yes | |
| Eckley Miners Village | 6560 Carlisle Pike Ste 350 | Mechanicsburg | PA | 17050 | Yes | Yes | |
| Water Treatment Plant | 6577 Roosevelt Blvd | Philadelphia | PA | 19149 | Yes | Yes | |
| Park Office | 6586 State Route 29 | Springville | PA | 18844 | Yes | No | Will continue to monitor for future availability |
| - | 66 Armory Rd | Lock Haven | PA | 17745 | Yes | Yes | |
| Stockpile 2 | 66 Mill St | Port Allegheny | PA | 16743 | Yes | Yes | |
| - | 66 N Main St | Union City | PA | 16438 | Yes | Yes | |
| Snow Hill Ranger Station | 660 State Rte 11 | Hunlock Creek | PA | 18621 | Yes | Yes | |
| - | 661 Barren Rd | Oxford | PA | 19363 | Yes | Yes | |
| - | 665 Carey Ave | Wilkes Barre | PA | 18706 | Yes | Yes | |
| - | 665 Route 18 | Hanover | PA | 15021 | Yes | Yes | |
| - | 6691 Sand Mountain Rd | Mifflinburg | PA | 17844 | Yes | Yes | |
| - | 67 State Dr | Ridgway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| - | 670 Mill Run Rd | Mill Run | PA | 15464 | Yes | Yes | |
| PIKE08 GPU Birchwood Lakes | 6724 US 322 | Franklin | PA | 16323 | Yes | Yes | |
| Rte 209 | 6735 Route 220 | Dushore | PA | 18614 | Yes | Yes | |
| - | 675 Park Rd | Downingtown | PA | 19335 | Yes | Yes | |
| - | 6750 Hollywood Blvd | Delmont | PA | 15626 | Yes | No | Will continue to monitor for future availability |
| Edgemere Ranger Station | 679 Franklin Farms Ln | Chambersburg | PA | 17201 | Yes | Yes | |
| Stockpile 8 | 68 Arrowhead Rd | Danville | PA | 17821 | Yes | Yes | |
| McKean CAO | 68 Chestnut St | Bradford | PA | 16701 | Yes | Yes | |
| - | 68 Evergreen Rd | Pottstown | PA | 19464 | Yes | Yes | |
| - | 680 Anderson Drive | Pittsburgh | PA | 15220 | Yes | Yes | |
| - | 6800 Columbia Blvd | South Centre | PA | 17815 | Yes | Yes | |
| Pike Cnty Welcome Ctr | 681 Andersen Dr | Pittsburgh | PA | 15220 | Yes | Yes | |
| OHDMS 109 | 681 W Main St | New Holland | PA | 17557 | Yes | Yes | |
| - | 6824 Rising Sun Ave | Philadelphia | PA | 19111 | Yes | Yes | |
| Pike CAO | 684 Lake Wilhelm Rd | Stoneboro | PA | 16153 | Yes | Yes | |
| Owego Ranger Station | 6847 Rt 30 | Jeannette | PA | 15644 | Yes | Yes | |
| DLC-106 Milford | 6850 Hidlay Church Rd | Bloomsburg | PA | 17815 | Yes | Yes | |
| District 4-4 | 6859 Ridgway Johnsonburg Rd | Johnsonburg | PA | 15845 | Yes | Yes | |
| Stockpile 5 | 686 Bald Eagle Mountain Rd | Mill Creek | PA | 17751 | Yes | No | Will continue to monitor for future availability |
| - | 686 Market Sq | Meyersdale | PA | 15552 | Yes | Yes | |
| Mt. Airy Casino | 687 Tuscarora Park Rd | Barnesville | PA | 18214 | Yes | Yes | |
| - | 69 Broadway St | Jim Thorpe | PA | 18229 | Yes | Yes | |
| Little Summit Fire Station | 69 Cellular Ln | Wilkes Barre | PA | 18702 | Yes | Yes | |
| Wyatt Snyder | 6900 Hamilton Blvd | Trexlerstown | PA | 18087 | Yes | Yes | |
| PO Box 262 | 6901 Woodland Ave | Philadelphia | PA | 19142 | Yes | Yes | |
| Rossland Lake | 6916 Rte 549 | Millerton | PA | 16936 | Yes | No | Will continue to monitor for future availability |
| Monroe CAO | 692 Downingtown Pke | West Chester | PA | 19380 | Yes | Yes | |
| Fire Tower High Knob | 695 State Route 487 | Benton | PA | 17814 | Yes | Yes | |
| State Health Ctr | 695 State Route 487 Highway | Benton | PA | 17814 | Yes | Yes | |
| DLC-36 Snydersville | 695 State Rte 487 | Benton | PA | 17814 | Yes | Yes | |
| District 5-4 | 6955 Lincoln Highway | Stoystown | PA | 15563 | Yes | Yes | |
| Delaware Water Gap Welcome Ctr | 6971 Lincoln Hwy | Thomasville | PA | 17364 | Yes | Yes | |
| - | 698 Park Rd | Downingtown | PA | 19335 | Yes | Yes | |
| Troop N - Swiftwater | 7 Garvin Rd | Denver | PA | 17517 | Yes | No | Will continue to monitor for future availability |
| Forest District 19 Office | 7 George Ave | Wilkes Barre | PA | 18705 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|-----------------------------|------------------|-------|------------|------|---------|--|
| Merchants Plz | 7 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| Camelback Mountain | 7 Prestley Rd | Bridgeville | PA | 15017 | Yes | Yes | |
| | 7 S Main St | Mahanoy City | PA | 17948 | Yes | Yes | |
| Stockpile #05 | 7 Sheridan Street | Ohiopyle | PA | 15470 | Yes | Yes | |
| | 7 West Locust Street | Coudersport | PA | 16915 | Yes | Yes | |
| - | 70 Keystone Industrial Park | Dunmore | PA | 18512 | Yes | Yes | |
| - | 70 N Westmoreland Ave | Greensburg | PA | 15601 | Yes | Yes | |
| Organizational Maintenance Shop 25 | 70 PennDot Drive | Clearfield | PA | 16830 | Yes | Yes | |
| | 700 Johnson Hwy | Norristown | PA | 19404 | Yes | Yes | |
| Jillian M Soroka | 700 Packer Ave | Philadelphia | PA | 19148 | Yes | Yes | |
| Clarks Summit State Hospital | 700 Rte 201 | Perry | PA | 15482 | Yes | Yes | |
| - | 700 S Chris Columbus Blvd | Philadelphia | PA | 19148 | Yes | Yes | |
| District 4-2 | 700 S Eisenhower Blvd | Middletown | PA | 17057 | Yes | Yes | |
| ATR 364 | 700 Wirth Rd | Mifflinburg | PA | 17844 | Yes | No | Will continue to monitor for future availability |
| Stockpile #06 | 7000 Geerdes Blvd | King of Prussia | PA | 19406 | Yes | Yes | |
| District 4-2 | 7000 Interstate 81 N | Greencastle | PA | 17235 | Yes | No | Will continue to monitor for future availability |
| Delaware CAO/Chester District | 701 Crosby St | Chester | PA | 19013 | Yes | Yes | |
| Hillside Dr & Country Club Rd | 701 Durlans Mill Rd | Downingtown | PA | 19335 | Yes | Yes | |
| VMS 101 | 701 Penn Ave | New Brighton | PA | 15066 | Yes | Yes | |
| HAR 009 | 701 Petersburg Rd | Connellsville | PA | 15425 | Yes | Yes | |
| | 701 Pictwood Dr | Glenshaw | PA | 15116 | Yes | Yes | |
| | 701 Rodi Rd | Wilkins | PA | 15137 | Yes | Yes | |
| Lackawanna State Park | 7018 Sandy Trail | Erie | PA | 16510 | Yes | Yes | |
| FD-11 Office | 703 E 20th St | Chester | PA | 19013 | Yes | Yes | |
| Lackawanna State Park/Forest District 11 | 703 Matt Shields Rd | Hempfield | PA | 15601 | Yes | Yes | |
| Pool Ticket Booth | 7036 Terrann Dr | Harrisburg | PA | 17112 | Yes | Yes | |
| - | 704 E Main St | Youngsville | PA | 16371 | Yes | Yes | |
| Victor Rosa | 704 Erlen Rd | Plymouth Meeting | PA | 19462-2429 | Yes | Yes | |
| WCO Dave Kaneski Residence | 705 Scranton Pocono Highway | Covington | PA | 18444 | Yes | No | Will continue to monitor for future availability |
| | 705 Springer Rd | Ligonier | PA | 15658 | Yes | Yes | |
| Gouldsboro State Park | 705 W Market St Ste 3 | Orwigsburg | PA | 17961 | Yes | Yes | |
| Coolbaugh Area | 7060 Highland Dr | Pittsburgh | PA | 15206 | Yes | Yes | |
| Thornhurst Maint Hdqt | 707 Pheasant Run Rd | West Chester | PA | 19382 | Yes | Yes | |
| Pa Game Commission c/o Mark Kropa | 707 Saxonburg Rd | Harrison | PA | 15065 | Yes | Yes | |
| Park Office | 7070 Allentown Blvd | Harrisburg | PA | 17112 | Yes | Yes | |
| Lift Station | 709 Leidy Area | Renovo | PA | 17764 | Yes | Yes | |
| Lower Lake Campground | 709 Pine Grove Rd | Gardners | PA | 17324 | Yes | Yes | |
| Clarion CAO | 71 Lincoln Dr | Clarion | PA | 16214 | Yes | Yes | |
| Park Office | 710 Pine Grove Rd | Gardners | PA | 17324 | Yes | Yes | |
| - | 710 Powder Mill Lane | Wynnewood | PA | 19096 | Yes | Yes | |
| | 711 Gibson Blvd | Harrisburg | PA | 17104 | Yes | Yes | |
| Troop R - Blooming Grove | 711 Ryan Blvd | Coatesville | PA | 19320 | Yes | Yes | |
| PIKE01-High Knob | 7114 Ridge Avenue | Philadelphia | PA | 19128 | Yes | Yes | |
| Owego Maintenance Division | 7116 Ridge Ave | Philadelphia | PA | 19128 | Yes | Yes | |
| - | 7121 Ogontz Ave | Philadelphia | PA | 19138 | Yes | Yes | |
| ATR 306 | 714 Lower George Valley Rd | Gregg | PA | 16875 | Yes | Yes | |
| | 7146 Ridge Avenue | Philadelphia | PA | 19128 | Yes | Yes | |
| - | 715 15th St | Beaver Falls | PA | 15010 | Yes | Yes | |
| Honesdale Boro City Hall | 715 Jordan Ave | Montoursville | PA | 17754 | Yes | Yes | |
| Wayne County Careerlink | 715 Twining Rd | Dresher | PA | 19025 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|------------------------------------|----------------|-------|------------|------|---------|--|
| Wayne CAO | 7150 Old US Hwy 322 | Milroy | PA | 17063 | Yes | No | Will continue to monitor for future availability |
| - | 7161 Ogontz Ave | Philadelphia | PA | 19138 | Yes | Yes | |
| Troop R - Honesdale | 717 RD 3 Brownhill Rd | Millhall | PA | 17751 | Yes | No | Will continue to monitor for future availability |
| - | 7192 Bake Oven Rd | Germansville | PA | 18053 | Yes | Yes | |
| - | 7193 Mount Pleasant Road | Summerville | PA | 15864 | Yes | No | Will continue to monitor for future availability |
| DLC-102 Honesdale | 72 Lancaster Ave | Malvern | PA | 19355 | Yes | Yes | |
| Near village of Equinunk | 720 Bow Creek Rd | Grantville | PA | 17028 | Yes | Yes | |
| Near Rileyville | 720 Cooksburg Vowinckel RD | Cooksburg | PA | 16217 | Yes | Yes | |
| | 720 Gill Hill Rd | Newport | PA | 17074 | Yes | Yes | |
| Stockpile #10 - Mount Cobb | 720 Ridge Rd | Nicktown | PA | 15931 | Yes | Yes | |
| HAR #008 | 7200 Peach St | Erie | PA | 16509 | Yes | Yes | |
| VMS 105 | 7200 Peach Street - Unite 480 | Erie | PA | 16509 | Yes | Yes | |
| Scrub Oak Remote 2R02 | 7204 Germantown Ave | Philadelphia | PA | 19119 | Yes | Yes | |
| Bob Bisignani | 721 Snow Shoe | Snow Shoe | PA | 16874 | Yes | Yes | |
| Stockpile #12 | 721 State Route 26 Box 370 Route 1 | Huntingdon | PA | 16669 | Yes | Yes | |
| VMS 106 | 721 W Liberty Rd | Slippery Rock | PA | 16057-4715 | Yes | No | Will continue to monitor for future availability |
| - | 722 Brookline Blvd | Pittsburgh | PA | 15226 | Yes | Yes | |
| | 724 South St | Philadelphia | PA | 19147 | Yes | Yes | |
| VMS 107 | 7248 Tilghman St | Allentown | PA | 18106 | Yes | Yes | |
| | 725 Oneida Valley Road | West Sunbury | PA | 16061 | Yes | No | Will continue to monitor for future availability |
| Great Bend Tpk | 726 Campground Rd | West Pittston | PA | 18643 | Yes | Yes | |
| Shohola Business Ctr | 726 Claremont Avenue | Tamaqua | PA | 18252 | Yes | Yes | |
| Hiram G Andrews Center-Dauphin Processing Ctr | 727 Goucher St | Johnstown | PA | 15905 | Yes | Yes | |
| Stockpile #11 - Thompson | 727 Goucher Street | Johnstown | PA | | Yes | Yes | |
| PA Game Commission SGL 127 | 729 Lawrence Ave | Ellwood City | PA | 16117 | Yes | Yes | |
| Campground Shelter | 730 Adams Ave | Philadelphia | PA | 19124 | Yes | Yes | |
| Canoe Rental | 730 Ohio River Blvd | East Rochester | PA | 15074 | Yes | Yes | |
| Maintenance Building | 731 Cherry Dr | Hershey | PA | 17033 | Yes | Yes | |
| Park Office | 7339 Clearshade Dr | Windber | PA | 15963 | Yes | Yes | |
| Stockpile 15 Herrick | 734 Jacobsburg Rd | Wind Gap | PA | 18091 | Yes | Yes | |
| SCI Waymart | 736 Wertzville Rd | Enola | PA | 17025 | Yes | Yes | |
| SCI Waymart | 737 E 38th St | Erie | PA | 16504 | Yes | Yes | |
| CCC Scranton | 739 Monongahela Ave | Glassport | PA | 15045 | Yes | Yes | |
| - | 74 Glocker Way | Pottstown | PA | 19465 | Yes | Yes | |
| SCR019 | 74 Wellwood Ave Ste 103 | Hawley | PA | 18428-9004 | Yes | Yes | |
| - | 740 N Hermitage Rd | Hermitage | PA | 16148 | Yes | Yes | |
| Northeastern Veterans Center | 740 Union School Rd | Mt Joy | PA | 17552 | Yes | No | Will continue to monitor for future availability |
| Samters Building | 740 Walnut St - Meadville | Meadville | PA | 16335-2347 | Yes | No | Will continue to monitor for future availability |
| Samters Building | 743 Shawnee Rd | Schellsburg | PA | 15559 | Yes | Yes | |
| PBPP Scranton DO | 744 State Route 268 | Cowansville | PA | 16218 | Yes | No | Will continue to monitor for future availability |
| Northeast Regional Office | 745 S Eagle Valley Rd | Bellefonte | PA | 16823 | Yes | Yes | |
| - | 747 W Main St | Plymouth | PA | 18651 | Yes | Yes | |
| - | 748 W Street Rd | Warminster | PA | 18974-3102 | Yes | Yes | |
| Anthracite Heritage Museum | 75 College Avenue | Greenville | PA | 16125 | Yes | Yes | |
| | 75 N 2nd St | Indiana | PA | 15701 | Yes | Yes | |
| Polish National Union Building | 75 N Laurel St | Hazleton | PA | 18201 | Yes | Yes | |
| VMS 004 | 75 Young St | Wilkes Barre | PA | 18706 | Yes | Yes | |
| VMS 020 | 750 Ivory St | Pittsburgh | PA | 15202 | Yes | Yes | |
| VMS 043 | 750 North Krocks Rd Ste 302 | Allentown | PA | 18106 | Yes | Yes | |
| | 750 Race St | Philadelphia | PA | 19107 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------------|---------------------------------|-------------------|-------|------------|------|---------|--|
| | 750 Vanderbilt Rd | Connellsville | PA | 15425 | Yes | Yes | |
| | 751 Linn Tyro Rd | Hadley | PA | 16130-2717 | Yes | No | Will continue to monitor for future availability |
| Scranton AFRC | 751 Ski Access Road | Claysburg | PA | 16625 | Yes | Yes | |
| - | 7519 Sharon Mercer Rd | Mercer | PA | 16137-6511 | Yes | Yes | |
| | 755 N Church St | Spring City | PA | 19475 | Yes | Yes | |
| John T. Healey | 755 Old Lancaster Pike | Cumru | PA | 19607 | Yes | Yes | |
| Troop R - HQ | 757 Gamelands Rd | Dubois | PA | 15801 | Yes | No | Will continue to monitor for future availability |
| Huntingdon CAO | 7591 Lake Raystown Shopping Ctr | Huntingdon | PA | 16652 | Yes | Yes | |
| DLC-8 Dunmore | 7599 Raccoon Valley Rd | Millerstown | PA | 17062 | Yes | No | Will continue to monitor for future availability |
| O'Neil Highway | 76 Dieble Rd | Weedville | PA | 15868 | Yes | Yes | |
| HAR 006 | 7657 Lake Raystown Shopping Ctr | Huntingdon | PA | 16652 | Yes | Yes | |
| DMS Main Avenue | 766 Rte 113, Store 4 | Souderton | PA | 18964 | Yes | Yes | |
| | 768 Linn Run Rd | Rector | PA | 15677 | Yes | Yes | |
| UCSC Scranton | 77 Sands Blvd | Bethlehem | PA | 18015 | Yes | Yes | |
| - | 770 E Pittsburgh St | Greensburg | PA | 15601 | Yes | Yes | |
| | 770 Linn Run Rd | Rector | PA | 15677 | Yes | Yes | |
| - | 7702 City Ave | Philadelphia | PA | 19151 | Yes | Yes | |
| | 771 Scranton Carbondale Hwy | Eynon | PA | 18403 | Yes | Yes | |
| Mtnce Bldg | 772 Achortown Rd | Beaver Falls | PA | 15010 | Yes | Yes | |
| VMS 003 | 7733 Rte 22 Hwy E | New Florence | PA | 15944 | Yes | Yes | |
| | 774 Berlin Plank Rd | Somerset | PA | 15501 | Yes | Yes | |
| Stockpile 2 | 775 McClellandtown Rd | Uniontown | PA | 15401 | Yes | Yes | |
| Co C 2d Bn 103d Armor | 777 Casino Dr | Pittsburgh | PA | 15212 | Yes | Yes | |
| Troop P - Shickshinny | 777 Harrahs Blvd | Chester | PA | 19013 | Yes | Yes | |
| DLC-56 Berwick | 778 Washington Rd | St Marys | PA | 15857 | Yes | No | Will continue to monitor for future availability |
| | 78 Clarion Plaza | Clarion | PA | 16214 | Yes | Yes | |
| Troop N - Fern Ridge | 78 Country Club Trail | Fairfield | PA | 17320 | Yes | No | Will continue to monitor for future availability |
| | 78 Grow Ave | Montrose | PA | 18801 | Yes | No | Will continue to monitor for future availability |
| SCI Dallas | 7801 Glenlivet West Dr Ste E | Fogelsville | PA | 18051 | Yes | Yes | |
| - | 7814 Rte 66 | Marienville | PA | 16239 | Yes | Yes | |
| - | 7820 Allentown Blvd | Harrisburg | PA | 17112 | Yes | Yes | |
| PGC Northeast Regional Hdqtrs | 7832 Drane Highway | West Decater | PA | 16878 | Yes | Yes | |
| | 784 Route 209 Unit 3C | Middle Smithfield | PA | 18324 | Yes | Yes | |
| - | 785 Starr St | Phoenixville | PA | 19460 | Yes | Yes | |
| FD-20 | 785 Vogel song Rd | York | PA | 17404 | Yes | Yes | |
| | 786 N Ninth St | Philipsburg | PA | 16866 | Yes | Yes | |
| Worlds End State Park | 7869 National Pke | Addison | PA | 15411 | Yes | Yes | |
| Sullivan County Estella Stockpile #07 | 787 St Rte 119 | Springhill | PA | 15451 | Yes | Yes | |
| - | 7888 Route 22 Highway East | New Florence | PA | 15944 | Yes | Yes | |
| SCI Retreat | 789 E Lancaster Ave | Villanova | PA | 19085 | Yes | Yes | |
| Stockpile 6 | 7890 Route 27 | Pittsfield | PA | 16340 | Yes | Yes | |
| Sullivan CAO | 790 Bailey Hill Road | Ulysses | PA | 16948 | Yes | No | Will continue to monitor for future availability |
| Troop P - Laporte | 7909 Old Forge Rd | Waynesboro | PA | 17268 | Yes | Yes | |
| District 3-6 | 791 Rockport Rd | White Haven | PA | 18255 | Yes | Yes | |
| - | 795 Game Commission Rd | Bloomsburg | PA | 17815 | Yes | No | Will continue to monitor for future availability |
| Mehoopany Fire Tower | 799 Waynesburg Rd | Washington | PA | 15301 | Yes | Yes | |
| Stockpile #06 | 8 N Grove St | Lock Haven | PA | 17754 | Yes | Yes | |
| - | 8 Presque Isle State Park | Erie | PA | 16509 | Yes | Yes | |
| | 8 Sheaffer Road | Carlisle | PA | 17015 | Yes | Yes | |
| - | 8 Vine St | Vestaburg | PA | 15368 | Yes | No | Will continue to monitor for future availability |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|------------------------------|--------------------|-------|------------|------|---------|--|
| NE Consolidated Dispatch Ctr | 80 Elm Hollow Drive | Ulysses | PA | 16948 | Yes | Yes | |
| - | 80 I-79 SB | Cranberry Township | PA | 16066 | Yes | No | Will continue to monitor for future availability |
| Bear Springs Fire Tower | 80 N Westmoreland Ave | Greensburg | PA | 15601 | Yes | Yes | |
| Hughestown Hose Co | 800 Bustletown Pke | Richboro | PA | 18954 | Yes | Yes | |
| - | 800 E Campground Rd | Wellsville | PA | 17365 | Yes | Yes | |
| - | 800 Progress St | Pittsburgh | PA | 15212 | Yes | Yes | |
| LUZE680 Mt Lookout Remote | 8000 Bretz Dr | Harrisburg | PA | 17111 | Yes | Yes | |
| - | 8001 Bretz Dr | Harrisburg | PA | 17112 | Yes | Yes | |
| - | 8001 State Rd | Philadelphia | PA | 19144 | Yes | Yes | |
| Kathryn Skrinak | 8002 Bretz Dr | Harrisburg | PA | 17112 | Yes | Yes | |
| - | 801 Arch St | Philadelphia | PA | 19107-5157 | Yes | Yes | |
| Troop P - HQ | 801 Butler Prk | Mercer | PA | 16137 | Yes | Yes | |
| Philadelphia Annex - Market St | 801 Market St | Philadelphia | PA | 19107 | Yes | Yes | |
| Asst ERC DEP NER | 801 Wyoming Ave | West Pittston | PA | 18643 | Yes | Yes | |
| Park Office | 802 Shrewsbury Commons Ave | Shrewsbury | PA | 17361 | Yes | Yes | |
| Patrick Solano Env Ed Building | 8024 Glove Run Rd | Petersburg | PA | 16669 | Yes | Yes | |
| - | 803 Meade St | Dunmore | PA | 18512-3040 | Yes | Yes | |
| - | 803 N Loyalsock Ave | Montoursville | PA | 17754 | Yes | Yes | |
| 5566 Main Rd | 805 Enterprise St | Dickson City | PA | 18519 | Yes | Yes | |
| FBC Northeast Region Education | 805 Thersia St | St Marys | PA | 16726 | Yes | Yes | |
| - | 808 Vanderbilt Rd | Connellsville | PA | 15425 | Yes | Yes | |
| - | 8081 Center St | Emerald | PA | 18103 | Yes | Yes | |
| Wyoming CAO | 809 Hopkins St | Sewickley | PA | 15143 | Yes | Yes | |
| Wyoming CAO-PRI | 809 Market St | Port Royal | PA | 17082 | Yes | Yes | |
| Troop P - Tunkhannock | 8090 McIntyre Sq Dr | Pittsburgh | PA | 15237 | Yes | Yes | |
| Wyoming County State Health Center | 81 Keystone Industrial Prk | Dunmore | PA | 18512 | Yes | Yes | |
| - | 81 South Rd | Pitman | PA | 17964 | Yes | Yes | |
| Private Residence | 812 W College Ave | Pleasant Gap | PA | 16823 | Yes | Yes | |
| District 4-7 | 813 Male Road | Wind Gap | PA | 18091 | Yes | Yes | |
| DLC-105 Tunkhannock | 8156 Admiral Peary Hwy | Cresson | PA | 16699 | Yes | Yes | |
| Stockpile #09 | 8156 Ogontz Ave | Wyncote | PA | 19095 | Yes | Yes | |
| Near Lemon | 816 3rd Ave | New Brighton | PA | 15066 | Yes | Yes | |
| Stockpile # 15 | 819 Pinewood Dr | Pottsville | PA | 17901 | Yes | Yes | |
| - | 8199 Perry Hwy | Erie | PA | 16509 | Yes | Yes | |
| White Haven Center | 82 Cabin Bridge Road | Forksville | PA | 18616 | Yes | Yes | |
| YFC 2 | 82 Dogwood Ave | Harrisburg | PA | 17110-2928 | Yes | Yes | |
| Park Office | 820 Frank Ave | New Castle | PA | 16101 | Yes | Yes | |
| Park Office | 820 McKeesport Rd | Elizabeth | PA | 15037 | Yes | Yes | |
| Dry Land Hill Fire Tower | 820 State Route 11 | Hunlock Creek | PA | 18621 | Yes | Yes | |
| New Lifeguard Building | 8201 Enterprise Ave | Philadelphia | PA | 19153 | Yes | Yes | |
| Sewage Treatment Plant | 8204 E Roosevelt Blvd | Philadelphia | PA | 19152 | Yes | Yes | |
| Stockpile 3 | 821 Aughwick Road | McConnellsburg | PA | 17233 | Yes | Yes | |
| - | 821 Centennial St | Houtzdale | PA | 16651 | Yes | Yes | |
| WBR117 | 821 Lancaster Avenue Ste 310 | Wayne | PA | 19087 | Yes | Yes | |
| DOR | 823 Havice Valley Road | Milroy | PA | 17063 | Yes | Yes | |
| - | 825 N Gallatin Ave Ext | Uniontown | PA | 15401 | Yes | Yes | |
| Bicentennial Building | 826 Crane Ave | Pittsburgh | PA | 15216 | Yes | Yes | |
| HAR 002 | 826 Franklin Rd | Mercer | PA | 16137 | Yes | Yes | |
| - | 826 Hazelwood Ave | Pittsburgh | PA | 15217 | Yes | Yes | |
| - | 826 Sharon Circle | West Chester | PA | 19382 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|--------------------------------|---------------|-------|-------|------|---------|--|
| White Haven Center | 827 Oley Valley Rd | White Haven | PA | 18661 | Yes | Yes | |
| Pocono Downs Racetrack | 828 E 6th St | Erie | PA | 16507 | Yes | Yes | |
| LUZE01 PTC/OPRS Wyoming | 8288 First Fork Rd | Sinnemahoning | PA | 15861 | Yes | Yes | |
| - | 83 Fort Washington Expy | Spring House | PA | 19477 | Yes | Yes | |
| DEP AMR Warehouse | 83 Murtland Ave | Washington | PA | 15301 | Yes | Yes | |
| Lancaster CAO | 832 Manor St | Lancaster | PA | 17604 | Yes | Yes | |
| ATR 376 | 832 St Marys Rd | St Marys | PA | 15857 | Yes | Yes | |
| | 8320 Schantz Rd | Breinigsville | PA | 18031 | Yes | Yes | |
| | 8349 Perry Hwy | Erie | PA | 16505 | Yes | Yes | |
| | 835 5th Ave | Coraopolis | PA | 15108 | Yes | Yes | |
| Near Sugar Notch | 8359 Pondview Drive | McKean | PA | 16425 | Yes | Yes | |
| Stockpile 5 | 8362 Sharon-Mercer Rd | Mercer | PA | 16137 | Yes | Yes | |
| Near Dupont | 837 Rte 6 | Shohola | PA | 18458 | Yes | Yes | |
| Near Courtdale | 837 Sharon New Castle Rd Ste 7 | Farrell | PA | 16121 | Yes | Yes | |
| Near West Hazleton | 84 E Bennett St | Kingston | PA | 18704 | Yes | Yes | |
| HQ 1st BN 109th FA | 840 Wood St | Clarion | PA | 16214 | Yes | Yes | |
| NE Training Center | 841 Vogelsong Rd | York | PA | 17404 | Yes | Yes | |
| | 8419 Sharon-Mercer Rd | Mercer | PA | 16137 | Yes | Yes | |
| | 842 Swank Rd | Austin | PA | 16720 | Yes | Yes | |
| | 843 Park Rd | Elverson | PA | 19520 | Yes | Yes | |
| | 844 Big Spring Rd | Newville | PA | 17241 | Yes | Yes | |
| Delaware CAO/Darby District | 845 Main St | Darby | PA | 19023 | Yes | Yes | |
| BCI NE | 8457 Tyrone Pke | Irvona | PA | 16656 | Yes | No | Will continue to monitor for future availability |
| PO Box 1105 | 847 N Main St | Meadville | PA | 16335 | Yes | Yes | |
| DLC-17 Wilkes-Barre | 84-90 Boylston St | Bradford | PA | 16701 | Yes | No | Will continue to monitor for future availability |
| Luzerne County Maintenance Office | 85 Game Rd | Dillsburg | PA | 17019 | Yes | Yes | |
| | 85 Keystone Industrial Prk | Dunmore | PA | 18512 | Yes | Yes | |
| | 85 Reuter Blvd | Towanda | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| | 850 Jackson Rd | Apollo | PA | 15613 | Yes | Yes | |
| Anthony Kaiser | 850 S Valley Forge Rd | Lansdale | PA | 19446 | Yes | Yes | |
| Stockpile 16 | 850 San Souci Pkwy | Wilkes Barre | PA | 18702 | Yes | Yes | |
| Developmental Disabilities Counsel | 8500 Brooketree Rd | Wexford | PA | 15090 | Yes | Yes | |
| | 851 Mayhall Rd | Collegeville | PA | 19426 | Yes | Yes | |
| | 853 W Baltimore Pke | West Grove | PA | 19390 | Yes | Yes | |
| Luzerne CAO | 854 Roberts Hill Rd | Shippenville | PA | 16254 | Yes | No | Will continue to monitor for future availability |
| The Pomeroy Building | 855 B Pennsylvania Blvd | Feasterville | PA | 19053 | Yes | Yes | |
| Susquehanna CAO | 855 N Gallatin Ave Ext | Uniontown | PA | 15401 | Yes | Yes | |
| PA Game Commission c/o James Stickle | 859 County Line Rd | Horsham | PA | 19044 | Yes | Yes | |
| - | 86 Hyner Park Rd | Hyner | PA | 17738 | Yes | Yes | |
| - | 86 Wyomissing Hills Boulevard | Reading | PA | 19609 | Yes | Yes | |
| ATR 29 | 8603 Rte 183 | Bernville | PA | 19506 | Yes | Yes | |
| DLC-103 Montrose | 861 E Lancaster Ave | Downingtown | PA | 19335 | Yes | Yes | |
| Rte 706 RD 1 Box 40 | 864 E Street Rd | Warminster | PA | 18974 | Yes | Yes | |
| | 870 Kylertown Drifting Hwy | Morrisdale | PA | 16858 | Yes | Yes | |
| - | 8705 Germantown Ave | Philadelphia | PA | 19118 | Yes | Yes | |
| Building 19 Selinsgrove Ctr | 872 Forest Rd | Selinsgrove | PA | 17870 | Yes | Yes | |
| Susquehanna County Welcome Ctr | 872 Salem Blvd | Berwick | PA | 18603 | Yes | Yes | |
| OHDMS 108 | 873 Scots Pine Lane | Hazleton | PA | 18202 | Yes | No | Will continue to monitor for future availability |
| Stockpile #21 - Lenox | 873 Viaduct Rd | Grampian | PA | 16838 | Yes | No | Will continue to monitor for future availability |
| Stockpile 15 | 875 Greentree Rd | Pittsburgh | PA | 15220 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--------------------------------------|-------------------------------------|------------------|-------|------------|------|---------|--|
| Milford Readiness Ctr | 8763 William Penn Hwy | Huntingdon | PA | 16652 | Yes | Yes | |
| Troop R - Gibson | 8775 Norwin Ave Ste 36 | North Huntingdon | PA | 15642 | Yes | Yes | |
| | 8794 Easton Rd Ste 1 | Revere | PA | 18953 | Yes | No | Will continue to monitor for future availability |
| Stockpile #08 - Springville | 88 Bull Run Crossing | Lewisburg | PA | 17837 | Yes | Yes | |
| PA Game Commission SGL 35 | 88 Hershey Rd | Shippensburg | PA | 17257 | Yes | Yes | |
| | 880 Butler St | Pittsburgh | PA | 15223 | Yes | Yes | |
| TOW048 | 880 North Washington Road | North Washington | PA | 16048 | Yes | No | Will continue to monitor for future availability |
| Bradford CAO | 880 Town Center Dr | York | PA | 17408 | Yes | Yes | |
| Troop P - Towanda | 881 Twinlyn Drive | Lansdale | PA | 19446 | Yes | Yes | |
| Bradford County Radio | 8844 Frankford Ave | Philadelphia | PA | 19136 | Yes | Yes | |
| Rear Building | 8852 Mt Olivet Road | Chambersburg | PA | 17201 | Yes | No | Will continue to monitor for future availability |
| Bradford County Health Center | 888 Gordon Nagle Trail | Pottsville | PA | 17954 | Yes | Yes | |
| DLC-104 Monroeton | 89 Murtland Ave | Washington | PA | 15301 | Yes | Yes | |
| ATR 5 | 89 N Interstate 81 | Jonestown | PA | 17038 | Yes | Yes | |
| District 3-9 | 8955 Back Mountain Rd | Milroy | PA | 17063 | Yes | No | Will continue to monitor for future availability |
| Stockpile #02 | 896 Admiral Peary Hwy | Johnstown | PA | 15909 | Yes | Yes | |
| Stockpile 7 | 899 Cherry St | Montoursville | PA | 17754 | Yes | Yes | |
| Near Milan | 8Mi S of Ridgway 1/2 Mi off Rte 949 | Portland Mills | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| | 8th St & 1st Ave | Beaver Falls | PA | 15010 | Yes | Yes | |
| SGL 219 State Route 1074 | 9 Gold Star Plz | Shenandoah | PA | 17976 | Yes | Yes | |
| RR 2 Box 256A | 9 N 9th St | Lebanon | PA | 17042 | Yes | Yes | |
| Stockpile #03 | 9 Northgate Plz Unit 5 | Harmony | PA | 16037 | Yes | Yes | |
| | 9 S Main St | Mercersburg | PA | 17236 | Yes | Yes | |
| Bucks County Emergency Comm | 90 Industrial Dr | Hamburg | PA | 19526 | Yes | Yes | |
| District 6-1 | 90 Liberty Valley Road | Danville | PA | 17821 | Yes | Yes | |
| | 90 Old Trail Rd | Liverpool | PA | 17045 | Yes | No | Will continue to monitor for future availability |
| | 90 W Chestnut St | Washington | PA | 15301 | Yes | Yes | |
| | 900 E Cowley Run Rd | Emporium | PA | 15834 | Yes | Yes | |
| | 900 E Cumberland St | Lebanon | PA | 17042 | Yes | Yes | |
| Stockpile 4 | 900 Village Mall | Horsham | PA | 19044 | Yes | Yes | |
| DLC-51 Dublin | 900 Water St | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| | 901 Ayers Ave | Lemoyne | PA | 17043 | Yes | Yes | |
| | 901 Bridge St | Graterford | PA | 19426 | Yes | Yes | |
| Thompson-Neely House | 901 E Main St Ste 12 | Palymra | PA | 17078 | Yes | Yes | |
| Bowman's Tower Visitor Center | 901 Elmerton Ave | Harrisburg | PA | 17110 | Yes | Yes | |
| Capital Associates Building | 901 N 7th St | Harrisburg | PA | 17102 | Yes | Yes | |
| PSP Buckingham Remote | 901 N 7th St Rear | Harrisburg | PA | 17120 | Yes | Yes | |
| Park Office | 9031 Peach St | Waterford | PA | 16441 | Yes | Yes | |
| Parking Lot | 9033 US RT 220 | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| Stockpile 8 | 9040 Route 487 | Mildred | PA | 18632 | Yes | No | Will continue to monitor for future availability |
| | 905 Elmerton Ave | Harrisburg | PA | 17110 | Yes | Yes | |
| Stockpile #06 | 908 Little Deer Creek Valley Rd | Russellton | PA | 15076 | Yes | Yes | |
| Troop M - Dublin | 908 Market St | Harrisburg | PA | 17101-2810 | Yes | Yes | |
| State Park Regional Office 4 | 909 Elmerton Ave | Harrisburg | PA | 17110 | Yes | Yes | |
| Westmoreland CAO/Alle-Kiski District | 909 Industrial Blvd | New Kensington | PA | 15068 | Yes | Yes | |
| Cabin Colony | 909 Moore St | Huntingdon | PA | 16652 | Yes | Yes | |
| | 909 Shawnee Rd | Schellsburg | PA | 15559 | Yes | Yes | |
| | 910 Capital St | Harrisburg | PA | 17124 | Yes | Yes | |
| - | 910 Philadelphia Ave Ste 1 | Northern Cambria | PA | 15714 | Yes | Yes | |
| Ranger Station | 911 Big Spring Rd | Shippensburg | PA | 17257 | Yes | No | Will continue to monitor for future availability |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------------|-----------------------------|--------------------|-------|------------|------|---------|--|
| High Rocks State Park | 911 Hill Street | Evans City | PA | 16033 | Yes | No | Will continue to monitor for future availability |
| Ralph Stover State Park | 912 Greenleaf Rd | Hershey | PA | 17033 | Yes | Yes | |
| | 9135 Ridge Road | Girard | PA | 16417 | Yes | Yes | |
| BOIS William Gordan | 9136 West Chester Pike | Upper Darby | PA | 19082 | Yes | Yes | |
| Park Office | 914 E 12th St | Erie | PA | 16503 | Yes | Yes | |
| Marina Bldg | 914 Penn Ave | Pittsburgh | PA | 15222 | Yes | Yes | |
| | 915 Northridge Dr | Norristown | PA | 19403-2996 | Yes | Yes | |
| 448 Haycock Run Rd | 915 Poplar Neck Road | Birdsborough | PA | 19508 | Yes | No | Will continue to monitor for future availability |
| | 915 SR 6 W | Tunkhannock | PA | 18657 | Yes | Yes | |
| | 916 Shetters Ln | Camp Hill | PA | 17011 | Yes | Yes | |
| - | 9170 Interchange Road | Lehighton | PA | 18235 | Yes | Yes | |
| - | 9180 Bartram Avenue | Philadelphia | PA | 19153 | Yes | Yes | |
| - | 919B Levick St | Philadelphia | PA | 19111 | Yes | Yes | |
| | 920 Baltimore Ave | Lansdowne | PA | 19050 | Yes | Yes | |
| - | 9207 State Route 209 | Williamstown | PA | 17098 | Yes | Yes | |
| ATR 330 | 921 Drinker Turnpike Ste 23 | Covington Twp | PA | 18444 | Yes | Yes | |
| | 922 Bud Shuster Byway | Everett | PA | 15537 | Yes | Yes | |
| Delaware Canal State Park | 922 W Lancaster Ave | Bryn Mawr | PA | 19010 | Yes | Yes | |
| - | 9226 Willowdale Rd | Greencastle | PA | 17225 | Yes | No | Will continue to monitor for future availability |
| | 9234 State Hwy 285 | Conneaut Lake | PA | 16316 | Yes | No | Will continue to monitor for future availability |
| | 924 Samoset Dr | Harrisburg | PA | 17109 | Yes | Yes | |
| | 925 Donner Ave | Monessen | PA | 15062 | Yes | Yes | |
| | 925 E Main St | Mount Joy | PA | 17552 | Yes | Yes | |
| Washington Crossing Historical Park | 927 Clearview Rd | Moscow | PA | 18444 | Yes | Yes | |
| Yardley Maintenance Bldg | 9275 Chaneyville Rd | Clearville | PA | 15535 | Yes | No | Will continue to monitor for future availability |
| Amy DeLuca | 929 Bernard Road | South Abington Twp | PA | 18411 | Yes | Yes | |
| | 930 Bridge St | Lehighton | PA | 18235 | Yes | Yes | |
| | 930 Rte 22 E | Duncansville | PA | 16635 | Yes | Yes | |
| | 9309 Rte 36 | Sigel | PA | 15860 | Yes | Yes | |
| | 932 Jefferson Ave | Bristol | PA | 19007 | Yes | Yes | |
| | 933 Fineoli Pke | West Chester | PA | 19380 | Yes | No | Will continue to monitor for future availability |
| DLC-35 Huntingdon Valley | 9345 State Rte 61 | Coal Township | PA | 17866-4170 | Yes | Yes | |
| | 934971 RD 2 Box 25B | Martinsburg | PA | 16662 | Yes | No | Will continue to monitor for future availability |
| Bucks CAO | 935 Old York Rd | Jenkintown | PA | 19046 | Yes | Yes | |
| BUCK06 | 94 Whitetail Rd | Jersey Shore | PA | 17740 | Yes | Yes | |
| - | 941 Deneen's Gap Rd | Warfordsburg | PA | 17267 | Yes | No | Will continue to monitor for future availability |
| DMS-P005 | 942 Route 36 | Cooksburg | PA | 16217 | Yes | Yes | |
| DMS P-006 | 943 Glades Pike | Somerset | PA | 15501 | Yes | Yes | |
| | 943 Glades Pke | Somerset | PA | 15501 | Yes | Yes | |
| | 949 Centerville Rd | Newville | PA | 17241 | Yes | No | Will continue to monitor for future availability |
| | 95 Inglewood Dr | Pittsburgh | PA | 15228-1503 | Yes | Yes | |
| Stockpile #11 | 950 Rostaver Rd | Rostaver | PA | 15012 | Yes | Yes | |
| | 950 Rostraver Rd | Belle Vernon | PA | 15012 | Yes | Yes | |
| | 950 Walnut Bottom Rd | Carlisle | PA | 17013 | Yes | Yes | |
| DMS P007 | 951 Bridge Court | Catasauqua | PA | 18032 | Yes | Yes | |
| | 9520 Clear Shade Dr | Windber | PA | 15963 | Yes | Yes | |
| J G Duffy | 9546 Glades Pike | Roxbury | PA | 15530 | Yes | Yes | |
| | 9552 Hartstown Rd | Hartstown | PA | 16131 | Yes | No | Will continue to monitor for future availability |
| SCI Chester | 958 Main Street | Honesdale | PA | 18431 | Yes | Yes | |
| - | 959 Liberty Ave | Pittsburgh | PA | 15222 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|----------------------------------|-----------------------------------|------------------|-------|-------|------|---------|--|
| PBPP Chester DO | 959 SR 989 | New Sewickley | PA | 15042 | Yes | Yes | |
| Philadelphia CAO/Girard District | 961 N Marshall St | Philadelphia | PA | 19123 | Yes | Yes | |
| Harrahs Chester Casino | 964 First St | Meadville | PA | 16335 | Yes | No | Will continue to monitor for future availability |
| - | 966 Marina Rd | Patton | PA | 16668 | Yes | Yes | |
| Commissioners Office | 97 Doe Run Rd | Manheim | PA | 17545 | Yes | No | Will continue to monitor for future availability |
| | 97 Forestry Rd | Emporium | PA | 15834 | Yes | Yes | |
| DOR | 97 Kettle Creek Park Ln | Renovo | PA | 17764 | Yes | Yes | |
| | 970 E Main St | Schuylkill Haven | PA | 17972 | Yes | Yes | |
| Bamidele Aladetohun | 9701 Rte 6 | Tiona | PA | 16352 | Yes | Yes | |
| Rhonda C. Shapey | 972 E Main St | Schuylkill Haven | PA | 17972 | Yes | Yes | |
| Apartment A 2 | 972 Freeport Rd | Pittsburgh | PA | 15238 | Yes | Yes | |
| Troop M - Trevoze Station | 9735 Perry Hwy | Pittsburgh | PA | 15237 | Yes | Yes | |
| Philadelphia Park Casino | 9760 Hunter Ln | Petersburg | PA | 16669 | Yes | Yes | |
| Philly Park Racetrack & Casino | 98 Alleghenyville Road | Mohnton | PA | 19540 | Yes | Yes | |
| Park Office | 98 Vanadium Rd | Bridgeville | PA | 15017 | Yes | Yes | |
| Philadelphia Park Racetrack | 980 Jefferson Ave | Washington | PA | 15301 | Yes | Yes | |
| Bldg II | 9819 Rte 119 Hwy N | East Mahoning | PA | 15759 | Yes | Yes | |
| DLC-15 Bensalem | 982 Raccoon Park Rd | Hookstown | PA | 15026 | Yes | Yes | |
| DMS P-008 | 984 Hatch Run Rd | Warren | PA | 16365 | Yes | Yes | |
| | 984 Texas Palmyra Hwy | Honesdale | PA | 18431 | Yes | Yes | |
| | 987 Mason Dixon Hwy | Berlin | PA | 15530 | Yes | Yes | |
| Delaware CAO/Darby District | 987 Wayne Ave | Chambersburg | PA | 17201 | Yes | Yes | |
| Workers Comp Sub Office | 99 Eckley Main Street | Weatherly | PA | 18255 | Yes | Yes | |
| | 990 Briarsdale Rd | Harrisburg | PA | 17109 | Yes | Yes | |
| William Keough | 9919 Old Rt 126 | Warfordsburg | PA | 17267 | Yes | No | Will continue to monitor for future availability |
| | 997 Lieds Rd | Coatesville | PA | 19320 | Yes | Yes | |
| - | 999 Merchant St | Ambridge | PA | 15003 | Yes | Yes | |
| Stockpile 3 - BUCK690 | 9999 Hamilton Blvd | Breinigsville | PA | 18031 | Yes | Yes | |
| | AHN 0 Hollidaysburg | Hollidaysburg | PA | 16648 | Yes | Yes | |
| | AHN 1 Buck Rd | Newtown | PA | 18966 | Yes | Yes | |
| | AHN 1 Coatesville Downingtown Byp | Parkesburg | PA | 19365 | Yes | Yes | |
| - | AHN 1 E Oakhurst Dr | Upper Saucon | PA | 18034 | Yes | Yes | |
| Hope Lodge Museum | AHN 1 Gifford Pinchot | Lewisberry | PA | 17315 | Yes | Yes | |
| Park Office | AHN 1 I-95 & Stoney Hill Road | Lower Makefield | PA | 19067 | Yes | Yes | |
| ATR 8 | AHN 1 Keystone Dr | Bristol | PA | 19007 | Yes | Yes | |
| | AHN 1 Kilbuck St | Glenford | PA | 15238 | Yes | Yes | |
| - | AHN 1 Parker Dam | Pennfield | PA | 16830 | Yes | Yes | |
| | AHN 1 Route 13 | Bensalem | PA | 19020 | Yes | Yes | |
| | AHN 1 Route 81 | West Hanover | PA | 17112 | Yes | Yes | |
| - | AHN 1 Rte 322 | Hummelstown | PA | 17036 | Yes | Yes | |
| Graeme Park | AHN 1 Saint Lawrence Ave | Saint Lawrence | PA | 19606 | Yes | Yes | |
| | AHN 11206 Rte 61 | Frackville | PA | 17931 | Yes | Yes | |
| The Pavillion | AHN 121 Rte 390 | Greentown | PA | 18426 | Yes | Yes | |
| | AHN 1400 Orangeville Rd | Hermitage | PA | 16148 | Yes | Yes | |
| ATR 377 | AHN 1407 Rte 144 | Cross Fork | PA | 17729 | Yes | Yes | |
| | AHN 1407 W Germantown Pke | Plymouth | PA | 19462 | Yes | Yes | |
| | AHN 1410 Scranton Carbondale Hwy | Archibald | PA | 18403 | Yes | Yes | |
| Christopher Holland | AHN 1424 Rte 322 | Annaville | PA | 17003 | Yes | Yes | |
| | AHN 1426 Route 307 | Daleville | PA | 18444 | Yes | Yes | |
| Michael Tomaselli | AHN 1432 State Rte 4013 | Tyrone | PA | 16686 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------|-------------------------------------|---------------|-------|-------|------|---------|----------|
| Stockpile 2 | AHN 15 Rte 150 | Boggs | PA | 16853 | Yes | Yes | |
| | AHN 18 Durham Dr | Dunmore | PA | 18411 | Yes | Yes | |
| | AHN 18 Kinzua Rd | Warren | PA | 16365 | Yes | Yes | |
| | AHN 18 New Rogers Rd | Bristol | PA | 19007 | Yes | Yes | |
| | AHN 18 Swedesford Rd | Malvern | PA | 19355 | Yes | Yes | |
| Welcome Center 0.6 North I 95 | AHN 2 Canoe Creek Rd | Hollidaysburg | PA | 16648 | Yes | Yes | |
| PO Box 1313 | AHN 2 N 2nd St | Wormleysburg | PA | 17043 | Yes | Yes | |
| Stockpile 7 | AHN 2 Penhar Rd | Harrisburg | PA | 17111 | Yes | Yes | |
| Delaware Cnty Welcome Ctr | AHN 21 Rte 903 | Jim Thorpe | PA | 18229 | Yes | Yes | |
| | AHN 22 Bald Mountain Rd | Scranton | PA | 18504 | Yes | Yes | |
| | AHN 25 Portage Area | Emporium | PA | 16720 | Yes | Yes | |
| Troop K - Media | AHN 28 State Rte 534 | White Haven | PA | 18661 | Yes | Yes | |
| Forensics - Media | AHN 2801 Rte 44 | Coudersport | PA | 16915 | Yes | Yes | |
| Sycamore Mills Rd | AHN 2807 State Route 247 | Jefferson | PA | 18436 | Yes | Yes | |
| Ridley Creek State Park | AHN 3 Foulk Rd | Bethel | PA | 19061 | Yes | Yes | |
| District 6-31 | AHN 3 Kennedy Lane | Londonderry | PA | 17057 | Yes | Yes | |
| District 6-3 | AHN 4 Canoe Creek Rd | Hollidaysburg | PA | 16648 | Yes | Yes | |
| DLC-07 Granite Hill | AHN 4 Hyner Run State Park | Chapman | PA | 17738 | Yes | Yes | |
| | AHN 4 Interstate 70 | Claysville | PA | 15323 | Yes | Yes | |
| Building 100 | AHN 4 Rte 22-322 | Middle Paxton | PA | 17018 | Yes | Yes | |
| | AHN 4 Watson St | Wilkes Barre | PA | 18702 | Yes | Yes | |
| Crozier House | AHN 4966 Rte 22 | Smithfield | PA | 16652 | Yes | Yes | |
| DMS P-001 | AHN 5 Ponderosa Dr | Logan | PA | 16601 | Yes | Yes | |
| | AHN 6 Markle Rd | Markle | PA | 15656 | Yes | Yes | |
| | AHN 7 Embreeville Rd | Newlin | PA | 19320 | Yes | Yes | |
| | AHN 7 Wilson Ln | Greentown | PA | 18426 | Yes | Yes | |
| | AHN 700 Horseshoe Pke | Lebanon | PA | 17046 | Yes | Yes | |
| - | AHN 700 Kettle Creek | Renovo | PA | 17764 | Yes | Yes | |
| | AHN 700 Reeceville Rd | Coatesville | PA | 19320 | Yes | Yes | |
| Ridley Creek State Park | AHN 702 Kinsinger Rd | Halifax | PA | 17032 | Yes | Yes | |
| Stockpile 2 | AHN 705 State Rte 536 | Perry | PA | 15767 | Yes | Yes | |
| | AHN 707 Bear Creek Blvd | White Haven | PA | 18661 | Yes | Yes | |
| | AHN 727 Route 40 E | North Union | PA | 15445 | Yes | Yes | |
| | AHN 77 Donohue Rd | Greensburg | PA | 15601 | Yes | Yes | |
| | AHN 83 Rte 390 | Greentown | PA | 18426 | Yes | Yes | |
| PA Wine & Spirits Shoppe 2333 | AHN 9815 Coudersport Pike | Lock Haven | PA | 17745 | Yes | Yes | |
| David V Antonicello | AHN: 4 Greenwood Furnace State Park | Jackson | PA | 16652 | Yes | Yes | |
| | Airport Rd | Elysburg | PA | 17824 | Yes | Yes | |
| | Ansonia Bridge Rd | Wellsboro | PA | 16901 | Yes | Yes | |
| | Anti Icing Machine | Lawrence Twp | PA | 16830 | Yes | Yes | |
| - | Armburst Professional Cntr Bldg C | Greensburg | PA | 15601 | Yes | Yes | |
| | ATR 360 | Grampian | PA | 16838 | Yes | Yes | |
| | ATR 388 | Saylorsburg | PA | 18353 | Yes | Yes | |
| | Bath House Refreshment Stand | Tobyhanna | PA | 18424 | Yes | Yes | |
| | Best Ave | Knox | PA | 16232 | Yes | Yes | |
| Woodlyn Shopping Center | Big Pocono Heliport | Tannersville | PA | 18372 | Yes | Yes | |
| I-95 NB mm 6.6 | Boot Jack Rd | Ridgway | PA | 15853 | Yes | Yes | |
| | Box 1137 Honey Hole Ln | Drums | PA | 18661 | Yes | Yes | |
| Ruth Furman | Box 307 Hard Rock Dr | Marienville | PA | 16239 | Yes | Yes | |
| The Bellvue | Bridge Ave | Sunbury | PA | 17801 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|----------------------------------|---------------------------------|----------------|-------|-------|------|---------|----------|
| - | Building 56 | Philadelphia | PA | 19153 | Yes | Yes | |
| State Court Unit-OCYF | Butler Mine Tunnel | Pittston | PA | 18640 | Yes | Yes | |
| 7955 Oak Hill Dr | Catholic Protection Unit | Philadelphia | PA | 19153 | Yes | Yes | |
| Suburban Station Careerlink | Coal Hollow Rd | Dagus Mines | PA | 15831 | Yes | Yes | |
| Perry CAO | Cold Storage Rd | New Bloomfield | PA | 17068 | Yes | Yes | |
| Stephen Weitzenhofer | Creek Rd | Dornsife | PA | 17823 | Yes | Yes | |
| | Curatorial Storage Bldg 9-7 | Anncville | PA | 17003 | Yes | Yes | |
| | DELA90 I 95 Welcome Center | Marcus Hook | PA | 19061 | Yes | Yes | |
| - | Dieble Rd | Driftwood | PA | 15832 | Yes | Yes | |
| | Dry Run Rd | Hillsgrove | PA | 18619 | Yes | Yes | |
| Suite 503 | Dunbar-Ohiopyle Rd | Dunbar | PA | 15431 | Yes | Yes | |
| Bourse Bldg | E Windhaven Rd | Robinson | PA | 15205 | Yes | Yes | |
| - | Eastgate 8 | Monessen | PA | 15062 | Yes | Yes | |
| DMS P-013 | Factory Rd | Corry | PA | 16407 | Yes | Yes | |
| | Fairfield Rd | Montoursville | PA | 17754 | Yes | Yes | |
| | Farnham Rd | Fleetville | PA | 18420 | Yes | Yes | |
| Philly Rec & Con | FBC AFM 1 | Linesville | PA | 16424 | Yes | Yes | |
| City Hall | FBC Bellefonte SFH | Bellefonte | PA | 16823 | Yes | Yes | |
| Police Communication Center | FBC Benner Springs SFH | State College | PA | 16801 | Yes | Yes | |
| - | FBC Commissioner G. Elliott | Chambersburg | PA | 17202 | Yes | Yes | |
| - | FBC Commissioner Lichvar | Stoystown | PA | 15563 | Yes | Yes | |
| Pumping Station | FBC Corry SFH | Corry | PA | 16407 | Yes | Yes | |
| - | FBC Fairview FCS | Fairview | PA | 16415 | Yes | Yes | |
| | FBC Fish and Boat Commission HQ | Harrisburg | PA | 17110 | Yes | Yes | |
| | FBC Fish Management Area 5 | Bushkill | PA | 18324 | Yes | Yes | |
| | FBC Fish Management Area 6 | Bucksville | PA | 18953 | Yes | Yes | |
| DLC-19 Philadelphia | FBC Huntsdale SFH | Carlisle | PA | 17013 | Yes | Yes | |
| | FBC Lake Erie Research Unit | Fairview | PA | 16415 | Yes | Yes | |
| - | FBC Linesville SFH | Linesville | PA | 16424 | Yes | Yes | |
| - | FBC Northeast Region | Sweet Valley | PA | 18656 | Yes | Yes | |
| DMS | FBC Northwest Region | Meadville | PA | 16335 | Yes | Yes | |
| CareerLink | FBC Oswayo SFH | Coudersport | PA | 16915 | Yes | Yes | |
| DOR | FBC Pleasant Gap Complex | Bellefonte | PA | 16823 | Yes | Yes | |
| | FBC Pleasant Mount SFH | Pleasant Mount | PA | 18453 | Yes | Yes | |
| | FBC Reynoldsdale SFH | New Paris | PA | 15554 | Yes | Yes | |
| - | FBC Southcentral Region | Newville | PA | 17241 | Yes | Yes | |
| | FBC Southeast Region | Lititz | PA | 17543 | Yes | Yes | |
| | FBC Southwest Region | Somerset | PA | 15501 | Yes | Yes | |
| | FBC Tylersville SFH | Loganton | PA | 17747 | Yes | Yes | |
| Onr & Olney Shopping Square | FBC Union City FCS | Union City | PA | 16438 | Yes | Yes | |
| | FBC Walnut Creek | Fairview | PA | 16415 | Yes | Yes | |
| CCC Phila #4 | FBC WCO Tom McMann | Ridgway | PA | 15853 | Yes | Yes | |
| | Glen Drive Ste 185-195 | Manchester | PA | 17345 | Yes | Yes | |
| - | Grove St & Morgan Ave | Clarks Summit | PA | 18411 | Yes | Yes | |
| | Haldeman Island | Duncannon | PA | 17020 | Yes | Yes | |
| CCC Phila #2 | HAR 73 Site 73 | Corsica | PA | 15829 | Yes | Yes | |
| - | Hardytown Rd | Cresco | PA | 18326 | Yes | Yes | |
| Philadelphia CAO/Girard District | Hawk Run Treatment Plant | Hawk Run | PA | 16840 | Yes | Yes | |
| Sugarhouse Casino | Hazleton Airport | Hazleton | PA | 18201 | Yes | Yes | |
| | HC 31 Box 335 | Williamsport | PA | 17701 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---------------------------------------|----------------------------------|------------------|-------|-------|------|---------|--|
| Yvonne Perez | HC 6 Box 6810 | Hawley | PA | 18428 | Yes | Yes | |
| Philadelphia CAO/Boulevard District | HC 62 Box 26D | Tyler Hill | PA | 18415 | Yes | Yes | |
| Philadelphia CAO/Unity District | HC1 Box 121 | Swiftwater | PA | 18370 | Yes | Yes | |
| DMS | HCR 1 Box 106 | Ridgway | PA | 15853 | Yes | Yes | |
| DMS | I-279 South end | Pittsburgh | PA | 15211 | Yes | Yes | |
| | I-380 NB S of Exit 20 Daleville | Moscow | PA | 18444 | Yes | Yes | |
| | I-476 NB mile marker 10.6 | Bryn Mawr | PA | 19010 | Yes | Yes | |
| | I-70 5 Mi S of US 30 | Crystal Spring | PA | 15536 | Yes | No | Will continue to monitor for future availability |
| Philadelphia CAO - Liberty DO | I-79 & I-90 MM 22 | Erie | PA | 16509 | Yes | Yes | |
| - | I-79 @ I-80 SB | Grove City | PA | 16138 | Yes | No | Will continue to monitor for future availability |
| DMS | I-79 EB mm 136 | Cochranton | PA | 16314 | Yes | No | Will continue to monitor for future availability |
| Sandra Rogers | I-79 Exit 166 | Edinboro | PA | 16412 | Yes | Yes | |
| | I-79 MM 153 | Saegertown | PA | 16433 | Yes | No | Will continue to monitor for future availability |
| - | I-79 N | Mt Morris | PA | 15349 | Yes | Yes | |
| | I-80 & Elliot Rd | Wheatland | PA | 16161 | Yes | Yes | |
| | I80 & SR 830 | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| | I-80 E | Milton | PA | 17815 | Yes | Yes | |
| - | I-80 East of PA / OH borders | West Middlesex | PA | 16159 | Yes | Yes | |
| Philadelphia State Office Building | I-80 EB mm 56 | Knox | PA | 16232 | Yes | Yes | |
| Philadelphia School District | I-80 EB W of Exit 260 I-81 N/S | Butler Twp | PA | 18201 | Yes | No | Will continue to monitor for future availability |
| | I-80 Exit 22 ramp | Snow Shoe | PA | 16874 | Yes | Yes | |
| Janel Dixon-Worrell | I-80 Mile Marker 194 Seg 1914 | Loganton | PA | 17747 | Yes | Yes | |
| Philadelphia CAO/West District | I-80 Mile Marker 194 Seg 1935 | Loganton | PA | 17747 | Yes | No | Will continue to monitor for future availability |
| Troop K - HQ | I-80 MM .05 | West Springfield | PA | 16443 | Yes | No | Will continue to monitor for future availability |
| PHIL02 State Police Office Troop K | I-80 MM 1 @ Ohio border | West Springfield | PA | 16443 | Yes | No | Will continue to monitor for future availability |
| | I-80 mm 190 Seg 1901 | Loganton | PA | 17747 | Yes | No | Will continue to monitor for future availability |
| Philadelphia CAO/LIHEAP | I-80 mm 37.5 | Clintonville | PA | 16372 | Yes | Yes | |
| Philadelphia CAO/Ridge/Tioga District | I-80 WB E of exit 262 ramp | Dennison Twp | PA | 18201 | Yes | Yes | |
| Philadelphia CAO/Somerset District | I-80 WB S of exit 150 | Butler Twp | PA | 18201 | Yes | No | Will continue to monitor for future availability |
| PBPP Phila Northeast SO | I-81 NB Seg 0834 Offset 1450 | Jonestown | PA | 17038 | Yes | Yes | |
| PBPP Phila Eastern Regional Office | I-81 NB Seg 1494 Offset 0000 | Hazleton | PA | 18201 | Yes | Yes | |
| | I-81 NB Seg 1564 Offset 1060 | Nuangola | PA | 18707 | Yes | No | Will continue to monitor for future availability |
| - | I-81 NB Seg 1680 Offset 0000 | Wilkes Barre | PA | 18701 | Yes | Yes | |
| | I-81 NB Seg 1870 Offset 0000 | Dunmore | PA | 18512 | Yes | Yes | |
| Philadelphia | I-81 North Bound MM 97 DMS | Pine Grove | PA | 17963 | Yes | Yes | |
| DLC-20 Philadelphia | I-81 SB mile marker 68.8 | Harrisburg | PA | 17110 | Yes | Yes | |
| DMS | I-81 SB MM 232 | Great Bend | PA | 18821 | Yes | No | Will continue to monitor for future availability |
| | I-81 SB N of Exit 182 Meadow Ave | Scranton | PA | 18505 | Yes | Yes | |
| | I-81 SB N of Exit 190 Main Ave | Scranton | PA | 18505 | Yes | Yes | |
| V 011 | I-81 SB N of exit 194 off ramp | Waverly | PA | 18411 | Yes | No | Will continue to monitor for future availability |
| | I-81 SB Seg 1961 Offset 1854 | Clarks Summit | PA | 18411 | Yes | No | Will continue to monitor for future availability |
| | I-83 Seg 0364 Offset 2438 | New Cumberland | PA | 17070 | Yes | No | Will continue to monitor for future availability |
| Joseph Winkler | I-83 Seg 0390 Offset 1767.69 | New Cumberland | PA | 17070 | Yes | No | Will continue to monitor for future availability |
| DLC-70 West Oak Lane | I-84 Exit 53 | Matamoras | PA | 18336 | Yes | Yes | |
| | I-84 WB E of Exit 8 Mt Cobb | Moscow | PA | 18436 | Yes | Yes | |
| Phila CAO/Delancy Elmwood | I-84 WB PA/NY Border | Matamoras | PA | 18336 | Yes | Yes | |
| PBPP Phila West SO | I-90 Exit 37 | Northeast | PA | 16428 | Yes | Yes | |
| - | I-95 & Chester Pke | Crumlyn | PA | 19462 | Yes | Yes | |
| District 6-5 | I-95 & Richmond St | Philadelphia | PA | 19113 | Yes | Yes | |
| | I-95 .25 Mi S of US 1 PA 413 | Penndel | PA | 19047 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-----------------------------------|-------------------------------------|----------------|-------|-------|------|---------|--|
| | I-95 at Levick St | Philadelphia | PA | 19135 | Yes | Yes | |
| LCE - DO # 1 | I-95 N | Linwood | PA | 19061 | Yes | Yes | |
| DLC-5 Philadelphia | I-95 SB mm 30.8 | Philadelphia | PA | 19136 | Yes | No | Will continue to monitor for future availability |
| | Intersection Rte 415 & 118 | Dallas | PA | 18612 | Yes | Yes | |
| | Intersection SR 322 & SR 34 | Newport | PA | 17074 | Yes | No | Will continue to monitor for future availability |
| - | Jersey Mills Maintenance Bldg | Jersey Mills | PA | 17739 | Yes | Yes | |
| Philadelphia CAO/Chelton District | Keystone Industrial Park | Dunmore | PA | 18512 | Yes | Yes | |
| PBPP Phila County Prison | Kinzua Bridge State Prk | Mt Jewett | PA | 16740 | Yes | Yes | |
| PBPP Phila Northwest SO | Knobs Tower | Karthus | PA | 16845 | Yes | Yes | |
| | Lake View Dr | Dalton | PA | 18414 | Yes | Yes | |
| | Landingville Dam | Landingville | PA | 17922 | Yes | Yes | |
| | Lift Station @ Mooring 3 | Dover | PA | 17315 | Yes | Yes | |
| - | Long Pond Rd | Pocono Summit | PA | 18346 | Yes | Yes | |
| - | Lower Bark Shanty Rd | Port Allegheny | PA | 16743 | Yes | Yes | |
| | LR 239 | Unityville | PA | 17774 | Yes | Yes | |
| | LR 283 | Paxinos | PA | 17801 | Yes | Yes | |
| | LR 47024 | Mausedale | PA | 17821 | Yes | Yes | |
| Philadelphia CAO/South District | Lycoming Cty Rts 287 & 284 | English Center | PA | 17776 | Yes | No | Will continue to monitor for future availability |
| DLC-108 Philadelphia | Lyman Run Rd | Galeton | PA | 16922 | Yes | Yes | |
| Sullivan CAO | Main St | Laporte | PA | 18626 | Yes | No | Will continue to monitor for future availability |
| | McCarol & Fayette Sts | Washington | PA | 15301 | Yes | Yes | |
| DOR | Mi Marker 357.5 PA Turnpike | Bristol | PA | 19007 | Yes | No | Will continue to monitor for future availability |
| - | Mid State Air Control Airport | Philipsburg | PA | 16866 | Yes | Yes | |
| Drivers License Center 108 | Mid State Airport Rd | Philipsburg | PA | 16866 | Yes | Yes | |
| | Millertown Rd | Millville | PA | 17846 | Yes | Yes | |
| | Mountain Lake Rd | Wilkes Barre | PA | 18702 | Yes | Yes | |
| James Boxmeyer | Mountain Rd | Gilbert | PA | 18331 | Yes | No | Will continue to monitor for future availability |
| | Munderf Star Rte Box 109A | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| | N of Quehanna Boot Camp | Karthus | PA | 16845 | Yes | Yes | |
| | Near Beavertown | Beavertown | PA | 17870 | Yes | Yes | |
| | Neiltown Rd | Pleasantville | PA | 16341 | Yes | Yes | |
| | Ohioport Heliport | Ohiopyle | PA | 15470 | Yes | Yes | |
| Fort Mifflin | On SR 4009 | Westfield | PA | 16901 | Yes | Yes | |
| PHIL91 - Bartram Avenue | One Forestwood Dr | Pittsburgh | PA | 15237 | Yes | Yes | |
| Penrose Ferry Rd & Bartram Ave | P381 Valley Rd | Harrisburg | PA | 17112 | Yes | Yes | |
| | PA 181 N George at 300 Ft N of I-83 | York | PA | 17405 | Yes | Yes | |
| - | PA 49 Seg 0530/100 | Nelson | PA | 16940 | Yes | No | Will continue to monitor for future availability |
| Delaware Valley Veterans Home | PA Game Commission SGL 172 | Wyalusing | PA | 18853 | Yes | No | Will continue to monitor for future availability |
| | PA Game Commission SGL 219 | Warren City | PA | 18851 | Yes | Yes | |
| Troop J - Avondale - CHES680 | PA Hwy 87 | Mehoopany | PA | 18629 | Yes | Yes | |
| | Paint Shed | Clarks Summit | PA | 18411 | Yes | Yes | |
| Brandywine Battlefield Park | Paperkraft Blvd & 4th St | Blawnox | PA | 15238 | Yes | No | Will continue to monitor for future availability |
| - | Paradise Rd | Milton | PA | 17847 | Yes | Yes | |
| Coatesville Readiness Center | Park & Maple Sts | Laporte | PA | 18626 | Yes | No | Will continue to monitor for future availability |
| Troop J - Embreeville | Park Office | Media | PA | 19063 | Yes | No | Additional address information required to confirm Centrex |
| PSP Lancaster Remote Tower | Perry Hwy | Pittsburgh | PA | 15237 | Yes | No | Additional address information required to confirm Centrex |
| CHES69- Glencrest Rd | PO Box 246 Rte 29 | Graterford | PA | 19426 | Yes | Yes | |
| Stockpile 11 | Pole AC 117 | Long Pond | PA | 18334 | Yes | No | Additional address information required to confirm Centrex |
| Stockpile 18 | Pole C323 | Burlington | PA | 18814 | Yes | No | Additional address information required to confirm Centrex |
| District 6-2 | Polk Cut Off RD 2 | Polk | PA | 16342 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|----------------------------------|---------------|-------|-------|------|---------|--|
| | Pondfield Tower Rd | Farmington | PA | 15437 | Yes | Yes | |
| Brian W Hoerz | Quarry Rd | Milton | PA | 17847 | Yes | Yes | |
| Park Office | Quehanna Hwy | Karthaus | PA | 16845 | Yes | Yes | |
| - | R D 1 | Shermans Dale | PA | 17090 | Yes | No | Will continue to monitor for future availability |
| Pool Filter Bldg | Rattlesnake Fire Tower | Philipsburg | PA | 16866 | Yes | Yes | |
| Stockpile 6 - CHES691 | Rauchtown Foreman's Headquarters | Rauchtown | PA | 17740 | Yes | Yes | |
| | RD | State College | PA | 16801 | Yes | Yes | |
| | RD 1 | James Creek | PA | 16657 | Yes | No | Will continue to monitor for future availability |
| - | RD 1 42A Hwy 274 Box B | Blain | PA | 17006 | Yes | Yes | |
| - | RD 1 AHN 1 | Rush | PA | 16866 | Yes | Yes | |
| Stockpile 9 | RD 1 AHN 753 | Clarendon | PA | 16313 | Yes | No | Will continue to monitor for future availability |
| PennDOT District 6-0 VMS 204 | RD 1 Box 10A | Huntingdon | PA | 16652 | Yes | Yes | |
| | RD 1 Box 131 | Selinsgrove | PA | 17870 | Yes | Yes | |
| | RD 1 Box 40 | Williamstown | PA | 17098 | Yes | No | Will continue to monitor for future availability |
| | RD 1 Box 41A | Spring Mills | PA | 16875 | Yes | Yes | |
| | RD 1 Plumer Rd | Oil City | PA | 16301 | Yes | Yes | |
| PSP Kohler Remote | RD 1 SR 3011 | Hesston | PA | 16647 | Yes | No | Will continue to monitor for future availability |
| | RD 1 Union Hollow Rd | Blain | PA | 17006 | Yes | Yes | |
| ATR 391 | RD 12 Box 372 Donohoe | Greensburg | PA | 15601 | Yes | Yes | |
| Stockpile 7 | RD 2 | Jonestown | PA | 17038 | Yes | Yes | |
| SPDMS #4 VMS | RD 2 Box 101 Rte 1018 | Derry | PA | 15670 | Yes | Yes | |
| | RD 2 Box 2138 | Orwigsburg | PA | 17961 | Yes | Yes | |
| CHES62-White Clay Creek State Preserve | RD 2 Box 290 | New castle | PA | 16101 | Yes | Yes | |
| White Clay Creek Preserve Park Off | RD 2 Box 314 | Woodland | PA | 16881 | Yes | Yes | |
| White Clay Creek State Park | RD 2 Box 83 | Sunbury | PA | 17801 | Yes | Yes | |
| - | RD 2 Rte 191 S | Honesdale | PA | 18431 | Yes | Yes | |
| CHES77 | Rd 2 SR 4020 Seg 0011 | Jonestown | PA | 17038 | Yes | Yes | |
| DLC-16 Malvern | RD 3 Box 133 | Reynoldsville | PA | 15851 | Yes | Yes | |
| Stockpile 17 | RD 3 Box 490 | Tunkhannock | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| SPDMS #5 VMS | RD 4 Box 228 | New Castle | PA | 16101 | Yes | Yes | |
| | RD 4 Box 233A | Kittanning | PA | 16201 | Yes | No | Will continue to monitor for future availability |
| | REAR 30 Center St | Hughestown | PA | 18640 | Yes | Yes | |
| Thomas Falls | Reeders Area | Reeders | PA | 18352 | Yes | Yes | |
| CHES96 Oxford Stockpile | River Rd | Cooksburg | PA | 16217 | Yes | Yes | |
| - | ROC 2 at Tpke Site W 03 Beaco | Irwin | PA | 15642 | Yes | Yes | |
| Stockpile 8 | Route 414 | Morris | PA | 16901 | Yes | No | Will continue to monitor for future availability |
| DMS SPDMS 1 | Route 66 | Strattenville | PA | 16258 | Yes | No | Will continue to monitor for future availability |
| | RR 1 Box 1139 | Beavertown | PA | 17813 | Yes | Yes | |
| Chester County Assistance Office | RR 1 Box 189DD | Spring Mills | PA | 16875 | Yes | Yes | |
| Blacksmith Shop | RR 1 Box 221 | Sigel | PA | 15860 | Yes | Yes | |
| Brian Tartar | RR 1 Box 231 | Dalton | PA | 18414 | Yes | No | Will continue to monitor for future availability |
| - | RR 1 Box 283A | Grampian | PA | 16838 | Yes | Yes | |
| Little Jackson | RR 1 Box 355A | Abbottstown | PA | 17301 | Yes | No | Will continue to monitor for future availability |
| Stockpile 5 | RR 1 Box 465A | Brookville | PA | 15825 | Yes | No | Will continue to monitor for future availability |
| | RR 1 Box 96 Rte 390 | Greentown | PA | 18426 | Yes | Yes | |
| | RR 1 Rte 555 | Driftwood | PA | 15832 | Yes | No | Will continue to monitor for future availability |
| Suite 366-368 | RR 1, 2838 Rte 611 Ste 107 | Tannersville | PA | 18372 | Yes | Yes | |
| - | RR 2 | Waynesburg | PA | 15370 | Yes | No | Will continue to monitor for future availability |
| - | RR 2 Box 320 | Port Royal | PA | 17082 | Yes | No | Will continue to monitor for future availability |
| ATR | RR 2 Box 328 | Wellsboro | PA | 16901 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|------------------------------------|--------------------------------|-----------------|-------|-------|------|---------|--|
| | RR 2 Box 33A | New Milford | PA | 18834 | Yes | Yes | |
| Equine Toxology Lab | RR 2 Box 719 | Liverpool | PA | 17045 | Yes | No | Will continue to monitor for future availability |
| | RR 2 Monroeton Rd | Towanda | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| PBPP Norristown SO | RR 3 Box 1088 | Mifflintown | PA | 17059 | Yes | No | Will continue to monitor for future availability |
| - | RR 5 Box 34 | Mifflintown | PA | 17059 | Yes | No | Will continue to monitor for future availability |
| - | RR1 | Sigel | PA | 15860 | Yes | No | Will continue to monitor for future availability |
| OVR | RR1 Box 82 | Sigel | PA | 15860 | Yes | No | Will continue to monitor for future availability |
| Norristown UCBR | RR2 Box 324D | Covington | PA | 16917 | Yes | No | Will continue to monitor for future availability |
| Norristown State Hospital | RS 3 VMS Sign | Ridley | PA | 19094 | Yes | Yes | |
| Montgomery CAO/Norristown District | Rt 191 Cherry Ridge | Honesdale | PA | 18431 | Yes | Yes | |
| Norristown/Philadelphia UMR Team | Rt 225 | Dornsife | PA | 17823 | Yes | No | Will continue to monitor for future availability |
| DOR - 3 Stoney Creek Office Center | Rt 819 | Avonmore | PA | 15618 | Yes | Yes | |
| BCI SE | Rt. 209, 288 Dartmouth Dr | Marshalls Creek | PA | 18335 | Yes | No | Will continue to monitor for future availability |
| DEP SE Regional Office | Rte 1 AHN 22 Box # UNK1 | Grantville | PA | 17028 | Yes | Yes | |
| - | Rte 1 S of 202 | Chadds Ford | PA | 19317 | Yes | Yes | |
| DLC-22 Norristown | Rte 10 & US 1 SE ramp | Oxford | PA | 19363 | Yes | Yes | |
| DLC-097 Norristown | Rte 1002 | Lock Haven | PA | 17745 | Yes | Yes | |
| | Rte 1011 | Barnesville | PA | 18214 | Yes | Yes | |
| | Rte 108 | Canonsburg | PA | 15317 | Yes | Yes | |
| | Rte 11 | Bloomsburg | PA | 17815 | Yes | Yes | |
| - | Rte 119 S | Greensburg | PA | 15601 | Yes | Yes | |
| | Rte 15 | Tioga | PA | 16930 | Yes | No | Will continue to monitor for future availability |
| | Rte 15 South | Tioga | PA | 16946 | Yes | No | Will continue to monitor for future availability |
| District 6-4 | Rte 150 | Blanchard | PA | 16826 | Yes | Yes | |
| - | Rte 2 | Seneca | PA | 16346 | Yes | Yes | |
| Stockpile 4 | Rte 209 | Stroudsburg | PA | 18360 | Yes | Yes | |
| Monroe CAO | Rte 209-Tanite Rd | Stroudsburg | PA | 18360 | Yes | Yes | |
| | Rte 219 | Lafayette | PA | 16738 | Yes | Yes | |
| Ross Corporate Center | Rte 22 | Hollidaysburg | PA | 16648 | Yes | Yes | |
| District 6-0 | Rte 22 Chicory Mtn | Johnstown | PA | 15905 | Yes | Yes | |
| Valley Forge Gaming Office | Rte 22 PO Box 537 | Huntingdon | PA | 16652 | Yes | Yes | |
| DMS P206 | Rte 220 | Hollidaysburg | PA | 16611 | Yes | Yes | |
| Hollidaysburg OCYF-OCDEL | Rte 220 & Meadows Intersection | Hollidaysburg | PA | 16648 | Yes | Yes | |
| | Rte 253 | Troxelville | PA | 17882 | Yes | Yes | |
| | Rte 257 | Seneca | PA | 16346 | Yes | Yes | |
| | Rte 26 | Bellefonte | PA | 16823 | Yes | Yes | |
| SCI Graterford | Rte 26 TR 26 STA 1216 & 24 | McAlevys Fort | PA | 16652 | Yes | Yes | |
| SCI Phoenix | Rte 30 153 Bedford Plaza Rd | Bedford | PA | 15522 | Yes | Yes | |
| Graterford FMS | Rte 30 EB | Exton | PA | 19341 | Yes | Yes | |
| SCI Graterford | Rte 349 | Sabinsville | PA | 16943 | Yes | Yes | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | PA | 19565 | Yes | Yes | |
| Evansburg State Park | Rte 422 EB mile marker 182 | Royersford | PA | 19468 | Yes | Yes | |
| Park Office | Rte 422 Hwy | Indiana | PA | 15701 | Yes | Yes | |
| Park Office | Rte 423 11 | Tobyhanna | PA | 18466 | Yes | Yes | |
| FD 17 Satellite Office | Rte 423 AHN 5 | Tobyhanna | PA | 18466 | Yes | Yes | |
| | Rte 44 | Waterville | PA | 17776 | Yes | Yes | |
| Spring Mill Complex Quaker Offices | Rte 45 Box 147 | Laurelton | PA | 17835 | Yes | Yes | |
| | Rte 453 (near Janesville) | Tyrone | PA | 16686 | Yes | Yes | |
| Rte 113 | Rte 50 | Wharton | PA | 15421 | Yes | Yes | |
| | Rte 507 | Hawley | PA | 18428 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|-------------------------------------|-------------------------------------|------------------|-------|-------|------|---------|--|
| | Rte 507 Coolbaugh Area | Gouldsboro | PA | 18424 | Yes | Yes | |
| | Rte 551 N of Rte 422 | Pulaski | PA | 16143 | Yes | Yes | |
| Robert B Birnbrauer | Rte 58 N | Mercer | PA | 16137 | Yes | Yes | |
| Suite 106 | Rte 590 | Hamlin | PA | 18427 | Yes | No | Will continue to monitor for future availability |
| | Rte 6 | Waymart | PA | 18472 | Yes | Yes | |
| | Rte 6 & Sears Rd | Warren | PA | 16365 | Yes | Yes | |
| PSERS Board Member | Rte 6 (Between Rts 402 & 739) | Hawley | PA | 18337 | Yes | Yes | |
| | Rte 6 AHN 3560 | Pike | PA | 16922 | Yes | Yes | |
| - | Rte 6 E | Wellsboro | PA | 16901 | Yes | No | Will continue to monitor for future availability |
| - | Rte 61 & 901 | Shamokin | PA | 17872 | Yes | Yes | |
| | Rte 611 | Tannersville | PA | 18372 | Yes | Yes | |
| | Rte 62 | Hickory | PA | 16321 | Yes | Yes | |
| - | Rte 68 | Clarion | PA | 16214 | Yes | Yes | |
| Stockpile 12 | Rte 711 | Saint Clair | PA | 15944 | Yes | Yes | |
| TR 13 under I-95 | Rte 73 1.5 Mi W of TR 113 | Skippack | PA | 19473 | Yes | Yes | |
| | Rte 74 at Bacon rd 5 miles South of | Red Lion | PA | 17405 | Yes | Yes | |
| | Rte 8/308 | Wesley | PA | 16342 | Yes | Yes | |
| | Rte 903 | Jim Thorpe | PA | 18229 | Yes | Yes | |
| Montgomery CAO - Pottstown District | Rte 93 | Weatherly | PA | 18255 | Yes | Yes | |
| Stockpile 14 | Rte 993 Bushy Run Rd | Jeannette | PA | 15644 | Yes | No | Will continue to monitor for future availability |
| | Rtes 115 & 940 | Blakeslee | PA | 18610 | Yes | Yes | |
| | Rtes 191 & 447 | Analomink | PA | 18320 | Yes | Yes | |
| | Rtes 82 & 282 | Little Jackson | PA | 19380 | Yes | Yes | |
| PennDOT District 6-0 VMS P403 | Rtes 970 & 350 - Sandy Ridge | Sandy Ridge | PA | 16677 | Yes | Yes | |
| | RWIS Site 1019 | West Springfield | PA | 16443 | Yes | Yes | |
| | RWIS SSI SR27 | Pleasantville | PA | 16341 | Yes | Yes | |
| Dennis McGovern | Schwenks Rd | Valley View | PA | 17983 | Yes | Yes | |
| Troop K - Skippack | Seg 430 Herrville Rd | Willow Street | PA | 17584 | Yes | Yes | |
| SE Training Center | Sewage Treatment Plant | Dover | PA | 17315 | Yes | Yes | |
| State Game Land 234 | Silver Lake Rd | Dingmans Ferry | PA | 18328 | Yes | Yes | |
| - | Smythe Prk | Mansfield | PA | 16933 | Yes | No | Will continue to monitor for future availability |
| | Snow Hill Falls Rd | East Stroudsburg | PA | 18301 | Yes | Yes | |
| Southeastern Veterans Center | Snow Shoe Fire Tower | Snow Shoe | PA | 16874 | Yes | Yes | |
| Spring City Armory | SP 19 | Clover Hill | PA | 15314 | Yes | No | Will continue to monitor for future availability |
| Stockpile 16 | SR 0005 Seg 0680 | Erie | PA | 16511 | Yes | Yes | |
| Stockpile 22 | SR 0006 Seg 0160 | Meshoppen | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| Valley Forge National Park | SR 0006 Seg 0260 | Kane | PA | 16735 | Yes | Yes | |
| - | SR 0006 Seg 0400 | Wellsboro | PA | 16901 | Yes | No | Will continue to monitor for future availability |
| State Game Land 280 | SR 0006 Seg 0720 Offset 1611 | Galeton | PA | 16915 | Yes | Yes | |
| Stockpile 2 | SR 0006 WB E of 81 SB On Ramp | Dickson City | PA | 18519 | Yes | Yes | |
| Daniel Boone Homestead | SR 0006 WB E of Exit 1 Marshwood Rd | Olyphant | PA | 18447 | Yes | Yes | |
| - | SR 0008 Seg 0220 Offset 0985 | Centerville | PA | 16404 | Yes | Yes | |
| Stockpile 6 | SR 0014 | Canton | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| DMS | SR 0016 Seg 0070 | Fairfield | PA | 17325 | Yes | No | Will continue to monitor for future availability |
| Stockpile 11 | SR 0020 Seg 0010 | West Springfield | PA | 16443 | Yes | No | Will continue to monitor for future availability |
| DMS SPDMS 2 | SR 0022 Seg 0040 | Amity Hall | PA | 17020 | Yes | No | Will continue to monitor for future availability |
| | SR 0022 Seg 0190 Offset 0882 | McVeytown | PA | 17051 | Yes | Yes | |
| Park Office | SR 0022 Seg 0340 | New Alexandria | PA | 15670 | Yes | No | Will continue to monitor for future availability |
| - | SR 0023 | Warwick | PA | 19344 | Yes | No | Will continue to monitor for future availability |
| Stockpile 12 | SR 0024 Seg 0240 | Red Lion | PA | 17356 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|------------------------------|-------------------|-------|-------|------|---------|--|
| | SR 0030 Seg 0170 | Thomasville | PA | 17364 | Yes | Yes | |
| Hamburg Center | SR 0034 Seg 0200 | Bendersville | PA | 17325 | Yes | No | Will continue to monitor for future availability |
| - | SR 0036 Seg 0080/0212 | Loysburg | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| - | SR 0036 Seg 0130/1641 | Rodman | PA | 16648 | Yes | Yes | |
| Troop L - Hamburg | SR 0040 Seg 0160 | Brier Hill | PA | 15415 | Yes | Yes | |
| Stockpile 8 | SR 0045 Seg 0250 | Mifflinburg | PA | 17844 | Yes | No | Will continue to monitor for future availability |
| RWIS Site 1011 | SR 0046 Seg 0280 | Smethport | PA | 16749 | Yes | Yes | |
| DMS 78 @ MM 26 | SR 0062 Seg 0700 Offset 0500 | Tionesta | PA | 16353 | Yes | Yes | |
| - | SR 0065 Seg 0270 | New Castle | PA | 16101 | Yes | Yes | |
| - | SR 0070 Seg 0454 | Belle Vernon | PA | 15012 | Yes | Yes | |
| - | SR 0077 Seg 0220 Offset 0000 | Townville | PA | 16360 | Yes | No | Will continue to monitor for future availability |
| Stockpile 7 | SR 0077 Seg 0270 | Cambridge Springs | PA | 16403 | Yes | No | Will continue to monitor for future availability |
| 1176 NB MM 4.5 | SR 0081 Seg 2314 on I-81 | Great Bend | PA | 18821 | Yes | No | Will continue to monitor for future availability |
| | SR 0083 Seg 0416 on I-83 | Lemoyne | PA | 17043 | Yes | Yes | |
| Port Clinton Remote Tower | SR 0088 Seg 0020/1037 | Brownsville | PA | 15301 | Yes | Yes | |
| | SR 0088 Seg 0750 | Finleyville | PA | 15332 | Yes | Yes | |
| District 5-1 | SR 0089 Seg 0490 Offset 2265 | Northeast | PA | 16428 | Yes | Yes | |
| Wernersville State Hospital | SR 0090 Seg 0010 | West Springfield | PA | 16443 | Yes | Yes | |
| Stockpile 3 | SR 0093 Seg 0240 Offset 0000 | Sybertsville | PA | 18251 | Yes | No | Will continue to monitor for future availability |
| Conrad Weiser Homestead | SR 0096 Seg 160/1287 | Hyndman | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| | SR 0118 Seg 0160 | Kyttle | PA | 18703 | Yes | No | Will continue to monitor for future availability |
| | SR 0119 Seg 0170/1552 | Youngwood | PA | 15601 | Yes | Yes | |
| | SR 0120 Seg 0042/900 | Ridgway | PA | 15853 | Yes | No | Will continue to monitor for future availability |
| - | SR 0140 Seg 0340 Offset 0625 | Germania | PA | 16922 | Yes | Yes | |
| - | SR 0170 Seg 0462 | Port Matilda | PA | 16870 | Yes | Yes | |
| Aviation Patrol Unit I | SR 0208 Seg 0140 Offset 0965 | Clintonville | PA | 16372 | Yes | Yes | |
| PA Game Commission SERO | SR 0220 E | Milan | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| SCR District Office DEP | SR 0220 Seg 0110 Offset 0025 | New Albany | PA | 18833 | Yes | Yes | |
| DirectLink Technologies Corp. | SR 0220 Seg 0310 | Bedford | PA | 15522 | Yes | No | Will continue to monitor for future availability |
| | SR 0222 Seg 9040 | Murrell | PA | 17604 | Yes | No | Will continue to monitor for future availability |
| DLC-32 Shillington | SR 0234 Seg 0380 | Heidlersburg | PA | 17325 | Yes | No | Will continue to monitor for future availability |
| ATR 380 | SR 0255 Seg 0280 | Penfield | PA | 15849 | Yes | No | Will continue to monitor for future availability |
| - | SR 0267 Seg 0070 | Auburn | PA | 18801 | Yes | No | Will continue to monitor for future availability |
| | SR 0281 Seg 0340 | New Centerville | PA | 15501 | Yes | Yes | |
| - | SR 0285 Seg 0020 Offset 1000 | Linesville | PA | 16424 | Yes | No | Will continue to monitor for future availability |
| Mansion | SR 0288 Seg 0100/1540 | Ellwood City | PA | 16117 | Yes | Yes | |
| Stockpile 9 | SR 03010 | Kittanning | PA | 16201 | Yes | Yes | |
| | SR 0309 Seg 0030 | Coopersburg | PA | 18036 | Yes | No | Will continue to monitor for future availability |
| - | SR 0309 Seg 0210 Offset 0000 | Drums | PA | 18222 | Yes | Yes | |
| | SR 0315 Seg 0140 | Dupont | PA | 18703 | Yes | No | Will continue to monitor for future availability |
| Troop L - HQ | SR 0318 Seg 0100 | East Waterford | PA | 17059 | Yes | No | Will continue to monitor for future availability |
| | SR 0350 Seg 0410 Offset 0196 | Clarks Mills | PA | 16114 | Yes | Yes | |
| | SR 0371 Seg 0340 | Rileyville | PA | 18431 | Yes | Yes | |
| | SR 0372 Seg 0150 | Buck | PA | 17566 | Yes | No | Will continue to monitor for future availability |
| Careerlink | SR 0392 Seg 0040 | Etters | PA | 17319 | Yes | No | Will continue to monitor for future availability |
| Robert Barrett | SR 0446 Seg 0130 | Eldred | PA | 16725 | Yes | No | Will continue to monitor for future availability |
| Pittsburgh Annex - Chamber of Commerce | SR 0477 Seg 0310 | Loganton | PA | 17747 | Yes | No | Will continue to monitor for future availability |
| Pittsburgh Annex - Stanwix Building | SR 0487 Seg 0710 Offset 0800 | Benton | PA | 17814 | Yes | No | Will continue to monitor for future availability |
| Pittsburgh Annex - Piatt Place | SR 0501 Seg 0110 | Myerstown | PA | 17067 | Yes | Yes | |
| Katherine Doherty | SR 0522 Seg 0540 | McConnellsburg | PA | 17233 | Yes | No | Will continue to monitor for future availability |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|--|-----------------------------------|----------------|-------|-------|------|---------|--|
| Carl Zellie | SR 0590 Seg 2927 | Boalsburg | PA | 16827 | Yes | Yes | |
| Bonnie Shacreaw | SR 0607 Seg 0150 Offset 0081 | Austin | PA | 16720 | Yes | Yes | |
| Randy Liddle | SR 0706 Seg 0340 | Montrose | PA | 18801 | Yes | No | Will continue to monitor for future availability |
| CAME62 Old North Creek Road | SR 0851 | Shrewsbury | PA | 17405 | Yes | Yes | |
| Suite 210 | SR 0866 Seg 0400/3169Z | Williamsburg | PA | 16648 | Yes | No | Will continue to monitor for future availability |
| Galen Baptie | SR 0924 Seg 0120 | West Hazleton | PA | 18703 | Yes | Yes | |
| Dale W Wilson | SR 0981 Seg 0420/1432 | Latrobe | PA | 15650 | Yes | Yes | |
| Martina R Kerr | SR 1001 Plank Rd | Hollidaysburg | PA | 16648 | Yes | Yes | |
| - | SR 1004 Village Tidal | Templeton | PA | 16259 | Yes | Yes | |
| Kimberly A Bury | SR 1005 Seg 0210 | Milroy | PA | 17044 | Yes | No | Will continue to monitor for future availability |
| Thomas Lang | SR 1006 Seg 0030 | Lemon | PA | 18657 | Yes | No | Will continue to monitor for future availability |
| Trough Creek State Park Maintenance Building | SR 1010 near jct SR 0467 | Allis Hollow | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| - | SR 1011 Seg 0160 | Genesee | PA | 16915 | Yes | No | Will continue to monitor for future availability |
| OVR/Satellite Office | SR 1011 Seg 1170 | Fredericksburg | PA | 17026 | Yes | Yes | |
| Lt Governor's Residence | SR 1013 Seg 0040 | Courtdale | PA | 18703 | Yes | Yes | |
| | SR 1016 | Milton | PA | 17847 | Yes | Yes | |
| Wade A Kerkendall | SR 1043 Seg 0010 | Towanda | PA | 18848 | Yes | No | Will continue to monitor for future availability |
| Harristown I - Verizon Tower | SR 11 NB S of Keyser Ave Off Ramp | Scranton | PA | 18505 | Yes | Yes | |
| Harristown II | SR 2002 | Warren | PA | 16365 | Yes | Yes | |
| Rachel Carson State Office Building | SR 2002 Seg 0000 | Dingmans Ferry | PA | 18328 | Yes | Yes | |
| Publications Buildings | SR 2004 Seg 0010 Offset 1290 | Cranberry | PA | 16319 | Yes | Yes | |
| Governor's Residence | SR 2010 Seg 0090 | Sugar Notch | PA | 18703 | Yes | Yes | |
| State Record Center | SR 2011 Seg 0060 | Myerstown | PA | 17067 | Yes | Yes | |
| DGS Public Works - Arsenal | SR 2015 Seg 0040 | Glencoe | PA | 15501 | Yes | Yes | |
| Forster Street Office Building | SR 2031 Seg 0120 | Garrett | PA | 15542 | Yes | Yes | |
| Bobali Warehouse | SR 2042 Seg 0060 Offset 0000 | Nuangola | PA | 18707 | Yes | No | Will continue to monitor for future availability |
| Angela Terry | SR 244 Seg 0010 Offset 0771 | Shinglehouse | PA | 16748 | Yes | No | Will continue to monitor for future availability |
| Hilltop | SR 2503 | Muncy | PA | 17754 | Yes | Yes | |
| Hillcrest | SR 27 Seg 250 Offset 0431 | Pleasantville | PA | 16341 | Yes | Yes | |
| Commonwealth Technology Center | SR 287 Seg 0430 | Wellsboro | PA | 16901 | Yes | No | Will continue to monitor for future availability |
| Computer Bldg / Gov's Office | SR 3002 Seg 0010 | Enterprise | PA | 16351 | Yes | Yes | |
| PennDOT Testing Lab | SR 3005 Seg 0040 | Morrellville | PA | 15907 | Yes | Yes | |
| Dixmont Cottage | SR 3007 Seg 0050 Offset 0600 | Jersey Shore | PA | 17740 | Yes | Yes | |
| Cherrywood | SR 3008 Seg 0030 Offset 2400 | Cassville | PA | 16652 | Yes | No | Will continue to monitor for future availability |
| Willow Oak Bldg | SR 3014 Seg 0040 Offset 2101 | Patchinville | PA | 16843 | Yes | Yes | |
| Agriculture Bldg | SR 3016 Seg 0050 Offset 0000 | Linesville | PA | 16424 | Yes | No | Will continue to monitor for future availability |
| | SR 3029 Seg 0020 Offset 0693 | Philipsburg | PA | 16866 | Yes | Yes | |
| Keystone Building | SR 322 and Fish Rd | Cochranon | PA | 16314 | Yes | No | Will continue to monitor for future availability |
| Capitol Building | SR 33 | Palmer | PA | 18042 | Yes | Yes | |
| Finance Building | SR 38 Seg 0020 Offset 0000 | Butler | PA | 16001 | Yes | No | Will continue to monitor for future availability |
| Forum / Education Building | SR 4004 Seg 0200 | Tafton | PA | 18464 | Yes | Yes | |
| Health and Welfare Building | SR 4007 Seg 0010 | Bradford | PA | 16725 | Yes | Yes | |
| Judicial Center | SR 4007 Seg 0480 | Equinunk | PA | 18431 | Yes | Yes | |
| Labor and Industry Bldg | SR 4008 | Brookside | PA | 17776 | Yes | Yes | |
| Harristown I - Revenue Tower | SR 4008 Seg 0010 | Chippewa | PA | 15074 | Yes | Yes | |
| Patrick L Durham | SR 4013 Seg 0030/2371 | Darlington | PA | 15074 | Yes | Yes | |
| | SR 4022 Seg 0050 | Nelson | PA | 16940 | Yes | No | Will continue to monitor for future availability |
| | SR 4029 Seg 0140/2665 | Atlasburg | PA | 15301 | Yes | Yes | |
| | SR 4032 Seg 0090/3020 | Industry | PA | 15052 | Yes | No | Will continue to monitor for future availability |
| - | SR 6 | Coudersport | PA | 16915 | Yes | Yes | |

Appendix U - Centrex Analog Service Locations

| LOCATION | ADDRESS | CITY | STATE | ZIP | POTS | CENTREX | Comments |
|---|-------------------------------------|-------------------|-------|-------|------|---------|--|
| Lori Mutchler | SR 6 at Lantz Corner | Lantz Corner | PA | 12897 | Yes | Yes | |
| | SR 78 | Williams | PA | 18042 | Yes | Yes | |
| John A. Yanchulis | SR 8 overpass of SR 308 | Wesley | PA | 16342 | Yes | Yes | |
| | SR99 Seg 0030 Offset 2875 | Cambridge Springs | PA | 16403 | Yes | Yes | |
| | St Rte 153 AHN 707 | Penfield | PA | 15849 | Yes | Yes | |
| PA State Police | Stahr Ave | Annvile | PA | 17003 | Yes | Yes | |
| | State Game Lands 51 | Dunbar | PA | 15431 | Yes | Yes | |
| YFC 2 | State Rte 534 | White Haven | PA | 18661 | Yes | Yes | |
| Scranton State Office Building | Stockpile 10 | State College | PA | 16801 | Yes | Yes | |
| George Weitz | Stockpile 13 | Columbia | PA | 17604 | Yes | No | Will continue to monitor for future availability |
| Joseph Giorgio | Stockpile 16 | York | PA | 17405 | Yes | Yes | |
| Lorraine Calabro | Stockpile 3 | Clarks Summit | PA | 18411 | Yes | No | Will continue to monitor for future availability |
| | Suite 101 | Montoursville | PA | 17754 | Yes | No | Additional address information required to confirm Centrex |
| | Suite E - 11931 PA-85 - Kittanning | Kittanning | | | Yes | No | Will continue to monitor for future availability |
| | Suscon Rd | Pittston | PA | 18640 | Yes | Yes | |
| Charisse Burnett | T434 Ulricktown Rd 1200 ft off TR 1 | Littlestown | PA | 17325 | Yes | No | Will continue to monitor for future availability |
| Ed Ferguson | Tarr Rd Box 182B | Titusville | PA | 16354 | Yes | Yes | |
| Torrance State Hospital | Torrance State Hospital AHN 5 | Torrance | PA | 15779 | Yes | Yes | |
| Richard Ramos | Tower Rd | Lords Valley | PA | 18360 | Yes | Yes | |
| | TR601 - 1 Mi N of Somerset | Somerset | PA | 15501 | Yes | Yes | |
| Philadelphia CAO - Glendale DO | Tryon St | Honesdale | PA | 18431 | Yes | Yes | |
| Wesley W McCulloch | Umbletown Rd Rte 30 E (T-497) | Gap | PA | 17604 | Yes | No | Will continue to monitor for future availability |
| - | Union Deposit Rd | Harrisburg | PA | 17111 | Yes | Yes | |
| | US 15 SB | Dillsburg | PA | 17405 | Yes | Yes | |
| | US 219 SR 0219/120 | St Michael | PA | 15951 | Yes | Yes | |
| | US 220 NB between E 78 A-B & E 80 | Bellefonte | PA | 16823 | Yes | Yes | |
| David F McNulty | US Rte 1 2.5 mi W | Kennett Square | PA | 19348 | Yes | Yes | |
| Beverly K Gaines | US Rte 15 | Tioga | PA | 16946 | Yes | Yes | |
| John W. Cairns | US Rte 22 W | Huntingdon | PA | 16652 | Yes | Yes | |
| David Delciotto | Van Dyke Station | Thompsontown | PA | 17094 | Yes | Yes | |
| Reading State Office Building | W Deklab Pke & Pinecrest Rd | King of Prussia | PA | 19406 | Yes | Yes | |
| - | Walnut St Pole 2 | Freedom | PA | 16648 | Yes | Yes | |
| | Warriors Path Park Rd | Saxton | PA | 16678 | Yes | Yes | |
| - | WB I-76 near Gladwyn Exit | Gladwyn | PA | 19404 | Yes | Yes | |
| - | WCO J Kay | Boyers | PA | 16020 | Yes | Yes | |
| Hiram G Andrews Center-Dauphin Processing Ctr | West of SR 42 | Numidia | PA | 17815 | Yes | Yes | |

Appendix V - Pay Phone Locations

RFP 6100039274 Unified Communications & Voice Services

Instructions

The Pay Phone Locations tab of this appendix indicates locations where pay phones are currently available to the Commonwealth.

Offerors shall complete this appendix if bidding on Lot 2 services.

To complete the tab, the Offeror shall denote any location if it is unable to provide pay phone services.

The response options are provided in a drop-down box and are as follows:

X

Any response of "X", denoting the inability to provide pay phone services, must also be explained in the Comments column and the Offeror's Technical Submittal.

The completed matrix must be included as Attachment V in the Offeror's response to this RFP.

Appendix V - Pay Phone Locations

| Location ID | SITE ADDRESS | CITY | ZIP CODE | TELEPHONE NUMBER | GPS | Provide Phone and Service | Mandatory Comments (if Provide Phone and Service Column = "X") |
|--------------------------------|-----------------------------|------------------|------------|------------------|------------------------------------|---------------------------|--|
| Scranton State Office Building | 100 Lackawanna Avenue | Scranton | 18503-1923 | 570-969-0946 | | | |
| Capitol Building | 501 North 3rd Street | Harrisburg | 17120-0302 | 717-233-2740 | | | |
| Reading State Office Building | 625 Cherry Street | Reading | 19602-1152 | 610-376-9276 | | | |
| I-83NB Welcome Center J | 2 I-83-N | Shrewsbury | 17361 | 717-235-9029 | +39° 45' 10.00", -76° 39' 41.16" | | |
| I-70WB Welcome Center B | 1001 Quarry Hill Rd | Warfordsburg | 17267 | 717-294-9893 | +39° 44' 13.80", -78° 10' 50.02" | | |
| I-80WB Rest Area 36 | 219 I-80-W | Danville | 17821 | 570-275-9821 | +40° 59' 26.09", -76° 43' 33.81" | | |
| I-81NB Welcome Center G | 14885 Molly Pitcher Highway | Greencastle | 17225 | 717-597-0463 | +39° 44' 11.05", -77° 43' 33.12" | | |
| I-95SB Welcome Center P | 500 I-95-S | Morrisville | 19067 | 215-493-9975 | +40° 15' 9.04", -74° 52' 1.81" | | |
| I-79SB Rest Area 12 | 502 I-79 S | Bridgeville | 15017 | 412-221-9812 | +40° 19' 45.37", -80° 8' 28.60" | | |
| I-79NB Rest Area 11 | 504 I-79 N | Bridgeville | 15017 | 412-221-9774 | +40° 19' 53.38", -80° 8' 13.77" | | |
| I-80EB Rest Area 39 | 269 I-80-E | White Haven | 18661 | 570-443-8900 | +41° 3' 18.92", -75° 49' 19.21" | | |
| I-80WB Rest Area 26 | 88.5 I-80-W | Reynoldsville | 15851 | 814-653-9973 | +41° 8' 25.51", -78° 57' 18.51" | | |
| I-80EB Rest Area 21 | 21 I-80-E | Harrisville | 16038 | 814-786-9926 | +41° 12' 6.53", -79° 57' 23.10" | | |
| I-80WB Rest Area 22 | 22 I-80-W | Harrisville | 16038 | 814-786-9930 | +41° 12' 9.756", -79° 56' 43.6884" | | |
| I-81NB Rest Area 47 | 7980 I-81-N | Grantville | 17028 | 717-469-9841 | +40° 22' 23.32", -76° 40' 35.08" | | |
| I-90EB Welcome Center L | 3 I-90-E | West Springfield | 16443 | 814-922-7988 | +41° 56' 30.69", -80° 28' 22.93" | | |
| I-70EB Rest Area 3 | 153 I-70-E | Crystal Spring | 15536 | 814-735-9803 | +39° 55' 15.70", -78° 14' 8.98" | | |
| I-79SB Rest Area 20 | 163333 I-79-S | Edinboro | 16412 | 814-734-9875 | +41° 50' 47.50", -80° 10' 38.89" | | |
| I-79NB Rest Area 19 | 163048 I-79-N | Edinboro | 16412 | 814-734-9827 | +41° 50' 32.04", -80° 10' 28.43" | | |
| I-90WB Welcome Center M | 46 I-90-W | North East | 16428 | 814-725-1954 | +42° 14' 56.64", -79° 46' 3.17" | | |
| I-80WB Rest Area 30 | 1460 I-80-W | Snow Shoe | 16874 | 814-387-4914 | +41° 1' 10.52", -77° 57' 12.07" | | |
| I-80EB Welcome Center E | 1 I-80-E | West Middlesex | 16159 | 724-983-9759 | +41° 10' 51.64", -80° 30' 7.95" | | |
| I-79NB Welcome Center D | 1222 I-79-N | Mt. Morris | 15349 | 724-852-2577 | +39° 47' 47.49", -80° 4' 32.61" | | |
| I-70EB Welcome Center A | 3 I-70-E | Claysville | 15323 | 724-663-9906 | +40° 6' 56.63", -80° 26' 29.86" | | |
| I-79SB Rest Area 16 | 109 I-79-S | Volant | 16156 | 724-530-7494 | +41° 6' 4.86", -80° 8' 40.66" | | |
| I-79NB Rest Area 15 | 107 I-79-N | Volant | 16156 | 724-530-7491 | +41° 4' 13.92", -80° 7' 26.63" | | |
| I-79SB Rest Area 18 | 135 I-79-S | Hadley | 16130 | 724-253-2315 | +41° 28' 4.07", -80° 10' 6.28" | | |
| I-79NB Rest Area 17 | 134 I-79-N | Hadley | 16130 | 724-253-2305 | +41° 27' 19.60", -80° 9' 41.16" | | |
| I-81SB Rest Area 46 | 39 I-81-S | Carlisle | 17015 | 717-776-3147 | +40° 8' 52.96", -77° 19' 0.27" | | |
| I-81NB Rest Area 45 | 38 I-81-N | Carlisle | 17015 | 717-776-0137 | +40° 7' 55.56", -77° 20' 30.88" | | |
| I-81SB Rest Area 48 | 7990 I-81-S | Grantville | 17028 | 717-469-9833 | +40° 22' 31.53", -76° 40' 38.59" | | |
| I-95NB Welcome Center N | 1 I-95-N | Boothwyn | 19061 | 610-497-2645 | +39° 49' 26.30", -75° 26' 14.88" | | |
| I-81SB Welcome Center H | 26273 I-81-S | Great Bend | 18821 | 570-879-5189 | +41° 59' 1.32", -75° 44' 54.67" | | |
| I-81SB Rest Area 54 | 159 I-81-S | Mountain Top | 18707 | 570-868-6113 | +41° 7' 50.53", -75° 57' 49.36" | | |
| I-81NB Rest Area 53 | 155 I-81-N | Mountain Top | 18707 | 570-868-6058 | +41° 6' 7.24", -75° 57' 36.74" | | |
| I-84EB Rest Area 61 | 255 I-84-E | Greentown | 18426 | 570-857-9906 | +41° 21' 22.32", -75° 13' 16.49" | | |
| I-84WB Rest Area 62 | 255 I-84-W | Greentown | 18426 | 570-857-9905 | +41° 21' 32.92", -75° 13' 13.25" | | |
| US 15 SB Welcome Center T | 13809 Rt. 15-S | Tioga | 16946 | 570-835-5380 | +41° 54' 1.26", -77° 7' 34.02" | | |
| I-80WB Rest Area 38 | 246 I-80-W | Nescopeck | 18635 | 570-759-9168 | +41° 0' 34.79", -76° 14' 54.42" | | |
| I-80EB Rest Area 37 | 246 I-80-E | Nescopeck | 18635 | 570-759-9135 | +41° 0' 27.33", -76° 15' 3.56" | | |
| I-80EB Rest Area 33 | 194 I-80-E | Loganton | 17747 | 570-725-9936 | +41° 2' 57.82", -77° 9' 8.28" | | |
| I-80WB Rest Area 34 | 194 I-80-W | Loganton | 17747 | 570-725-9934 | +41° 3' 9.17", -77° 9' 31.26" | | |
| I-80EB Rest Area 35 | 219 I-80-E | Danville | 17821 | 570-713-9904 | +40° 59' 26.78", -76° 44' 20.88" | | |
| I-80EB Rest Area 41 | 156 Crescent Lake Rest Area | Tannersville | 18372 | 570-629-9848 | +41° 3' 50.20", -75° 21' 34.46" | | |
| US 6/209 Welcome Center K | 1060 Penna Ave. | Matamoras | 18336 | 570-491-5397 | +41° 21' 33.06", -74° 42' 36.26" | | |
| I-80WB Welcome Center F | 18 River Rd | Stroudsburg | 18360 | 570-420-1612 | +40° 59' 26.61", -75° 8' 33.32" | | |
| I-81NB Rest Area 55 | 202 I-81-N | Jermyn | 18433 | 570-222-2742 | +41° 36' 12.43", -75° 38' 46.50" | | |
| I-81SB Rest Area 56 | 2799 I-81-S | Nicholson | 18446 | 570-222-2740 | +41° 40' 26.21", -75° 40' 57.83" | | |

Appendix V - Pay Phone Locations

| Location ID | SITE ADDRESS | CITY | ZIP CODE | TELEPHONE NUMBER | GPS | Provide Phone and Service | Mandatory Comments (if Provide Phone and Service Column = "X") |
|---------------------|-------------------|---------------|------------|------------------|---------------------------------|---------------------------|--|
| I-80EB Rest Area 25 | 87.5 I-80-E | Reynoldsville | 15851 | 814-849-3202 | +41° 8' 57.32", -78° 56' 29.68" | | |
| I-80EB Rest Area 29 | 1458 I-80-E | Snow Shoe | 16874 | 814-387-4685 | +41° 0' 51.29", -77° 57' 20.01" | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-453-3194 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-454-3037 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-454-3989 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-455-2780 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-456-2063 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-456-2216 | | | |
| CCC Erie | 137 W 2nd St | Erie | 16507-1403 | 814-459-1402 | | | |
| CCC Phila #4 | 1628 N 15th St | Philadelphia | 19121-3402 | 215-978-9336 | | | |
| CCC Phila #4 | 1628 N 15th St | Philadelphia | 19121-3402 | 215-978-9603 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-3023 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5225 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5380 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5591 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-5831 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-6442 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-8407 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-8507 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-8797 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-9034 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-627-9633 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2161 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2170 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2617 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2634 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-2754 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-4338 | | | |
| Progress CCC | 179 Progress Dr | Waynesburg | 15370-8082 | 724-852-6242 | | | |
| CCC Scranton | 240 Adams Ave | Scranton | 18503-1602 | 570-961-8182 | | | |
| CCC Scranton | 240 Adams Ave | Scranton | 18503-1602 | 570-961-8378 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-2984 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-2985 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3138 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3160 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3295 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-234-3524 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9475 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9812 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9814 | | | |
| CCC Harrisburg | 27 N Cameron St | Harrisburg | 17101-2408 | 717-255-9816 | | | |
| CCC Sharon | 300 W State St | Sharon | 16146-1294 | 724-983-9955 | | | |
| CCC Sharon | 300 W State St | Sharon | 16146-1294 | 724-983-9956 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9002 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9005 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9037 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 610-439-9405 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 814-536-9124 | | | |

Appendix V - Pay Phone Locations

| Location ID | SITE ADDRESS | CITY | ZIP CODE | TELEPHONE NUMBER | GPS | Provide Phone and Service | Mandatory Comments (if Provide Phone and Service Column = "X") |
|-----------------------------|--------------------------|--------------|------------|------------------|-----|---------------------------|--|
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 814-536-9212 | | | |
| CCC Johnstown | 301 Washington St | Johnstown | 15901-1612 | 814-536-9880 | | | |
| CCC York | 317 W Market St | York | 17401-1009 | 717-845-9015 | | | |
| CCC York | 317 W Market St | York | 17401-1009 | 717-845-9977 | | | |
| CCC York | 317 W Market St | York | 17401-1009 | 717-846-1382 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-238-5713 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-592-0719 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-627-9672 | | | |
| CCC Phila #2 | 407 N 8th St | Philadelphia | 19123-3907 | 215-922-9181 | | | |
| CCC Pitts #3 | 535 S Aiken Ave | Pittsburgh | 15232-1532 | 412-605-0490 | | | |
| CCC Pitts #3 | 535 S Aiken Ave | Pittsburgh | 15232-1532 | 412-605-0491 | | | |
| CCC Pitts #3 | 535 S Aiken Ave | Pittsburgh | 15232-1532 | 412-682-9494 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1564 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1623 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1628 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1689 | | | |
| Pittsburgh CCC 1 | 915 Ridge Ave | Pittsburgh | 15232-1532 | 412-766-1754 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-1253 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-2838 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-2863 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-3189 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-3192 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-3194 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5238 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5269 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5314 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5349 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5372 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5607 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5769 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-5931 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8502 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8503 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8504 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-670-8505 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-3483 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5148 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5165 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5847 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-5945 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-6125 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7159 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7239 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7387 | | | |
| Wernersville State Hospital | Rte 422 & Sportsman's Rd | Wernersville | 19565-9435 | 610-678-7456 | | | |

APPENDIX Y

COSTARS PROGRAM ELECTION TO PARTICIPATE

If awarded a Contract, our firm agrees to sell the awarded Lot 2 items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Verizon would like to discuss with the Commonwealth how Lot 1 services could be provided to COSTARS participants. Our firm also agrees to pay the applicable Administrative Fee (\$1500 or \$500 for a Department of General Services Certified Small Business) at the beginning of each contract year and upon each contract renewal date.

If you are asserting that your firm is a Department of General Services Certified Small Business, provide an active Department of General Services Small Business Certification.

Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc. dba
Verizon Business Services

2/20/17

Marsha K. Harrell / Senior Consultant - Pricing/Contract

Managemen

Printed Name/Title

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VITAL CATALYSTS.
APPLICATION EXPERTS DRIVING PRODUCTIVITY.



Case Study:

Meeting User Demand for Instant Software Help and Ongoing Training to Maximize Productivity

Like the private sector, most government agencies struggle to keep up with constant changes in technology. To keep users operating at peak productivity, there must be a way to answer a large volume of questions quickly and provide easy access to training tools. Software upgrades, application migration, new device deployment and mobility initiatives keep IT departments stretched to capacity, and even the most robust team—and their subcontractors— isn't always staffed or trained to provide help with an adoption issue or application functionality question. Many agencies underestimate the ongoing call volume six-months or even one-year following a software migration, because as user productivity improves, so does the need for answers to sophisticated application questions. This case study explores how Vitalyst has helped three different government agencies meet user demand for instant software help 24/7 with full-time staff based in the U.S., and the innovative ways they provided ongoing training to help maximize productivity.

Challenge

FEDERAL AVIATION ADMINISTRATION

For 15 years, the FAA had relied on Lotus Notes as their email suite. In 2014, as a result of the Cloud First policy, the agency migrated to Office 365 which meant a new email platform and new suite of desktop applications for 60,000 end-users. The challenge, however, was that the FAA's existing outsourced IT solution—comprised of three different vendors—lacked the capacity, expertise and ability to instantly scale to respond to the anticipated volume of "how-to" questions. Plus there was no plan in place to drive end-user training and adoption. The solution also required a vendor that was Microsoft Certified and could provide support 24/7.



Solution

After conducting an exhaustive search for an additional support solution, the FAA contracted with Vitalyst via a Sole Source, IDIQ contract. Initially, Vitalyst support was accessible via the existing FAA IVR menu, but when the call volume overburdened the system, Vitalyst quickly set up a dedicated

toll-free number to bypass that system and help users reach the domestically-based support team. During the 90-day software transition, Vitalyst fielded over 12,000 support calls, and delivered nearly 23,000 ad-hoc training solutions for Office 365 plus SharePoint, Lync, ProofPoint, Windows Mobile, VBA and other Microsoft applications.

User productivity soared, and it quickly became evident that Vitalyst services were having an extremely positive impact on user adoption and productivity. As a result, the contract was restructured and extended. Currently, the FAA intends to include Vitalyst as part of their revamped Service Desk solution in 2016 as it has proven to provide a much needed service to all users. To date, Vitalyst has fielded an additional 4,000 calls and is experiencing a customer satisfaction rating of 95.3%.

Results

- Customer Satisfaction: 95.3%
- Abandonment Rate: 0.94%
- Avg. Speed of Answer: 6.7 seconds (2 rings)
- 1st Call Resolution Rate: 97.7%
- Issues Solved in 24 Hours: 98.1%

Challenge

U.S. ENVIRONMENTAL PROTECTION AGENCY



During an impending key initiative, executive management was under pressure to find a new and innovative way to deliver training to its 20,000 users on both SharePoint and other Office 365 applications. The existing support desk lacked "how-to" expertise, and EPA users were resistant to traditional classroom training methods. An alternate solution needed to be identified and implemented successfully as there was no room for failure.

Solution

Vitalyst transformed the image of a help desk by setting up a "How-to Help Center" for users of Microsoft Office 365, SharePoint and Lync, OneDrive, Adobe, Dragon and other technologies. By providing phone-based, on-demand expertise, the Vitalyst solutions team was accessible via the existing Help Desk IVR system. To reinforce the answer to the user inquiry, Vitalyst sent a follow up email after each call that recapped the solution with a video on what they had just been taught. In addition, the email included links to training videos on three other—but related—topics, thereby turning one inbound inquiry into ongoing, self-initiated software training.

When asked to recap their three key successes in 2013, the technology team at the EPA named Vitalyst Sharepoint migration and their "How-to Help Center" as two out of the three.

Results

- # of Calls to Date: 5,000
- # of Emails Sent: 1,450 with over 4,500 video tips
- Customer Satisfaction: 96%

Challenge

U.S. SECURITIES AND EXCHANGE COMMISSION



The SEC had always struggled to support their 8,000 business users on Microsoft Office 2007. During the Microsoft Office 2010 pilot deployment, the new and unfamiliar user interface presented a series of end user challenges. And, since the SEC's Managed Service Provider lacked the expertise necessary to support the upgrade, serious concerns were raised about user adoption and potential disruption to business, so Vitalyst was brought in as a subcontractor to provide assistance and support.

Solution

Over a 12-month period Vitalyst provided live expert phone support from their staff of domestically-based full-time employees. Handling thousands of initial migration calls, Vitalyst delivered high levels of user satisfaction. Post migration, volume reduced significantly but users continued to leverage Vitalyst for daily mission critical support tasks. As a result, the contract was extended and continues to fill critical gaps in the SEC IT support structure.

Results

- Customer Satisfaction: 97%
- Average Speed to Answer: <10 seconds



Vitalyst is committed to providing unmatched application expertise and customer service to clients, helping to maximize their return on investment by increasing employee proficiency and enterprise-wide productivity. Since 1995, Vitalyst has served as a catalyst to businesses and government organizations. Clients rely on Vitalyst for insightful and practical "how-to" solutions for hundreds of applications, smooth migrations and in-person and web-based training programs, earning the company status as a Microsoft Certified Gold Partner.

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For more information, visit us at www.vitalyst.com
or call us at 800-435-7412

One Bala Plaza - Bala Cynwyd, PA 19004 www.vitalyst.com 800-HELP412 info@vitalyst.com

Identification, by role, of key personnel

Upon finalization of the solution, Verizon will create a team of the appropriate resources to fulfill the key roles. Verizon will deploy a Transition team and a steady state Program Management office team to meet the needs and requirements of the solution.

Verizon's PMO consists of a dedicated team of professionals providing management and support of key, steady state processes and activities and serving as a single point of contact (SPOC) for the Commonwealth and Office of Administration (OA) on issues relating to the delivery and support of services provided by and managed by Verizon.

The Verizon PMO Program Delivery Executive has operational control in the following areas:

- Facilitates the problem/situation escalation program to expedite problem resolution.
- Follows up with key Commonwealth personnel on problem resolution.
- Monitors overall service performance and proactively recommend improvements and corrections.
- Constructs business plans for commitment of resources to the Commonwealth account.
- Meets and consults with Commonwealth on a regular basis to gain/maintain an understanding of specific Commonwealth business needs.
- Periodically meets with key Commonwealth personnel to improve service integration resulting in enhanced and streamlined processes.

The Verizon Program Delivery Executive creates and maintains a list of all Verizon individuals involved in this project along with specific roles, responsibilities and contact numbers.

Services will be supported and managed by a dedicated, focused team of resources.

Additionally, the governing Management Committees will be in place to support the relationship:

Governance Framework

| Type | Forum" (Meeting Frequency) | Commonwealth | Verizon | Third Parties |
|-------------------------------|--|--|--|---|
| Strategic Governing Forums | Executive Steering Committee ■ (Monthly or As Needed) | ■ Senior Leadership Team | ■ Senior Leadership Team | Vendors will be involved in various forums as appropriate. |
| | Program Management Office Committee | ■ OA OIT Team ■ Key Agencies ■ Others as Directed | ■ Verizon PMO ■ Others as Directed | |

| Type | Forum” (Meeting Frequency) | Commonwealth | Verizon | Third Parties |
|------------------------|---|---|--|------------------|
| | <ul style="list-style-type: none"> ■ (Monthly or As Needed) | | | |
| Day-to-Day Services | Functional Management Teams <ul style="list-style-type: none"> ■ (Weekly/Monthly or As Needed) | <ul style="list-style-type: none"> ■ OA OIT Team ■ Agency Technical Lead(s) ■ Others as Directed | <ul style="list-style-type: none"> ■ Verizon PMO ■ Others as Directed | |
| | Change Review Board <ul style="list-style-type: none"> ■ (Weekly/Monthly) | <ul style="list-style-type: none"> ■ OA OIT Team ■ OA CMB members ■ Agency CMB members ■ Others as Directed | <ul style="list-style-type: none"> ■ Change Managers and Change Analysts ■ Others as Directed | |
| | Technology and Architecture Planning Committee <ul style="list-style-type: none"> ■ (Bi-Weekly/As Needed) | <ul style="list-style-type: none"> ■ OA OIT EA team ■ Others as Directed | <ul style="list-style-type: none"> ■ Verizon PMO ■ Sales Network Engineering ■ Sales Planning Leads ■ Others as Directed | |

Service ordering process integration with the ITSM tool

Through the Service Transition process, whereby Verizon designs, develops and documents processes and procedures, the details and steps for ordering services will be reviewed, refreshed and integrated into the tools for Verizon and Commonwealth.

Service Ordering process currently is as follows:

| Step | Description | Owner |
|--|--|----------------|
| Commonwealth - Verizon Steady State Order | | |
| 1 | Enter order into ESMS (vendor = Verizon) <ul style="list-style-type: none"> ■ Order may include new or Moves, Adds, Changes, Disconnects (MACDs) ■ Email notification is generated to Verizon with hyperlink to order | Commonwealth |
| 2 | Receive email notification with hyperlink | Front End LCPM |
| 3 | Review and validate ESMS order. Validate: <ul style="list-style-type: none"> ■ Address Information ■ Contact Information (verify LCON included) ■ Product Drop Down Selection(s) valid ■ Order Screen (required agency fields completed) | Verizon LCPM |
| 4 | All required information included to proceed with ESMS order? <ul style="list-style-type: none"> ■ If Yes (all info included), see step 4.1 Refer to Provisioning Method in ESMS to determine the source of the inventory. If No (all info <i>not</i> included), see step 5 | Verizon LCPM |
| 4.1 | Create order in applicable ordering system If Provisioning Method specifies TPV, send to appropriate TPV for order processing | Verizon LCPM |
| 4.1.1 | Update ESMS order with status (in "Remarks" section) | Verizon LCPM |

| Step | Description | Owner |
|------|---|--------------|
| | <ul style="list-style-type: none"> ■ Move Commonwealth/Verizon order to "Review Complete" (RCM) status <p>Then see step 6</p> | |
| 5 | <p>Update original ESMS order with status (in "Remarks" section) advising why order cannot be validated</p> <ul style="list-style-type: none"> ■ Put ESMS order in "Reviewed with Issues" status in ESMS | Verizon LCPM |
| 5.1 | <p>Receive ESMS order in RWI status, address item at hand, then resubmit ESMS order (in "Submit re-Work" status (SRW))</p> <ul style="list-style-type: none"> ■ When revised order is submitted, go back to step 3 | Commonwealth |
| 5.2 | <p>Receive ESMS order in RWI, decide to Cancel</p> <p>Process Ends</p> | |
| 6 | <p>Provision order and continue to update ESMS order remarks throughout process</p> <ul style="list-style-type: none"> ■ Add Verizon order number, new WTN's, Verizon circuit ID, LEC circuit ID, Scheduled Completion Date in "Remarks" section | Verizon LCPM |
| 6.1 | <p>As fields are populated, Order Status is to be changed accordingly:</p> <ul style="list-style-type: none"> ■ Scheduled ■ Install/Test | Verizon LCPM |
| 7 | <p>Populate Verizon BTN, Actual Completion Date and other fields (as predefined by product type) in "Remarks" section and ensure all Vendor Required fields on Order Items are populated</p> <ul style="list-style-type: none"> ■ Then place Commonwealth/Verizon order in "Complete" status in ESMS (vendor = Verizon) | Verizon LCPM |
| | Process ends | |

Scheduling processes and standard service intervals

Enterprise Change Management Process documentation. A high-level overview of the process is:

The Enterprise Change Management Process is defined in the Commonwealth Enterprise Change Management Process documentation. A high-level overview of the process is:

The Enterprise Change Management Process is defined in the Commonwealth Enterprise Change Management Process documentation. A high-level overview of the process is:

Change Management Break/Fix Requirements

- A **Change Management Break/Fix** is required for all changes that are classified as **High** or **Medium** priority.
- A **Change Management Break/Fix** is required for all changes that are classified as **High** or **Medium** priority and are associated with a **Change Management Break/Fix** requirement.
- A **Change Management Break/Fix** is required for all changes that are classified as **High** or **Medium** priority and are associated with a **Change Management Break/Fix** requirement.
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- **Change Management Break/Fix** is required for all changes that are classified as **High** or **Medium** priority and are associated with a **Change Management Break/Fix** requirement.

Change Management Exclusions

- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.
- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.
- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.
- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.
- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.
- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.
- **Change Management Exclusions** are changes that are classified as **Low** or **Medium** priority and are not associated with a **Change Management Break/Fix** requirement.

All reports on this deck are due by the 7th business day of every month. This deck is subdivided into 5 major sections:

- PMO Reports
- SLA Reports
- SLO Reports
- Financial Reports
- Traffic Reports
- Services Reports

PMO Reports

Verizon delivers Program Management Office reports showing Verizon's attributes and performance of Commonwealth telecommunication requirements. The reports list out all project management activity as it relates to the achievement of performance and associated tasks necessary to effectively deliver the Services.

Table 9.5-1 Monthly PMO Reports

| Report Name | Description |
|--|---|
| 13-Month SLA Summary | A 13-Month Running SLA Summary that provides a monthly breakdown of remedies and exclusions along with a quarterly breakdown. This analysis is for each of the service level agreements individually. The report also provides a combined summary of remedies and exclusions for all SLAs |
| 13-Month Performance Trend | A 13-Month SLA Performance Trend Report tracking service level achievements over a thirteen month rolling period for each of the SLAs |
| Earn-back Summary | Earn-Back Summary that reports on service level violations and earn back eligibility. This report also includes a total of pending, issued and closed credits |
| Quality Management-Monthly End User Feedback | Survey analysis of Customer Satisfaction. This report includes an executive summary, enterprise data and agency data |
| Service Desk Call Volume Report | Type of calls answered by VSD on a monthly basis |
| | |

Financial Reports

The following Financial reports have been agreed upon and approved by Commonwealth and Verizon:

Table 9.5-3 Monthly Financial Reports

| Report Name | Description |
|--|---|
| Quarterly Trending/Compliance by Major Service | Financial detail by Major Service Type; inclusive of cost, minutes and quantity |
| 13-Month Billing Summary; Major Service Type | Financial billing by Major Service Type; 13-Month Summary |
| MACD Charges | Moves, Disconnects and Change Orders activities; |

The information provided should include current month services, and pricing elements from the previous month, pricing element, rate, quantity and total amount billed. A 13 Month Billing Summary by Major Service Type provides an overall summary of the expenditures per month.

The following financial reports are derived from the SOA and are due by the 7th business day of each month.

Table 9.5-4 Financial SOA Reporting

| Report | Detail | Level |
|----------------------------|--|--------------|
| Statement of Account (SOA) | <p>Statement of Account is being used until SingleView billing solution is in place and accepted by Commonwealth:</p> <ul style="list-style-type: none"> ■ Statement of Account - Detailed itemization from ESMS inventory that is the source for the Invoice/SOA. <ul style="list-style-type: none"> ● Fields included: Department, Location, Service ID, WTN, BTN, ESMS PON, Product Code, Product Description, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Major Service Type, Service Sub Type, Type, Unit Price, Qty, %, Current Month Prorate, Date Submitted, Requested Completion Date, Scheduled Date, Actual Completion Date, Current NRC, Current MRC, Total Current Charges, Comments ● Format is MS Excel | Commonwealth |

| Report | Detail | Level |
|--|---|--|
| | <ul style="list-style-type: none"> • SOA is the basis for all billing reports unless otherwise noted • SOA reflects MRC and NRC activity only, not usage or surcharges <p>Note: Process for SOA preparation can be found in PPM Section 12 - Financial Management</p> | |
| Enterprise Report | <p>Summary of total charges per agency.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Total Current Charges ■ Format is MS Excel | Commonwealth |
| Comptroller Report | <p>Summary of total charges per unique account code.</p> <ul style="list-style-type: none"> ■ Fields included: BA, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Total Current Charges ■ Format is MS Excel | Commonwealth |
| Agency Itemization Report | <p>Product level summary by agency.</p> <ul style="list-style-type: none"> ■ Fields included: WTN, BTN, Type, BA, Reporting Level, Sub Acct, Fund, Cost Center, Internal Order, WBS Element, General Ledger, %, Major Svc Type, Svc Sub Type, Product Code, Product Description, Total Current Charges ■ Format is MS Excel | Commonwealth (all Agencies) and Agency (Individually) |
| Charge by BTN - Department(acct) | <p>This report provides expenditures summarized by Billing Identifier (BTN) to support the budgeting process.</p> <ul style="list-style-type: none"> ■ Fields included: BTN, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Total Current Charges ■ Format is MS Excel | Commonwealth |
| Total Cost by Major Service - Commonwealth | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (in total) |

| Report | Detail | Level |
|---|---|--------------------------|
| Total Cost by Major Service - Commonwealth/ Department(acct) | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (by Agency) |
| Total Cost by Major Service - Department(acct) | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Agency |
| Total Cost by Major Service/Service Sub Type - Commonwealth | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Service Sub Type, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (in total) |
| Total Cost by Major Service/Service Sub Type - Commonwealth/ Department(acct) | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, Service Sub Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (by Agency) |
| Total Cost by Major Service/Service Sub Type - Department(acct) | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, Service Sub Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Agency |

| Report | Detail | Level |
|--|---|--------------|
| Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service - Commonwealth | <p>This report provides a twelve month summary of charges, quantity, and usage by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Cost, Minutes, Quantity ■ Minutes are usage based and are not presently available in the SOA ■ Format is MS Excel | Commonwealth |
| Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service/Service Sub Type - Commonwealth | <p>This report provides a twelve month summary of charges, quantity, and usage by Major Service Type and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Service Sub Type, Cost, Minutes, Quantity ■ Minutes are usage based and are not presently available in the SOA ■ Format is MS Excel | Commonwealth |

Traffic Reports

Traffic Reports are an important part of the overall management of voice and data services made available to Commonwealth via VEC portal. Traffic and Usage reports will detail content by Agency, then by site. In addition, summary Traffic and Usage reports will be made available for the Enterprise. Online access to Traffic Reports is the targeted goal and will happen in a phased-in delivery method. The contract identifies that the following reports be produced monthly and made available to Commonwealth:

Table 9.5-5 Monthly Traffic Reports

| Report Name | | Description |
|--|---------------------|--|
| Station, Account Trunk Summary Reports | | Detail of station and trunk reports |
| Long Distance Call Detail | | Detail of long distance calls |
| Local Traffic Call Detail | Trunk Detail Report | Lists by Trunk Group, by Date, by Busy Hour report lists incoming calls, busy hour (BH) busies, minutes of use, and total call attempts |
| | Centrex Group Study | Lists by Centrex group, and by Hour traffic by Group Originating calls from customers (OPC), Group Incoming calls to the customer (IPC), and Intragroup calls with the Centrex (NPC) |

| Report Name | | Description |
|--|---|--|
| | Customer Call Report by Hunt Group | Lists by Hunt Group and by week Minutes of Use (MOU) Carried, Minutes of Use Offered, Calls in, Calls out, Percent Busy, Average Length of call (Minutes of Use) and Lines Required. |
| | Customer Call Report/ Agency minutes of use | Lists by individual Commonwealth agency by day and by hour Minutes of Use (MOU) Carried, Minutes of Use Offered, Calls in, Calls out, Percent Busy, Average Length of call (Minutes of Use) and Lines Required |
| Traffic Studies | | Performance reports of network traffic |
| On-Line Call Detail Reports | | On-Line analysis of call detail reporting |
| On-Line Reports for Toll Free Services | | On-Line report detail of toll free services |
| Rolling Traffic Statistics | | Analysis of traffic statistics over a multi-month period |
| Detailed Call Reports | | Detailed call reporting via VEC |
| Bandwidth Utilization (In, Out & Total Average) | | Bandwidth Utilization of all devices associated with COPANET. This report names the individual device, device capability, bandwidth utilization in and out as well as average bandwidth utilization. This information is provided via a data table along with a graph representation |
| Bandwidth Utilization (In, Out & Total Peak) | | Bandwidth Utilization of all devices associated with COPANET highlighting the "peak" throughput performance. This information is provided via a data table along with a graph representation |
| Voice Usage Exceptions - # of Calls - Department (acct) | | Voice usage exception report highlighting number of calls Breakdown of calls should be by location (location = Agency site). Information is then extracted by Agency and provided individually to each Agency |
| Voice Usage Exceptions - # of Minutes - Dept.(acct) | | Voice usage exception report highlighting number of minutes |
| Quarterly Voice Lines Without Usage - Commonwealth by Dept | | Quarterly report highlighting lines that have zero usage |

Service Reports

The following Service reports have been agreed upon and approved by Commonwealth and Verizon:

Table 9.5-6 Monthly Service Reports

| Report Name | Description |
|--|--|
| Quality Management-Monthly End User Feedback / Executive Summary | Details a number of invites (surveys), total responses, and response rate |
| Quality Management-Monthly End User Feedback / Enterprise Data | Graphical depiction of total invites (surveys) and response rate for a 13-month report period for the Enterprise |
| Quality Management-Monthly End User Feedback / Agency Data | Total invites (surveys) and response rate for the reporting month per Agency |
| Type of Calls to Service Desk | Service Desk Report that breaks down by type and quantity of call received by the VSD |
| Voice Mail Reports | Detailed itemization of voicemail calls by Agency and User Name |
| Dispatch Center Tracking | Maintenance Management Report of Dispatch Center logging, tracking and updating service calls |
| Customer Service Report | Reporting by Enterprise that notes Service Type, Class of Service and number of Incidents |
| Agency Customer Service Report | Reporting by Agency that notes Service Type, Class of Service and number of Incidents |
| Customer Satisfaction Surveys | Survey analysis of Customer Satisfaction |
| Customer Survey Reports | Detailed analysis of Customer Survey Questionnaires |

Monthly PMO Deck

Note: All reports on this deck are due during 3rd week of each month with a committed delivery of 24 hours prior to PMO meeting.

The Monthly PMO Deck will take place every 3rd week of the month. Many of the reports included in the Monthly Reporting Deck will be used to complement this submission. The Monthly PMO Deck will also incorporate other key reports.

The Monthly PMO Deck includes:

Table 9.5-7 Monthly PMO Deck

| Report Name | Description |
|--|---|
| Change Management Enterprise Network Changes | Synopsis of approved and pending Change Management activity |
| 13-Month Running SLA Summary | A 13-Month Running SLA Summary that provides a monthly breakdown of remedies and exclusions along with a quarterly breakdown. This analysis is for each of the service level agreements individually. The report also provides a combined summary of remedies and exclusions for all SLAs |
| 13-Month Performance Trend | A 13-Month SLA Performance Trend Report tracking performance over the thirteen month period A 13-Month Performance Trend Report tracking SLA performance over the thirteen month period for each of the SLAs |
| SLA Summary | The SLA Summary for the preceding month that captures a snapshot of remedies and exclusions, the associated service level and affiliated pooled percentage per service level agreement |
| 13-Month SLA Summary | A 13-Month Running SLA Summary that provides a monthly breakdown of remedies and exclusions along with a quarterly breakdown (this analysis is for each of the SLAs individually). The report also provides a combined summary of remedies and exclusions for all SLAs |
| Earn-Back Summary | Earn-Back Summary that highlights potential remedies per service level agreement and its associated earn back performance tracking sheet |
| Escalation List | List of Verizon and Commonwealth contacts to be used in the event of an escalation |
| Incident Communication Plan (ICP) | Outline of the process flow of an Incident |
| 13-Month Billing Summary/ Major Service Types | 13-Month rolling trend of Financial billing by Major Service Type |
| Financial Review/ Quarterly by Major Service Type | Rolling quarterly trend of Financial billing by Major Service Type |
| IP Trunking Utilization | Summary of IP Trunking Usage |

| Report Name | Description |
|---|--|
| Quality Management/ Monthly End User Feedback | Number of End User invites, response rates and overall satisfaction with VSD's call handling. The report includes a graphical representation of End User feedback for the respective month's performance |
| Quality Management/ Monthly End User Feedback/ Enterprise Data | End User feedback analysis for Enterprise Data. The report provides a breakdown of survey comments by Positive and Areas of Improvement |
| Service Improvement Plan | The plan that includes steps to be taken if there is significant gap in the expected delivery quality of a service and the actual delivery (as requested by Commonwealth) |
| Customer Service Review/ VSD Trended Volumes & Performance | Overview of VSD call summary, incidents and call volumes |
| Service Desk Call Volume Report | Service Desk Report that breaks down by type and quantity of call that received by the VSD |
| Trouble Tickets/ Enterprise | Report of Trouble Tickets by Enterprise <ul style="list-style-type: none"> ■ Breakdown based on ticket type and Agency |
| Telecommunications Services Priority (TSP) Outages | Itemization of TSP Outages |
| MAC Volume Completed Summary w/ Detailed Exceptions by Reason | Moves, Disconnects and Change Orders activity detailed by volume completed <ul style="list-style-type: none"> ■ Breakdown provided by Voice, Data, Security, and Exceptions |
| Customer Service Review/ Monthly Root Cause Analysis (RCA) Summary Report | Itemization of RCA reports |
| Customer Service Review/ Performance Trend Improvement Report | Reporting by Enterprise that notes a Performance Trend Improvement Summary |
| Major Project Status | Listing of any Major Projects |
| Issues/ Summary of Lists | Listing of open issues for future review |
| Prior Month Action Items/ Takeaway Review | Action Items and takeaways from previous meetings |

Billing procedures

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Process Flows and Steps

Approach

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Outputs

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Metrics

It is Verizon's responsibility to provide any billing detail and usage outside of the ESMS MRC/NRC charges as accurate and on time as permitted to allow for the ESMS SOA to be issued to Commonwealth by the 7th business day of each calendar month.

Note: In the event of any missing information that may affect meeting this ESMS SOA delivery date, the sixty (60) day contractual window to provide a Bill/SOA will be taken into account. In the event of ESMS not being able to provide the SOA, Verizon will Bill for Services via Verizon Billing System.

ESMS SOA Creation Process Description

| Step | Description | Owner |
|------|--|---------------|
| 1 | Collect ESMS non-usage billing data <ul style="list-style-type: none"> ■ ESMS provides all required contractual data from it's inventory and catalog | ESMS Provider |
| 1.1 | Collect Verizon usage billing data | Verizon |
| 1.2 | Collect Verizon credits/adjustments | Verizon |
| 1.3 | Collect Verizon payment data | Verizon |
| 2 | <p>Create ESMS SOA</p> <ul style="list-style-type: none"> ■ ESMS builds ESMS SOA and Reports using ESMS non-usage data and Verizon data ■ Computes costs using contractual rates in ESMS Product Catalog ■ Compute NRCs and MRCs for current period and carry forward any charges from prior periods not yet invoiced through the electronic interface. Taxes and Surcharges are included. ■ ESMS SOA file outputs will include Enterprise, Comptroller and Agency level reports <p>Notes:</p> <ul style="list-style-type: none"> ■ Enterprise ESMS SOA contains four main report tabs: <ul style="list-style-type: none"> ● All associated ESMS generated reports (see enhancement 613 document - ESMS SOA Automation) ■ Notification document: <ul style="list-style-type: none"> ● Advises of total amount due for the current period and provides payment instructions ● Provided electronically through ESMS | ESMS Provider |
| End | | |

ESMS SOA Delivery to Commonwealth process description

| Step | Description | Owner |
|------|--|-----------------|
| 1 | <p>Make ESMS SOA available to SAP, Non-SAP, Business Partners by 7th business day of the month:</p> <ul style="list-style-type: none"> ■ SAP <ul style="list-style-type: none"> ● ESMS will provide electronic file to SAP ■ Non-SAP <ul style="list-style-type: none"> ● ESMS will provide on-line view ■ Business Partners <ul style="list-style-type: none"> ● Verizon will be able to email or mail to BPs | ESMS Provider |
| 2 | <p>Review ESMS SOA</p> <ul style="list-style-type: none"> ■ Conduct high-level review of the ESMS SOA and confirm Credits and Earn-backs ■ Commonwealth OA communicates any questions or issues via email to Commonwealth Financial Analyst | Commonwealth OA |
| 3 | <p>ESMS SOA questions or issues?</p> <ul style="list-style-type: none"> ■ If Yes, see step 3.1 ■ If No, see step 4 | Commonwealth OA |
| 3.1 | <p>Communicate ESMS SOA questions or issues to the Verizon Financial Analyst via an ESMS Financial Request Order.</p> <ul style="list-style-type: none"> ■ Follow "ESMS SOA Issue Resolution" process | Commonwealth OA |
| 4 | <p>Approve Final ESMS SOA</p> <ul style="list-style-type: none"> ■ Commonwealth OA approves the SOA and submits payment to Verizon using ESMS Remittance / Pre-Invoice Notification ■ Commonwealth OA confirms that the SOA verification process has been completed | Commonwealth OA |
| End | | |

Table 12.10-3 ESMS SOA Issue Resolution

| Step | Description | Owner |
|------|--|-----------------|
| 1 | <p>Communicate ESMS SOA questions or issues.</p> <ul style="list-style-type: none"> ■ Commonwealth OA communicates any questions or issues to the Verizon Financial Analysts ■ Commonwealth will submit an ESMS Financial Request Order. | Commonwealth OA |

| Step | Description | Owner |
|------|--|---|
| 2 | <p>Research and respond to SOA Questions or Issues.</p> <ul style="list-style-type: none"> ■ The Verizon Financial Analysts investigate issues and responds to Commonwealth OA within 2 Business Days of receipt of questions <ul style="list-style-type: none"> ● If resolution will take longer than 2 days, it will be communicated to Commonwealth within 2 business days ■ The Verizon Financial Analysts respond via ticket with answer or proposed resolution | Verizon Financial Analyst |
| 3 | <p>SOA Questions or Issues Resolved?</p> <ul style="list-style-type: none"> ■ If Yes, see step 3.1 ■ If No, Remedy case log is updated and ticket closed <ul style="list-style-type: none"> ● Go to step 3.2 | Verizon Financial Analyst |
| 3.1 | Return to ESMS SOA Payment Management process. | Commonwealth OA |
| 3.2 | <p>Review and attempt to resolve the issue.</p> <ul style="list-style-type: none"> ■ As required, other Commonwealth and/or Verizon personnel will be engaged to attempt to resolve the issue | Commonwealth OA & Verizon Financial Analyst |
| 4 | <p>Issue Resolved?</p> <ul style="list-style-type: none"> ■ If Yes, see step 4.1 ■ If No, see Step 4.2 | Commonwealth OA & Verizon Financial Analyst |
| 4.1 | <p>Subsequent SOA?</p> <ul style="list-style-type: none"> ■ If the SOA has errors, corrections/adjustments will be made on the subsequent monthly SOA. The subsequent SOA will reference the SOA number ■ Otherwise, go back to the "ESMS SOA Delivery to Commonwealth" process <ul style="list-style-type: none"> ● See step 3.1 | Commonwealth OA |
| 4.2 | <p>Dispute Resolution Process.</p> <ul style="list-style-type: none"> ■ Section 13 of Contract sets our specific activities, timing and responsibilities for addressing matters that can not be resolved through normal processes <ul style="list-style-type: none"> ● Unresolved invoicing issues should follow this process ■ Once the issue is resolved, proceed to Step 5 | Commonwealth OA & Verizon Financial Analyst |

| Step | Description | Owner |
|------|---|---------------------------|
| 5 | Reflect any Change/Adjustment as a Result of Dispute Resolution Process on Subsequent Invoice. <ul style="list-style-type: none"> ■ Go back to the ESMS SOA Delivery to Commonwealth process <ul style="list-style-type: none"> ● See step 3.1 | Commonwealth OA |
| 6 | Ensure that subsequent SOA reflects any required changes as per the issue resolution | Verizon Financial Analyst |

ESMS SOA Payment Management process description

| Step | Description | Owner |
|------------|---|---------------------------------|
| 1 | Submit ESMS SOA to SAP, Non-SAP and Business Partners. <ul style="list-style-type: none"> ■ Respective Remittance Statements payment guidelines will be included | ESMS, Verizon Financial Analyst |
| 2.1 | Submit one payment for SAP SOA. | Commonwealth OA |
| 2.2 | Submit individual payments. | Non-SAP agencies |
| 2.3 | Submit individual payments. | Business Partners |
| 3 | Payment received | Verizon Financial Analyst |
| 3.1 | Update payments in ESMS. | Verizon Financial Analyst |
| End | | |

Standard reporting capabilities

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Enhanced reporting capabilities

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A Proposal to

Commonwealth of Pennsylvania

**Verizon Service Delivery Management Plan
for
Commonwealth of Pennsylvania
UCC - Voice Services
*sample***

February 23, 2017 □

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Processes and procedures for inventory/asset management

When a discrepancy is identified, an Agency Liaison Action (ALA) is initiated. The ALA is a process that allows the Agency Liaison to identify and resolve discrepancies between the Agency's records and the Verizon records. The ALA is initiated by the Agency Liaison and is tracked through the system.

The ALA process begins with the identification of a discrepancy. Once identified, a ticket is generated and assigned to the Agency Liaison. The Agency Liaison then takes action to resolve the discrepancy. Once resolved, the ticket is approved and the system is updated.

The ALA process is a continuous cycle that ensures the accuracy of the Agency's records. It is a critical part of the inventory/asset management process and is essential for maintaining the integrity of the data.



■ Discrepancy Identified When a discrepancy is identified, an Agency Liaison Action (ALA) is initiated. The ALA is a process that allows the Agency Liaison to identify and resolve discrepancies between the Agency's records and the Verizon records. The ALA is initiated by the Agency Liaison and is tracked through the system.

■ Ticket Generated A ticket is generated and assigned to the Agency Liaison. The ticket is used to track the progress of the ALA process and to ensure that the discrepancy is resolved in a timely manner.

■ Agency Liaison Action The Agency Liaison takes action to resolve the discrepancy. This may involve contacting the Verizon representative, reviewing the records, or other actions as needed.

■ Resolution Identified Once the discrepancy has been resolved, the ticket is marked as resolved. The Agency Liaison then provides feedback on the resolution to the Verizon representative.

■ Approval The resolution is approved by the Agency Liaison. The ticket is then closed and the system is updated with the correct information.

■ Updated The system is updated with the correct information. The ALA process is complete and the discrepancy has been resolved.

The ALA process is a critical part of the inventory/asset management process and is essential for maintaining the integrity of the data. It is a continuous cycle that ensures the accuracy of the Agency's records.

- Traffic Reports
- Services Reports

PMO Reports

Verizon delivers Program Management Office reports showing Verizon's attributes and performance of Commonwealth telecommunication requirements. The reports list out all project management activity as it relates to the achievement of performance and associated tasks necessary to effectively deliver the Services.

Table 9.5-1 Monthly PMO Reports

| Report Name | Description |
|---|---|
| 13-Month SLA Summary | A 13-Month Running SLA Summary that provides a monthly breakdown of remedies and exclusions along with a quarterly breakdown. This analysis is for each of the service level agreements individually. The report also provides a combined summary of remedies and exclusions for all SLAs |
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| Earn-back Summary | Earn-Back Summary that reports on service level violations and earn back eligibility. This report also includes a total of pending, issued and closed credits |
| Quality Management-Monthly End User Feedback | Survey analysis of Customer Satisfaction. This report includes an executive summary, enterprise data and agency data |
| Service Desk Call Volume Report | Type of calls answered by VSD on a monthly basis |

Financial Reports

The following Financial reports have been agreed upon and approved by Commonwealth and Verizon:

Table 9.5-3 Monthly Financial Reports

| Report Name | Description |
|--|---|
| Quarterly Trending/Compliance by Major Service | Financial detail by Major Service Type; inclusive of cost, minutes and quantity |
| 13-Month Billing Summary; Major Service Type | Financial billing by Major Service Type; 13-Month Summary |

| Report Name | Description |
|--------------|--|
| MACD Charges | Moves, Disconnects and Change Orders activities; |

The information provided should include current month services, and pricing elements from the previous month, pricing element, rate, quantity and total amount billed. A 13 Month Billing Summary by Major Service Type provides an overall summary of the expenditures per month.

The following financial reports are derived from the SOA and are due by the 7th business day of each month.

Table 9.5-4 Financial SOA Reporting

| Report | Detail | Level |
|----------------------------|--|--------------|
| Statement of Account (SOA) | <p>Statement of Account is being used until SingleView billing solution is in place and accepted by Commonwealth:</p> <ul style="list-style-type: none"> ■ Statement of Account - Detailed itemization from ESMS inventory that is the source for the Invoice/SOA. <ul style="list-style-type: none"> ● Fields included: Department, Location, Service ID, WTN, BTN, ESMS PON, Product Code, Product Description, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Major Service Type, Service Sub Type, Type, Unit Price, Qty, %, Current Month Prorate, Date Submitted, Requested Completion Date, Scheduled Date, Actual Completion Date, Current NRC, Current MRC, Total Current Charges, Comments ● Format is MS Excel ● SOA is the basis for all billing reports unless otherwise noted ● SOA reflects MRC and NRC activity only, not usage or surcharges <p>Note: Process for SOA preparation can be found in PPM Section 12 - Financial Management</p> | Commonwealth |
| Enterprise Report | <p>Summary of total charges per agency.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Total Current Charges | Commonwealth |

| Report | Detail | Level |
|--|---|---|
| | <ul style="list-style-type: none"> Format is MS Excel | |
| Comptroller Report | <p>Summary of total charges per unique account code.</p> <ul style="list-style-type: none"> Fields included: BA, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Total Current Charges Format is MS Excel | Commonwealth |
| Agency Itemization Report | <p>Product level summary by agency.</p> <ul style="list-style-type: none"> Fields included: WTN, BTN, Type, BA, Reporting Level, Sub Acct, Fund, Cost Center, Internal Order, WBS Element, General Ledger, %, Major Svc Type, Svc Sub Type, Product Code, Product Description, Total Current Charges Format is MS Excel | Commonwealth (all Agencies) and Agency (Individually) |
| Charge by BTN - Department(acct) | <p>This report provides expenditures summarized by Billing Identifier (BTN) to support the budgeting process.</p> <ul style="list-style-type: none"> Fields included: BTN, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Total Current Charges Format is MS Excel | Commonwealth |
| Total Cost by Major Service - Commonwealth | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> Fields included: Major Service Type, MRC, NRC, Total Current Charges Format is MS Excel | Commonwealth (in total) |
| Total Cost by Major Service - Commonwealth/ Department(acct) | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> Fields included: Department, Major Service Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges Format is MS Excel | Commonwealth (by Agency) |

| Report | Detail | Level |
|---|---|--------------------------|
| Total Cost by Major Service - Department(acct) | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Agency |
| Total Cost by Major Service/Service Sub Type - Commonwealth | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Service Sub Type, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (in total) |
| Total Cost by Major Service/Service Sub Type - Commonwealth/ Department(acct) | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, Service Sub Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (by Agency) |
| Total Cost by Major Service/Service Sub Type - Department(acct) | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, Service Sub Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Agency |
| Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service - Commonwealth | <p>This report provides a twelve month summary of charges, quantity, and usage by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Cost, Minutes, Quantity ■ Minutes are usage based and are not presently available in the SOA ■ Format is MS Excel | Commonwealth |

| Report | Detail | Level |
|--|---|--------------|
| Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service/Service Sub Type – Commonwealth | <p>This report provides a twelve month summary of charges, quantity, and usage by Major Service Type and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Service Sub Type, Cost, Minutes, Quantity ■ Minutes are usage based and are not presently available in the SOA ■ Format is MS Excel | Commonwealth |

| Report | Detail | Level |
|----------------------------|--|--------------|
| Statement of Account (SOA) | <p>Statement of Account is being used until SingleView billing solution is in place and accepted by Commonwealth:</p> <ul style="list-style-type: none"> ■ Statement of Account - Detailed itemization from ESMS inventory that is the source for the Invoice/SOA. <ul style="list-style-type: none"> ● Fields included: Department, Location, Service ID, WTN, BTN, ESMS PON, Product Code, Product Description, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Major Service Type, Service Sub Type, Type, Unit Price, Qty, %, Current Month Prorate, Date Submitted, Requested Completion Date, Scheduled Date, Actual Completion Date, Current NRC, Current MRC, Total Current Charges, Comments ● Format is MS Excel ● SOA is the basis for all billing reports unless otherwise noted ● SOA reflects MRC and NRC activity only, not usage or surcharges <p>Note: Process for SOA preparation can be found in PPM Section 12 - Financial Management</p> | Commonwealth |
| Enterprise Report | <p>Summary of total charges per agency.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Total Current Charges | Commonwealth |

| Report | Detail | Level |
|--|---|---|
| | <ul style="list-style-type: none"> ■ Format is MS Excel | |
| Comptroller Report | <p>Summary of total charges per unique account code.</p> <ul style="list-style-type: none"> ■ Fields included: BA, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Total Current Charges ■ Format is MS Excel | Commonwealth |
| Agency Itemization Report | <p>Product level summary by agency.</p> <ul style="list-style-type: none"> ■ Fields included: WTN, BTN, Type, BA, Reporting Level, Sub Acct, Fund, Cost Center, Internal Order, WBS Element, General Ledger, %, Major Svc Type, Svc Sub Type, Product Code, Product Description, Total Current Charges ■ Format is MS Excel | Commonwealth (all Agencies) and Agency (Individually) |
| Charge by BTN - Department(acct) | <p>This report provides expenditures summarized by Billing Identifier (BTN) to support the budgeting process.</p> <ul style="list-style-type: none"> ■ Fields included: BTN, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, Total Current Charges ■ Format is MS Excel | Commonwealth |
| Total Cost by Major Service - Commonwealth | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (in total) |
| Total Cost by Major Service - Commonwealth/ Department(acct) | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (by Agency) |

| Report | Detail | Level |
|---|---|--------------------------|
| Total Cost by Major Service - Department(acct) | <p>This report provides total monthly charges by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Agency |
| Total Cost by Major Service/Service Sub Type - Commonwealth | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Service Sub Type, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (in total) |
| Total Cost by Major Service/Service Sub Type - Commonwealth/ Department(acct) | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, Service Sub Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Commonwealth (by Agency) |
| Total Cost by Major Service/Service Sub Type - Department(acct) | <p>This report provides total monthly charges by Major and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Department, Major Service Type, Service Sub Type, BA, Reporting Level, Sub Account, Fund, Cost Center, Internal Order, WBS Element, General Ledger, MRC, NRC, Total Current Charges ■ Format is MS Excel | Agency |
| Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service - Commonwealth | <p>This report provides a twelve month summary of charges, quantity, and usage by Major Service Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Cost, Minutes, Quantity ■ Minutes are usage based and are not presently available in the SOA ■ Format is MS Excel | Commonwealth |

| Report | Detail | Level |
|--|---|--------------|
| Total Service Qty, Usage, & Cost for Previous 12 Months by Major Service/Service Sub Type - Commonwealth | <p>This report provides a twelve month summary of charges, quantity, and usage by Major Service Type and Service Sub Type.</p> <ul style="list-style-type: none"> ■ Fields included: Major Service Type, Service Sub Type, Cost, Minutes, Quantity ■ Minutes are usage based and are not presently available in the SOA ■ Format is MS Excel | Commonwealth |

Traffic Reports

Traffic Reports are an important part of the overall management of voice and data services made available to Commonwealth via VEC portal. Traffic and Usage reports will detail content by Agency, then by site. In addition, summary Traffic and Usage reports will be made available for the Enterprise. Online access to Traffic Reports is the targeted goal and will happen in a phased-in delivery method. The contract identifies that the following reports be produced monthly and made available to Commonwealth:

Table 9.5-5 Monthly Traffic Reports

| Report Name | | Description |
|--|---|--|
| Station, Account Trunk Summary Reports | | Detail of station and trunk reports |
| Long Distance Call Detail | | Detail of long distance calls |
| Local Traffic Call Detail | Trunk Detail Report | Lists by Trunk Group, by Date, by Busy Hour report lists incoming calls, busy hour (BH) busies, minutes of use, and total call attempts |
| | Centrex Group Study | Lists by Centrex group, and by Hour traffic by Group Originating calls from customers (OPC), Group Incoming calls to the customer (IPC), and Intragroup calls with the Centrex (NPC) |
| | Customer Call Report by Hunt Group | Lists by Hunt Group and by week Minutes of Use (MOU) Carried, Minutes of Use Offered, Calls in, Calls out, Percent Busy, Average Length of call (Minutes of Use) and Lines Required. |
| | Customer Call Report/ Agency minutes of use | Lists by individual Commonwealth agency by day and by hour Minutes of Use (MOU) Carried, Minutes of Use Offered, Calls in, Calls out, Percent Busy, Average Length of call (Minutes of Use) and Lines Required |

| Report Name | Description |
|--|--|
| Traffic Studies | Performance reports of network traffic |
| On-Line Call Detail Reports | On-Line analysis of call detail reporting |
| On-Line Reports for Toll Free Services | On-Line report detail of toll free services |
| Rolling Traffic Statistics | Analysis of traffic statistics over a multi-month period |
| Detailed Call Reports | Detailed call reporting via VEC |
| Bandwidth Utilization (In, Out & Total Average) | Bandwidth Utilization of all devices associated with COPANET. This report names the individual device, device capability, bandwidth utilization in and out as well as average bandwidth utilization. This information is provided via a data table along with a graph representation |
| Bandwidth Utilization (In, Out & Total Peak) | Bandwidth Utilization of all devices associated with COPANET highlighting the "peak" throughput performance. This information is provided via a data table along with a graph representation |
| Voice Usage Exceptions - # of Calls - Department (acct) | Voice usage exception report highlighting number of calls <ul style="list-style-type: none"> ■ Breakdown of calls should be by location (location = Agency site). Information is then extracted by Agency and provided individually to each Agency |
| Voice Usage Exceptions - # of Minutes - Dept.(acct) | Voice usage exception report highlighting number of minutes |
| Quarterly Voice Lines Without Usage - Commonwealth by Dept | Quarterly report highlighting lines that have zero usage |

Service Reports

The following Service reports have been agreed upon and approved by Commonwealth and Verizon:

Table 9.5-6 Monthly Service Reports

| Report Name | Description |
|--|--|
| Quality Management-Monthly End User Feedback / Executive Summary | Details a number of invites (surveys), total responses, and response rate |
| Quality Management-Monthly End User Feedback / Enterprise Data | Graphical depiction of total invites (surveys) and response rate for a 13-month report period for the Enterprise |
| Quality Management-Monthly End User Feedback / Agency Data | Total invites (surveys) and response rate for the reporting month per Agency |
| Type of Calls to Service Desk | Service Desk Report that breaks down by type and quantity of call received by the VSD |
| Voice Mail Reports | Detailed itemization of voicemail calls by Agency and User Name |
| Dispatch Center Tracking | Maintenance Management Report of Dispatch Center logging, tracking and updating service calls |
| Customer Service Report | Reporting by Enterprise that notes Service Type, Class of Service and number of Incidents |
| Agency Customer Service Report | Reporting by Agency that notes Service Type, Class of Service and number of Incidents |
| Customer Satisfaction Surveys | Survey analysis of Customer Satisfaction |
| Customer Survey Reports | Detailed analysis of Customer Survey Questionnaires |

Monthly PMO Deck

Note: All reports on this deck are due during 3rd week of each month with a committed delivery of 24 hours prior to PMO meeting.

The Monthly PMO Deck will take place every 3rd week of the month. Many of the reports included in the Monthly Reporting Deck will be used to complement this submission. The Monthly PMO Deck will also incorporate other key reports.

The Monthly PMO Deck includes:

Table 9.5-7 Monthly PMO Deck

| Report Name | Description |
|--|---|
| Change Management Enterprise Network Changes | Synopsis of approved and pending Change Management activity |
| 13-Month Running SLA Summary | A 13-Month Running SLA Summary that provides a monthly breakdown of remedies and exclusions along with a quarterly breakdown. This analysis is for each of the service level agreements individually. The report also provides a combined summary of remedies and exclusions for all SLAs |
| 13-Month Performance Trend | A 13-Month SLA Performance Trend Report tracking performance over the thirteen month period A 13-Month Performance Trend Report tracking SLA performance over the thirteen month period for each of the SLAs |
| SLA Summary | The SLA Summary for the preceding month that captures a snapshot of remedies and exclusions, the associated service level and affiliated pooled percentage per service level agreement |
| 13-Month SLA Summary | A 13-Month Running SLA Summary that provides a monthly breakdown of remedies and exclusions along with a quarterly breakdown (this analysis is for each of the SLAs individually). The report also provides a combined summary of remedies and exclusions for all SLAs |
| Earn-Back Summary | Earn-Back Summary that highlights potential remedies per service level agreement and its associated earn back performance tracking sheet |
| Escalation List | List of Verizon and Commonwealth contacts to be used in the event of an escalation |
| Incident Communication Plan (ICP) | Outline of the process flow of an Incident |
| 13-Month Billing Summary/ Major Service Types | 13-Month rolling trend of Financial billing by Major Service Type |
| Financial Review/ Quarterly by Major Service Type | Rolling quarterly trend of Financial billing by Major Service Type |
| IP Trunking Utilization | Summary of IP Trunking Usage |

| Report Name | Description |
|---|--|
| Quality Management/ Monthly End User Feedback | Number of End User invites, response rates and overall satisfaction with VSD's call handling. The report includes a graphical representation of End User feedback for the respective month's performance |
| Quality Management/ Monthly End User Feedback/ Enterprise Data | End User feedback analysis for Enterprise Data. The report provides a breakdown of survey comments by Positive and Areas of Improvement |
| Service Improvement Plan | The plan that includes steps to be taken if there is significant gap in the expected delivery quality of a service and the actual delivery (as requested by Commonwealth) |
| Customer Service Review/ VSD Trended Volumes & Performance | Overview of VSD call summary, incidents and call volumes |
| Service Desk Call Volume Report | Service Desk Report that breaks down by type and quantity of call that received by the VSD |
| Trouble Tickets/ Enterprise | Report of Trouble Tickets by Enterprise <ul style="list-style-type: none"> ■ Breakdown based on ticket type and Agency |
| Telecommunications Services Priority (TSP) Outages | Itemization of TSP Outages |
| MAC Volume Completed Summary w/ Detailed Exceptions by Reason | Moves, Disconnects and Change Orders activity detailed by volume completed <ul style="list-style-type: none"> ■ Breakdown provided by Voice, Data, Security, and Exceptions |
| Customer Service Review/ Monthly Root Cause Analysis (RCA) Summary Report | Itemization of RCA reports |
| Customer Service Review/ Performance Trend Improvement Report | Reporting by Enterprise that notes a Performance Trend Improvement Summary |
| Major Project Status | Listing of any Major Projects |
| Issues/ Summary of Lists | Listing of open issues for future review |
| Prior Month Action Items/ Takeaway Review | Action Items and takeaways from previous meetings |



Process and Procedures Manual
for Commonwealth - Draft

Section 7: Operational Change Management

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7 Operational Change Management

Operational Change Management (OCM) is a structured approach to managing changes to an organization's operations. It involves identifying, evaluating, and implementing changes in a controlled and systematic manner. The goal is to minimize disruption and ensure that changes are implemented smoothly and effectively. A key component of OCM is the change management process, which typically includes the following steps:

1. Identify the need for change
2. Assess the impact of the change
3. Develop a change management plan
4. Communicate the change
5. Implement the change
6. Monitor and evaluate the change

7.1 Overview

Operational Change Management (OCM) is a structured approach to managing changes to an organization's operations. It involves identifying, evaluating, and implementing changes in a controlled and systematic manner. The goal is to minimize disruption and ensure that changes are implemented smoothly and effectively. A key component of OCM is the change management process, which typically includes the following steps:

- Identify the need for change
 - Identify the current state of the organization and the need for change
 - Identify the potential benefits and risks of the change
- Assess the impact of the change
 - Assess the impact of the change on the organization's operations, resources, and stakeholders
- Develop a change management plan
 - Develop a plan for implementing the change, including a timeline, budget, and communication strategy
- Communicate the change
 - Communicate the change to all stakeholders, including employees, customers, and partners
- Implement the change
 - Implement the change according to the change management plan
- Monitor and evaluate the change
 - Monitor the progress of the change and evaluate its impact on the organization's operations

Note: Operational Change Management (OCM) is a structured approach to managing changes to an organization's operations. It involves identifying, evaluating, and implementing changes in a controlled and systematic manner. The goal is to minimize disruption and ensure that changes are implemented smoothly and effectively. A key component of OCM is the change management process, which typically includes the following steps:

Note: Operational Change Management (OCM) is a structured approach to managing changes to an organization's operations. It involves identifying, evaluating, and implementing changes in a controlled and systematic manner. The goal is to minimize disruption and ensure that changes are implemented smoothly and effectively. A key component of OCM is the change management process, which typically includes the following steps:

7.2 Definitions

Change - A change is a modification or alteration of an organization's operations, processes, or systems. Changes can be initiated by internal or external factors and can range from minor adjustments to major overhauls. A key component of OCM is the change management process, which typically includes the following steps:

Change Management - Change management is the process of identifying, evaluating, and implementing changes in a controlled and systematic manner. It involves developing a change management plan, communicating the change, and monitoring and evaluating the change. A key component of OCM is the change management process, which typically includes the following steps:

Change Priority and Classification - Change priority and classification are used to determine the importance and urgency of a change. Changes are typically classified based on their impact on the organization's operations, resources, and stakeholders. A key component of OCM is the change management process, which typically includes the following steps:

Forward Schedule of Changes (FSC) - A Forward Schedule of Changes (FSC) is a document that provides a detailed overview of the changes that are planned for a specific period of time. It typically includes information about the change, the change manager, the start and end dates, and the impact of the change. A key component of OCM is the change management process, which typically includes the following steps:

Post Implementation Review (PIR) - A Post Implementation Review (PIR) is a review that is conducted after a change has been implemented. It is used to evaluate the success of the change and to identify any lessons learned. A key component of OCM is the change management process, which typically includes the following steps:

Enterprise Change Window - An Enterprise Change Window is a period of time during which changes are allowed to be implemented. It is typically defined by the organization's change management process and is used to ensure that changes are implemented in a controlled and systematic manner. A key component of OCM is the change management process, which typically includes the following steps:

- Identify the need for change
 - Identify the current state of the organization and the need for change
 - Identify the potential benefits and risks of the change
- Assess the impact of the change
 - Assess the impact of the change on the organization's operations, resources, and stakeholders
- Develop a change management plan
 - Develop a plan for implementing the change, including a timeline, budget, and communication strategy
- Communicate the change
 - Communicate the change to all stakeholders, including employees, customers, and partners
- Implement the change
 - Implement the change according to the change management plan
- Monitor and evaluate the change
 - Monitor the progress of the change and evaluate its impact on the organization's operations

Request For Change (RFC) - A Request For Change (RFC) is a document that is used to request a change to an organization's operations. It typically includes information about the change, the change manager, the start and end dates, and the impact of the change. A key component of OCM is the change management process, which typically includes the following steps:

Enterprise Change Manager – The Enterprise Change Manager is responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

- The Enterprise Change Manager is responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

Verizon Change Analyst – The Verizon Change Analyst is responsible for the analysis and documentation of change requests, including the identification of the impact of the change and the coordination of the change process with the relevant stakeholders.

Verizon Change Manager – The Verizon Change Manager is responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

7.3 Roles and Responsibilities

Change Management Authority – A Change Management Authority is a group of individuals who are responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

Change Advisory Board (CAB) – A Change Advisory Board is a group of individuals who are responsible for the review and approval of change requests, including the identification of the impact of the change and the coordination of the change process with the relevant stakeholders.

- The Change Advisory Board is responsible for the review and approval of change requests, including the identification of the impact of the change and the coordination of the change process with the relevant stakeholders.
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- The Change Advisory Board is responsible for the review and approval of change requests, including the identification of the impact of the change and the coordination of the change process with the relevant stakeholders.

Change Implementer – The Change Implementer is responsible for the implementation of the change, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

Change Requester – The Change Requester is responsible for the identification and documentation of change requests, including the identification of the impact of the change and the coordination of the change process with the relevant stakeholders.

Network Operations Section (NOS) – The Network Operations Section is responsible for the overall management of the network, including the coordination of all network activities and the reporting of network status to the Change Management Authority.

Security Operations Section (SOS) – The Security Operations Section is responsible for the overall management of the security, including the coordination of all security activities and the reporting of security status to the Change Management Authority.

Enterprise Information Security Office (EISO) – The Enterprise Information Security Office is responsible for the overall management of the information security, including the coordination of all information security activities and the reporting of information security status to the Change Management Authority.

Verizon Change Management Team – The Verizon Change Management Team is responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

- The Verizon Change Management Team is responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.
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- The Verizon Change Management Team is responsible for the overall management of the change process, including the coordination of all change activities and the reporting of change status to the Change Management Authority.

7.4 Enterprise Change Management

Verizon CAB Calls:

Verizon CAB calls are a critical component of the change management process. They provide a structured forum for discussing proposed changes, understanding their impact, and addressing any concerns or questions. These calls are typically held with the relevant stakeholders and are facilitated by a designated change manager. The purpose of these calls is to ensure that all parties involved are aligned and that any potential risks or issues are identified and resolved before the change is implemented.

For more information on the Verizon CAB process, please refer to the copa-changereview@verizon.com email address. This email is used to submit change requests and to coordinate the CAB call process. It is important to ensure that all change requests are properly documented and submitted through this channel to ensure a consistent and efficient review process.

- The Verizon CAB process involves several key steps, including the submission of change requests, the scheduling of CAB calls, and the implementation of approved changes. Each step is designed to ensure that changes are thoroughly reviewed and approved before being implemented.

| |
|---|
| <ul style="list-style-type: none"> ▪ The change request form is used to capture all necessary details about the proposed change, including the business justification, the impact of the change, and the proposed implementation plan. ○ The change manager is responsible for reviewing the change request and determining whether it should be approved for a CAB call. |
| <ul style="list-style-type: none"> ▪ A CAB call is a meeting where the change manager, the change sponsor, and other stakeholders discuss the proposed change and its impact. |
| <ul style="list-style-type: none"> ▪ The change manager is responsible for scheduling CAB calls and ensuring that all relevant stakeholders are invited to attend. |
| <ul style="list-style-type: none"> ▪ The change manager is responsible for documenting the outcomes of CAB calls, including any decisions made and any actions that need to be taken. |
| <ul style="list-style-type: none"> ▪ The change manager is responsible for ensuring that all approved changes are implemented in a timely and effective manner. |

Verizon Post Implementation Review [PIR] Process:

The Verizon Post Implementation Review (PIR) process is a critical step in the change management process. It involves a thorough review of the change after it has been implemented to determine whether it was successful and to identify any lessons learned. This process helps to ensure that future changes are implemented more effectively and that any potential risks are minimized.

The PIR process typically involves a meeting with the change manager, the change sponsor, and other stakeholders to discuss the outcomes of the change and to identify any areas for improvement. This meeting is facilitated by the change manager and is designed to ensure that all parties involved have an opportunity to share their perspectives and to provide feedback on the change process.

A PIR report is typically generated as a result of the PIR process. This report provides a detailed summary of the change, the outcomes of the PIR meeting, and any lessons learned. The PIR report is used to inform future change management efforts and to ensure that the organization is continuously improving its change management process.

For more information on the Verizon PIR process, please refer to the [PIR process](#) document.

Verizon CSI Monthly Reviews:

Verizon CSI (Customer Satisfaction Index) monthly reviews are a key performance indicator for the organization. These reviews provide a regular assessment of customer satisfaction and help to identify areas for improvement. The change management process is closely linked to these reviews, as changes are often implemented to address customer concerns and to improve the overall customer experience.

Verizon Change Tower Manager:

A change tower manager is responsible for overseeing the change management process and for ensuring that all changes are implemented in a timely and effective manner. This role involves a wide range of responsibilities, including the coordination of CAB calls, the management of change requests, and the implementation of approved changes.

7.5 COPANET and OA Shared Devices Managed Data Change Management

Change management for COPANET and OA shared devices managed data involves a complex set of processes and procedures. This includes the identification of changes, the assessment of their impact, and the implementation of approved changes. The change management process for these systems is designed to ensure that all changes are thoroughly reviewed and approved before being implemented, and that any potential risks are minimized.

7.6 Enterprise Internet Security Change Management

Verizon Managed Proxy Service

A managed proxy service is a service that allows you to route traffic through a proxy server. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A managed proxy service is a service that allows you to route traffic through a proxy server. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet.

Managed proxy services are used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A managed proxy service is a service that allows you to route traffic through a proxy server. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet.

Verizon Co-Managed Firewall Service

A co-managed firewall service is a service that allows you to manage your firewall configuration and policies. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A co-managed firewall service is a service that allows you to manage your firewall configuration and policies.

- A co-managed firewall service is a service that allows you to manage your firewall configuration and policies.
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A co-managed firewall service is a service that allows you to manage your firewall configuration and policies. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A co-managed firewall service is a service that allows you to manage your firewall configuration and policies.

A co-managed firewall service is a service that allows you to manage your firewall configuration and policies. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A co-managed firewall service is a service that allows you to manage your firewall configuration and policies.

Verizon Managed IDS/IPS (Intrusion Detection and Prevention) Services

A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access.

A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access.

Verizon Managed VPN Service

A managed VPN service is a service that allows you to securely connect to your network from anywhere. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A managed VPN service is a service that allows you to securely connect to your network from anywhere.

- A managed VPN service is a service that allows you to securely connect to your network from anywhere.
- A managed VPN service is a service that allows you to securely connect to your network from anywhere.
- A managed VPN service is a service that allows you to securely connect to your network from anywhere.

Note: A managed VPN service is a service that allows you to securely connect to your network from anywhere. This service is used to protect your network and data from unauthorized access and to provide a secure connection to the internet. A managed VPN service is a service that allows you to securely connect to your network from anywhere.

7.6.1 IDS/IPS Change Process

- A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access.
- A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access.
- A managed IDS/IPS service is a service that allows you to monitor your network for suspicious activity and to prevent unauthorized access.

| Standard Change Model | | |
|------------------------------|---|--|
| Step | Description | Owner |
| 1. | Documents the proposed change to include: <ul style="list-style-type: none"> a. <input type="checkbox"/> Brief summary b. <input type="checkbox"/> Environment c. <input type="checkbox"/> Risk, Impact and Urgency d. <input type="checkbox"/> Change detail, excluding the repeatable steps that are documented in the Standard Template e. <input type="checkbox"/> Communications, if applicable f. <input type="checkbox"/> Start Date/Time g. <input type="checkbox"/> End Date/Time | Requester |
| 2. | Review and approve or reject the Standard change [See Change Check List] <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 9 | Technical Reviewer |
| 3. | Assign the change to the appropriate group and schedule the change | Functional Change Manager / ¹ Technical Reviewer |
| 4. | The assigned group is notified and a member of the group assigns the change to an individual | Technical Reviewer / Implementer |
| 5. | At the start of the scheduled window, record the Start Date/Time and implement the approved change <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is not successful, rollback and go to Step 7 | Implementer |
| 6. | Test the change <ul style="list-style-type: none"> a. <input type="checkbox"/> If the testing is not successful, rollback and go to Step 7 | Implementer / Tester |
| 7. | Record the following: <ul style="list-style-type: none"> a. <input type="checkbox"/> Actual Start Date/Time b. <input type="checkbox"/> Actual End Date/Time c. <input type="checkbox"/> Results | Implementer |
| 8. | Review the completed change for compliance and close the change | Functional Change Manager |
| 9. | Process Ends <ul style="list-style-type: none"> a. <input type="checkbox"/> The process ends if the change is cancelled b. <input type="checkbox"/> The process ends if the change if the change is rejected, but may start over by updating and resubmitting the change | |
| Normal Change Process | | |

¹ The Functional Change Manager assigns and schedules the change. This action is being transitioned to the Technical Reviewers. Transition of this action is being rolled out in a phased approach.

| Step | Description | Owner |
|------|--|--|
| 1. | Documents the proposed change to include: <ul style="list-style-type: none"> a. <input type="checkbox"/> Brief summary b. <input type="checkbox"/> Environment c. <input type="checkbox"/> Risk, Impact and Urgency d. <input type="checkbox"/> Install, Test, Backout and Communications plans e. <input type="checkbox"/> Affected Agencies f. <input type="checkbox"/> Start Date/Timeⁱ g. <input type="checkbox"/> End Date/Time | Requester |
| 2. | Review and approve or reject the Normal change [See Change Check List] <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 13 | Technical Reviewer |
| 3. | Review and approve the Normal change [See Change Check List] <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected by the CAB, go to Step 13 b. <input type="checkbox"/> If the change is rejected by an Agency, go to the next step | Functional CAB Members / Agency Liaisons |
| 4. | Review the change at the Functional CAB meeting to address Agency questions or issues [See Change Check List] <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 13 | Functional Change Manager |
| 5. | <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is non-Enterprise, assign, approve and schedule the change and proceed to Step 8 b. <input type="checkbox"/> If the change is Enterprise, assign and approve at the Functional CAB level and proceed to the next step | Functional Change Manager |
| 6. | Review the change with the Enterprise CAB for approval <ul style="list-style-type: none"> a. <input type="checkbox"/> If the change is rejected, go to Step 13 | Enterprise Change Manager |
| 7. | Approve and Schedule the Enterprise change | Enterprise Change Manager |
| 8. | The assigned group is notified and a member of the group assigns the change to an individual | Implementer |
| 9. | At the start of the scheduled window, record the Start Date/Time and implement the approved change <ul style="list-style-type: none"> b. <input type="checkbox"/> If the change is not successful, rollback and go to Step 11 | Implementer |
| 10. | Test the change <ul style="list-style-type: none"> a. <input type="checkbox"/> If the testing is not successful, rollback and go to Step 11 | Implementer / Tester |
| 11. | Record the following: <ul style="list-style-type: none"> a. <input type="checkbox"/> Actual Start Date/Time b. <input type="checkbox"/> Actual End Date/Time c. <input type="checkbox"/> Results | Implementer |

| | | |
|-----|---|---|
| 12. | Review the completed change for compliance and close the change a. <input type="checkbox"/> If the change was unsuccessful, coordinate receipt of a PIR | Functional Change Manager / Enterprise Change Manager |
| 13. | Process Ends a. <input type="checkbox"/> The process ends if the change is cancelled b. <input type="checkbox"/> The process ends if the change if the change is rejected, but may start over by updating and resubmitting the change | |

| Emergency Change Model [A] | | |
|----------------------------|--|---------------------------|
| Step | Description | Owner |
| 1. | Documents and submit the proposed change to include the following: a. <input type="checkbox"/> Brief summary b. <input type="checkbox"/> Environment c. <input type="checkbox"/> Risk, Impact and Urgency d. <input type="checkbox"/> Install, Test, Backout and Communications plans e. <input type="checkbox"/> Start Date/Time ² f. <input type="checkbox"/> End Date/Time | Requester |
| 2. | Review and approve the Emergency change [See Change Check List] a. <input type="checkbox"/> If the change is rejected, go to Step 9 | Technical Reviewer |
| 3. | Review and approve the Emergency change [See Change Check List] h. <input type="checkbox"/> If the change is rejected, go to Step 9 | ECAB Member |
| 4. | Assign, approve and schedule the change [See Change Check List] | Functional Change Manager |
| 5. | The assigned group is notified and a member of the group assigns the change to an individual | Implementer |
| | At the start of the scheduled window, record the Start Date/Time and implement the approved change c. <input type="checkbox"/> If the change is not successful, rollback and go to Step 11 | Implementer |
| 6. | Test the change b. <input type="checkbox"/> If the testing is not successful, rollback and go to Step 11 | Implementer / Tester |
| 7. | Record the following: a. <input type="checkbox"/> Actual Start Date/Time b. <input type="checkbox"/> Actual End Date/Time | Implementer |

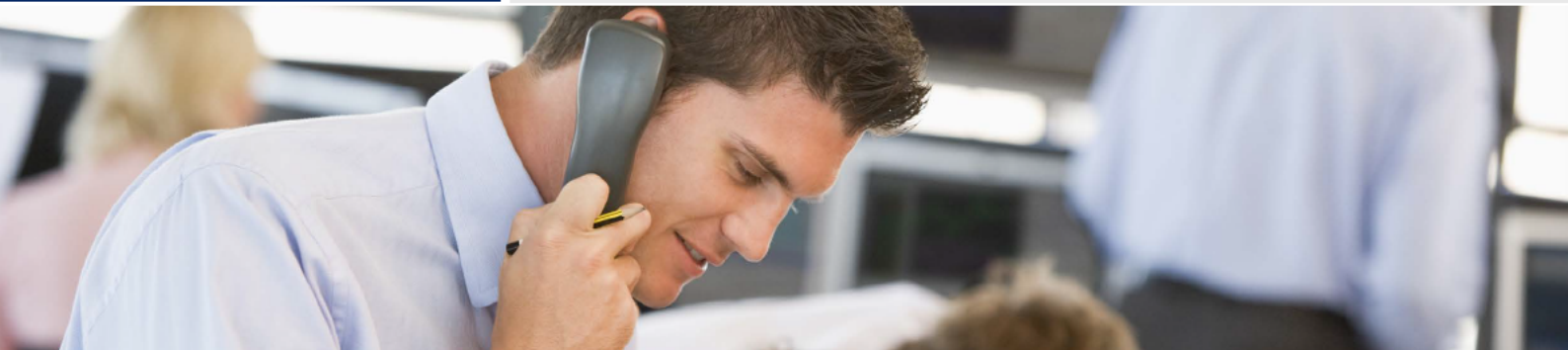
| | | |
|----|---|---|
| | c. <input type="checkbox"/> Results | |
| 8. | Review the completed change for compliance and close the change a. <input type="checkbox"/> Coordinate receipt of a PIR | Functional Change Manager / Enterprise Change Manager |
| 9. | Process Ends a. <input type="checkbox"/> The process ends if the change is cancelled b. <input type="checkbox"/> The process ends if the change if the change is rejected, but may start over by updating and resubmitting the change | |

| Alternate Emergency Change Model [B] | | |
|--------------------------------------|---|-------------------------|
| Step | Description | Owner |
| 1. | Provide the following, in an email, for ECAB pre-approval: a. <input type="checkbox"/> Brief description of the change b. <input type="checkbox"/> Impact of the change c. <input type="checkbox"/> Change window | Requester |
| 2. | The ECAB is to reply to the Requester, approving or rejecting the request, and is to copy the OA-ETSO E-Change Distribution List ³ | ECAB |
| 3. | Implement the change | Implementer |
| 4. | Test the change | Tester |
| 5. | Document the Emergency change within one business day after the implementation to include the following: a. <input type="checkbox"/> Brief summary b. <input type="checkbox"/> Environment c. <input type="checkbox"/> Risk, Impact and Urgency d. <input type="checkbox"/> Install, Test, Backout and Communications plans e. <input type="checkbox"/> Start Date/Time f. <input type="checkbox"/> End Date/Time g. Electronic pre-approval from ECAB | Requester / Implementer |
| 6. | Review and approve the Emergency change [See Change Check List] b. <input type="checkbox"/> If the change is rejected, go to Step 11 | Technical Reviewer |
| 7. | Review and approve the Emergency change [See Change Check List] a. <input type="checkbox"/> If the change is rejected, go to Step 11 | ECAB Member |

| | | |
|-----|--|---------------------------|
| 8. | Assign the change [See Change Check List] | Functional Change Manager |
| 9. | Record the following: a. <input type="checkbox"/> Actual Start Date/Time b. <input type="checkbox"/> Actual End Date/Time c. <input type="checkbox"/> Results | Implementer |
| 10. | Review the completed change for compliance and close the change a. <input type="checkbox"/> Coordinate receipt of a PIR | Change Manager |
| 11. | Process Ends a. <input type="checkbox"/> The process ends if the change if the change is rejected, but may start over by updating and resubmitting the change | |

7.12 Acronyms

| | |
|----|--------------------|
| AC | Accounting |
| AD | Administrative |
| AA | Accounting |
| AM | Administrative |
| AS | Accounting |
| AT | Administrative |
| CA | Change Agent |
| CM | Change Manager |
| CC | Change Check List |
| CP | Change Plan |
| CR | Change Request |
| CS | Change Set |
| CT | Change Ticket |
| DA | Data Administrator |
| DB | Database |
| DC | Data Center |
| DD | Data Director |
| DE | Data Entry |
| DF | Data File |
| DG | Data Group |
| DI | Data Interface |
| DJ | Data Job |
| DK | Data Key |
| DL | Data Link |
| DM | Data Manager |
| DN | Data Network |
| DO | Data Object |
| DP | Data Point |
| DQ | Data Quality |
| DR | Data Record |
| DS | Data Set |
| DT | Data Table |
| DU | Data User |
| DV | Data View |
| DW | Data Warehouse |
| DX | Data Exchange |
| DY | Data Year |
| DZ | Data Zone |



AudioCodes SmartTAP Call Recording Solution for Microsoft Skype for Business

AudioCodes **SmartTAP for Microsoft Unified Communications (UC)** is a certified and secure call recording solution that enables the recording of key business interactions within a Skype for Business environment. Built on proven technology and leveraging years of experience in developing and integrating call recording solutions, SmartTAP is compatible with Skype for Business, any VoIP, TDM, and hybrid telephony environments. The solution can be easily configured using an intuitive web-based interface, which simplifies system deployments and reduces support requirements.

SmartTAP is designed to be a Skype for Business compliance and liability recorder, Outside Of the Contact Center Environment. Where most recorders in the market focus on Agent Scoring, Quality Assurance and Workforce Optimization, SmartTAP is designed to be deployed throughout an Enterprise to capture calls, either On-Demand or in some cases full time where compliance and liability conversations occur more frequently.

AudioCodes is a leading Microsoft partner with a complete offering of voice-enabling solutions for the Microsoft unified communications (UC) market. In addition to IP phones, AudioCodes' portfolio for Skype for Business includes media gateways, survivable branch appliances, enterprise session border controllers and call recording.

Unique Capabilities

Scalable and Easy to Deploy

SmartTAP is a scalable solution that can operate on a single server or even a network appliance. Built using the latest in architectural scalability, SmartTAP can be deployed with as little as a single department to Enterprise-wide multi-thousand channel system, in multiple tenanted environments without major upgrades. Our technology allows the Healthcare facility to deploy SmartTAP in the smallest of applications and grow throughout the Hospital as needs progress and budgets become available. AudioCodes will work with your IT department to coordinate implementation and integration to the specific systems that will need to be recorded. Our goal is to make the implementation as painless as possible, with limited interruption in normal workflow.

Skype for Business Mobility Advantage

Skype for Business Mobility is becoming more prevalent in today's enterprise operations. AudioCodes understands this, especially in the recording segment where mobility has created challenges for most recording software vendors. SmartTAP has solved mobility recording, and will record Skype for Business Mobility users no matter what type of smart device they are communicating on. Through AudioCodes unique integration, SmartTAP can record any Skype for Business user no matter what environment they are operating a call from.

Centralization and Security

Centralization of a SmartTAP system offers Enterprises a reduced cost factor and better operational and data security. While implementation of SmartTAP into a data center offers a controlled operational environment, additional capabilities of system such as the operation of virtual instances of SmartTAP, allow for remote deployments and capture points, while preserving the integrity of the system. Further, as the SmartTAP system expands, IT departments can deploy resiliency into the configuration thus offering fault toleration, seamless operation of the system. All SmartTAP recordings are stored encrypted and meet many compliance regulations and policies. Through data resiliency and encryption, SmartTAP can protect the Enterprise conversations and meet compliance needs of any user on the system.

PCI Compliance

The ability to control recording is paramount to a customer-facing employee, especially when keeping with PCI Compliance. The ability to Pause and Resume Recording while the customer is providing person credit information is critical to meeting PCI Standards. The SmartTAP Recording Toolbar gives control of the Pause/Resume capabilities to the customer-facing employee while on a Skype for Business call. By toggling the Pause/Resume button on the SmartTAP Lync Toolbar, the employee can mute out all personal credit information from being recorded, and then resume the recording once the information is given. The recording can then be tagged as a PCI recording through the Call Tagging Feature in the SmartTAP Recording Toolbar, making it easy to retrieve and be monitored for Compliance Standards.

Threat Protection

Protection against terrorism, domestic or international, is paramount. Enterprises are looking to make their environments as secure as possible for their employees, contractors and visitors. AudioCodes recognizes this challenge and has built a function into its SmartTAP system that helps capture any voice threats or conversations that are made. Built into SmartTAP is a "Save on Demand" command that allows any user to save a recording, **EVEN AFTER THE THREAT HAS BEEN MADE!** Typically, when a threat has been phoned-in, the caller hangs up quickly or the other party cannot react fast enough to record it. SmartTAP has the capability of recording all calls on any communications device and by simply selecting the Save On-Demand Feature button found in the SmartTAP Skype for Business Toolbar; the call is automatically saved thus preserving the threat. If the save button is not selected, the call is automatically deleted from the system. This feature alone will allow the enterprise to have an audio record of the threat or threats, conversations about threats, or any other verbal information that could aid in an investigation and save lives. To further mark the call as malicious, the employee only has to select to Call Tagging button in the SmartTAP Skype for Business Toolbar, making it easier to search for during playback.

Powerful Set of Features

- Certified solution for Microsoft Skype for Business
- Flexible Full Time, Record or Save on Demand recording options
- Customizable Call Recording Announcement
- Media Proxy keeps all calls within the internal network
- Pause / Resume recording for PCI compliance
- Skype for Business CWE toolbar for access to in call features like Call Tagging and Record on Demand
- Record ANY call type including Mobile, Remote, PSTN and Conference
- Support for dynamic codec switching including SILK (Skype) and Microsoft RTA
- Tag calls with user definable information and subsequently retrieve quickly and easily.
- Remote branch survivability with buffering technology
- LDAP Integration & Single Sign On
- Audit Trail monitoring
- Live call monitoring

Target Markets

The largest market for SmartTAP is the Microsoft Skype for Business Market. The Skype for Business Market encompasses many vertical markets, including Transportation, Financial, Healthcare, Utilities, Education, Government and others. Here is a partial list of solutions that SmartTAP has been deployed in:

- **Human Resources** – Interviews, liability issues.
- **Financial** – Collection Calls (non-contact center), Sales Support, Trader Support, Trader mobility, customer/finance dept., meetings.
- **Education** – Student recruiting, Campus Security (S4B blue light phones, mobility, dispatch, etc.), Online Class discussions.
- **Healthcare** – Telemedicine (healthcare kiosks, remote facilities), Life-Flight dispatch, Organ Transplant services, Pharmacy, Physician's orders, Patient Information.
- **Utilities** – Emergency Dispatch, Anti-Terrorism Monitoring, Repair dept.
- **Transportation** – Auto Dealerships, Shipping Companies, Auto Dispatch, Taxi and Limousine Service.

Specifications

Key Features

- 100% Web based user interface
- Full Time, Record on Demand or Save on Demand
- Customizable Call Recording Announcement
- Media Proxy keeps all calls within the internal network
- Pause / Resume Recording (PCI Compliance)
- Advanced Call Retention per User / System
- Auto / Manual Call Tagging
- Skype for Business Conversation Window Extension toolbar (In call Tagging, R.O.D & more...)
- Easily Download or Email recordings
- Quality Monitoring / Agent Evaluation
- Microsoft LDAP Integration
- Single Sign On
- Live call monitoring from PC, Smartphone or tablet
- 3rd Party Restful Web Services API

Recording Modes

- Full Time Recording
- Record on Demand
- Save on Demand
- Pause / Resume Recording
- Codec support for G.711, G.723.1, G.729, G.722, G.722.1, MSGSM, Microsoft RTA, SILK, and more

Playback

- Replay over the LAN/WAN/Internet via browser
- Last call Replay, download or email
- Search filter with customizable views

Call Search / Filter Criteria

- Calls can be searched by any combination of criteria
- Date/Time
- Caller ID / Dialed Number, Called or Answering Party
- User Name, group
- Extension / Device ID
- Call Tags (Search user definable data including Notes)

Security

- Sarbanes-Oxley Compliant
- PCI – DSS Compliant
- HIPPA Compliance
- File Encryption
- Digital Signature
- Audit Trail

Storage

- Local or Remote storage NAS / SAN
- File Compression Optional

Scalability

- Up to 300 simultaneous recordings per server
- Extend recordings by adding additional servers

Telephony Integrations

- Skype for Business, Avaya, Cisco, Ericsson, Siemens, NEC, Allworx, Mitel, Nortel, Panasonic, SIP and more...



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Verizon Enterprise Solutions

Commonwealth of Pennsylvania Enterprise and Shared Service **Voice Services Implementation Plan**

sample

Date: February 2017

Author: Verizon
Verizon

Version: 1

Project ID: Sample

Document History

| Version | Date | Change | VZ POC | Comment |
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Document Approvals

| Name | Title | Date of Approval |
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1 Project Scope

The purpose of this document is to provide Commonwealth of Pennsylvania with a comprehensive plan that outlines the details, stakeholders, scope, and timeframes for this project.

1.1 Project Scope Description

The focus of this statement of work is for Unified Communications, VoIP telephony and Traditional voice services.

- Lot 1 – Unified Communications Utilizing Microsoft Skype for Business and VoIP Services
- Lot 2 – Traditional Voice Services

| Lot 1 | | Lot 2 |
|--|--|---|
| Unified Communications | VoIP Service | Traditional Voice Services |
| <ul style="list-style-type: none"> • Fully Managed Service • Unified Communications (MS Skype for Business) • Integration with hosted VoIP service • Unified Messaging | <ul style="list-style-type: none"> • Fully Managed Service • Hosted VoIP services • PSTN connectivity for dial tone and conferencing • SIP Trunking • User endpoint hardware (phones, soft-phone devices, conference) | <ul style="list-style-type: none"> • Trunk lines – for existing PBX and Key systems • POTS Lines for emergency phones, equipment monitoring support, payphones, etc. • Centrex where required • Auto Attendants |

Verizon’s solution for Lot 1:

Verizon has developed an integrated and fully redundant Unified Communications solution with Microsoft’s Cloud Connector Edition (CCE), a cloud based Office 365 (O365) offering. The solution is designed to meet the Lot 1 core Unified Communications and VoIP requirements. Our solution leverages Microsoft Skype for Business offering connecting the COPANET community of users anytime and virtually anywhere by delivering the collaboration capabilities as a cloud-based service. It gives users access to presence, instant messaging, audio and video calling, rich online meetings, and extensive web conferencing capabilities and other features.

Our solution incorporates a fully redundant architecture with High Availability across our two geographically diverse data centers across each solution layer. While other designs add complexity, additional capital investment and higher ongoing operational expenses, our Cloud based architecture provides economies of scale and lower operating costs as compared to alternate architectures for PSTN connectivity. Additionally, the alternate designs present additional costs and risks as services are migrated to the Cloud.

Verizon will interconnect with Microsoft O365 ExpressRoute via the Secure Cloud Exchange aggregation point, a common secure interface for providers to interconnect with Commonwealth cloud providers as depicted in the following design. We will implement redundant connections to the Enterprise Security enclave from Verizon MPLS PIP network and logically segregate services at the MPLS core via MPLS VRF (Virtual Routing Forwarding) instances for Voice and Data.

Verizon will leverage native PSTN services from Verizon Data Centers in Philadelphia and Pittsburgh where the Commonwealth’s Enterprise Internet Services (EIS) infrastructure is supported today. Each data center will have redundant high availability architecture. This includes dual Session Initiation Protocol (SIP) trunks with redundant SONUS SBC, Cisco Routers, ASA firewalls and CCE enterprise servers at each data center.

To meet the Commonwealth’s requirements for a comprehensive solution, we provide a seamless integration with RedSky E911 Anywhere offering for all 911 capabilities. We also are leveraging AudioCodes for adhoc voice recording features, centralized at our data center locations.

Verizon will provide support for GETS (Government Emergency Telephone Service) service as part of the contingency and COOP (Continuity of Operations) plan for essential personnel priority access and prioritized processing in the local and long distance segments.

Verizon understands the Commonwealth’s requirements for a robust survivability option that includes a local dial plan for inbound/outbound with local control and extensibility. For sites with less than 25 users, we have designed a cost-effective, fully managed solution that leverages our Wireless 4G/LTE option to provide an alternate access to the Office365 platform in an event of primary access failure. For larger agency sites, Verizon recommends the provisioning of a secondary access circuit with a managed router.

Verizon’s Solution for Lot 2:

The Verizon recommended solution for traditional voice services defined in Lot 2 is to continue to support the Centrex, POTS and voice related services that are currently in use by the Commonwealth agencies. Verizon will deliver dial tone services statewide by leveraging the extensive Verizon footprint in Pennsylvania, complimented by the coordination and management services of our partner TelPlus who will facilitate the implementation of services in out of franchise territories.

This approach offers the Commonwealth a cost effective option to realize savings right away with virtually no transition or disruption to business operations. By selecting Verizon to continue to provide traditional voice services for the agencies, the Commonwealth can focus attention and resources on the migration to the new Unified Communications services proposed by Verizon.

1.2 Technical Description/Design

Refer to “Management Summary” – in Technical Response

1.3 Key Contractual Milestones

Appendix W Milestones

| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria |
|------------------|-----------------------|--------------------------------|--|
| M-1 | Final Transition Plan | 30 calendar days from Contract | <ul style="list-style-type: none"> Final transition plan and detailed project schedule established and accepted |

| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria |
|------------------|--|---|---|
| | | Effective Date | |
| M-2 | Change Management Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Change Management Plan due and accepted on or before the Milestone Due date |
| M-3 | Service Asset & Configuration Management Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Service Asset & Configuration Management Plan due and accepted on or before the Milestone Due date |
| M-4 | Configuration Management Data Base Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Configuration Management Data Base Plan due and accepted on or before the Milestone Due date |
| M-5 | Continuity of Operations / Emergency Response Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Configuration Management Data Base Plan due and accepted on or before the Milestone Due date |
| M-6 | Service Delivery Implementation / Management Plans | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Service Delivery Implementation and Management Plans due and accepted on or before the Milestone Due date |
| M-7 | Order Process Implementation Plan | 30 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Order Process Implementation Plan due and accepted on or before the Milestone Due date |
| M-8 | Marketing Plan | 45 calendar days from | <ul style="list-style-type: none"> Final Marketing Plan due and accepted on or |

| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria |
|------------------|---|--|--|
| | | Contract Effective Date | before the Milestone Due date |
| M-9 | Training Plan / Training Materials | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Training Plan / Training Materials due and accepted on or before the Milestone Due date |
| M-10 | Service Desk Implementation and Management Plans | 45 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Service Desk Implementation and Management Plans due and accepted on or before the Milestone Due date |
| M-11 | Ticket Escalation Process | 60 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Ticket Escalation Process due and accepted on or before the Milestone Due date |
| M-12 | Feature Code List | 60 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Feature Code List due and accepted on or before the Milestone Due date |
| M-13 | Final Enterprise Process and Procedures Manual (ePPM) | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Final Enterprise Process and Procedures Manual (ePPM) due and accepted on or before the Milestone Due date |
| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria |
| M-14 | Service Desk Operational | 120 | <ul style="list-style-type: none"> Service Desk available and accepted by the |

| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria |
|------------------|---------------------------------------|--|--|
| | | calendar days from Contract Effective Date | Commonwealth on or before the Milestone Due date |
| M-15 | Unifed Communications & VoIP Services | 180 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • Services and deliverables as described in LOT 1 Unifed Communications & VoIP Services and Support transitioned and accepted on or before Milestone Due date • Services implemented, tested, and operational |
| M-16 | Traditional Voice Services | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> • Services and deliverables as described in LOT 2 Traditional Voice Services and Support transitioned and accepted on or before Milestone Due date • Services implemented, tested, and operational |

| Milestone Number | Transition Milestone | Milestone Due Date | Acceptance Criteria |
|------------------|--|--|---|
| M-17 | PSTN Conferencing through Skype for Business | 120 calendar days from Contract Effective Date | <ul style="list-style-type: none"> Services and deliverables as described in LOT 3 PTSN Conferencing through Skype for Business and Support transitioned and accepted on or before Milestone Due date Services implemented, tested, and operational |

1.4 Contractual Billing Requirements

Billing will begin once the product and related services described in Section 1.1 have been tested and accepted by the Commonwealth.

1.5 Constraints, Assumptions, Exclusions, and Suggested Techniques for Implementation Time Improvement

Following are the constraints, assumptions, exclusions, and suggested time improvements.

1.5.1 Assumptions

Verizon is committed to meeting Commonwealth's expected project delivery date. During the Project Schedule development, Commonwealth may be assigned certain tasks per the needs of the project. If those tasks are on the critical path of the project, any slippage in those tasks will impact the expected project delivery date. Examples of such Commonwealth assigned tasks may include, but are not limited to:

- Procurement of required Microsoft licencing SKUs
- Complete and accurate order
- Site readiness
- Valid site address and local contact information
- Signed Letters of Agency (LOAs) as needed to authorize Verizon's involvement with Authorized User suppliers/vendors
- Accuracy of current call flows and special features

- Approval of Project Plan, Project Schedule, Test and Acceptance Plans, or other required documentation

1.5.2 Exclusions

Items not covered within the scope of this Project Plan may include:

- Microsoft licenses

1.5.3 Suggested Techniques for Implementation Time Improvement

- Identify Commonwealth decision makers and internal resources required to participate in all project planning and meetings
- Identify critical Day One requirements
- Minimize environmental impacts (e.g, internal network changes and/or upgrades) not directly related to project
- Provide input/approval in a timely manner based upon agreed project schedule timelines
- Utilize standard templates for configuration script deployment

2 Resource Management

This section of the Project Plan details the description, roles, and key responsibilities of Commonwealths and Verizon project teams.

2.1 Role Descriptions

The successful delivery of this project will require the participation of teams consisting of both Commonwealth and Verizon personnel. The following descriptions explain how all members will work together on the project.

2.1.1 Implementation Project Manager

The Implementation Project Manager (IPM) will manage Services implementation including, but not limited to:

- Review and Update Business Requirements Document (BRD)
- Review Alternate Route and Disaster Recovery Plan
- Provide Scope Summary document for Commonwealth approval

2.1.2 Transition Manager

The Transition Manager (TM) has overall accountability for the successful execution of the project. The TM is responsible for:

- Overall responsibility for project success based upon agreed deliverables and timelines
- Manage personnel and project resources for a successful delivery of project objectives
- Acting as ultimate point of escalation for the project team and management
- Developing and providing senior management status reports

- Securing and matrix managing all resources necessary for project execution
- Developing joint communication requirements between Verizon and Commonwealth
- Developing the Project Plan jointly with the project team and Commonwealth, and associated partners/vendors
- Leading development of processes and procedures required for network implementation
- Overseeing the completion of all steps in the defined process
- Chairing the Change Management Team
- Establishing reporting procedures with Commonwealth and Verizon
- Coordinating team efforts throughout implementation, ensuring on-time delivery of the project
- Coordinate Verizon network activities
- Publishing open action items and status reports
- Hosting conference calls
- Ensuring overall project delivery is compliant with the contract

2.1.3 Verizon Program Management Office

The Verizon Program Management Office (PMO) manages the day-to-day operations and administration of a customer program. Commonwealth

The Program Management Office is the primary interface between Verizon and Commonwealth regarding service delivery and maintenance. Members of the Program Management Office attend the Governance meetings as required and is responsible for:

- Managing service delivery consistent with customer business objectives
- Identifying service level problems, performance credits due (if any), and providing the information to the designated Commonwealth recipient
- Engaging Commonwealth in identification, analysis, and resolution of issues
- Understanding pending new or modified customer standards that will/may affect the services, and communicating the same to Verizon support personnel
- Representing Verizon in the first stage of contract disputes and dispute resolution
- Logging issues raised in management meetings per Commonwealth issue documentation requirements
- Overseeing escalations resulting from implementation or project activities, as required

2.1.5 Verizon Solutions Architect

Verizon will provide the Pre Sales and Post Sale resource to provide oversight and structure to the technical aspects of the solution. Interaction and over all technical design of the total solution product set will be architected at a high level by the Solution Architect. Ratification of both the high and low-level design will be provided by the collective implementation team, and align with the business requirements agreed to in the engagement.

2.1.6 Verizon Client Executive

The Verizon Client Executive is responsible for directing Account Team resources to provide the optimum level of service to Commonwealth. Account Manager responsibilities include:

- Maintaining overall relationship between Commonwealth and Verizon
- Facilitating communication between Commonwealth and Verizon
- Participating in the evaluation of network topology, diversity, and connectivity issues
- Providing Commonwealth with pricing information
- Maintaining overall responsibility for sales, support, and operations
- Negotiating and disseminating contractual information

2.1.7 The Commonwealth

To ensure the successful execution of this Project Plan, the following Commonwealth responsibilities must be met:

- Define project requirements, including complete project size and time line
- Provide complete and accurate order information
- Ensure that all local contacts/alternate contacts are aware of the project and are aware of pending Verizon delivery date
- Ensure that demarc locations are specifically located and tagged
- Ensure that the local contacts/alternate contacts are aware of demarc locations and do not accept local loops demarcated at any other location
- Ensure that any changes to local contacts/alternate contacts are communicated to Verizon
- Ensure that sufficient internal wiring and conduit is available at each site
- Provide access to site facilities for Verizon and vendors
- Schedule Customer Premise Equipment (CPE) vendors, as required, for migration
- Provide technical/configuration expertise required for commissioning of equipment
- Advise Verizon of acceptance of services installed at each site

2.2 Contact Lists

Table 1 – Verizon Contacts

| Name | Title | Phone | E-Mail |
|------|--------------------------------|-------|--------|
| | Program Management Office | | |
| | Implementation Project Manager | | |
| | Transition Manager | | |
| | Client Executive | | |
| | Solution Architect | | |
| | | | |

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Table 2 – Commonwealth Contacts

| Name | Title | Phone | E-Mail |
|------|--------------------------------------|-------|--------|
| TBD | Transition Manager | TBD | TBD |
| TBD | Administrative Lead | TBD | TBD |
| TBD | Technology Lead/Developer Supervisor | TBD | TBD |
| TBD | Network Engineer | TBD | TBD |
| TBD | Project Manager | TBD | TBD |
| TBD | Installation and Configuration | TBD | TBD |

3 Schedule/Time Management

The Project Schedule is the roadmap for how the project will be executed. Schedules are an important part of any project, as they provide the project team, Commonwealth, and stakeholders a picture of the project's status at any given point in time.

3.1 Schedule Management Plan

The Schedule Management Plan defines the approach the project team will use in creating the Project Schedule. This plan also includes how the team will monitor the Project Schedule and manage changes after the baseline schedule has been approved. This activity includes identifying, analyzing, documenting, prioritizing, approving or rejecting, and publishing all schedule-related changes.

3.1.1 Schedule Management Approach

Roles and responsibilities for schedule development are as follows:

- The **Transition Manager** will be responsible for facilitating work package definition, sequencing, and estimating duration and resources with the project team. The Transition Manager will also create the Project Schedule and validate the schedule with the project team, stakeholders. The Transition Manager will obtain schedule approval from Commonwealth.
- The **Project Team** is responsible for participating in work package definition, sequencing, and duration, as well as resource estimating. The project team will also review and validate the proposed schedule and perform assigned activities once the Project Schedule is approved.
- **Commonwealths** will participate in reviews of the proposed schedule and approve the final Project Schedule before it is baselined.
- The **Project Stakeholders** will participate in reviews of the proposed schedule and assist in its validation.

3.1.2 Schedule Control

The Project Schedule will be reviewed and updated as necessary on a weekly basis with actual start, actual finish, and completion percentages provided by task owners.

The Transition Manager is responsible for holding weekly schedule updates/reviews, determining impacts of schedule variances, submitting schedule change requests, and reporting schedule status in accordance with the project's Communication Plan.

The Project Team is responsible for participating in weekly schedule updates/reviews, communicating any changes to actual start/finish dates to the Transition Manager, and participating in schedule variance resolution activities as needed.

Commonwealth will maintain awareness of the Project Schedule status and review/approve any schedule change requests submitted by the Transition Manager.

3.1.3 Schedule Changes

If any member of the project team determines (or is made aware) that a change to the schedule is necessary, the Transition Manager (TM) and team will meet to review and evaluate the change. The TM and project team must determine which tasks will be impacted, variance as a result of the potential change, and any alternatives or variance resolution activities they may employ to see how they would affect the project scope, schedule, and resources. If, after this evaluation is complete, the TM determines that one or more of the critical dates must be changed, then a request for schedule change must be submitted. Written consent from Authorized User is required for all changes to the project critical dates.

Once the change request has been reviewed and approved, the TM is responsible for adjusting the schedule and communicating all changes and impacts to the project team, Commonwealth and stakeholders.

3.1.4 Scope Changes Impacting Schedule

Occasionally, approved changes to the project's scope may result in the need for a re-baselined Project Schedule. These scope changes may include new deliverables or requirements that were not previously considered as part of the original schedule's development. In these situations, the Transition Manager and team must consider the current status of the Project Schedule and how the scope change will affect the schedule and its resources as the project moves forward.

Any changes to the project scope, which have been approved by Commonwealth will require the project team to evaluate the effect of the scope change on the current schedule. If the Transition Manager determines that the scope change will significantly affect the current Project Schedule, he/she may request that the schedule be re-baselined in consideration of any changes which need to be made as part of the new project scope. Commonwealth must review and approve this request before the schedule can be re-baselined. In many instances, changes to the Project Schedule can also impact project cost. The TM should consult with Sales for all scope changes impacting project cost.

3.2 Project Schedule

A project schedule will be developed to map out an appropriate timeline to transition the Unified Communications and Voice Services .

3.2.1 Sample Project Schedule for Implementation of Voice Services:

| Lot 1 | | Lot 2 |
|--|--|---|
| Unified Communications | VoIP Service | Traditional Voice Services |
| <ul style="list-style-type: none"> Fully Managed Service Unified Communications (MS Skype for Business) Integration with hosted VoIP service Unified Messaging | <ul style="list-style-type: none"> Fully Managed Service Hosted VoIP services PSTN connectivity for dial tone and conferencing SIP Trunking User endpoint hardware (phones, soft-phone devices, conference) | <ul style="list-style-type: none"> Trunk lines – for existing PBX and Key systems POTS Lines for emergency phones, equipment monitoring support, payphones, etc. Centrex where required Auto Attendants |

4 Project Governance

The aim of Project Governance is to establish the appropriate structure for directing, controlling, executing, and communicating during the delivery of contracted services between Verizon and the Commonwealth and agencies. The Governance structure ensures that agreed strategies, policies, and processes are correctly followed, roles are clearly defined, measurement and reporting are effective, and actions are taken to resolve identified issues.

Effective Project Governance ensures that:

- The business objectives of Verizon and the Commonwealth are met as agreed in the contract.
- Appropriate roles, forums, and organizational structures are in place to ensure that all activities are assigned and managed effectively.
- Measurement, reporting, and corrective actions enable Verizon and the Commonwealth to rapidly adjust ways of working to fit changing requirements.

4.1 Governance Personnel

Governance is comprised of various individuals and committees with Verizon Transition Manager responsible for ensuring that the appropriate parties are assigned and engaged as required. These may include Commonwealth, and Verizon Responsible Executives, Key Personnel, an Executive Steering Committee, Operations Committee, Technical Committee, and Third Party Vendor Committee.

This section describes the roles of the Responsible Executives and Key Personnel; the role of each committee is described below under Governance Framework.

4.1.1 Verizon Governance Personnel

- **Transition Manager** – Overall responsibility for project’s success based on agreed upon deliverables and timelines, while ensuring contract compliance

- **Verizon Program Management Office** – Manages day to day operations and administration of a customer program; oversees escalations resulting from implementation or project activities as required

5 Risk Management

This section of the project plan describes how the Project Team will identify, mitigate and manage project risks

5.1 Risk Management Plan

The Risk Management Plan describes how project risk management will be structured and performed. The risk management process identifies potential risk sources, assesses individual risks and their impacts on project scope, schedule, and cost, evaluates options for managing risks, and develops action plans for handling individual risks.

The risk management process includes:

1. **Risk Management Planning** – Documenting the approach for conducting risk management activities for the project
2. **Risk Identification** – Identifying and documenting risks as they are encountered throughout the project life cycle
3. **Risk Analysis** – Evaluating identified risks to determine their probability of occurrence and impact. These assessments are entered in Clarity as:
 - **Low (L)** – Risk event unlikely to occur
 - **Medium (M)** – Risk event somewhat likely to occur
 - **High (H)** – Risk event very likely to occur
4. **Risk Response** – Establishing action plans for identified risks and assigning responsibility. Risk response options include:
 - **Mitigate** – Reduce the impact value of a risk by reducing the probability of occurrence, severity of risk, or both. Risk mitigation implies a reduction in the probability and/or impact of an adverse risk event to be within acceptable threshold limits.
 - **Accept** – Acknowledge the existence of a particular risk, and make a deliberate decision to accept it without engaging in special efforts to control it.
 - **Transfer** – Reassign organizational accountability, responsibility, and authority to another stakeholder willing to accept the risk. Transferring the risk simply gives another party responsibility for its management; it does not eliminate the risk.
 - **Watch** – Monitor the environment for changes that may affect the nature and/or impact of the risk.
5. **Risk Monitoring and Control** – Providing updates and status reports on identified risks and action plans

The Transition Manager (TM) will serve as the primary control point for the identification and management of project risks. The TM will document and track existing and potential risks as they arise during the course of the project. Project risks will be documented by the TM and updated at least once per week.

5.2 Risk Register

The output of risk management planning is the Risk Register. The Risk Register documents specific project risks, including their classification, impact on cost and schedule, response strategies, and action plans.

6 Change Management

Change is defined as: “Any condition which affects project activities, conditions, expectations, or deliverables, and which is not reflected in previous project planning activities, schedules, or the baseline network and plan”.

Change is expected in any project. Changes to deliverables and/or deliverable due dates can result in impact to the established project timeline and ultimately, the targeted project completion date. Changes not captured in weekly Open Action Item (OAI) updates should be discussed immediately with the Transition Manager to ensure that any project dependencies, due dates, and/or schedules are evaluated to assess and quantify potential impact.

6.1 Change Management Process

The Change Management process is designed to identify, capture, and quantify all changes that can impact the scope of a project. This process should be followed for any project request that impacts the project timeline, products or services being implemented, or other event that could significantly impact the project delivery schedule. All changes should be captured through this process, regardless of the source of the change (*i.e.*, internally by Verizon or externally by Commonwealth).

The scope of this project will be set at the beginning of the Planning Phase and will be considered defined upon distribution and collective review of the Project Plan documentation. Any change to the original scope or design of the project can result in significant additional cost or impact to the established Project Schedule.

All project changes will require a formal written request, or will follow the process agreed upon at the beginning of the project. The Request for Change (RFC) form (see example below) should contain a detailed description of the change(s) desired and should be submitted by Commonwealth to the Transition Manager (TM). RFCs will be reviewed and assessed by the change management team and communicated to the project team. Prior to implementation of the proposed change, approval of the RFC by Commonwealth and Verizon is required. (The TM is authorized to approve the RFC for Verizon.) If the requested scope change is implemented, the Project Plan may need to be updated and re-released.

6.2 Sample Request for Change (RFC) Form

| | |
|-----------------------------|--|
| Customer Name: | |
| Project Name: | |
| Product/Service: | |
| | |
| Change Requested By: | |

| | | | |
|---|---|---------------------------|-----------------------|
| Role: | | | |
| Company: | Customer <input type="checkbox"/> or Verizon <input type="checkbox"/> | | |
| Phone Number: | | | |
| E-mail Address: | | | |
| | | | |
| Control Number: | | | |
| Date of Request: | | | |
| Status: | | | |
| Detailed Description of Change Requested: | | | |
| <i>Include what equipment is to be added and/or deleted, site changes, date changes, etc. Attach additional information as necessary.</i> | | | |
| | | | |
| <u>Impact Area</u> | <u>Impacted?</u> | <u>Impact Description</u> | <u>Impact Summary</u> |
| Cost: | <input type="checkbox"/> | | |
| Schedule: | <input type="checkbox"/> | | |
| Resources: | <input type="checkbox"/> | | |
| Other: | <input type="checkbox"/> | | |
| | | | |
| | | <u>Customer</u> | <u>Verizon</u> |
| Approved by: | | | |
| Date: | | | |

6.3 Change Impact

The following table describes how specific changes impact the delivery interval.

Table 3 – Impact of Changes on Delivery Dates

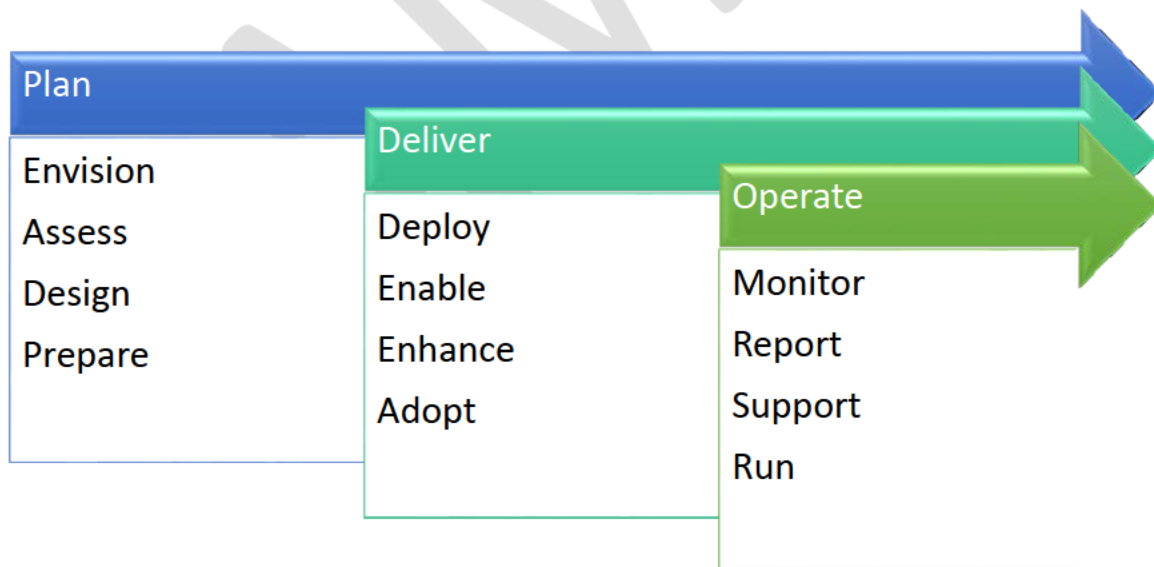
| Requested Change | Effect on Delivery Date for Each Location |
|------------------------------|---|
| <i>(Example) DLCI Change</i> | <i>Add 3 business days</i> |

| Requested Change | Effect on Delivery Date for Each Location |
|------------------|---|
| | |
| | |
| | |
| | |
| | |
| | |

7 Sample Transition Plan

7.1 Transition Overview

The approach that the Verizon team will follow is based on a modified Skype Lifecycle process from the Skype Operations Framework. This has been modified to only address the creation and rollout of the Skype for Business process and the 46,000 units within Lot 1. At a high level, there are three phases to this transition effort: Plan, Deliver and Operate. The operation aspect of the Skype Operations Framework will be modified to allow for verification of the service once transitioned and then moved to the NOC for operational support for the life of the contract. The phased approach is displayed below:



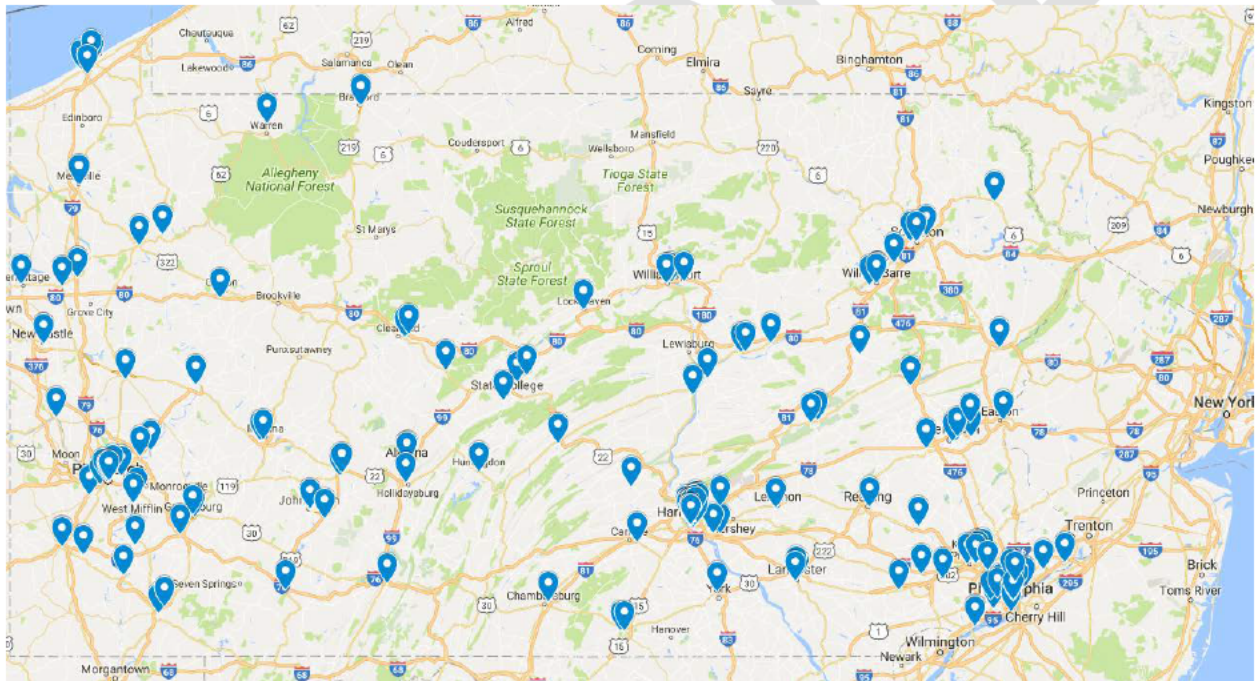
Microsoft Skype Operations Framework (SOF)

Plan: During the Plan phase, Verizon will engage with the Office of Administration (OA) to plan the roll out. During this phase, our team will capture what is required, assess the desktop environment and network infrastructure, design the roll out based on all the information gathered and prepare each rollout based on this design. The entire project is based on a pilot and four waves for roll out.

Deliver: During the Deliver phase, the Verizon teams will execute on the design by configuring the Skype for Business features for each site, deploying the units, both hardware and software, coordinating the delivery of the products, enabling the products, configuring any enhancements as needed and providing the documentation for the users to use Skype.

Operate: The last phase of the Skype Operations Framework is the Operate phase. Most tasks in this phase relate to the operational support of the Skype for Business environment. For our transition, the Operate phase will consist of training and verifying the features with the users. Upon cutover of the site, the appropriate information will be turned over to the service desk. During this phase, the service is monitored, supported and reported on while it is running in the environment.

There are 225 locations with 46,000 units that need to be transitioned from the current to the new Skype for Business environment.



Commonwealth Locations

The transition project is split into three major sections, planning, pilot, and roll out.

Project implementation plan: The entire project is approximately 24 months long for the entire transition.

7.2 Planning

Verizon, working with key stakeholders, will plan the entire project. This will include the identification of the pilot sites and defining the sequence of site roll outs. This Planning phase will define stakeholders that are part of the project, create the plans and initiate the delivery of the solution during both pilot and roll outs. Our teams will outline the implementation steps involved at a site. The following are the Planning elements:

- **Identify Stakeholder** – Identify all stakeholders in each aspect of the project. This includes stakeholders from the participating agencies and locations.
- **Project Plan** – A project plan will be created for the entire project as well as a breakdown for each of the waves identified for roll out. This plan will include all tasks and items necessary to complete the project.
- **Communications Plan** – The communications plan will define how communications will be accomplished during the transition including project stakeholders and affected end users.
- **Management Plan** – Our team will define transition roll out risks.
- **Wave Management Plan** – Each wave will include all of the iterations of the Microsoft Skype Operations Framework for each identified site.
- **Project Status** – Bi-weekly, the Transition Manager will report on project status to be provided to the project stakeholders. This status report will outline those tasks accomplished, in flight and scheduled. This project status will be used to communicate the health of the transition project.
- **Training plan** – Verizon's Training Manager will create a training plan that will be used to carry out the initial end-user training. This includes a quick start guide, feature code set and identification of where the various training documentation are located.
- **Standard Operating Procedures** – Our team will establish standard operating procedures for use during the roll out. For example, Skype for Business administrative practices, site engagement, assessment and phone set up.
- **Surveys and Check lists** – All waves including the pilot will be conducted with a set of surveys and check lists. These will be modified from the Microsoft Skype Operations Framework and setup for use in the Commonwealth. This includes assessment survey, persona survey, network readiness survey, Skype Administration Check List, project check list.

7.3 Pilot Process

Verizon will work with the Commonwealth's points of contact to identify the pilot sites. This Pilot Process will establish the core solutions, define the roll out steps and sequences, execute the site deployment, and incorporate lessons learned.

- **Design Rollout** – Verizon will design the Office 365 Skype for Business architecture and site roll out processes. This design will identify the site-specific items and detailed steps at the site level.
- **Pilot Process** – During the pilot process, Verizon will use defined processes to implement the pilot sites. Lessons learned will be captured and incorporated into future roll out activities. As part of the Pilot Process, Verizon will determine network readiness and establish the QoS and WAN/LAN requirements. In addition, Verizon will integrate third party providers to deliver incremental capabilities beyond Skype for Business.

Verizon will port numbers from current platform to the Skype for Business solution. The team will implement all call flows and feature sets identified in the site survey. Phones will be configured and placed on users' desks.

Prior to cutover, Verizon will conduct joint testing (including E911) and acceptance with the agency. Upon agreement, the site will be cut into service. Upon successful cutover, old equipment will be collected and staged for Commonwealth disposal.

- **Operate** – Verizon will train the end-users in accordance with the approved training plan. After the cutover, Verizon will provide all the necessary as-built documentation to ESD and VSD for proper operational control.

Lessons Learned Implications – Verizon will document all lessons learned and incorporate into the site deployment processes.

At this point in the project, the Microsoft Skype for Business has been setup and configured for the sites identified for the pilot. The features have been pushed out to the endpoints and the selected phone models have been installed. The next stage is to sequence all sites still outstanding into the next four waves. Each site is based on the priority of the Commonwealth agencies.

7.3 Site Roll Outs

Once the pilot phase has been completed, the project plan calls for four more waves of site roll outs. Each site will be implemented the site deployment processes created in the pilot.

Post cutover support: As people are using the product any issues that arise due to the installation are handled by the team. All user support issues will be handled by the support center service desk.

Project close out – Once the project has been completed all lessons learned, documentation and close out metrics are compiled into a final transaction report and delivered to the project point of contact. At this point in time all areas are deployed and the users are using the product.

7.4 Proposed Transition Schedule

| Task Name | Duration | Start | Finish |
|---|-----------------|---------------------|---------------------|
| Transition of UC | 586 days | Mon 7/3/17 | Mon 9/30/19 |
| Project Initiation | 15 days | Mon 7/3/17 | Fri 7/21/17 |
| Setup of Project Environment | 4 days | Mon 7/3/17 | Thu 7/6/17 |
| Project Kick Off | 1 day | Fri 7/7/17 | Fri 7/7/17 |
| Project Plan | 3 wks | Mon 7/3/17 | Fri 7/21/17 |
| Communications Plan | 3 wks | Mon 7/3/17 | Fri 7/21/17 |
| Transition Implementation Plan | 3 wks | Mon 7/3/17 | Fri 7/21/17 |
| Transition | 570 days | Mon 7/24/17 | Fri 9/27/19 |
| Transition Planning | 3 wks | Mon 7/24/17 | Fri 8/11/17 |
| Creation of Assessment Documentation | 3 wks | Mon 7/24/17 | Fri 8/11/17 |
| Design Roll Out | 20 days | Mon 7/31/17 | Fri 8/25/17 |
| Pilot Identified | 10 days | Mon 7/31/17 | Fri 8/11/17 |
| Work with Commonwealth to Identify Participants | 1 wk | Mon 7/31/17 | Fri 8/4/17 |
| Plan Sequence of Sites | 1 wk | Mon 8/7/17 | Fri 8/11/17 |
| Rollout Sequence | 3 wks | Mon 8/7/17 | Fri 8/25/17 |
| Prepare End-User Components | 2 wks | Mon 8/28/17 | Fri 9/8/17 |
| Pilot Process | 76 days | Mon 9/11/17 | Mon 12/25/17 |
| Plan | 34 days | Mon 9/11/17 | Thu 10/26/17 |
| Initiate Site Project | 3 days | Mon 9/11/17 | Wed 9/13/17 |
| Envision the Solution for Site | 1 wk | Mon 9/11/17 | Fri 9/15/17 |
| Assess Readiness | 13 days | Mon 9/18/17 | Wed 10/4/17 |
| Readiness Assessment | 6 days | Mon 9/18/17 | Mon 9/25/17 |
| Send out Surveys | 2 days | Mon 9/18/17 | Tue 9/19/17 |
| Receive Surveys | 1 wk | Mon 9/18/17 | Fri 9/22/17 |
| Document Assessment | 3 days | Thu 9/21/17 | Mon 9/25/17 |
| Persona Analysis | 6 days | Tue 9/19/17 | Tue 9/26/17 |
| Send our Persona Surveys | 2 days | Tue 9/19/17 | Wed 9/20/17 |
| Receive Surveys | 1 wk | Tue 9/19/17 | Mon 9/25/17 |
| Document Persona Analysis | 3 days | Fri 9/22/17 | Tue 9/26/17 |
| Baseline Health Assessment | 6 days | Wed 9/27/17 | Wed 10/4/17 |
| Determine QoS | 3 days | Wed 9/27/17 | Fri 9/29/17 |
| Determine WAN and LAN Requirements | 3 days | Mon 10/2/17 | Wed 10/4/17 |
| Determine Network Readiness | 8 days | Thu 10/5/17 | Mon 10/16/17 |
| Site Survey | 3 days | Thu 10/5/17 | Mon 10/9/17 |
| Document Network Readiness | 1 wk | Tue 10/10/17 | Mon 10/16/17 |
| Design Solution | 8 days | Tue 10/17/17 | Thu 10/26/17 |
| Determine Equipment Needs | 3 days | Tue 10/17/17 | Thu 10/19/17 |
| Create Orders of Equipment | 3 days | Thu 10/19/17 | Mon 10/23/17 |
| Design Rollout | 1 wk | Fri 10/20/17 | Thu 10/26/17 |

| | | | |
|---|-----------------|---------------------|---------------------|
| Deliver | 22 days | Fri 10/27/17 | Mon 11/27/17 |
| Deploy | 17 days | Fri 10/27/17 | Mon 11/20/17 |
| Deployment | 16 days | Fri 10/27/17 | Fri 11/17/17 |
| Setup Site Checklist | 1 wk | Fri 10/27/17 | Thu 11/2/17 |
| Work through Check Lists | 16 days | Fri 10/27/17 | Fri 11/17/17 |
| Manage Skype for Business | 3 days | Fri 10/27/17 | Tue 10/31/17 |
| Acquire Phone Numbers | 1 wk | Fri 10/27/17 | Thu 11/2/17 |
| Port Numbers | 3 days | Fri 11/3/17 | Tue 11/7/17 |
| Receive Equipment from Staging | 3 days | Wed 11/1/17 | Fri 11/3/17 |
| Stage Equipment and Prepare | 1 wk | Mon 11/6/17 | Fri 11/10/17 |
| Deploy Software Package to Site | 3 days | Mon 11/13/17 | Wed 11/15/17 |
| Deploy Equipment to End Units | 1 wk | Mon 11/13/17 | Fri 11/17/17 |
| Remove Old Equipment | 1 wk | Mon 11/13/17 | Fri 11/17/17 |
| Testing | 6 days | Mon 11/13/17 | Mon 11/20/17 |
| Run e911 Tests | 1 day | Mon 11/13/17 | Mon 11/13/17 |
| Run Test Scripts | 1 wk | Tue 11/14/17 | Mon 11/20/17 |
| Enable | 6 days | Mon 11/20/17 | Mon 11/27/17 |
| Enable Users at Scale | 6 days | Mon 11/20/17 | Mon 11/27/17 |
| Run Validation for Small Number of Users | 3 days | Mon 11/20/17 | Wed 11/22/17 |
| Run User Enablement | 3 days | Mon 11/20/17 | Wed 11/22/17 |
| Spot check User Accounts | 3 days | Wed 11/22/17 | Fri 11/24/17 |
| Plan Enablement Schedules | 3 days | Mon 11/20/17 | Wed 11/22/17 |
| Testing | 5 days | Tue 11/21/17 | Mon 11/27/17 |
| User Acceptance Testing | 1 wk | Tue 11/21/17 | Mon 11/27/17 |
| Obtain User Sign Off | 1 wk | Tue 11/21/17 | Mon 11/27/17 |
| Adopt | 5 days | Tue 11/21/17 | Mon 11/27/17 |
| CBT Training | 1 wk | Tue 11/21/17 | Mon 11/27/17 |
| Make sure NOC has Visibility | 1 wk | Tue 11/21/17 | Mon 11/27/17 |
| Change Roll out Based on Lessons Learned | 20 days | Tue 11/28/17 | Mon 12/25/17 |
| Lessons Learned | 2 wks | Tue 11/28/17 | Mon 12/11/17 |
| Update Plans | 4 wks | Tue 11/28/17 | Mon 12/25/17 |
| Rollout | 459 days | Tue 12/26/17 | Fri 9/27/19 |
| Wave Planning | 2 wks | Tue 12/26/17 | Mon 1/8/18 |
| Priority Sites Roll Out | 116 days | Tue 1/9/18 | Tue 6/19/18 |
| Plan | 69 days | Tue 1/9/18 | Fri 4/13/18 |
| Initiate Site Project | 3 days | Tue 1/9/18 | Thu 1/11/18 |
| Envision the Solution for Site | 1 wk | Tue 1/9/18 | Mon 1/15/18 |
| Assess Readiness | 27 days | Tue 1/16/18 | Wed 2/21/18 |
| Readiness Assessment | 11 days | Tue 1/16/18 | Tue 1/30/18 |
| Send out Surveys | 3 days | Tue 1/16/18 | Thu 1/18/18 |
| Receive Surveys | 2 wks | Tue 1/16/18 | Mon 1/29/18 |

| | | | |
|--|----------------|--------------------|--------------------|
| Document Assessment | 3 days | Fri 1/26/18 | Tue 1/30/18 |
| Persona Analysis | 11 days | Wed 1/24/18 | Wed 2/7/18 |
| Send our Persona Surveys | 3 days | Wed 1/24/18 | Fri 1/26/18 |
| Receive Surveys | 2 wks | Wed 1/24/18 | Tue 2/6/18 |
| Document Persona Analysis | 3 days | Mon 2/5/18 | Wed 2/7/18 |
| Baseline Health Assessment | 10 days | Thu 2/8/18 | Wed 2/21/18 |
| Determine QoS | 2 wks | Thu 2/8/18 | Wed 2/21/18 |
| Determine WAN and LAN Requirements | 2 wks | Thu 2/8/18 | Wed 2/21/18 |
| Determine Network Readiness | 20 days | Thu 2/22/18 | Wed 3/21/18 |
| Site Survey | 3 wks | Thu 2/22/18 | Wed 3/14/18 |
| Document Network Readiness | 1 wk | Thu 3/15/18 | Wed 3/21/18 |
| Design Solution | 17 days | Thu 3/22/18 | Fri 4/13/18 |
| Determine Equipment Needs | 1 wk | Thu 3/22/18 | Wed 3/28/18 |
| Create Orders of Equipment | 1 wk | Wed 3/28/18 | Tue 4/3/18 |
| Design Rollout | 2 wks | Mon 4/2/18 | Fri 4/13/18 |
| Deliver | 47 days | Mon 4/16/18 | Tue 6/19/18 |
| Deploy | 41 days | Mon 4/16/18 | Mon 6/11/18 |
| Deployment | 38 days | Mon 4/16/18 | Wed 6/6/18 |
| Setup Site Checklist | 1 wk | Mon 4/16/18 | Fri 4/20/18 |
| Work through Check Lists | 38 days | Mon 4/16/18 | Wed 6/6/18 |
| Manage Skype for Business | 1 wk | Mon 4/16/18 | Fri 4/20/18 |
| Acquire Phone Numbers | 2 wks | Mon 4/16/18 | Fri 4/27/18 |
| Port Numbers | 1 wk | Mon 4/30/18 | Fri 5/4/18 |
| Receive Equipment from Staging | 3 days | Mon 4/23/18 | Wed 4/25/18 |
| Stage Equipment and Prepare | 2 wks | Thu 4/26/18 | Wed 5/9/18 |
| Deploy Software Package to Site | 2 wks | Thu 5/10/18 | Wed 5/23/18 |
| Deploy Equipment to End Units | 4 wks | Thu 5/10/18 | Wed 6/6/18 |
| Remove Old Equipment | 4 wks | Thu 5/10/18 | Wed 6/6/18 |
| Testing | 8 days | Thu 5/31/18 | Mon 6/11/18 |
| Run e911 Tests | 3 days | Thu 5/31/18 | Mon 6/4/18 |
| Run Test Scripts | 1 wk | Tue 6/5/18 | Mon 6/11/18 |
| Enable | 9 days | Thu 6/7/18 | Tue 6/19/18 |
| Enable Users at Scale | 9 days | Thu 6/7/18 | Tue 6/19/18 |
| Run Validation for Small Number of Users | 1 wk | Thu 6/7/18 | Wed 6/13/18 |
| Run User Enablement | 1 wk | Thu 6/7/18 | Wed 6/13/18 |
| Spot check User Accounts | 1 wk | Wed 6/13/18 | Tue 6/19/18 |
| Plan Enablement Schedules | 1 wk | Thu 6/7/18 | Wed 6/13/18 |
| Testing | 5 days | Tue 6/12/18 | Mon 6/18/18 |
| User Acceptance Testing | 1 wk | Tue 6/12/18 | Mon 6/18/18 |
| Obtain User Sign Off | 1 wk | Tue 6/12/18 | Mon 6/18/18 |
| Adopt | 5 days | Wed 6/13/18 | Tue 6/19/18 |

| | | | |
|------------------------------------|-----------------|--------------------|---------------------|
| CBT Training | 1 wk | Wed 6/13/18 | Tue 6/19/18 |
| Make sure NOC has Visibility | 1 wk | Wed 6/13/18 | Tue 6/19/18 |
| Second Wave Roll Out | 116 days | Wed 6/20/18 | Wed 11/28/18 |
| Plan | 69 days | Wed 6/20/18 | Mon 9/24/18 |
| Initiate Site Project | 3 days | Wed 6/20/18 | Fri 6/22/18 |
| Envision the Solution for Site | 1 wk | Wed 6/20/18 | Tue 6/26/18 |
| Assess Readiness | 27 days | Wed 6/27/18 | Thu 8/2/18 |
| Readiness Assessment | 11 days | Wed 6/27/18 | Wed 7/11/18 |
| Send out Surveys | 3 days | Wed 6/27/18 | Fri 6/29/18 |
| Receive Surveys | 2 wks | Wed 6/27/18 | Tue 7/10/18 |
| Document Assessment | 3 days | Mon 7/9/18 | Wed 7/11/18 |
| Persona Analysis | 11 days | Thu 7/5/18 | Thu 7/19/18 |
| Send our Persona Surveys | 3 days | Thu 7/5/18 | Mon 7/9/18 |
| Receive Surveys | 2 wks | Thu 7/5/18 | Wed 7/18/18 |
| Document Persona Analysis | 3 days | Tue 7/17/18 | Thu 7/19/18 |
| Baseline Health Assessment | 10 days | Fri 7/20/18 | Thu 8/2/18 |
| Determine QoS | 2 wks | Fri 7/20/18 | Thu 8/2/18 |
| Determine WAN and LAN Requirements | 2 wks | Fri 7/20/18 | Thu 8/2/18 |
| Determine Network Readiness | 20 days | Fri 8/3/18 | Thu 8/30/18 |
| Site Survey | 3 wks | Fri 8/3/18 | Thu 8/23/18 |
| Document Network Readiness | 1 wk | Fri 8/24/18 | Thu 8/30/18 |
| Design Solution | 17 days | Fri 8/31/18 | Mon 9/24/18 |
| Determine Equipment Needs | 1 wk | Fri 8/31/18 | Thu 9/6/18 |
| Create Orders of Equipment | 1 wk | Thu 9/6/18 | Wed 9/12/18 |
| Design Rollout | 2 wks | Tue 9/11/18 | Mon 9/24/18 |
| Deliver | 47 days | Tue 9/25/18 | Wed 11/28/18 |
| Deploy | 41 days | Tue 9/25/18 | Tue 11/20/18 |
| Deployment | 38 days | Tue 9/25/18 | Thu 11/15/18 |
| Setup Site Checklist | 1 wk | Tue 9/25/18 | Mon 10/1/18 |
| Work through Check Lists | 38 days | Tue 9/25/18 | Thu 11/15/18 |
| Manage Skype for Business | 1 wk | Tue 9/25/18 | Mon 10/1/18 |
| Acquire Phone Numbers | 2 wks | Tue 9/25/18 | Mon 10/8/18 |
| Port Numbers | 1 wk | Tue 10/9/18 | Mon 10/15/18 |
| Receive Equipment from Staging | 3 days | Tue 10/2/18 | Thu 10/4/18 |
| Stage Equipment and Prepare | 2 wks | Fri 10/5/18 | Thu 10/18/18 |
| Deploy Software Package to Site | 2 wks | Fri 10/19/18 | Thu 11/1/18 |
| Deploy Equipment to End Units | 4 wks | Fri 10/19/18 | Thu 11/15/18 |
| Remove Old Equipment | 4 wks | Fri 10/19/18 | Thu 11/15/18 |
| Testing | 8 days | Fri 11/9/18 | Tue 11/20/18 |
| Run e911 Tests | 3 days | Fri 11/9/18 | Tue 11/13/18 |
| Run Test Scripts | 1 wk | Wed 11/14/18 | Tue 11/20/18 |

| | | | |
|--|-----------------|---------------------|---------------------|
| Enable | 9 days | Fri 11/16/18 | Wed 11/28/18 |
| Enable Users at Scale | 9 days | Fri 11/16/18 | Wed 11/28/18 |
| Run Validation for Small Number of Users | 1 wk | Fri 11/16/18 | Thu 11/22/18 |
| Run User Enablement | 1 wk | Fri 11/16/18 | Thu 11/22/18 |
| Spot check User Accounts | 1 wk | Thu 11/22/18 | Wed 11/28/18 |
| Plan Enablement Schedules | 1 wk | Fri 11/16/18 | Thu 11/22/18 |
| Testing | 5 days | Wed 11/21/18 | Tue 11/27/18 |
| User Acceptance Testing | 1 wk | Wed 11/21/18 | Tue 11/27/18 |
| Obtain User Sign Off | 1 wk | Wed 11/21/18 | Tue 11/27/18 |
| Adopt | 5 days | Thu 11/22/18 | Wed 11/28/18 |
| CBT Training | 1 wk | Thu 11/22/18 | Wed 11/28/18 |
| Make sure NOC has Visibility | 1 wk | Thu 11/22/18 | Wed 11/28/18 |
| Third Wave Roll Out | 116 days | Thu 11/29/18 | Thu 5/9/19 |
| Plan | 69 days | Thu 11/29/18 | Tue 3/5/19 |
| Initiate Site Project | 3 days | Thu 11/29/18 | Mon 12/3/18 |
| Envision the Solution for Site | 1 wk | Thu 11/29/18 | Wed 12/5/18 |
| Assess Readiness | 27 days | Thu 12/6/18 | Fri 1/11/19 |
| Readiness Assessment | 11 days | Thu 12/6/18 | Thu 12/20/18 |
| Send out Surveys | 3 days | Thu 12/6/18 | Mon 12/10/18 |
| Receive Surveys | 2 wks | Thu 12/6/18 | Wed 12/19/18 |
| Document Assessment | 3 days | Tue 12/18/18 | Thu 12/20/18 |
| Persona Analysis | 11 days | Fri 12/14/18 | Fri 12/28/18 |
| Send our Persona Surveys | 3 days | Fri 12/14/18 | Tue 12/18/18 |
| Receive Surveys | 2 wks | Fri 12/14/18 | Thu 12/27/18 |
| Document Persona Analysis | 3 days | Wed 12/26/18 | Fri 12/28/18 |
| Baseline Health Assessment | 10 days | Mon 12/31/18 | Fri 1/11/19 |
| Determine QoS | 2 wks | Mon 12/31/18 | Fri 1/11/19 |
| Determine WAN and LAN Requirements | 2 wks | Mon 12/31/18 | Fri 1/11/19 |
| Determine Network Readiness | 20 days | Mon 1/14/19 | Fri 2/8/19 |
| Site Survey | 3 wks | Mon 1/14/19 | Fri 2/1/19 |
| Document Network Readiness | 1 wk | Mon 2/4/19 | Fri 2/8/19 |
| Design Solution | 17 days | Mon 2/11/19 | Tue 3/5/19 |
| Determine Equipment Needs | 1 wk | Mon 2/11/19 | Fri 2/15/19 |
| Create Orders of Equipment | 1 wk | Fri 2/15/19 | Thu 2/21/19 |
| Design Rollout | 2 wks | Wed 2/20/19 | Tue 3/5/19 |
| Deliver | 47 days | Wed 3/6/19 | Thu 5/9/19 |
| Deploy | 41 days | Wed 3/6/19 | Wed 5/1/19 |
| Deployment | 38 days | Wed 3/6/19 | Fri 4/26/19 |
| Setup Site Checklist | 1 wk | Wed 3/6/19 | Tue 3/12/19 |
| Work through Check Lists | 38 days | Wed 3/6/19 | Fri 4/26/19 |
| Manage Skype for Business | 1 wk | Wed 3/6/19 | Tue 3/12/19 |

| | | | |
|--|-----------------|--------------------|--------------------|
| Acquire Phone Numbers | 2 wks | Wed 3/6/19 | Tue 3/19/19 |
| Port Numbers | 1 wk | Wed 3/20/19 | Tue 3/26/19 |
| Receive Equipment from Staging | 3 days | Wed 3/13/19 | Fri 3/15/19 |
| Stage Equipment and Prepare | 2 wks | Mon 3/18/19 | Fri 3/29/19 |
| Deploy Software Package to Site | 2 wks | Mon 4/1/19 | Fri 4/12/19 |
| Deploy Equipment to End Units | 4 wks | Mon 4/1/19 | Fri 4/26/19 |
| Remove Old Equipment | 4 wks | Mon 4/1/19 | Fri 4/26/19 |
| Testing | 8 days | Mon 4/22/19 | Wed 5/1/19 |
| Run e911 Tests | 3 days | Mon 4/22/19 | Wed 4/24/19 |
| Run Test Scripts | 1 wk | Thu 4/25/19 | Wed 5/1/19 |
| Enable | 9 days | Mon 4/29/19 | Thu 5/9/19 |
| Enable Users at Scale | 9 days | Mon 4/29/19 | Thu 5/9/19 |
| Run Validation for Small Number of Users | 1 wk | Mon 4/29/19 | Fri 5/3/19 |
| Run User Enablement | 1 wk | Mon 4/29/19 | Fri 5/3/19 |
| Spot check User Accounts | 1 wk | Fri 5/3/19 | Thu 5/9/19 |
| Plan Enablement Schedules | 1 wk | Mon 4/29/19 | Fri 5/3/19 |
| Testing | 5 days | Thu 5/2/19 | Wed 5/8/19 |
| User Acceptance Testing | 1 wk | Thu 5/2/19 | Wed 5/8/19 |
| Obtain User Sign Off | 1 wk | Thu 5/2/19 | Wed 5/8/19 |
| Adopt | 5 days | Fri 5/3/19 | Thu 5/9/19 |
| CBT Training | 1 wk | Fri 5/3/19 | Thu 5/9/19 |
| Make sure NOC has Visibility | 1 wk | Fri 5/3/19 | Thu 5/9/19 |
| Fourth Wave Roll Out | 101 days | Fri 5/10/19 | Fri 9/27/19 |
| Plan | 59 days | Fri 5/10/19 | Wed 7/31/19 |
| Initiate Site Project | 3 days | Fri 5/10/19 | Tue 5/14/19 |
| Envision the Solution for Site | 1 wk | Fri 5/10/19 | Thu 5/16/19 |
| Assess Readiness | 22 days | Fri 5/17/19 | Mon 6/17/19 |
| Readiness Assessment | 11 days | Fri 5/17/19 | Fri 5/31/19 |
| Send out Surveys | 3 days | Fri 5/17/19 | Tue 5/21/19 |
| Receive Surveys | 2 wks | Fri 5/17/19 | Thu 5/30/19 |
| Document Assessment | 3 days | Wed 5/29/19 | Fri 5/31/19 |
| Persona Analysis | 11 days | Mon 5/27/19 | Mon 6/10/19 |
| Send our Persona Surveys | 3 days | Mon 5/27/19 | Wed 5/29/19 |
| Receive Surveys | 2 wks | Mon 5/27/19 | Fri 6/7/19 |
| Document Persona Analysis | 3 days | Thu 6/6/19 | Mon 6/10/19 |
| Baseline Health Assessment | 5 days | Tue 6/11/19 | Mon 6/17/19 |
| Determine QoS | 1 wk | Tue 6/11/19 | Mon 6/17/19 |
| Determine WAN and LAN Requirements | 1 wk | Tue 6/11/19 | Mon 6/17/19 |
| Determine Network Readiness | 15 days | Tue 6/18/19 | Mon 7/8/19 |
| Site Survey | 2 wks | Tue 6/18/19 | Mon 7/1/19 |
| Document Network Readiness | 1 wk | Tue 7/2/19 | Mon 7/8/19 |

| | | | |
|--|----------------|--------------------|--------------------|
| Design Solution | 17 days | Tue 7/9/19 | Wed 7/31/19 |
| Determine Equipment Needs | 1 wk | Tue 7/9/19 | Mon 7/15/19 |
| Create Orders of Equipment | 1 wk | Mon 7/15/19 | Fri 7/19/19 |
| Design Rollout | 2 wks | Thu 7/18/19 | Wed 7/31/19 |
| Deliver | 42 days | Thu 8/1/19 | Fri 9/27/19 |
| Deploy | 36 days | Thu 8/1/19 | Thu 9/19/19 |
| Deployment | 33 days | Thu 8/1/19 | Mon 9/16/19 |
| Setup Site Checklist | 1 wk | Thu 8/1/19 | Wed 8/7/19 |
| Work through Check Lists | 33 days | Thu 8/1/19 | Mon 9/16/19 |
| Manage Skype for Business | 1 wk | Thu 8/1/19 | Wed 8/7/19 |
| Acquire Phone Numbers | 1 wk | Thu 8/1/19 | Wed 8/7/19 |
| Port Numbers | 1 wk | Thu 8/8/19 | Wed 8/14/19 |
| Receive Equipment from Staging | 3 days | Thu 8/8/19 | Mon 8/12/19 |
| Stage Equipment and Prepare | 1 wk | Tue 8/13/19 | Mon 8/19/19 |
| Deploy Software Package to Site | 2 wks | Tue 8/20/19 | Mon 9/2/19 |
| Deploy Equipment to End Units | 4 wks | Tue 8/20/19 | Mon 9/16/19 |
| Remove Old Equipment | 4 wks | Tue 8/20/19 | Mon 9/16/19 |
| Testing | 8 days | Tue 9/10/19 | Thu 9/19/19 |
| Run e911 Tests | 3 days | Tue 9/10/19 | Thu 9/12/19 |
| Run Test Scripts | 1 wk | Fri 9/13/19 | Thu 9/19/19 |
| Enable | 9 days | Tue 9/17/19 | Fri 9/27/19 |
| Enable Users at Scale | 9 days | Tue 9/17/19 | Fri 9/27/19 |
| Run Validation for Small Number of Users | 1 wk | Tue 9/17/19 | Mon 9/23/19 |
| Run User Enablement | 1 wk | Tue 9/17/19 | Mon 9/23/19 |
| Spot check User Accounts | 1 wk | Mon 9/23/19 | Fri 9/27/19 |
| Plan Enablement Schedules | 1 wk | Tue 9/17/19 | Mon 9/23/19 |
| Testing | 5 days | Fri 9/20/19 | Thu 9/26/19 |
| User Acceptance Testing | 1 wk | Fri 9/20/19 | Thu 9/26/19 |
| Obtain User Sign Off | 1 wk | Fri 9/20/19 | Thu 9/26/19 |
| Adopt | 5 days | Mon 9/23/19 | Fri 9/27/19 |
| CBT Training | 1 wk | Mon 9/23/19 | Fri 9/27/19 |
| Make sure NOC has Visibility | 1 wk | Mon 9/23/19 | Fri 9/27/19 |
| Project Close Out | 16 days | Mon 9/9/19 | Mon 9/30/19 |
| Finalize Project Artifacts | 1 wk | Mon 9/9/19 | Fri 9/13/19 |
| Document Lessons Learned | 3 wks | Mon 9/9/19 | Fri 9/27/19 |
| Document Project Closure | 1 wk | Mon 9/23/19 | Fri 9/27/19 |
| Present Closure Status | 1 day | Mon 9/30/19 | Mon 9/30/19 |
| Close down Team | 2 days | Fri 9/27/19 | Mon 9/30/19 |

Transition Schedule

Verizon will deploy a team dedicated to establishing the core Microsoft Skype for Business infrastructure during the first 180 days. This team will be creating and administrating all aspects of the sites within the solution. This team will then transition operational support of the solution to the ESD and VSD, and transition configuration of new sites to the team leads during the full rollout.

Our approach is to utilize field teams during the waves based on the identified sites and endpoints. Each team will work together as well as independently to accomplish the work per the plan. Our delivery teams will work on multiple sites, in some cases all members of a given team can be on site, for example with a large site; or they can split into two or three smaller teams to handle multiple sites together. This approach provides flexibility to transition two large sites at one time, or six or more smaller sites at one time during a wave. Our project manager and team leads will coordinate all activity and ensure the teams are working effectively and efficiently, accomplishing the work per the plan.

Our core team and team leads will be coordinating all Skype related configurations per the surveys and checklists, such as ensuring the configuration of the end points, porting of numbers, testing of the e911, and other activities, in coordination with all teams. The teams will be based out of our Harrisburg development center, and will also travel to each of the sites in the Commonwealth when necessary per the plan. Most coordination and gathering of information will be accomplished from the development center, with onsite travel limited to the agreed upon times to limit disruptions to the sites.

7.5 Service Activities

Our teams will be providing all tasks necessary to provide the transition and migration tasks in accordance with the terms of the contract. Our service activities that will help ensure compliance will include:

Planning – Planning at the agency and location level with regards to the pilot and identified waves in the commonwealth. This planning will include engagement with all points of contacts with the agency and locations, as well as all affected users to understand what is required to deliver the transition. Creation of all project artifacts, surveys, assessment tools, checklists and other documentation as needed to implement the project.

Order Entry – Agency locations will be ordering the product based on the agreed schedule. We will coordinate with each agency and location to ensure that the orders are placed and that they are processed so that staging and preparation can be scheduled per the plan.

Shipping of Product – The product will be shipped into the staging location for our prep work to begin. This staging location can be a central area within Harrisburg, within the agency or at the site location. We will be working to identify each area based on the project plan when the project commences.

Configuration – In conjunction with Microsoft and third-party vendors, Verizon will create a Microsoft Skype for Business offering that is fully configured for each of the identified sites. This configuration will

be based on the various surveys and assessment tools that have been executed during the planning and delivery phase of the project.

Push of Product – Verizon will work with OA and other team members to outline the packages for software components to be pushed to the affected users. This will be created, and scheduled based on the overall planning stage. Each push will correspond with the product roll out in each wave and location.

Receipt, pickup and installation of Product – The product will be received into a staging location, either centrally within Harrisburg, or locally in each wave. The product will be picked up by our team, prepped and delivered to each endpoint per the project plan.

Issues and Risk Management – All throughout the transition our team will be providing risk management so that we can address any issues and risks as they arise in the project.

Change Management – All changes throughout the project will follow a controlled change management process that identifies the change, assesses the change and the impact on the project, and obtains proper approvals to implement the change.

7.5 Service Processes, Dependencies and Procedures

Verizon will perform the transition services utilizing best practices in project management and transition management. Our processes follow ITIL as well as the Microsoft Skype Operations Framework as it relates to the specifics within the transition requirements of this program. Project management will follow PMI PMBoK based management methodologies as abridged by the transition services and the Skype Operations Framework.

The Verizon TM and Commonwealth Point of Contract (POC) will work out a transition schedule that is in the best interests of the Commonwealth. We have setup our project plan to include a pilot and four wave rollouts of all 225 sites and 46,000 endpoints. The team will work to identify the sites that will be included in our pilot phase and all other rollout phases. We understand that things will happen during the project and our team will utilize a change management process that allows a certain amount of flexibility in the project with proper approvals and assessment of impact due to the change. Our team will work with Agency POC to obtain agreement as to when certain aspects of the transitions are accomplished, and if changes are necessary.

Our transition plan is based on flexibility in the sequence of the transition. At each stage, our team will perform planning and assessing of all end points to outline when each will be transitioned. This is an ongoing occurrence and our plans can be manipulated based on conditions on the ground. Our team will work with the agencies in determining this schedule and the transition of each end point and will be communicating this schedule all throughout the transition.

At the start of the Transition, sites will be identified as belonging to the Pilot wave or one of the four subsequent waves.

Our transition teams will install all products as required per the transition schedule. The last item on the transition is to deliver the feature code list and Getting Started Guide to each end-point as it is installed. This is part of our Adopt phase in our transition plan.

All equipment that is being replaced will be collected and returned to the central location for disposal.

Our team will deliver the getting started documentation and feature set for all end-points as the product is installed. There is extensive help available on Skype for Business and the user would be directed to this resource for any further training needs. Also, the support desk will be able to assist each user once they are transitioned and live on the new product. Our teams will be furnishing the support desk with all information regarding the endpoints as they are transitioned and turned over for operational support.

All locations will go through an acceptance process as each endpoint is transitioned. Each of these acceptance analytics will be collated and entered into the final project closing report showing that each service has been transitioned to support.

The project close out report will identify all services that have been implemented, tested and accepted by the locations as being installed correctly. Each will be transitioned to support. The report will be delivered to the commonwealth at the end of the transition period.

8 Communication Plan

Effective communication, both internal and external, is essential to the success of any project. During this project, there will be multiple documents passed between Verizon and Commonwealth updating the team on weekly progress. The format of these documents will be agreed upon by Commonwealth and Verizon. The Transition Manager will be copied on all communications and will be the central point of contact for communication to the project team.

8.1 Project Meetings

8.1.1 Meeting Schedule

The Verizon Transition Manager will conduct weekly status meetings with Commonwealth and Verizon Implementation Teams from project kick-off to cutover, service acceptance, and service hand-off to each agency

8.1.2 Meeting Minutes

The Verizon Transition Manager is responsible for recording project meeting minutes. This information will be sent to the entire project team via e-mail as an attached file in MS Word format.

8.2 Project Status Reporting

8.2.1 Order Tracking

Project-related order activity will be tracked in an Order Tracking Spreadsheet. This document should contain all the necessary information for Verizon to order the requested services.

8.2.2 Project Status Dashboard

The Project Status Dashboard Report provides a high-level summary of the project status, current and planned activities, actions, risks, issues, and accomplishments. The report may be used for both internal and external reporting, especially at the management/executive level.

8.2.3 Project Schedule

The Project Schedule is developed jointly with project team members and updated with both internal and customer input to ensure that all tasks and timelines are mutually agreed upon and understood. The Project Schedule is the basic framework for assigning responsibility, executing all aspects of the project, establishing plans, allocating resources, assessing status, evaluating performance, and adjusting plans. Once the basic task durations have been estimated, the Transition Manager aggregates the project tasks, assesses the relationships among task dependencies, and determines the sequence of events.

8.2.4 Open Action Items (OAI)

The Verizon TM is responsible for tracking all open action items assigned during the project. This information will be sent to the entire project team.

8.3 Project Escalation Process

At any time during the project life cycle, if Commonwealth would like to escalate a project issue with Verizon, the following escalation levels should be observed:

Table 4 – Verizon Escalation Hierarchy

| Level | Name | Title | Contact Phone Number |
|--------------|------|-------|----------------------|
| First Level | | | |
| Second Level | | | |
| Third Level | | | |

Table 5 – Commonwealth Escalation Hierarchy

| Level | Name | Title | Contact Phone Number |
|--------------|------|-------|----------------------|
| First Level | TBD | TBD | PHONE NUMBER |
| Second Level | TBD | TBD | PHONE NUMBER |
| Third Level | TBD | TBD | PHONE NUMBER |

9 Cost Tracking

Project Costs will be tracked using the Project Management Institute (PMI) Global Standard of Earned Value Management (EVM). This methodology combines scope, schedule, and resource measurements to assess project performance and progress. EVM develops and monitors three key factors - Planned Value (PV), Earned Value (EV), and Actual Cost (AC)

This methodology is commonly used to measure any project in any industry

10 Project Closeout

Formal project close-out will take place when the following conditions have been met:

- Completion of project deliverables
- Testing and acceptance of VCC and related services
- All sites and services transition to maintenance

A test and acceptance plan will be agreed to by both Verizon and Commonwealth as part of the project planning process

A post-implementation meeting will be held between both Commonwealth and the Verizon Implementation/Account Team. A lessons learned document will be finalized at the end of the project along with a close-out document, and will be distributed by the Transition Manager.

Cisco 880G and 890G Series 4G LTE 2.0 Integrated Services Routers

The Cisco® 880G and 890G Series 4G LTE 2.0 Integrated Services Routers with Cisco IOS® Software offer support for integrated fourth-generation (4G LTE) wireless WAN (mobile broadband backhaul), WLAN capabilities (C897VAGW Model) and cutting-edge capabilities. The Cisco 880G and 890G Series ISRs provide a rapidly deployable, highly available, reliable, and secure solution designed to combine Internet access, comprehensive security, and wireless services in a single device that is easy to deploy and manage for primary or backup connectivity (Figure 1). Customers that would benefit from these routers include small businesses, remote small or medium-sized or power branches, financial services firms, healthcare organizations, pop-up stores, point-of-sale systems, and retail businesses. Fully integrated with Cisco IOS Software, the Cisco 880G and 890G routers deliver enterprise-class features, including highly secure data, voice, and video communications to stationary and mobile network nodes across wired and wireless links. The best-in-class Cisco 880G and 890G Series architecture is specifically designed to deliver high performance with concurrent services, business continuity, and investment protection. The Cisco 880G and 890G 4G LTE 2.0 series are the industry leader to bring enterprise grade wireline like functionality such as Quality of Service (QoS) for cellular, Multi-Virtual Route Forwarding (Multi-VRF), advanced VPN, and Unified Communications solutions over LTE.

Figure 1. Cisco C899G-LTE Integrated Services Router



The Cisco® 880G and 890G Series LTE 2.0 routers also provide the ability to extend Cisco product-based networks to remote power branch offices with a relatively low incremental investment, as well as to enable managed services offerings based on end-to-end Cisco system architecture.

Product Overview

The Cisco 880G and 890G Series 4G LTE 2.0 ISRs are fixed-configuration routers that provide collaborative business solutions for secure voice and data communications to enterprise small branch offices, with support for the latest Third-Generation Partnership Project (3GPP) Release 9 standards for 4G LTE. They provide persistent, reliable LTE connectivity with fallback and transparent handoff to earlier technologies. The routers are designed to deliver secure broadband, Metro Ethernet or any xDSL variants, wireless WAN (WWAN) connectivity, and business continuity. Additionally, the Cisco 897VAGW ISR supports enterprise class built-in Wireless LAN (WLAN) capability. They also come with powerful management tools, such as the web-based Cisco Configuration Professional configuration management tool, which simplifies setup and deployment.

- Cisco 4G LTE 2.0: Multimode LTE 2.0 for carriers that operate LTE 800-MHz (band 20), 900-MHz (band 8), 1800-MHz (band 3), 2100-MHz (band 1), or 2600-MHz (band 7) networks; the multimode 880G and 890G Series 4G LTE 2.0 routers are backward-compatible with Universal Mobile Telecommunications Service (UMTS) and High-Speed Packet Access Plus (HSPA+): 850 MHz (band 5), 900 MHz (band 8), 1900 MHz (band 2), and 2100 MHz (band 1)

- C899G-LTE-NA-K9: Multimode Cisco LTE 2.0 for carriers that operate LTE 700 MHz (band 17), 1900 MHz (band 2 PCS), 850 MHz (band 5) or 1700/2100 MHz (band 4 AWS) networks; backward-compatible with UMTS and HSPA+: 850 MHz (band 5), 900 MHz (band 8), 1900 MHz (band 2 PCS), and 1700/2100 MHz (band 4 AWS).
- C899G-LTE-VZ-K9 and C899G-LTE-ST-K9: Multimode Cisco LTE 2.0 for carriers that operate LTE 700 MHz (band 13), 1700/2100 MHz (band 4 AWS), or 1900 MHz (band 25 extended PCS) networks; backward-compatible with EVDO Rev A/CDMA 1x BC0, BC1, BC10.
- C899G-LTE-JP-K9: Multimode Cisco LTE 2.0 for carriers that operate LTE 800 MHz (band 19), 1500 MHz (band 21), and 2100 MHz (band 1) networks; backward-compatible with UMTS and HSPA+: 850 MHz (band 5), 800 MHz (band 6), 800 MHz (band 19), and 2100 MHz (band 1).

The Cisco 880G and 890G Series 4G LTE 2.0 ISRs provide a broad range of enterprise-class features, including:

- Security services, such as firewall, intrusion prevention, VPN, and Cisco ISR Web Security with Cisco ScanSafe, which require no additional hardware or client software. This enables branch offices, manufacturing sites, hospitals, banks, and mobile fleets, for example, to intelligently redirect web traffic to the cloud to enforce granular security and acceptable use policies over user web traffic. With this solution, you can deploy market-leading web security quickly and easily to protect branch-office users from web-based threats, such as viruses, while saving bandwidth, money, and resources.
- Cisco WAN optimization system, consisting of Cisco Wide Area Application Services (WAAS) Express routers and Wide-Area Application Engines (WAEs) that work together to optimize TCP traffic in your network. When client and server applications attempt to communicate with each other, the network intercepts the traffic and acts on behalf of the client application and the destination server.
- Additional WAN options, such as Gigabit Ethernet WAN interfaces and an 8-port 10/100/1000 Gigabit Ethernet managed switch for LAN connectivity. The Cisco 880G and 890G Series ISRs provide quality-of-service (QoS) features for optimizing voice and video applications.
- Cisco Configuration Professional, a web-based configuration tool that simplifies setup and deployment. Centralized management capabilities give network managers visibility into and control over the network configurations at remote sites.
- WWAN services, offering enhanced data rates and improved latency (30 ms or less)—an ideal way to supplement traditional wireline services. The 4G LTE WWAN data services offered today have average data rates well in excess of ISDN speeds, with theoretical limits of 100 Mbps on the downlink and 50 Mbps on the uplink. The actual data speed depends on the service provider's network. With 4G LTE data rates, the Cisco 4G LTE 2.0 WWAN offers a primary WAN link solution capable of running comprehensive branch-office services, including voice and video services. The 4G LTE WWAN data services can also be used as a cost-effective alternative in areas where broadband services are either not available or very expensive. Cisco is building on these performance milestones and adding support for wireless to our wide variety of WAN interface alternatives.

Business Benefits and Application Examples

Businesses are looking for ways to reduce costs, increase revenue, and improve business continuity. The 4G LTE wireless connectivity, which is 10 to 15 times faster and has 5 times lower latency than 3G links, allows a small enterprise branch office or remote office to set up comprehensive media services in a matter of hours, without

worrying about availability of broadband services or the need to lay down the lines. Wireless carriers offer flexible, usage-based data plans that can be customized to meet the needs and price points of the business customer. As WAN backup alternatives, 3G and 4G LTE wireless offer greater WAN diversity and resiliency because they are independent of the local terrestrial infrastructure. The Cisco 880G and 890G help businesses stay productive during service provider downtime or a network failure with Cisco Intelligent WAN diversity and Cisco Application Visibility & Control (IWAN & AVC LTE support with C890 series). The 802.11a/b/g/n 2X3 MIMO built-in Cisco 3500 Access Point (AP) in the Cisco 897VAGW, comes with Cisco's CleanAir technology, to create a self-healing, self-optimizing WLAN. Moreover, with the advantage of dual radio, the integrated AP can serve both as an access point and as a client to a wireless mesh network. This provides another source for WAN diversity along with Gigabit Ethernet, xDSL, and LTE cellular. The AP ClientLink feature improves reliability and coverage for legacy devices and dynamic frequency selection (DFS allows detecting and avoiding interference with radar signals to comply with regulatory domains. Cisco 897VAGW ISR with integrated 4G LTE and 802.11 a/b/g/n AP. The dual radio WLAN on the 897VAGW can serve as both a client and an access-point. More information on the Cisco 3500 Access Point is available at http://www.cisco.com/en/US/prod/collateral/wireless/ps5678/ps10981/data_sheet_c78-594630.html

Ability to Host Networks in Motion

The Cisco 880G and 890G use standards-based mobile IP features in Cisco IOS Software to host networks in motion. Transitions to different wireless networks are transparent to the users and devices (such as laptops, smart devices, and surveillance cameras), and applications maintain continuous connectivity without the user's manual intervention as WAN links change. In addition to allowing a single node or device to stay connected, the Cisco 880G and 890G allow an entire mobile network or subnet to stay connected.

Retail VPN

Retail stores migrating from dialup connections for point-of-sale transactions can use the 4G LTE WWAN option on the Cisco 880G or 890G for low-cost broadband access, with the security required to comply with payment card industry (PCI) and other data security requirements. Multiple devices and applications can then be added to the store network to take advantage of the increased bandwidth and to enable secure mobility and enhance productivity.

Managed Services

Service providers and value-added resellers (VARs) can use the Cisco 880G or 890G as a platform to offer differentiated business-class security and wireless LAN (WLAN) services for small and medium-sized business (SMB) customers. Superior management capabilities, such as Simple Network Management Protocol (SNMP) support for 3G MIB with 4G MIB extension and Cisco Configuration Professional, make remote management and provisioning easier.

- **Multiple-PDN:** This feature allows configuration of multiple active (Access Point Name) APN so that Internet traffic can be kept separate from the corporate traffic.
- **4G LTE multiple-bearer QoS for cellular:** The Cisco 880G and 890G 4G LTE 2.0 supports 4G LTE multiple-bearer QoS. Detailed information on the bearer is part of show CLI, SNMP-MIBs etc. The QoS feature is service provider (SP) dependent, and requires SP to launch this service.
- **Multi-VRF for cellular:** 4G LTE 2.0 now support Multi-VRF for cellular network. Multi-VRF is a Cisco proprietary implementation over and above the 3GPP spec and requires Cisco ASR5K Packet Gateway (P-GW) as the head-end at the service provider's network. The Multi-VRF feature is service provider (SP) dependent, and requires SP to launch this service.

- **Enterprise grade Unified Communication solutions over LTE:** The Cisco 880G and 890G 4G LTE 2.0 supports voice and video and can be integrated with Cisco Unified Communications cloud or premises-based infrastructure.
- **Public Land Mobile Network (PLMN Search):** UE presents end user with available PLMN search manually. UE can optimize PLMN search procedure using stored information such as RF carriers and cell parameters.

Primary Features and Benefits

Table 1. Features and Benefits of the Cisco 880G and 890G Series 4G LTE 2.0 ISRs

| Feature | Benefits |
|---|---|
| Smallest Cisco ISR in Nonhardened Form Factors | |
| Lightweight, compact size with low power consumption | <ul style="list-style-type: none"> • Can be deployed in many different environments where space, heat dissipation, and low power consumption are critical factors. |
| Increased performance to run concurrent services | <ul style="list-style-type: none"> • Performance allows customers to take advantage of broadband network speeds while running secure, concurrent data, voice, video, and wireless services. |
| Enhanced security | <ul style="list-style-type: none"> • An integrated stateful and application inspection firewall provides network perimeter security and high-speed IP Security (IPsec); Triple Data Encryption Standard (3DES) and Advanced Encryption Standard (AES) encryption offer data privacy over the Internet. • Intrusion prevention enforces security policies in a larger enterprise or service provider network. • Content filtering offers category-based URL classification and blocking, thus helping increase productivity and providing better use of company resources. • ScanSafe web security and filtering solution requires no additional hardware or client software. Enables remote locations to intelligently redirect web traffic to the cloud to enforce granular security and acceptable use policies over user web traffic. |
| Multiple WAN and LAN Connections | |
| 4-port 10/100-Mbps or 8-port 10/100/1000-Mbps managed switch | <ul style="list-style-type: none"> • Allows connectivity for multiple Ethernet devices in a small office or other remote location with the ability to designate a port as the network edge. • VLANs allow for secure segmentation of network resources. • Multiple LAN and WAN devices can be connected to standard Fast Ethernet or Gigabit Ethernet. |
| WAN diversity | <ul style="list-style-type: none"> • Multiple WAN links are supported: Gigabit Ethernet (copper or SFP option), any xDSL variants, and 4G LTE provide for business continuity and WAN diversity. |
| Integrated WLAN Access Point | <ul style="list-style-type: none"> • Integrates the Cisco 3500 802.11 a/b/g/n Access Point for mission-critical applications. By intelligently avoiding interference, the WLAN feature offers performance protection for 802.11n networks to help ensure reliable application delivery. The 2X3 MIMO AP comes with Cisco's CleanAir technology, the industry's first to create a self-healing, self-optimizing wireless network. • With dual radios, the Cisco AP can serve both as an access point and as a client to a wireless mesh network concurrently, providing another source for WAN diversity. • The AP ClientLink feature improves reliability and coverage for legacy devices • Dynamic frequency selection (DFS) allows detecting and avoiding interference with radar signals to comply with regulatory domains. More information on the Cisco 3500 AP is available at: http://www.cisco.com/en/US/prod/collateral/wireless/ps5678/ps10981/data_sheet_c78-594630.html |
| Transparent Roaming Between Wireless Networks | |
| Dual subscriber-identity-module (SIM) support | <ul style="list-style-type: none"> • Dual SIM provides for high reliability and cellular multihoming support for LTE and HSPA-based networks using common firmware and technology within the same region (only on all -GA and C899G-LTE-JP-K9 PIDs) |
| Cisco IOS Mobile IP features | <ul style="list-style-type: none"> • Mobile IP offers transparent roaming for mobile networks, establishing a transparent Internet connection regardless of location or movement. This enables mission-critical applications to stay connected even when roaming between networks. • Assigned IP addresses to the home network are maintained in private or public networks. |
| Cisco IOS Mobile network features | <ul style="list-style-type: none"> • Allows an entire subnet or mobile network to maintain connectivity to the home network while roaming. |
| Multiple wireless WAN technologies | <ul style="list-style-type: none"> • Users can use the best wireless (4G LTE, 3.7G, 3.5G, or 3G) technology or network available. |

| Feature | Benefits |
|---|--|
| Advanced IP Services in Standards-Based Cisco IOS Software | |
| Advanced security features | <ul style="list-style-type: none"> • Authorization and authentication determines which individuals and devices have access to the network. • Firewall protection provides perimeter security when using public networks. • 3DES and AES encryption provide for highly secure VPNs when transmitting and receiving data over public networks. • Intrusion detection monitors potential malicious activity within the network. |
| QoS features | <ul style="list-style-type: none"> • Provides traffic precedence to delay-sensitive or prioritized applications. • Facilitates low-latency routing of delay-sensitive applications such as streaming video. |
| IP Multicast | <ul style="list-style-type: none"> • Allows efficient broadcast of data or video for increased situational awareness, multiuser communications, or surveillance applications. |
| Management and manageability | <ul style="list-style-type: none"> • Network managers can remotely manage and monitor networks with SNMP, Telnet, or HTTP, and locally through a console port. • Support for extensive 3G- and 4G LTE-based MIBs allows for centralized management of remote devices and gives network managers visibility into and control over the network configurations at the remote site. • Network managers can reset to a predesignated golden image as well as configure an ISR through Cisco IOS Software or through an external reset button. • Network managers can upgrade 3G, 3.5G, 3.7G, and 4G LTE firmware and router configurations remotely and confirm enhancement verification. • Tight integration with Cisco IOS Software allows you to self-monitor the functions of the 3G, 3.5G, 3.7G, and 4G LTE modems and automatically recover from a failure. • Cisco Configuration Professional provides a web-based tool that simplifies setup and deployment. • Intuitive network management tools such as Cisco Prime™ and HP OpenView are supported. • IOx support with 3rd party Cisco certify APP running on 2nd core. |
| Cisco WAN Optimization | <ul style="list-style-type: none"> • Cisco WAAS Express routers and Wide-Area Application Engines work together to optimize TCP network traffic. When client and server applications attempt to communicate with each other, the network intercepts the traffic and acts on behalf of the client application and the destination server. • WAAS Express is supported on the Gigabit Ethernet WAN interface and up to 2 Mbps. |

Product Specifications

Tables 2 and 3 summarize the routers in the Cisco 880G and 890G Series, respectively.

For common platform-specific details with extensive and rich Cisco IOS Software features set on both the Cisco 880 and 890 Series ISRs, go to:

http://www.cisco.com/c/en/us/products/collateral/routers/887-integrated-services-router-isr/data_sheet_c78_459542.html

Table 2. Cisco 880G Series 4G LTE 2.0 ISRs

| Model | WAN Interface | LAN Interface | 802.11a/g/n Option | Embedded Cisco 4G LTE 2.0 | Integrated ISDN Dial Backup |
|---|--|--|--------------------|---|-----------------------------|
| C881G-4G | 10/100-Mbps Fast Ethernet | 4-port 10/100-Mbps managed switch | No | Yes (Sierra Wireless MC7304 with Qualcomm MDM9215 for all –GA Global/Australia) | No |
| C887VAG-4G or C886VAG-LTE | Multimode VDSL2/ADSL2/2+ over basic telephone service (POTS) or ISDN | With 2-port Power over Ethernet (PoE) option | | | |

http://www.cisco.com/c/en/us/products/collateral/routers/800-series-routers/data_sheet_c78-519930.html

Table 3. Cisco 890G Series 4G LTE 2.0 ISRs

| Model | WAN Interface | LAN Interface | 802.11a/g/n Option | Embedded Cisco 4G LTE 2.0 | Integrated ISDN Dial Backup |
|---|--|--|--------------------|---|-----------------------------|
| C899G-LTE | 1 port Gigabit Ethernet or 1 port SFP 1 port Gigabit Ethernet | 8-port 10/100/1000-Mbps managed switch With 4-port Power over Ethernet (PoE) option | No | Yes (Sierra Wireless C899G-LTE –NA MC7354 and –VZ –ST MC7350 with Qualcomm MDM9615) | No |
| C896VAG-LTE | 1 port Gigabit Ethernet or 1 port SFP VDSL/ADSL2+ Annex B | | No | | |
| C897VAG-LTE C897VAMG-LTE (Annex M) | 1 port Gigabit Ethernet or 1 port SFP VDSL/ADSL2+ Annex A/M | | No | Yes (Sierra Wireless MC7304 with Qualcomm MDM9215 for all –GA Global/Australia) | |
| C898EAG-LTE | 1 port Gigabit Ethernet or 1 port SFP 4 pair Ethernet in the first mile (EFM) | | No | Yes (Sierra Wireless MC7330 with Qualcomm MDM9215 for NTT Docomo – Japan) | |
| C897VAGW-LTE | 1 port Gigabit Ethernet or 1 port SFP VDSL/ADSL2+ Annex A/M | | Yes | | |

For the Cisco 880G and 890G 4G LTE 2.0 Hardware and Software Installation Guide, go to:

<http://www.cisco.com/c/en/us/td/docs/routers/access/800/hardware/installation/guide/800HIG/prodoverview.html>
<http://www.cisco.com/c/en/us/td/docs/routers/access/interfaces/software/feature/guide/EHWIC-4G-LTESW.html>




Table 4. LTE Bands Supported

| Region | C88xG-4G-GA-K9 and C89xG(W)-LTE-GA-K9 | C899G-LTE-NA-K9 | C899G-LTE-VZ-K9 | C899G-LTE-ST-K9 | C899G-LTE-JP-K9 |
|---|---|--|---|-------------------------------|--|
| LTE bands | LTE bands 1, 3, 7, 8, 20 800 MHz (band 20), 900 MHz (band 8), 1800 MHz (band 3), 2100 MHz (band 1), and 2600 MHz (band 7) | LTE band 2 PCS 1900, band 4 AWS (1700/2100), band 5 (850), and band 17 (700) | LTE band 4 AWS (1700/2100), and band 13 (700) | LTE band 25 extended PCS 1900 | LTE bands 1, 19, 21 800 MHz (band 19), 1500 MHz (band 21), and 2100 MHz (band 1) |
| Theoretical Download/upload speeds | 100 and 50 Mbps | 100 and 50 Mbps | 100 and 50 Mbps | 100 and 50 Mbps | 100 and 50 Mbps |
| Australia | ✓ | X | X | X | X |
| Europe | ✓ | X | X | X | X |
| Middle East | ✓ | X | X | X | X |
| Latin America and Asia Pacific | ✓ (Dependent on specific operators supporting the above LTE bands) | ✓ (Dependent on specific operators supporting the above LTE bands) | X | X | X |
| United States | X | ✓ ATT | ✓ Verizon | ✓ Sprint | X |
| Canada | X | ✓ | X | X | X |
| Japan | X | ✓ | X | X | ✓ NTT Docomo |

Note: LTE CAT 3 download/upload speeds depend on specific carrier channel bandwidth and carrier LTE network provisioning.

Table 5. Cisco 4G LTE 2.0 Specifications for the Cisco 880G and 890G Series 4G LTE 2.0 ISRs

| Item | Specification |
|---------------------------------|---|
| 4G LTE modem form factor | <ul style="list-style-type: none"> Embedded (included with the router) |

| Item | Specification |
|---|--|
| | <ul style="list-style-type: none"> • Upgrade FW Image Switching provisioning from (-GA SKUs) flash (FW-MC7304-LTE-AU or FW-MC7304-LTE-GB) • Upgrade FW Image Switching provisioning from (-NA SKU) flash (FW-MC7354-LTE-AT or FW-MC7354-LTE-CA) |
| Important 4G LTE features | <ul style="list-style-type: none"> • Automatic switch failover between primary and backup link • Multichannel-interface-processor (MIP) profile configuration • CDMA data retry • 3G MIB with 4G LTE MIB extension and traps • Remotely initiated data callback using voice • Remotely initiated data callback using Short Message Service (SMS) • Remote firmware upgrade over 4G LTE • Virtual diagnostic monitoring • SIM lock and unlock capabilities |
| Dual SIM support  | <ul style="list-style-type: none"> • High reliability, and cellular multihoming support for dual mini (2FF) SIM card socket; compliant with ISO-7816-2 (SIM mechanical) |
| SMS and Global Positioning System (GPS)  | <ul style="list-style-type: none"> • GPS antenna: SMA connector (separate active GPS with SMA antenna option) • Send and receive SMS (maximum 160 characters) • Standalone GPS, needs line of sight • Configure multiple profile |
| MIBs  | <ul style="list-style-type: none"> • Enhanced 3G MIB with 4G MIB extension (4G parameters are covered with 3G MIB and 3G MIB extension) • ENTITY MIB • IF MIB • 3G WWAN MIB persistence |
| 4G LTE network management and diagnostics | <ul style="list-style-type: none"> • In-band and out-of-band management using Telnet (Cisco IOS Software command-line interface [CLI]) and SNMP, including MIB II and other extensions • Industry-standard 4G LTE diagnostics and monitoring tools (Qualcomm CDMA Air Interface Tester [CAIT] and Spirent Universal Diagnostic Monitor [UDM]) |
| Modem information | <ul style="list-style-type: none"> • Modem form factor: Embedded Peripheral Component Interconnect (PCI) minicard • C88xG-4G-GA-K9 and C89xG(W)-LTE-GA-K9: Sierra Wireless MC7304 with Qualcomm MDM9215 • C899G-LTE-NA-K9: Sierra Wireless MC7354 with Qualcomm MDM9615 • C899G-LTE-VZ-K9 and C899G-LTE-ST-K9: Sierra Wireless MC7350 with Qualcomm MDM9615 • C899G-LTE-JP-K9: Sierra Wireless MC7330 with Qualcomm MDM9215 |
| Programming interfaces | <ul style="list-style-type: none"> • Cisco IOS Software CLI |
| Wireless technologies supported (performance and throughput) | <p>C88xG-4G-GA-K9 and C89xG(W)-LTE-GA-K9</p> <p>Cisco LTE 2.0 800 MHz (band 20), 900 MHz (band 8), 1800 MHz (band 3), 2100 MHz (band 1), and 2600 MHz (band 7)</p> <p>Backward compatibility:</p> <ul style="list-style-type: none"> • UMTS and HSPA+: 850, 900, 1900, and 2100 MHz • Quad-band EDGE, GPRS, and GSM: 800, 900, 1800, and 1900 MHz • HSPA+ speed DL up to CAT20 (42.2 Mbps) and UL up to CAT6 (5.76 Mbps) • DC-HSPA+ speed DL with CAT24 (42.2 Mbps) and UL up to CAT6 (5.76 Mbps) <p>C899G-LTE-NA-K9</p> <p>Cisco LTE 2.0 1900 MHz (band 2 PCS), 1700/2100 MHz (band 4 AWS), 850 MHz (band 5), and 700 MHz (band 17)</p> <p>Backward compatibility:</p> <ul style="list-style-type: none"> • UMTS and HSPA+: 850 (band 5), 900 (band 8), 1700/2100 (band 4 AWS), 1900 (band 2), and 2100 (band 1) MHz • Quad-band EDGE, GPRS, and GSM: 800, 900, 1800 and 1900 MHz • HSPA+ speed DL up to CAT20 (42.2 Mbps) and UL up to CAT6 (5.76 Mbps) • DC-HSPA+ speed DL with CAT24 (42.2 Mbps) and UL up to CAT6 (5.76 Mbps) <p>C899G-LTE-JP-K9</p> |

| Item | Specification |
|------------------------------|---|
| | <p>Cisco LTE 2.0 2100 MHz (band 1), 800 MHz (band 19), and 1500 MHz (band 21)</p> <p>Backward compatibility:</p> <ul style="list-style-type: none"> • UMTS and HSPA+: 850 (band 5), 800 (band 6), 800 (band 19), and 2100 (band 1) MHz • Quad-band EDGE, GPRS, and GSM: 800, 900, 1800 and 1900 MHz • HSPA+ speed DL up to CAT20 (42.2 Mbps) and UL up to CAT6 (5.76 Mbps) • DC-HSPA+ speed DL with CAT24 (42.2 Mbps) and UL up to CAT6 (5.76 Mbps) <p>C899G-LTE-VZ-K9 and C899G-LTE-ST-K9</p> <p>Cisco LTE 2.0 700 MHz (band 13), 1700/2100 MHz (band 4 AWS), and 1900 MHz (band 25 extended PCS)</p> <p>Backward compatibility:</p> <p>EVDO Rev A/CDMA 1x BC0, BC1, BC10</p> |
| Included antenna | <ul style="list-style-type: none"> • Two multiband swivel-mount dipole antennae (4G- LTE-ANTM-D) and one extender (4G-AE010-R) are included with all Cisco 880G and 890G Series 4G LTE 2.0 routers. |
| LED indicators for 4G | <ul style="list-style-type: none"> • Received signal strength indication bar (RSSI) (green) • WWAN (green) • SIM status (green/yellow) • 3G and 4G LTE service (green) • GPS (green/yellow) |
| Carrier support | <ul style="list-style-type: none"> • For an updated list of carriers that offer services on the Cisco 880G and 890G 4G LTE 2.0 Series, please visit http://www.cisco.com/c/en/us/products/routers/networking_solutions_products_genericconten_0900aecd80601f7e.html#~north-america |

Table 6. Cisco IOS Software Features: Advanced IP Services Features Set (default) on the Cisco 880G and 890G Series 4G LTE 2.0 ISRs

| Feature | Description |
|---------------------------------------|---|
| Cisco IOS Software requirement | <ul style="list-style-type: none"> • Cisco IOS Software feature set: Universal Cisco IOS Software image (Advanced IP Services with Full Security License) • C88xG-4G-GA-K9 and C89xG(W)-LTE-GA-K9: Mainline Cisco IOS Software Release 15.4(3)M1 with modem firmware 5.5.26.x or later IOS release with respective modem firmware. Train Cisco IOS Software Release 15.5(1)T with modem firmware 5.5.58.x or later IOS release with respective modem firmware for Advanced LTE features support C886VAG-LTE-GA-K9 and C897VAGW-LTE-GA-K9 Train Cisco IOS Software Release 15.6(2)T with modem firmware 5.5.58.x or later IOS release with respective modem firmware. • C899G-LTE-NA-K9, C899G-LTE-VZ-K9, C899G-LTE-ST-K9: Mainline Cisco IOS Software Release 15.5(1)T1 with modem firmware 5.5.58.x or later IOS release with respective modem firmware • C899G-LTE-JP-K9: Cisco IOS Software Release 15.6(1)T with modem firmware 5.5.58.x or later IOS release with respective modem firmware |

Table 7. System Specifications for the Cisco 880G and 890G Series 4G LTE 2.0 ISRs

| Feature | Specification |
|---|--|
| Memory | |
| Default and maximum DRAM | 1 GB |
| Default and maximum flash memory | 1 GB |
| Interface Support | |
| Console or auxiliary port | <ul style="list-style-type: none"> • RJ-45: Single dual-purpose port, which provides direct connection to a console or external modem for management or backup access point |
| Mini-USB port (reserved) | <ul style="list-style-type: none"> • Mini-USB port to support remote 4G LTE diagnostics and monitoring tools (Qualcomm CAIT and Spirent UDM) |
| WAN interfaces | <ul style="list-style-type: none"> • Wireless WAN with 4G LTE, 3.7G, 3.5G, and 3G speeds |
| LAN interfaces | <ul style="list-style-type: none"> • Four 10/100 Fast Ethernet ports on the Cisco 880G and eight 10/100/1000 Gigabit Ethernet ports on the Cisco 890G |
| WLAN Features | <ul style="list-style-type: none"> • 2x3 multiple-input multiple-output (MIMO) with two spatial streams (embedded antennas) |

| Feature | Specification |
|--|---|
| LEDs | <ul style="list-style-type: none"> • Maximal ratio combining (MRC) • Legacy beamforming • 20- and 40-MHz channels • PHY data rates up to 300 Mbps • Packet aggregation: A-MPDU (Tx/Rx), A-MSDU (Tx/Rx) • 802.11 dynamic frequency selection (DFS) • Cyclic shift diversity (CSD) support • WWAN (green/amber) • SIM status (green/amber) • Received signal strength indication (RSSI) bar (green) • 3G/4G LTE service (green/amber) • GPS (green/amber) • Speed and link for Gigabit Ethernet WAN port (green) • Speed and link for all Fast Ethernet LAN ports (green) |
| Physical Characteristics | |
| Physical dimensions (H x W x D) | <p>Cisco C880G-4G</p> <ul style="list-style-type: none"> • 1.9 x 12.8 x 10.4 in. (48 x 325 x 264 mm) (includes rubber feet and antenna TNC/SMA connectors) • 1.75 x 12.8 x 10.4 in. (44 x 325 x 264 mm) (without rubber feet and antenna TNC/SMA connectors) <p>Cisco C890G(W)-LTE</p> <ul style="list-style-type: none"> • 1.9 x 12.8 x 10.4 in. (48 x 325 x 264 mm) (includes rubber feet and antenna TNC/SMA connectors) • 1.75 x 12.8 x 10.4 in. (44 x 325 x 264mm) (without rubber feet and antenna TNC/SMA connectors) |
| Weight | <p>Cisco C880G-4G</p> <ul style="list-style-type: none"> • 5.6 lb (2.54 kg) <p>Cisco C890G-LTE</p> <ul style="list-style-type: none"> • 5.7 lb (2.59 kg) <p>Cisco C897VAGW-LTE</p> <ul style="list-style-type: none"> • 6.1 lb (2.76 kg) |
| Standard safety certifications | <ul style="list-style-type: none"> • UL 60950-1, 2nd edition • CAN/CSA C22.2 No. 60950-1, 2nd edition • EN 60950-1, 2nd edition • CB to IEC 60950-1, 2nd edition with all group differences and national deviations |
| EMC emissions | EN55022/CISPR22, CFR 47 Part 15, ICES003, VCCI-V-3, AS/NZS CISPR22, CNS13438, EN300-386, EN61000-3-2, EN61000-3-3, and EN61000-6-1 |
| EMC immunity | EN55024/CISPR24, (EN61000-4-2, EN61000-4-3, EN61000-4-4, EN61000-4-5, EN61000-4-6, EN61000-4-11), and EN300-386 |
| Radio immunity | EN301 489-1, EN 301 489-7, and EN301 489-24 |
| Cellular radio | EN 301 908-1, EN 301 908-2, EN 301 511, 47 CFR Part 22, 47 CFR Part 24, and EN 301 908-13 |

Table 8. Antenna Specifications

| Item | Specification |
|--------------------------------|---|
| Included antenna | Two multiband 4G LTE swivel-mount dipole antennae (4G-LTE-ANTM-D) and one extender (4G-AE010-R) are included. |
| Diversity (dual antennae) MIMO | C88xG-4G-GA-K9, C89xG(W)-LTE-GA-K9 and C899G-LTE-xx-K9: Diversity supported MIMO (2X2) |
| Antenna 4G-ANTM-OM-CM | <p>Description:</p> <ul style="list-style-type: none"> • Multiband indoor omnidirectional antenna • Ceiling mount <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Frequency range: 698 to 960 MHz, 1575 MHz, and 1710 to 2690 MHz • Gain: 1 and 1.5 decibels relative to isotropic (dBi) (700 to 960 MHz), 1.7 and 3.2 dBi (1700 to 2200 MHz), 3 and 4 dBi (2500 to 2700 MHz) • Maximum power: 50W • Connector: TNC male • Voltage standing wave ratio (VSWR): 2.0:1 and 3.0:1 or less for GPS • Nominal impedance: 50 ohms • Polarization: Linear vertical <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Radome material: White ABS • Dimensions (outside dimensions x height): 5.64 in. x 2.0 in. (143.3 X 50.8 mm) • Weight: 6.0 oz (0.17 kg) • Temperature rating: -40° to 185°F (-40° to 85°C) • Can be used with the following cable extensions: 3G-CAB-ULL-20 and 3G-CAB-ULL-50 |
| Antenna 4G- LTE-ANTM-D | <p>Description:</p> <ul style="list-style-type: none"> • Cisco 4G LTE and 3G omnidirectional dipole antenna • Articulating joint; can be rotated 360 degrees and is capable of maneuvering into three stop positions: 0 degrees, 45 degrees, and 90 degrees • Plug threaded TNC connector: Directly mount the antenna on any Cisco 4G LTE or Cisco 3G wireless ISR enhanced high-speed WAN interface card (EHWIC) with a TNC connector; the threads on the connector must comply with the ANSI 7/16-28 UNEF 2B thread specification • Multiband swivel-mount dipole antenna • Faceplate mount (dual units included with all Cisco 4G LTE WWAN) <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Operating frequency ranges: 698 to 806 MHz, 824 to 894 MHz, 925 to 960 MHz, 1710 to 1885 MHz, 1920 to 1980 MHz, 2110 to 2170 MHz, and 2500 to 2690 MHz • Maximum peak gain: 2 dBi • Maximum input power: 3W • Connector: TNC plug • VSWR: < 2.5:1 or less • Characteristic impedance: 50 ohms <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Antenna dimensions (L x W x D): 9 x 1.2 x 7/16 in. (229 x 30.5 x 11 mm) • Temperature rating: -22° to 158°F (-30° to 70°C) • Antenna base and random color: Cisco Raven Black |
| Antenna extension 4G-AE015-R | <p>Description:</p> <ul style="list-style-type: none"> • Single-unit antenna extension base (15 ft [457.2 cm]) <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Frequency range: 6 GHz • Attenuation: Less than 3 dB at or below 2.5 GHz • Base connector: TNC socket • Pigtail connector: TNC plug <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Base material: Cisco gray UL94 V0 PC/ABS plastic • Dimensions: 2.8 x 2.4 x 1.8 in. (7.1 x 6.1 x 4.6 cm) • Weight: 6 oz (0.17 kg) • Cable: 15 ft (457.2 cm) nonplenum rated Pro-Flex Plus 195 |

| Item | Specification |
|------------------------------|--|
| Antenna extension 4G-AE010-R | <p>Description:</p> <ul style="list-style-type: none"> • Single-unit antenna extension base (one 10-ft [304.8 cm] cable included) <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Frequency range: 6 GHz • Attenuation: Less than 3 dB at or below 2.5 GHz • Base connector: TNC socket • Pigtail connector: TNC plug <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Base material: UL 94 V0PC and ABS plastic • Dimensions: 2.8 x 2.4 x 1.8 in. (7.1 x 6.1 x 4.6 cm) • Weight: 6 oz (0.17 kg) • Cable: 10 ft (304.8 cm) nonplenum rated Pro-Flex Plus 195 |
| ANT-4G-OMNI-OUT-N | <p>Description: Cisco outdoor omnidirectional antenna for 2G, 3G, and 4G LTE cellular:</p> <ul style="list-style-type: none"> • UV-stable radome • Mast-mounting bracket • Applicable for both 2G and 3G solutions • Domestic LTE 700 band and global LTE 2600 band • Domestic cellular and global GSM • WiMAX 2300 and 2500 <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Frequency ranges: 698 to 960 MHz, 1710 to 2170 MHz, and 2300 to 2700 MHz • Nominal gain (dBi): 698 to 960 MHz = 1.5 dBi, and 1710 to 2700 MHz = 3.5 dBi • 3 dB beam width (E plane): 698 to 960 MHz = 81 degrees, 1710 to 2170 MHz = 75 degrees, and 2300 to 2700 MHz = 100 degrees • 3 dB beam width (H plane): 360 degrees, omnidirectional • Polarization: Vertical and linear • Normal impedance: 50 ohms • VSWR: < 2.5:1 (698 to 960 MHz) and < 2.0:1 (1710 to 2690 MHz) • Radiation pattern: Omnidirectional <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Mount style: Mast mount, upright position only • Environment: Outdoor • Connector: N-type socket • Antenna length (height): 9.8 x 1 in. (24.9 x 2.45 cm) • Weight: 1.5 lb (0.68 kg) • Dimensions (H x outside dimensions): 9.8 x 1 in. (24.8 x 24.5 mm) • Operating temperature range: -22° to 158°F (-30° to 70°C) • Storage temperature: -40° to 185°F (-40° to 85°C) • Maximum power: 20W • Radome: Polycarbonate, UV, white • Material substance compliance: Reduction of Hazardous Substances (ROHS) compliant |

| Item | Specification |
|-------------------|--|
| ANT-4G-SR-OUT-TNC | <p>Description: Cisco integrated 4G LTE low-profile outdoor saucer antenna:</p> <ul style="list-style-type: none"> • Applicable for both 3G and 4G LTE solutions • Domestic LTE 700 band and global LTE 2600 band • Domestic cellular and global GSM • Weatherproof UV stable radome • Performance optimized • Excellent flame rating <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Frequency ranges: 698 to 960 MHz and 1710 to 2700 MHz • Peak gain with 1-ft (30.5-cm) cable: 1.5 dBi (698 to 960 MHz) and 3.7 dBi (1710 to 2700 MHz) • Peak gain with 15-ft (457.2-cm) cable: 0.8 dBi (698 to 960 MHz) and 0.2 dBi (1710 to 2700 MHz) • Average efficiency with 1-ft (30.5-cm) cable: 90% (698 to 960 MHz) and 82% (1710 to 2700 MHz) • Average efficiency with 15-ft (457.2-cm) cable: 60% (698 to 960 MHz) and 40% (1710 to 2700 MHz) • Polarization: Linear and vertical • Nominal impedance: 50 ohms • VSWR (maximum): 2.0:1 (698 to 960 MHz) and 2.0:1 (1710 to 2700 MHz) • H-plane (3-dB beam width): Omnidirectional <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Power: 3W • Cable: 15-ft (457.2 cm) LMR 195 • RF connector: Type N (f); TNC (plug) available • Mount style: Ceiling mount • Radome: PC/ABS, UV stable, black • Material substance compliance: RoHS compliant • Operational temperature: -22° to 158°F (-30° to 70°C) • Storage temperature: -40° to 185°F (-40° to 85°C) • Environment: Indoor • Dimensions (H x outside dimensions): 3.4 x 7.9 in. (87 x 200 mm) |
| ANT-4G-PNL-OUT-N | <p>Description: Cisco multiband panel outdoor 4G LTE antenna:</p> <ul style="list-style-type: none"> • Supports 3G and 4G LTE solutions • Supports bands • Wall or mast mount • Indoor and outdoor • Dual type-N socket connector <p>Electrical specifications:</p> <ul style="list-style-type: none"> • Frequency ranges: 698 to 960 MHz and 1710 to 2700 MHz • VSWR: 2.0:1 maximum • Gain: 5.5 to 10.5 dBi (698 to 960 MHz) and 6.5 to 9.0 dBi (1710 to 2700 MHz) • 3-dB beam width (vertical plane): 55 to 70 degrees = 698 to 960 MHz, 53 to 98 degrees = 1710 to 2200 MHz, 60 to 70 degrees = 2200 to 2500 MHz, and 55 to 70 degrees = 2500 to 2700 MHz • 3-dB beam width (horizontal plane): 55 to 70 degrees = 698 to 960 MHz and 50 to 90 degrees = 1710 to 2200 MHz • F/B ratio: > 15 dB, typical 20 dB = 698 to 960 MHz, and > 17 dB, typical 23 dB = 1700 to 2700 MHz • Isolation: > 30 dB • Polarization: Slant +/- 45 degrees • Nominal impedance: 50 ohms • Radiation pattern: Directional <p>Mechanical specifications:</p> <ul style="list-style-type: none"> • Mount style: Wall or mast mount • Environment: Outdoor • Connector: Dual type-N socket (direct connect or dual 12 in. [30 cm]) • Antenna length (height): 11.6 in. (29.5 cm) • Temperature range (operating): -22° to 158°F (-30° to 70°C) • Storage temperature: -40° to 185°F (-40° to 85°C) • Wind rating: 99 mi (160 km) per hr • IP rating: IP 54 |

| Item | Specification |
|--|---|
| | <ul style="list-style-type: none"> • Radome: Polycarbonate, UV resistant, white • Material substance compliance: ROHS compliant |
| CGR-LA-NM-NF* CGR-LA-NF-NF* | <p>Description: Cisco Lightning Arrestor</p> <ul style="list-style-type: none"> • Broadband operation • DC continuity for outdoor powering • Reversed installation <p>Permanently installed gas capsule</p> <p>Feature description:</p> <ul style="list-style-type: none"> • Arrestor type: Gas discharge tube • Main path connectors: Port 1: protected, N plug (male); Port 2: unprotected, N jack (female, bulkhead side) • Impedance: 50 ohms • Frequency range: 0 MHz to 5800 MHz • Return loss: Greater than or equal to 20 dB • Insertion loss: Less than or equal to 0.2 dB • RF continuous wave (CW) power: Less than or equal to 60W • Surge current handling capability: 10 single, multiple kA (test pulse 8/20 ms) • Residual pulse energy: 250 microsecond typically (test pulse 4 kV 1.2/50 microsecond; 2kA 8/20 microsecond), main path (protected side) • Operating temperature range: -40° to 185°F (-40° to 85°C) • Waterproof rating: IP 67 (according to IEC 60529, data refer to the coupled state) • Mounting and grounding: MH24 (bulkhead) • Material <ul style="list-style-type: none"> ◦ Housing: Brass ◦ Port 1 center contact: Gold-plated brass ◦ Port 2 center contract copper beryllium alloy |

* -N antenna works with -N cables and -N lightning arrestor.

Ordering Information

For Cisco ISR 880G and 890G Series 4G LTE 2.0 ISR ordering information, please visit the [Cisco Ordering Home](#) Page and refer to Tables 9 and 10.

Table 9. Cisco 890G and 880G 4G Series LTE 2.0 ISRs Ordering Information

| Product | Description |
|---|---|
| Cisco 89xG 4G LTE 2.0 Integrated Services Router | |
| C899G-LTE-GA-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP with Sierra Wireless MC7304/Qualcomm MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ bands |
| C899G-LTE-NA-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP Multi-Mode 4G LTE M2M ISR with Sierra Wireless MC7354/Qualcomm MDM9615 for North America, LTE 700/850/1900 (1700/2100 AWS), 850/900/1900 (1700/2100) MHz UMTS/HSPA+ bands |
| C899G-LTE-VZ-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP Multi-Mode 4G LTE M2M ISR with Sierra Wireless MC7350/Qualcomm MDM9615 for Verizon, LTE 700 and (1700/2100 AWS), EVDO Rev A/CDMA 1x BC0, BC1, BC10 |
| C899G-LTE-ST-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP Multi-Mode 4G LTE M2M ISR with Sierra Wireless MC7350/Qualcomm MDM9615 for Sprint, LTE 1900 extended PCS, EVDO Rev A/CDMA 1x BC0, BC1, BC10 |
| C899G-LTE-JP-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP with Sierra Wireless MC7330/Qualcomm MDM9215 for Japan NTT Docomo, LTE 800/1500/ 2100/2600 MHz, 800/850/2100 MHz UMTS/HSPA+ bands |
| C896VAG-LTE-GA-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP VDSL/ADSL2+ Annex B with Sierra Wireless MC7304/Qualcomm MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ bands |
| C897VAG-LTE-GA-K9 C897VAMG-LTE-GA-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP VDSL/ADSL2+ Annex A or M with Sierra Wireless MC7304/Qualcomm MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ |
| C898EAG-LTE-GA-K9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP G.SHDSL (EFM/ATM) with Sierra Wireless MC7304/Qualcomm |

| Product | Description |
|---|---|
| | MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ bands |
| C897VAGW-LTE-GAEK9 | Cisco LTE 2.0 Secure IOS Gigabit Router SFP VDSL/ADSL2+ Annex A or M with Sierra Wireless MC7304/Qualcomm MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ and Dual WiFi Radio with ETSI |
| Cisco 88xG 4G LTE 2.0 Integrated Services Router | |
| C881G-4G-GA-K9 | Cisco LTE 2.0 Secure IOS Fast Ethernet Router with Sierra Wireless MC7304/Qualcomm MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ bands |
| C887VAG-4G-GA-K9 or C886VAG-LTE-GA-K9 | Cisco LTE 2.0 Secure IOS Router VDSL/ADSL2+ Annex A with Sierra Wireless MC7304/Qualcomm MDM9215 for Australia and Europe, LTE 800/900/1800/ 2100/2600 MHz, 850/900/1900/2100 MHz UMTS/HSPA+ bands (over POTS or ISDN) |

Table 10. Antenna, Cable, and Lightning Arrestor Ordering Information

| Description | Part Number |
|---|---|
| Multiband Swivel Mount Dipole Antenna, Faceplate Mount (dual included) | 4G-LTE-ANTM-D 4G-LTE-ANTM-D= (Spare) |
| Multiband Omnidirectional Antenna, Ceiling Mount | 4G-ANTM-OM-CM 4G-ANTM-OM-CM= (Spare) |
| Single Unit Antenna Extension Base (one 10-ft [304.8-cm] cable included) | 4G-AE010-R 4G-AE010-R= (Spare) |
| Single Unit Antenna Extension Base (15-ft [457.2-cm] cable) | 4G-AE015-R 4G-AE015-R= (Spare) |
| 50-ft (15-m) Ultra Low Loss LMR 400 Cable with TNC Connector | 4G-CAB-ULL-50 4G-CAB-ULL-50= (Spare) |
| 20-ft (6-m) Ultra Low Loss LMR 400 Cable with TNC Connector | 4G-CAB-ULL-20 4G-CAB-ULL-20= (Spare) |
| 25-ft (7.5-m) Low Loss LMR 240 Cable with TNC Connector | 4G-CAB-LMR240-25 4G-CAB-LMR240-25= (Spare) |
| 50-ft (15-m) Low Loss LMR 240 Cable with TNC Connector | 4G-CAB-LMR240-50 4G-CAB-LMR240-50= (Spare) |
| 75-ft (23-m) Low Loss LMR 240 Cable with TNC Connector | 4G-CAB-LMR240-75 4G-CAB-LMR240-75= (Spare) |
| Standalone active SMA GPS antenna with 17-ft (5-m) extender | GPS-ACT-ANTM-SMA GPS-ACT-ANTM-SMA= (Spare) |
| Multiband Omnidirectional Stick Outdoor 4G Antenna | ANT-4G-OMNI-OUT-N |
| Multiband Low-Profile Saucer Outdoor 4G Antenna | ANT-4G-SR-OUT-TNC |
| Multiband Panel Outdoor 4G Antenna | ANT-4G-PNL-OUT-N |
| 50-ft (15-m) Ultra Low Loss LMR 400 Cable TNC-N Connector | CAB-L400-50-TNC-N |
| 20-ft (6-m) Ultra Low Loss LMR 400 Cable with TNC-N Connector | CAB-L400-20-TNC-N |
| 20-ft (6-m) Ultra Low Loss LMR 400 Cable with N Connectors | CAB-L400-20-N-N |
| Lightning Arrestor Kit: female to female | CGR-LA-NF-NF |
| Lightning Arrestor Kit: male to female | CGR-LA-NM-NF |
| Lightning Arrestor | 4G-ACC-OUT-LA |

* -N antenna works with -N cables and -N lightning arrestor.

For More Information

For more information about the Cisco 880G and 890G Series, visit <http://www.cisco.com/go/800> or contact your local Cisco account representative.

For more information regarding Cisco 800 Series Integrated Services Routers and options, contact your Cisco representative or go to <http://www.cisco.com/go/isr>.

For–N antenna and cable installation guidance, visit <http://www.cisco.com/en/US/docs/routers/connectedgrid/antennas/installing/Overview.html>

Cisco and Partner Services for the Enterprise Networks Architecture

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Warranty Coverage and Technical Service Options

The Cisco 890G and 880G Series 4G LTE 2.0 Integrated Services Routers come with the Cisco 1-year limited hardware warranty. Adding a contract for a technical service offering such as Cisco SMARTnet[®] Service provides benefits not available with the warranty, including access to OS updates, Cisco.com online resources, and Cisco Technical Assistance Center (TAC) support services. Table 11 shows the available technical services.

For information about Cisco warranties, visit <http://www.cisco.com/go/warranty>.

For information about Cisco Technical Services, visit <http://www.cisco.com/go/ts>.

Table 11. Cisco Technical Services for Cisco 890G and 880G Series 4G LTE 2.0 ISRs

| Technical Services |
|--|
| Cisco SMARTnet Service <ul style="list-style-type: none">• Global access to the Cisco TAC 24 hours a day• Unrestricted access to the extensive Cisco.com resources, communities, and tools• Next-business-day, 8x5x4, 24x7x4, and 24x7x2 advance hardware replacement¹ and onsite parts replacement and installation available• Ongoing operating system software updates within the licensed feature set²• Proactive diagnostics and real-time alerts on Smart Call Home-enabled devices |
| Cisco Smart Foundation Service <ul style="list-style-type: none">• Next-business-day advance hardware replacement as available• Business-hours access to SMB Cisco TAC (access levels vary by region)• Access to Cisco.com SMB knowledge base• Online technical resources through Smart Foundation Portal• Operating system software bug fixes and patches |

¹Advance hardware replacement is available in various service-level combinations. For example, 8 x 5 x next business day (NBD) indicates that shipment will be initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with NBD delivery. Where NBD is not available, same-day shipment is provided. Restrictions apply; please review the appropriate service descriptions for details.

²Cisco operating system updates include maintenance releases, minor updates, and major updates within the licensed feature set.



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Using a NETGEAR WiFi Adapter with Polycom® VVX® Business Media Phones

Feature Profile 86205

This feature profile explains how system administrators and users can use NETGEAR WiFi adapters with Polycom® VVX® business media phones to connect to their phones to the organization's network.

A WiFi adapter can connect any device with an Ethernet port to your existing wireless network. Used with a VVX phone, it is a WiFi access point that will wirelessly connect VVX phone to your existing wireless network environment. The WiFi adapter can be powered by USB port to avoid additional power outlet connectivity. You can plug the WiFi adapter into any USB port on the VVX phones for power or use it with the external power supply that comes with the WiFi adapter.

Using a WiFi adapter is supported on VVX phones running the Polycom® UC Software (UCS) versions shown next.

Table 1: Polycom VVX Phones and the Supported Polycom UC Software

| <i>Phone</i> | <i>Software Version</i> |
|--------------|-------------------------|
| VVX 300/310 | UCS 4.1.4 |
| VVX 400/410 | UCS 4.1.4 |
| VVX 500 | UCS 4.1.3 |
| VVX 600 | UCS 4.1.3 |
| VVX 1500 | UCS 4.0.4 |



Note: Supported Polycom Phones

The use of a WiFi adapter is supported for all Polycom SoundPoint® IP phones with USB ports (though not tested by Polycom at this time). The use of a WiFi adapter with the external power supply is supported for all SoundPoint® IP phones without USB ports and all SoundStation IP phones (though not tested by Polycom at this time).

Using the VVX phones requires support from a call control server, a Virtual Private Network (VPN), routers, and the deployment applications. Polycom tested one WiFi adapter as shown next.

Table 2: Supported WiFi Adapters

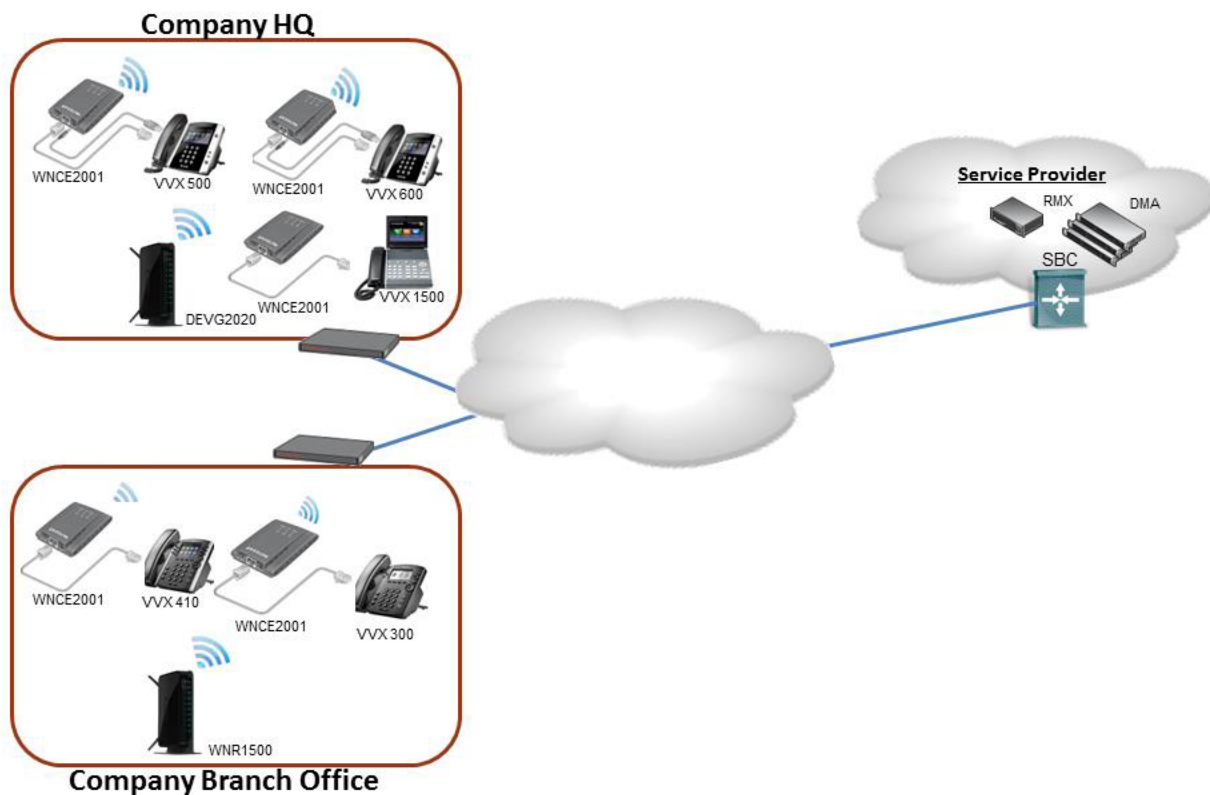
| <i>Tested Products</i> | <i>Software/Firmware Version</i> |
|-------------------------------|----------------------------------|
| NETGEAR WNCE2001 WiFi Adapter | 1.0.0.26 |
| NETGEAR WNR1500 Router | 1.0.0.10 |
| NETGEAR WNDR4000 Router | 1.0.0.90 |

Overview

In most office environments, VVX phones are connected to the network through its wired Ethernet ports on the phone. By connecting the phone to a WiFi adapter, users have the option of connecting their phone to a wireless network, providing unrestricted placement.

An example setup for VVX phones within a wireless network is shown next.

Figure 1: VVX Phones within a Wireless Network



Connecting the WiFi Adapter to the VVX phone

This section takes you through the steps to connect a VVX phone to a WiFi adapter. The NETGEAR WNCE2001 is the WiFi adapter used in the procedure shown next.



Note: Use of Other WiFi Adapters

The following instructions may work other WiFi adapters (though not tested by Polycom at this time).



Note: Powering the Wifi Adapter

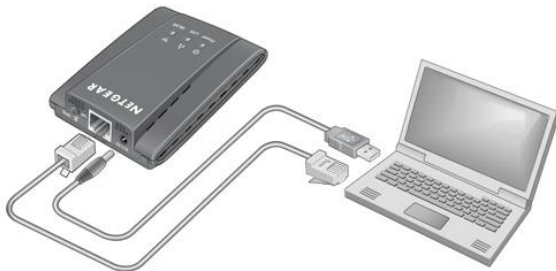
Depending on the peripheral devices you have attached to with VVX phone, the phone may not have enough power for the WiFi adapter through the USB port. Therefore, Polycom recommends you use the external power supply that come with the adapter. This would be a requirement when using a phone without a USB port.

To connect the WiFi adapter to the VVX phone:

- 1 Please disconnect any wireless connection to the router and/or remove the Ethernet cable currently connected to the computer.

You may restore the connection after the WNCE2001 installation is complete.

- 2 Connect the WNCE2001 to your computer using the Ethernet cable (included) and USB cable (included) to your computer for power. If your computer doesn't have a USB port, you can use the power adapter that comes with the NETGEAR WNCE 2001 WiFi adapter for power.



- 3 Wait until both the Power and LAN LEDs on the NETGEAR WNCE2001 WiFi adapter are solid green.

Make sure the computer gets the IP address. Please refer to the [NETGEAR WNCE2001 User Guide Troubleshooting Section](#) if you open your browser and do not see the WNCE2001 WiFi Adapter set up page.

- 4 Open your browser. The NETGEAR WNCE2001 WiFi adapter setup page will automatically display.
- 5 Follow the instructions on the setup page.
After completing the set-up, go to **Step 6**.
- 6 Disconnect the Ethernet and USB cables from your computer.

7 Connect the WNCE2001 to the VVX phone.

If your VVX phone doesn't have a USB port—for example, a VVX 300/310 or 400/410, you can use the power adapter that comes with the unit to get power.




Your installation is now complete.



Note: WPS (WiFi Protected Setup)

WPS (WiFi Protected Setup) is a simple and secured way to connect a device to an existing network. If you have a NETGEAR router, this feature is called Push 'N' Connect.

Look for the  symbols on the router to make sure the NETGEAR router supports WPS. For non-NETGEAR routers, please refer to the user manual to determine if the router supports WPS.

References

For additional information on how to setup NETGEAR WNCE2001 WiFi adapters and NETGEAR wireless routers, see:

- http://www.downloads.netgear.com/files/GDC/WNCE2001/WNCE2001_IG_28JULY2010.pdf
- http://www.downloads.netgear.com/files/GDC/WNDR4000/WNDR4000_IGPM_08NOV2010.pdf
- http://www.downloads.netgear.com/files/GDC/WNR1500/WNR1500_IG_03MAY2012.pdf

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DATA SHEET

Polycom® VVX® 300, 301, 310, 311 Business Media Phones

Powerful entry-level business media phones for today's cubicle workers handling a low to moderate volume of calls delivering crystal clear communications

The Polycom® VVX® 300 Series are expandable business media phones that deliver crystal clear communications, enhanced collaboration and personal productivity.

Simplicity and ease of use

The VVX 300 Series brings high-quality, cost-effective solutions to any environment through advanced unified communications (UC) features. The intuitive user interface of the VVX 300 Series makes usability and navigation easy and requires minimal training.

Unsurpassed voice quality and clarity

The VVX 300 Series delivers breakthrough Polycom® HD Voice™ quality for lifelike conversations while minimizing fatigue, making calls more efficient and productive.

Maximize productivity

Give your front-line workers the best experience with this high-quality 6-line business media phone. The VVX 300 Series improves personal productivity by complementing the workplace applications on their computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and instant messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 300 Series screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration

The VVX 300 Series is easy to deploy and simple to manage. Using an enterprise-grade, Web-based configuration method allows administrators to easily provision and maintain even a large number of phones throughout the entire organization.

Customizable and expandable

The VVX 300 Series provides personalized information at a glance, through built-in Web applications and custom backgrounds. The VVX 300 Series also comes ready for future expansion modules as your users' needs and business grows.

Market-leading open standards interoperability

Designed for enhanced interoperability, the VVX 300 Series leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 300 entry-level business media phone can become the flexible and future-proof foundation for any organization's UC strategy.



Benefits

- Improve productivity for cubicle workers and call center operators through an intuitive easy-to-use user interface
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and Web-based configuration tool makes the VVX 300 simple to deploy, easy to administer, upgrade, and maintain
- Leverage previous IT infrastructure investments—deploy VVX 300 Series business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party Web-based UC and productivity applications for broad, standards-based, open APIs

Polycom VVX 300 Series specifications

User interface features

- 3.2 in Backlit 8-level Grayscale graphical LCD (208 x 104) resolution
- Voicemail support¹
- WebKit-based browser
- Adjustable base height
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, and Swedish

Audio features

- Polycom® HD Voice™ technology delivers lifelike voice quality for each audio path—handset, the hands-free speakerphone, and the optional headset²
- Polycom® Acoustic Clarity™ technology providing full-duplex conversations, acoustic echo cancellation and background noise suppression
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response – 150 Hz – 7 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722, G.722.1, iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

Headset and handset compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment

Call handling features¹

- 6 lines (programmable line keys)
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (1 or more line keys can be assigned for each line extension)

- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate directory access using LDAP
 - Visual Conference Management

Network and provisioning

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port Ethernet switch
 - 10/100Base-TX across LAN and PC ports (VVX 300)
 - 1000Base-TX available on VVX 310
 - Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
- Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN - CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
 - Network address translation support for static configuration and “keep-alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4

- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL media encryption via SRTP
- Transport layer security
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 2)
- External Universal AC adapter (optional), 48VDC 0.3A

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC³
- UAE TRA⁴
- Russia CU⁴
- Brazil ANATEL⁴
- Australia RCM
- RoHS Compliant

Safety

- UL 60950-1
- CE Mark
- CAN/CSA C22.2 No 60950-1
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1
- ICASA (add)
- CITC⁴

Operating conditions

- Temperature: 0 to 40°C (+32 to 104°F)
- Relative Humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +70°C (-40 to +160°F)

Polycom VVX 300 comes with:

- VVX 300 console
- Handset with handset cord
- Network (LAN) Cable - CAT-5E
- Quick Start Guide
 - A ferrite clamp is included in the box
 - Open Source OFFER is included in the box

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

Part numbers

- 2200-48300-025 – VVX 301 WW PoE
- 2200-48350-025 – VVX 311 WW PoE
- 2200-46135-025 – VVX 300 WW PoE
- 2200-46161-025 – VVX 310 WW PoE
- 2200-48300-019 – VVX 301 Skype for Business, POE
- 2200-48350-019 – VVX 311 Skype for Business, POE
- 2200-46135-019 – VVX 300 Skype for Business, POE
- 2200-46161-019 – VVX 310 Skype for Business, POE

Weight

- Unit weight: 2.0 lbs (0.9 kg)

Unit box dimensions

- 11.4 x 7.9 x 3.5 in (29 x 20 x 9 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- Ten (10)

Country of origin

- China

Warranty

- One (1) year

1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features.
2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.
3. Planned future compliance
4. Planned future compliance for VVX 301/311.

Need flexible financing?

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Collaborative Financing

www.polycom.com/polycom-capital

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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DATA SHEET

Polycom® VVX® 400, 401, 410, 411 Business Media Phones

A color midrange business media phone for today's office workers and call attendants delivering crystal clear communications

The Polycom® VVX® 400 Series are expandable color business media phones that deliver crystal clear communications, enhanced collaboration and personal productivity.

Simplicity and ease of use

The VVX 400 Series brings high-quality, cost-effective solutions to front-line staff handling a moderate volume of calls through advanced unified communications (UC) telephony features. The intuitive color user interface of the VVX 400 Series makes navigation easy and requires minimal training.

Unsurpassed voice quality and clarity

The VVX 400 Series delivers breakthrough Polycom® HD Voice™ quality for lifelike conversations while minimizing fatigue, making calls more efficient and productive.

Maximize productivity

Give your front-line staff the best experience with this high-quality, 12-line color business media phone. The VVX 400 Series improves personal productivity by complementing the workplace applications on the computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and instant messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 400 Series screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration

The VVX 400 Series is easy to deploy and simple to manage. Using an enterprise-grade, Web-based configuration method allows administrators to easily provision and maintain even a large number of phones throughout the entire organization.

Customizable and expandable

The VVX 400 Series provides personalized information at a glance, through built-in Web applications and custom backgrounds. The VVX 400 Series also comes ready for future expansion modules as your users' needs and business grows.

Market-leading open standards interoperability

Designed for enhanced interoperability, the VVX 400 Series leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 400 Series midrange business media phone can become the flexible and future-proof foundation for any organization's UC strategy.



Benefits

- Improve productivity for office staff and knowledge workers via an intuitive larger, color display and easy-to-use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and Web-based configuration tool makes the VVX 400 Series simple to deploy, and easy to administer, upgrade and maintain
- Leverage previous IT infrastructure investments—deploy VVX 400 Series business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party UC and productivity applications for broad, standards-based, open APIs
- Single USB port (2.0 compliant) for media and storage applications (VVX 401 / VVX 411 only)

Polycom VVX 400 specifications

User interface features

- Backlit 3.5 in color LCD (320 x 240) resolution
- Voicemail support¹
- WebKit-based browser
- Adjustable base height
- Single USB port (2.0 compliant) for media and storage applications
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish and Swedish

Audio features

- Polycom® HD Voice™ technology delivers lifelike voice quality for each audio path—handset, the hands-free speakerphone and the optional headset²
- Polycom® Acoustic Clarity™ technology. Providing full-duplex conversations, acoustic echo cancellation and background noise suppression
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response – 150 Hz – 7 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722.1, iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

Headset and handset compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment

Call handling features¹

- 12 lines (programmable line keys)
- Shared call/bridged line appearance
- Busy lamp field
- Flexible line appearance (1 or more line

keys can be assigned for each line extension)

- Supports compatible USB headsets
- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate directory access using LDAP
 - Visual conference management
 - Local voice call recording on USB flash drive

Network and provisioning

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
 - 10/100Base-TX across LAN and PC Ports
 - 1000Base-TX available on VVX410
 - Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN-CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network address translation support for static configuration and “keep-alive” SIP signaling

- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4
- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL
- Media encryption via SRTP
- Transport layer security
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto-sensing IEEE 802.3af Power over Ethernet
- Energy-saving after-hours mode
- External universal AC adapter (optional), 48VDC 0.3A

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC³
- UAE TRA
- Russia CU
- Brazil ANATEL³
- Australia RCM
- ROHS compliant

Safety

- UL 60950-1
- CE Mark
- CAN/CSA C22.2 No. 60950-1
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1
- ICASA
- CITC

Operating conditions

- Temperature: 0 to 40°C (+32 to 104°F)
- Relative humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +70°C (-40 to +160°F)

Polycom VVX 400 comes with:

- VVX 400 console
- Handset with handset cord
- Network (LAN) cable - CAT-5E
- Quick start guide
 - A ferrite clamp is included in the box
 - Open source OFFER is included in the box

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

Part Numbers

- 2200-48400-025 – VVX 401 WW PoE
- 2200-48450-025 – VVX 411 WW PoE
- 2200-46157-025 – VVX 400 WW PoE
- 2200-46162-025 – VVX 410 WW PoE
- 2200-48400-019 – VVX 401 Skype for Business, POE
- 2200-48450-019 – VVX 411 Skype for Business, POE
- 2200-46157-019 – VVX 400 Skype for Business, POE
- 2200-46162-019 – VVX 410 Skype for Business, POE

Weight

- 2.0 lbs (0.9 kg)

Unit box dimensions

- 11.46 x 7.9 x 3.82 in (29.1 x 20 x 9.7 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- 10

Country of origin

- China

Warranty

- 1 year

-
1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features.
 2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.
 3. Planned future compliance

Need flexible financing?

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About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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DATA SHEET

Polycom® VVX® 500, 501 Business Media Phones

Performance business media phones that deliver best-in-class desktop productivity and unified communications for busy professionals

The Polycom® VVX® 500 Series performance business media phones unify superior voice capabilities and applications into a simple-to-use, yet high-performance unified communications (UC) solution. It is the ideal, all-in-one knowledge worker productivity tool, built to integrate seamlessly into a wide range of UC environments.

Simplicity and ease of use

The Polycom VVX 500 Series phone is built for today's busy managers and knowledge workers who need a powerful, expandable office phone that keeps up with their multitasking and schedule-juggling. Building on the behavior common to mobile phones, the multitouch, gesture-based user interface of the Polycom VVX 500 makes navigation intuitive and easy.

Maximize productivity

Designed for a broad range of environments from small and medium businesses to large enterprises, the Polycom VVX 500 Series performance business media phone improves productivity by complementing the workplace applications on the user's computer. Users benefit from such capabilities as viewing their Outlook calendar on the phone and receiving meeting reminders while still having access to their corporate directory—all while waiting for their PCs to boot. Users can also extend their PC desktop to include the Polycom VVX 500 Series screen, helping to enable simplified interactions and dialing using their PC's mouse and keyboard. Training and multipoint communication applications are complemented by the Polycom VVX 500 Series video playback capability for streaming content.

Best-in-class deployment and administration

The Polycom VVX 500 Series is easy to deploy and simple to manage. Its enterprise-grade, Web-based, intuitive configuration method gives administrators the ability to easily set up and maintain a large number of phones throughout the entire enterprise. The built-in, broad interoperability capabilities allow IT departments to leverage previous IT infrastructure investments and achieve easy integration with third-party UC and productivity applications.

Highly customizable and expandable

The Polycom VVX 500 Series provides personalized information at a glance, through built-in Web applications and even a digital photo frame. Polycom's "My Info Portal" serves up stocks, news, sports, weather and other streamed content directly to the phone screen. The Polycom VVX 500 Series is ready for future expansion modules and accessories for applications such as videoconferencing and even wireless networking.

Market-leading open standards interoperability

Designed for enhanced interoperability, leveraging and complementing the other existing IT investments of any enterprise, the Polycom VVX 500 Series delivers HD Voice™, a superior UC experience bundled with business applications. With the broadest call server interoperability in the industry, the Polycom VVX 500 Series business media phone is a flexible foundation for any organization's UC strategy.



Benefits

- Improves knowledge-worker productivity
- Reduces training time through superior calling features in a sleek design and simple-to-use phone
- Cuts telephony administration and maintenance costs
- Leverages previous IT infrastructure investments
- Easy to deploy, administer, upgrade and maintain
- Delivers easy integration with third-party UC and productivity applications

Product specifications

User interface features

- Gesture-based, multitouch-capable, capacitive touch-screen
- 3.5-in TFT LCD display at QVGA (320 x 240 pixel) resolution, 4:3 aspect ratio
- Screensaver and digital picture frame mode
- On-screen virtual keyboard
- Voicemail and videomail support¹
- Dual USB ports (2.0 compliant) for media and storage applications
- WebKit-based browser
- Adjustable base height
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish and Swedish

Audio features

- Polycom® HD Voice™ technology delivers lifelike voice quality for each audio path—handset, the hands-free speakerphone and the optional headset
- Polycom® Acoustic Clarity™ technology, providing full-duplex conversations, acoustic echo cancellation and background noise suppression
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response: 100 Hz–20 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722, G.722.1, G.722.1C
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

Headset and handset compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA
- 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment
- Supports compatible USB headsets

Call handling features¹

- 12 lines (registrations)
- Up to 24 simultaneous calls
- Shared call/bridged line appearance
- Flexible line appearance (1 or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom Productivity Suite:
 - Corporate directory access using LDAP
 - Local voice call recording on USB flash drive
 - Visual conference management

Network and provisioning

- Network (LAN) cable - CAT-5E
- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
 - 10/100/1000Base-TX across LAN and PC ports
 - Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link
- Partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP)
- DHCP network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DSCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
 - Network address translation support for static configuration and “Keep-Alive” SIP signaling

- RTCP and RTP support
- Event logging
- Syslog
- Local configurable digit map/dial plan
- Hardware diagnostics
- Status and statistics reporting
- IPv4
- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL
- Media encryption via SRTP
- Transport layer security
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto-sensing IEEE 802.3 at Power over Ethernet (Class 4)
- External universal AC adaptor (optional, 48V 0.52A DC)

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC
- UAE TRA
- Russia CU
- Brazil ANATEL
- Australia RCM
- South Africa ICASA
- China CCC
- Saudi Arabia CITC

Safety

- UL 60950-1
- CE Mark
- CAN/CSA-C22.2 No. 60950-1-03
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1

Operating conditions

- Temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +160°F (-40 to +70°C)

Polycom® VVX® 500 Series comes with

- Polycom VVX 500 Series console
- Handset with handset cord
- Network (LAN) cable - CAT-5E
- Quick start guide

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

Part numbers

- 2200-44500-025 – VVX 500 WW PoE
- 2200-48500-025 – VVX 501 WW PoE
- 2200-44500-019 - VVX 500 Skype for Business, POE
- 2200-48500-019 – VVX 501 Skype for Business, POE

Weight

- Unit weight: 2.0 lbs (0.9 kg)

Unit box dimensions/weight

- 11.46 x 7.9 x 3.82 in (29.1 x 20 x 9.7 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- 5

Country of origin

- China

Warranty

- 1 year

1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBXsoftswitch vendor or service provider for a list of supported features.

2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.

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About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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DATA SHEET

Polycom® VVX® 600, 601 Business Media Phones

Premium business media phones delivering best-in-class desktop productivity for busy corporate executives and managers

The Polycom® VVX® 600 Series are premium business media phones designed to enhance collaboration and personal productivity.

Simplicity and ease of use

The Polycom VVX 600 Series is built for executives and managers who need a powerful, yet intuitive, expandable office phone that helps them stay connected to lead your organization. Founded on the behavior common to smartphones and tablets, the intuitive gesture-based, multitouch user interface of the Polycom VVX 600 Series makes navigation easy and requires minimal training. With its combined ergonomic design, Polycom® HD Voice™ quality and a large, high-resolution color, multitouch screen, the Polycom VVX 600 Series business media phone is ideal.

Maximize productivity

Give your executives and managers the best unified communications (UC) experience and the industry's highest-quality business media phone. Designed for a broad range of environments from small and medium businesses to large enterprises, the Polycom VVX 600 Series improves personal productivity by complementing the workplace applications on their computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and instant messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the Polycom VVX 600 Series screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration

The Polycom VVX 600 Series is easy to deploy and simple to manage through the Web-based, intuitive configuration tool. Its enterprise-grade Zero Touch Provisioning and server-based configuration on large-scale deployments as well as our redirection services gives your administrators the ability to easily provision and maintain a large number of phones throughout the entire enterprise. The built-in, broad interoperability capabilities allow IT departments to leverage previous IT infrastructure investments and achieve easy integration with third-party UC and productivity applications.

Highly customizable and expandable

The Polycom VVX 600 Series provides personalized information at a glance, through built-in Web applications and a digital photo frame. Polycom VVX 600 Series users access streaming content using the included video playback feature. The Polycom VVX 600 Series comes ready for future expansion modules and applications such as videoconferencing with the Polycom VVX Camera. The optional Polycom VVX Camera installs in seconds and enables the Polycom VVX 600 Series to connect into video conferences directly from the user's desk, without requiring a costly, dedicated video-conference room.



Benefits

- Improve productivity for executives and managers through larger, color multitouch display and more line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Turn your Polycom® VVX® Business Media Phone into a videoconference ready desktop videoconferencing solution with an optional Polycom® VVX® Camera
- Improve workspace mobility through Bluetooth® headset integration
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and Web-based configuration tool make the Polycom VVX 600 Series simple to deploy, and easy to administer, upgrade and maintain
- Leverage previous IT infrastructure investments—deploy Polycom VVX 600 Series business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party Web-based UC and productivity applications for broad, standards-based, open APIs

Product specifications

User interface features

- Gesture based, multitouch capable capacitive touch-screen
- 4.3 in LCD (480 x 272) resolution
- 16:9 aspect ratio
- Screen saver and digital picture frame mode
- On-screen virtual keyboard
- Voicemail and videomail support¹
- Dual USB ports (2.0 compliant) for media and storage applications
- Integrated Bluetooth® 2.1 EDR
- Adjustable base height
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish and Swedish

Audio features

- Polycom® HD Voice™²
- Polycom® Acoustic Clarity™ technology, providing full-duplex conversations, acoustic echo cancellation and background noise suppression—Type 1 compliant (IEEE 1329 full duplex)
- Frequency response: 100 Hz–20 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722, G.722.1, G.722.1C, iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

Headset and handset compatibility

- Bluetooth® headset pairing (HFP/HSP)
- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B
- 1194.23 (all)
- Hearing aid compatible handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment

USB headsets are supported. (See Support site for list of compatible headsets.)

Call Handling Features²

- 16 lines (registrations)
- Shared call/bridged line appearance
- Busy lamp field
- Flexible line appearance (1 or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate directory access using LDAP
 - Local Voice call recording on USB flash drive
 - Visual conference management

Network and provisioning

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
 - 10/100/1000Base-TX across LAN and PC ports
 - Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Support for Polycom Zero Touch Provisioning
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DSCP
- VLAN – CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery

- Network address translation support for static configuration and “Keep-Alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4
- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL
- Media encryption via SRTP
- Transport layer security
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto-sensing IEEE 802.3af Power over Ethernet (Class 4). Backwards compatibility with IEEE 802.3af.

Approvals

- Argentina CNC
- South Africa ICASA
- Saudi Arabia CITC
- India TEC
- Japan MIC/VCCI Class B
- Malaysia SIRIM
- Israel MOC
- Singapore IDA
- Taiwan NCC³
- Mexico NOM-121
- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC
- UAE TRA
- Russia CU
- Brazil ANATEL³
- Australia RCM
- ROHS compliant
- China CCC³

Safety

- UL 60950-1
- CE Mark
- CAN/CSA-C22.2 No. 60950-1-03
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1

Operating conditions

- Temperature: 0 to 40°C (+32 to 104°F)
- Relative humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +70° C (-40 to +160° F)

Polycom® V VX® 600 comes with

- Polycom V VX 600 console
- Handset with handset cord
- Network (LAN) cable - CAT-5E
- Quick start guide
- External universal AC adaptor (optional, 48V 0.52A DC)

Size (W x H x D)

- 8.5 x 6 x 7 in (21 x 15 x 18 cm)

Part numbers

- 2200-44600-025 – V VX 600 WW PoE
- 2200-44600-019 – V VX 600 Skype for Business, POE
- 2200-48600-025 – V VX 601 WW PoE
- 2200-48600-019 – V VX 601 Skype for Business, POE

Weight

- Unit weight: 2.0 lbs (0.9 kg)

Unit box dimensions/weight

- 11.46 x 7.9 x 3.82 in (29.1 x 20 x 9.7 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- 5

Country of origin

- China

Warranty

- 1 year

-
1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features.
 2. To enjoy all the benefits of Polycom® HD Voice™ when using the phone in the headset mode, you must use a wideband headset.
 3. Planned future compliance

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www.polycom.com/polycom-capital

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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www.polycom.co.uk





DATA SHEET

Polycom® VVX® Color Expansion Module

Turn your Polycom VVX business media phone into a high-performance color attendant console

The Polycom VVX Color Expansion Module is an optimal solution for telephone attendants, receptionists, administrative staff, team managers, and other “power users” who manage teams, workflows, or multiple simultaneous telephone calls on a daily basis.

The Polycom VVX Color Expansion Module extends the functionality of Polycom VVX business media phones and provides multifunctional line keys that can be set up as line registrations, call appearances, speed dials, direct station select, busy lamp field or even Lync® favorites. The VVX Color Expansion Module seamlessly matches the look and feel of your VVX business media phone.

VVX business media phones can be fully equipped with up to three VVX Expansion Modules. With VVX Expansion Modules, users can reduce the number of lost customer calls, shorten transaction times, and increase the accuracy of call routing by promptly accepting, accurately screening, efficiently dispatching and effortlessly monitoring calls.

The VVX Color Expansion Module is a true plug-and-play device that requires no separate set-up as power and signaling are provided by the host VVX business media phone.

The VVX Color Expansion Module provides an easy transition from traditional PBX features and functionality into the world of Voice over IP with its intuitive user interface, presence indication and pleasing call visualization experience similar to that on VVX business media phones.

Like all Polycom VoIP products, the VVX Color Expansion Module is standards-based and fully interoperable with Polycom partners’ IP telephony server solutions.³ With the greatest breadth and depth of integrated video, voice, and Web solutions, only Polycom delivers the ultimate communications experience.



Benefits

- **Increase productivity**—The VVX Color Expansion Module provides advanced call handling capabilities with a vibrant visual experience that simplifies monitoring contacts and management of a high volume of concurrent calls
- **Ease of use**—Large, high resolution LCD, 28 illuminated bi-color programmable line keys, and user-friendly call visualization provide an intuitive user interface
- **Ease of Installation and Setup**—Virtually no installation or setup is required, as signaling and powering are provided by the host phone
- **Leverage previous IT infrastructure investment**—Get the most out of your Polycom VVX business media phones by equipping them with Expansion Modules, turning them into fully-enhanced personal desktop solutions

VVX Color Expansion Module specifications

Display

- 4.3 in LCD (480x272 pixel resolution)
- Color graphical user interface

Feature keys

- 28 multifunctional line keys configurable as line registration, call appearance, speed dial, DSS, or BLF
- Dual-color (red or green) illuminated LEDs for line status information
- 3 page keys for additional line appearances (up to 84 in total)

Compatible VVX phone models¹

- Polycom® VVX® 300/310
- Polycom® VVX® 400/410
- Polycom® VVX® 500
- Polycom® VVX® 600

Communication with host phone and/or other modules

- 2 auxiliary ports (RJ-11)

Expandability

- Up to three VVX Expansion Modules can be attached to any VVX phone²

Feature support

- Additional line registrations (up to 34 total)
- Shared call appearance, bridged line appearance (Key system emulation)
- Call transfer
- Busy lamp field
- Speed dial
- Fully programmable line appearances
- Multilingual user interface (driven from host phone) encompassing Chinese,

Danish, Dutch, English, French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish and Swedish

- Microsoft® Lync® Presence

Power

- Provided by Polycom VVX host phone
- Host phone powering options: IEEE 802.3(af/at) PoE or using a compatible external AC adapter
- Powering starts automatically upon auxiliary port connection
- No additional power source is required²

Approvals

- CE Mark
- VCCI
- C-Tick

Safety

- UL 60950-1
- CAN/CSA-C22.2 No. 60950-1
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1

Operating conditions

- Temperature: 0—40° C (+32—104° F)
- Relative Humidity: 5% to 95%, noncondensing

Storage temperature

- -40—70° C (-40—160° F)

VVX Color Expansion Module ships with

- VVX Color Expansion Module console
- VVX Color Expansion Module desk stand
- Attachment bracket with hand screws (2)
- Auxiliary cable

- Quick start guide

Dimensions

- 5 in x 5 in x 6.5 in (12.5 cm x 12.5 cm x 16 cm) (W x H x D)

Weight

- Physical: 1 lb (0.5 kg)

Unit box dimensions/weight

- 11 in x 6 in x 3.5 in (27.9 cm x 15.2 cm x 8.9 cm)

Unit box weight

- 1.54 lb (0.7 kg)

Master carton quantity

- Ten (10)

Country of origin

- China

Warranty

- One (1) year

Part number/UPC code

- 2200-46350-025 / 610807781950

Available accessories

- Wallmount

1. Requires UC Software 4.1.6 on host phone, if running UCS 4.1.x, or UCS 5.1.0 (available post-FCS) if running UCS 5.x
2. Depends on power available to phone which varies by deployment. For support of up to three Expansion Modules on VVX 500/600, PoE+ or external AC adapter is required
3. Contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

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About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

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Silex Technology

Silex Technology with Polycom VVX Series Business Media Phones

Untether your VVX Phones – Add Secure Wi-Fi Capability



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Patent information

The accompanying products mentioned herein are protected by one or more U.S. and foreign patents and/or pending patent applications held by Silex and/or Polycom

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About this guide

The Partner Solutions Guide describes how a partner solution and Polycom combine to solve specific customer needs.

The Polycom Partner Solutions Guide is for administrators who need to integrate Silex SX-BR-4600WAN with Polycom VVX Series Business Media Phones

Please read Silex documentation before you install or operate the system.

Contents

About this guide 3

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Installation 7

 Connecting the WiFi Adapter to the VVX phone..... 7

For More Information..... 12

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Overview

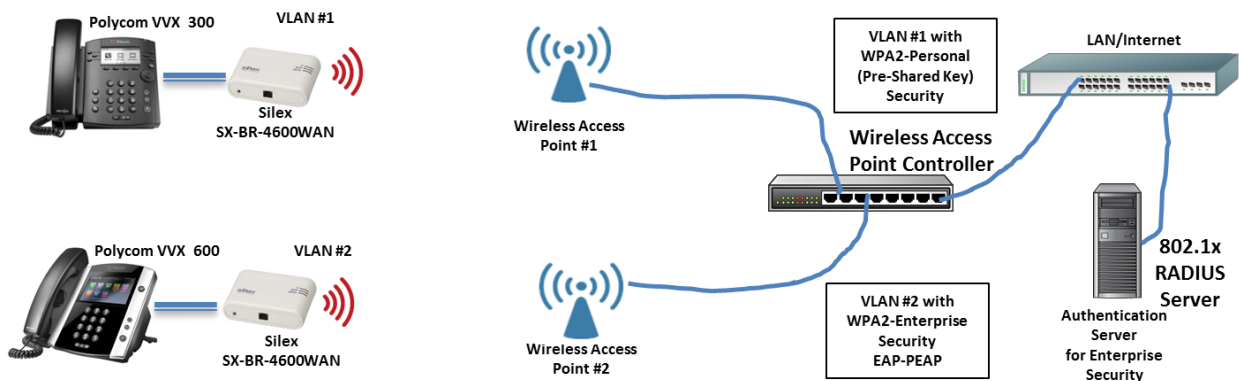
Untether your VVX Phones – Add Secure Wi-Fi Capability

Using the Silex SX-BR-4600WAN Ethernet to Wireless Bridge with Polycom® VVX® Business Media Phones

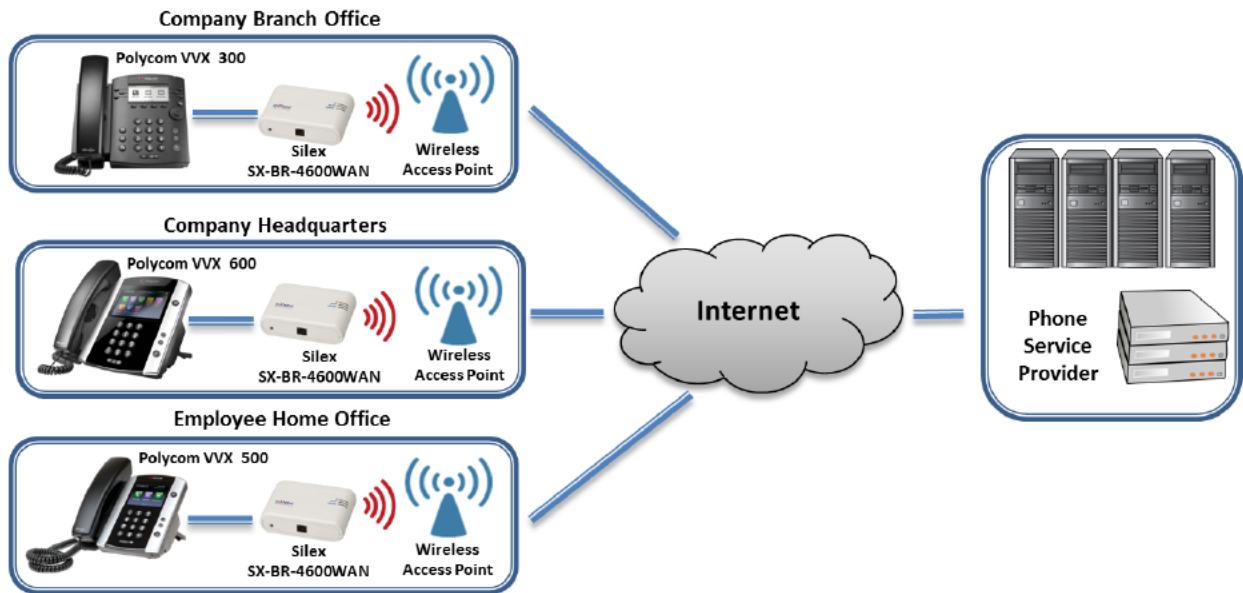
This document explains how system administrators and users can use the Silex SX-BR-4600WAN Ethernet to Wi-Fi Bridge with a Polycom® VVX® business media phones to allow connection to the organization's existing wireless network.

The adapter can connect any device with an Ethernet port to your existing wireless network. Used with a VVX phone, it allows flexibility to locate the VVX phone in places where running cables is difficult or inconvenient.

Using VVX Phones on wireless networks within a building



Using VVX Phones on wireless networks company wide



The Silex SX-BR-4600WAN is expected to work with any Ethernet device, including VVX phones running any version of software. It was specifically tested on the following software versions:

| Device | Software Version |
|-----------------------|------------------|
| Polycom VVX 300 Phone | UC 5.1.1 |
| Polycom VVX 500 Phone | UC 5.1.1 |
| Polycom VVX 600 Phone | UC 5.1.1 |
| Silex SX-BR-4600WAN | FW v1.5.0 |

Note: If there are any issues with the VVX phone while connected to the SX-BR-4600WAN, please disconnect the phone from the SX-BR-4600WAN, and connect it back into the Ethernet Wired LAN to ensure the phone works properly with a wired connection.

Installation

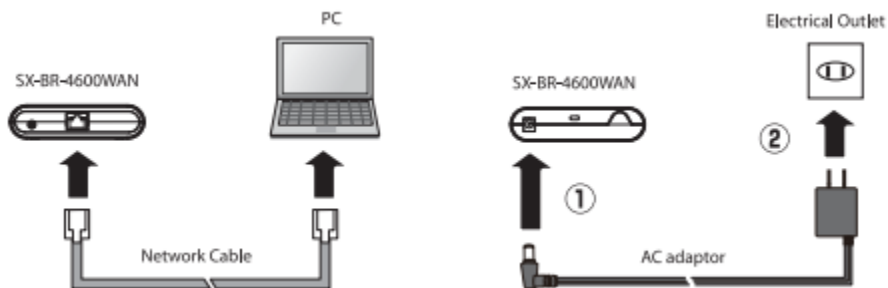
Connecting the WiFi Adapter to the VVX phone

This section takes you through the steps to connect a VVX phone to the Silex SX-BR-4600WAN.

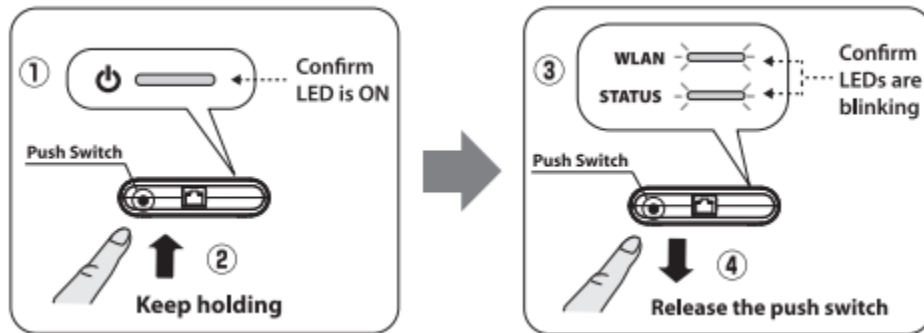
Note: You can also configure this product using WPS (Wi-Fi Protected Setup). If your wireless network supports WPS and you want to use it, or more information about support, software downloads, documentation and more, please refer to the support page for SX-BR-4600WAN: <http://www.silexamerica.com/products/support/wireless-infrastructure/sx-br-4600wan/>

Step 1 – Start the Configuration Mode of the bridge

1. Please disconnect any wireless connection to the router and/or remove the Ethernet cable currently connected to the computer. You may restore the connection after the SX-BR-4600WAN installation is complete.
2. Connect the SX-BR-4600WAN to your computer using the Ethernet cable (included) and connect the power adapter.



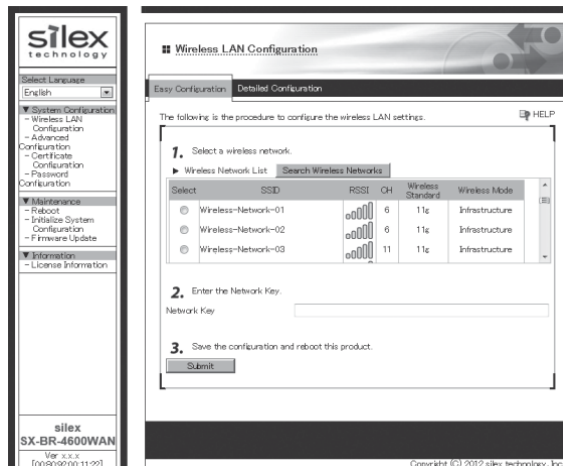
3. When the **POWER LED** (first) turns on, press and hold the push button switch (on the front side to the left of the Ethernet connector). Release the push switch when the **WLAN LED** and the **STATUS LED** start to blink together (it may take 20 seconds until it starts blinking).



The product will start running in **Configuration Mode**. Now you can configure the product from the PC that is connected to the SX-BR-4600WAN with the Ethernet cable.

Step 2 – Setup

1. Open your web browser (Chrome, Firefox, Safari, etc.) on the PC you are using for the setup. The browser configuration setup page will automatically display.

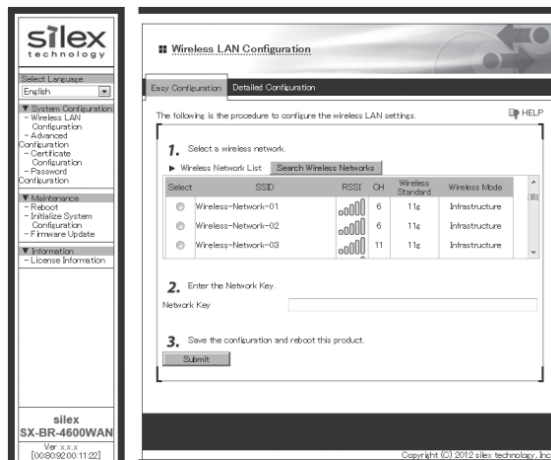


Note: If the configuration web page is not displayed, enter "silex" in the address bar of the web browser and press the "Enter" key.

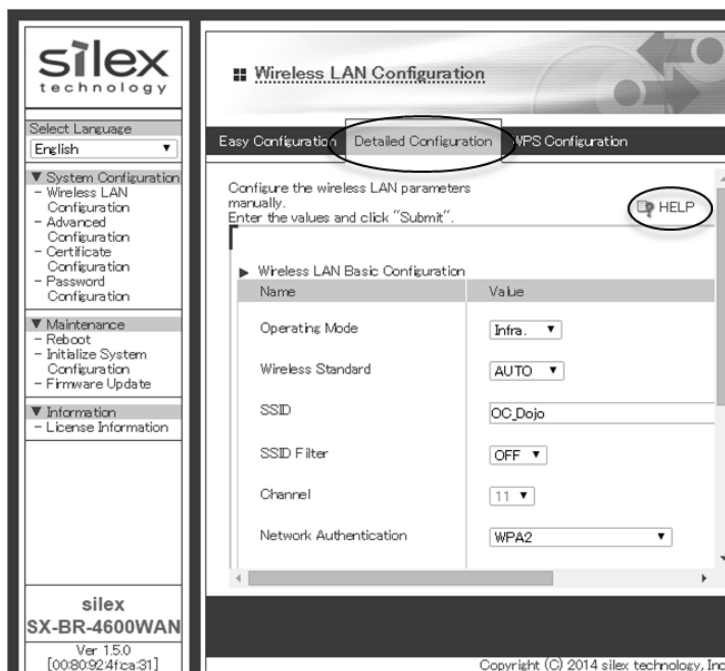


If a password has been previously configured, the password entry screen will be displayed. Enter the password and click login.

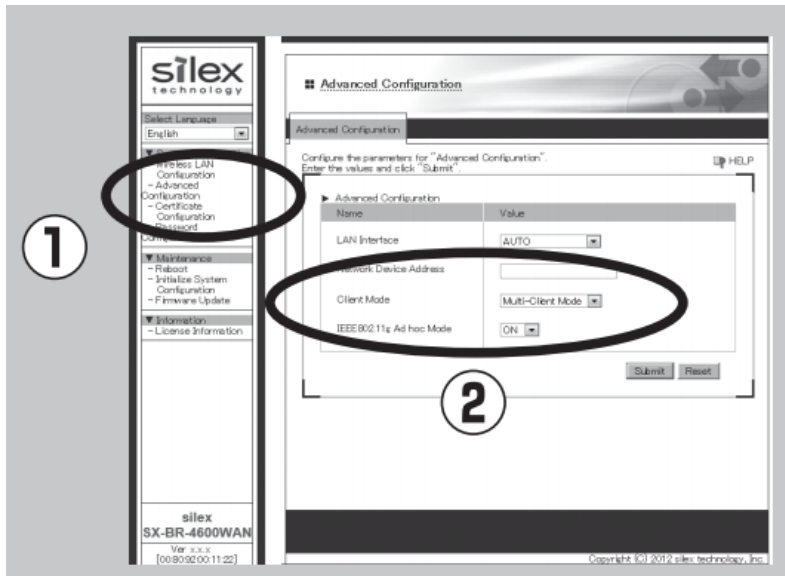
2. Select the destination network that you want your VVX phone to join, and enter the network password (WEP or WPA Pre-Shared Key) for the **Network Key**. Click **Submit** when finished.



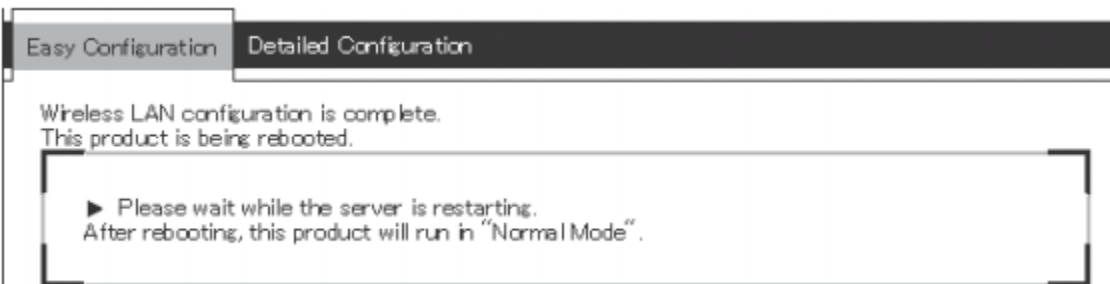
Note: If the network is not displayed (hidden SSID) or if you want to set up Enterprise 802.1x security, click on **Detailed Configuration** and configure the settings for your wireless network. You may need to contact the network administrator for the settings. More details are available by clicking **HELP** on any screen in the web browser configuration.



Note: If you want to be able to use the PC Port of your VVX phone to connect a computer or other network device, click **Advanced Configuration**, and change the **Client Mode** to **Multi-Client Mode**.

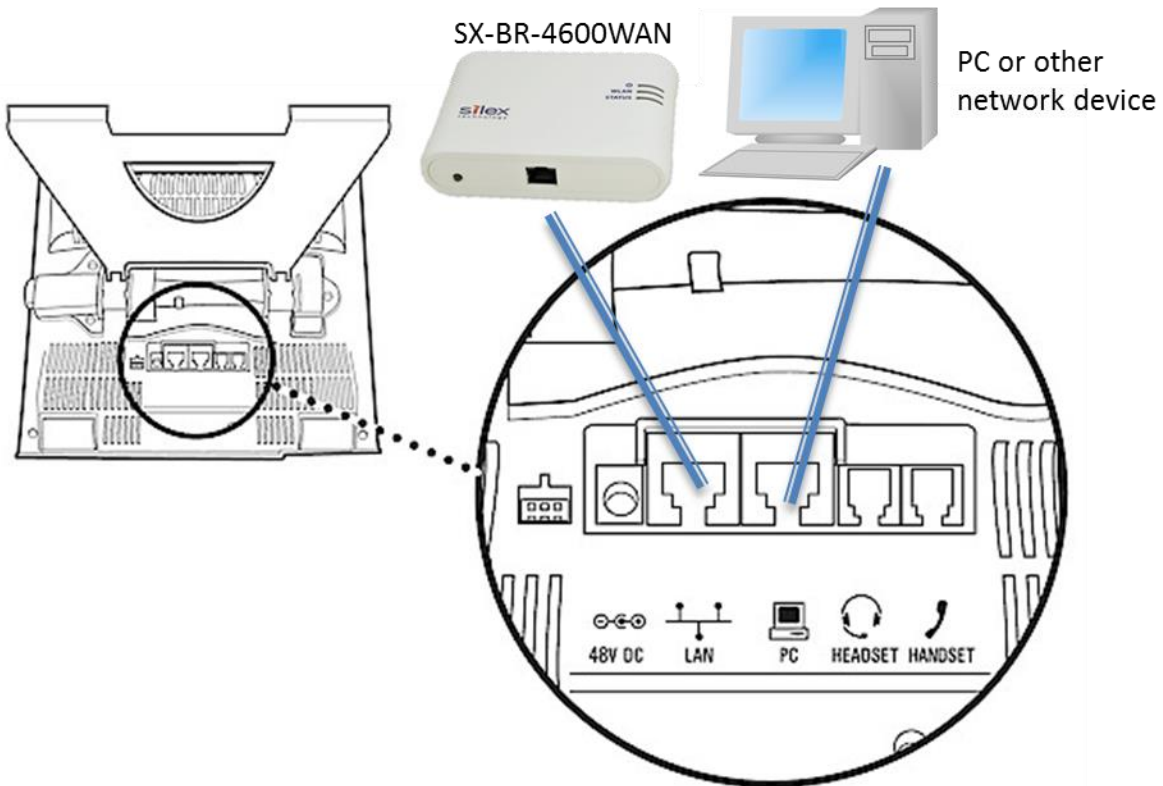


3. Once the message appears indicating the configuration has been completed, close the web browser.



Partner Solution Guide – Silex Technology

4. The configuration of the SX-BR-4600WAN is now complete. Disconnect the Ethernet Cable from the computer, and you can plug it into the LAN port of your VVX phone. If you want to use the LAN port of your phone for connection to a PC, please refer to Step 2, Section 2.



For More Information

Contact Silex

If you have questions about the SX-BR-4600WAN, you can reach Silex at:

Website: www.silexamerica.com

Email: sales@silexamerica.com or support@silexamerica.com

Phone: 801-748-1199 or U.S. toll-free: 866-765-8761

Hours of Operation: Monday - Friday 8:00am - 5:00pm MST

Silex Support

Online support information is available at <http://www.silexamerica.com/support/contact-silex-support/>

Phone: 801-748-1199

U.S. toll-free: 866-765-8761

Hours of Operation: Monday-Friday 8:00am-5:00pm MST

Polycom Support

For support or service of Polycom products, please contact your Polycom distributor or go to Polycom Support at <http://www.polycom.com/support>

For more information about Polycom Technology Partner Program and the Technology and Developer Partner solutions, visit <http://www.polycom.com/partners>

Test/Validation Annex

The Silex SX-BR-4600WAN is expected to work with any Ethernet device, including VVX phones running any version of software. It was specifically tested on the following software versions:

| Device | Software Version |
|-----------------------|------------------|
| Polycom VVX 300 Phone | UC 5.1.1 |
| Polycom VVX 500 Phone | UC 5.1.1 |
| Polycom VVX 600 Phone | UC 5.1.1 |
| Silex SX-BR-4600WAN | FW v1.5.0 |

J. Project Management and Administration

1. Status Reporting

1. The Offeror shall describe its proposed approach to monthly status reporting, including a description of scope, level of detail and presentation format.

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The Monthly PMO Deck extracts key performance oriented reports out of the Monthly Reporting Deck plus other performance oriented reports. This deck will be uploaded to the specified the Commonwealth site and provided in hard copy format.

Verizon provides the following service reports to the Commonwealth:

PMO Operational Performance Report: Monthly

| |
|--|
| |
| Change Management |
| Order Summary |
| On Time Performance |
| Order Volumes/Types |
| SLA 13 Month Performance Trend |
| SLA Remedy Summary for month and 13 Month SLA Remedy Summary |
| Earn-Back Summary |
| CoPA Steady State PMO Organizational Chart |
| CoPA Steady State PMO Contact List |
| Order Escalation List |
| Incident Management Escalation List |
| Incident Communication Plan (ICP) |
| 13 Month Billing Summary - Major Service Type |
| Financial Review - Quarterly by Major Service |
| CoPANet Bandwidth Utilization |
| CoPANet2 Bandwidth Utilization |
| Agency Managed WAN |
| Enterprise Security Services |
| Security and VPN Hardware Utilization Trends |
| Agency Managed Security Services |
| COPANet2 10 Gig PIP |
| Business Partner VRF Utilization |
| PennConnect Utilization |
| VCC Pricing Verification |
| Unify Ticket Count |
| Internet Utilization Summary |
| Quality Management - Monthly End User Feedback |
| Customer Service Review - VCSD Trended Volumes & Performance |
| Service Desk Call Volume Report |
| Trouble Tickets - Enterprise |
| TSP, Critical, and Important Site Outages |
| Customer Service Review - Monthly RCA Summary Report |

| |
|--|
| Customer Service Review - RCA Historical Log |
|--|

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|------------------|
| Vz/CoPA Training |
|------------------|

PMO Operational Performance Overview: Monthly

| |
|--|
| Order Mangement/Major Project |
| SLA's |
| VCSD/Incident Management |
| Enterprise Voice Tower/Projects |
| Enterprise Network and Security Projects |
| Change Management |
| ESMS |
| Billing/Financial |
| Training |

Verizon Monthly Service Review(CIO)External

| |
|--------------------|
| Order Management |
| Incident Mangement |
| SLA's |
| QSR |
| SIP's |
| Quality Management |

Performance Standards(Degradation Report)External

| |
|--|
| Firewall |
| Proxy Services (BC) |
| Blue Coat Reporter |
| Remote Access VPN |
| Internet Access |
| IDP/IDS |
| Voice |
| IPT |
| Centrex |
| Voicemail/Xpressions (inclusive of MWI) |
| Voicemail/NUMS |
| Contact Center |
| OSCC |
| WebCenter |
| VCC |
| UC&C |

| |
|-------------------|
| Instant Messaging |
| Web Collaboration |
| Presence |
| Conferencing |
| COPANET |
| Data Network |

| |
|--|
| Large Agency Quarterly Service Review |
| 78-PennDOT |
| 21-Human Services |
| 35-Environmental Protection |
| 67-Health |
| 20-State Police/Starnet |
| 12-Labor & Industry |
| 15-General Services |
| 26-Liquor Control Board |
| 38-Conservation & Natural Resources |
| 11-Corrections |
| 81-OA and associated agencies |

| SLA | Monthly Service Level Report |
|--------|---|
| SLA 2 | Service Order Intervals |
| SLA 3 | Abandoned Calls |
| SLA 4 | Time Required to Answer |
| SLA 5 | Trouble Ticket Response |
| SLA 6 | Time to Restore GOLD |
| SLA 7 | Time to Restore SILVER |
| SLA 8 | Time to Restore BRONZE |
| SLA 9 | Chronic Problems |
| SLA 10 | Enterprise Service Availability |
| SLA 11 | Internet Access Service Availability |
| SLA 12 | Remote Access Service Availability |
| SLA 13 | Business Partner DMZ Service Availability |
| SLA 14 | COPANET Managed Services Availability |

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|---------------|--|
| SLA 16 | Email Scanning Service Availability |
| SLA 17 | Time to Restore, Enterprise Services |
| SLA 18 | COPANET Services Availability |
| SLA 19 | Backbone Roundtrip Delay |
| SLA 20 | Backbone Packet Loss |
| SLA 21 | Service Availability GOLD/SILVER |
| SLA 23 | Service Availability BRONZE |
| SLA 24 | Voice Services Availability |
| SLA 25 | Managed Firewall Service Availability |
| SLA 26 | Managed Firewall Service Timeliness |
| SLA 27 | Managed Intrusion Detection and Prevention Availability |
| SLA 28 | Managed Intrusion Detection and Prevention Incident Timeliness |
| SLA 29 | Managed Intrusion Detection and Prevention Order Timeliness |
| SLA 30 | Managed Virtual Private Network Availability |
| SLA 31 | Managed Virtual Private Network Timeliness |
| SLA 32 | Security Services Time to Respond |
| SLA 33 | Security Services Time to Restore |
| SLA 34 | IPT Services - Unified Communications (UC) |
| SLA 35 | IPT Services - Web Collaboration |
| SLA 36 | IPT Services - Voice Mail |
| SLA 37 | IPT Services - OpenScape Contact Center (OSCC) |

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| Payphone Report for 4 Agencies - External |
| 11-Corrections |
| 15-General Services |
| 78-PennDOT |
| 91-PA Turnpike Commission |

The final negotiated service level agreements are included in the contract (pages 172-205).



Appendix M

SLA Data Sheets

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

RFP 3 - Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

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Service Level Agreement Definitions

Service Level Agreement Definitions

| | |
|----------------------------------|--|
| Agency Level | <i>Service levels that are applied to each agency per each agency location. The measurement describes supplier performance per agency per location.</i> |
| CM – Critical Measurement | <i>Service Levels identified as “CM”, Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.</i> |
| Enterprise Level | <i>Service levels applied to a service that is provided to all agencies, but calculated as one encompassing Service Level, i.e. Internet.</i> |
| Service Level (SL) Target | <i>A commitment that is documented in a service level agreement.</i> |
| SL Minimum | <i>A measure of minimum expected performance. Actual results below the SL Minimum will incur a Remedy and negate Earn back as described in each SLA reference.</i> |
| Measurement Window | <i>Measurement window is 24/7.</i> |
| KM – Key Measurement | <i>SLAs for which the Remedy is designated as KM shall be reviewed monthly by the Commonwealth but will not entitle the Commonwealth to any credits if service levels are not met. Any request by the Commonwealth that an SLA designated as a KM be converted to a credit-bearing SLA shall be negotiated in accordance with the Commonwealth Contract Change Procedures. <u>Verizon’s position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.</u></i> |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|--------|---------|-----------|-----------------------------|
| SLA - 01 Time to Deliver - Agency | CM | 989% | 957.05% | 9 months | (Service Commencement Date) |
| Definition | All service orders completed on time within the measurement window. Completed service orders indicate service is ready for use per applicable status in ESMS. | | | | |
| Metric Description | Timeliness – Service delivered on time. This Service Level calculation is the total number of Orders that are successfully completed per agency during the applicable Measurement Window on or before the due date specified minus the total number of service orders not met divided by the total number of orders have been completed during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All Service Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. <u>Verizon is not responsible for delays caused by COPA, other third parties not under Verizon's control or factors outside of Verizon's control (such as facilities not available)</u> | | | | |
| Calculation | % Timeliness = ((Total number of service orders completed – Total number of service orders not met) / Total number of service orders completed) *100 (NOTE: calculated per agency) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Orders, Number of Orders Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]</p> <p><i>(Suggested)</i></p> <p>Detail categorized by Service, by Category and by Type to include Order Number, Unique ID, Agency, Service Sub-Type, Date Submitted, Date Requested, Date Completed, Number of Business Days to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$1,000 100% MRC credit for each order missed <u>below the target</u> . Remedy Credit to be applied directly to agency affected <u>with a max cap of \$1000 per order</u> | | | | |

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| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA – 02 Time to Respond - Enterprise | CM | 98.59% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | Time to respond to service requests within 30 minutes during the measurement window. Response means: Notable action taken to move forward in resolving the issue | | | | |
| Metric Description | Timeliness. The percent of trouble tickets responded to within 30 minutes of creation of the trouble ticket. The calculation is the total number of Trouble Tickets responded to on or before the 30 minutes of ticket creation during the applicable Measurement Window divided by the total number of Trouble Tickets created during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All trouble tickets generated during the measurement window. | | | | |
| Metric Exclusions | No exclusions. | | | | |
| Calculation | $\% \text{ Timeliness} = (\text{Total number of Trouble Tickets within the month responded to within 30 minutes of create time}) / (\text{Total number of Trouble Tickets within the month}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Tickets, Number of Tickets that Missed the Interval, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]; Detail to include Ticket Number, Agency, Type of Service, Brief Description of Issue, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason Interval was not Met.</p> <p>Detailed Exclusion Report: Ticket Number, Agency, Brief Description of Issue, Type of Service, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason for Exclusion.</p> <p>Trouble Ticket Response Chart: to include Department Number, Agency Name, Number of Tickets per Agency; Graphical representation.</p> | | | | |
| Remedy Credit | \$8,000 <u>per service level violation.</u> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|---------|---------|-----------|-----------------------------|
| SLA – 03 Change Management - Successfulness - Enterprise | CM | 98% 96% | 95% 93% | 9 months | (Service Commencement Date) |
| Definition | All change requests completed successfully. Determination of successful is as defined in the Commonwealth Change Management process. | | | | |
| Metric Description | This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes <u>that result in a service interruption</u> will not be accepted and will incur an immediate Remedy and negate earn back potential. | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. If Commonwealth-Verizon is not responsible for failed changes due to actions by COPA and/or other third parties not under Verizon's control, is determined the cause of a failed change. | | | | |
| Calculation | % Successful= ((Total number of Successful Change Requests completed -Total number of unsuccessful Change Requests) / (Total number of Change Requests completed)) *100 | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]. <i>(Suggested)</i></p> <p>Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$10,000 Any Unauthorized Changes <u>that results in a service interruption</u> during measurement window- \$15,000 | | | | |

Commented [VZ1]: Verizon believes the following proposed percentages represent best in class performance, given that the projected volume of change requests is expected to be relatively low, based on historical performance of similar service under the current Agreement.

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date | | | | | | | | | | |
|---|--|--------|-----|-----------|-----------------------------|---------------|------|-----------|------------------|----------|--------------------|--------|------------------|----------|------------------|
| SLA – 03a Change Management - Timeliness - Enterprise | KM | 95% | 90% | 9 months | (Service Commencement Date) | | | | | | | | | | |
| Definition | All change requests successfully completed within the measurement window. | | | | | | | | | | | | | | |
| Metric Description | Timeliness – Change requests completed on time. This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed within the specified time interval for that priority type during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy. <u>In the event that such changes result in a service impacting event,</u> | | | | | | | | | | | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | | | | | | | | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. <u>Verizon is not responsible for delays caused by COPA or third-parties not under Verizon's control.</u> | | | | | | | | | | | | | | |
| Calculation | $\% \text{ Timeliness} = \left(\frac{\text{Total number of Change Requests completed} - \text{Change Requests not completed according to priority type}}{\text{Total number of Change Requests completed}} \right) * 100$ <table border="1"> <thead> <tr> <th>Priority Type</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>Less than 1 hour</td> </tr> <tr> <td>Expedite</td> <td>Less than 24 hours</td> </tr> <tr> <td>Normal</td> <td>Less than 5 days</td> </tr> <tr> <td>Standard</td> <td>Less than 7 days</td> </tr> </tbody> </table> | | | | | Priority Type | Time | Emergency | Less than 1 hour | Expedite | Less than 24 hours | Normal | Less than 5 days | Standard | Less than 7 days |
| Priority Type | Time | | | | | | | | | | | | | | |
| Emergency | Less than 1 hour | | | | | | | | | | | | | | |
| Expedite | Less than 24 hours | | | | | | | | | | | | | | |
| Normal | Less than 5 days | | | | | | | | | | | | | | |
| Standard | Less than 7 days | | | | | | | | | | | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | | | | | | | | | | | |
| Reporting Window | Monthly | | | | | | | | | | | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | | | | | | | | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]. <i>(Suggested)</i></p> <p>Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | | | | | | | | | | | |

Remedy Credit

\$8,000. Verizon's position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|-----|-----------|-----------------------------|
| SLA – 04 Chronic Problem - Agency | KM | 1 | 2 | 9 months | (Service Commencement Date) |
| Definition | Incidents occurring greater than <u>23</u> times on a single product/service/component reported within the measurement window. <u>that have a similar root cause identified</u> | | | | |
| Metric Description | Service Quality – Chronic problem identification. This Service Level calculation is the total number of Chronic Problem Items during the applicable Measurement Window. | | | | |
| Metric Inclusions | Product/Service/Component(s) that are identified as Chronic during the applicable Measurement Window. | | | | |
| Metric Exclusions | Customer hold time (must be documented and approved) password resets, and any other item that needs to be excluded per approval of COPA management. <u>Verizon is not responsible for incidents caused by COPA or third-parties not under Verizon's control</u> | | | | |
| Calculation | Total count of product/service/component identified as a chronic problem item. | | | | |
| Hours/Days of Measurement | 24 hours X 365 days – rolling <u>630</u> days (starting on the first day of the first incident being reported) | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Active Services/Devices Measured, Number of Chronics, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Status, Service/Device Identifier, Agency, Product [Model], Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Service/Device Identifier, Total Hours to Resolve per Service/Device Identifier; Categorized by Agency, Proposed Resolution to Chronic Problem, Action by Vendor, Status of Resolution.</p> <p>Detailed Exclusion Report: Ticket Number, Status, Service/Device Identifier, Agency, Product [Voice, ACD, Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Unique Identifier, Reason for Exclusion, Categorized by Agency.</p> | | | | |
| Remedy Credit | One month credit for cost of individual services with chronic issues. Remedy Credit to be applied directly to agency affected. <u>Verizon's position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.</u> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|---------|---------|-----------|-----------------------------|
| SLA – 05 Incident Notification - Enterprise | CM | 100.00% | 98.00 % | 9 months | (Service Commencement Date) |
| Definition | Notifications for unavailable or degradation statuses delivered to the Commonwealth within the measurement window. | | | | |
| Metric Description | Timeliness – Delivery system unavailability or degradation notifications. The Service Level calculation for unavailable or degradation notifications delivered to the Commonwealth within 30 minutes from discovering or receiving notice of system unavailability or degradation <u>and subsequent trouble ticket creation</u> divided by the total number of unavailable or degradation notifications required within the measurement window, expressed as a percentage. | | | | |
| Metric Inclusions | All required notifications during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved . Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors. <u>Verizon is not responsible for inability to Notify within the stated timeframe due to circumstances outside of Verizon's control</u> | | | | |
| Calculation | $\% \text{ Timeliness} = ((\text{Count of unavailability and/or degradation Incidents requiring notification} - \text{Count of unavailability and/or degradation incidents not delivered within 30 minutes}) / (\text{Count of unavailability and/or degradation Incidents requiring notification})) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include:</p> <p>Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL</p> | | | | |

| | |
|----------------------|---|
| | Achieved [Yes/No], Reason for exclusion, To be sorted by category; Summarized by Count of excluded tickets. |
| Remedy Credit | \$10,000 <u>\$2,500</u> per Service Level violation |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|------|-----------|----------------------------------|
| SLA – 06 Abandoned Calls - Enterprise | CM | < 2% | < 5% | 9 months | (Service Desk Commencement Date) |
| Definition | True Abandoned calls are the percentage of calls in queue abandoned by the caller after thirty [30] seconds but before connecting to a Service Desk agent which must be less than or equal to five percent [5%] of all calls | | | | |
| Metric Description | Total number of abandoned calls greater than 30 seconds, divided by total calls equals percent of abandoned calls as calculated via Offerors ACD system. <ul style="list-style-type: none"> • A call is defined as “a leg of a call” • Example: A call comes into an agent=one call. The agent places call back in queue (This equals a second call) | | | | |
| Metric Inclusions | All Service Desk calls | | | | |
| Metric Exclusions | No Exclusions | | | | |
| Calculation | $\% \text{ Abandoned calls} = (\text{Abandoned calls} / \text{Total calls}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Abandoned Calls > 30 Seconds, Daily Total Number of Calls, Daily Abandon Rate; Totals to include Number of Abandoned Calls > 30 Seconds, Total Number of Calls, Abandon Rate; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Calls Abandoned > 30 Seconds, Percentage Achieved; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|----------------------------------|
| SLA – 07 Time to Answer - Enterprise | CM | 98.00% | 95.00 % | 9 months | (Service Desk Commencement Date) |
| Definition | The percentage of calls answered within thirty (30) seconds by a Service Desk agent | | | | |
| Metric Description | Percent of Service Desk calls answered in thirty seconds divided by number of Service Desk calls answered during the month | | | | |
| Metric Inclusions | All Service Desk calls answered | | | | |
| Metric Exclusions | Abandoned Calls | | | | |
| Calculation | $\% \text{ Time Required to Answer} = (\text{Total number of answered calls within 30 seconds} / \text{Total calls answered}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Calls Answered in < 30 Seconds, Daily Total Number of Calls, Daily Percentage TTA Met; totals to include Number of Calls Answered <30 Seconds, Total Number of Calls, Percentage TTA Met; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Number Calls Answered <= 30 Seconds, Total Number Calls Answered > 30 Seconds; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|---------|-----------|-----------------------------|
| SLA – 08 Security Incident Notification - Enterprise | CM | 1 hour | 2 hours | 9 months | (Service Commencement Date) |
| Definition | The time to notify the Commonwealth of all Security Incidents shall not exceed the Service Level. | | | | |
| Metric Description | Time to notify is defined as identification of the issue until the Commonwealth is notified. | | | | |
| Metric Inclusions | All Managed Security Services | | | | |
| Metric Exclusions | None <u>Verizon is not responsible for inability to Notify within the stated timeframe due to circumstances outside of Verizon's control</u> | | | | |
| Calculation | Time to Notify = date and time of Security Incident Notification to the Commonwealth minus (date and time of Incident Identification) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No]</p> | | | | |
| Remedy Credit | \$15,000 <u>per incident</u> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--|---|-----------|-----------------------------|
| SLA - 09 Availability (Voice Services) - Agency (per location) | CM | <u>Gold <5 Min</u> <u>Silver <30 Min</u> <u>Bronze <2.5 Hours</u> <u>Lot1 Services</u> <u>monthly</u> <u>Availability per</u> <u>agency location =</u> <u>99.9 %</u> <u>Lot2 Services</u> <u>monthly</u> <u>Availability per</u> <u>agency location =</u> <u>99.0 %</u> | <u>Gold <10 Min</u> <u>Silver <45 Min</u> <u>Bronze <3 Hours</u> | 9 months | (Service Commencement Date) |
| Definition | <p>Availability of the application/component/service and not in a degraded state.</p> <p>Unavailable—all users and critical functions are affected by the unscheduled downtime or incident. Service is completely unavailable.</p> <p>Partial degradation—one or more critical business functions of the application is unavailable; or a workaround exists for the impacted business functions.</p> <p>Minor degradation—all critical business functions are available but a portion of users are impacted; or a workaround exists for the impacted business functions.</p> <p>Workaround—A temporary solution to the problem(s) raised by an Incident, which must be removed for the Incident to be brought to Resolution.</p> <p>Voice Services—Voice Services to included, but not limited to voice lines, Auto Attendants, trunking, toll free, Centrex, and POTS.</p> | | | | |
| Metric Description | <p>Availability - Percentage of time the application/component/service is available and non-degraded. Degradation shall mean a Service that tests as fully operational but is degraded below the baselines established during acceptance testing or one or more critical business functions of the application is unavailable and any portion of the users are impacted. A workaround process shall not be considered as acceptable availability. This includes, but is not limited to, slow performance and/or intermittent system errors.</p> | | | | |
| Metric Inclusions | <p>All applications/components/services required by the Commonwealth/agency in operation within the measurement window. Service Levels defined by the CMDB, whereas, the availability targets are assigned according to the following service levels:</p> <p><u>Lot1 Services monthly Availability per agency location = 99.9%</u></p> | | | | |

Commented [JK2]: VZ's position is that "critical business functions are available via a workaround" (because the Solution has been designed to do that), then that should not count towards the "Availability" SLA.

Commented [JK3]: COPA has stated that MS is the chosen provider for UCC services. The Microsoft SLA for Skype for Business platform Availability is 99.9%. As such Verizon is not able to offer a higher per-location Availability SLA for the overall solution than Microsoft itself is offering for the platform itself.

| | |
|---|--|
| | <p><u>Lot2 Services monthly Availability per agency location = 99.0%</u></p> <p><u>Gold < 5 outage/degraded minutes in calendar month</u></p> <p><u>Silver < 30 outage/degraded minutes in calendar month</u></p> <p><u>Bronze < 2.5 outage/degraded hours (150 min) in a calendar month</u></p> |
| Metric Exclusions | <p>The Service Level measurement does not include any degradation of the Service experienced outside of the vendor's control.</p> <p>Scheduled maintenance, provided that the Agency is informed of scheduled maintenance that will directly affect the Service at least seven (7) calendar days before maintenance work commences, and the Agency approves the scheduled downtime.</p> |
| Calculation | <p>The Service Level calculation for Availability is the total outage minutes per agency, per location, by tier.</p> <p><u>The Service Level calculation for Availability per location = (1 - (Total Outage and Degradated Minutes per month / (# of days in a month * 24 * 60))) * 100</u></p> |
| Hours/Days of Measurement | 24 hours X 365 days |
| Reporting Window | Monthly |
| Reporting Tools / Data Source(s) | TBD |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL [in Minutes] and [in Hours], Minimum SL [in Minutes] and [in Hours], Actual SL [Average Time to Restore] [in Minutes] and [in Hours], Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, and Categorized by Agency.</p> <p>Detailed Exclusion Report: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, Reason for Exclusion, Categorized by Agency.</p> |
| Remedy Credit | <p><u>100% Monthly Invoice For each hour (or fraction thereof) of downtime in excess of monthly Availability service level commitment per LOT, COPA shall be eligible for one day's worth of the monthly recurring charge for the affected location(s) up to 100% of the MRC</u></p> |

| Service Level Reference | SL Class | Target | Min | Start Date |
|---|---|---|---|-----------------------------|
| SLA – 10 Time to Resolve - Agency | CM | Gold <2 Hours Silver <4 Hours Bronze <8 Hours <u>Lot 1 = 4 hrs</u> <u>Lot 2= 24 hrs</u> | Gold <3 Hours Silver <5 Hours Bronze <9 Hours | (Service Commencement Date) |
| Definition | Amount of time from when the problem/incident is reported until the problem is resolved or full where “resolved” means full functionality is restored within the measurement window. | | | |
| Metric Description | Timeliness – Time to resolve each reported incidents. | | | |
| Metric Inclusions | All incident service tickets completed during measurement window. | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors. Verizon is not responsible for inability to Resolve within the stated timeframes due to circumstances outside of Verizon’s control | | | |
| Calculation | <p>Summary: The Service Level calculation is the (Ticket Resolution Time minus the Ticket Create Time minus Customer Hold Time) equals total number of hours to resolve.</p> <p>Measurement Windows as defined by tiers listed below:</p> <p><u>Lot 1 = 4 hrs</u> <u>Lot 2= 24 hrs</u></p> <p>Gold < 2 hours per incident Silver <4 hours per incident Bronze <8 hours per incident</p> | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | |
| Reporting Window | Monthly | | | |
| Reporting Tools / Data Source(s) | TBD | | | |

| | |
|---------------------------|--|
| Reporting Format/s | <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Reason Interval was not Met.</p> <p>Itemize each incident as a line item with total credit due per incident with a sum per agency.</p> <p><i>(Suggested)</i></p> <p>Detailed Exclusion Report: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Missed or Met Status, Reason for Exclusion, Categorized by Service</p> <p>Monthly overview of Enterprise Services: in table format by Enterprise Service with Number of Trouble Tickets per Enterprise Service: Graphical representation</p> |
| Remedy Credit | <p><u>100% Monthly Invoice For each hour (or fraction thereof) of downtime exceeding the per Lot Time To Restore threshold objective above per LOT COPA shall be eligible for one day's worth of the monthly recurring charge for the affected location(s) up to 100% of the MRC.</u></p> |

The final negotiated terms and conditions are included in the contract (pages 1-84).

Part VI

IT Contract Terms and Conditions

1. DEFINITIONS.

- a. Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. ~~If With regards to Lot 2, if~~ a COSTARS entity or external procurement activity has issued an order against this Contract, that entity shall also be identified as “Agency.”
- b. Contract: The integrated documents as defined in **Section 11, Order of Precedence**.
- c. Contracting Officer. The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- d. Data. Any recorded information, regardless of the form, the media on which it is recorded or the method of recording. ~~This definition does not include any data related to SfB Services.~~
- e. Days. Calendar days, unless specifically indicated otherwise.
- f. Developed Works. All of the fully or partially complete property, whether tangible or intangible prepared by the Contractor for ownership by the Commonwealth in fulfillment of the requirements of this Contract, including but not limited to: documents; sketches; drawings; designs; works; papers; files; reports; computer programs; documentation; data; records; software; samples; literary works and other works of authorship. Developed Works include all material necessary to exercise all attributes of ownership or of the license granted in **Section 50, Ownership of Developed Works**. ~~The Contractor’s proposal does not include any Developed Works to be provided to the Commonwealth.~~
- g. Documentation. All materials required to support and convey information about the Services or Supplies required by this Contract, including, but not limited to: written reports and analyses; diagrams maps, logical and physical designs; system designs; computer programs; flow charts; and disks and/or other machine-readable storage media.
- h. Expiration Date: The last valid date of the Contract, as indicated in the Contract documents to which these IT Contract Terms and Conditions are attached.
- i. Purchase Order: Written authorization for Contractor to proceed to furnish Supplies or Services.

j. Proposal. Contractor's response to a Solicitation issued by the Issuing Agency, as accepted by the Commonwealth.

k. Services. All Contractor activity necessary to satisfy the Contract. With regards to Lot 1, Services do not include Microsoft Skype for Business (SfB) branded (and other SfB-integrated Office 365) online services described in Contractor's Proposal. Sfb Services will be procured solely pursuant to the Commonwealth's Microsoft Enterprise Agreement 01E73682 ("ELA") and not to the terms and conditions of Offeror's proposed Contract with the Commonwealth, under this RFP.

l. Skype for Business ("SfB") Services. All Microsoft Skype for Business (SfB) branded (and other SfB-integrated Office 365) online services described in Offeror's Proposal.

For clarity, the Proposal describes both:

"RFP-Relevant SfB Services" (which are SfB Services that the Commonwealth will purchase under the ELA in accordance with the Contractor's Proposal). These include, but may not be limited to "SfB Cloud PBX," User Subscription Licenses (USLs) for RFP-Relevant SfB Services may be purchased either separately, or in the case of SfB Cloud PBX as part of "suite SKUs" such as "Office 365 Government Plan E3."

"Prerequisite SfB Services" means the Microsoft Online Service named Office 365 Skype for Business Plan 2, USLs for which must be purchased as a condition of purchasing RFP-Relevant SfB Services. For clarity, the Commonwealth (as of the date of this Proposal) owns 46,000 USLs for the suite of integrated Microsoft Online Services called Office 365 Plan Government E3," which such suite includes the Prerequisite SfB Services.

~~k.m.~~ Software. A collection of one or more programs, databases or microprograms fixed in any tangible medium of expression that comprises a sequence of instructions (source code) to carry out a process in, or convertible into, a form executable by an electronic computer (object code).

~~l.n.~~ Solicitation. A document issued by the Commonwealth to procure Services or Supplies, e.g., Request for Proposal; Request for Quotation; Supplier Pricing Request; or Invitation for Bid, including all attachments and addenda thereto.

~~m.o.~~ Supplies. All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.

Additional definitions to be incorporated upon negotiation of the final Contract.

2. TERM OF CONTRACT

- (a) Term. The term of the Contract shall commence on the Effective Date and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.
- (b) Effective Date: The Effective Date shall be one of the following:
 - (i) the date the Contract has been fully executed by the Contractor and all approvals required by Commonwealth contracting procedures have been obtained; or
 - (ii) the date stated in the Contract, whichever is later.

3. COMMENCEMENT OF PERFORMANCE

- (a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any supply furnished or work performed or expenses incurred, until both of the following have occurred:
 - (i) the Effective Date has occurred; and
 - (ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.
- (b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the commencement of any Service or delivery of any Supply under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Service performed or Supply delivered prior to the date performance may commence.

4. EXTENSION OF CONTRACT TERM

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

5. ELECTRONIC SIGNATURES

- (a) The Contract and/or Purchase Orders may be electronically signed by the Commonwealth.
 - (i) *Contract*. “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been obtained. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.

- (ii) *Purchase Orders.* The electronically-printed name of the **Purchasing purchasing Agent-agent** on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) *Written signature not required.* No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.
 - (ii) *Validity; admissibility.* The parties agree that no writing shall be required in order to make the Contract or Purchase Order legally binding, notwithstanding contrary requirements in any law or regulation. The parties hereby agree not to contest the validity or enforceability of the Contract executed electronically, or acknowledgement issued electronically, under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement executed or issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgement shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
 - (iii) *Verification.* Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

6. PURCHASE ORDERS

- (a) Purchase Orders. The Commonwealth may issue Purchase Orders against the Contract or issue a Purchase Order as the Contract. These Purchase Orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to, and including, the Expiration Date of the Contract are acceptable and must be performed in accordance with the Contract. **Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.**
- (b) Electronic transmission. Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor.

- (c) Receipt. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of a Purchase Order.
- (d) Received next business day. Purchase Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.
- (e) Commonwealth Purchasing Card. Purchase Orders under \$10,000 in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number and expiration date of the card. The Commonwealth agency shall enroll in an autopay recurring payment arrangement if it intends to make payment to Contractor using a Commonwealth Purchasing Card. The Contractor agrees to accept such autopay payment through the use of a Commonwealth Purchasing card.

7. CONTRACT SCOPE

The Contractor agrees to furnish the requested Services and Supplies to the Commonwealth as such Services and Supplies are defined in this Contract.

8. ACCESS TO COMMONWEALTH FACILITIES.

If the Contractor must perform work at a Commonwealth facility outside of the daily operational hours set forth by the Commonwealth, it must make arrangements with the Commonwealth to assure access to the facility and equipment. No additional payment will be made on the basis of lack of access.

9. NON-EXCLUSIVE CONTRACT

The Commonwealth reserves the right to purchase Services and Supplies within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

10. INFORMATION TECHNOLOGY POLICIES

- (a) General. The Contractor shall ~~comply with~~review the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (located at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>), including the accessibility standards set out in IT Policy ACC001, *Accessibility Policy* and comply with those which are applicable to this Contract. The Contractor shall ensure that Services and Supplies procured under the Contract comply with the applicable standards. In the event such standards change during the Contractor's performance, and the Commonwealth requests that the Contractor comply with the changed standard, then any incremental costs incurred by the Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.

- (b) Waiver. The Contractor may request a waiver from an ITP by providing detailed written justification as to why the ITP cannot be met. The Commonwealth may either waive the ITP in whole or in part, or require that the Contractor provide an acceptable alternative. Any Commonwealth waiver of the requirement must be in writing.

11. ORDER OF PRECEDENCE

If any conflicts or discrepancies should arise in the terms and conditions of this Contract, or the interpretation thereof, the order of precedence shall be:

- (a) The documents containing the parties' signatures, including Process and Procedures Manuals, Management Procedures Manuals and Statements of Work;
- (b) The IT Contract Terms and Conditions;
- (c) The Proposal; and
- (d) The Solicitation.

12. CONTRACT INTEGRATION

- (a) Final contract. This Contract constitutes the final, complete, and exclusive Contract between the parties, containing all the terms and conditions agreed to by the parties.
- (b) Prior representations. All representations, understandings, promises, and agreements pertaining to the subject matter of this Contract made prior to or at the time this Contract is executed are superseded by this Contract.
- (c) Conditions precedent. There are no conditions precedent to the performance of this Contract except as expressly set forth herein.
- (d) Sole applicable terms. No contract terms or conditions are applicable to this Contract except as they are expressly set forth herein.
- (e) Other terms unenforceable. The Contractor may not ~~require enforce upon~~ the Commonwealth or any user of the Services or Supplies acquired within the scope of this Contract to ~~sign, click through, or in any other way agree to~~ any terms associated with use of or interaction with those Services and/or Supplies, unless the Commonwealth has approved the terms in writing in advance under this Contract, and the terms are consistent with this Contract. Further, changes to terms may be accomplished only by processes set out in this Contract; no quotations, invoices, business forms or other documentation, or terms referred to therein, shall become part of this Contract merely by their submission to the Commonwealth or their ordinary use in meeting the requirements of this Contract. Any terms imposed upon

the Commonwealth or a user in contravention of this **Subsection 12(e)** ~~must be removed at the direction of the Commonwealth, and~~ shall not be enforced or enforceable against the Commonwealth or the user. For clarity, this provision does not apply to any SfB Services provided by Microsoft.

13. SERVICES

- (a) The Contractor agrees to provide the services to the Commonwealth as such services are defined in this Contract, the RFP and the Contractor's Proposal, and in accordance with the terms of this Contract.
- (b) The services set forth in (a) above shall be collectively referenced as the "Services," as they may evolve during the Term of the Contract or be supplemented, enhanced, modified or replaced pursuant to the terms hereof.
- (c) The Services provided under this Contract are not exclusive to Contractor. The Commonwealth may in-source or re-procure any or all of the Services.
- (d) The Commonwealth may request a change to the Services to increase or decrease the amount of the Services provided under this Contract, according to Commonwealth's demand for the Services. The parties shall use the Change Control Procedures to implement the change and revise the fees as applicable.
- (e) Except as may be necessary on an emergency basis to maintain the continuity of the Services or in the event of a declared disaster, Contractor shall not, without Commonwealth's written consent, modify (1) the composition of the Services, (2) the manner in which the Services are to be provided or delivered if such modification would have an adverse effect on the operations of Commonwealth, or (3) the applicable Services Levels. Notwithstanding the above, the parties recognize the inherent evolutionary nature of technology and agree in the event a component of the Service or a service is no longer commercially available or becomes unsupportable, a comparable replacement service will be negotiated and implemented in a timely manner utilizing the Change Control Procedures.
- (f) Except as otherwise expressly provided in this Contract, Contractor is responsible for providing, and is financially and operationally responsible for, the facilities, personnel, equipment, materials, technical knowledge, expertise and other resources necessary to provide the Services (including all upgrades, improvements, replacements and additions to such resources).
- (g) As part of the Services, Contractor is responsible for obtaining, and has financial responsibility for, all necessary licenses, consents, approvals, permits and authorizations that are legally required to be obtained in order for Contractor to perform the Services. Commonwealth shall reasonably cooperate with and assist Contractor in obtaining any such licenses, consents, approvals, permits and authorizations. For clarity, this provision does not apply to any SfB Services provided by Microsoft.

~~(g)~~(h) Each party shall identify, and notify the other party of, any changes in applicable statutes, regulations, or policies that may directly or indirectly relate to Contractor's performance of the Services. Contractor and Commonwealth shall work together to identify any impact of such changes upon Commonwealth's use, or Contractor's delivery, of the Services. Contractor shall be responsible for any fines and penalties arising from its noncompliance with any such identified statutes, regulations, or policies relating to the business of providing the Services and shall not be responsible for any fines and penalties assessed against Commonwealth by federal governmental entities from Commonwealth's noncompliance with any federal legislative enactments or federal regulatory requirements relating to Commonwealth's operations that does not result from Contractor's actions or inactions under this Contract. As part of the Services, Contractor shall, if possible, perform the Services regardless of changes in legislative enactments or regulatory requirements. If such changes prevent Contractor from performing any of its obligations under this Contract or increase Contractor's costs in connection therewith, Contractor shall provide written notice thereof to Commonwealth within five (5) days of learning of the change and, if possible, will develop and implement a suitable workaround until such time as Contractor can fully perform its obligations under this Contract without such workaround. Contractor shall bear any costs relating to any legislative enactments and regulatory requirements relating to its business, and Commonwealth shall bear all reasonable out of pocket expenses, excluding attorney's fees, incurred by Contractor relating to legislative enactments and regulatory requirements that require modification of the Services by Contractor. If the parties are unable to agree as to the allocation of such costs, the changes and costs that are the subject of this *Section 13(g)* shall be subject to the Change Control Procedures.

14. TRANSITION

- (a) **Transition.** Contractor shall perform the Transition Services, including provision of any deliverables described in the Transition Plan. Contractor shall accomplish the Transition in a transparent, seamless, orderly, and uninterrupted manner. Contractor's responsibilities with respect to the transition include:
- (1) Transfer of the Services to Contractor and subsequent transition of the Services to realize any planned cost reductions and Service performance improvements in accordance with the Transition Plans agreed to by Commonwealth and including a number of Transition Milestones;
 - (2) Performing the transition without unexpected disruption to Commonwealth's operations as agreed upon in the Detailed Transition Plan;

- (3) Assuming responsibility for all costs associated with the transition as set forth in the Detailed Transition Plan; and
- (4) Otherwise performing such transition and migration tasks as are necessary to enable Contractor to provide the Services in accordance with the terms of the Contract, including the applicable Service Levels.

- (b) **Transition Plan.** The preliminary Transition Plan is attached to this Contract as part of Contractor's Proposal. Contractor shall complete, and submit to Commonwealth for review a final Detailed Transition Plan on or before the date set forth in Appendix Q-W (Transition Milestones). If a Transition Plan submitted by Contractor is not acceptable to Commonwealth, Contractor will address and resolve any questions or concerns Commonwealth may have and will promptly incorporate any modifications, additions or deletions requested by Commonwealth. Contractor will revise and resubmit the Transition Plan until accepted by Commonwealth. Upon Commonwealth's acceptance, the Transition Plan shall automatically be incorporated into this Contract and shall supersede and replace all prior transition plans. The Transition Plan shall detail the specific activities to be performed by each party, and, unless otherwise requested by Contractor and agreed to by Commonwealth in its sole discretion, shall be consistent in all material respects with any preliminary Transition Plan, including with respect to the activities, Deliverables, Transition Milestones, and Transition Milestone Credits described therein.

The parties recognize and agree that timeliness is important for a successful Transition and have designated certain actions and projects in the Detailed Transition Plan as Transition Milestones ("Transition Milestones"). Contractor shall achieve all such Transition Milestone by the date corresponding thereto in Appendix Q-W (Transition Milestones). Without limiting the foregoing, the Detailed Transition Plan shall specify, among other things:

- (1) the Deliverables to be completed by Contractor,
- (2) the date(s) by which each such activity or Deliverable is to be completed (the "Transition Milestones"),
- (3) a process and set of standards to which Contractor shall adhere in the performance of the Transition Services and that shall enable Commonwealth to determine whether Contractor has successfully completed the transition and the activities and Deliverables associated with each Transition Milestone,
- (4) any transition responsibilities to be performed or transition resources to be provided by Commonwealth and/or Commonwealth Customers,

- (5) □ any transition responsibilities to be performed or transition resources to be provided by another Commonwealth contractor, and
- (6) □ a detailed description of the processes and procedures that Contractor will implement (and associated implementation schedules) to effect the seamless integration and coordination of the Services with related services to be provided by other Commonwealth contractors.

The Transition Plan shall identify any related documents ~~contemplated-defined and agreed to~~ by this Contract and/or required to effectuate the transition that shall be executed by either of the parties.

- (c) □ **Performance.** Contractor shall perform the Transition Services in accordance with the timetable and the Transition Milestones set forth in the Detailed Transition Plan. Contractor shall assist Commonwealth in connection with Commonwealth's evaluation or testing of the Deliverables set forth in the Detailed Transition Plan. Except as otherwise expressly stipulated in the Detailed Transition Plan, Contractor shall perform the Transition Services in a manner that shall not (i) disrupt or have an unnecessary adverse impact on the activities or operations of Commonwealth or the Commonwealth Customers, (ii) materially, as reasonably determined by the Commonwealth, degrade the Services then being received by Commonwealth or the Commonwealth Customers or (iii) materially, as reasonably determined by the Commonwealth, disrupt or interfere with the ability of Commonwealth or the Commonwealth Customers to obtain the full benefit of the Services. In Contractor's performance and completion of Transition Services, no functionality of Commonwealth's then current business operations or environment will be discontinued until Contractor demonstrates to Commonwealth's reasonable satisfaction that the affected processes and operations have been successfully migrated to Contractor's target environment and are functioning properly in that environment.

Without limiting its obligations or responsibilities, prior to undertaking any transition activity, Contractor shall discuss with Commonwealth and the relevant Commonwealth Customers all known Commonwealth and Commonwealth Customer-specific material risks and shall not proceed with such activity until Commonwealth is reasonably satisfied with the plans with regard to such risks (provided that, neither Contractor's disclosure of any such risks to Commonwealth, nor Commonwealth's acquiescence in Contractor's plans, shall operate or be construed as limiting Contractor's responsibility under this Contract). Contractor will, at Commonwealth's request, participate in transition meetings with other Commonwealth contractors. Commonwealth reserves the right to monitor, test and otherwise observe and participate in transition. Contractor will notify Commonwealth without delay if any Commonwealth monitoring, testing or participation has caused (or Contractor expects it to cause) a problem or delay in

transition and work with Commonwealth to prevent or circumvent the problem or delay.

- (d) **Reports.** Beginning on the Effective Date, Contractor shall meet at least weekly with the Commonwealth to report on Contractor's progress in performing its responsibilities and meeting the timetable and Transition Milestones set forth in the Transition Plan. Contractor also shall provide written reports to Commonwealth at least weekly regarding such matters, and shall provide oral reports more frequently if requested by Commonwealth. Promptly upon receiving any information indicating that Contractor may not perform its responsibilities or meet the timetable or Transition Milestones set forth in the Detailed Transition Plan, Contractor shall notify Commonwealth of such delays and shall identify for Commonwealth's consideration and approval specific measures to address such delays and mitigate the risks associated therewith.

- (e) **Notification of Problems.** Contractor shall provide to Commonwealth written notice of any acts or omissions (whether by Commonwealth, a Commonwealth contractor, Subcontractor or any Third Party), any failure to perform any of each such party's obligations under the Contract and any other events that may affect Contractor's performance of the Transition Services. Contractor shall provide such written notice within thirty (30) days after Contractor first knew or reasonably should have known of such acts, omissions, or failures or other events. Such written notice shall describe in reasonable detail such acts, omissions, failures or other events and the manner in which the foregoing may affect Contractor's performance.

- (f) **Corrective Action Plan.** In the event that either (1) the Commonwealth determines that Contractor has failed or is reasonably likely to fail to deliver the Transition Services, or (2) Contractor has determined that it has failed or is reasonably likely to fail to deliver the Transition Services, then Commonwealth or Contractor, as applicable, will notify the other party of such failure (a "Transition CAP Notice"). Concurrently with such notice, Contractor will:
 - (1) immediately take steps to mitigate any harmful effects of such failure, and
 - (2) promptly (and in any event as soon as reasonably practical) perform a Root Cause Analysis and prepare a corrective action plan with respect to such failure, and
 - (3) take all reasonable actions necessary to prevent its recurrence, including, without limitation, providing all additional resources necessary to resolve such failure.

If Commonwealth determines that any such corrective action plan is not adequately addressing the failure, Contractor shall revise the corrective action plan until it is accepted by the Commonwealth, which such acceptance shall not

be unreasonably withheld. In the event that Contractor is unable to complete the Transition Services on or before the dates specified in the Detailed Transition Plan (a "Transition Failure Event"), then Contractor will meet with Commonwealth to develop a workaround plan to address the Transition Failure Event, which plan, unless such Transition Failure Event was caused by Commonwealth, may include, at Commonwealth's option, obtaining the services to work around the Transition Failure Event from another Commonwealth contractor.

- (g) **Failure to Meet Transition Milestones.** Neither the Transition Services nor the activities and Deliverables associated with individual Transition Milestones shall be deemed complete until Commonwealth's acceptance of such activities and Deliverables. If Contractor fails to meet a Transition Milestone, Contractor shall pay Commonwealth the applicable Milestone Credits specified in *Appendix Q-W* (Transition Milestones) or in the Detailed Transition Plan that are associated with such Transition Services. If Contractor fails to meet a Transition Milestone and does not satisfy the earn back criteria, the Commonwealth will enter the Contractor into the Commonwealth's Contractor Responsibility Program (CRP).
- (h) **Additional Remedies.** In the event that Contractor fails to identify problems and resolve any problems attributable to Contractor that may impede or delay the timely completion of each task in the Transition Plan, without prejudice to Commonwealth's other rights and remedies under the Contract or at law or equity, (i) Contractor will provide, at its sole cost and expense, all such additional resources as are necessary to identify and resolve any problems that may impede or delay the timely completion of each task in the Transition Plan, and (ii) Commonwealth may equitably reduce the fees in an amount reasonably estimated by Commonwealth to account for the Services that Commonwealth is not receiving or did not receive.
- (i) **Suspension or Delay of Transition Services.** Commonwealth reserves the right, in its sole discretion, to suspend or delay the performance of the Transition Services and/or the transition of all or any part of the Services. If Commonwealth elects to exercise this right and Commonwealth's decision is based in material part on concerns about Contractor's ability to perform material aspects of the Transition Services or Contractor's failure to consistently perform its material obligations under this Contract, the Commonwealth shall not incur any additional fees or reimbursable expenses in connection with such decision, provided that Commonwealth shall work in good faith with Contractor to minimize the period of any such suspension or delay.

15. PERIOD OF PERFORMANCE

The Contractor, for the term of this Contract, shall complete all Services and provide all Supplies as specified under the terms of this Contract. In no event shall the Commonwealth be responsible or liable to pay for any Services or Supplies provided by the Contractor

prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such Services or Supplies.

16. INDEPENDENT PRIME CONTRACTOR

- (a) Independent contractor. In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth.
- (b) Sole point of contact. The Contractor will be responsible for all Services and Supplies in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

17. SUBCONTRACTS

The Contractor may subcontract any portion of the Services or Supplies described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of subcontractor(s) together with the scope of work to be subcontracted in its Proposal, award of the Contract is deemed approval of all named subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon written request of the Commonwealth and subject to Section 35 and Section 75, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor. The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

18. OTHER CONTRACTORS

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Services and/or its provision of Supplies with such additional work as may be required. The Unless act is the performance of the Services, the Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. In the event cooperation impacts Contractor's ability to meet Service Levels, the Service Levels will not apply during the period of cooperation. This **Section 18** shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. Given the interdependencies between this Solicitation and RFP #2 (RFP 6100039273) and the critical Microsoft SfB licensing provided for outside of this Contract, the Commonwealth shall provide oversight and governance throughout the onboarding, transition and steady-state to ensure cooperation among the applicable contractors and the Microsoft-authorized reseller. The

Commonwealth shall equitably enforce this **Section 18** as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

19. KEY POSITIONS/CONTRACTOR PERSONNEL

(a) Commonwealth shall appoint an individual (the “Commonwealth Project Manager”) who, from the Effective Date of the Contract, shall serve as the primary Commonwealth representative under the Contract. The Commonwealth Project Manager shall:

- (1) Have overall responsibility for managing and coordinating the performance of Commonwealth’s obligations under the Contract; and
- (2) Be authorized to act for and on behalf of Commonwealth with respect to all matters relating to the Contract.

Notwithstanding the foregoing, the Commonwealth Project Manager may, upon notice to the Contractor Project Manager, delegate such of his or her responsibilities to other Commonwealth employees or third parties, as the Commonwealth Project Manager deems appropriate.

(b) Contractor shall appoint an individual (the “Contractor Project Manager”) who, from the Effective Date of the Contract, shall serve, on a full time basis, as the primary Contractor representative under the Contract. The Contractor Project Manager shall be a Key Position and the initial appointment and subsequent replacement of the Contractor Project Manager shall be subject to all procedures related to Key Positions. The Contractor Project Manager shall:

- (1) Have overall responsibility for managing and coordinating the performance of Contractor’s obligations under the Contract; and
- (2) Be authorized to act for and on behalf of Contractor with respect to all matters relating to the Contract.

(c) Contractor acknowledges that certain of the Contractor employees and subcontractors are critical to the provision of the Services hereunder (“Key Positions”). With respect to Key Positions, the Parties agree as follows:

- (1) Each individual in a Key Position shall be dedicated to the Commonwealth account in accordance with the requirements set out in the Solicitation;
- (2) Before assigning an individual to a Key Position, whether as an initial assignment or as a replacement, Contractor shall:
 - (i) Notify Commonwealth of the proposed assignment;

- (ii) Introduce the individual to appropriate representatives of Commonwealth;
- (iii) Provide Commonwealth with a resume and any other information regarding the individual that may be reasonably requested by Commonwealth;
- (iv) Allow Commonwealth to interview the individual; and
- (v) Obtain Commonwealth's approval for such assignment, which approval will not be unreasonably withheld.

Contractor shall only assign an individual to a Key Position who is mutually agreed upon by Commonwealth and Contractor; Contractor retains exclusive direction and control as to hiring, termination, and right to discipline or reward such individuals in connection with their employment;

- (3) Contractor shall not replace or reassign individuals in Key Positions (except as a result of voluntary resignation, transfer for a promotion or to a developmental position, involuntary termination for cause, serious illness, disability or death) for the applicable time period set out in the Solicitation following the date of his or her assignment to the Commonwealth account unless Commonwealth consents in writing to such reassignment or replacement or such individual in such Key Position which such consent will not be unreasonably withheld;
- (4) If Commonwealth decides for lawful reasons that any individual in a Key Position should not continue in that position, then Commonwealth may, in its sole discretion and upon notice to Contractor, require removal of such individual in the Key Position from the Contractor Personnel in accordance with the following:
 - (i) Contractor shall, as soon as reasonably practicable, replace such individual in the Key Position with another person of suitable ability and qualifications in accordance with procedures set forth above; and
 - (ii) In the event that an individual in a Key Position is convicted of ~~criminal conduct~~ a significant crime relating to theft or violence or is in breach of Contractor's obligations, Contractor shall immediately remove and replace such individual with another person of suitable ability and qualifications in accordance with the procedures set forth above.

- (5) Contractor shall not without Commonwealth consent replace or reassign greater than twenty percent (20%) of individuals in Key Positions in any rolling six (6) month period.

- (d) All of the individuals that Contractor appoints as Contractor Personnel will be dedicated to the Commonwealth account and have suitable training and functional and language skills necessary to perform the Services assigned to such individuals. Except as otherwise approved by Commonwealth (in its sole discretion), those Contractor Personnel located at a Commonwealth Services Location may only provide services on such premises in relation to the Services. Contractor will notify Commonwealth as soon as possible after dismissing or reassigning any member of the Contractor Personnel whose normal work location is at a Commonwealth Services Location. Commonwealth will have the right from time to time to require Contractor to remove any member of the Contractor Personnel from working on the Commonwealth account with or without cause, provided that Contractor may request to have a discussion regarding such removal, which discussion must be held within a reasonable time period, not to exceed five (5) days. At the end of such period, if Commonwealth desires the person to be removed, Contractor will complete such removal within twenty-four (24) hours, or as agreed by the Parties, and replace such individual as soon as practicable at no cost to Commonwealth.

- (e) It is the express intent of the Parties that all Contractor Personnel will be at all times exclusively employees of the Contractor or a Subcontractor authorized under this Contract. Nothing in this Contract will in any way be construed to provide that Contractor Personnel are agents, employees or representatives of Commonwealth, and personnel designated by the Contractor hereunder shall be treated, at all times, as under the authority, direction, supervision and control of the Contractor. Contractor shall cause Contractor Personnel to comply at all times with all applicable Commonwealth policies and procedures.

- (f) The Contractor will be responsible for all labor obligations derived from the relationship with its employees and any Contractor Personnel, and in no case shall Commonwealth be deemed a direct or substitute employer of said employees.

- (g) Contractor shall:
 - (1) Enter into, or shall have entered into, a non-disclosure agreement with each Contractor Personnel prior to assigning such employee to the Commonwealth account, and cause each Contractor Personnel to maintain and enforce the confidentiality provisions of the Contract both during and after their assignment to the Commonwealth account; and

 - (2) Enter into, or shall have entered into, an agreement with each Contractor Personnel which assigns, transfers and conveys to Contractor all of such employee's right, title and interest in and to any materials created pursuant

to the Contract, including all rights of patent, copyright, trade secret or other proprietary rights in and to such materials.

- (h) If Commonwealth reasonably determines that the turnover rate of Contractor Personnel is unacceptable and so notifies Contractor, Contractor shall within ten (10) business days:
 - (1) Provide Commonwealth with data concerning Contractor's turnover rate; and
 - (2) Meet with Commonwealth to discuss the reasons for the turnover rate; and
 - (3) Submit a proposal for reducing the turnover rate for Commonwealth's review and approval.

Notwithstanding any transfer or turnover of Contractor Personnel, Contractor shall remain obligated to perform the Services without degradation and in accordance with the Service Levels.

20. ENHANCED MINIMUM WAGE

- (a) Enhanced Minimum Wage. Contractor/Lessor agrees to pay no less than \$10.15 per hour to its employees for all hours worked directly performing the services called for in this Contract/Lease, and for an employee's hours performing ancillary services necessary for the performance of the contracted services or lease when such employee spends at least twenty per cent (20%) of their time performing ancillary services in a given work week.
- (b) Adjustment. Beginning January 1, 2017, and annually thereafter, Contractor/Lessor shall pay its employees described in **Subsection 20(a)** above an amount that is no less than the amount previously in effect; increased from such amount by the annual percentage increase in the Consumer Price Index for Urban Wage Earners and Clerical Workers (United States city average, all items, not seasonally adjusted), or its successor publication as determined by the United States Bureau of Labor Statistics; and rounded to the nearest multiple of \$0.05. The applicable adjusted amount shall be published in the Pennsylvania Bulletin by March 1 of each year to be effective the following July 1.
- (c) Exceptions. These Enhanced Minimum Wage Provisions shall not apply to employees:
 - (i) exempt from the minimum wage under the *Minimum Wage Act of 1968*;
 - (ii) covered by a collective bargaining agreement;

- (iii) required to be paid a higher wage under another state or federal law governing the services, including the *Prevailing Wage Act* and *Davis-Bacon Act*; or
- (iv) required to be paid a higher wage under any state or local policy or ordinance.
- (d) Notice. Contractor/Lessor shall post these Enhanced Minimum Wage Provisions for the entire period of the contract conspicuously in easily-accessible and well-lighted places customarily frequented by employees at or near where the contracted services are performed.
- (e) Records. Contractor/Lessor must maintain and, upon request and within the time periods requested by the Commonwealth, furnish all employment and wage records necessary to document compliance with these Enhanced Minimum Wage Provisions.
- (f) Sanctions. Failure to comply with these Enhanced Minimum Wage Provisions may result in the imposition of sanctions, which may include, but shall not be limited to, termination of the contract or lease, nonpayment, debarment or referral to the Office of General Counsel for appropriate civil or criminal referral.
- (g) Subcontractors. Contractor/Lessor shall include the provisions of these Enhanced Minimum Wage Provisions in every subcontract so that these provisions will be binding upon each subcontractor.

21. COMPENSATION

- (a) General. The Contractor shall be required to perform at the price(s) quoted in the Contract. All items shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for items supplied and Services performed to the satisfaction of the Commonwealth.
- (b) Travel. The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract.

22. BILLING REQUIREMENTS

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- (a) Vendor name and “Remit to” address, including SAP Vendor number;
- (b) Bank routing information, if ACH;

- (c) SAP Purchase Order number;
- (d) Delivery Address, including name of Commonwealth agency;
- (e) Description of the supplies/services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- (f) Quantity provided;
- (g) Unit price;
- (h) Price extension;
- (i) Total price; and
- (j) Delivery date of supplies or services.

If an invoice does not contain the minimum information set forth in this **Section 1922**, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

23. PAYMENT

- (a) Payment Date. The Commonwealth shall ~~put forth reasonable efforts to~~ make payment by the required payment date. The required payment date is:
 - (i) the date on which payment is due under the terms of the Contract;
 - (ii) thirty (30) days after a proper invoice actually is received at the “Bill To” address if a date on which payment is due is not specified in the Contract (a “proper” invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or
 - (iii) the payment date specified on the invoice if later than the dates established by **Paragraphs 23(a)(i) and (ii)** above.
- (b) Delay; Interest. Payment may be delayed ~~for disputed charges until resolution of such dispute or~~ if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date ~~for undisputed charges~~, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 ~~and regulations promulgated pursuant thereto~~, [72 P. S. § 1507](#), (relating to interest penalties on Commonwealth accounts) and accompanying regulations [4 Pa. Code §§ 2.31—2.40](#).

- (c) Payment should not be construed by the Contractor as acceptance of the Service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications.
- (d) Electronic Payments
 - (i) The Commonwealth will make contract payments through the Automated Clearing House (ACH). Within **ten (10) days** of award of the Contract, the Contractor must submit or must have already submitted its ACH information within its user profile in the Commonwealth's procurement system (SRM).
 - (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth's ACH remittance advice to enable the Contractor to properly apply the state agency's payment to the invoice submitted.
 - (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

24. ASSIGNABILITY

- (a) Subject to the terms and conditions of this **Section 24**, the Contract is binding upon the parties and their respective successors and assigns.
- (b) The Contractor may not assign, in whole or in part, the Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Commonwealth, which consent ~~may be withheld at the sole and absolute discretion of the Commonwealth~~ shall not be unreasonably withheld, conditioned or delayed. Within thirty (30) days of receipt of the request, the Commonwealth shall provide its written decision regarding the requested assignment.
- (c) For the purposes of the Contract, the term "assign" shall include, but shall not be limited to, the sale, gift, assignment, encumbrance, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- (d) Any assignment consented to by the Commonwealth shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.

- (e) Notwithstanding the foregoing, the Contractor may, without the consent of the Commonwealth, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Commonwealth together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of the Contract.
- (f) A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, is not considered to be an assignment. The Contractor shall give the Commonwealth written notice of any such change of name.

25. INSPECTION AND ACCEPTANCE

- (a) Developed Works and Services:
 - (i) Acceptance. Acceptance of any Developed Work or Service will occur in accordance with an acceptance plan (Acceptance Plan) submitted by the Contractor and approved by the Commonwealth. Upon approval of the Acceptance Plan by the Commonwealth, the Acceptance Plan becomes part of this Contract. Contractor billing will commence on date of receipt of ESMS order completion notice, receipt of completion notice for SOWs and/or Transition plan projects.
 - (ii) Software Acceptance Test Plan. For contracts where the development of Software, the configuration of Software or the modification of Software is being inspected and accepted, the Acceptance Plan must include a Software Acceptance Test Plan. The Software Acceptance Test Plan will provide for a final acceptance test, and may provide for interim acceptance tests. Each acceptance test will be designed to demonstrate that the Software conforms to the functional specifications, if any, and the requirements of this Contract. Contractor shall notify the Commonwealth when the Software is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.
 - (1) If software integration is required at the end of the project, as set out in the Solicitation, the Commonwealth's acceptance of the Software shall be final unless at the time of final acceptance, the Software does not meet the acceptance criteria set forth in the Contract.
 - (2) If software integration is not required at the end of the project, as set out in the Solicitation, the Commonwealth's acceptance of the Software shall be complete and final.
 - (iii) Certification of Completion. Contractor shall certify, in writing, to the Commonwealth when an item in the Acceptance Plan is completed and ready for acceptance. Unless otherwise agreed to by the Commonwealth in

the Acceptance Plan, the acceptance period shall be **10 business days** for interim items and **30 business days** for final items. Following receipt of Contractor's certification of completion of an item, the Commonwealth shall, either:

(1) Provide the Contractor with Commonwealth's written acceptance of the work product; or

(2) Identify to Contractor, in writing, the failure of the work product to comply with the specifications, listing all such errors and omissions with reasonable detail.

(iv) Deemed Acceptance. If the Commonwealth fails to notify the Contractor in writing of any failures in the work product within the applicable acceptance period, the work product shall be deemed accepted.

(v) Correction upon Rejection. Upon the Contractor's receipt of the Commonwealth's written notice of rejection, which must identify the reasons for the failure of the work product to comply with the specifications, the Contractor shall have **15 business days**, or such other time as the Commonwealth and Contractor may agree is reasonable, within which to correct all such failures, and resubmit the corrected item, certifying to the Commonwealth, in writing, that the failures have been corrected, and that the items have been brought into compliance with the specifications. Upon receipt of such corrected and resubmitted items and certification, the Commonwealth shall have **30 business days** to test the corrected items to confirm that they are in compliance with the specifications. If the corrected items are in compliance with the specifications, then the Commonwealth shall provide the Contractor with its acceptance of the items in the completed milestone.

(vi) Options upon Continued Failure. If, in the opinion of the Commonwealth, the corrected items still contain material failures, the Commonwealth may either:

(1) Repeat the procedure set forth above; or

(2) Proceed with its rights under **Section 31-**, **Termination**, except that the cure period set forth in **Section 31(c)** may be exercised in the Commonwealth's sole discretion.

(b) Supplies.

(i) *Inspection prior to Acceptance*. No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies.

- (ii) *Defective Supplies.* Any Supplies discovered to be defective or that fail to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection.
 - (1) The Contractor shall remove rejected item(s) from the premises without expense to the Commonwealth within **15 days** after notification.
 - (2) Rejected Supplies left longer than **30 days** will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies.
 - (3) Upon notice of rejection, the Contractor shall ~~immediately promptly~~ replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth may procure, in such manner as it determines, supplies similar or identical to the those that Contractor failed, neglected or refused to replace, and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

26. DEFAULT

- (a) The Commonwealth may, subject to the provisions of **Section 27, Notice of Delays**, and **Section 71, Force Majeure**, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in **Section 31, Termination**) the whole or any part of this Contract for any of the following reasons:
 - (i) Failure to begin Services within the time specified in the Contract or as otherwise specified in writing;
 - (ii) Failure to perform the Services with sufficient labor, equipment, or material to insure the completion of the specified Services in accordance with the Contract terms;
 - ~~(iii) Unsatisfactory performance of the Services;~~

~~(iv)~~(iii) Failure to meet material requirements within the time period(s) specified in the Contract;

~~(v)~~(iv) Multiple failures over time of a single service level agreement or a pattern of failure over time of multiple service level agreements;

~~(vi)~~(v) Failure to provide a Supply or Service that conforms with the specifications referenced in the Contract;

~~(vii)~~(vi) Failure or refusal to remove material, or remove, replace or correct any Supply rejected as defective or noncompliant;

~~(viii)~~(vii) Discontinuance of Services without approval;

~~(ix)~~(viii) Failure to resume a Service, which has been discontinued, within a reasonable time after notice to do so;

~~(x)~~(ix) Insolvency;

~~(xi)~~(x) Assignment made for the benefit of creditors;

~~(xii)~~(xi) Failure or refusal, within **10-30 days** after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due subcontractors for materials furnished, labor supplied or performed, for equipment rentals or for utility services rendered;

~~(xiii)~~(xii) Failure to protect, repair or make good any damage or injury to property;

~~(xiv)~~(xiii) Material breach of any provision of this Contract;

~~(xv)~~(xiv) Any breach by Contractor of the security standards or procedures of this Contract;

~~(xvi)~~(xv) Failure to comply with representations made in the Contractor's Proposal which were relied on by the Commonwealth; or

~~(xvii)~~(xvi) Failure to comply with applicable industry standards, customs and practice.

Notwithstanding the above, if the failure or delay of Contractor in its performance of its obligations under this Contract is excused to the extent such failure is a result of: (i) any act or omission of the Commonwealth or any entity or individual acting on the Commonwealth's behalf including the Commonwealth's failure to perform (or cause to be

performed) its obligations hereunder, (ii) the reliance of Contractor on instructions, authorizations, approvals or other information from the Commonwealth's representative(s) or (iii) any act or omission of a third party not under the control of Contractor. Contractor will use commercially reasonable efforts to perform the Services notwithstanding such circumstances, and the Commonwealth agrees to reimburse Contractor for any additional charges and expenses incurred as a result of such efforts.

27. NOTICE OF DELAYS

Whenever the Contractor encounters any difficulty that delays or threatens to delay the timely performance of this Contract (including actual or potential labor disputes), the Contractor shall promptly give notice thereof in writing to the Commonwealth stating all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the Commonwealth of any rights or remedies to which it is entitled by law or pursuant to provisions of this Contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay. If an extension of the delivery schedule is granted, it will be done consistent with **Section 30, Changes**.

28. CONDUCT OF SERVICES

- (a) Following the Effective Date of the Contract, Contractor shall proceed diligently with all Services and shall perform such Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.
- (b) In determining whether or not the Contractor has performed with due diligence under the Contract, it is agreed and understood that the Commonwealth may measure the amount and quality of the Contractor's effort against the representations made in the Contractor Proposal. The Contractor's Services hereunder shall be monitored by the Commonwealth and the Commonwealth's designated representatives. If the Commonwealth reasonably determines that the Contractor has not performed with due diligence, the Commonwealth and the Contractor will attempt to reach agreement with respect to such matter. Failure of the Commonwealth or the Contractor to arrive at such mutual determinations shall be a dispute concerning a question of fact within the meaning of **Section 33, Contract Controversies**.

29. STEP-IN RIGHTS

Intentionally omitted.

~~In the event that Contractor is failing to deliver all or part of the Services, the Commonwealth shall give the Contractor notice of the failure. The Contractor shall have ten (10) days to provide the Commonwealth with a correction plan. If the correction plan is not received within ten (10) days or the failure is not corrected~~

~~within twenty (20) days of the notice provided under this paragraph, Commonwealth may assign Commonwealth staff or third parties to step in and perform failing elements of the Services until such time as Contractor can demonstrate the ability to resume provision of such Services. Provided, however, that if in the Commonwealth's sole discretion the failure creates an emergency, no notice is required for the Commonwealth to exercise its rights under this paragraph.~~

~~(a) All costs associated with the exercise of such step in rights shall be borne by Contractor.~~

~~(b) Commonwealth's exercise of its step in rights shall not constitute a waiver by Commonwealth of any termination rights or rights to pursue a claim for damages arising out of the failure that led to the step in rights being exercised.~~

30. CHANGES

(a) At any time during the performance of the Contract, the Commonwealth or the Contractor may request a change to the Contract. Contractor will make reasonable efforts to investigate the impact of the change request on the price, timetable, specifications, and other terms and conditions of the Contract. If the Commonwealth is the requestor of the change, the Contractor will inform the Commonwealth of any charges for investigating the change request prior to incurring such charges. If the Commonwealth and the Contractor agree on the results of the investigation and any necessary changes to the Contract, the parties must complete and execute a change order to modify the Contract and implement the change. The change order will be evidenced by a writing in accordance with the Commonwealth's change order procedures. No work may begin on the change order until the Contractor has received the executed change order. If the parties are not able to agree upon the results of the investigation or the necessary changes to the Contract, a Commonwealth-initiated change request will be implemented at Commonwealth's option and the Contractor shall perform the Services; and either party may elect to have the matter treated as a dispute between the parties under **Section 33, Contract Controversies**. During the pendency of any such dispute, Commonwealth shall pay to Contractor any undisputed amounts.

(b) Changes outside the scope of this Contract shall be accomplished through the Commonwealth's procurement procedures, and may result in an amended Contract or a new contract. No payment will be made for services outside of the scope of the Contract for which no amendment has been executed.

31. TERMINATION

(a) For Convenience

(i) The Commonwealth may terminate the Contract or a Purchase Order issued against the Contract, in whole or in part, without cause by giving Contractor

~~30-60~~ days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience). Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance under this Contract is terminated either in whole or in part and the date on which such termination becomes effective.

In the event of termination hereunder, Contractor shall receive payment for the following:

- (1) all Services performed consistent with the terms of the Contract prior to the effective date of termination;
- (2) all actual and reasonable costs incurred by Contractor as a result of the termination of the Contract; and

In no event shall the Contractor be paid for any loss of anticipated profit (by the Contractor or any subcontractor), loss of use of money, or administrative or overhead costs.

Failure to agree on any termination costs shall be a dispute handled in accordance with **Section 33, Contract Controversies**, of this Contract.

- (ii) The Contractor shall cease Services as of the date set forth in the Notice of Termination, and shall be paid only for such Services as have already been satisfactorily rendered up to and including the termination date set forth in said notice, or as may be otherwise provided for in said Notice of Termination, and for such services performed during the **30-day** notice period, if such services are requested by the Commonwealth, for the collection, assembling, and transmitting to the Commonwealth of at least all materials, manuals, magnetic media, studies, drawings, computations, maps, supplies, and survey notes including field books, which were obtained, prepared, or developed as part of the Services required under this Contract.
- (iii) The above shall not be deemed to limit the Commonwealth's right to terminate this Contract for any reason as permitted by the other provisions of this Contract, or under applicable law.

(b) Non-Appropriation

Any payment obligation or portion thereof of the Commonwealth created by this Contract is conditioned upon the availability and appropriation of funds. When funds (state or federal) are not appropriated or otherwise made available to support continuation of performance or full performance in a subsequent fiscal year period,

the Commonwealth shall have the right to terminate the Contract in whole or in part. The Commonwealth shall provide notice as is reasonably practicable in the event of a termination under this Subsection 31 (b). The Contractor shall be reimbursed in the same manner as that described in **Subsection 31(a)** to the extent that appropriated funds are available.

(c) Default

The Commonwealth may, in addition to its other rights under this Contract, terminate this Contract in whole or in part by providing written notice of default to the Contractor if the Contractor materially fails to perform its material obligations under the Contract and does not cure such failure within **30 days** or, if a cure within such period is not practical, commence a good faith effort to cure such failure to perform within the specified period or such longer period as the Commonwealth may specify in the written notice specifying such failure, and diligently and continuously proceed to complete the cure. The Contracting Officer shall provide any notice of default or written cure notice for Contract terminations.

- (i) Subject to **Section 42, Limitation of Liability**, in the event the Commonwealth terminates this Contract in whole or in part as provided in this **Subsection 31(c)**, the Commonwealth may procure services similar to those so terminated, and the Contractor, in addition to liability for any liquidated damages, shall be liable to the Commonwealth, as the Commonwealth's sole and exclusive remedy for such default, for the difference between the Contract price for the terminated portion of the Services and the actual and reasonable cost (but in no event greater than the fair market value) of producing substitute equivalent services for the terminated Services, provided that the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this **Section 31**.
- (ii) ~~Except with respect to defaults of subcontractors, t~~The Contractor shall not be liable for any excess costs if the failure to perform the Contract arises out of causes beyond the control of the Contractor or beyond the control of its subcontractors. Such causes may include, but are not limited to, acts of God or of the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, work stoppages, freight embargoes, acts of terrorism and unusually severe weather. The Contractor shall notify the Contracting Officer promptly in writing of its inability to perform because of a cause beyond the control of the Contractor.
- (iii) Nothing in this **Subsection 31(c)** shall abridge the Commonwealth's right to suspend, debar or take other administrative action against the Contractor.

- (iv)□ If it is later determined that the Commonwealth erred in terminating the Contract for default, then the Contract shall be deemed to have been terminated for convenience under **Subsection 31(a)**.
- (v)□ If this Contract is terminated as provided by this **Subsection 31(c)**, the Commonwealth may, in addition to any other rights provided in this **Subsection 31(c)**, and subject to the terms of this Contract, require the Contractor to deliver to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such Software, Data, Developed Works, Documentation and other materials as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract as has been terminated.

(d)□ Partial Termination.

In the event of the Commonwealth terminates the Contract or a Purchase Order issued against the Contract in part, the parties acknowledge that, given the Contract provides the service and support for the Commonwealth's Unified Communications and Voice services and that the various services are interdependent, the remaining services may not be supportable as set forth in Contractor's Proposal. In the event of a partial termination, the parties shall use the Change Control Procedures to implement the change and revise, as applicable, the obligations, fees, Service Levels. Termination of certain services may result in a modification of the commitments to the small diverse businesses.

(e)□ Nonpayment

In the event Commonwealth fails to pay undisputed amounts for nine (9) consecutive months, Contractor may terminate this Contract for its convenience. Notwithstanding any other provision of this Contract to the contrary, Contractor shall be released from any obligation to provide further Services pursuant to this Contract.

~~(d)(f)~~□ The Except as set forth in **Subsection 31(c)**, the rights and remedies of the Commonwealth provided in this **Section 31** shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

~~(e)(g)~~□ The Commonwealth's failure to exercise any rights or remedies provided in this **Section 31** shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.

~~(f)~~(h) Following exhaustion of the Contractor's administrative remedies as set forth in **Section 33, Contract Controversies**, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

32. BACKGROUND CHECKS

- (a) The Contractor, at its expense, must arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth IT facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access and on an annual basis thereafter.
- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that an employee of the Contractor or an employee of a subcontractor of the Contractor has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this **Section 32** on more than one occasion or Contractor's failure to cure any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.
- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct or require background checks over and above that described herein.
- ~~(e)~~(d) Notwithstanding the above, in the event an onsite visit is required by a Contractor employee or subcontractor who is newly assigned to the Commonwealth or is assigned temporarily and who has not had the Commonwealth required background check performed, the Commonwealth agrees to, to the extent practicable, to provide escorted access.

33. CONTRACT CONTROVERSIES

- (a) All disputes between the parties arising under or relating to this Contract shall initially be referred in writing by either party to the Contractor Project Manager and the Commonwealth Project Manager. If the Contractor Project Manager and the Commonwealth Project Manager are unable to resolve the dispute within ten (10)

Commonwealth business day(s) after referral of the matter to them or upon the earlier request by either the Contractor Project Manager or the Commonwealth Project Manager, the parties shall submit the dispute to the senior managers of each party (“Management”) for immediate review. Within ten (10) Commonwealth business days after any dispute between the parties is submitted to the Management pursuant to Subparagraph 30(a), the Management shall meet for the purpose of attempting to resolve such dispute. At any meeting of the Management at which more than one (1) dispute will be considered, Commonwealth may establish the order in which such disputes shall be addressed. If the Management is unable to resolve a dispute within fifteen (15) Commonwealth business days after the date of the initial meeting of the Management during which such dispute was considered, the Management shall immediately notify Contractor and Contractor may proceed with claim pursuant to *Subsection 33(b)*.

~~(a)~~(b) Pursuant to Section 1712.1 of the *Commonwealth Procurement Code*, 62 Pa. C. S. § 1712.1, in the event of a claim arising from the Contract, the Contractor, within **six (6) months** after the cause of action accrues, must file a written claim with the Contracting Officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within **60 days** thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

~~(b)~~(c) If the Contractor or the Contracting Officer requests mediation, and the other party agrees, the Contracting Officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required **120 days** after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the Contracting Officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within **120 days** of the receipt of the claim, unless extended by consent of the Contracting Officer and the Contractor. The Contracting Officer shall send his/her written determination to the Contractor. If the Contracting Officer fails to issue a final determination within the **120 days** (unless extended by consent of the parties), the claim shall be deemed denied. The Contracting Officer’s determination shall be the final order of the purchasing agency.

~~(c)~~(d) Within **15 days** of the mailing date of the determination denying a claim or within **135 days** of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

34. DATA SECURITY

- (a) As part of the Services, Contractor shall implement and maintain the Commonwealth's safeguards against the disclosure, destruction, loss or alteration of the Commonwealth Data in the possession of Contractor in accordance with the terms of this Contract and with Commonwealth's other security policies and procedures provided, in writing, to Contractor. In any event, Contractor, as part of the Services, is required to meet or exceed the most stringent of any applicable federal or state law, statute, rule or regulation applicable to Contractor's and/or Contractor's Subcontractor's possession of, or access to, any Commonwealth Data (which includes **Section 34(d)**, herein). All changes or additions to any such Commonwealth security policies or procedure or any changes to any applicable federal or state law, statute, rule or regulation shall be implemented by Contractor. Any changes or additions which result in a material additional cost to Contractor shall be subject to the Change Control Procedures. To the degree such change applies to other Contractor customers, Contractor will mitigate the Commonwealth's economic exposure to additional cost by equitably spreading the additional cost of compliance to its multiple customers.
- (b) All of Contractor's activities relating to the safeguarding of Commonwealth Data shall be subject to periodic review and monitoring by Commonwealth and related federal agencies, and Contractor shall cooperate fully with all such reviews and monitoring. In addition to, and not in limitation of, any restrictions set forth elsewhere in this Contract, Contractor shall have operational access to the Commonwealth Data only on an as-needed basis.
- (c) At no cost to the Commonwealth, and as part of the Services, Contractor shall, upon request at any time during the term of this Contract, or upon termination, cancellation, cessation of Termination Assistance, expiration or other conclusion of the Contract, Contractor shall (1) promptly return to the Commonwealth, in a form that is freely accessible to the Commonwealth and not in a Contractor proprietary format, all or the requested portion of the Commonwealth Data then in Contractor's possession or under its control, or (2) erase or destroy such Commonwealth Data. If the Commonwealth requests Contractor to destroy the Data, the Commonwealth shall have the right to conduct an audit to ensure the Data has been destroyed. This provision shall also apply to all Commonwealth Data that is in the possession of Subcontractors of Contractor. Contractor shall complete such return or destruction within ten (10) days of the request or after the conclusion of this Contract. Within such ten (10) day period, Contractor shall certify in writing to Commonwealth that such return or destruction has been completed. Contractor shall make available to the Commonwealth for a complete and secure (i.e. encrypted and appropriately authenticated) download file of the Commonwealth Data in XML format, or such other format as specified by the Commonwealth, including all schema and transformation definitions and/or delimited text files with documented, detailed schema definitions along with attachments in their native format. Contractor shall be available to answer questions about data schema,

transformations, and other elements required to fully understand and utilize the Commonwealth's Data file. Unless the Commonwealth agrees or specifies otherwise, the Contractor shall also deliver to the Commonwealth any copies, duplicates, summaries, abstracts or other representations of any such Commonwealth Data or any part thereof, in whatever form, then in the Contractor's possession or control in accordance with the "NIST Guidelines for Media Sanitization" (SP 800-88).

- (d) At all times during the Term, Contractor shall provide all Services, and use all resources related thereto, in accordance with the Commonwealth's security requirements, including the prevention and detection of fraud, abuse, or other inappropriate use or access of systems and networks by all appropriate means, including network management and maintenance applications and tools, and the use of appropriate encryption technologies. If the Contractor incurs additional costs as a result of changes to Commonwealth's security requirements, it may follow the process set out in **Section 30, Changes** of this Agreement. In addition, all Contractor Personnel (including personnel of any Subcontractors) shall be subject to and shall at all times conform to the Commonwealth's laws, rules, and requirements for the protection of premises, materials, equipment, and personnel, as they have been previously disclosed to Contractor in writing, including those set forth in the *Appendices* to the Solicitation. Any violations or disregard of these rules shall be cause for denial of access by such personnel to the Commonwealth's property. Contractor shall exercise due care and diligence to prevent any injury to person or damage to property while on the Commonwealth's premises.

35. CONFIDENTIALITY, PRIVACY AND COMPLIANCE

- (a) General. The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. Information is deemed confidential only when the party claiming confidentiality designates the information as "confidential" in such a way as to give notice to the other party (for example, notice may be communicated by describing the information, and the specifications around its use or disclosure, in the Solicitation or in the Proposal). Neither party may assert that information owned by the other party is such party's confidential information. Notwithstanding the foregoing, all Commonwealth Data is Confidential Information unless otherwise indicated.
- (b) Copying; Disclosure; Termination. The parties agree that confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract or any license granted hereunder, the receiving party will return to the

disclosing party, or certify as to the destruction of, all confidential information in the receiving party's possession, other than one copy (where permitted by law or regulation), which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions. A material breach of these requirements may result in termination for default pursuant to **Subsection 31(c)**, in addition to other remedies available to the non-breaching party.

- (c) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this **Section 30-35** do not apply to information:
- (i) already known to the recipient at the time of disclosure other than through the contractual relationship;
 - (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
 - (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
 - (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
 - (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

- (d) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
- (i) Prepare and submit an un-redacted version of the appropriate document;
 - (ii) Prepare and submit a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret. The Contractor shall use a redaction program that ensures the information is permanently and irreversibly redacted; and
 - (iii) Prepare and submit a signed written statement that identifies confidential or proprietary information or trade secrets and that states:

- (1) the attached material contains confidential or proprietary information or trade secrets;
 - (2) the Contractor is submitting the material in both redacted and un-redacted format, if possible, in accordance with [65 P.S. § 67.707\(b\)](#); and
 - (3) the Contractor is requesting that the material be considered exempt under [65 P.S. § 67.708\(b\)\(11\)](#) from public records requests.
- (e) Disclosure of Recipient or Beneficiary Information Prohibited. The Contractor shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from Services under the Contract for any purpose not connected with the Contractor's responsibilities, except with consent pursuant to applicable law or regulations. All material associated with direct disclosures of this kind (including the disclosed information) shall be provided to the Commonwealth prior to the direct disclosure.
- (f) Compliance with Laws. Contractor will comply with all applicable laws or regulations related to the use and disclosure of information, including information that constitutes Protected Health Information (PHI) as defined by the *Health Insurance Portability and Accountability Act* (HIPAA). Further, by signing this Contract, the Contractor agrees to the terms of the Business Associate Agreement, which is incorporated into this Contract as Exhibit A. It is understood that Exhibit A is only applicable if and to the extent indicated in the Contract. If the Commonwealth, an agency, or other eligible contract participant, is a Covered Entity as defined in HIPAA, and the Contractor is performing the work of a Business Associate, the contract participant will fill in the blanks in the attached Exhibit. It is understood that Exhibit A is only applicable if the Contract Participant indicates in writing to Contractor, specifying the work and scope intended to be subject to a Business Associates Agreement, and only to the extent that Contractor and the contract participant agree in writing as to the specific application of Exhibit A and the Business Associate Agreement. Exhibit A is only applicable with respect to the internal entities indicated by the contract participant and agreed to by the Contractor.
- (g) Additional Provisions. Additional privacy and confidentiality requirements may be specified in the Contract.
- (h) Restrictions on Use. All Data and all intellectual property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract shall be used only for the work of this Contract. No Data, intellectual property, Documentation or Developed Works may be used, disclosed, or otherwise opened for access by or to the Contractor or any third party unless directly related to and necessary under the Contract.

36. PCI SECURITY COMPLIANCE

- (a) General. By providing the ~~Payphone Services Service~~ under this Contract, the Contractor may create, receive, or have access to credit card records or record systems containing cardholder data including credit card numbers (collectively the “Cardholder Data”). ~~No other services in the proposal will create, receive, or have access to Cardholder Data. For Payphone Service and any additional services in the future which require the Contractor to create, receive, or have access to Cardholder Data.~~ Contractor shall comply with the Payment Card Industry Data Security Standard (“PCI DSS”) requirements for Cardholder Data that are prescribed by the payment brands (~~including, but not limited to,~~ Visa, MasterCard, ~~American Express,~~ and Discover), as they may be amended from time to time, provided that for additional services such required compliance shall be set forth in writing in accordance with the Change Control Procedures. Contractor acknowledges and agrees that Cardholder Data may only be used for assisting in completing a card transaction, for fraud control services, for loyalty programs, or as specifically agreed to by the payment brands, for purposes of this Contract or as required by applicable law or regulations.
- (b) Compliance with Standards. ~~For those services identified as requiring PCI compliance,~~ Contractor shall conform to and comply with the PCI DSS standards as defined by The PCI Security Standards Council at: https://www.pcisecuritystandards.org/security_standards/index.php. Contractor shall monitor these PCI DSS standards and will promptly notify the Commonwealth if its practices should not conform to such standards. At the Commonwealth’s request, on an annual basis during the term of the services which require PCI compliance, Contractor will provide the Commonwealth PCI Attestation of Compliance currently produced, received or provided by Contractor if applicable to the Services purchased by the Commonwealth hereunder. ~~Contractor shall provide a letter of certification to attest to meeting this requirement within seven (7) days of Contractor’s receipt of the annual PCI DSS compliance report.~~

37. DATA BREACH OR LOSS

- (a) Contractor shall comply with all applicable data protection, data security, data privacy and data breach notification laws, including but not limited to the Breach of Personal Information Notification Act, as amended, 73 P.S. §§ 2301—2329.
- (b) For Commonwealth Data ~~and Confidential Information~~ in the possession, custody, and control of the Contractor or its employees, agents, and/or subcontractors:
- (i) The Contractor shall report unauthorized access, use, release, loss, destruction or disclosure of unencrypted Commonwealth Data ~~or Confidential Information~~ (“Incident”) to the Commonwealth within **two (2) hours** of when the Contractor knows of or reasonably suspects such

Incident, and the Contractor must immediately take all reasonable steps to mitigate any potential harm or further access, use, release, loss, destruction or disclosure of such Commonwealth Data or Confidential Information.

(ii) Contractor shall provide timely notice to all individuals that may require notice under any applicable law or regulation as a result of an Incident. The notice must be pre-approved by the Commonwealth. At the Commonwealth's request, Contractor shall, ~~at its sole expense,~~ provide credit monitoring services to all individuals that may be whose Personally Identifiable Information or Protected Health Information has been impacted by any Incident legally requiring notice.

~~(iii) Contractor shall be solely responsible for any costs, losses, fines, or damages incurred by the Commonwealth due to Incidents.~~

(c) As to Commonwealth Data and Confidential Information fully or partially in the possession, custody, or control of the Contractor and the Commonwealth, the Contractor shall diligently perform all of the duties required in this **Section 37** in cooperation with the Commonwealth, until the time at which a determination of responsibility for the Incident, and for subsequent action regarding the Incident, is made final. Contractor shall be solely responsible for any costs, losses, fines, or damages incurred by the Commonwealth due to Incidents which are directly caused by Contractor's breach of the obligations under this Contract. If it is determined that the Contractor was not in breach, Contractor will be compensated for any costs incurred by the Contractor related to remediation of the Incident and for expenses, if any, related to credit monitoring services provided.

38. INSURANCE

(a) General. Unless otherwise indicated in the Solicitation, the Contractor shall maintain at its expense and require its subcontractors to procure and maintain, as appropriate to maintain the substantially the same coverage as required of the Contractor, the following types and amounts of insurance, issued by companies ~~acceptable to the Commonwealth and~~ authorized to conduct such business under the laws of the Commonwealth:

(i) Workers' Compensation Insurance for all of the Contractor's employees ~~and those of any subcontractor engaged in performing Services~~ in accordance with the *Worker's Compensation Act*, 77 P.S. §§ 1—2708, as amended.

(ii) ~~Public liability and property damage~~ Commercial General Liability insurance to protect the Commonwealth, the Contractor, ~~and any and all subcontractors~~ from claims for damages for ~~personal injury (including bodily injury),~~ sickness or disease, accidental death, and damage to property, including loss of use arising out of or resulting from the

~~Contractor's use and occupancy of the premises and the operations conducted thereon. any property damage which may arise from its operations under this Contract, whether such operation be by the Contractor, by any subcontractor, or by anyone directly or indirectly employed by either. The limits of such insurance shall be in an amount not less than of \$5,000,000 per person and \$5,000,000 per occurrence for bodily injury (including death) and property damage and \$5,000,000 general aggregate including products/completed operations, contractual liability and, personal and advertising injury and property damage combined. Such policies shall be occurrence based rather than claims-made policies and shall name include the Commonwealth of Pennsylvania as an additional insured, as its interests may appear under this Contract. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.~~

- ~~(iii) Telecommunications, Media & Technology Errors & Omissions Professional and Technology Based Services Liability Insurance including Network Security and Cyber Liability with a limit of \$10,000,000 per claim and aggregate covering the negligent acts, errors and/or omissions of Contractor in the performance of professional services under this Contact.(insuring against damages and claim expenses as a result of claims arising from any actual or alleged wrongful acts in performing cyber and technology activities) in the amount of \$5,000,000, per accident/occurrence/annual aggregate.~~
- ~~(iv) Professional Liability/Errors and Omissions Insurance in the amount of \$15,000,000, per accident/occurrence/annual aggregate, covering the Contractor, its employees, agents, contractors, and subcontractors in the performance of all services.~~
- ~~(v) Network/Cyber Liability Insurance (including coverage for Professional and Technology Based Services Liability if not covered under Company's Professional Liability/Errors and Omissions Insurance referenced above) in the amount of \$5,000,000, per accident/occurrence/annual aggregate, covering the Contractor, its employees, agents, contractors, and subcontractors in the performance of all services.~~
- ~~(vi) Completed Operations Insurance in the amount of \$5,000,000, per accident/occurrence/annual aggregate, covering the Contractor, its employees, agents, contractors, and subcontractors in the performance of all services.~~
- ~~(vii)~~(iv) Comprehensive crime insurance in an amount of not less than \$15,000,000 per claim.

- (b) Certificate of Insurance. Prior to commencing Services under the Contract, and annually thereafter, the Contractor shall provide the Commonwealth with a copy of each current certificate of insurance. ~~Upon receipt of notice from its insurer(s) Contractor shall provide the Commonwealth with These certificates shall contain a provision that coverages afforded under the policies will not be canceled or changed in such a way to cause the coverage to fail to comply with the requirements of this Section 38 until at least 30 days prior written notice of cancellation has been given to the Commonwealth.~~
- (c) Insurance coverage length. The Contractor agrees to maintain such insurance for the life of the Contract.

39. CONTRACTOR RESPONSIBILITY PROGRAM

- (a) The Contractor certifies, for itself and all its subcontractors, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any subcontractors, nor any suppliers are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid, a written explanation of why such certification cannot be made.
- (b) The Contractor must also certify, in writing, that as of the date of its execution of this Bid/Contract, it has no tax liabilities or other Commonwealth obligations.
- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within fifteen (15) days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth, which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the internet at <http://www.dgs.state.pa.us> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No. (717) 783-6472
FAX No. (717) 787-9138

40. OFFSET PROVISION FOR COMMONWEALTH CONTRACTS

The Contractor agrees that, upon written notice and agreement, the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth. Written notice should include the amount to offset, invoice number and the reason for the offset.

41. TAXES-FEDERAL, STATE, AND LOCAL

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-7400001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this **Section 41** is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

All pricing is exclusive of taxes, tax-like charges, and tax-related and other surcharges. Applicable taxes and surcharges are based on the location of the services and the current applicable tax and surcharge rates. Contractor applies taxes and surcharges in accordance with applicable law, and therefore, such taxes/surcharges are subject to change.

42. LIMITATION OF LIABILITY

- (a) General. The Contractor's liability to the Commonwealth under this Contract shall be limited the annual funded amount for the fiscal year in which the event giving rise to the liability occurred~~to the value of this Contract (including any amendments)~~. This limitation will apply, except as otherwise stated in this **Section 42**, regardless of the form of action, whether in contract or in tort, including negligence. Each Party will have a duty to mitigate damages for which the other is responsible. This limitation does not, however, apply to any damages:
- (i) for bodily injury;
 - (ii) for death;
 - (iii) for intentional injury;
 - (iv) for damage to real property or tangible personal property for which the Contractor is legally liable;
 - (v) under **Section 46, Patent, Copyright, Trademark and Trade Secret Protection**; or
 - (vi) under **Section 37, Data Breach or Loss** to the extent the breach causes disclosure of Personally Identifiable Information or Protected Health Information; or
 - (vii) under **Section 45, Virus, Malicious, Mischievous or Destructive Programming**.
- (b) The Contractor will not be liable for consequential, indirect, special, punitive, exemplary or incidental damages or costs of any kind; failure to realize expected savings; whether or not that Party was aware or should have been aware of the possibility of such costs, expenses, or damages, except for damages as set forth in **Section 42(a)(i)-(iv)**, or as otherwise specified in the Contract.

43. COMMONWEALTH HELD HARMLESS

- (a) Except as set out in Section 46 (PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET PROTECTION), The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and ~~all~~ third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract solely for bodily injury, death or damage to real or tangible personal property, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the Commonwealth Attorneys Act, 71 P.S. § 732-101—732-506, as amended, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems

appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.

- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

44. SOVEREIGN IMMUNITY

No provision of this Contract may be construed to waive or limit the sovereign immunity of the Commonwealth of Pennsylvania or its governmental sub-units.

45. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING

- (a) The Contractor shall be liable for any damages incurred by the Commonwealth if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards. The Commonwealth must demonstrate that the Contractor or any of its employees, subcontractors or consultants introduced the virus or malicious, mischievous or destructive programming. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.
- (b) The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that results from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.).
- (c) In the event of destruction or modification of Software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages.
- (d) The Contractor shall be responsible for reviewing Commonwealth software security standards and complying with those standards.
- (e) The Commonwealth may, ~~at any time~~ upon 5 days written notice, audit, by a reasonable means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the

Commonwealth for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made.

- (f) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing services to the Commonwealth. It is understood that the Contractor may not install the software on any computing device not being used to provide services to the Commonwealth, and that all copies of the software will be removed from all devices upon termination of this Contract.
- (g) The Commonwealth will not be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

46. PATENT, COPYRIGHT, TRADEMARK AND TRADE SECRET PROTECTION

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States or foreign patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor, and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth Attorneys Act](#), as amended, 71 P.S. § 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG, however, in its sole discretion and under the terms it deems appropriate, may delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement that prevents the Commonwealth from continuing to use the Developed Works as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify

ceases. The Contractor, at its expense, will provide whatever cooperation OAG requests in the defense of the suit.

- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise due diligence to ensure that all works produced under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that work produced for the Commonwealth under this contract shall be free and clear from all claims of any nature.
- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.
- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.
- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:
 - (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.

- (g) Notwithstanding the above, the Contractor shall have no obligation for:
 - (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or
 - (vii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (h) The obligation to indemnify the Commonwealth, under the terms of this **Section 46**, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

47. CONTRACT CONSTRUCTION

The provisions of this Contract shall be construed in accordance with the provisions of all applicable laws and regulations of the Commonwealth. However, by executing this Contract, the Contractor agrees that it has and will continue to abide by the intellectual property laws and regulations of the United States of America.

48. USE OF CONTRACTOR AND THIRD PARTY PROPERTY

- (a) Definitions.
 - (i) "Contractor Property" refers to Contractor-owned tangible and intangible property.
 - (ii) "Third Party" refers to a party that licenses its property to Contractor for use under this Contract. For clarity, does not apply to Microsoft with regard to SfB Services.

~~(ii)~~(iii) “Third Party Property” refers to property licensed by the Contractor for use in its work under this Contract.

- (b) □ Contractor Property shall remain the sole and exclusive property of the Contractor. Third Party Property shall remain the sole and exclusive property of the Third Party. The Commonwealth acquires rights to the Contractor Property and Third Party Property as set forth in this Contract.
- (i) □ Where the Contractor Property or Third Party Property is integrated into the Supplies or Services which are not Developed Works), or the Contractor Property is otherwise necessary for the Commonwealth to attain the full benefit of the Supplies or Services in accordance with the terms of the Contract, the Contractor hereby grants to the Commonwealth a non-exclusive, fully-paid up, worldwide license to reproduce, distribute, publicly perform, display, view, access and use the Contractor Property. These rights are granted for a duration and to an extent necessary to meet the requirements under this Contract. If the Contractor requires a separate license agreement, such license terms shall include the aforementioned rights, be acceptable to the Commonwealth and include the applicable provisions set forth in these terms at **Exhibit B, Software License Requirements Agreement Template**.
- (ii) □ If Third Party Property is integrated into the Supplies or Services which are not Developed Works, or the Third Party Property is otherwise necessary for the Commonwealth to attain the full benefit of the Supplies or Services in accordance with the terms of the Contract, the Contractor shall gain the written approval of the Commonwealth prior to the use of the Third Party Property or the integration of the Third Party Property into the Supplies or Services. Third Party Property approved by the Commonwealth is hereby licensed to the Commonwealth as necessary to meet the Contract requirements.
- (1) □ If the Third Party requires a separate license agreement, the license terms shall be acceptable to the Commonwealth and include the applicable provisions set forth in these terms at **Exhibit B, Software License Requirements Agreement Template**.
- (2) □ If the use or integration of the Third Party Property is not approved in writing under this Section 48, the Third Party Property shall be deemed to be licensed under **Paragraph 48(b)(i)** above.
- (iii) □ If the Contract expires or is terminated for default pursuant to **Section 31(c)** before the Contract requirements are complete, all rights are granted for a duration and for purposes necessary to facilitate Commonwealth’s or a

Commonwealth-approved vendor's completion of the Supplies, Services or Developed Works under this Contract. ~~¶Subject to Contractor receiving payment for work performed prior to expiration or termination, the Contractor, in the form used by Contractor in connection with the Supplies, Services, or~~ Developed Works, shall deliver to Commonwealth the object code version of such Contractor Property, the Third Party Property and associated licenses immediately prior to such expiration or termination to allow the Commonwealth to complete such work.

(iv) Where third party users are reasonably anticipated by the Contract, all users are granted the right to access and use Contractor Property for the purposes of and within the scope indicated in the Contract.

(c) The Commonwealth will limit its agents and contractors' use and disclosure of the Contractor Property as necessary to perform work on behalf of the Commonwealth.

(d) The Commonwealth or any contract participant may not decompile or reverse engineer, or attempt to decompile or reverse engineer, any of the Contractor or Third Party Intellectual Property. Commonwealth hereby represents that it has the authority to provide the license grant and rights set forth in this Section 48.

(e) Reservation of rights. All rights, not expressly granted here to the Commonwealth are reserved by the Contractor or the Third Party.

(f) Termination of Contractor license grant.

(i) Rights Cease: Unless otherwise set forth in this Contract, upon the expiration or termination for any reason of Contractor's obligation to provide the Services under this Contract, all rights granted to Commonwealth under this **Section 48** shall immediately cease.

(ii) Return Contractor or Third Party Property: Unless otherwise set forth in this Contract, Commonwealth shall, at no cost to Contractor, deliver to Contractor all of the Contractor Intellectual Property (including any related source code then in Commonwealth's possession or under its control) in the form in use as of the Effective Date of such expiration or termination (except that Contractor Data shall be turned over in a form acceptable to the Contractor).

(g) Effect of license grant termination. Consistent with the provisions of this **Section 48**, the Commonwealth shall refrain from manufacturing, copying, marketing, distributing or using any Contractor Software or Contractor Tools or any other work which incorporates the Contractor Software or Contractor Tools.

(h) Contractor's Property Protection.

(i) □ The Commonwealth acknowledges Contractor’s exclusive right, title and interest, including without limitation copyright and trademark rights, in and to Contractor Data, Contractor Software, and Contractor Tools, and Commonwealth shall not, directly or indirectly, do or cause to be done any act or thing contesting or in any way impairing or tending to impair any part of said right, title, and interest, and shall not use or disclose the Contractor Data, Contractor Software, and Contractor Tools without Contractors’s written consent, which consent may not reasonably be withheld.

(ii) □ The Commonwealth shall not, in any manner, represent that the Commonwealth has any ownership interest in the Contractor Data, Contractor Software, and Contractor Tools.

~~(e)~~(i) □ The parties agree that the Commonwealth, by acknowledging Contractor Property, does not agree to any terms and conditions of the Contractor Property agreements that are inconsistent with or supplemental to this Contract.

~~(d)~~(j) □ Reports: When a report is provided under this Contract, but was not developed specifically for the Commonwealth under this Contract, the ownership of the report will remain with the Contractor, provided, however, that the Commonwealth has the right to use, copy and distribute the report within the executive agencies of the Commonwealth.

49. USE OF COMMONWEALTH PROPERTY

“Commonwealth Property” refers to Commonwealth-owned Software, Data and property (including intellectual property) and third party owned Software and property (including intellectual property) licensed to the Commonwealth.

(a) □ Confidentiality of Commonwealth Property. All Commonwealth Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract shall be considered confidential information under **Section 35, Confidentiality, Privacy, and Compliance.**

(b) □ License grant and restrictions. During the term of this Contract, Commonwealth grants to Contractor and its subcontractors for the limited purpose of providing the Services covered under this Contract, a limited, nonexclusive, nontransferable, royalty-free right (subject to the terms of any third party agreement to which the Commonwealth is a party) to access, use, reproduce, and modify Commonwealth Property in accordance with the terms of the Contract. The Commonwealth’s license to Contractor is limited by the terms of this Contract.

- (i) The Contractor hereby assigns to the Commonwealth its rights, if any, in any derivative works resulting from Contractor's modification of the Commonwealth Intellectual Property. Contractor agrees to execute any documents required to evidence this assignment and to waive any moral rights and rights of attribution provided for in Section 106A of Title 17 of the United States Code, the *Copyright Act of 1976*, as amended.
 - (ii) Neither Contractor nor any of its subcontractors may decompile or reverse engineer, or attempt to decompile or reverse engineer, any of the Commonwealth Intellectual Property. Commonwealth hereby represents that it has the authority to provide the license grant and rights set forth in this **Section 49**.
- (c) Reservation of rights. All rights, not expressly granted here to Contractor are reserved by the Commonwealth.
- (d) Termination of Commonwealth license grant.
- (i) Rights Cease: Upon the expiration or termination for any reason of Contractor's obligation to provide the Services under this Contract, all rights granted to Contractor under this **Section 49** shall immediately cease.
 - (ii) Return Commonwealth Property: Contractor shall, at no cost to Commonwealth, deliver to Commonwealth all of the Commonwealth Intellectual Property (including any related source code then in Contractor's possession or under its control) in the form in use as of the Effective Date of such expiration or termination (except that Commonwealth Data shall be turned over in a form acceptable to the Commonwealth).
 - (iii) List of utilized Commonwealth Property/Destruction: Within **15 days** after termination, Contractor shall provide the Commonwealth with a current copy of the list of Commonwealth Intellectual Property in use as of the date of such expiration or termination. Concurrently therewith, Contractor shall destroy or erase all other copies of any of the Commonwealth Software then in Contractor's possession or under its control unless otherwise instructed by Commonwealth, in writing; provided, however, that Contractor may retain one archival copy of such Commonwealth Software and tools, until final resolution of any actively asserted pending disputes between the Parties, such retention being for the sole purpose of resolving such disputes.
- (e) Effect of license grant termination. Consistent with the provisions of this **Section 49**, Contractor shall refrain from manufacturing, copying, marketing, distributing or using any Commonwealth Software or Commonwealth Tools or any other work which incorporates the Commonwealth Software or Commonwealth Tools.
- (f) Commonwealth Property Protection.

- (i) Contractor acknowledges Commonwealth's exclusive right, title and interest, including without limitation copyright and trademark rights, in and to Commonwealth Data, Commonwealth Software, Commonwealth Tools and the Developed Works developed under the provisions of this Contract, and Contractor shall not, directly or indirectly, do or cause to be done any act or thing contesting or in any way impairing or tending to impair any part of said right, title, and interest, and shall not use or disclose the Commonwealth Data, Commonwealth Software, Commonwealth Tools or the Developed Works without Commonwealth's written consent, which consent ~~may be withheld by the Commonwealth for any reason~~ shall not be unreasonably withheld.
- (ii) Contractor shall not, in any manner, represent that Contractor has any ownership interest in the Commonwealth Data, Commonwealth Software, Commonwealth Tools, or the Developed Works.

50. OWNERSHIP OF DEVELOPED WORKS

Unless otherwise specified in the Contract's Statement of Work, ownership of all Developed Works shall be in accordance with the provisions set forth in this **Section 4950**.

(a) Rules for usage for Developed Works.

- (i) Property of Contractor: If Developed Works modify, improve, contain, or enhance application software programs or other materials generally licensed by the Contractor, then such Developed Works shall be the property of the Contractor, and Contractor hereby grants Commonwealth an irrevocable, nonexclusive, worldwide, fully paid-up license (to include source code and relevant documentation) in perpetuity to use, modify, execute, reproduce, display, perform, prepare derivative works from and distribute, within the Commonwealth, such Developed Works.
 - (1) For purposes of distribution under the license grant created by this **Section 4950**, Commonwealth includes any government agency, department, instrumentality, division, unit or other office that is part of the Commonwealth of Pennsylvania, together with the State System of Higher Education (including any of its universities), any county, borough, commonwealth, city, municipality, town, township special purpose district, or other similar type of governmental instrumentality located within the geographical boundaries of the Commonwealth of Pennsylvania.
 - (2) If federal funds are used in creation of the Developed Works, the Commonwealth also includes any other state government as well as the federal government.

(ii) Property of Commonwealth/licensor: If the Developed Works modify, improve or enhance application software or other materials not licensed to the Commonwealth by the Contractor, then such modifications, improvements and enhancements shall be the property of the Commonwealth or its licensor.

(b) Copyright Ownership.

(i) Works made for hire; general: Except as indicated in **Paragraph 4950(a)(i)**, above, Developed Works developed as part of the scope of work for the Project, including Developed Works developed by subcontractors, are the sole and exclusive property of the Commonwealth and shall be considered “works made for hire” under the *Copyright Act of 1976*, as amended, 17 United States Code.

(ii) Assignment: In the event that the Developed Works do not fall within the specifically enumerated works that constitute works made for hire under the United States copyright laws, Contractor agrees to assign and, upon their authorship or creation, expressly and automatically assigns, all copyright interests, proprietary rights, trade secrets, and other right, title, and interest in and to such Developed Works to Commonwealth. Contractor further agrees that it will have its subcontractors assign, and upon their authorship or creation, expressly and automatically assigns all copyright interest, proprietary rights, trade secrets, and other right, title, and interest in and to the Developed Works to the Commonwealth.

(iii) Rights to Commonwealth: Commonwealth shall have all rights accorded an owner of copyright under the United States copyright laws including, but not limited to, the exclusive right to reproduce the Developed Works in multiple copies, the right to distribute copies by sales or other transfers, the right to register all copyrights in its own name as author in the United States and in foreign countries, the right to prepare derivative works based upon the Developed Works and the right to display the Developed Works.

(iv) Subcontracts: The Contractor further agrees that it will include the requirements of this **Section 49-50** in any subcontractor or other agreement with third parties who in any way participate in the creation or development of Developed Works.

(v) Completion or termination of Contract: Upon completion or termination of this Contract, Developed Works shall ~~immediately~~ promptly be delivered by Contractor to the Commonwealth.

(vi) Warranty of non-infringement: Contractor represents and warrants that the Developed Works are original and do not infringe any copyright, patent,

trademark, or other intellectual property right of any third party and are in conformance with the intellectual property laws and regulations of the United States.

- (c) Patent ownership. Contractor and its subcontractors shall retain ownership to patentable items, patents, processes, inventions or discoveries (collectively, the Patentable Items) made by the Contractor during the performance of this Contract. Notwithstanding the foregoing, the Commonwealth shall be granted a nonexclusive, nontransferable, royalty free license to use or practice the Patentable Items. Commonwealth may disclose to third parties any such Patentable Items made by Contractor or any of its subcontractors under the scope of work for the Project that have been previously publicly disclosed. Commonwealth understands and agrees that any third party disclosure will not confer any license to such Patentable Items.
- (d) Federal government interests. Certain funding under this Contract may be provided by the federal government. Accordingly, the rights to Developed Works or Patentable Items of Contractors or subcontractors hereunder will be further subject to government rights as set forth in 37 C.F.R. § 401, as amended, and other applicable law or regulations.
- (e) Usage rights. Except as otherwise covered by this **Section 4950**, either Party, in the ordinary course of conducting business, may use any ideas, concepts, know-how, methodologies, processes, components, technologies, algorithms, designs, modules or techniques relating to the Services.
- (f) Contractor's copyright notice obligations. Contractor will affix the following Copyright Notice to the Developed Works developed under this **Section 49-50** and all accompanying documentation: "*Copyright © [year] by the Commonwealth of Pennsylvania. All Rights Reserved.*" This notice shall appear on all versions of the Developed Works delivered under this Contract and any associated documentation. It shall also be programmed into any and all Developed Works delivered hereunder so that it appears at the beginning of all visual displays of such Developed Works.

51. SOURCE CODE AND ESCROW ITEMS OBLIGATIONS

- (a) Source Code. Simultaneously with delivery of the Developed Works to Commonwealth, Contractor shall deliver a true, accurate and complete copy of all source codes relating to the Developed Works.
- (b) Escrow. To the extent that Developed Works and/or any perpetually-licensed software include application software or other materials generally licensed by the Contractor, Contractor agrees to place in escrow with an escrow agent copies of the most current version of the source code for the applicable software that is included as a part of the Services, including all updates, improvements, and enhancements thereof from time to time developed by Contractor.

- (c) Escrow agreement: An escrow agreement must be executed by the parties, with terms acceptable to the Commonwealth prior to deposit of any source code into escrow.
- (d) Obtaining source code. Contractor agrees that upon the occurrence of any event or circumstance which demonstrates with reasonable certainty the inability or unwillingness of Contractor to fulfill its obligations to Commonwealth under this Contract, Commonwealth shall be able to obtain the source code of the then-current source codes related to Developed Works ~~and/or any Contractor Property~~ placed in escrow under **Section 51(b)** from the escrow agent.

52. LOCATION, STATUS AND DISPOSITION OF DATA

Unless the Solicitation specifies otherwise:

- (a) ~~All Unless otherwise set forth in writing in accordance with the Change Control Procedures, all~~ Data must be stored within the United States.
- (b) The Contractor shall be responsible for maintaining the privacy, security and integrity of Data in the Contractor's or its subcontractors' possession.
- (c) All Data shall be provided to the Commonwealth upon request, in a reasonable form acceptable to the Commonwealth and at no cost.
- (d) Any Data shall be destroyed by the Contractor at the Commonwealth's request.
- (e) Any Data shall be held for litigation or public records purposes by the Contractor at the Commonwealth's request, and in accordance with the security, privacy and accessibility requirements of this Contract.

53. PUBLICATION RIGHTS AND/OR COPYRIGHTS

- (a) Except as otherwise provided in **Section 50, Ownership of Developed Works**, the Contractor shall not publish any of the results of the work without the written permission of the Commonwealth. The publication shall include the following statement: "The opinions, findings, and conclusions expressed in this publication are those of the author and not necessarily those of the Commonwealth of Pennsylvania." The Contractor shall not include in the documentation any copyrighted matter, unless the Contractor provides the Commonwealth with written permission of the copyright owner.
- (b) Except as otherwise provided in the Contract, the Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report or data designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

54. CHANGE OF OWNERSHIP OR INSOLVENCY

In the event that the Contractor should change ownership for any reason whatsoever, the Commonwealth shall have the exclusive option of continuing under the terms and conditions of this Contract with the Contractor or its successors or assigns for the full remaining term of this Contract, or continuing under the terms and conditions of this Contract with the Contractor or its successors or assigns for such period of time as is necessary to replace the products, materials, reports, studies, or computer programs, or immediately terminating this Contract. Nothing in this **Section 54** limits the Commonwealth's exercise of any rights that the Commonwealth may have under **Section 31, Termination**.

55. OFFICIALS NOT TO BENEFIT

No official or employee of the Commonwealth and no member of its General Assembly who exercises any functions or responsibilities under this Contract shall participate in any decision relating to this Contract which affects their personal interest or the interest of any corporation, partnership, or association in which they are, directly or indirectly, interested; nor shall any such official or employee of the Commonwealth or member of its General Assembly have any interest, direct or indirect, in this Contract or the proceeds thereof.

56. COMPLIANCE WITH LAWS

- (a) The Contractor shall comply with all federal, state and local laws, regulations and policies applicable to its Services, including, but not limited to, all statutes, regulations and rules that are in effect as of the Effective Date of the Contract and shall procure at its expense all licenses and all permits necessary for the fulfillment of its obligation.
- (b) If any existing law, regulation or policy is changed or if any new law, regulation or policy is enacted that affects the Services provided under this Contract, the Parties shall modify this Contract, via **Section 30, Changes**, to the extent reasonably necessary to:
 - (i) Ensure that such Services will be in full compliance with such laws, regulations and policies; and
 - (ii) Modify the rates applicable to such Supplies or Services, unless otherwise indicated in the Solicitation.

57. THE AMERICANS WITH DISABILITIES ACT

During the term of this Contract, the Contractor agrees as follows:

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101, *et seq.*, the Contractor understands and agrees that no individual with a disability shall, on the basis of the disability, be excluded from participation in this Contract or from activities provided for under this Contract. As a condition of accepting and executing this Contract, the Contractor agrees to perform this Contract in compliance with the *General Prohibitions Against Discrimination*, 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to the benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through Contracts with outside Contractors.
- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from losses, damages, expenses claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor's failure to comply with the provisions of **Subsection 57(a)**. For clarity, this provision does not apply to SfB Services.

58. EXAMINATION OF RECORDS

- (a) The Contractor agrees to maintain, using its standard procedures, and in accordance with Generally Accepted Accounting Principles, books, records, documents, and other evidence pertaining to the charges under this Contract to the extent and in such detail as will properly reflect all charges for which reimbursement is claimed under the provisions of this Contract.
- (b) The Contractor agrees to make available at the office of the Contractor at all reasonable times, and upon reasonable written notice, during the term of this Contract and the period set forth in **Subsection 58(c)**, any of the records for inspection, audit, or reproduction by any authorized Commonwealth representative. To the extent allowed by applicable laws or regulations, the Commonwealth agrees to maintain any documents so provided in accordance with the confidentiality provisions in **Section 35, Confidentiality, Privacy and Compliance**.
- (c) The Contractor shall preserve and make available its records for a period of **three (3) years** from the date of final payment under this Contract:
 - (i) If this Contract is completely or partially terminated, the records relating to the work terminated shall be preserved and made available for a period of **three (3) years** from the date of any resulting final settlement.
 - (ii) Non-privileged records which relate to litigation or the settlement of claims arising out of the performance of this Contract, or charges under this Contract as to which exception has been taken by the auditors, shall be retained by the Contractor until such litigation, claims, or exceptions have been finally resolved.

- (d) Except for documentary evidence retained pursuant to **Paragraph 58(c)(2)**, the Contractor may in fulfillment of its obligation to retain its records as required by this **Section 58** substitute photographs, microphotographs, or other authentic reproductions of such records, after the expiration of **two (2) years** following the last day of the month of reimbursement to the Contractor of the invoice or voucher to which such records relate, unless a shorter period is authorized by the Commonwealth with the concurrence of its auditors.
- (e) The provisions of this **Section 58** shall be applicable to and included in each subcontract hereunder.

59. SINGLE AUDIT ACT OF 1984

In compliance with the [*Single Audit Act of 1984*](#), as amended, the Contractor agrees to the following:

- (a) This Contract is subject to audit by federal and state agencies or their authorized representative in accordance with the auditing standards promulgated by the Comptroller General of the United States and specified in *Government Auditing Standards*, 1994 Revisions (Yellow Book).
- (b) The audit requirement of this Contract will be satisfied if a single audit is performed under the provisions of the [*Single Audit Act of 1984*](#), as amended, 31 U.S.C. § 7501, *et seq.*, and all rules and regulations promulgated pursuant to the Act.
- (c) The Commonwealth reserves the right for federal and state agencies or their authorized representatives to perform additional audits of a financial/compliance, economy/efficiency, or program results nature, if deemed necessary.
- (d) The Contractor further agrees to comply with requirements that may be issued by the state agency upon receipt of additional guidance received from the federal government regarding the [*Single Audit Act of 1984*](#), as amended.

60. AGENCY-SPECIFIC SENSITIVE AND CONFIDENTIAL COMMONWEALTH DATA (IF APPLICABLE)

- (a) Contractor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws, regulations and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of the Supplies on any Commonwealth agency facilities, the Contractor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached to these terms as **Exhibit A**. This sign-off document (a sample of which is attached to these terms

as Attachment 3 to **Exhibit A**, will include a description of the nature of the data which may be implicated based on the nature of the Contractor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Contractor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Supplies), the Contractor is and shall remain compliant with all applicable state and federal laws, regulations and policies regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory authorized to bind the Contractor is valid and is hereby integrated and incorporated by reference into this Contract via Purchase Orders issued under this Contract.
- (c) This **Section 60** does not require a Commonwealth agency to exhaustively list the laws, regulations or policies to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Contractor's access, to refer the Contractor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with applicable laws, regulations and policies.
- (d) The requirements of this **Section 60** are in addition to and not in lieu of other requirements of this Contract, its Exhibits, Appendices and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Contractor comply with all applicable Commonwealth ITPs.
- (e) Contractor shall conduct additional background checks, in addition to those required in **Section 32, Background Checks**, as may be required by a Commonwealth agency in its sign-off documents. The Contractor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Contract. The Contractor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

61. FEDERAL REQUIREMENTS

If applicable, the Contractor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Supplies and Services. The Commonwealth agency will inform the Contractor whether they must execute a sign-off document as required by the federal government.

62. ADDITIONAL FEDERAL PROVISIONS

~~Additional~~ Subject to Section 56, additional contract provisions may be incorporated into this Contract pursuant to federal law, regulation or policy.

63. ENVIRONMENTAL PROTECTION

In carrying out this Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including the Clean Streams Law, Act of June 22, 1937 (P.L. 1987, No. 394), *as amended*, 35 P.S. § 691.601 *et seq*; the Pennsylvania Solid Waste Management Act, Act of July 7, 1980 (P.L. 380, No. 97), *as amended*, 35 P.S. § 6018.101 *et seq*; and the Dam Safety and Encroachment Act, Act of November 26, 1978 (P.L. 1375, No. 325), *as amended*, 32 P.S. § 693.1.

64. NONDISCRIMINATION CLAUSE/SEXUAL HARASSMENT CLAUSE

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not, by reason of gender, race, creed, or color, discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract on account of gender, race, creed, or color.
- (c) The Contractor and each subcontractor shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined.
- (d) The Contractor and each subcontractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contracts relates.
- (e) The Contractor and each subcontractor shall, within the time periods requested by the Commonwealth, furnish all necessary employment documents and records and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO), for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause. Within fifteen (15) days after award of any contract, the Contractor shall be required to complete, sign and submit Form STD-21, the “Initial Contract Compliance Data” form. If the contract is a construction contract, then the Contractor shall be required to complete, sign and

submit Form STD-28, the “Monthly Contract Compliance Report for Construction Contractors,” each month no later than the 15th of the month following the reporting period beginning with the initial job conference and continuing through the completion of the project. Those contractors who have fewer than five employees or whose employees are all from the same family or who have completed the Form STD-21 within the past 12 months may, within the fifteen (15) days, request an exemption from the Form STD-21 submission requirement from the contracting agency.

- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
- (g) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

65. CONTRACTOR INTEGRITY PROVISIONS

It is essential that those who seek to contract with the Commonwealth of Pennsylvania observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth procurement process.

In furtherance of this policy, Contractor agrees to the following:

- (a) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting with the Commonwealth.
- (b) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to Contractor employee activity with the Commonwealth and Commonwealth employees, and which is distributed and made known to all Contractor employees.
- (c) Contractor, its affiliates, agents and employees shall not influence, or attempt to influence, any Commonwealth employee to breach the standards of ethical conduct for Commonwealth employees set forth in the [*Public Official and Employees Ethics Act, 65 Pa. C. S. §§ 1101, et seq.*](#); [*the State Adverse Interest Act, 71 P.S. § 776.1, et seq.*](#); and the [*Governor’s Code of Conduct, Executive Order 1980-18, 4 Pa. Code § 7.151, et seq.*](#), or to breach any other state or federal law or regulation.

- (d) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person at the direction or request of any Commonwealth official or employee.
- (e) Contractor, its affiliates, agents and employees shall not offer, give, or agree or promise to give any gratuity to a Commonwealth official or employee or to any other person, the acceptance of which would violate the [*Governor's Code of Conduct, Executive Order 1980-18, 4 Pa. Code § 7.151, et seq.*](#) or any statute, regulation, statement of policy, management directive or any other published standard of the Commonwealth.
- (f) Contractor, its affiliates, agents and employees shall not, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any Commonwealth official or employee.
- (g) Contractor, its affiliates, agents, employees, or anyone in privity with him or her shall not accept or agree to accept from any person, any gratuity in connection with the performance of work under the contract, except as provided in the contract.
- (h) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
- (i) Contractor, its affiliates, agents and employees shall not disclose to others any information, documents, reports, data, or records provided to, or prepared by, Contractor under this contract without the prior written approval of the Commonwealth, except as required by the [*Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104*](#), or other applicable law or as otherwise provided in this contract. Any information, documents, reports, data, or records secured by Contractor from the Commonwealth or a third party in connection with the performance of this contract shall be kept confidential unless disclosure of such information is:
 - (i) Approved in writing by the Commonwealth prior to its disclosure; or
 - (ii) Directed by a court or other tribunal of competent jurisdiction unless the contract requires prior Commonwealth approval; or
 - (iii) Required for compliance with federal or state securities laws or the requirements of national securities exchanges; or

- (iv) Necessary for purposes of Contractor's internal assessment and review; or
- (v) Deemed necessary by Contractor in any action to enforce the provisions of this contract or to defend or prosecute claims by or against parties other than the Commonwealth; or
- (vi) Permitted by the valid authorization of a third party to whom the information, documents, reports, data, or records pertain: or
- (vii) Otherwise required by law.

(j) As it relates to the performance of this Contract, Contractor certifies that neither it nor any of its officers, directors, associates, partners, limited partners or individual owners associated with the performance of this Contract has not been officially notified of, charged with, or convicted of any of the following and agrees to ~~immediately~~ promptly notify the Commonwealth agency contracting officer in writing if and when it or any officer, director, associate, partner, limited partner or individual owner has been officially notified of, charged with, convicted of, or officially notified of a governmental determination of any of the following:

- (i) Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property.
- (ii) Commission of fraud or a criminal offense or other improper conduct or knowledge of, approval of or acquiescence in such activities by Contractor or any affiliate, officer, director, associate, partner, limited partner, individual owner, or employee or other individual or entity associated with:
 - (1) obtaining;
 - (2) attempting to obtain; or
 - (3) performing a public contract or subcontract.

Contractor's acceptance of the benefits derived from the conduct shall be deemed evidence of such knowledge, approval or acquiescence.

- (iii) Violation of federal or state antitrust statutes.
- (iv) Violation of any federal or state law regulating campaign contributions.
- (v) Violation of any federal or state environmental law.
- (vi) Violation of any federal or state law regulating hours of labor, minimum wage standards or prevailing wage standards; discrimination in wages; or child labor violations.

- (vii) Violation of the *Act of June 2, 1915* (P.L. 736, No. 338), known as the *Workers' Compensation Act, 77 P.S. 1 et seq.*
- (viii) Violation of any federal or state law prohibiting discrimination in employment.
- (ix) Debarment by any agency or department of the federal government or by any other state.
- (x) Any other crime involving moral turpitude or business honesty or integrity.

Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause upon such notification or when the Commonwealth otherwise learns that Contractor has been officially ~~notified, charged, or~~ convicted.

- (k) If this contract was awarded to Contractor on a non-bid basis, Contractor must, (as required by Section 1641 of the *Pennsylvania Election Code*) file a report of political contributions with the Secretary of the Commonwealth on or before February 15 of the next calendar year. The report must include an itemized list of all political contributions known to Contractor by virtue of the knowledge possessed by every officer, director, associate, partner, limited partner, or individual owner that has been made by:
 - (i) Any officer, director, associate, partner, limited partner, individual owner or members of the immediate family when the contributions exceed an aggregate of one thousand dollars (\$1,000) by any individual during the preceding year; or
 - (ii) Any employee or members of his immediate family whose political contribution exceeded one thousand dollars (\$1,000) during the preceding year.

To obtain a copy of the reporting form, Contractor shall contact the Bureau of Commissions, Elections and Legislation, Division of Campaign Finance and Lobbying Disclosure, Room 210, North Office Building, Harrisburg, PA 17120.

- (l) Contractor shall comply with requirements of the [*Lobbying Disclosure Act, 65 Pa. C. S. § 13A01, et seq.*](#), and the regulations promulgated pursuant to that law. Contractor employee activities prior to or outside of formal Commonwealth procurement communication protocol are considered lobbying and subjects the Contractor employees to the registration and reporting requirements of the law. Actions by outside lobbyists on Contractor's behalf, no matter the procurement stage, are not exempt and must be reported.

- (m) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor’s Code of Conduct, or in these provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately promptly notify the Commonwealth contracting officer or Commonwealth Inspector General in writing.
- (n) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these contractor integrity provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract.
- (o) Contractor shall cooperate with the Office of Inspector General in its investigation of any alleged Commonwealth employee breach of ethical standards and any alleged Contractor non-compliance with these provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of the Office of Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form reasonably deemed relevant by the Inspector General to Contractor's integrity, as that term is defined by Commonwealth’s statutes, regulations or management directives, and compliance with these provisions. Such information may include, but shall not be limited to, Contractor’s business or financial records, documents or files of any type or form that refers to or concern this contract. Notwithstanding the above, Contractor shall not be required Contractor to release Confidential Information or privacy obligations it may have with individuals and entities that are not a party to this Contract.
- (p) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.
- (q) For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Paragraph (q).
- (i) “Confidential information” means information that a) is not already in the public domain; b) is not available to the public upon request; c) is not or does not become generally known to Contractor from a third party without an obligation to maintain its confidentiality; d) has not become generally

known to the public through an act or omission of Contractor; or e) has not been independently developed by Contractor without the use of confidential information of the Commonwealth.

- (ii) “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by pre-qualification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this contract.
- (iii) “Contractor” means the individual or entity that has entered into this contract with the Commonwealth, including those directors, officers, partners, managers, and owners having more than a five percent interest in Contractor.
- (iv) “Financial interest” means:
 - (1) Ownership of more than a five percent interest in any business; or
 - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
- (v) “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the *Governor’s Code of Conduct, Executive Order 1980-18*, the 4 Pa. Code § 7.153(b), shall apply.
- (vi) “Immediate family” means a spouse and any unemancipated child.
- (vii) “Non-bid basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.
- (viii) “Political contribution” means any payment, gift, subscription, assessment, contract, payment for services, dues, loan, forbearance, advance or deposit of money or any valuable thing, to a candidate for public office or to a political committee, including but not limited to a political action committee, made for the purpose of influencing any election in the Commonwealth of Pennsylvania or for paying debts incurred by or for a candidate or committee before or after any election.

66. ASSIGNMENT OF RIGHTS UNDER THE ANTITRUST LAWS

~~The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by Contractor's suppliers resulting from violations of state and federal antitrust laws are in fact borne by the Commonwealth.~~ As part of the consideration for the award of this Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all rights, title, and interest in and to any claims made known to the Contractor by the Commonwealth, that Contractor now has or may hereafter acquire under state and federal antitrust laws relating to the goods and services which are subject to this Contract.

67. WARRANTIES

Except as otherwise set forth in the Contract, the Contractor warrants that the Services, Supplies and Developed Works will conform in all material respects to the functional specifications for the Services, Supplies and Developed Works and/or the requirements of the Contract. The warranty period for the Services, Supplies and Developed Works shall be **90 days** from final acceptance. If third-party Services, Supplies or Developed Works are subject to a warranty that exceeds **90 days** from final acceptance, the longer warranty period shall apply. The Contractor shall correct any non-conformity within the warranty period specified herein.

- (a) Disruption. The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not intentionally cause, or take any unreasonable action that, directly or indirectly, may cause an unplanned or unscheduled disruption of the Commonwealth's operations.
- (b) Nonconformity. In the event of any nonconformity with the foregoing warranties, the Commonwealth will provide written notification of such nonconformity to the Contractor and the Contractor, at no cost to the Commonwealth, shall within **10 days'** notice of the nonconformity, commence work to remedy the nonconformity and shall work diligently, at no charge to the Commonwealth, until such time as the deliverable conforms, in all material respects, to the Service requirements and/or the functional specifications of the Developed Works set forth in this Contract. The Contractor shall have no obligation with respect to nonconformities arising out of:
 - (i) Modifications to Developed Works made by the Commonwealth;
 - (ii) Use of the Developed Works not in accordance with the documentation or specifications applicable thereto;
 - (iii) Failure by the Commonwealth to implement any corrections or enhancements made available by the Contractor;
 - (iv) Combination of the Developed Works with any items not supplied or approved by the Contractor; or

- (v) Failure of any software licensed under a separate license agreement to conform to its specifications or documentation.
- (c) Industry standards. The Contractor hereby represents and warrants to the Commonwealth that the Services shall be performed in accordance with applicable industry standards using the utmost care and skill.
- ~~(d) Right to perform. The Contractor hereby represents and warrants to the Commonwealth that the Contractor has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Developed Works under this Contract.~~
- ~~(e)~~(d) Sole warranties. THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

68. LIQUIDATED DAMAGES

- (a) By accepting this Contract, the Contractor agrees to the delivery requirements of this Contract. If a Contract schedule is not met, including Transition Milestones set out in Transition Plan, the delay will interfere with the Commonwealth's program. In the event of any such delay, it would be impractical and extremely difficult to establish the actual damage for which the Contractor is the material cause. The Commonwealth and the Contractor therefore agree that, in the event of any such delay the amount of damage shall be the amount set forth in this **Section 68** and agree that the Contractor shall pay such amount as liquidated damages, not as a penalty.
- (b) The amount of liquidated damages for failure to meet Transition Milestones is set forth in **Appendix Q-W** (Transition Milestones). Each Milestone Credit reflects the total amount Contractor could be liable for missing the associated Transition Milestone.
- (c) If, **Appendix Q-W** (Transition Milestones) indicates that Contractor may earn back liquidated damages, then Contractor shall have the time specified in **Appendix Q-W** (Transition Milestones), as indicated, to meet the Acceptance Criteria for the Transition Milestone and earn back the Milestone Credit. If Contractor fails to meet the Acceptance Criteria within 30 days following the Milestone Due Date or, if an Earn-Back period is specified, then 30 days following the end of the specified Earn-Back period, the Commonwealth, at no additional expense and at its option, may either:
 - (1) Immediately terminate the Contract and all Software, documentation, reports, Developed Materials and any other

materials provided for or created for the Commonwealth as a result of this Contract shall be given to the Commonwealth, and the Commonwealth shall be entitled to its remedies under **Subsection 68(c)**; or

- (2) Order the Contractor to continue with no decrease in effort until the work is completed in a manner acceptable to the Commonwealth or until the Commonwealth terminates the Contract. If the Contract is continued, the liquidated damages applicable to future milestones will ~~also~~ continue until the work is completed.
- (d) Liquidated damages shall be paid by the Contractor and collected by the Commonwealth by deducting them from the invoices submitted under this Contract or any other contract Contractor has with the Commonwealth, by collecting them through the performance security, if any, or by billing the Contractor as a separate item.
- (e) To the extent that the delay or failure is caused by the Commonwealth, as described in **Appendix Q-W** (Transition Milestones), or other third parties outside of Contractor's control, including but limited to the contractor responsible for the Enterprise Service Desk pursuant to RFP #2 (RFP 6100039273) ("Enterprise Service Desk") and the Microsoft-authorized reseller, no liquidated damages will be applied.

69. SERVICE LEVELS

- (a) The Contractor shall comply with the procedures and requirements of the Service Level Agreements set forth in Appendix M, -which are made part of this Contract.
- (b) Where there are expressly defined Service Levels, Contractor shall measure and report its performance against these standards on at least a monthly basis, except as may otherwise be agreed between the parties. All Services without expressly defined Service Levels must be performed at least to the same degree of accuracy, completeness, efficiency, quality and timeliness as is provided by well-managed suppliers providing services similar to the Services, so long as such performance is commercially and operationally reasonable.
- (c) The Commonwealth's acceptance of any financial credit incurred by the Contractor in favor of the Commonwealth for a Service Level default ("Service Level Credit") shall not bar or impair Commonwealth's rights and remedies in respect of the failure or root cause as set forth elsewhere in this Contract, including without limitation other claims for liquidated damages, injunctive relief and termination rights; provided however, Service Level Credits paid would be credited against any such claims for damages.

(d) □ The parties acknowledge that a single service interruption may result in multiple Service Level defaults against the same root cause, each with its own associated Service Level Credit. In such cases, the Service Level that results in the highest credit shall apply and shall be the sole Service Level remedy against the service interruption.

~~(d)~~(e) □ The parties acknowledge that the interdependencies between this Solicitation and RFP #2 (RFP 6100039273) and the critical Microsoft SfB Services provided for outside of this Contract impacts the Contractor's performance under this Contract and may result in a Service Level not being met. In the event the cause of a missed Service Level is determined to be attributed to the Enterprise Service Desk or the SfB Services, Service Credit(s) will not apply.

70. CONTINUOUS IMPROVEMENT AND BENCHMARKING

(a) □ **Benchmark Overview.** Prior to the expiration of the second anniversary of the Effective Date, Commonwealth and Contractor shall establish the details of the Benchmarking process intended to ensure that Contractor provides Commonwealth with technology and Services Levels equal to or greater than other organizations receiving similar services. The parties acknowledge and agree that the benchmarking process is intended to assist Commonwealth in making decisions necessary to balance the desire for then current technology against the cost and uncertain performance of newly evolving technology.

(b) □ **Benchmarker.** The Benchmark shall be conducted by a Benchmarker selected by the Commonwealth, subject to Contractor's approval thereof, in writing, such approval not to be unreasonably withheld, delayed or conditioned. The fees and expenses charged by the Benchmarker shall be paid by Commonwealth. Contractor shall at its expense cooperate with and assist the Benchmarker and any other third parties involved in the Benchmarking process, including meeting with Commonwealth and the Benchmarker before and throughout the benchmarking process and providing data relating to the provision of the Services, as requested by Commonwealth or the Benchmarker. The Benchmarker shall sign a confidentiality agreement in favor of both Contractor and Commonwealth in which the Benchmarker agrees: (i) that the information and data obtained or produced by the Benchmarker in connection with the Benchmarking Process (including the results of the Benchmarking Process and any related reports) constitutes the Confidential Information of Commonwealth and Contractor, (ii) that it will not use or disclose such confidential information and data except in anonymized form in relation to aggregated service performance data used by the Benchmarker for the purposes of conducting benchmarking services, and further except for the benefit of Contractor and Commonwealth in connection with this Contract, and (iii) the Benchmarker will conduct the Benchmarking Process in a manner that does not unreasonably interfere with Contractor's ongoing service operations or impair Contractor's ability to achieve the Service Levels under the Contract.

- (c) **Benchmark.** If Commonwealth undertakes the Benchmarking, Commonwealth and Contractor, in good faith, shall attempt to agree upon the period during which the Benchmarking shall be conducted. If the parties are unable to so agree, Commonwealth shall specify the relevant period, subject to Contractor's approval thereof, in writing, such approval not to be unreasonably withheld, delayed or conditioned.
- (d) **Benchmark information.** Commonwealth and Contractor shall jointly determine the Benchmark information with appropriate input from the Benchmarker. Commonwealth and Contractor shall (1) review the Benchmark information, and (2) schedule a meeting to address any issues either party may have with the Benchmark information. Contractor shall provide the Benchmark information at no additional cost to Commonwealth; provided, however, that if Commonwealth wishes the Benchmarker to use information which Contractor does not otherwise have access to in the course of its business, Commonwealth shall provide such information at its own cost and Contractor may use such information but, unless Commonwealth expressly agrees otherwise in writing, only in connection with providing the Services.
- (e) **Benchmarking Results.** Within thirty (30) days after the completion of Benchmarking, the Benchmarker shall deliver the Benchmark Results to the Commonwealth Project Manager and the Contractor Project Manager.
- (f) **Benchmark Results Review Period and Adjustments.** The Commonwealth and Contractor shall agree upon the duration of the Benchmark Review Period. The Commonwealth and Contractor shall utilize the Benchmark Review Period to review such Benchmark Results, and shall meet during the Benchmark Review Period to collectively assess the Benchmark Results.
- (g) **Disputes of Benchmark Results.** Either Commonwealth or Contractor may in good faith dispute the Benchmark Results, in writing, prior to the expiration of the Benchmark Review Period. Any such notice of dispute issued by either party shall include a description of the nature of such dispute in sufficient detail so as to enable the Benchmarker and the other party to assess the motive and merit of the dispute. Within ten (10) days after receipt of such notice, the parties shall cause the Benchmarker to issue a written response addressing the dispute, and if such dispute requires a change to any of the Benchmark Results, the Benchmarker shall be directed to issue revised Benchmark Results. Upon issuing such revised Benchmark Results, Commonwealth and Contractor, as applicable, shall have another Benchmark Review Period to review the revised Benchmark Results in accordance with **Section 70(g)**. In the event either party disputes the revised Benchmark Results within the second Benchmark Review Period or if the parties are unable to agree as to the need for revised Benchmark Results, original Benchmark Results or the revised Benchmark Results, as the case may be, shall be subject to the contract controversy procedures set forth in **Section 33, Contract Controversies**.

- (h) **Benchmarking: Price Protection.** In addition to the Benchmarking provided for in this **Section 70**, no earlier than sixty (60) days after the end of Year 2 of this Contract, and no more frequently than annually thereafter, the Commonwealth may engage a Benchmarking Price Protection process, in accordance with the provisions of this **Section 70** for the purpose of assessing the extent to which the prices paid for the Services hereunder are comparable to prices of a comparable reference group of clients for Services. This Benchmarking Price Protection process shall be an objective measurement and comparison process utilizing baseline methods and industry standards. The parties acknowledge and agree that this Benchmarking Price Protection process is intended to assure the Commonwealth that pricing and pricing models employed in this engagement are consistent with the reference group throughout the later years of the Contract, as it may be extended or renewed.
- (i) **Benchmark: Pricing Adjustments.** If the results of a Benchmarking Price Protection analysis, as reflected in written Benchmarking Results delivered to Contractor, reveal that amounts to be paid under the terms of the Contract for Services exceed by a factor of ~~ten-fifteen~~ percent (~~1015~~%) or more than the average of amounts paid by the reference group for comparable services (the "Market Rate"), the Commonwealth may elect to renegotiate those prices. When notified of the Commonwealth's intent to renegotiate the prices, the Contractor shall, as soon as practical following notification of the Commonwealth's intent, negotiate in good faith with Commonwealth for the adjustment and reduction of fees for the Services. If an agreement is reached for a pricing adjustment such agreement will be effective as of the date of delivery of the Benchmarking Price Protection Results. If the parties are unable to agree to a pricing adjustment within sixty (60) days after delivery of the Benchmarking Price Protection Results, the matter shall be submitted to the various dispute resolution procedures contained in **Section 33, Contract Controversies**, of the Contract. If the dispute resolution procedure results in a pricing adjustment, that adjustment will be effective as of the date of delivery of the Benchmarking Price Protection Results. In no event will Contractor increase the Fees as a result of any review pursuant to this **Section 70**.
- (j) **Annual Best Practices Reviews.** Within thirty (30) days of each anniversary of the Effective Date, Contractor shall, in accordance with procedures agreed upon by the Commonwealth Project Manager and the Contractor Project Manager, identify for Commonwealth any best practices that have emerged (within Contractor's organization or, to the knowledge of Contractor, within the processing services outsourcing market generally), that, if implemented by the Contractor would materially benefit the Commonwealth in terms of price reductions or performance improvement. If requested by Commonwealth, within sixty (60) days Contractor shall provide Commonwealth with proposals for the implementation of such best practices in a manner consistent with the Change Control Procedures of the Contract. If approved by Commonwealth, Contractor shall implement such best practices on behalf of Commonwealth as expeditiously as possible.

71. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control (collectively and individually, a "Force Majeure Event") may include, but are not limited to, acts of God; ~~or~~ war or other military actions; changes in controlling law, regulations, orders or the requirements of any governmental entity; ~~;~~ severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines; ~~;~~ acts of terrorism; general strikes throughout the trade, labor disputes, riots and ~~and freight~~insurrection; freight embargoes; fiber cuts caused by third party. The term "Force Majeure Event" shall specifically exclude a party's failure to comply with its payment obligations.

The Contractor shall notify the Commonwealth orally within **15 days** and in writing within **10-30 days** of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract.

72. PUBLICITY/ADVERTISEMENT

The Contractor shall not issue news releases, internet postings, advertisements, endorsements, or any other public communication without prior written approval of the Commonwealth, and then only in coordination with the Commonwealth. This includes the use of any trademark or logo.

73. TERMINATION ASSISTANCE

(a) **General.** Upon expiration of the Contract and/or upon the Commonwealth's request, Contractor shall provide Termination Assistance Services directly to the Commonwealth, or to any replacement provider designated by the Commonwealth, any successors or assigns of such entities or any of their designee(s). Contractor shall take all necessary and appropriate actions to accomplish a complete, timely, and seamless transition of any terminated Services from Contractor to the Commonwealth, or to any replacement provider designated by the Commonwealth, without material interruption of or material adverse impact on the terminated

Services or any other services provided by a third party or Services that Contractor shall continue to provide (each transition, an “Assistance Event”). Contractor shall cooperate with the Commonwealth and any new contractor and otherwise promptly take all steps required or reasonably requested to assist the Commonwealth in effecting a complete and timely Termination Assistance Services of any terminated Services. Contractor shall provide all information regarding the terminated Services or as otherwise needed for Termination Assistance Services, including Commonwealth Data conversion, interface specifications, and related professional services. Contractor shall provide for the prompt and orderly conclusion of all terminated Services, as the Commonwealth may direct, including completion or partial completion of projects, documentation of work in process, and other measures to assure an orderly transition to the Commonwealth or the Commonwealth’s designee. Contractor’s obligation to provide the Termination Assistance Services shall not cease until an Assistance Event satisfactory to the Commonwealth, including the performance by Contractor of all asset-transfers and other obligations of Contractor provided in this **Section 73**, has been completed in accordance with mutually agreed to completion or acceptance criteria or if no agreed acceptance criteria exist, then to the Commonwealth’s reasonable satisfaction.

- (1) **Period of Provision.** Contractor shall provide Termination Assistance Services commencing on the date a determination is made by the Commonwealth that there shall be an Assistance Event.
- (2) **Notice of an Assistance Event.** The Commonwealth will provide Contractor with written notice of an Assistance Event. Such notice will include a description of the Services that are to be terminated or discontinued, the affected Commonwealth Agencies, and the anticipated effective date of the Assistance Event. The Commonwealth may modify or update any of the information provided in the initial notice of an Assistance Event from time to time by a supplemental notice from the Commonwealth to Contractor.
- (3) **Extension of Services.** The Commonwealth may elect, upon thirty (30) days prior notice to Contractor, to extend the period for performance of Termination Assistance Services (in whole or in part), in its sole discretion, provided that the total of all such extensions shall not result in Termination Assistance Services being performed beyond twenty-four (24) months following the effective date of the applicable Assistance Event without Contractor's consent. In each case, if the Commonwealth provides less than thirty (30) days prior notice of an extension, Contractor shall nonetheless use reasonable efforts to comply with the Commonwealth's request and provide the requested Services and

Contractor will be compensated for any expedite fees or other charges incurred related to continuing the Services.

- (4) **Firm Commitment.** Contractor shall provide Termination Assistance Services regardless of the reason for the Assistance Event.
 - (5) **Performance.** Contractor shall provide all Termination Assistance Services subject to and in accordance with the terms and conditions of this Contract. Contractor shall perform Termination Assistance Services with at least the same degree of accuracy, quality, completeness, timeliness, responsiveness and resource efficiency as it is or was required to provide the same or similar Services in accordance with this Contract. The quality and level of performance of Termination Assistance Services provided by Contractor shall continue to meet or exceed the Service Levels and shall not be degraded or deficient in any respect. To the extent the Service Levels are reasonably measureable due to volume and services remaining and continue to be applicable, Service Level Credits shall be assessed for any failure to meet Service Levels during any period in which Termination Assistance Services are provided. If any period for performing any Termination Assistance Services extends beyond the expiration or the effective date of any termination of this Contract, the provisions of this Contract shall remain in full effect for the duration of such period.
- (b) **Scope.** As part of the Termination Assistance Services, Contractor shall timely ~~transfer the control and responsibility for cease providing~~ Services previously performed by or for Contractor to the services which the Commonwealth and/or its designee(s), and upon Commonwealth request, shall execute any documents reasonably necessary to effect such transfers is transitioning to. Contractor shall also provide any and all information and assistance requested by the Commonwealth required for:
- (1) provide a catalog of all processes, materials, the Commonwealth data, equipment, software, third party contracts and tools used to provide the Services,
 - (2) create and provide copies of any Commonwealth Data Contractor's possession in the format and on the media reasonably requested by the Commonwealth and/or its designee(s),
 - (3) provide other technical and process assistance, documentation and information as reasonably requested by the Commonwealth and/or its designee(s).

- ~~(1) ☐ the systems and processes associated with the Services to operate and be maintained and enhanced efficiently;~~
- ~~(2) ☐ the Services to continue without interruption or adverse effect; and~~
- ~~(3) ☐ the orderly transfer of the Services (or replacement or supplemental services) to the Commonwealth and/or its designee(s).~~

(c) ☐ **General-Additional Support.** Contractor shall, upon entering into a Statement of Work for additional chargeable support services:

- (1) ☐ assist the Commonwealth and/or its designee(s) in developing a written plan for the migration of the Services to the Commonwealth and/or its designee(s), which plan shall include (as requested by the Commonwealth) capacity planning, process planning, facilities planning, human resources planning, technology planning, telecommunications planning and other planning necessary to effect the transition,
- (2) ☐ perform programming and consulting services as requested to assist in implementing the transition plan,
- (3) ☐ train personnel designated by the Commonwealth and/or its designee(s) in the use of any processes or associated Equipment/equipment, materials, systems or tools used in connection with the provision of the Services as needed for such personnel to assume responsibility for performance of the Services,
- ~~(4) ☐ provide a catalog of all processes, materials, the Commonwealth data, equipment, software, third party contracts and tools used to provide the Services;~~
- ~~(5)~~(4) ☐ assist in the execution of a parallel operation, data migration and testing process until the successful completion of the transition to the Commonwealth and/or its designee(s),
- ~~(6) ☐ create and provide copies of any Commonwealth data Contractor's possession in the format and on the media requested by the Commonwealth and/or its designee(s);~~
- ~~(7) ☐ provide other technical and process assistance, documentation and information as requested by the Commonwealth and/or its designee(s).~~

(d) ☐ **Personnel.**

(1) **List of Contractor Personnel.** Contractor shall promptly provide to the Commonwealth a list, organized by location, and of the Contractor Personnel dedicated (fifty percent (50%) or more to the performance of the Services that are implicated by each Assistance Event. Such list shall, specify each such Contractor Personnel's job title and job responsibilities. The Commonwealth agrees not to disseminate any personally identifiable information contained in such list without Contractor's consent. Contractor shall not terminate, reassign or otherwise remove from the performance of the Services any such dedicated Contractor Personnel until after the end of the applicable Termination Assistance Services period unless such Contractor Personnel (1) voluntarily resigns from Contractor, (2) is dismissed by Contractor for cause or replaced as a result of unsatisfactory performance in respect of his or her duties and responsibilities to Contractor or Commonwealth pursuant to this Contract, (3) is unable to work due to his or her death or disability or (4) is reassigned to a promotional or developmental position internal to Contractor, (5) is not required by Contractor to provide the Termination Assistance Services.

(2) **Right to Hire.** The Commonwealth shall be permitted, without interference (including through counter-offers) from Contractor (subject to this **Section 73**), to meet with, solicit and hire, effective after the later of (i) the date of the Commonwealth's notice of an Assistance Event and (ii) the completion of the Termination Assistance Services requiring such Contractor Personnel, any Contractor Personnel dedicated to the performance of the Services during the twelve (12) month period prior to the date of the Commonwealth's notice of an Assistance Event who are implicated by that Assistance Event. Contractor hereby waives its rights, if any, under contracts with such Contractor Personnel restricting the ability of such Contractor Personnel to be recruited or hired by the Commonwealth (including waiving any right to restrict such personnel via non-compete agreements or other contractual means). Contractor shall provide the Commonwealth with reasonable assistance in their efforts to meet with, solicit and hire such Contractor Personnel, and shall give the Commonwealth and/or its designee(s) reasonable access to such Contractor Personnel for interviews, evaluations and recruitment. The Commonwealth shall endeavor to conduct the above-described activities in a manner that is not unnecessarily disruptive of Contractor's performance of its obligations under this Contract.

(e) **Rates and Charges.** Except as provided in this Subsection and **Section 73(jc)**, Contractor shall provide all Termination Assistance Services at no additional charge. The parties anticipate that Termination Assistance Services requested by

the Commonwealth shall be provided by Contractor using Contractor Personnel already assigned to the performance of the Services and without adversely affecting Contractor's ability to meet its performance obligations. If such Termination Assistance Services cannot be provided using the dedicated resources without adversely affecting Contractor's ability to meet the Service Levels, charges for such Termination Assistance Services the Contractor may request a change via **Section 30, Changes. Resources.** Contractor shall maintain capability on at least thirty (30) days' notice at all times during the Term to deploy all necessary resources to perform any Termination Assistance Services.

- (f) **Information.** At the Commonwealth's request, Contractor shall provide to and/or make available for the Commonwealth review, at Contractor's sole cost and expense, any and all reports, data and information ~~that available that~~ the Commonwealth reasonably deems necessary in order to evaluate all options related to an Assistance Event. Contractor shall provide all such reports, data and information regardless of whether the Commonwealth has provided notice of or otherwise declared an Assistance Event.
- (g) **Breach.** Contractor acknowledges and agrees that, upon any breach or threatened breach by Contractor of its obligations under this **Section 73**, Commonwealth shall be entitled to seek injunctive relief, including an order of specific performance. The Provided that the Contractor is providing the Services after the expiration of the Term or after any termination of this Contract, the provisions of this **Section 73** will survive any expiration of the Term and any termination of this Contract.

74. NOTICE

Any written notice to any party under this Agreement shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.), with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, sent to the address such party may designate by notice given pursuant to this **Section 74**.

75. RIGHT-TO-KNOW LAW

- (a) The Pennsylvania [Right-to-Know Law, 65 P.S. §§ 67.101—3104](#), as amended, ("RTKL") applies to this Contract. For the purpose of this **Section 75**, the term "the Commonwealth" shall refer to the contracting Commonwealth organization.
- (b) If the Commonwealth needs the Contractor's assistance in any matter arising out of the RTKL that is related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time,

may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.

- (c) Upon written notification from the Commonwealth that it requires the Contractor's assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Contractor shall:
 - (1) Provide the Commonwealth, within **10 days** after receipt of written notification, access to, and copies of, any document or information in the Contractor's possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
 - (2) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.
- (d) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within **seven (7) days** of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.
- (e) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within **five (5) business days** of receipt of written notification of the Commonwealth's determination.
- (f) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- (g) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.

- (h) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- (i) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

76. GOVERNING LAW

This Contract shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in **Section 33, Contract Controversies**, Commonwealth and Contractor agree that the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. Any legal action relating to this Contract must be brought in Dauphin County, Pennsylvania, and the parties agree that jurisdiction and venue in such courts is appropriate.

77. CONTROLLING TERMS AND CONDITIONS

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's website, quotations, invoices, business forms, click-through agreements, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor, and not binding on the Commonwealth.

78. SMALL DIVERSE BUSINESS/SMALL BUSINESS COMMITMENT

Contractor shall meet and maintain the commitments to small diverse businesses in the Small Diverse Business and Small Business ("SDB/SB") portion of its Proposal. Any proposed change to a SDB/SB commitment must be submitted to the DGS Bureau of Diversity, Inclusion and Small Business Opportunities ("BDISBO"), which will make a recommendation as to a course of action to the Commonwealth Contracting Officer. Contractor shall complete the Prime Contractor's Quarterly Utilization Report and submit

it to the Commonwealth Contracting Officer and BDISBO within **10 business days** at the end of each calendar quarter that the Contract is in effect.

79. WARRANTIES AND AGREEMENTS

(a) Contractor represents and warrants that as of the Contract's Effective Date:

- (1) It is a corporation duly incorporated, validly existing, and in good standing under the laws of state in which it is incorporated
- (2) It has all requisite corporate power and authority to execute, deliver, and perform its obligations under this Contract.
- (3) Contractor is duly licensed, authorized and qualified to do business and is in good standing in Pennsylvania and in every other jurisdiction where Services will be performed by Contractor pursuant to this Contract in which a license, authorization or qualification is required for the ownership or leasing of its assets or the transaction of business of the character transacted by it except where the failure to be so licensed, authorized or qualified would not have a material adverse effect on Contractor's ability to fulfill its obligations under this Contract.
- (4) The execution, delivery and performance of this Contract by Contractor has been duly authorized by Contractor.

(b) Contractor agrees that:

- (1) Contractor has not disclosed any Confidential Information of Commonwealth.
- (2) The Contractor Software does not and will not, and the Services will not, infringe upon the proprietary rights of any Third Party, provided that Contractor will have no obligation with respect to any losses to the extent the same arise out of or in connection with Commonwealth's modification or misuse of equipment, systems, programs, or products or Commonwealth's combination, operation or use with devices, data, equipment, systems, programs or products not furnished by Contractor under this Contract.
- (3) Contractor Personnel and Subcontractors that Contractor will use to provide and perform the Services have and during the Term will have, the suitable knowledge, skills, experience, qualifications and resources to provide and perform the Services:

(i) In accordance with the Contract.

- (ii) In a diligent, workmanlike manner with due care and skill, consistent with the required level of quality and performance and in accordance with the Service Levels.
- (4) Contractor shall cooperate fully with Commonwealth and with any Third Party appointed by Commonwealth to the extent that such cooperation may be necessary to permit Commonwealth or such Third Parties to complete any work related to or impacted by the Services provided to Commonwealth by Contractor under the Contract.
- (5) Contractor shall collaborate fully with Commonwealth or with any third party appointed by Commonwealth to the extent that such cooperation may be necessary to permit Commonwealth or such third parties to in-source or transfer to a third party any aspect of the Services then provided by Contractor under the Contract.
- (c) Commonwealth represents, warrants and covenants that as of the Contract's Effective Date:
 - (1) It is a sovereign entity and has all requisite power and authority to execute, deliver, and perform its obligations under this Contract.
 - (2) It has, or at any time of provision to Contractor, will have the right to use and to disclose to Contractor and Contractor Subcontractors and to allow Contractor and Contractor Subcontractors to use in accordance with the terms of this Contract any Commonwealth Software so disclosed to Contractor.

7080. REQUIREMENTS FOR INFORMATION IN LEGAL PROCEEDINGS

- (a) If the Commonwealth notifies Contractor, or Contractor is otherwise aware, that particular Commonwealth Confidential Information may be within attorney-client or work-product privileges of the Commonwealth, then regardless of any applicable exclusions, Contractor (i) shall not disclose such Confidential Information or take any other action that would result in waiver of such privileges and (ii) shall instruct all Contractor Personnel who may have access to such communications to maintain privileged material as strictly confidential and otherwise protect the Commonwealth privileges.
- (b) To the extent requested by the Commonwealth, Contractor shall comply with the Commonwealth's litigation response plan, including policies and procedures to prepare for and respond to discovery requests, subpoenas, investigatory demands, and other requirements for information related to legal and regulatory proceedings, as such plan may be revised from time to time, including preparing for and

complying with requirements for preservation and production of data in connection with legal and regulatory proceedings and government investigations. Upon receipt of any request, demand, notice, subpoena, order or other legal information request relating to legal proceedings or investigations by third parties relating to any materials, the Confidential Information or related systems in Contractor possession, Contractor shall immediately promptly notify the Commonwealth and provide the Commonwealth with a copy of all documentation of such legal information request, to the extent Contractor legally may do so and shall cooperate with the Commonwealth in responding to such request, demand, notice, subpoena, order or other legal information request.

- (c) Contractor's cost of complying with this ~~section~~ Section 80 shall be at no additional charge to the Commonwealth to the extent that compliance can be accomplished with Contractor's then existing dedicated internal resources responsible for litigation response plans. If additional resources are required for compliance, they will be agreed upon by the parties in accordance with the Change Control Procedures, provided, however, that Contractor will not be entitled for payment under this ~~Section 79~~ with 80 with regard to items for which the Contractor is required to indemnify the Commonwealth.

81. RECYCLED MATERIALS

~~Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified below. Intentionally omitted.~~

82. ACKNOWLEDGEMENT

Commonwealth and Contractor each acknowledge that the limitations and exclusions contained in this Contract have been the subject of active and complete negotiation between the parties and represent the parties' Contract based upon the level of risk to Commonwealth and Contractor associated with their respective obligations under this Contract and the payments to be made to Contractor and credits to be issued to, and Services to be provided to, Commonwealth pursuant to this Contract. The parties agree that the terms and conditions of this Contract shall not be construed in favor of or against any party by reason of the extent to which any party or its professional advisors participated in the preparation of this Contract.

83. SURVIVAL

Sections 11, 30, 34, 35, 36, 37, 38, 40, 41, 44, 45, 46, 48, 52, 53, 54, 62, 67, 69 and 74 shall survive the expiration or termination of the Contract.

84. ENTIRE CONTRACT

This Contract is the entire Contract between the parties with respect to its subject matter, and there are no other representations, understandings or Contracts between the parties relative to such subject matter

The following provisions are proposed for inclusion in these IT Contract Terms and Conditions or in the applicable Management Procedures Manuals which would be agreed upon during the implementation.

COMMONWEALTH GENERAL RESPONSIBILITIES.

In addition to the service specific responsibilities of the parties set for the Management Procedures Manuals, in the Commonwealth shall cooperate with Contractor hereunder, including, without limitation, (i) providing Contractor with reasonable facilities and timely access to data, information and personnel of the Commonwealth; (ii) providing experienced and qualified personnel having appropriate skills to perform their assigned tasks and duties in a competent and timely fashion; (iii) providing a stable, fully functional system infrastructure environment as set forth in the Proposal which will support the Services and allow Contractor and Commonwealth to work productively; and (iv) promptly notifying Contractor of any issues, concerns or disputes with respect to the Services. The Commonwealth shall be responsible for the performance of its personnel and agents and for the accuracy and completeness of data and information provided to Contractor for purposes of the performance of the Services. The Commonwealth acknowledges and agrees that Contractor's performance is dependent upon the timely and effective satisfaction of the Commonwealth's responsibilities hereunder and timely decisions and approvals of the Commonwealth in connection with the Services. Contractor shall be entitled to rely on all decisions and approvals of the Commonwealth.

DECOMMISSIONED SERVICES.

Commonwealth acknowledges that Contractor may, over the term of this Contract, implement various product and network transformation programs to offer more advanced solutions based on newer technologies operating from next generation platforms. In this regard, Contractor reserves the right to grandfather and decommission certain products and services, including those covered under this agreement ("Affected Services"). Contractor will comply with all applicable legal requirements regarding notice for any grandfathering or decommissioning actions taken by Contractor. Contractor will also inform the Commonwealth of the availability of alternative services, if any, that can replace the Affected Service. Such alternative services will be added to the Contract in accordance with the Change Control Procedures. For the purposes of this section, grandfathering means that Contractor will continue to support the Affected Services under this Contract until the date which the Affected Services are no longer commercially available and decommissioned. Contractor also reserves the right to prohibit moves, adds or changes to the Commonwealth's existing Affected Services during the grandfathering period. Decommissioning means that the services will be terminated.

Additional Provisions for Lot 1 Services:

EMERGENCY CALLING.

Common events that can limit access to emergency calling include but are not limited to:

- Loss of Power Supply. Services will be interrupted if there is a loss of electricity/power supply.
- Loss of Broadband Service. Services will be interrupted if the attendant broadband connection is not available.
- Failure of Equipment. The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access to Emergency Services.
- Failure to Register New Location of Equipment. Contractor is not able to provide Emergency Services to an end-user unless the end-user has properly registered his or her service location.
- Non-Native Telephone Number. If an end-user uses a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located), Emergency Services access may be limited.
- Outbound Service. Emergency calling is not available in jurisdictions that offer Outbound-only service.

The Commonwealth is responsible for notifying its end users of the limitations in relation to emergency calling via the Services (including those detailed above), and the Commonwealth shall be solely responsible for any third-party claims and any liability arising from the Commonwealth's failure to so notify its end users.

COMMONWEALTH IS RESPONSIBLE FOR ANY CLAIMS OR CAUSES OF ACTION ARISING FROM THE NON-IMPLEMENTATION OF PS/ALI AND/OR ENABLING OF STATION LEVEL 911 SERVICE, OR THE FAILURE OF PS/ALI OR STATION LEVEL 911 SERVICE IF ENABLED.

SECURITY.

Except with respect to loss proximately caused by Contractor's willful misconduct, Commonwealth acknowledges and agrees that Contractor will not be liable for any loss resulting from any unauthorized access to, alteration of, or use of Commonwealth's facilities used in connection with the Services. Commonwealth agrees to safeguard account passwords and other information used to provide access to the Services and related features and services such as the Verizon Enterprise Center (VEC). The Commonwealth shall require its end users to rotate passwords periodically, but no less often than every ninety (90) days. The Commonwealth shall cooperate fully with Contractor to promptly mitigate any unauthorized use or disclosure of the Commonwealth passwords or other authentication information.

Additional Provisions for Lot 2 Services:

EMERGENCY CALLING.

The Commonwealth is responsible for notifying its end users of the limitations in relation to emergency calling via the Services or making arrangements with E-911 service provider where it is not Contractor (including those detailed in Contractor’s proposal), and the Commonwealth shall be solely responsible for any third-party claims and any liability arising from the Commonwealth’s failure to so notify its end users or E-911 provider.

THE COMMONWEALTH IS RESPONSIBLE FOR ANY CLAIMS OR CAUSES OF ACTION ARISING FROM THE NON-IMPLEMENTATION OF PS/ALI AND/OR ENABLING OF STATION LEVEL 911 SERVICE, OR THE FAILURE OF PS/ALI OR STATION LEVEL 911 SERVICE IF ENABLED.

USE OF SENSITIVE PERSONAL INFORMATION.

While the Services do not request personal information about individuals including PII and PHI, it is possible for voicemails to contain this type of information (“Sensitive Personal Information” or “SPI”). Contractor intends that SPI not be stored within the voicemail platform. To the extent the Commonwealth does store SPI within the voicemail platform, the Commonwealth does so entirely at its own risk.

EXHIBIT A

Business Associate Agreements as provided by Agencies may differ:

**COMMONWEALTH OF PENNSYLVANIA
SAMPLE BUSINESS ASSOCIATE AGREEMENT**

WHEREAS, the _____ (Covered Entity) and _____ (Business Associate) intend to protect the privacy and security of certain Protected Health Information (PHI) to which Business Associate may have access in order to provide goods or services to or on behalf of Covered Entity, in accordance with the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191 (HIPAA), the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the *American Recovery and Reinvestment Act of 2009* (ARRA), as amended, Pub. L. No. 111-5 (Feb. 17, 2009) and related regulations, the HIPAA Privacy Rule (Privacy Rule), 45 C.F.R. Parts 160 and 164, as amended, the HIPAA Security Rule (Security Rule), 45 C.F.R. Parts 160, 162 and 164), as amended, 42 C.F.R. §§ 431.301-431.302, 42 C.F.R. Part 2, 45 C.F.R. § 205.50, 42 U.S.C. § 602(a)(1)(A)(iv), 42 U.S.C. § 1396a(a)(7), [35 P.S. § 7607](#), [50 Pa. C.S. § 7111](#), [71 P.S. § 1690.108\(c\)](#), [62 P.S. § 404](#), [55 Pa. Code Chapter 105](#), [55 Pa. Code Chapter 5100](#), the *Pennsylvania Breach of Personal Information Notification Act*, [73 P.S. § 2301--2329](#), all as amended, and other relevant laws, including subsequently adopted provisions applicable to use and disclosure of confidential information, and applicable agency guidance; and,

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI may be used or disclosed only in accordance with this Agreement and the standards established by applicable laws and agency guidance; and

WHEREAS, Business Associate may receive PHI from Covered Entity, or may create or obtain PHI from other parties for use on behalf of Covered Entity, which PHI must be handled in accordance with this Agreement and the standards established by HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and other applicable laws and agency guidance.

NOW, THEREFORE, Covered Entity and Business Associate agree as follows:

1. Definitions.

- a. **“Business Associate”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.
- b. **“Covered Entity”** shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule and agency guidance.

- c. “**HIPAA**” shall mean the *Health Insurance Portability and Accountability Act of 1996*, as amended, Pub. L. No. 104-191.
- d. “**HITECH Act**” shall mean the *Health Information Technology for Economic and Clinical Health (HITECH) Act*, as amended, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 (ARRA), Pub. L. No. 111-5 (Feb. 17, 2009).
- e. “**Privacy Rule**” shall mean the standards for privacy of individually identifiable health information in 45 C.F.R. Parts 160 and 164, as amended, and related agency guidance.
- f. “**Protected Health Information**” or “**PHI**” shall have the meaning given to such term under HIPAA, the HITECH Act and related regulations, the Privacy Rule, the Security Rule (all as amended) and agency guidance.
- g. “**Security Rule**” shall mean the security standards in 45 C.F.R. Parts 160, 162 and 164, as amended, and related agency guidance.
- h. “**Unsecured PHI**” shall mean PHI that is not secured through the use of a technology or methodology as specified in HITECH Act regulations, as amended, and agency guidance or as otherwise defined in the HITECH Act, as amended.

2. Stated Purposes For Which Business Associate May Use or Disclose PHI. The Parties hereby agree that Business Associate shall be permitted to use and/or disclose PHI provided by or obtained on behalf of Covered Entity for the following stated purposes, except as otherwise stated in this Agreement:

NO OTHER DISCLOSURES OF PHI OR OTHER INFORMATION ARE PERMITTED.

3. BUSINESS ASSOCIATE OBLIGATIONS:

- a. **Limits on Use and Further Disclosure.** Business Associate shall not further use or disclose PHI provided by, or created or obtained on behalf of Covered Entity other than as permitted or required by this Addendum, as requested by Covered Entity, or as required by law and agency guidance.

- b. **Appropriate Safeguards.** Business Associate shall establish and maintain appropriate safeguards to prevent any use or disclosure of PHI other than as provided for by this Agreement. Appropriate safeguards shall include implementing administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic PHI that is created, received, maintained or transmitted on behalf of the Covered Entity and limiting use and disclosure to applicable minimum necessary requirements as set forth in applicable federal and state statutory and regulatory requirements and agency guidance.
- c. **Reports of Improper Use or Disclosure.** Business Associate hereby agrees that it shall report to _____ at _____, within ~~two (2)~~thirty (30) days of discovery any use or disclosure of PHI not provided for or allowed by this Agreement.
- d. **Reports on Security Incidents.** In addition to following the breach notification requirements in section 13402 of the *Health Information Technology for Economic and Clinical Health Act of 2009* (“HITECH Act”), as amended, and related regulations, the Privacy Rule, the Security Rule, agency guidance and other applicable federal and state laws, Business Associate shall report to _____ at _____, within ~~two (2)~~thirty (30) days of discovery any security incident of which it becomes aware. At the sole expense of Business Associate, Business Associate shall comply with all federal and state breach notification requirements, including those applicable to Business Associate and those applicable to Covered Entity. ~~Business Associate shall indemnify the Covered Entity for costs associated with any incident involving the acquisition, access, use or disclosure of Unsecured PHI in a manner not permitted under federal or state law and agency guidance.~~ For purposes of the security incident reporting requirement, inconsequential unsuccessful incidents that occur on a daily basis, such as scans, “pings,” or other unsuccessful attempts to penetrate computer networks or servers containing electronic PHI maintained by Business Associate, need not be reported in accordance with this section, but may instead be reported in the aggregate on a monthly basis.
- e. **Subcontractors and Agents.** At any time PHI is provided or made available to Business Associate subcontractors or agents, Business Associate shall provide only the minimum necessary PHI for the purpose of the covered transaction and shall first enter into a subcontract or contract with the subcontractor or agent that contains substantially the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Agreement.
- f. **Right of Access to PHI.** Business Associate shall allow, for any PHI maintained in a designated record set, Covered Entity to have access to and copy an individual’s PHI within **five (5) business days** of receiving a written request from the Covered Entity. Business Associate shall provide PHI in the format requested, if it is readily producible in such form and format; or if not, in a readable hard copy form or such

other form and format as agreed to by Business Associate and the individual. If the request is for information maintained in one or more designated record sets electronically and if the individual requests an electronic copy of such information, Business Associate must provide Covered Entity with access to the PHI in the electronic form and format requested by the individual, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Business Associate and Covered Entity. If any individual requests from Business Associate or its agents or subcontractors access to PHI, Business Associate shall notify Covered Entity within five (5) business days. Business Associate shall further conform with all of the requirements of [45 C.F.R. § 164.524](#) and other applicable laws, including the HITECH Act, as amended, related regulations and agency guidance. Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(f).

- g. **Amendment and Incorporation of Amendments.** Within ~~five (5)~~thirty (30) calendar business days of receiving a written request from Covered Entity for an amendment of PHI maintained in a designated record set, Business Associate shall make the PHI available and incorporate the amendment to enable Covered Entity to comply with [45 C.F.R. § 164.526](#), applicable federal and state law, including the HITECH Act, as amended and related regulations, the Privacy Rule, the Security Rule and agency guidance. If any individual requests an amendment from Business Associate or its agents or subcontractors, Business Associate shall notify Covered Entity within ~~five (5)~~ten (10) business days.

- h. **Provide Accounting of Disclosures.** Business Associate shall maintain a record of all disclosures of PHI made by Business Associate which are not excepted from disclosure accounting requirements under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule (all as amended) in accordance with [45 C.F.R. § 164.528](#) and other applicable laws and agency guidance, including the HITECH Act and related regulations. Such records shall include, for each disclosure, the date of the disclosure, the name and address of the recipient of the PHI, a description of the PHI disclosed, the name of the individual who is the subject of the PHI disclosed, and the purpose of the disclosure. Business Associate shall make such record available to the Covered Entity within ~~five (5) business~~thirty (30) calendar days of a written request for an accounting of disclosures. ~~Business Associate shall indemnify Covered Entity for costs/damages associated with Business Associate's failure to respond within the time frames set forth in this Section 3(h).~~

- i. **Requests for Restriction.** Business Associate shall comply with requests for restrictions on disclosures of PHI about an individual if the disclosure is to a health plan for purposes of carrying out payment or health care operations (and is not for treatment purposes), and the PHI pertains solely to a health care item or service for which the service involved was paid in full out-of-pocket. For other requests for restriction, Business associate shall otherwise comply with the Privacy Rule, as

amended, and other applicable statutory and regulatory requirements and agency guidance.

- j. **Access to Books and Records.** Business Associate shall make its internal practices, books and records relating to the use or disclosure of PHI received from, or created or received by Business Associate on behalf of the Covered Entity, available to the Secretary of Health and Human Services or designee for purposes of determining compliance with applicable laws and agency guidance.
- k. **Return or Destruction of PHI.** At termination of this Agreement, Business Associate hereby agrees to return or destroy all PHI provided by or obtained on behalf of Covered Entity. Business Associate agrees not to retain any copies of the PHI after termination of this Agreement. If return or destruction of the PHI is not feasible, Business Associate agrees to extend the protections of this Agreement to limit any further use or disclosure until such time as the PHI may be returned or destroyed. If Business Associate elects to destroy the PHI, it shall certify to Covered Entity that the PHI has been destroyed.
- l. **Maintenance of PHI.** Notwithstanding Section 3(k) of this Agreement, Business Associate and its subcontractors or agents shall retain all PHI throughout the term of the Agreement and shall continue to maintain the information required under the various documentation requirements of this Agreement (such as those in Section 3(h)) for a period of six (6) years after termination of the Agreement, unless Covered Entity and Business Associate agree otherwise.
- m. **Mitigation Procedures.** Business Associate agrees to establish and to provide to Covered Entity upon request, procedures for mitigating, to the maximum extent practicable, any harmful effect from the use or disclosure of PHI in a manner contrary to this Agreement or the Privacy Rule, as amended. Business Associate further agrees to mitigate any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement or applicable laws and agency guidance.
- n. **Sanction Procedures.** Business Associate agrees that it shall develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Agreement, applicable laws or agency guidance.
- o. **Grounds for Breach.** Non-compliance by Business Associate with this Agreement or the Privacy or Security Rules, as amended, is a breach of the Agreement, if Business Associate knew or reasonably should have known of such non-compliance and failed to ~~immediately-promptly~~ take reasonable steps to cure the non-compliance. Commonwealth may elect to terminate Business Associate's contract for such breach.
- p. **Termination by Commonwealth.** Business Associate authorizes termination of this Agreement by the Commonwealth if the Commonwealth determines, in its sole

discretion, that the Business Associate has violated a material term of this Agreement.

- q. **Failure to Perform Obligations.** In the event Business Associate fails to perform its obligations under this Agreement, Covered Entity may immediately discontinue providing PHI to Business Associate. Covered Entity may also, at its option, require Business Associate to submit to a plan of compliance, including monitoring by Covered Entity and reporting by Business Associate, as Covered Entity in its sole discretion determines to be necessary to maintain compliance with this Agreement and applicable laws and agency guidance.
- r. **Privacy Practices.** Covered Entity will provide Business Associate with all applicable forms, including but not limited to, any form used for Notice of Privacy Practices, Accounting for Disclosures, or Authorization, upon the effective date designated by the Program or Covered Entity. Covered Entity may change applicable privacy practices, documents and forms. The Business Associate shall make reasonable endeavors to implement changes as soon as practicable, but not later than 45 days from the date of notice of the change. Business Associate shall otherwise comply with all applicable laws and agency guidance pertaining to notices of privacy practices, including the requirements set forth in [45 C.F.R. § 164.520](#).

4. OBLIGATIONS OF COVERED ENTITY:

- a. **Provision of Notice of Privacy Practices.** Covered Entity shall provide Business Associate with the notice of privacy practices that the Covered Entity produces in accordance with applicable law and agency guidance, as well as changes to such notice. Covered Entity will post on its website any material changes to its notice of privacy practices by the effective date of the material change.
- b. **Permissions.** Covered Entity shall provide Business Associate with any changes in, or revocation of, permission by individual to use or disclose PHI of which Covered Entity is aware, if such changes affect Business Associate's permitted or required uses and disclosures.
- c. **Restrictions.** Covered Entity shall notify Business Associate in writing of any restriction to the use or disclosure of PHI that the Covered Entity has agreed to in accordance with [45 C.F.R. § 164.522](#), as amended, and other applicable laws and applicable agency guidance, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- d. **Requests.** Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule, all as amended, if done by Covered Entity.

5. MISCELLANEOUS:

- a. **Regulatory References.** A reference in this Addendum to a section in HIPAA, HITECH and related regulations, the Privacy Rule or the Security Rule refers to the most current version of the section in effect or as amended.

- b. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time in order to ensure compliance with the requirements of the HIPAA, HITECH and related regulations, the Privacy Rule, the Security Rule and any other applicable law, all as amended.

- c. **Conflicts.** In the event that any terms of this Agreement are inconsistent with the terms of the Agreement, then the terms of this Agreement shall control.

Appendix A to Exhibit A, Commonwealth Business Associate Agreement

**Permitted Purposes for the Creation, Receipt, Maintenance, Transmission, Use and/or
Disclosure of Protected Health Information**

1. Purpose of Disclosure of PHI to Business Associate: To allow _____ to meet the requirements of the Underlying Agreement.

2. Information to be disclosed to Business Associate: _____.

3. Use shall Effectuate Purpose of Underlying Agreement: _____ may use and disclose PHI to the extent contemplated by the Underlying Agreement, and as permitted by law with Commonwealth approval.

EXHIBIT B

SOFTWARE LICENSE REQUIREMENTS AGREEMENT TEMPLATE

PA Supplier ID Number: _____

AGREEMENT BETWEEN
THE COMMONWEALTH OF PENNSYLVANIA,
ACTING BY AND THROUGH THE GOVERNOR'S OFFICE OF ADMINISTRATION
AND

This Agreement by and between _____ (Licensor) and the Commonwealth of Pennsylvania, acting by and through the Governor's Office of Administration (Commonwealth) is effective the date the Agreement has been fully executed by the Licensor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained.

RECITALS:

WHEREAS, this Agreement sets forth the Commonwealth's Software License Requirements; and,

WHEREAS, Licensor's Software License Agreement is attached hereto as Exhibit A, and made a material part hereof by this reference; and,

WHEREAS, this document, including the Software License Agreement attached as Exhibit A, constitutes the Agreement between the Licensor and the Commonwealth; and

WHEREAS, the terms and conditions set out below in these Software License Requirements, supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached Exhibit A, which is incorporated herein by reference.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein and intending to be legally bound hereby, the parties hereto covenant and agree as follows:

- 1. Recitals:** The above recitals are hereby incorporated as a material part of these Software License Requirements.
- 2. Enterprise Language:** The parties agree that more than one agency of the Commonwealth may license products under this Agreement, provided that any use of products by any agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each applicable agency seeking to use the Licensed Product.

Products specified in Attachment 1, along with support and services for said products, shall be referred to as “Licensed Products.”

The parties agree that, if the licensee is a “Commonwealth Agency” as defined by Section 103 of the *Commonwealth Procurement Code*, 62 Pa. C. S. § 103, the terms and conditions of this Agreement apply to any purchase of Licensed Products made by the Commonwealth, and that the terms and conditions of this Agreement become part of the purchase document without further need for execution. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any purchase order, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products, including any products eligible for coverage under this Agreement where a legally executed agreement for the same covered product, regardless of version, was not in effect, even if procured by the Commonwealth prior to the effective date of the Agreement. This does not apply to Commonwealth agency agreements executed pursuant to the *Commonwealth Procurement Code*, 62 Pa. C. S. §§ 101—4102, and the *Commonwealth Attorneys’ Act*, 71 P.S. §§ 732-101—732-506.

3. **Choice of Law/Venue/Immunity:** This Agreement shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. Except as set forth in Section 23 of this Agreement, the courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.
4. **Indemnification:** The Commonwealth does not have the authority to and shall not indemnify any entity. The Commonwealth agrees to pay for any loss, liability or expense, which arises out of or relates to the Commonwealth’s acts or omissions with respect to its obligations hereunder, where a final determination of liability on the part of the Commonwealth is established by a court of law or where settlement has been agreed to by the Commonwealth. This provision shall not be construed to limit the Commonwealth’s rights, claims or defenses that arise as a matter of law or pursuant to any other provision of this Agreement. This provision shall not be construed to limit the sovereign immunity of the Commonwealth.
5. **Patent, Copyright, Trademark and Trade Secret Protection:**
 - (a) The Licensor shall, at its expense, defend, indemnify and hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights or trademarks, or for a misappropriation of a United States trade secret arising out of performance of this Agreement (“Claim”), including all Licensed Products provided by the Licensor. For the purposes of this Agreement, “indemnify and hold harmless” shall mean the Licensor’s specific, exclusive, and limited obligation to (a) pay any judgments,

fines, and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to Claim and (b) reimburse the Commonwealth for its reasonable administrative costs or expenses, including without limitation reasonable attorney's fees, it necessarily incurs in handling the Claim. The Commonwealth agrees to give Licensor prompt notice of any such claim of which it learns. Pursuant to the *Commonwealth Attorneys Act*, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion, delegate its right of defense of a Claim. If the OAG delegates the defense to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. Licensor shall not, without the Commonwealth's consent, enter into any settlement agreement which (a) states or implies that the Commonwealth has engaged in any wrongful or improper activity other than the innocent use of the material which is the subject of the Claim, (b) requires the Commonwealth to perform or cease to perform any act or relinquish any right, other than to cease use of the material which is the subject of the Claim, or (c) requires the Commonwealth to make a payment which Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. If OAG delegates such rights to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Licensor that, in the event it requests that the Commonwealth provide support to the Licensor in defending any such Claim, the Licensor shall reimburse the Commonwealth for all necessary expenses (including attorneys' fees, if such are made necessary by the Licensor's request) incurred by the Commonwealth for such support. If OAG does not delegate to Licensor the authority to control the defense and settlement of a Claim, the Licensor's obligation under this Section 5 ceases. The Licensor, at its own expense, shall provide whatever cooperation OAG request in the defense of the suit.

□

- (b) □ The Licensor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Licensor certifies that, in all respects applicable to this Agreement, it has exercised and will continue to exercise due diligence to ensure that all Licensed Products provided under this Agreement do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. □

- (c) □ If the defense of a Claim and the authority to control any potential settlements thereof is delegated to the Licensor, the Licensor shall pay all damages and costs finally awarded therein against the Commonwealth or agreed to by Licensor in any settlement. If information and assistance are furnished by the Commonwealth at the Licensor's written request, it shall be at the Licensor's expense, but the responsibility for such expense shall be only that within the Licensor's written authorization. □

- (d) If, in the Licensor's opinion, the Licensed Products furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright or trademark, or for a misappropriation of trade secret, then without diminishing the Licensor's obligation to satisfy any final award, the Licensor may, at its option and expense:
 - (1) substitute functional equivalents for the alleged infringing Licensed Products; or
 - (2) obtain the rights for the Commonwealth to continue the use of such Licensed Products.

- (e) If any of the Licensed Products provided by the Licensor are in such suit or proceeding held to constitute infringement and the use thereof is enjoined, the Licensor shall, at its own expense and at its option:
 - (1) procure the right to continue use of such infringing products;
 - (2) replace them with non-infringing items; or
 - (3) modify them so that they are no longer infringing.

- (f) If use of the Licensed Products is enjoined and the Licensor is unable to do any of the preceding set forth in Section 5(e) above, the Licensor agrees to, upon return of the Licensed Products, refund to the Commonwealth:
 - (1) the license fee paid for the infringing Licensed Products, less the amount for the period of usage of any software; and
 - (2) the pro-rated portion of any maintenance fees representing the time remaining in any period of services for which payment was made.

- (g) The obligations of the Licensor under this Section 5 continue without time limit and survive the termination of this Agreement.

- (h) Notwithstanding the above, the Licensor shall have no obligation under this Section 5 for:
 - (1) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
 - (2) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare the product;

- (3) use of the Software after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedy's under Section 5(e) or Section 5(f) above;
 - (4) use of the Licensed Products in other than its specified operating environment;
 - (5) the combination, operation, or use of the Licensed Products with other products, services, or deliverables not provided by the Licensor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
 - (6) infringement of a non-Licensor product alone;
 - (7) the Commonwealth's use of the Licensed Product beyond the scope contemplated by the Agreement; or
 - (8) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Licensor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this Section 5, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

6. **Virus, Malicious, Mischievous or Destructive Programming:** Licensor warrants that the Licensed Product as delivered by Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a "Virus"). However, the Licensed Products may contain a key limiting use to the scope and quantity of the license(s) granted, and license keys issued by Licensor for temporary use are time-sensitive.

The Commonwealth's exclusive remedy, and Licensor's sole obligation, for any breach of the foregoing warranty shall be for Licensor to (a) replace the Licensed Products with a copy that does not contain Virus, and (b) if the Commonwealth, has suffered an interruption in the availability of its computer system caused by Virus contained in the Licensed Product, reimburse the Commonwealth for the actual reasonable cost to remove the Virus and restore the Commonwealth's most recent back up copy of data provided that:

- (a) the Licensed Products have been installed and used by the Commonwealth in accordance with the Documentation;
- (b) the Licensed Products has not been modified by any party other than Licensor;
- (c) the Commonwealth has installed and tested, in a test environment which is a mirror image of the production environment, all new releases of the Licensed Products and

has used a generally accepted antivirus software to screen the Licensed Products prior to installation in its production environment.

Under no circumstances shall Licensor be liable for damages to the Commonwealth for loss of the Commonwealth's data arising from the failure of the Licensed Products to conform to the warranty stated above.

7. **Limitation of Liability:** The Licensor's liability to the Commonwealth under this Agreement shall be limited the total dollar amount of purchase orders issued for Licensed Products and services covered by this Agreement during the during the twelve (12)-month period prior to the event giving rise to the damage claim. This limitation does not apply to damages for:
- (a) bodily injury;
 - (b) death;
 - (c) intentional injury;
 - (d) damage to real property or tangible personal property for which the Licensor is legally liable;
 - (e) Licensor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection as set forth in Section 5; or
 - (f) damages related to a breach of the security of a system maintained or managed by the Licensor, including the costs for notification, mitigation and credit monitoring services required due to such breach.

In no event will the Licensor be liable for consequential, indirect, special, or incidental damages unless otherwise specified in the Agreement.

8. **Payment:** The Commonwealth will make purchase through its software reseller as the Commonwealth's agent by way of a purchase order, which shall control with regard to payment amounts and provisions. The Commonwealth's reseller shall purchase Software and services from Licensor, on behalf of the Commonwealth, pursuant to purchase orders to Licensor. Upon acceptance by Licensor of such purchase orders, such purchase orders shall control as to pricing only; additional terms and conditions on such purchase orders are not applicable as the terms of this Agreement and its Exhibits shall control.

The Commonwealth's obligation is to pay its reseller in accordance with its purchase order with the Commonwealth's reseller and Licensor shall look to the Commonwealth's reseller for payment; however, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against the Commonwealth's reseller) Licensor shall notify the Commonwealth of such default and may exercise against

the Commonwealth such other remedies as Licensor may have for nonpayment under Exhibit A.

9. Termination:

- (a) Licensor may not terminate this Agreement, or an order from any Commonwealth agency issued pursuant to any of the Exhibits to this Agreement, for non-payment; however, as described under Section 8 above, in the event that the Commonwealth's reseller fails to pay Licensor in accordance with the terms of Exhibit A, the Commonwealth understands and agrees that, other than collection (for which Licensor shall proceed only against such reseller) Licensor may exercise against the specific Commonwealth agency that issued a purchase order such other remedies as Licensor may have for nonpayment under Exhibit A solely as it pertains to the specific Commonwealth agency which issued the purchase order.
- (b) The Commonwealth may terminate this Agreement without cause by giving Licensor 30 calendar days prior written notice (Notice of Termination) whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth (Termination for Convenience).

10. Background Checks:

- (a) Upon prior written request by the Commonwealth, Licensor must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to the Commonwealth's IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access by an IT employee and annually thereafter.
- (b) Before the Commonwealth will permit an employee access to the Commonwealth's facilities, Licensor must provide written confirmation to the office designated by the agency that the background check has been conducted. If, at any time, it is discovered that an employee has a criminal record that includes a felony or misdemeanor involving terrorist threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal security, or is otherwise job-related, Licensor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the agency consents, in writing, prior to the access being provided. The agency may withhold its consent at its sole discretion. Failure of Licensor to comply with the terms of this paragraph may result in default of Licensor under its Agreement with the Commonwealth.

- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and Department of General Services set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended, Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings](#). The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

11. Confidentiality:

- (a) For purposes of this Agreement, "Confidential Information" of a party shall mean (1) with respect to Commonwealth, all data and other information of or in the possession of the Commonwealth or any Commonwealth Agency or any private individual, organization or public agency, in each case to the extent such information and documentation is not permitted to be disclosed to third parties under local, Commonwealth or Federal laws and regulations or pursuant to any policy adopted by Commonwealth or pursuant to the terms of any third party agreement to which Commonwealth is a party and (2) with respect to Licensor, all information identified in writing by Licensor as confidential or proprietary to Licensor or its subcontractors.
- (b) All Confidential Information of or relating to a party shall be held in confidence by the other party to the same extent and in at least the same manner as such party protects its own confidential or proprietary information. Neither party shall disclose, publish, release, transfer or otherwise make available any Confidential Information of the other party in any form to, or for the use or benefit of, any person or entity without the other party's consent. Subject to the other provisions of this Agreement, each party shall, however, be permitted to disclose relevant aspects of the other party's Confidential Information to its officers, agents, subcontractors and personnel and to the officers, agents, subcontractors and personnel of its corporate affiliates or subsidiaries to the extent that such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement; provided, however, that such party shall take all reasonable measures to ensure that Confidential Information of the other party is not disclosed or duplicated in contravention of the provisions of this Agreement by such officers, agents, subcontractors and personnel and that such party shall be responsible for any unauthorized disclosure of the Confidential Information of the other party by such officers, agents, subcontractors or personnel; and further provided, that if the disclosure is by the Commonwealth to another contractor or sub-contractor, such disclosure is subject to a suitable non-disclosure agreement imposing equally or

more stringent requirements for data privacy and security. The obligations in this Section 11(b) shall not restrict any disclosure by either party pursuant to any applicable law, or in accordance with the order of any court or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure) and, except to the extent provided otherwise by any applicable law, shall not apply with respect to information which:

- (1) is developed by the other party without violating the disclosing party's proprietary rights,
- (2) is or becomes publicly known (other than through unauthorized disclosure),
- (3) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
- (4) is already known by such party without an obligation of confidentiality other than pursuant to this Agreement or any confidentiality contract entered into before the Effective Date of the Agreement between Commonwealth and Licensor, or
- (5) is rightfully received by the disclosing party free of any obligation of confidentiality.

(c) Each party shall:

- (1) Notify the other party promptly of any known unauthorized possession, use or knowledge of the other party's Confidential Information by any person or entity.
- (2) Promptly furnish to the other party full details known by such party relating to the unauthorized possession, use or knowledge thereof and shall use reasonable efforts to assist the other party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the other party's Confidential Information.
- (3) Use reasonable efforts to cooperate with the other party in any litigation and investigation against third parties deemed necessary by the other party to protect its proprietary rights.
- (4) Promptly use all reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the other party's Confidential Information.

(d) Each party shall bear the cost it incurs as a result of compliance with this Section 11. The obligations in this Section 11 shall not restrict any disclosure by either

party pursuant to any applicable law or pursuant to the order of any court or other legal process or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such order in a timeframe to allow the non-disclosing party to resist the disclosure).

- (e) The Licensor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (1) Prepare an un-redacted version of the appropriate document, and
 - (2) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
 - (3) Prepare a signed written statement that states:
 - 1. the attached document contains confidential or proprietary information or trade secrets;
 - 2. the Licensor is submitting the document in both redacted and un-redacted format in accordance with [65 P.S. § 67.707\(b\)](#); and
 - 3. the Licensor is requesting that the document be considered exempt under [65 P.S. § 67.708\(b\)\(11\)](#) from public records requests.
 - (4) Submit the two documents with the signed written statement to the Commonwealth.
- (f) When the Agreement expires or terminates, and at any other time at the written request of a party, the other party must promptly return to such party all of such party's Confidential Information and Data (and all copies of this information) that is in the other party's possession or control, in whatever form. With regard to Commonwealth's Confidential Information and/or Data, Licensor will comply with the requirements of Section 11(e), above.
- (g) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

12. Agency-specific Sensitive and Confidential Commonwealth Data (If applicable)

- (a) Licensor understands that its level of access may allow it to view or access highly sensitive and confidential Commonwealth and third party data. This data is subject to various state and federal laws and policies that vary from agency to agency, and from program to program within an agency. If applicable, prior to deployment of

the Licensed Products on any Commonwealth agency facilities, the Licensor must receive and sign off on particular instructions and limitations as dictated by that Commonwealth agency, including but not limited to, as necessary, HIPAA Business Associate Agreements, a sample of which is attached hereto as Attachment 2. This sign-off document (a sample of which is attached hereto as Attachment 3), will include a description of the nature of the data which may be implicated based on the nature of the Licensor's access, and will incorporate the Business Associate Agreement if it is applicable.

- (b) Licensor hereby certifies and warrants that, after being informed by the Commonwealth agency of the nature of the data which may be implicated and prior to the installation of the Licensed Products), the Licensor is and shall remain compliant with all applicable state and federal law and policy regarding the data's protection, and with the requirements memorialized in every completed and signed sign-off document. Every sign-off document completed by a Commonwealth agency and signed by at least one signatory of the Licensor authorized to bind the Licensor is valid and is hereby integrated and incorporated by reference into this Agreement.
- (c) This Section 12 does not require a Commonwealth agency to exhaustively list the law to which implicated data is subject; the Commonwealth agency is obligated only to list the nature of the data implicated by the Licensor's ~~access~~ access, to, to refer the Licensor to its privacy and security policies, and to specify requirements that are not otherwise inherent in compliance with law and policy.
- (d) The requirements of this Section 12 are in addition to and not in lieu of other requirements of this Agreement, its Exhibits and Attachments, having to do with data privacy and security, including but not limited to the requirement that the Licensor comply with the Commonwealth's *Requirements for Non-Commonwealth Hosting Applications/Services*, and all applicable Commonwealth ITPs, which can be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.
- (e) Licensor shall conduct additional background checks, in addition to those required in Section 10 of this Agreement, as may be required by a Commonwealth agency in its sign-off documents. The Licensor shall educate and hold its agents, employees, contractors and subcontractors to standards at least as stringent as those contained in this Agreement. The Licensor shall provide information regarding its agents, employees, contractors and subcontractors to the Commonwealth upon request.

13. Sensitive Information

- (a) The Licensor shall not publish or otherwise disclose, except to the Commonwealth or the Licensor's subcontractors, any information or data obtained hereunder from private individuals, organizations, or public agencies, in a way that allows the

information or data furnished by or about any particular person or establishment to be identified.

- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from services under this Agreement for any purpose not connected with the parties' Agreement responsibilities.
- (c) Licensor will comply with all obligations applicable to it under all applicable data protection legislation in relation to all personal data that is processed by it in the course of performing its obligations under this Agreement including by:
 - (1) Maintaining a valid and up to date registrations and certifications; and
 - (2) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.
- (d) Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

- 14. Publicity/Advertisement:** The Licensor must obtain written Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.
- 15. Portability.** The parties agree that a Commonwealth agency may move a Licensed Product from machine to machine, whether physical or virtual, and to other locations, where those machines and locations are internal to the Commonwealth or to a Commonwealth contractor, as long as such relocation and the use being made of the Licensed Product comports with the license grant and restrictions. Notwithstanding the foregoing, a Commonwealth agency may move the machine or appliance provided by the Licensor upon which the Licensed Product is installed.
- 16. Taxes-Federal, State and Local:** The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this Section 16 is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease

of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

- 17. Commonwealth Audit Responsibilities:** Commonwealth will maintain, and promptly provide to Reseller upon its request, accurate records regarding use of the Licensed Product by or for the Commonwealth. If the Commonwealth becomes aware of any unauthorized use of all or any part of the Licensed Product, the Commonwealth will notify Reseller promptly, providing reasonable details. The limit of the Commonwealth's responsibility for use of the Licensed Product by more individuals than are permitted by the licensing terms applicable to the Licensed Product shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through the Commonwealth's software reseller.

Commonwealth will perform a self-audit upon the request of Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter "True up number"). Commonwealth shall notify Licensor of the True up number no later than 45 calendar days after the request that the Commonwealth perform a self-audit. If the user count has increased, Commonwealth will make an additional purchase of the Licensed Products through its reseller, which is equivalent to the additional users. This Section 17 sets out the sole software license audit right under this Agreement.

- 18. List of Licensed Products:** Attached hereto and made a part hereof by this reference is Attachment 1, which sets out a list of products that may be licensed under this Agreement. With the consent of Commonwealth, the list of products on Attachment 1 may be updated by Licensor providing Commonwealth with a revised Attachment 1 that adds the new product to the list. In Commonwealth's discretion, its consent may be provided either via written communication directly to the Licensor or by providing a copy of said notice to the Commonwealth's software reseller to update Attachment 1.

No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a Licensed Product to the list that requires different license terms, an amendment to this Agreement or a new agreement will be required.

- 19. Right-to-Know Law:**

The Pennsylvania *Right-to-Know Law*, [65 P.S. §§ 67.101—3104](#), as amended, ("RTKL"), applies to this Agreement. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.

- 20. Third party software.** If the software utilizes or includes third party software and other copyrighted material and is subject, therefore, to additional licensing terms, acknowledgements or disclaimers compliance with this Agreement constitutes compliance with those third party terms. The parties agree that the Commonwealth, by acknowledging third party software, does not agree to any terms and conditions of the third party software agreements that are inconsistent with or supplemental to this Agreement.

21. Attorneys' Fees: The Commonwealth will not pay attorneys' fees incurred by or paid by the Licensor.

22. Controversies.

- (a) In the event of a controversy arising from the Agreement or Purchase Order, the Licensor, within six (6) months after the claim accrues, must file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Licensor asserts a controversy exists. If the Licensor fails to file a claim or files an untimely claim, the Licensor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within 60 days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.
- (b) If the Licensor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Licensor. The contracting officer shall send his/her written determination to the Licensor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within 15 days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Licensor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Licensor shall proceed diligently with the performance of the Agreement in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Licensor pursuant to the terms of the Agreement or Purchase Order.

23. Insurance:

- (a) Licensor shall procure and maintain at its expense, and shall or cause to be maintained by any agents, contractors and subcontractors to obtain and maintain substantially the same coverage with substantially the same limits as required of Licensor, as appropriate, the following types of insurance or maintain such self-insurance plans as shall be sufficient to insure against any claims arising out of or resulting from, covering Licensor's use and occupancy of the premises and the operations conducted thereon, its employees, agents, contractors and subcontractors:

- (1) Workers' Compensation Insurance in compliance with the statutory requirements of the state of operation for all of Licensor's employees ~~and those of any subcontractor~~ engaged in performing Services in accordance with the *Workers' Compensation Act* (77 P.S. § 101, *et seq.*).
- (2) Commercial general liability insurance with limits of \$2,000,000 per occurrence for bodily injury and property damage and \$2,000,000 general aggregate including personal and advertising injury, and products/completed operations, providing coverage from claims for damages for personal injury, death and property of others. The limits of such insurance shall be in an amount not less than \$500,000 per person and \$2,000,000 per occurrence, personal injury and property damage combined. Such policies shall be occurrence based rather than claims-made policies and shall ~~name~~ include the Commonwealth of Pennsylvania as an additional insured, as its interests may appear under this Agreement. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the Services performed for the Commonwealth.
- (3) ~~Professional and Technology Based Services~~ Telecommunications, Media & Technology Errors and Omissions Liability Insurance including Network Security and Privacy Liability with a limit of \$5,000,000 per claim and aggregate covering the negligent acts, errors and/or omissions of Lessee in the performance of professional services under this Agreement (insuring against damages and claim expenses as a result of claims arising from any actual or alleged wrongful acts in performing cyber and technology activities) in the amount of \$5,000,000, per accident/occurrence/annual aggregate.
- ~~(4) Technology Products Liability/Professional Liability/Errors & Omissions Insurance in the aggregate amount of not less than \$5,000,000.~~
- ~~(5)~~ (4) Comprehensive crime insurance in an amount of ~~not less than~~ \$5,000,000 per claim ~~loss~~.
- ~~(6) Information Security and Privacy Liability Insurance including Privacy Notification Costs (including coverage for Technology Professional Liability if not covered under Licensor's Professional Liability/Errors and Omissions Insurance referenced above) in the amount of \$5,000,000, per occurrence.~~
- (b) ~~Prior to~~ Within ten (10) days of the expiration of any then effective insurance policy, Contractor shall furnish to Commonwealth certificates of insurance ~~or other appropriate documentation (including evidence of renewal of insurance)~~

evidencing renewal of all coverage referenced in this Section 23, as applicable, and, excluding workers compensation and employer's liability and Errors & Omissions Liability, including naming Commonwealth the Commonwealth as an additional insured as their interest may appear under this Agreement to the extent of Licensor's indemnities contained in this Agreement. Licensor shall have included in all policies of insurance required hereunder a waiver by the insurer of all right of subrogation against Commonwealth in connection with any loss or damage thereby insured against. Upon receipt of notice from its insurer(s) Licensor shall endeavor to provide the Commonwealth with Such certificates or other documentation will include a provision whereby 30 days' prior written notice of must be received by Commonwealth prior to coverage cancellation of any policy required herein or alteration of the coverage by either Licensor or its Subcontractors or the applicable insurer. Such cancellation or alteration shall not relieve Licensor of its continuing obligation to maintain insurance coverage in accordance with this Section 23.

- (c) Licensor agrees to maintain such insurance for the life of any applicable purchase order issued pursuant to the Agreement.
- (d) ~~Upon request to and approval by the Commonwealth,~~ Licensor's may self-insure ~~ance of~~ the types and amounts of insurance set forth above shall satisfy the requirements of this provision, provided the Commonwealth may request of Licensor evidence each ~~year, during year, during~~ the term of the purchase order issued under the Agreement, that Licensor has sufficient assets to cover such losses.

24. Federal Requirements: If applicable, in addition to the requirements set forth in Section 12 of this Agreement, the Licensor must receive and sign off on particular federal requirements that a Commonwealth agency may be required to include when utilizing federal funds to procure the Licensed Products. This sign-off document (a sample of which is attached hereto as Attachment 3), in addition to any applicable requirements of Section 12 of this Agreement, will include a description of the required federal provisions, along with the applicable forms necessary for the Licensor execute, as necessary. The sign-off document, along with attachments, must be attached to the purchase order.

25. Signatures: The fully executed Agreement shall not contain ink signatures by the Commonwealth. The Licensor understands and agrees that the receipt of an electronically-printed Agreement with the printed name of the Commonwealth purchasing agent constitutes a valid, binding contract with the Commonwealth. The printed name of the purchasing agent represents the signature of that individual who is authorized to bind the Commonwealth to the obligations contained in the Agreement. The printed name also indicates that all approvals required by Commonwealth contracting procedures have been obtained.

26. Entire Agreement. This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes and integrates all prior discussions, agreements and understandings pertaining thereto. No modification of this Agreement will be effective unless in writing and signed by both Parties.

IN WITNESS WHEREOF, the Parties to this Agreement have executed it, through their respective duly authorized representatives.

Witness:

Licensor:

Signature Date

Signature Date

Printed Name

Printed Name

Title

Title

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer and Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is a managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

**COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION**

See paragraph 25

APPROVED:

See paragraph 25
Comptroller

APPROVED AS TO FORM AND LEGALITY:

See paragraph 25
Office of Chief Counsel

See paragraph 25
Office of General Counsel

See paragraph 25
Office of Attorney General

ATTACHMENT 1

LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, Licensor may add additional Licensed Products to this attachment by providing Commonwealth with a new copy of this Attachment 1.

Licensed Product:

The Licensed Product includes (list all titles covered by this agreement):

Dependent upon final solution.

The final negotiated service level agreements are included in the contract (pages 172-205).



Appendix M

SLA Data Sheets

RFP 3 Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

RFP NUMBER

6100039274

RFP 3 - Unified Communications & Voice Services – Lot 1, Lot 2, Lot 3

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Service Level Agreement Definitions

Service Level Agreement Definitions

| | |
|----------------------------------|--|
| Agency Level | <i>Service levels that are applied to each agency per each agency location. The measurement describes supplier performance per agency per location.</i> |
| CM – Critical Measurement | <i>Service Levels identified as “CM”, Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.</i> |
| Enterprise Level | <i>Service levels applied to a service that is provided to all agencies, but calculated as one encompassing Service Level, i.e. Internet.</i> |
| Service Level (SL) Target | <i>A commitment that is documented in a service level agreement.</i> |
| SL Minimum | <i>A measure of minimum expected performance. Actual results below the SL Minimum will incur a Remedy and negate Earn back as described in each SLA reference.</i> |
| Measurement Window | <i>Measurement window is 24/7.</i> |
| KM – Key Measurement | <i>SLAs for which the Remedy is designated as KM shall be reviewed monthly by the Commonwealth but will not entitle the Commonwealth to any credits if service levels are not met. Any request by the Commonwealth that an SLA designated as a KM be converted to a credit-bearing SLA shall be negotiated in accordance with the Commonwealth Contract Change Procedures. <u>Verizon’s position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.</u></i> |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|--------|---------|-----------|-----------------------------|
| SLA - 01 Time to Deliver - Agency | CM | 989% | 957.05% | 9 months | (Service Commencement Date) |
| Definition | All service orders completed on time within the measurement window. Completed service orders indicate service is ready for use per applicable status in ESMS. | | | | |
| Metric Description | Timeliness – Service delivered on time. This Service Level calculation is the total number of Orders that are successfully completed per agency during the applicable Measurement Window on or before the due date specified minus the total number of service orders not met divided by the total number of orders have been completed during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All Service Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. <u>Verizon is not responsible for delays caused by COPA, other third parties not under Verizon's control or factors outside of Verizon's control (such as facilities not available)</u> | | | | |
| Calculation | % Timeliness = ((Total number of service orders completed – Total number of service orders not met) / Total number of service orders completed) *100 (NOTE: calculated per agency) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Orders, Number of Orders Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]</p> <p><i>(Suggested)</i></p> <p>Detail categorized by Service, by Category and by Type to include Order Number, Unique ID, Agency, Service Sub-Type, Date Submitted, Date Requested, Date Completed, Number of Business Days to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$1,000 100% MRC credit for each order missed <u>below the target</u> . Remedy Credit to be applied directly to agency affected <u>with a max cap of \$1000 per order</u> | | | | |

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| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|-------|-----------|-----------------------------|
| SLA – 02 Time to Respond - Enterprise | CM | 98.59% | 97.5% | 9 months | (Service Commencement Date) |
| Definition | Time to respond to service requests within 30 minutes during the measurement window. Response means: Notable action taken to move forward in resolving the issue | | | | |
| Metric Description | Timeliness. The percent of trouble tickets responded to within 30 minutes of creation of the trouble ticket. The calculation is the total number of Trouble Tickets responded to on or before the 30 minutes of ticket creation during the applicable Measurement Window divided by the total number of Trouble Tickets created during the applicable Measurement Window, expressed as a percentage. | | | | |
| Metric Inclusions | All trouble tickets generated during the measurement window. | | | | |
| Metric Exclusions | No exclusions. | | | | |
| Calculation | $\% \text{ Timeliness} = (\text{Total number of Trouble Tickets within the month responded to within 30 minutes of create time}) / (\text{Total number of Trouble Tickets within the month}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Tickets, Number of Tickets that Missed the Interval, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]; Detail to include Ticket Number, Agency, Type of Service, Brief Description of Issue, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason Interval was not Met.</p> <p>Detailed Exclusion Report: Ticket Number, Agency, Brief Description of Issue, Type of Service, Ticket Create Date and Time, Date and Time of First Response, Time to Respond [Hrs:Mins], Reason for Exclusion.</p> <p>Trouble Ticket Response Chart: to include Department Number, Agency Name, Number of Tickets per Agency; Graphical representation.</p> | | | | |
| Remedy Credit | \$8,000 <u>per service level violation.</u> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|---|--------|-----|-----------|-----------------------------|
| SLA – 03 Change Management - Successfulness - Enterprise | CM | 98% | 95% | 9 months | (Service Commencement Date) |
| Definition | All change requests completed successfully. Determination of successful is as defined in the Commonwealth Change Management process. | | | | |
| Metric Description | This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy and negate earn back potential. | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. If Commonwealth-Verizon is not responsible for failed changes due to actions by COPA and/or other third parties not under Verizon's control, is determined the cause of a failed change. | | | | |
| Calculation | % Successful= ((Total number of Successful Change Requests completed -Total number of unsuccessful Change Requests) / (Total number of Change Requests completed)) *100 | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No]. <i>(Suggested)</i></p> <p>Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | |
| Remedy Credit | \$10,000 Any Unauthorized Changes <u>that results in a service interruption</u> during measurement window- \$15,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date | | | | | | | | | | |
|---|--|--------|-----|-----------|-----------------------------|---------------|------|-----------|------------------|----------|--------------------|--------|------------------|----------|------------------|
| SLA – 03a Change Management - Timeliness - Enterprise | KM | 95% | 90% | 9 months | (Service Commencement Date) | | | | | | | | | | |
| Definition | All change requests successfully completed within the measurement window. | | | | | | | | | | | | | | |
| Metric Description | Timeliness – Change requests completed on time. This Service Level calculation is the total number of Change Requests successfully completed during the applicable Measurement Window minus the Change Requests that were not successfully completed within the specified time interval for that priority type during the applicable Measurement Window divided by the total number of Change Requests completed during the applicable Measurement Window, expressed as a percentage. Unauthorized changes will not be accepted and will incur an immediate Remedy. <u>In the event that such changes result in a service impacting event,</u> | | | | | | | | | | | | | | |
| Metric Inclusions | All Change Orders completed during measurement window. | | | | | | | | | | | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. <u>Verizon is not responsible for delays caused by COPA or third-parties not under Verizon's control.</u> | | | | | | | | | | | | | | |
| Calculation | <p>% Timeliness= ((Total number of Change Requests completed - Change Requests not completed according to priority type) / (Total number of Change Requests completed)) *100</p> <table border="1"> <thead> <tr> <th>Priority Type</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>Less than 1 hour</td> </tr> <tr> <td>Expedite</td> <td>Less than 24 hours</td> </tr> <tr> <td>Normal</td> <td>Less than 5 days</td> </tr> <tr> <td>Standard</td> <td>Less than 7 days</td> </tr> </tbody> </table> | | | | | Priority Type | Time | Emergency | Less than 1 hour | Expedite | Less than 24 hours | Normal | Less than 5 days | Standard | Less than 7 days |
| Priority Type | Time | | | | | | | | | | | | | | |
| Emergency | Less than 1 hour | | | | | | | | | | | | | | |
| Expedite | Less than 24 hours | | | | | | | | | | | | | | |
| Normal | Less than 5 days | | | | | | | | | | | | | | |
| Standard | Less than 7 days | | | | | | | | | | | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | | | | | | | | | | | |
| Reporting Window | Monthly | | | | | | | | | | | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | | | | | | | | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Change Requests, Number of Change Requests Missed, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No].</p> <p><i>(Suggested)</i></p> <p>Detail: categorized by Change Request ID, by Category and by Type, Response Unit, Response Agent, Date Submitted, Date Requested, Date Completed, Number of Calendar Days/Hours to Complete, SL Interval, Reason Interval was not Met.</p> | | | | | | | | | | | | | | |

Remedy Credit

\$8,000. Verizon's position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|-----|-----------|-----------------------------|
| SLA – 04 Chronic Problem - Agency | KM | 1 | 2 | 9 months | (Service Commencement Date) |
| Definition | Incidents occurring greater than <u>23</u> times on a single product/service/component reported within the measurement window. <u>that have a similar root cause identified</u> | | | | |
| Metric Description | Service Quality – Chronic problem identification. This Service Level calculation is the total number of Chronic Problem Items during the applicable Measurement Window. | | | | |
| Metric Inclusions | Product/Service/Component(s) that are identified as Chronic during the applicable Measurement Window. | | | | |
| Metric Exclusions | Customer hold time (must be documented and approved) password resets, and any other item that needs to be excluded per approval of COPA management. <u>Verizon is not responsible for incidents caused by COPA or third-parties not under Verizon's control</u> | | | | |
| Calculation | Total count of product/service/component identified as a chronic problem item. | | | | |
| Hours/Days of Measurement | 24 hours X 365 days – rolling <u>630</u> days (starting on the first day of the first incident being reported) | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Active Services/Devices Measured, Number of Chronics, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Status, Service/Device Identifier, Agency, Product [Model], Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Service/Device Identifier, Total Hours to Resolve per Service/Device Identifier; Categorized by Agency, Proposed Resolution to Chronic Problem, Action by Vendor, Status of Resolution.</p> <p>Detailed Exclusion Report: Ticket Number, Status, Service/Device Identifier, Agency, Product [Voice, ACD, Data, Etc.], Brief Summary of Problem, Create Date/Time, Resolve Date/Time, Closed Date/Time, Number of Days Ticket Open, Hours to Resolve, Total Issues per Unique Identifier, Reason for Exclusion, Categorized by Agency.</p> | | | | |
| Remedy Credit | One month credit for cost of individual services with chronic issues. Remedy Credit to be applied directly to agency affected. <u>Verizon's position is that a conversion from a KM to a CM via the Contract Change Process will include the ability to reasonably re-negotiate the penalty and SLA metrics.</u> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|---------|---------|-----------|-----------------------------|
| SLA – 05 Incident Notification - Enterprise | CM | 100.00% | 98.00 % | 9 months | (Service Commencement Date) |
| Definition | Notifications for unavailable or degradation statuses delivered to the Commonwealth within the measurement window. | | | | |
| Metric Description | Timeliness – Delivery system unavailability or degradation notifications. The Service Level calculation for unavailable or degradation notifications delivered to the Commonwealth within 30 minutes from discovering or receiving notice of system unavailability or degradation <u>and subsequent trouble ticket creation</u> divided by the total number of unavailable or degradation notifications required within the measurement window, expressed as a percentage. | | | | |
| Metric Inclusions | All required notifications during measurement window. | | | | |
| Metric Exclusions | Customer hold time - must be documented and approved . Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors. <u>Verizon is not responsible for inability to Notify within the stated timeframe due to circumstances outside of Verizon's control</u> | | | | |
| Calculation | % Timeliness = ((Count of unavailability and/or degradation Incidents requiring notification - Count of unavailability and/or degradation incidents not delivered within 30 minutes) / (Count of unavailability and/or degradation Incidents requiring notification))*100 | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include:</p> <p>Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL</p> | | | | |

| | |
|----------------------|---|
| | Achieved [Yes/No], Reason for exclusion, To be sorted by category; Summarized by Count of excluded tickets. |
| Remedy Credit | \$10,000 <u>\$2,500</u> per Service Level violation |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|---|--------|------|-----------|----------------------------------|
| SLA – 06 Abandoned Calls - Enterprise | CM | < 2% | < 5% | 9 months | (Service Desk Commencement Date) |
| Definition | True Abandoned calls are the percentage of calls in queue abandoned by the caller after thirty [30] seconds but before connecting to a Service Desk agent which must be less than or equal to five percent [5%] of all calls | | | | |
| Metric Description | Total number of abandoned calls greater than 30 seconds, divided by total calls equals percent of abandoned calls as calculated via Offerors ACD system. <ul style="list-style-type: none"> • A call is defined as “a leg of a call” • Example: A call comes into an agent=one call. The agent places call back in queue (This equals a second call) | | | | |
| Metric Inclusions | All Service Desk calls | | | | |
| Metric Exclusions | No Exclusions | | | | |
| Calculation | $\% \text{ Abandoned calls} = (\text{Abandoned calls} / \text{Total calls}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Abandoned Calls > 30 Seconds, Daily Total Number of Calls, Daily Abandon Rate; Totals to include Number of Abandoned Calls > 30 Seconds, Total Number of Calls, Abandon Rate; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Calls Abandoned > 30 Seconds, Percentage Achieved; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|---|--|--------|---------|-----------|----------------------------------|
| SLA – 07 Time to Answer - Enterprise | CM | 98.00% | 95.00 % | 9 months | (Service Desk Commencement Date) |
| Definition | The percentage of calls answered within thirty (30) seconds by a Service Desk agent | | | | |
| Metric Description | Percent of Service Desk calls answered in thirty seconds divided by number of Service Desk calls answered during the month | | | | |
| Metric Inclusions | All Service Desk calls answered | | | | |
| Metric Exclusions | Abandoned Calls | | | | |
| Calculation | $\% \text{ Time Required to Answer} = (\text{Total number of answered calls within 30 seconds} / \text{Total calls answered}) * 100$ | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: PDF</p> <p>Report Elements: Daily detailed statistical table to include Date, Daily Number of Calls Answered in < 30 Seconds, Daily Total Number of Calls, Daily Percentage TTA Met; totals to include Number of Calls Answered <30 Seconds, Total Number of Calls, Percentage TTA Met; Graphical representation</p> <p>Rolling-thirteen (13) month trending report: Header to include Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No], Individual month comparison of Actual SL and SL Achieved [Y/N]; Detail to include Total Number of Calls, Total Number Calls Answered <= 30 Seconds, Total Number Calls Answered > 30 Seconds; Graphical representation</p> | | | | |
| Remedy Credit | \$10,000 | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--------|---------|-----------|-----------------------------|
| SLA – 08 Security Incident Notification - Enterprise | CM | 1 hour | 2 hours | 9 months | (Service Commencement Date) |
| Definition | The time to notify the Commonwealth of all Security Incidents shall not exceed the Service Level. | | | | |
| Metric Description | Time to notify is defined as identification of the issue until the Commonwealth is notified. | | | | |
| Metric Inclusions | All Managed Security Services | | | | |
| Metric Exclusions | None Verizon is not responsible for inability to Notify within the stated timeframe due to circumstances outside of Verizon's control | | | | |
| Calculation | Time to Notify = date and time of Security Incident Notification to the Commonwealth minus (date and time of Incident Identification) | | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | | |
| Reporting Window | Monthly | | | | |
| Reporting Tools / Data Source(s) | TBD | | | | |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include: Minimum SL, Target SL, Total Number of Incident Notifications, Number of Incident Notifications Missed, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date and time, Method of Communication, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No], To be sorted by category; Summarized by: Count of tickets for the month, Count of tickets that missed the Minimum & Target SL.</p> <p>Detailed exclusion report to include: Ticket number, Category, Brief description of incident, Ticket create date & time, Engineer assignment date & time, Time to complete in hours, Minimum SL Achieved [Yes/No], Target SL Achieved [Yes/No]</p> | | | | |
| Remedy Credit | \$15,000 <u>per incident</u> | | | | |

| Service Level Reference | SL Class | Target | Min | Earn Back | Start Date |
|--|--|--|---|-----------|-----------------------------|
| SLA - 09 Availability (Voice Services) - Agency (per location) | CM | <u>Gold <5 Min</u> <u>Silver <30 Min</u> <u>Bronze <2.5 Hours</u> <u>Lot1 Services</u> <u>monthly</u> <u>Availability per</u> <u>agency location =</u> <u>99.9 %</u> <u>Lot2 Services</u> <u>monthly</u> <u>Availability per</u> <u>agency location =</u> <u>99.0 %</u> | <u>Gold <10 Min</u> <u>Silver <45 Min</u> <u>Bronze <3 Hours</u> | 9 months | (Service Commencement Date) |
| Definition | <p>Availability of the application/component/service and not in a degraded state.</p> <p>Unavailable—all users and critical functions are affected by the unscheduled downtime or incident. Service is completely unavailable.</p> <p>Partial degradation—one or more critical business functions of the application is unavailable; or a workaround exists for the impacted business functions.</p> <p>Minor degradation—all critical business functions are available but a portion of users are impacted; or a workaround exists for the impacted business functions.</p> <p>Workaround—A temporary solution to the problem(s) raised by an Incident, which must be removed for the Incident to be brought to Resolution.</p> <p>Voice Services—Voice Services to included, but not limited to voice lines, Auto Attendants, trunking, toll free, Centrex, and POTS.</p> | | | | |
| Metric Description | <p>Availability - Percentage of time the application/component/service is available and non-degraded. Degradation shall mean a Service that tests as fully operational but is degraded below the baselines established during acceptance testing or one or more critical business functions of the application is unavailable and any portion of the users are impacted. A workaround process shall not be considered as acceptable availability. This includes, but is not limited to, slow performance and/or intermittent system errors.</p> | | | | |
| Metric Inclusions | <p>All applications/components/services required by the Commonwealth/agency in operation within the measurement window. Service Levels defined by the CMDB, whereas, the availability targets are assigned according to the following service levels:</p> <p><u>Lot1 Services monthly Availability per agency location = 99.9%</u></p> | | | | |

Commented [JK1]: VZ's position is that if "critical business functions are available via a workaround" (because the Solution has been designed to do that), then that should not count towards the "Availability" SLA.

Commented [JK2]: COPA has stated that MS is the chosen provider for UCC services. The Microsoft SLA for Skype for Business platform Availability is 99.9%. As such Verizon is not able to offer a higher per-location Availability SLA for the overall solution than Microsoft itself is offering for the platform itself.

| | |
|---|--|
| | <p><u>Lot2 Services monthly Availability per agency location = 99.0%</u></p> <p><u>Gold < 5 outage/degraded minutes in calendar month</u></p> <p><u>Silver < 30 outage/degraded minutes in calendar month</u></p> <p><u>Bronze < 2.5 outage/degraded hours (150 min) in a calendar month</u></p> |
| Metric Exclusions | <p>The Service Level measurement does not include any degradation of the Service experienced outside of the vendor's control.</p> <p>Scheduled maintenance, provided that the Agency is informed of scheduled maintenance that will directly affect the Service at least seven (7) calendar days before maintenance work commences, and the Agency approves the scheduled downtime.</p> |
| Calculation | <p>The Service Level calculation for Availability is the total outage minutes per agency, per location, by tier.</p> <p><u>The Service Level calculation for Availability per location = (1- (Total Outage and Degradated Minutes per month / (# of days in a month * 24 * 60))) * 100</u></p> |
| Hours/Days of Measurement | 24 hours X 365 days |
| Reporting Window | Monthly |
| Reporting Tools / Data Source(s) | TBD |
| Reporting Format/s | <p>Preferred Format: Excel, PDF</p> <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL [in Minutes] and [in Hours], Minimum SL [in Minutes] and [in Hours], Actual SL [Average Time to Restore] [in Minutes] and [in Hours], Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, and Categorized by Agency.</p> <p>Detailed Exclusion Report: Trouble Ticket Number, Server Name, Agency, Service/Device Identifier, Create Date/Time, Resolve Date/Time, Hold Time, Time-to-Restore [in Minutes], Outage Cause, Resolution, Reason for Exclusion, Categorized by Agency.</p> |
| Remedy Credit | <p><u>100% Monthly Invoice For each hour (or fraction thereof) of downtime in excess of monthly Availability service level commitment per LOT, COPA shall be eligible for one day's worth of the monthly recurring charge for the affected location(s) up to 100% of the MRC</u></p> |

| Service Level Reference | SL Class | Target | Min | Start Date |
|---|---|---|---|-----------------------------|
| SLA – 10 Time to Resolve - Agency | CM | Gold <2 Hours Silver <4 Hours Bronze <8 Hours <u>Lot 1 = 4 hrs</u> <u>Lot 2= 24 hrs</u> | Gold <3 Hours Silver <5 Hours Bronze <9 Hours | (Service Commencement Date) |
| Definition | Amount of time from when the problem/incident is reported until the problem is resolved or full where “resolved” means full functionality is restored within the measurement window. | | | |
| Metric Description | Timeliness – Time to resolve each reported incidents. | | | |
| Metric Inclusions | All incident service tickets completed during measurement window. | | | |
| Metric Exclusions | Customer hold time - must be documented and approved. Also, any other item that needs to be excluded, i.e. requests for help in the use of a service, requests to enhance a service, requests to add or change the Service features, or fulfillment requests (i.e., requests to add users or reset passwords), and user errors. Verizon is not responsible for inability to Resolve within the stated timeframes due to circumstances outside of Verizon’s control | | | |
| Calculation | <p>Summary: The Service Level calculation is the (Ticket Resolution Time minus the Ticket Create Time minus Customer Hold Time) equals total number of hours to resolve.</p> <p>Measurement Windows as defined by tiers listed below:</p> <p><u>Lot 1 = 4 hrs</u> <u>Lot 2= 24 hrs</u></p> <p>Gold < 2 hours per incident Silver <4 hours per incident Bronze <8 hours per incident</p> | | | |
| Hours/Days of Measurement | 24 hours X 365 days | | | |
| Reporting Window | Monthly | | | |
| Reporting Tools / Data Source(s) | TBD | | | |

| | |
|---------------------------|--|
| Reporting Format/s | <p>Report Elements: Header to include Total Number of Trouble Tickets, Number of Tickets that Missed the Service Level, Target SL, Minimum SL, Actual SL, Target SL Achieved [Yes/No], Minimum SL Achieved [Yes/No];</p> <p>Detail to include: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Reason Interval was not Met.</p> <p>Itemize each incident as a line item with total credit due per incident with a sum per agency.</p> <p><i>(Suggested)</i></p> <p>Detailed Exclusion Report: Ticket Number, Priority, Agency, Type of Service, Brief Description of Issue, Start Date and Time, Restore Date and Time, Hold Time, Time to Restore [Hrs:Mins], Missed or Met Status, Reason for Exclusion, Categorized by Service</p> <p>Monthly overview of Enterprise Services: in table format by Enterprise Service with Number of Trouble Tickets per Enterprise Service: Graphical representation</p> |
| Remedy Credit | <p><u>100% Monthly Invoice For each hour (or fraction thereof) of downtime exceeding the per Lot Time To Restore threshold objective above per LOT COPA shall be eligible for one day's worth of the monthly recurring charge for the affected location(s) up to 100% of the MRC.</u></p> |



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A Proposal to

Commonwealth of Pennsylvania

for

Unified Communications & Voice Services

Volume II of III - Cost Submittal

RFP NUMBER - 6100039274

February 23, 2017

Presented by:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted] A [Redacted]
- [Redacted]
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Lot 1 Services – Unified Communications and VoIP Services
Monthly Service Costs - Base Services

| Unified Communications and VoIP Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|---|--|--|---------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|------------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| E - Features and Functions | 1. Dial Tone Services 2. Main Line 4. Self-Managed Moves, Adds and Changes 7. Call Handling 10. Safety and Security 11. 911 Services 14. Teleworking | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 10.00 | \$ 10.00 | \$ 10.00 | \$ 299,877.84 | \$ 99,959.28 | \$ 49,979.64 | \$ 5,397,801.03 |
| E - Features and Functions | 3. Voice Mail Services with Exchange integration | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 1.06 | \$ 1.06 | \$ 1.06 | \$ 31,652.92 | \$ 10,550.97 | \$ 5,275.49 | \$ 569,752.65 |
| E - Features and Functions | 5. Auto Attendant | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 8. UC Functions 9. Conferencing | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 2.35 | \$ 2.35 | \$ 2.35 | \$ 70,522.04 | \$ 23,507.35 | \$ 11,753.67 | \$ 1,269,396.75 |
| E - Features and Functions | 12. Recording | All features included with monthly service | Cost Per User | | 30,000 | 10,000 | 5,000 | \$ 4.57 | \$ 4.57 | \$ 4.57 | \$ 136,963.83 | \$ 45,654.61 | \$ 22,827.31 | \$ 2,465,349.02 |
| <i>Options below if features (8,9) purchased separately</i> | | | | | | | | | | | | | | |
| E - Features and Functions | 8. UC Functions | All features included with monthly service | Cost Per User | | | | | \$ 1.99 | \$ 1.99 | \$ 1.99 | | | | |
| E - Features and Functions | 9. Conferencing | All features included with monthly service | Cost Per User | | | | | \$ 0.65 | \$ 0.65 | \$ 0.65 | | | | |
| | | | | | | | | | | | | | Total | \$ 9,702,299.45 |

| Unified Communications and VoIP Services | | | | | | | | | | | | Subtotal | | |
|--|-------------|--|----------------|------------------|----------------|--|--|--------------------------|--|--|---------------|------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # Lines in Block | # of Units (1) | | | Monthly Recurring Charge | | | Monthly Total | | Yearly Total | |
| D - Architecture and Integration | DID Blocks | All features included with monthly service | Cost per Block | 20 | 100 | | | \$ 1.60 | | | \$ 160.00 | | \$ 1,920.00 | |
| D - Architecture and Integration | DID Blocks | All features included with monthly service | Cost per Block | 100 | 100 | | | \$ 8.00 | | | \$ 800.00 | | \$ 9,600.00 | |
| | | | | | | | | | | | Total | \$ 960.00 | Total | \$ 11,520.00 |

| Unified Communications and VoIP Services | | | | | | | | | | | | Subtotal | | |
|--|---|--|---------------|----------------|----------------|--|--|----------------------|--|--|--------------|---------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # MACs in Unit | # of Units (1) | | | Non-Recurring Charge | | | Total | | Yearly Total | |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 1-25 | 100 | | | \$ 20.00 | | | \$ 2,000.00 | | \$ 2,000.00 | |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 26-75 | 100 | | | \$ 40.00 | | | \$ 4,000.00 | | \$ 4,000.00 | |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 76-126 | 100 | | | \$ 80.00 | | | \$ 8,000.00 | | \$ 8,000.00 | |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 126-175 | 100 | | | \$ 120.00 | | | \$ 12,000.00 | | \$ 12,000.00 | |
| E - Features and Functions | 4. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 176-200 | 100 | | | \$ 140.00 | | | \$ 14,000.00 | | \$ 14,000.00 | |
| | | | | | | | | | | | Total | \$ 40,000.00 | Total | \$ 40,000.00 |

| Unified Communications and VoIP Services | | | | | Base | | Base | Bronze | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|--|-----------------------|--|-----------------|---------------------------|----------------|--|-------------------|-------------|---------------------------|---------------------------|---------------|---------------|---------------|--------------|
| Service | Sub Service | Description | Unit | Silver/Gold Unit | # of Units (1) | | Charge per Minute | Base Charge | Additional Monthly Charge | Additional Monthly Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| E - Features and Functions | 6. Toll Free Services | All features included with monthly service | Cost Per Minute | Additional Monthly Charge | 100,000 | | \$ 0.009 | | \$ - | \$ - | \$ 900.00 | | | \$ 10,800.00 |

| Unified Communications and VoIP Services - Other Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|---|---|--------------------------------------|------------------------------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|--------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| SIP Trunking | SIP Trunking Option to support other Commonwealth PBX Systems | Per SIP Trunk with Unlimited Minutes | Cost Per Trunk (Unlimited Minutes) | | 20 | 20 | 20 | \$ 9.50 | \$ 9.50 | \$ 9.50 | \$ 190.00 | \$ 190.00 | \$ 190.00 | \$ 6,840.00 |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| |
|----------------------------------|
| Lot 1 Base Services Total |
| Yearly Total |
| \$ 9,771,459.45 |

| | |
|--|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| D. Architecture & Integration (exception Survivability option) | |
| F. Training | |
| G. Transition Support | |

| |
|--|
| Notes: |
| (1) Number of units for cost estimation purposes and are not a minimum guarantee. |
| 2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware. |

**Lot 1 Services – Unified Communications and VoIP Services
Monthly Service Costs - Base Hardware (HW)**

| Unified Communications and VoIP Services - Base HW | | | | | | | | | | | | Subtotal | Subtotal | |
|--|--------------|--|-----------------------------------|----------------------|----------------|--|--|-------------------------------|--------------------------|--|-----------------------------|-------------------------|----------------------------|--------------------------------|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | One-Time Non-Recurring Charge | Monthly Recurring Charge | | Monthly Non-Recurring Total | Monthly Recurring Total | Non-Recurring Yearly Total | Monthly Recurring Yearly Total |
| Desk Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | VVX 201-2 | Cost per Unit | Cost Per Month | 100 | | | \$103.89 | \$ 5.09 | | \$ 10,389.00 | \$ 509.06 | \$ 10,389.00 | \$ 6,108.73 |
| E - Features and Functions | 13. Hardware | VVX 311 | Cost per Unit | Cost Per Month | 100 | | | \$139.08 | \$ 6.81 | | \$ 13,908.00 | \$ 681.49 | \$ 13,908.00 | \$ 8,177.90 |
| E - Features and Functions | 13. Hardware | VVX 411 | Cost per Unit | Cost Per Month | 100 | | | \$186.01 | \$ 9.11 | | \$ 18,601.00 | \$ 911.45 | \$ 18,601.00 | \$ 10,937.39 |
| E - Features and Functions | 13. Hardware | VVX 501 | Cost per Unit | Cost Per Month | 100 | | | \$232.94 | \$ 11.41 | | \$ 23,294.00 | \$ 1,141.41 | \$ 23,294.00 | \$ 13,696.87 |
| E - Features and Functions | 13. Hardware | VVX 601 | Cost per Unit | Cost Per Month | 100 | | | \$291.59 | \$ 14.29 | | \$ 29,159.00 | \$ 1,428.79 | \$ 29,159.00 | \$ 17,145.49 |
| Conference Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Skype for Business/O365/Lync Edition RealPresence Trio 8800 conf. phone with Polycom UCS SFB Lic., built-in Wi-Fi, Bluetooth and NFC. 802.af/at PoE. NO PWR KIT. Incl. 7.6m/25ft Ethernet cable, 1.8m/6ft USB cable | Cost per Unit | Cost Per Month | 100 | | | \$996.52 | \$ 48.83 | | \$ 99,652.00 | \$ 4,882.95 | \$ 99,652.00 | \$ 58,595.38 |
| E - Features and Functions | 13. Hardware | Skype for Business/O365/Lync Edition RP Trio 8800 Collab. Kit, Polycom UCS SFB Lic., 802.3af/at PoE. Incl. Trio 8800, Trio Visual+, Logitech C930e, network cables, USB and HDMI cable (1.8m), VESA mount NO PWR KIT | Cost per Unit | Cost Per Month | 100 | | | \$1,683.91 | \$ 82.51 | | \$ 168,391.00 | \$ 8,251.16 | \$ 168,391.00 | \$ 99,013.91 |
| Wired and Wireless Headset Soft Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Jabra Pro930 | Cost per Unit | Cost Per Month | 100 | | | \$ 156.07 | \$ 7.65 | | \$ 15,607.00 | \$ 764.74 | \$ 15,607.00 | \$ 9,176.92 |
| E - Features and Functions | 13. Hardware | Jabra Evolve65 | Cost per Unit | Cost Per Month | 100 | | | \$ 138.45 | \$ 6.78 | | \$ 13,845.00 | \$ 678.41 | \$ 13,845.00 | \$ 8,140.86 |
| E - Features and Functions | 13. Hardware | Jabra Pro9470 | Cost per Unit | Cost Per Month | 100 | | | \$ 238.52 | \$ 11.69 | | \$ 23,852.00 | \$ 1,168.75 | \$ 23,852.00 | \$ 14,024.98 |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| Lot 1 Base HW One-Time Purchase Option | Lot 1 Base HW 24-Month Purchase Option |
|--|--|
| Yearly Subtotal | Yearly Subtotal |
| \$ 416,698.00 | \$ 245,018.42 |

| Lot 1 Base HW Total |
|---------------------|
| Yearly Total |
| \$ 661,716.42 |

| | |
|--|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| D. Architecture & Integration (exception Survivability option) | |
| F. Training | |
| G. Transition Support | |

| |
|--|
| Notes: |
| (1) Number of units for cost estimation purposes and are not a minimum guarantee. |
| 2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware. |

**Lot 1 Services – Unified Communications and VoIP Services
Monthly Service Costs - Additional Services and Hardware (HW)**

| Unified Communications and VoIP Services - Optional Survivability Solutions | | | | | | | | | | | Subtotal | | |
|---|---------------------------------|---|---------------|-----------------|----------------|--|--|--------------------------|--|--|---------------------|--------------|----------------------|
| Service | Sub Service | Description | Unit | # Users in Unit | # of Units (1) | | | Monthly Recurring Charge | | | Monthly Total | | Yearly Total |
| D - Architecture and Integration | Optional Survivability Solution | Cisco C899G Integrated Services Router (Installed, Maintained, Fully Managed) | Cost per Site | 1-25 | 100 | | | \$ 90.37 | | | \$ 9,037.00 | | \$ 108,444.00 |
| D - Architecture and Integration | Optional Survivability Solution | Cisco C899G Integrated Services Router (Installed, Maintained, Fully Managed) | Cost per Site | 26-275 | 100 | | | \$ 90.37 | | | \$ 9,037.00 | | \$ 108,444.00 |
| D - Architecture and Integration | Optional Survivability Solution | Cisco C899G Integrated Services Router (Installed, Maintained, Fully Managed) | Cost per Site | 276+ | 100 | | | \$ 90.37 | | | \$ 9,037.00 | | \$ 108,444.00 |
| Total | | | | | | | | | | | \$ 27,111.00 | Total | \$ 325,332.00 |

| Unified Communications and VoIP Services - Additional Hardware Options | | | | | | | | | | | Subtotal | Subtotal | | |
|--|--------------|---|-----------------------------------|----------------------|----------------|--|--|-------------------------------|--------------------------|--|-----------------------------|-------------------------|----------------------------|--------------------------------|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | One-Time Non-Recurring Charge | Monthly Recurring Charge | | Monthly Non-Recurring Total | Monthly Recurring Total | Non-Recurring Yearly Total | Monthly Recurring Yearly Total |
| Desk Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Polycom VVX Expansion Module | Cost per Unit | Cost Per Month | 100 | | | \$ 82.25 | \$ 4.03 | | \$ 8,225.00 | \$ 403.03 | \$ 8,225.00 | \$ 4,836.30 |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Conference Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Polycom CX5500 | Cost per Unit | Cost Per Month | 100 | | | \$5,400.41 | \$ 264.62 | | \$ 540,041.00 | \$ 26,462.01 | \$ 540,041.00 | \$ 317,544.11 |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| Wired and Wireless Headset Soft Phones | | | | | | | | | | | | | | |
| E - Features and Functions | 13. Hardware | Plantronics Blackwire 320 | Cost per Unit | Cost Per Month | 100 | | | \$ 38.74 | \$ 1.90 | | \$ 3,874.00 | \$ 190.00 | \$ 3,874.00 | \$ 2,280.00 |
| E - Features and Functions | 13. Hardware | Plantronics Voyager 5200 | Cost per Unit | Cost Per Month | 100 | | | \$ 151.22 | \$ 7.41 | | \$ 15,122.00 | \$ 741.00 | \$ 15,122.00 | \$ 8,892.00 |
| E - Features and Functions | 13. Hardware | Plantronics Voyager Edge | Cost per Unit | Cost Per Month | 100 | | | \$ 137.47 | \$ 6.74 | | \$ 13,747.00 | \$ 674.00 | \$ 13,747.00 | \$ 8,088.00 |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |
| E - Features and Functions | 13. Hardware | <Add Description from Hardware Matrix Submission> | Cost per Unit | Cost Per Month | 100 | | | \$ - | \$ - | | \$ - | \$ - | \$ - | \$ - |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| | |
|--|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| D. Architecture & Integration (exception Survivability option) | |
| F. Training | |
| G. Transition Support | |

Notes:
 (1) Number of units for cost estimation purposes and are not a minimum
 (2) For all hardware, the Offeror is to provide two purchase options: A) a one-

**Lot 2 Services – Traditional Voice Services
Monthly Service Costs**

| Traditional Voice Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|--|--|--------------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| D - Features and Functions | 1. PBX / Key Trunks (PRI) | All features included with monthly service | Cost per PRI Trunk | | 1,000 | 1,000 | 1,000 | \$ 460.64 | \$ 460.64 | \$ 460.64 | \$ 460,640.00 | \$ 460,640.00 | \$ 460,640.00 | \$ 16,583,040.00 |
| D - Features and Functions | 2. Centrex a. Main Line c. Self-Managed Moves, Adds and Changes f. Call Handling g. Safety and Security h. 911 Services | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ 9.24 | \$ 9.24 | \$ 9.24 | \$ 166,320.00 | \$ 83,160.00 | \$ 9,240.00 | \$ 3,104,640.00 |
| D - Features and Functions | b. Voice Mail Services | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ 4.82 | \$ 4.82 | \$ 4.82 | \$ 86,760.00 | \$ 43,380.00 | \$ 4,820.00 | \$ 1,619,520.00 |
| D - Features and Functions | d. Auto Attendant | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ 4.82 | \$ 4.82 | \$ 4.82 | \$ 86,760.00 | \$ 43,380.00 | \$ 4,820.00 | \$ 1,619,520.00 |
| D - Features and Functions | j. Conferencing | All features included with monthly service | Cost Per User | | 18,000 | 9,000 | 1,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |

| Traditional Voice Services | | | | | | Subtotal | | |
|----------------------------|-----------------|----------------------------------|---------------------------------|-----------------------|------------------|----------------------|---------------|--------------|
| Service | Sub Service | Description | Unit | # of Participants (1) | # of Minutes (1) | Non-Recurring Charge | Monthly Total | Yearly Total |
| D - Features and Functions | j. Conferencing | Full Service conferencing option | Cost Per Participant Per Minute | 10 | 60 | \$ 0.0167 | \$ 10.02 | \$ 120.24 |

| Traditional Voice Services | | | | | | Subtotal | | |
|----------------------------|---|--|---------------|----------------|----------------|----------------------|--------------|---------------------|
| Service | Sub Service | Description | Unit | # MACs in Unit | # of Units (1) | Non-Recurring Charge | Total | Yearly Total |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 1-25 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 26-75 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 76-126 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 126-175 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 |
| D - Features and Functions | d. <u>Managed</u> Moves, Adds and Changes | All features included with monthly service | Cost Per Unit | 176-200 | 100 | \$ 45.00 | \$ 4,500.00 | \$ 4,500.00 |
| | | | | | | | Total | \$ 22,500.00 |
| | | | | | | | Total | \$ 22,500.00 |

| Traditional Voice Services | | | | | Base | Base | Bronze | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|-----------------------|--|-----------------|---------------------------|----------------|-------------------|-------------|---------------------------|---------------------------|---------------|---------------|---------------|--------------|
| Service | Sub Service | Description | Unit | Silver/Gold Unit | # of Units (1) | Charge per Minute | Base Charge | Additional Monthly Charge | Additional Monthly Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| D - Features and Functions | e. Toll Free Services | All features included with monthly service | Cost Per Minute | Additional Monthly Charge | 100,000 | \$ 0.0423 | | \$ - | \$ - | \$ 4,230.00 | | | \$ 50,760.00 |

| Traditional Voice Services | | | | | | Subtotal | | |
|----------------------------|-------------|--|----------------|------------------|----------------|--------------------------|-------------------------|---------------------|
| Service | Sub Service | Description | Unit | # Lines in Block | # of Units (1) | Monthly Recurring Charge | Estimated Monthly Total | Yearly Total |
| D - Features and Functions | DID Blocks | All features included with monthly service | Cost per Block | 20 | 100 | \$ 8.06 | \$ 806.00 | \$ 9,672.00 |
| D - Features and Functions | DID Blocks | All features included with monthly service | Cost per Block | 100 | 100 | \$ 40.31 | \$ 4,031.00 | \$ 48,372.00 |
| | | | | | | | Total | \$ 4,837.00 |
| | | | | | | | Total | \$ 58,044.00 |

| Traditional Voice Services | | | | | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Bronze (Base) | Silver | Gold | Subtotal |
|----------------------------|--------------------|--|----------------|--|----------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---------------|---------------|---------------|------------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | # of Units (1) | # of Units (1) | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Recurring Charge | Monthly Total | Monthly Total | Monthly Total | Yearly Total |
| D - Features and Functions | 3a. POTS | All features included with monthly service | Cost per Month | | 18,000 | 9,000 | 1,000 | \$ 32.25 | \$ 32.25 | \$ 32.25 | \$ 580,500.00 | \$ 290,250.00 | \$ 32,250.00 | \$ 10,836,000.00 |
| D - Features and Functions | 3b. 2 Wire Service | All features included with monthly service | Cost per Month | | 10 | 10 | 10 | \$ 414.46 | \$ 414.46 | \$ 414.46 | \$ 4,144.60 | \$ 4,144.60 | \$ 4,144.60 | \$ 149,205.60 |
| D - Features and Functions | 3c. 4 Wire Service | All features included with monthly service | Cost per Month | | 10 | 10 | 10 | \$ 621.50 | \$ 621.50 | \$ 621.50 | \$ 6,215.00 | \$ 6,215.00 | \$ 6,215.00 | \$ 223,740.00 |

| Traditional Voice Services | | | | | | | | | | | | | | Subtotal |
|----------------------------|-------------|--|---------------|--|----------------|--|--|--------------------------|--|--|---------------|--|--|---------------|
| Service | Sub Service | Description | Unit | | # of Units (1) | | | Monthly Recurring Charge | | | Monthly Total | | | Yearly Total |
| D - Features and Functions | 4. Payphone | All features included with monthly service | Cost Per Line | | 141 | | | \$ 100.00 | | | \$ 14,100.00 | | | \$ 169,200.00 |

| Traditional Voice Services | | | | | | | | | | | | | | Subtotal | Subtotal |
|-----------------------------------|-------------|------------------------------|-----------------------------------|----------------------|----------------|--|--|-----------------|--------------------------|--|-----------------------|-------------------------|-----------------------|-------------------------|----------|
| Service | Sub Service | Description | One-Time Non-Recurring Charge (2) | Recurring Charge (2) | # of Units (1) | | | One-Time Charge | Monthly Recurring Charge | | One-Time Charge Total | Monthly Recurring Total | One-Time Charge Total | Monthly Recurring Total | |
| Desk Phones | | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | Cortelco 2700 | Cost per Unit | Cost Per Month | 100 | | | \$ 82,680 | \$ 4.05 | | \$ 8,268.00 | \$ 405.00 | \$ 8,268.00 | \$ 4,860.00 | |
| D - Features and Functions | i. Hardware | Cortelco 2720 | Cost per Unit | Cost Per Month | 100 | | | \$ 111,120 | \$ 5.44 | | \$ 11,112.00 | \$ 544.00 | \$ 11,112.00 | \$ 6,528.00 | |
| D - Features and Functions | i. Hardware | Cortelco 2740 | Cost per Unit | Cost Per Month | 100 | | | \$ 181,240 | \$ 8.88 | | \$ 18,124.00 | \$ 888.00 | \$ 18,124.00 | \$ 10,656.00 | |
| D - Features and Functions | i. Hardware | Polycom VVX201 | Cost per Unit | Cost Per Month | 100 | | | \$ 110,390 | \$ 5.41 | | \$ 11,039.00 | \$ 541.00 | \$ 11,039.00 | \$ 6,492.00 | |
| D - Features and Functions | i. Hardware | Polycom VVX311 | Cost per Unit | Cost Per Month | 100 | | | \$ 139,080 | \$ 6.81 | | \$ 13,908.00 | \$ 681.00 | \$ 13,908.00 | \$ 8,172.00 | |
| D - Features and Functions | i. Hardware | Polycom VVX411 | Cost per Unit | Cost Per Month | 100 | | | \$ 186,010 | \$ 9.11 | | \$ 18,601.00 | \$ 911.00 | \$ 18,601.00 | \$ 10,932.00 | |
| Conference Phones | | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | Polycom SoundStation2W | Cost per Unit | Cost Per Month | 100 | | | \$ 684,870 | \$ 33.56 | | \$ 68,487.00 | \$ 3,356.00 | \$ 68,487.00 | \$ 40,272.00 | |
| D - Features and Functions | i. Hardware | Polycom Soundstation IP6000 | Cost per Unit | Cost Per Month | 100 | | | \$ 640,070 | \$ 31.36 | | \$ 64,007.00 | \$ 3,136.00 | \$ 64,007.00 | \$ 37,632.00 | |
| D - Features and Functions | i. Hardware | Polycom Soundstation IP7000 | Cost per Unit | Cost Per Month | 100 | | | \$ 973,870 | \$ 47.72 | | \$ 97,387.00 | \$ 4,772.00 | \$ 97,387.00 | \$ 57,264.00 | |
| D - Features and Functions | i. Hardware | Polycom Trio 8800 | Cost per Unit | Cost Per Month | 100 | | | \$ 996,520 | \$ 48.83 | | \$ 99,652.00 | \$ 4,883.00 | \$ 99,652.00 | \$ 58,596.00 | |
| D - Features and Functions | i. Hardware | Polycom Trio 8800 Collab Kit | Cost per Unit | Cost Per Month | 100 | | | \$ 1,683,910 | \$ 82.51 | | \$ 168,391.00 | \$ 8,251.00 | \$ 168,391.00 | \$ 99,012.00 | |
| D - Features and Functions | i. Hardware | Polycom CX5500 | Cost per Unit | Cost Per Month | 100 | | | \$ 5,400,410 | \$ 264.62 | | \$ 540,041.00 | \$ 26,462.00 | \$ 540,041.00 | \$ 317,544.00 | |
| Wired and Wireless Headset | | | | | | | | | | | | | | | |
| D - Features and Functions | i. Hardware | Jabra Pro 9740 | Cost per Unit | Cost Per Month | 100 | | | \$ 238,520 | \$ 11.69 | | \$ 23,852.00 | \$ 1,169.00 | \$ 23,852.00 | \$ 14,028.00 | |
| D - Features and Functions | i. Hardware | Jabra Pro 930 | Cost per Unit | Cost Per Month | 100 | | | \$ 156,070 | \$ 7.65 | | \$ 15,607.00 | \$ 765.00 | \$ 15,607.00 | \$ 9,180.00 | |
| D - Features and Functions | i. Hardware | Jabra Biz 1500 | Cost per Unit | Cost Per Month | 100 | | | \$ 57,890 | \$ 2.84 | | \$ 5,789.00 | \$ 284.00 | \$ 5,789.00 | \$ 3,408.00 | |
| D - Features and Functions | i. Hardware | Plantronics HW261N | Cost per Unit | Cost Per Month | 100 | | | \$ 109,230 | \$ 5.35 | | \$ 10,923.00 | \$ 535.00 | \$ 10,923.00 | \$ 6,420.00 | |
| D - Features and Functions | i. Hardware | Plantronics CS540 | Cost per Unit | Cost Per Month | 100 | | | \$ 199,980 | \$ 9.80 | | \$ 19,998.00 | \$ 980.00 | \$ 19,998.00 | \$ 11,760.00 | |
| D - Features and Functions | i. Hardware | Plantronic Save W740 | Cost per Unit | Cost Per Month | 100 | | | \$ 249,410 | \$ 12.22 | | \$ 24,941.00 | \$ 1,222.00 | \$ 24,941.00 | \$ 14,664.00 | |

NOTE: The volumes within this attachment are for evaluation purposes only and are not future commitments.

| | |
|---|---------------------|
| A. Support Services | No Separate Charges |
| B. Project Management and Administration Services | |
| C. Emergency Preparedness | |
| E. Training | |

| | |
|----------------------------|------------------------|
| Lot 2 Total | Lot 2 Total |
| Yearly Non-Recurring Total | Yearly Recurring Total |
| \$ 1,220,127.00 | \$ 35,153,709.84 |

Notes:
(1) Number of units for cost estimation purposes and are not a minimum guarantee.
(2) For all hardware, the Offeror is to provide two purchase options: A) a one-time charge purchase option - non-recurring charge and B) a 24 month purchase option - monthly charge that would be recurring for the first 24 months of usage. The Commonwealth shall be able to choose between the two options on a case-by-case basis when ordering hardware.

| |
|------------------|
| Lot 2 Total |
| Year 1 Total |
| \$ 36,373,836.84 |

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)
PARTICIPATION SUBMITTAL**

Project: RFP#6100039274 Unified Communications & Voice Services – LOT 1

Offeror Firm: Verizon Business Network Services Inc., on behalf of MCI Communications Services Inc. dba. Verizon Business Services

Offeror Contact Name: Joann Fake

Email: joann.m.fake@verizon.com

OFFEROR INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (**MUST** check one)

Is your firm a DGS-Self-Certified Small Business? Yes No (**MUST** check one)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

32.7 %
(Figure)

Thirty Two Point Seven Percent
(Written)

Small Business Subcontracting percentage commitment:

0%
(Figure)

Zero Percent
(Written)

Listing SDB and SB Subcontractors

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB firm name, SDB or SB designation, SDB/SB Primary Contact Information, a description of the service or supplies the SDB/SB will provide, fixed percent of total contract cost committed, estimated dollar value of each commitment, and an indication as to the Offeror's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Part V, Section V-2 for each SDB/SB listed.**

| SDB/SB Name | SDB or SB | Primary Contact Name & Email | Description of Services or Supplies to be provided | % of total Contract Cost Committed | Estimated \$ value of Commitment | Will SDB/SB be used for options/renewals ? (yes/no) |
|----------------------|-----------|---|---|------------------------------------|----------------------------------|---|
| Acclaim Systems Inc. | SDB | Kailash Kalantri kailashk@acclaimsystems.com | Lot 1: Systems Integration, Transition Management (for the base term only) Lot 1: Project Management, and Service Desk Lot 1: MACs Lot 1: Phone Installation and removal of legacy equipment | 31.9% | \$13,543,576 | Yes |
| PC Network Inc. | SDB | Jonathan Worman Johnathan.worman@pcn-inc.com | Customer Satisfaction Surveys | 0.8% | \$366,414 | Yes |
| | | | | | | |
| | | | | | | |
| | | | | | | |

**UPDATED BAFO SMALL DIVERSE BUSINESS
LETTER OF INTENT**

July 26, 2017

Kailash Kalantri
President & CEO
Acclaim Systems Inc.
110 East Pennsylvania Blvd
Feasterville, PA 19053

Dear Mr. Kalantri:

This letter serves as confirmation of the intent of Verizon to utilize Acclaim Systems Inc. on RFP 6100039274 Unified Communications & Voice Services, Lot 1 issued by the Commonwealth Office of Administration.

If Verizon is the successful vendor, Acclaim Systems Inc. shall provide experienced personnel for the life of the contract including any extensions, to function as a member of the core team of qualified staff set forth in the RFP.

These services represent 31.9% of the total cost in the Verizon cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that Acclaim Systems Inc. will receive an estimated \$13,543,576 during the initial contract term (5 years).


Acclaim Systems Inc. represents that it meets the small diverse business requirements set forth in the RFP and all required documentation has been provided to Verizon for its SDB submission.

We look forward to the opportunity to serve the Office of Administration Office for Information Technology on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,


Verizon Business Network Services Inc.

Acknowledged,


Kailash Kalantri
President & CEO
Acclaim Systems Inc.

Updated BAFO SMALL DIVERSE
BUSINESS
LETTER OF INTENT

July 26, 2017

Katrin Hillner Antram
President and CEO PC
Network Inc.
1315 Walnut Street, Suite 1402
Philadelphia, PA, 19107

Dear Ms. Hillner,

This letter serves as confirmation of the intent of Verizon to utilize PC Network Inc. on the Commonwealth Office of Administration's RFP 6100039274 Unified Communications & Voice Services Lot 1.

If Verizon is the successful vendor, PC Network Inc. shall provide experienced personnel throughout the life of the contract including any extensions, to function as a member of the core team of qualified staff set forth in the RFP.

These services represent 0.8 % of the total cost in the Verizon cost submittal for the initial term of the contract (five years). Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that PC Network Inc. will receive an estimated \$366,414 during the initial contract term.


PC Network Inc. represents that it meets the small diverse business requirements set forth in the RFP and all required documentation has been provided to Verizon for its SDB submission.

We look forward to the opportunity to serve the Office of Administration Office for Information Technology on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely

Acknowledged,


Verizon Business Network Services Inc.


Katrin Hillner Antram
President & CEO
PC Network Inc.

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)
PARTICIPATION SUBMITTAL**

Project: RFP#6100039274 Unified Communications & Voice Services – LOT 2

Offeror Firm: Verizon Business Network Services Inc., on behalf of MCI Communications Services Inc. dba. Verizon Business Services

Offeror Contact Name: Joann Fake Email: joann.m.fake@verizon.com

OFFEROR INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (**MUST** check one)

Is your firm a DGS-Self-Certified Small Business? Yes No (**MUST** check one)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

15.02%
(Figure)

Fifteen point zero two percent
(Written)

Small Business Subcontracting percentage commitment:

0%
(Figure)

Zero Percent
(Written)

Listing SDB and SB Subcontractors

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB firm name, SDB or SB designation, SDB/SB Primary Contact Information, a description of the service or supplies the SDB/SB will provide, fixed percent of total contract cost committed, estimated dollar value of each commitment, and an indication as to the Offeror's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Part V, Section V-2 for each SDB/SB listed.**

| SDB/SB Name | SDB or SB | Primary Contact Name & Email | Description of Services or Supplies to be provided | % of total Contract Cost Committed | Estimated \$ value of Commitment | Will SDB/SB be used for options/renewals ? (yes/no) |
|-----------------------|-----------|---|---|------------------------------------|----------------------------------|---|
| Acclaim Systems. Inc. | SDB | Kailash Kalantri kailashk@acclaimsystems.com | Lot 2: Systems integration for base term only Lot 2: Project Management and Service Desk support | 13.89% | \$4,500,960 | Yes |
| PC Network Inc. | SDB | Jonathan Worman Johnathan.worman@pcn-inc.com | Customer Satisfaction Surveys | 1.13% | \$ 366,414 | Yes |
| | | | | | | |
| | | | | | | |
| | | | | | | |

**APPENDIX E
BAFO SMALL DIVERSE BUSINESS
LETTER OF INTENT**

July 26, 2017

Kailash Kalantri
President & CEO
Acclaim Systems Inc.
110 East Pennsylvania Blvd
Feasterville, PA 19053

Dear Mr. Kalantri:

This letter serves as confirmation of the intent of Verizon to utilize Acclaim Systems Inc. on RFP 6100039274 Unified Communications & Voice Services, **Lot 2** issued by the Commonwealth Office of Administration.


If Verizon is the successful vendor, Acclaim Systems Inc. shall provide experienced personnel for the life of the contract including any extensions, to function as a member of the core team of qualified staff set forth in the RFP.

These services represent 13.89% of the total cost in the Verizon cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that Acclaim Systems Inc. will receive an estimated \$4,500,960 during the initial contract term (5 years).


Acclaim Systems Inc. represents that it meets the small diverse business requirements set forth in the RFP and all required documentation has been provided to Verizon for its SDB submission.

We look forward to the opportunity to serve the Office of Administration Office for Information Technology on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,


Verizon Business Network Services Inc.
Anthony Recine - SVP

Acknowledged,


Kailash Kalantri
President & CEO
Acclaim Systems Inc.

APPENDIX E
BAFO SMALL DIVERSE BUSINESS
LETTER OF INTENT

July 26, 2017

Katrin Hillner Antram
President and CEO PC
Network Inc.
1315 Walnut Street, Suite 1402
Philadelphia, PA, 19107

Dear Ms. Hillner,

This letter serves as confirmation of the intent of Verizon to utilize PC Network Inc. on the Commonwealth Office of Administration's RFP 6100039274 Unified Communications & Voice Services Lot 2.

If Verizon is the successful vendor, PC Network Inc. shall provide experienced personnel throughout the life of the contract including any extensions, to function as a member of the core team of qualified staff set forth in the RFP.

These services represent 1.13 % of the total cost in the Verizon cost submittal for the initial term of the contract (five years). Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that PC Network Inc. will receive an estimated \$366,414 during the initial contract term.

PC Network Inc. represents that it meets the small diverse business requirements set forth in the RFP and all required documentation has been provided to Verizon for its SDB submission.

We look forward to the opportunity to serve the Office of Administration Office for Information Technology on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Acknowledged, _____

Verizon Business Network Services Inc.
Anthony Recine - SVP

Katrin Hillner Antram
President & CEO
PC Network Inc.