

# Contract Overview

Prior to utilizing this contract, the user should read the contract in its entirety.

## CONTRACT DESCRIPTION/HIGHLIGHTS

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 MS Teams 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 Teams
- Integration between VoIP and MS Teams
- 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)
- Service desk connected to the Enterprise Service Desk (Level 3 Communications - contract #4400017600).

## CONTRACT INFORMATION

<b>Contract Title</b>	Unified Communications
<b>Contract Number</b>	4400017601
<b>Solicitation Number</b>	6100039272
<b>Original Validity Period</b>	Original Contracts 01/01/2018 to 12/31/2022
<b>Current Validity End Date &amp; Renewals Remaining</b>	12/31/2027, No Renewals Remaining
<b>Total Number of Contracts</b>	1
<b>Contract Change Revision Date</b>	n/a
<b>Point of Contact</b>	Katrin Walker
<b>Contact Phone Number</b>	717-307-2224
<b>Contact Email Address</b>	<a href="mailto:katwalker@pa.gov">katwalker@pa.gov</a>

## PROCESS TO ORDER

<b>Product Type</b>	Both
<b>Contract Ordering Process</b>	TelcoSM
<b>End User Procedures:</b>	<a href="#">End-User Procedures</a>
<b>P-Card Acceptance Status</b>	N/A

Agencies requiring Incident Management in ServiceNow must order through TelcoSM.





