

PRESIDIO[®]

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**MANAGED SERVICES CONTRACT
ZOOM CALLING SERVICES
CITY OF NEW HAVEN-PUBLIC LIBRARY**

April 26, 2024

REVISION HISTORY

Revision	Revision Date	Name	Notes
v1.0	04/26/2024	Caitlyn Sagmaquen	Initial Proposal for Reactive (WebEx/Zoom) Calling Services

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MASTER MANAGED SERVICES AGREEMENT **Error! Bookmark not defined.**

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1. SERVICE SUMMARY

This Managed Services Contract is designed to provide a thorough understanding of Managed Services activities and deliverables. The main body of this proposal outlines the service deliverables for Presidio Managed Services. The Service Appendices provide details on Client-selected services.

Reactive Services are provided for Zoom Calling. Note that Reactive Service does not include monitoring or management of the Zoom Calling portal or Zoom Calling platform services. Presidio managed Services will provide support for issues within the Zoom Calling and engage with the vendor to resolve issues.

Reactive Service Elements

Reactive Service
<ul style="list-style-type: none">• Service Delivery Center• Client Portal• Standard Incident Reports• User-Level MACDs for Cloud Users

2. SERVICE DELIVERY CENTER

The Service Delivery Center (SDC) is the central point-of-contact to Presidio Managed Services for daily support activity and is also generally referred to as the Network Operations Center (NOC). It is the main point of contact for reporting incidents (disruptions or potential disruptions in service availability and/or quality) and for Clients making service requests (routine requests for services). Presidio's Service Delivery Center team is staffed 24 hours a day, 7 days a week, 365 days a year in three primary locations including Orlando, FL, Irving, TX and Edina, MN.

The SDC will deliver Tier 1 through Tier 2 technical support using Presidio's Information Technology Infrastructure Library (ITIL)-based processes. Presidio defines technical support levels as follows:

Tier 1: Technician Support

The Service Delivery Technician (Tier 1) is responsible for effective Client service support using workflow and incident management tools. Tier 1 technicians follow Presidio's standard ITIL-based processes, as well as specific Client processes as defined by Service Delivery Management. Technicians utilize our incident management system to manage the incident queue for resolution or follow up, interface with Tier 2 engineering for advanced engineering support as needed and maintain Client communication during escalations. Initial support for basic Client issues is supported at Tier 1.

Tier 2: Engineering Support

The Service Delivery Engineer (Tier 2) is responsible for effective Client service using advanced engineering skills. Tier 2 engineers use defined ITIL-based processes for effective Incident and Change Management. In addition, the engineer interfaces with vendor support engineering or Presidio Professional Services to provide timely resolution.

The Client may communicate incidents to the Service Delivery Center using the following methods (in addition to auto-generated incidents):

- Telephone (P1 Incidents must be opened via a call into the SDC)
- Opening a ticket on the Client Portal (defaults to a Priority 4 incident)
- Email (defaults to a Priority 4 incident)

Client personnel contacting the Presidio SDC must be authorized to do so as defined in the Capture Template. The Capture Template is a set of defined procedures developed during the Service Transition Management process for maintaining the everyday operation of the Client environment. The SDC cannot respond to support requests from non-authorized personnel and will not engage with the Client through indirect methods for incident notification. Client personnel authorized to contact the SDC must be qualified to interact on a technical basis at a level required to support efforts by Managed Services.

Once an incident has been opened, an email notification will be sent to the caller and all contacts subscribed to receive notifications that match the conditions of the incident.

2.1. Incident Management

Presidio will perform the following during the management of incidents identified through monitoring of the environment or by direct Client notification:

- Event identification, logging and management
- Group related relevant events into a single incident to reduce notifications (parent/child incident correlation)
- Prioritize incidents based on impact and urgency
- Restore Service
 - Interact with third-party support providers. This requires a Client-signed Letter of Agency (LOA) processed during the Service Transition Management phase.

2.1.1. Incident Prioritization Classification and Prioritization

Incidents need proper classification and prioritization. Classification and prioritization are described as follows:

- Classification - Determined by choosing the correct service offering, category and subcategory as it pertains to the incident.
- Prioritization - Assigning impact and urgency calculates the appropriate priority.

2.1.2. Determining Classification and Prioritization

Based on the information placed in the incident during its creation, the incident is reviewed and the correct classification, urgency and impact are selected.

Priority is based on the combined Impact and Urgency assignments, reflecting the level of adverse impact to the Client systems.

2.1.3. Impact Definition

Impact refers to the business impact of the system impacted.

There are three categories of impact:

1. **High:** Incident affecting an entire site or multiple sites.
2. **Medium:** Incident affecting multiple users.
3. **Low:** Incident affecting one or few users.

2.1.4. Urgency Definition

Urgency is the extent to which the incident's resolution can bear delay.

Presidio Incident and Problem urgency and corresponding priority levels are defined as follows:

1. **High:** Full service outage of a critical system or VIP is affected, requires urgent response.
2. **Medium:** Client's ability to function is partially impacted, requires the SDC to respond as soon as possible.

- 3. **Low:** No impact on the Client’s ability to function; is more informational in nature and a response is not critical.





2.2. Service Level Objectives

Service Level Objectives (SLO) are specifically aligned to incident priorities and response times for service requests. Presidio categorizes each issue by priority reflecting the level of adverse impact to Client systems. Priority provides a reasonable and accurate reflection of the number and complexity and business impact of systems affected. Clients can set or change the priority level of an incident at any time, based on the impact to their specific business.

Priority Levels

Level	Description
● P1 / Critical	Systems at one or many Client sites are completely unavailable. Affected systems cause significant business impact.
● P2 / High	Systems at one or many Client sites are partially unavailable. Affected systems cause some business impact.
● P3 / Medium	Operational performance of Client sites is impaired while most business operations remain functional.
● P4 / Low	Client is requesting information or a logical change that is covered under their service agreement.

Service Level Objectives

Service Level Objective	P1 	P2 	P3 	P4 
Acknowledgement Response Time* The amount of elapsed time between Client initiation of an issue and the time Presidio MS creates an incident report and notifies Client via e-mail that an incident has been created.	15 minutes >95%	30 minutes >90%	4 hours >80%	8 hours NA
First Access Response Time The amount of elapsed time between Client initiation of an issue and the time an assigned Presidio MS technician connects to the system, or otherwise contacts Client, and begins remote diagnosis and troubleshooting.	30 minutes >95%	1 hour >90%	8 hours >80%	3 days NA
MACD Request Completion Time The amount of elapsed time between Client request of a User Change and the completion of the change measured in US business hours.	8 business hours N/A			

* Requires customer user subscription to notifications.

Acknowledgement Response Time achievement percentage is calculated as follows:
 Total Incidents acknowledged within Service Level Target / Total Incidents (for each priority).
First Access Response Time achievement percentage is calculated as follows:
 Total Incidents within First Access Response Time Service Level Target / Total Incidents (for each priority).

3. CHANGE MANAGEMENT

Change Management ensures that changes to managed CIs are evaluated, coordinated and communicated to all impacted parties to minimize adverse impact on the Client Production environment.

Changes fall into three categories:

1. Standard Changes
2. Normal Changes
3. Emergency Changes

3.1. Standard Changes

A Standard Change is a change to a service or infrastructure for which the approach is pre-authorized by Change Management and that has an accepted and established procedure to provide a specific change requirement. Standard Changes do not require authorization from Technical, Customer or Change Management Approvers prior to implementation. Standard Changes have low to no risk and have no impact to the Production environment when performed. Standard Changes should not have outages associated with them. There is no designated Lead Time for Standard Changes.

3.2. Normal Changes

A Normal Change is a change to a service or infrastructure planned and implemented within designated Lead Times. They follow the Normal Change process defined in the Change Management Policy. Normal Changes require authorization from the Technical Approver (designated by who is performing the implementation), Customer Approver and Change Manager Approver. Normal Changes require fully detailed implementation plans, back out plans, test plans and justification for performing the change.

The Lead Time for a Normal Change is 2 days (48 hours) from the time the Change Request is submitted until the time it can be implemented. This allows time for the Change Request to be reviewed and approved by all appropriate parties. It also allows time for Presidio Managed Services to properly assign resources to the Change Request.

If a Normal Change is required to be processed sooner than the 2-day lead time, it is flagged as Expedited. All requests for Expedited Normal Changes require a valid business-related justification.

3.3. Emergency Changes

An Emergency Change is a change to a service or infrastructure that requires implementation as soon as possible due to a critical issue or service or infrastructure outage. Emergency Changes must be related to a Priority 1 (P1) or Priority 2 (P2) incident or request and may be logged after the P1 or P2 is resolved.

If an Emergency Change is logged after the resolution of a P1 or P2, it must be logged within 24 hours of the Incident, Request, or Problem Resolution. Approval of an after the fact Emergency Change is a validation that the Emergency Change was required at the time it was performed. Emergency Changes are approved by the Emergency Change Advisory Board. There is no designated Lead Time for Emergency Changes.

3.4. Customer Maintenance Changes

A Customer Maintenance Change is a change to a service or infrastructure being performed directly by the customer and not Presidio that has the potential for alerts to be created. This type of Change Request is submitted for the purpose of suppressing monitoring for qualifying alerts at the following levels: the entire company, a specific location or the specific CIs listed in the Change Request (for those events that have a location or CI associated with them). Customer Maintenance Change Requests are submitted either by the customer through the Presidio Customer Portal or by a member of the Service Delivery team for the customer.

3.5. Moves, Additions, Changes, Deletions (MACD)

Presidio offers Request Management for Zoom Calling Users. The MACD process provides a model for managing and executing moves, additions, changes and deletions of Zoom Calling Users in the Client's environment. MACD service is defined as user-level changes per contracted Zoom Calling services. Definitions and examples are provided below.

3.5.1. User Changes

A User Change is change for Collaboration services impacting any single user-based configuration, including moves, additions, changes or deletions; e.g., a request to add/delete a user profile.

The MACD option for the Users must be included in the covered device list for Presidio to perform user changes. The monthly allotment of MACDs is 5% of the managed Users per month and requires 100% of managed Users to be covered in agreement.

Presidio tracks the MACD tickets for the 3-month period and notifies the Client of trends. If the average MACD counts are exceeding the target limits, it may show evidence of an operational or training issue Presidio can address with the Client. If no operational issues exist and the MACD requests from the Client normally exceed the 5% limit for Users by more than 10%, Presidio will work with the customer to adjust the billing for user changes.

4. CLIENT PORTAL & STANDARD REPORTS

Presidio Managed Services includes a Web-based Management Portal. The Client Portal is remotely accessible by Clients and provides access to key information and services with respect to their managed services. Capability includes:

- Facilitating communication with the Presidio Service Desk, including request management.
- Viewing progress of service activities and the level of service being delivered.
- Viewing, creating and updating incident tickets and change requests.

Instructions to access and navigate the portal are provided in the remote training session during Service Transition.

5. SERVICE TRANSITION MANAGEMENT

5.1. Kickoff Meeting

Presidio assigns a Project Manager (PM) to act as a single point-of-contact during the Service Transition Management phase. The external Kickoff Meeting indicates the initiation of the kickoff phase and is typically conducted via web or voice conferencing. The Kickoff Phase, as well as all remaining phases within Service Transition Management, is typically facilitated by the PM in collaboration with a Presidio Engineer.

This Service Transition Management phase includes the following activities:

- Coordinating, scheduling, and executing the Kickoff Meeting.
- Reviewing deliverables included in this Managed Service Contract.
- Reviewing services purchased per the signed Statement of Work.

5.2. Start of Service (SOS)

The SOS milestone begins the Service Term, and is contingent on the timely completion of all activities as identified in the Capture Template. Presidio works with the Client to meet the Start Date milestone and validate that the Service Transition Management phase is complete before Managed Services commences. At the agreed-upon start date, the PM and the Client execute a Certificate of Acceptance, concluding the Service Transition Management phase, and the Service Delivery phase commences.


5.3. Capture Template

Presidio will complete the Capture Template, which provides the key information critical to success for the Service Transition Management phase. The Capture Template provides information, such as:

- Definition of Client-specific support policies including:
 - Points of contact and profile data
 - Notification policy
 - Escalation policy
- Manufacturer maintenance and support contract information and contract number

6. PRICING & CONTRACT TERM

A Pricing Summary for this contract is provided below. Recurring fees begin on the Start of Service (SOS) date and remain fixed unless an Addendum is approved by the Client and Presidio. Changes in the Covered Equipment List (CEL) result in a change in the recurring pricing. Any net change in the device list results in a prorated change to the cost structure and is reflected in the subsequent invoice. Pricing included in this Agreement is valid for 30 days from the date issued.

Coverage Period				
Term	5 Years	Estimated Coverage Period	Start: TBD	End: TBD
Billing Frequency		Amount (\$) per Period		
Monthly		\$625.00		
Base Managed Services		Base Monthly Service Fees		
	Collaboration (Zoom Calling) Services	\$7,500.00		
Subtotal		\$7,500.00		
Non-Recurring Fees (invoiced upon execution)				
Service Transition Management Fee		\$1,500.00		
Subtotal		\$1,500.00		
Total Fees				
Year 1		\$9,000.00		
Year 2		\$7,500.00		
Year 3		\$7,500.00		
Year 4		\$7,500.00		
Year 5		\$7,500.00		
Total Contract		\$39,000.00		

6.1. Statement of Work Term

The term of this Statement of Work (SOW) (“Term”) shall commence on the Actual Coverage Period Start of Service date (“Effective Date”) and continue in effect until the end of term as noted in the above table. This SOW is non-cancelable. In the event of an early termination of this SOW for breach, Presidio shall be entitled, without limiting its other remedies under this SOW, at law or equity, to recover any remaining unpaid Service Transition and Installation Fees, along with the remaining cost of any hardware, software, licenses, volume-based subscription or subscriptions for agents purchased by Presidio to provide services described within this contract.

The Term of this SOW will automatically renew for additional one (1)-year periods at then-current pricing and CEL inventory unless Client terminates the SOW by providing at least 30 days’ written notice before the then-current Term expiration date.

7. COVERED EQUIPMENT LIST

Management of the following devices is included in the scope of this proposal:

Zoom Calling Users – Qty 100

All end-of-life/end-of-support equipment is supported on a business reasonable-effort basis.

STATEMENT OF WORK TERMS AND CONDITIONS

This Statement of Work is governed by the Master Managed Services Agreement dated April 26, 2024 by and between Presidio Networked Solutions LLC, with principal offices at One Penn Plaza, Suite 2832, New York, NY 10119 (“Presidio”) and the client named below, on behalf of client and its affiliates (“Client”).

1. Client Information

Client Company:	City of New Haven – Public Library	POC:	
Billing Address:	133 Elm Street New Haven, CT 06510	POC Phone #:	
		POC E-mail:	

IN WITNESS WHEREOF, the parties hereto have caused this Statement of Work to be executed by their duly authorized representatives.

CITY OF NEW HAVEN

PRESIDIO NETWORKED SOLUTIONS LLC

BY: _____

BY: _____

NAME: _____

NAME: _____

TITLE: _____

TITLE: _____

DATE: _____

DATE: _____

GENERAL DEFINITIONS

Advanced Logic Profile: Set of patented elements performing processing on millions of simultaneous, complex systems and network management flows to determine the precise root cause of an incident.

Business Hours: Normal business hours for a company operating in the United States based upon local office time; i.e., traditionally 8 a.m. to 5 p.m. Monday through Friday.

Business Reviews: Regularly scheduled meeting led by the Service Delivery Manager to provide metrics on Client performance during the previous period. The data presented is also used to obtain the Clients' insight into areas of Service Delivery improvements. Depending on contact specifics, this is typically a Quarterly Business Review (QBR).

Carrier: Provider of voice and data transport services.

Change Advisory Board (CAB): Group or committee of stakeholders responsible to analyze and review submitted change requests and take action to accept or reject the change.

Change Management: Presidio process to receive, authorize, execute, and communicate changes to managed components.

Change Request: Client request for service, as related to Agreement, made by electronic format.

Client Notification: Communication to inform the Client that an Incident has been recorded.

Client Portal: Online Web user interface supplied for Client to receive and submit information to and from the Presidio Service Desk.

Client Premise(s): Physical Client location(s) where the DCA resides.

Configuration Item (CI): Component that needs to be managed to deliver an IT service.

Contract: Statement of Work (SOW).

Covered Equipment List (CEL): Document completed by the Client during the Service Transition Management phase. Document contains information about the managed equipment covered in this agreement and includes but is not limited to make, model, serial number, access credentials and IP addresses.

Elements: Basic network service when unbundled and an enhanced service when bundled into a service tier.

Incident: Event not part of the standard operation of a service and causes or may cause an interruption to, or reduction in, the quality of that service.

Incident Management: Process notify the Client about the incident, and resolve the incident.

Incident Resolution: Process to restore services on managed components.

Known Error: Incident with a defined root cause and resolution.

Letter of Agency (LOA): Formal document that authorizes Presidio to act as the Client's agent for purposes of facilitating, tracking and/or providing services with carriers, maintenance contract providers, and other general-service providers.

Management Services: Service that provides Incident Resolution, Reactive Problem Management, Service Level management and Standard Changes to resolve all Incidents.

Manual Cases: Cases that a system user manually opens on the Client Portal or via phone.

Manufacturer Field Notice: Electronic notification from the manufacturer about product-related issues.

Manufacturer Maintenance and Support Contract: Contractual agreement between Client and Managed Components manufacturer that grants access to manufacturer-provided services, such as Managed Element hardware replacement, software patches, and technical support, necessary to maintain good working order.

Message Bus: Connects data collected from Probes with the Management Hub.

Patch: Small fix to a problem using a piece of software code.

Problem: Underlying cause of one or more Incidents.

Problem Analysis: Investigating problems to determine root cause.

Problem Management: Process to find and resolve the root cause of a Problem and prevention of Incidents.

Service Addendum: Bilaterally agreed to document modifying scope of agreement.

Service Delivery Center Supervisor: Role within the Presidio Service Desk with management responsibilities for Client issues, escalations and staff.

Service Delivery: Phase after Transition Management when Presidio begins to deliver Managed Services.

Service Delivery Center (SDC): Network Operations Center (NOC) is the primary facilities where Presidio technicians and engineers remotely support Clients.

SLO: Service Level Objective.

Service Management System: Presidio Incident Management Platform where Client CI information and Incident Management information is maintained.

Vendor Management: Presidio provides, first-level support (triage only coordination of the supporting vendor/support teams on the Client's behalf throughout the troubleshooting process. Presidio does not provide second- and third-level troubleshooting and support for these devices. This support can only be provided on equipment with an existing manufacturer's warranty or current maintenance support contract.