OhioDAS
SERVICE · SUPPORT · SOLUTIONS
DEPARTMENT OF ADMINISTRATIVE SERVICES

MEMORANDUM

To: Robert Blair, Director

From: Valerie Piccininni, Acquisition Analyst

Date: April 13, 2017

Subject: Cincinnati Bell Technology Solutions, Inc. (CBTS) MCSA0003 Amendment 9

Attached is Amendment 9 to Service Attachment 5 for MCSA0003, which removes the following sections and replaces them with section 5.1.7 Hosted Video Solution:

Section 5.1.7 titled "Room Based Profile."

Section 5.5.4 titled "Business-to-Business Video (B2B)"

Section 5.5.4.2 titled "Concurrent Calls"

Section 5.5.4.2.1 titled "Business-to-Business Services Description"

Section 5.5.4.3 from titled "Business-to-Business Video Pricing"

Eric Schmidt has reviewed and approved this amendment.

Your decision and signature below will authorize this Amendment.

If you have any questions, please contact me at 1.614.466.6018 or via email at val.piccininni@ohio.gov.

Thank you.

Christine Kennedy — 4-17-17
Associate Counsel — Date

Christina Thomas — 4-14-17
EITC Supervisor — Date

4-19-17
EITC Administrator — Date

4/20/17
State CIO — Date

CBTS
Service Attachment 5
Amendment 9 (Hosted Video)

This Amendment ("Amendment) is entered into by and between the State of Ohio, through the Department of Administrative Services ("State") and Cincinnati Bell Technology Solutions Inc. ("Service Provider"). This is an Amendment to Service Attachment 5 to the Master Cloud Services Agreement ("MCSA0003") – Service Attachment 5 related provisions, product offerings, and pricing last signed by the State on August 25, 2015 for the replacement of Service Attachments 1 and 2.

Service Provider and the State hereby agree to modify the Contract as follows:

Purpose: The purpose of this Amendment is to make revisions to Service Attachment 5, dated August 25, 2015 specifically, provisions in Section 5.

The following sections will be removed and replaced with section 5.1.7 Hosted Video Solution:

Remove Section 5.1.7 from Service Attachment 5 titled "Room Based Profile."

Remove Section 5.5.4 from Service Attachment 5 titled "Business-to-Business Video (B2B)"

Remove Section 5.5.4.2 from Service Attachment 5 titled "Concurrent Calls"

Remove Section 5.5.4.2.1 from Service Attachment 5 titled "Business-to-Business Services Description"

Remove Section 5.5.4.3 from Service Attachment 5 titled "Business-to-Business Video Pricing"

5.1.7 Hosted Video Solution

5.1.7.1 Hosted Video Solution Definition of Service

Service Provider offers a Hosted Video solution that is designed to support room based video endpoints with the capability to integrate with desktop and mobile device software such as Skype for Business.

5.1.7.2 Hosted Video Feature Group

Key Term	Description
Room Based Video Profile	The Room Based Video Profile bundles voice and video into one monthly cost per profile and contain features such as: • High Definition Voice & Video • Content and Web Collaboration • Video Recording • Skype for Business Integration • One Touch Dial • Performance Analytics The Room Based Video Profile supports endpoints that may be used for larger conferencing environments, conference rooms, or specialized video sessions. Quite often, it is used for: • Operational meetings at multiple locations • Web Training conducted for larger groups • Specialized video sessions, such as health examinations, that require High Definition video. • Note: Each room is entitles to up 24 ports of HD video plus audio • Larger meetings are supported by one-way video streaming
Room Based Multi-Point Conferencing Bridge	The Room Based Video profile utilizes a Multi-Point Conferencing Bridge that accommodates both audio and video endpoints. The host is provided with an access code that can be included on meeting invitations to invite other video and/or audio endpoints. A passcode is also included to ensure security and confidentiality for the call. The conference can be attended via audio by any endpoint whether on-net or off-net. The conference can be attended via video by: • Any NGTS video capable endpoints • SIP Trunk based video endpoints • Outside callers using standards based SIP Dialing
HD Voice & Video	Refers to the ability to communicate in high definition voice quality for telephony audio and rich video collaboration utilizing up to 1080p resolution.

Content Collaboration	Share documents (e.g., PowerPoint presentations, spreadsheets), pictures, videos, etc. with all participants.
Web Collaboration	Visually collaborate with call participants using simple browser access. Content and web collaboration are excellent tools for conducting training seminars, remote town halls and other meetings.
Video Recording	Record and playback videos and webcasts to support training, corporate communications and other collaboration initiatives
Skype for Business Integration	The video solution is integrated with Outlook calendaring and enables single click-to-join for both Skype for Business clients and Polycom video and voice participants. Additionally, users are able to schedule meetings and reserve video conference rooms via the Skype for Business calendar feature.
One Touch Dial	Enables one click join capability on the video devices, which are synchronized with users' Outlook calendars.
Performance Analytics	Provides the ability to monitor system performance, capacity and utilization to improve user experiences, drive higher adoption and better decision making.
Room Based Video Software Installation	Software setup and initial configuration of the video service. Legacy or nonstandard based units may incur an hourly charge as well.
Room Based Video Hardware Installation	Video hardware installation, wall mounting, room audio visual design and installation, cabling, etc.

5.1.7.3 Hosted Video – Room Based - Feature Group Costs

Subscribers	Per Profile Per Month
1 – 400	$114.00
401 - 500	$105.00
501 - 1000	$86.00
1,001 – 1,500	$79.00
1,501 – 2,000	$77.00

**** The above pricing does not include the Video Recording feature. The price for this feature is an additional $15 per profile per month.**

Description	Cost
Room Based Video Software Installation	$399 per video unit
Room Based Video Hardware Installation	$175 per hour

5.1.7.4 Roles & Responsibilities

The following are high level roles and responsibilities. Support personnel for the State of Ohio and CBTS will work together to develop uses cases that clearly define detailed responsibilities for each entity.

Support Level	Responsible Entity	Examples
Tier 0 – 1st level of support at the site that assists agency users with basic video unit trouble shooting and answers simple "how to" questions.	Agency Site's Administrative Assistant or other Designate	• How to add video room calendar entries • How to initiate video calls • How to share content • How to initiate webcasts • How to record videos, webcasts • Video screen, camera settings, general changes • Basic call trouble shooting
Tier 1 CSC – Escalation point for the site's administrative assistant or designate when they are unable to resolve the issue at the site level.	State of Ohio Customer Service Center (CSC)	• Any issue that cannot be resolved by Tier 0 site personnel
CBTS – Escalation point for the Tier 1 (CSC) when they are unable to resolve the site issue.	CBTS	• Any issue that cannot be resolved by Tier 1 CSC
Tier 2 – Escalation point for Tier 1 (CBTS) to address and resolve complex technical video issues or any ticket that could not be resolved by Tier 1. Depending on nature of issue could be escalated to CBTS or OIT.	CBTS	• CBTS data center network connectivity • Server and SAN at CBTS data center • System performance • Capacity and utilization monitoring • Polycom vendor management
	State of Ohio Information Technology (OIT)	• Network connectivity to/from agency site to Ohio One Network • Network connectivity to/from Ohio One Network to CBTS data centers

SIGNATURE PAGE TO FOLLOW

In Witness Whereof, the Parties have executed this Amendment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

CBTS		STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
Signature		**Signature**
Timothy J Lomsway		Robert Blair
Printed Name		**Printed Name**
Regional Director		DAS Director
Title		**Title**
13/April/2017		4-24-17
Date		**Effective Date**
74-2724593		
Federal Tax ID		