Service Level Agreement
Department of Administration
Information Technology Services Division

ITSD

INFORMATION TECHNOLOGY SERVICES DIVISION

Managed Video Services Provided to:
Department of Corrections

Effective Date: January 13, 2006

For your files -
Robin Anderson

Approvals:

John Daugherty, Bureau Chief
Information Technology
Department of Corrections

3-10-2006
Date

Dick Clark, Chief Information Officer
Information Technology Services Division
Department of Administration

3-14-06
Date

Managed Video Services to be Provided

The purpose of this service level agreement (SLA) is to authorize the Montana Department of Administration, Information Technology Services Division (ITSD) to provide Managed Video Services (Service) to Department of Corrections (Customer) under the terms and conditions of this SLA.

The current rate is identified on the most recent attachment to this SLA. The rate will be reviewed and modified annually prior to fiscal year end. The new rate will be effective July 1 of the next fiscal year.

For the duration of this SLA, the Customer and ITSD agree to the following terms:

- ITSD will provide a Managed Video Service to support the video activities at the locations defined in Attachment A (note: these network Jacks will be dedicated to video on the VisionNet network and will no longer be part of the SummitNet network)

- This Managed Video Service will incorporate the locations listed in Attachment A into the video network service provided by VisionNet. This service includes: a port[1] for each site on VisionNet's video network, VisionNet's monitoring of connections and activity, and VisionNet support for the video transmission.

- ITSD will act as the Advocate for Customer with network and video service providers for Administration (billing, contracts) and Technical (problem resolution) issues.

    - For administration support contact the Interactive Video Services Information and Scheduling Line at 406-444-6788

    - For production technical issues contact the Interactive Video Services Hotline at 406-444-9588.

    - Non-production technical issues contact the Interactive Video Services Information and Scheduling Line at 406-444-6788.

- During the term of this SLA, ITSD will be evaluating and defining Quality of Service (QOS) on the SummitNet routed network. If the QOS is technically and financially feasible, the Customer agrees to participate in the testing of the QOS on SummitNet using their video equipment at the facilities listed.

- If both parties are in agreement that it is feasible to incorporate the locations listed in Attachment A into SummitNet, they will be migrated to SummitNet and a modified attachment will be appended to this SLA.

- The Customer or ITSD may terminate this agreement upon sixty (60) days written notice.

- ITSD will provide access, based on the availability of bridging resources, to Interactive Video system(s) on SummitNet. If bridging resources are not available, the site will be required to establish a VisionNet bridged conference and will incur VisionNet bridging charges. To initiate a conference with a system(s) on SummitNet or to reserve the bridging resource in advance contact the Interactive Video Services Information and Scheduling Line at 406-444-6788.

[1] The ATM Port provides transport across Vision Net's ATM network for IP video. One ATM port allows access to one IP videoconferencing endpoint on a circuit. This port includes direct adhoc connectivity with all IP (Polycom) locations that are on Vision Net's ATM network. This does not include any bridged conferencing into Vision Net's traditional H.320 sites or associated room fees. It also does not include any bridge ports on Vision Net's video bridges, access to Vision Net's scheduling & coordination service, or Internet access.

Attachment A

This attachment addresses Service rates, miscellaneous costs, Customer's Administrative contact, lists the Department of Corrections (Customer) sites covered under this agreement and the associated Customer Service contacts. As the Customer adds or removes sites, attachments will be appended to the SLA and the rate will be modified accordingly. If Customer contacts change, an attachment identifying that change will be appended to the SLA.

Site and Contact Information:

Site Name	Connection	City	Contact	Site Phone
Montana State Prison (MSP)	– Board of Pardons and Parole Hearings Room – Training Room – High Support Visiting Room – Low Support Visiting Room	Deer Lodge	Melanie Budd	846-1320 x2421
			Cherly Bolton	846-1320 x2302
Emergency Operating Center (EOC)		Helena	Mike Raczkowski	444-9660

Customer's Designated Administrative Contact:

Mike Raczkowski
Phone: 444-9660
E-mail address: mraczkowski@mt.gov

Rates:

The cost to provide the Managed Video Service is $6,000 per site per year.

The Customer will pay any one-time T1 installation costs (to include router) required to enable this Service.

ITSD will purchase the following equipment and maintenance to lease back to the Customer over a three-year period. Customer will issue a requisition to ITSD for approval to order the equipment. The following equipment will be included in the lease:

EOC location equipment	Actual Cost
Polycom VSX 7000e, PowerCam camera, 1 mic array, 1 yr std service	$5868.91
VSX 7000 VGA Encoder License Key	$586.30
VSX 7000e MPPLUS Multipoint Software Option key	$1955.87
3 yr remote Polycom vsx7000 maintenance	$2597.40
Toshiba 35" Color Monitor	$789.00
Avteq Cart holds single 36" monitor	$511.49

MSP location equipment	Actual Cost
Polycom VSX 7000e, PowerCam camera, 1 mic array, 1 yr std service, VSX 7000 VGA Encoder License Key	$6399.09
3 yr remote Polycom vsx7000 maintenance	$2597.40

Billing will start when systems are installed and accepted by the Customer.

Item	Site	One time Charge	Monthly Rate	Billing Number(s)
Installation	EOC	$1,200		19004
Installation	MSP	$1,200		19004
Actual Equipment Lease*	EOC		$342	19004
Actual Equipment Lease*	MSP		$250	19004
Managed Video Service	EOC		$500	19004
Managed Video Service	MSP		$500	19004
Total		$2,400	$1,592	

*Monthly equipment lease rate is calculated by dividing the total purchase cost by 36 (months).

Approvals:

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