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El Paso County Agenda Item Details

Item Title: Information Technology Department - Contract No. 2025-0186
| Continuant Managed Services - Telephone System
Maintenance and Support Services Agreement / GS-35F-552AA
/ YR 2025-2026 / Renewal Option #3

Submitted By: Art Nevarez, Director

Department: Information Technology

Department Phone Number: 915-273-3301

Subject: Approve and authorize the County Judge to sign the agreement between the El Paso County and Continuant Managed Services. Funding is available in GF-ITD-MAINT/REP-SOFTWARE for the total amount of \$58,541.88. (Contract No. 2025-0186)

Background: The El Paso County Information Technology Department (ITD) is committed to supporting robust and functional IT solutions. ITD dedicates resources focused on understanding and maintaining organizational and technological solutions to achieve this goal. ITD strives to consolidate our IT solutions to leverage institutional knowledge, focused training, and more efficient support.

ITD manages and maintains two (2) independent telephone systems located at the County Courthouse and the Sheriff's Office Headquarters. The age of these systems necessitates ITD to request hardware & software maintenance/support to ensure the continuity of each telephone system. This maintenance/support is required while the existing analog telephone systems are significantly reduced and, in most cases, phased out entirely during the transition to the newer Voice over Internet Protocol (VoIP) system. Continuant Managed Services offers this combined service at a 40% discounted cost of the manufacturer quote for a one (1) full-year term. This support provides for: 1) secure real-time alarm monitoring, 2) technical support 24/7/365, 3) preventative maintenance, and 4) advanced hardware replacement.

ITD is requesting that the Court approve and authorize the County Judge to sign an Agreement for the continued use,

support, and maintenance of this hardware and software system. This agreement is for twelve (12) months. The agreement has been reviewed and approved by the County Attorney's Office, and the Purchasing Department. ITD recommends approval.

Fiscal Impact:

Funding is available in the following account:

Account: GF-ITD-MAINT/REP-SOFTWARE
COGF-1000-0000000-431-10-11140-0001-00000-600654-
Amount: \$58,541.88

Recommendation:

Approve and authorize the County Judge to sign the agreement between the El Paso County and Continuant Managed Services. Funding is available in GF-ITD-MAINT/REP-SOFTWARE for the total amount of \$58,541.88. (Contract No. 2025-0186)

Prior Action:

On April 8, 2024, Commissioners Court approved the purchase of Annual Renewal Support Services for Avaya Nortel Telephone Systems which is utilized by various County locations using GSA Contract GS-35F-552AA awarded to Continuant, Inc.

Strategic Plan:

Goal:

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Objective:

Strategic Plan Information:

**Estimated Time Needed
For This Item:**

County of El Paso - 2025 renewal PROPOSAL

Created by:

Jessica Guse (Named Account Manager)

Prepared for:

Suzi Esquivel
County of El Paso

Creation Date: Jan 22, 2025
Quote ID: Q-11339R2



Location & Equipment

Courthouse

Description	Monthly Price
Nortel CS1000 - Nortel PBX Base Plan - 2006 users Nortel CS1000 - 24/7 Onsite Support - 2006 users Nortel CS1000 - Onsite Critical Spares Management - 2006 users Nortel Call Pilot - Nortel VM Base Plan - 1273 users Nortel Call Pilot - 24/7 Onsite Support - 1273 users	\$3,914.96

Sheriff's Office

Description	Monthly Price
Nortel CS1000 - Nortel PBX Base Plan - 550 users Nortel CS1000 - 24/7 Onsite Support - 550 users Nortel CS1000 - Onsite Critical Spares Management - 550 users Nortel Call Pilot - Nortel VM Base Plan - 111 users Nortel Call Pilot - 24/7 Onsite Support - 111 users	\$963.53

Maintenance Advantage Plan

The purpose of this Scope of Work is to document the scope of tasks Continuant shall undertake and responsibilities that Continuant shall assume as part of its obligation to provide Maintenance and Support to the Customer and to document the allocation of responsibilities between the Parties regarding certain operational processes.

Definitions

- Authorized User - An Authorized User is an individual whom the Customer's organization has authorized to request work, perform changes, and approve maintenance windows.
- Covered Equipment - Equipment, hardware, components and software to be maintained by Continuant is defined as Covered Equipment. All Covered Equipment items must be listed in the contract between Continuant and the Customer to be covered under the Maintenance Advantage Plan.
- Customer Requirements Document (CRD) - This is a document used by the Continuant Project Management Office (PMO) to document information about Covered Equipment, Customer contacts, and other important information required by Continuant to deliver services effectively.
- Service Operation - The phase of the contract term where all the Service Transition activities are complete. Service Operation commences upon agreement between Continuant and the Customer, once the Service Transition phase is complete.
- Service Transition - The phase of the contract term, just after contract signatures, where setup activities begin. Setup activities may include identifying Customer stakeholders, establishing remote access, documenting credentials, and activating event management.
- Standard Business Days and Hours - Business days are Monday through Friday, excluding Continuant-observed holidays. Business hours are 8:00am - 5:00pm local time.

Package Services

Technical Assistance Center (TAC)

Continuant makes technical support available to customers via our team of engineers with Original Equipment Manufacturer (OEM) certifications. The TAC is designed to provide guidance to a technical person from the customer, regarding general questions about the covered equipment.

- Does not require Continuant to perform changes or programming
- Does not require onsite technical resources
- Does not require a scheduled maintenance window
- Does not require discovery
- Can be completed in 15 minutes or less

Continuant TAC will stop at 15 minutes. Any work which exceeds 15 minutes will be billed at time and material rates. Continuant will advise the customer of the rates and obtain customer approval before providing any further support.

Service Desk

The Continuant Service Desk will be the primary communication point for services. The customer will have several ways of interacting with the Service Desk, which will be identified during service transition.

Service Desk activities shall include the following:

- Perform initial analysis, troubleshooting, and diagnostics
- Provide proactive communication of service delivery
- Manage escalations to ensure timely and high-quality resolution
- Management of the online service portal, available to customers at: <https://continuant.service-now.com/csm>

Incident Management

Incident Management ensures that normal Service Operation is restored as quickly as possible, and the business impact is minimized. Continuant is responsible for prioritization and management of all incidents throughout the system's lifecycle.

Remote Incident Management

Remote Incident Management is provided 24/7 and ensures that normal Service Operation is managed through remote connectivity. This service requires the Customer to provide Continuant with remote access and login credentials to the Covered Equipment. Activities may include:

- Resolution of service disruptions and performance degradations on Covered Equipment.
- Remote diagnostics, troubleshooting, and remote support for onsite personnel.
- Management of Incident escalations to ensure timely and high-quality resolution of all cases.
- Remote labor to repair or replace Covered Equipment, including the subsequent testing to confirm the correct operation of the device and its operational interface with associated equipment, communication facilities and services.
- Closure of Incidents after receiving confirmation from the affected Authorized User that the Incident has been resolved.
- Retention of overall responsibility and ownership of all Incidents until the Incident is closed, subject to Customer approval.

Continuant may implement a firmware update or security patch to resolve an Incident. If firmware or security patches are not made publicly available by an Original Equipment Manufacturer (OEM), the Customer is responsible for providing Continuant with a support contract or other form for Continuant to gain access to the firmware or patch.

8/5 Onsite Incident Management

Onsite Incident Management ensures that normal Service Operation is restored as quickly as possible through the dispatch of local technicians. The dispatched technicians provide diagnostics, troubleshooting and/or parts replacement (parts are not included unless they are covered under Hardware Replacement Services). Onsite Incident Management is provided Monday through Friday during Standard Business Hours (local time at the affected location) for all sites with Covered Equipment. The Customer is responsible for providing access to the site.

Incident Prioritization

Continuant classifies and prioritizes Incidents according to Impact and Urgency. Continuant will evaluate Incident Impact and Urgency to classify all Incidents into Priority 1 (P1), Priority 2 (P2), Priority 3 (P3) and Priority 4 (P4) Incident categories.

Impact Definitions

An Incident is classified according to its impact on the business (the size, scope, and complexity of the Incident). Impact is a measure of the business criticality of an Incident, often equal to the extent to which an Incident leads to the degradation of a service. The four Impact levels are:

1. **Widespread** - The entire inventory of Covered Equipment is affected (more than three quarters of individuals, sites or devices).
2. **Large** - Multiple sites are affected (between one-half and three-quarters of individuals, sites or devices).
3. **Localized** - A small number of sites, rooms, and/or users are affected (between one-quarter and one-half of individuals, sites or devices).
4. **Individualized** - A single user is affected (less than one-quarter of individuals, sites or devices).

Urgency Definition

Urgency defines the criticality of the incident to the customer's business. Continuant will work with customer to understand and set the proper urgency level. There are four urgency levels:

- **Critical** - Primary business function is stopped with no redundancy or backup. There may be an immediate financial impact to customer's business.
- **High** - Primary business function is severely degraded or supported by backup or redundant system. There is potential for a significant financial impact to customer's business.
- **Medium** - Non-critical business function is stopped or severely degraded. There is a possible financial impact to customer's business.
- **Low** - Non-critical business function is degraded. There is little or no financial impact.

Continuant Incident Management Priorities Matrix

	Impact				
Urgency		Widespread	Large	Localized	Individualized
	Critical	P1	P1	P2	P2
	High	P1	P2	P2	P3
	Medium	P2	P3	P3	P3
	Low	P4	P4	P4	P4

Continuant will downgrade the Incident Priority in accordance with the reduced severity of Impact or Incident resolution. The case may be left open for a prescribed period while operational stability is being assessed.

The Incident Case will be resolved by Continuant or the Customer upon validation of the issue remediation and the system's returning to operational stability.

Event Management

Continuant will provide 24x7 Event Management that includes system monitoring and management of events for Covered Equipment, where applicable and possible. Continuant's Network Operations Center (NOC) will manage the Event Management services provided to the Customer. The Continuant NOC will identify critical components in the Customers' environment and define key event thresholds for the specific system components. Event Management requires the Customer to provide remote access and alerting capabilities to Continuant. This may include the Customer allowing the installation of Continuant software and/or servers. Continuant will provide structured levels of notifications to the Customer for significant events detected in the Customers' environment. Continuant Event Management will trigger Incident Management, where applicable.

Hardware Replacement

Continuant will provide Hardware Replacement on specified Covered Equipment. In the event of defective equipment, Continuant will make repairs or provide replacements of the defective equipment with either new equipment or a refurbished equivalent model at Continuant's discretion. Hardware Replacement includes parts within the telephone system (PBX) such as circuit packs, power supplies, processing elements and cabinetry, voicemail system (as applicable) and the primary server where the covered application resides. Telephone sets, Uninterruptible Power Systems (UPS), PCs, servers, modems, routers, switches, wireless access points, security appliances, or other devices supporting carrier, or PSTN services, are not included in this agreement unless specifically noted.

Change Control

Continuant will manage the control of change activities of the Covered Equipment. The primary goal of this process is to ensure that all potential risks of performing changes are documented and communicated. Continuant's Change Control responsibilities may consist of the following activities:

- Raise and record change.
- Assess the impact, benefit, and risk of proposed changes.
- Confirm business justification and obtain approval.

The three types of Changes are:

Standard - Standard Changes are defined as well-known, repeatable and thoroughly documented procedures. These procedures present a low risk to operations and business services as determined by a standard risk assessment. Standard Changes are preauthorized by the Customer to be implemented per terms agreed upon with the Customer. If the Service owner is concerned about the risk and/or potential impact of a change on other services, then a Normal or Emergency Change should be considered. A list of Standard Change templates may be provided upon request.

Normal - Normal Changes are defined as medium/high risk to business services and therefore must follow the normal change management process. The urgency of Normal Changes may be upgraded to accelerate the timeline for implementation given Customer business justification of an impending business impact.

Emergency - Emergency Changes are defined as high risk to the business and require implementation without proceeding through the normal Change Management process. They may be required to resolve a break/fix situation that has resulted in a service degradation or interruption in service. They may also be needed to address an imminent interruption in service. Emergency Changes should leverage existing Standard Change procedures where applicable to reduce the associated risk. These changes should also be related to a corresponding Incident where a service disruption or potential disruption has been recorded.

	Widespread	Large	Localized	Individualized
Critical	P1	P1	P2	P2
High	P1	P2	P2	P3
Medium	P2	P3	P3	P3
Low	P4	P4	P4	P4

Continuant will downgrade the Incident Priority in accordance with the reduced severity of Impact or Incident resolution. The case may be left open for a prescribed period while operational stability is being assessed.

The Incident Case will be resolved by Continuant or the Customer upon validation of the issue remediation and the system's returning to operational stability.

Service Level Management

Continuant's Service Level Management (SLM) tracks the performance of managing Incidents and Service Requests with Service Level Objectives (SLO). SLOs apply to work performed on Covered

Equipment that is managed exclusively by Continuant. Continuant will adhere to the SLOs during Service Operation. SLOs do not apply during Service Transition.

The following metrics are tracked as SLOs:

- Time to Notify (TTN)
- Time to Restore (TTR)
- Time to Fulfill (TTF)

Time to Notify (TTN)

Continuant will respond to Incidents and Service Requests raised through the management platform by electronically notifying a specified Customer contact(s) within the TTN timeframe.

Case(s)	Time To Notify	SLO Target
All incidents and service requests.	15 minutes from case opened date/time.	99%

Time to Restore (TTR)

TTR is applicable only to Incident Cases. TTR refers to the time elapsed between the failure which caused the Incident and when Continuant restores the Covered Equipment to an acceptable operational state.

Incident Level	Time to Restore	SLA Target
P1 Incidents	4 Hours	95%
P2 Incidents	12 Hours	95%
P3 Incidents	72 Hours	95%
P4 Incidents	120 Hours	95%

Time to Fulfill (TTF)

TTF is only applicable to Service Request cases. Continuant has organized Service Requests into categories, based on the level of complexity and the amount of time required to complete the request. The chart below provides a breakdown of the Continuant SLOs for completing Service Requests within each category:

Service Request Category	Time to Fulfill*	SLO Target
Remote Simple	2 Business Days	95%
Remote Simple - Expedited	8 Hours	95%
Remote Complex	5 Business Days**	95%

On-Site Simple	3 Business Days	95%
On-Site Complex	5 Business Days**	95%
Project	No SLA, scheduled	No SLA

*From receipt of fully qualified and scheduled Change Request.

**SLO time commences upon Continuant receiving signed quote from Customer.
Business days are Monday through Friday, excluding Continuant-observed holidays.

SLO measurements exclude the following:

- Delays caused by the Customer in resolving the qualifying issue (for example, waiting for response on change window or on-site resources).
- Any mutually agreed upon schedule of activities that causes Service Levels to fall outside of measured SLOs defined obligations.
- Hardware Replacement delivery to the Customer's location, either from a Manufacturer Maintenance Agreement or Hardware Replacement services from Continuant.
- Delays or faults caused by third-party equipment, services or vendors in resolving the qualifying issue.
- Other factors outside of Continuant's reasonable control for which Continuant is not responsible.
- Acquisition and installation time of new software to be installed on the Covered Equipment due to software defects or bugs.

Customer Responsibilities

For Continuant to effectively deliver services, the Customer must provide information and/or access to Covered Equipment and sites for Continuant.

Customer Requirements Document

Continuant will send a Customer Requirements Document (CRD) to the Customer, which provides key information for Service Delivery. The Customer is responsible for filling out the CRD, which will include:

- Customer representative contact name.
- Authorized contacts to request support services.
- Location of the site(s) to be managed.
- Network connectivity detail and topology.
- Covered Equipment information:
 - Location and naming scheme.
 - As-built documentation and/or bill of materials.
 - Managed IP addresses and system details.
 - Simple Network Management Protocol (SNMP) community strings.
 - Telnet and password access.
 - Definition of Customer-specific support policies.

- Maintenance contract or software support contract information.
- Letter of Authorizations for third-party vendors.

Continuant Remote Access and Event Management

The Continuant Access and Monitoring Platform will allow remote access and monitoring for all Covered Equipment supported by CMS (Continuant Managed Services). The access and monitoring platform includes a suite of management applications, consisting of software and hardware required for the delivery of services. Continuant requires the Customer to help facilitate the installation and management of the access and monitoring platform. The Access and Monitoring Platform is deployed on the Customer's network, in a single configuration instance or multiple instance configurations depending on the number, type, and location of the Covered Equipment. Any delay in establishing remote access or the deployment of the management applications may inhibit the ability for Continuant to deliver services.

The Access and Monitoring Platform is installed during Service Transition for the duration of the contract term. During the contract term, the Customer is granted a nonexclusive and nontransferable license to use the hardware and the software resident solely on the supplied access and monitoring platform. Installation of the remote Access and Monitoring Platform may require the following from the Customer:

- Network connectivity established per Continuant-supplied guidelines.
- Communications facilities and services, including internet and network configuration. These communication facilities and services must be maintained for the duration of the contract term.
- A resource person to support the installation activities of the hardware and software, which may include:
 - Racking
 - Connection to the network
 - Power connection to continuous uninterrupted power, suitable commercial power, and an Uninterruptible Power System (UPS) or other acceptable power back-up facilities.

The Customer will use reasonable efforts to provide and maintain the Access and Monitoring Platform in good working order. The Customer shall not, nor permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any hardware or software in the platform. Should this occur as a result of the Customer's actions without first receiving written consent from Continuant, the Customer will be responsible for reimbursing Continuant for the cost to repair any damage caused to the platform. Under no circumstance will Continuant be held liable to the Customer or any other parties for the interruption of services, missed SLOs, or for any other loss, cost, or damage that results from the improper use or maintenance of the platform.

Unless otherwise agreed upon, title to all Monitoring Platforms shall remain in the possession of Continuant. The Customer must return all associated materials (hardware, software and documentation) to Continuant immediately upon expiration or termination of the contract term. Continuant expects that, at the time of removal, the platform shall be in the same condition as when installed, except what normal wear and tear is expected. The Customer shall reimburse Continuant for the depreciated costs of any platform equipment, whereby the condition of which is deemed beyond normal wear and tear.

Additional Services

24/7 Onsite Incident Management

Continuant will provide 24/7 Onsite Support that ensures normal Service Operation is restored as quickly as possible and the business impact is minimized through the dispatch of local technicians. Activities may include 24/7 dispatch of local technicians for diagnostics, troubleshooting, and/or parts replacement (parts not included, unless they are covered under Hardware Replacement Services). The Customer is responsible for providing access to the site.

Onsite Critical Spares

Continuant will place Critical Spare Parts in a kit at a site with Covered Equipment. Continuant will only place core components of the Covered Equipment. The Customer may request additional parts be included in the kit, which may require an additional fee. These Critical Spare Part kits remain the sole and exclusive property of Continuant.

Envisioning Communications Workshop

The Envisioning Communications Workshop is designed to help organizations strategically plan their transition to UCaaS and CCaaS solutions. The Envisioning Communications Workshop provides a comprehensive analysis of financial benefits, platform selection, and successful adoption by aligning business needs with strategic planning and design. Led by Continuant's technical experts, the workshop includes an assessment phase, interactive workshops, and a plan-building phase to offer a Findings and Recommendations Report for future strategies and a viable roadmap.

Customer Responsibilities

Customer will provide the following, which are necessary to seller's performance hereunder:

- Complete the Letter of Agency (LOA) document, containing carrier information, phone numbers, and service address(es)
- Provide a project contact for information gathering, escalation, and remote or onsite assistance, and schedules resources when necessary
- Provide Continuant required logins, accounts and/or administrative roles to manage the covered equipment
- Customer is responsible to acquire and/or renew all necessary OEM licensing and software services
- Customer is responsible for its network and network management

Let's Get Started

Proposal Information

Contract Start Date: Apr 1, 2025

Contract Duration: 12

MSA Number: GS-35F-552AA / AN09162016BV

Proposal Number: Q-11339R2

Billing Information:

Name:	County Auditor's Office - Accounts Payable
Phone Number:	(915) 273-3262
Email:	AuditorsAPinvoices@epcounty.com

Signer Info	
Full Name	
Title	
Signature	
Date	

Counter Signature	
Full Name	Samuel Mosier
Title	Contract Manager
Signature	
Date	