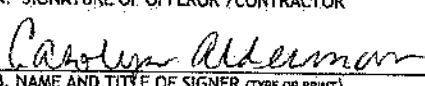
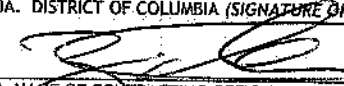


GOVERNMENT OF THE DISTRICT OF COLUMBIA TASK ORDER/DELIVERY ORDER FOR SERVICES OFFEROR TO COMPLETE BLOCKS 18 & 29				1. REQUISITION NUMBER RK133780		PAGE 1 of 5							
2. TASK ORDER AGREEMENT NO. CW77381		3. Award/Effective Date 12/1/2019		4. CONTRACT NUMBER GS-35F-0156V		5. SOLICITATION NUMBER Doc480807		6. SOLICITATION ISSUE DATE 11/8/19					
7. FOR SOLICITATION INFORMATION CONTACT Email: Tiffany.Champion@dc.gov		A. NAME Tiffany Champion			B. TELEPHONE (No Collect Calls) 202.724.4537		8. OFFER DUE DATE: 11/18/19						
9. ISSUED BY Office of Contracting and Procurement Information Technology Group 441 4 TH Street NW, Suite 3305 Washington, D.C. 20001				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE %FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUS. <input checked="" type="checkbox"/> GSA SIC: SIZE STANDARD:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> N/A <input type="checkbox"/> 13. RESERVED		12. PAYMENT DISCOUNT TERMS Net 30 days					
				14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFTOP <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> 2-STEP									
5. CONTRACTOR / OFFEROR Avaya Federal Systems, LLC 12730 Fair Lakes Circle Fairfax, VA 22033 Phone: 703.390.8204				16. PAYMENT WILL BE MADE BY Office of the Chief Technology Officer 200 I Street SE 5 th Floor Washington, DC 20003 CODE									
15A DUNS NO. 15B TAX ID NO.				17. DELIVER TO N/A									
				18. ADMINISTERED BY Office of the Chief Technology Officer 200 I Street SE 5 th Floor Washington, DC 20003									
18A. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>						18B. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16 UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM							
19 ITEM NO.		20 SCHEDULE OF SUPPLIES/SERVICES				21 QUANTITY		22 UNIT		23 UNIT PRICE		24 AMOUNT	
See Attachment B Price Schedule													
25. ACCOUNTING AND APPROPRIATION DATA PURCHASE ORDER NO.										26. TOTAL AWARD (FOR GOVT. USE ONLY) \$757,875.20			
27. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN ONE COPY TO THE ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL PAGES SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. THIS ORDER IS ISSUED SUBJECT TO THE TERMS AND CONDITIONS OF THE HGAC CONTRACT IDENTIFIED IN BLOCK 4.										28. THE FOLLOWING DOCUMENTS ARE INCORPORATED BY REFERENCE INTO THIS TASK ORDER IN THE FOLLOWING PRIORITY: THIS TASK ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA CONTRACT IDENTIFIED IN BLOCK 4.			
29A. SIGNATURE OF OFFEROR / CONTRACTOR 										30A. DISTRICT OF COLUMBIA (SIGNATURE OF CONTRACTING OFFICER) 			
29B. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Carolyn Alderman, Contracts Manager					29C. DATE SIGNED 11/26/19		30B. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Chris Yi			30C. DATE SIGNED 11-26-19			

1. SERVICES REQUIRED

The Government of the District of Columbia, through the Office of Contracting and Procurement, on behalf, of the Office of the Chief Technology Officer seeks a vendor to provide Avaya software maintenance and support for the following Avaya systems outlined below:

Exhibit	Functional Location	File Name
A	DYRS Maintenance Items	AvayaMaintenanceList-FY20-DYRS-5075113.xlsx
B	OJS Maintenance Items	AvayaMaintenanceList-FY20-OJS-4560559.xlsx
C	OUC2 Maintenance Items	AvayaMaintenanceList-FY20-OUC2-5046540.xlsx
D	PSCC Maintenance Items	AvayaMaintenanceList-FY20-PSCC-5061851.xlsx
E	RVS Maintenance Items	AvayaMaintenanceList-FY20-RVS-4560564.xlsx
F	UCC Maintenance Items	AvayaMaintenanceList-FY20-UCC-5062757.xlsx
G	PSCC INI SureConnect/INI Equilibrium Support Item	INI SureConnect_INI Equilibrium Support.xlsx
G	OJS1 INI SureConnect/INI Equilibrium Support Item	INI SureConnect_INI Equilibrium Support.xlsx
G	UCC INI SureConnect/INI Equilibrium Support Item	INI SureConnect_INI Equilibrium Support.xlsx

2. PRICE SCHEDULE

The District contemplates award of a single firm fixed price contract.

3. TERM OF CONTRACT

The term of the contract shall be from December 1, 2019 through September 30, 2020.

3.2 OPTION TO EXTEND THE TERM OF THE CONTRACT

- 3.2.1** The District may extend the term of this contract for a period of four (4) one-year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.
- 3.2.2** If the District exercises this option, the extended contract shall be considered to include this option provision.
- 3.2.3** The price for the option period shall be as specified in the Section B of the contract.
- 3.2.4** The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

4. CONTRACTING OFFICER (CO)

Contracts may be entered into and signed on behalf of the District Government only by Contracting Officers. The name, address and telephone number of the Contracting Officer for this task order is:

Chris Yi
Office of Contracting and Procurement
200 I Street, SE Fifth Floor
Washington, DC 20003
Telephone: 202.724.5069
E-mail: Chris.Yi@dc.gov

4.1 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

- 4.1.1 The CO is the only person authorized to approve changes in any of the requirements of this contract.
- 4.1.2 The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the CO.
- 4.1.3 In the event the Contractor effects any change at the instruction or request of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

5. CONTRACTS ADMINISTRATOR (CA)

Cynthia Romero
Unified Communications Engineer
DC-Net/Office of the Chief Technology Officer
655 15th St, NW Washington, DC 20005
Phone: 202-715-7692
Email: cynthia.romero@dc.gov

The CA is responsible for general administration of the contract and advising the CO as the Contractor's compliance or noncompliance with the contract. The CA has the responsibility of ensuring the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in the contract. These include:

- 5.1 Keeping the CO fully informed of any technical or contractual difficulties encountered during the performance period and advising the CO of any potential problem areas under the contract;
- 5.2 Coordinating site entry for Contractor personnel, if applicable;

- 5.3 Reviewing invoices for completed work and recommending approval by the CO if the Contractor's prices and costs are consistent with the contractual amounts and progress is satisfactory and commensurate with the rate of expenditure;
- 5.4 Reviewing and approving invoices for deliverables to ensure receipt of goods and services. This includes the timely processing of invoices and vouchers in accordance with the District's payment provisions; and
- 5.5 Maintaining a file that includes all contract correspondence, modifications, records of inspections (site, data, equipment) and invoice or vouchers.
- 5.6 The address and telephone number of the CA is:
- 5.7 The CA shall NOT have the authority to:
 - a) Award, agree to, or sign any contract, delivery order or task order. Only the CO shall make contractual agreements, commitments or modifications;
 - b) Grant deviations from or waive any of the terms and conditions of the contract;
 - c) Increase the dollar limit of the contract or authorize work beyond the dollar limit of the contract,
 - d) Authorize the expenditure of funds by the Contractor;
 - e) Change the period of performance; or
 - f) Authorize the use of District property, except as specified under the contract.
- 5.8 The Contractor will be fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer.

6. ORDERING

Products and services to be furnished under this contract will be ordered by the Contracts Administrator specified in Section 5. Such products and services may be provided for one year from the date of award.

7. COMPENSATION AND PAYMENT

- a) The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.
- b) The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.
- c) The District follows a specific policy for services related to software/hardware (SW/HW) maintenance/licenses and support services. These services must be provided and billed with in the District's fiscal year (10/1 to 09/30). Invoices should only cover one fiscal year and the District cannot be held liable for any such services not billed and paid within the same fiscal year (October 1 to September 30). The District issues separate payment for each fiscal year for accounting and budgetary reasons.

8. INVOICE SUBMITTAL

- a) The Contractor shall create and submit payment requests in an electronic format through the DC Vendor Portal, <https://vendorportal.dc.gov>.
- b) The Contractor shall submit proper invoices on an annual basis or as otherwise specified in Section 8.
- c) To constitute a proper invoice, the Contractor shall enter all required information into the Portal after selecting the applicable purchase order number which is listed on the Contractor's profile.

9. INCORPORATED DOCUMENTS

Contractor shall perform under this task order pursuant to the terms of the following documents that are hereby incorporated by reference and made a part of this contract, which in the event of a conflict shall be resolved by giving precedence in the order of priority listed below:

- (1) This Task Order blocks 1 through 30C and sections 1 through 9.
- (2) Statement of Work, Attachment A
- (3) Price Schedule, Attachment B
- (4) GSA Schedule No. GS-35F-0156V, as amended

ATTACHMENT A SOW

A.1 Scope

The Government of the District of Columbia, through the Office of Contracting and Procurement, on behalf, of the Office of the Chief Technology Officer seeks a vendor to provide Avaya software maintenance and support for the following Avaya systems outlined below:

Exhibit	Functional Location	File Name
A	DYRS Maintenance Items	AvayaMaintenanceList-FY20-DYRS-5075113.xlsx
B	OJS Maintenance Items	AvayaMaintenanceList-FY20-OJS-4560559.xlsx
C	OUC2 Maintenance Items	AvayaMaintenanceList-FY20-OUC2-5046540.xlsx
D	PSCC Maintenance Items	AvayaMaintenanceList-FY20-PSCC-5061851.xlsx
E	RVS Maintenance Items	AvayaMaintenanceList-FY20-RVS-4560564.xlsx
F	UCC Maintenance Items	AvayaMaintenanceList-FY20-UCC-5062757.xlsx
G	PSCC INI SureConnect/INI Equilibrium Support Item	INI SureConnect_INI Equilibrium Support.xlsx
G	OJS1 INI SureConnect/INI Equilibrium Support Item	INI SureConnect_INI Equilibrium Support.xlsx
G	UCC INI SureConnect/INI Equilibrium Support Item	INI SureConnect_INI Equilibrium Support.xlsx

A.1.1 Applicable Documents

N/A

A.1.2 Definitions

- a) **Avaya Support Advantage Essentials:** Provides reactive remote support for all eligible Supported Products and is the minimum coverage required to receive Avaya support.
- b) **Avaya Support Advantage Preferred:** Preferred Support includes proactive monitoring and system alarm resolution with the Avaya-patented EXPERT Systems SM. Includes monitoring public switch telephone network (PSTN) facilities for problems and alert our team for immediate resolution.
- c) **Avaya Upgrade Advantage:** Major software upgrades on a subscription basis as they become available during your contract term, providing investment protection for your communications systems, and eliminating the cost previously associated with major release upgrades.
- d) **Aura:** Avaya Aura is a flagship communications solution that uses an IP and SIP-based architecture to unify media, modes, networks, devices, applications, and real-time, actionable presence across a common infrastructure. This architecture provides on-demand access to advanced collaboration services and applications that improve employee efficiency. Avaya Aura is available under Core or Power Suite Licenses. Each suite provides a customized set of capabilities designed to meet the needs of different kinds of users. Customers might mix Core and Power licenses on a single system based on their needs.
- e) **Sold-To number:** Primary account number with Avaya for a specific location.
- f) **INI SureConnect/INI Equilibrium Support:** Monday – Friday; 8:00am to 9:00pm Eastern (*Excludes INI Holidays*)
Includes:
 - i. Unlimited Technical Service Support for INI applications during the time specified above.

- a. Initial diagnosis of reported issue
- b. Break/fix of INI applications
- c. Answering general questions
- d. Support services related to backup and restore issues (limited to guidance on how to recover software from a valid backup)

A.2 Background

- a) DCNET supports the stand-alone AVAYA call-processors and ancillary equipment for the District's telephony services to include 20+ agency call-centers and approximately 30,000 endpoints. DCNET also supports both the HSEMA and the Office of Unified Communications 311 and 911 call-centers. DCNET maintains a manufacturer support level service agreement on all AVAYA telephony core components to ensure continuity of operations and maintain a 99.999% uptime on all mission-critical services. To that end, it is critical to continue the service level agreement already established between DC-NET and Avaya. Please see the table in section C.5.1 and C.5.2 for a list of systems that require coverage and the type of coverage requested for each system identified.
- b) Avaya recently announced that Upgrade Advantage will be required, and Essential Support will no longer be offered as an option for any Supported Products with a Major Release launching on or after August 10, 2015. In addition, all new major software releases that become Generally Available beginning with Aura R8, Preferred Support includes the Upgrade Advantage entitlements.
- c) DCNET has systems running on different releases. Therefore, the requested support packages will differ per system identifier. DCNET has three INI Sureconnect/INI equilibrium callback applications. Avaya facilitated the deployment for these applications. Avaya, in partnership with Interactive Northwest, Inc. (INI) provides software support for this product. The software release of each system and the requested support type is outlined in the Requirements section below.

A.3 Requirements

A.3.1 The Contractor shall provide the following coverage for each of the six (6) sold-to numbers below:

Item No.	Sold-to	Site Name	Location	Aura Release	Coverage Type
1	5075113	DYRS	8400 River Road	Aura R7.3	Avaya Support Advantage Preferred + Avaya Upgrade Advantage
2	4560559	OJS	441 4th Street, NW	Aura R8.1	Avaya Support Advantage Preferred + Avaya Upgrade Advantage
3	5062757	UCC	2720 Martin Luther King	Aura R7.3	Avaya Support Advantage Preferred + Avaya Upgrade Advantage
4	5046540	OUC2	2720 Martin Luther King	Aura R6.2	Avaya Support Advantage Essential
5	5061851	PSCC	310 McMillan Dr. NW	Aura R7.3	Avaya Support Advantage Preferred + Avaya Upgrade Advantage
6	4560564	REEVES	2000 14TH ST NW	Aura R6.2	Avaya Support Advantage Essential

A.3.2 The Contractor shall provide support for the three (3) call-back applications below:

Item No.	Sold-to	Site Name	Location	Aura Release	Coverage Type
1	5061851	PSCC	310 McMillan Dr. NW	N/A	INI SureConnect/INI Equilibrium Support
2	4560559	OJS1	441 4th Street, NW	N/A	INI SureConnect/INI Equilibrium Support
3	5062757	UCC	2720 MLK Jr. SE	N/A	INI SureConnect/INI Equilibrium Support

A.4 Deliverables

N/A

ATTACHMENT B Price Schedule

B.1 The Government of the District of Columbia, through the Office of Contracting and Procurement, on behalf, of the Office of the Chief Technology Officer seeks a vendor to provide Avaya software maintenance and support.

B.2 The District contemplates award of a single firm fixed price contract.

B.3 PRICE SCHEDULE

B.3.1 Base Period 12/1/19 through 9/30/20

Contract Line Item Number (CLIN)	Item Description	Site Name	Quantity	Unit Price	Total Price
0001	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	DYRS	1	\$10,592.90	\$10,592.90
0002	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	OJS	1	\$310,920.20	\$310,920.20
0003	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	UCC	1	\$67,708.70	\$67,708.70
0004	Avaya Support Advantage Essential	OUC2	1	\$146,614.90	\$146,614.90
0005	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	PSCC	1	\$45,518.20	\$45,518.20
0006	Avaya Support Advantage Essential	REEVES	1	\$143,520.30	\$143,520.30
0007	INI SureConnect/INI Equilibrium Support	PSCC	1	\$11,000.00	\$11,000.00
0008	INI SureConnect/INI Equilibrium Support	OJS1	1	\$11,000.00	\$11,000.00
0009	INI SureConnect/INI Equilibrium Support	UCC	1	\$11,000.00	\$11,000.00
Grand Total for B.3.1					\$757,875.20

B.3.2 Option Year 1 – October 1, 2020 – September 30, 2021

CLIN	Item Description	Site Name	Quantity	Unit Price	Total Price
1001	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	DYRS	1	\$10,536.91	\$10,536.91
1002	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	OJS	1	\$283,503.41	\$283,503.41
1003	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	UCC	1	\$66,377.98	\$66,377.98
1004	Avaya Support Advantage Essential	OUC2	1	\$161,565.70	\$161,565.70
1005	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	PSCC	1	\$42,467.05	\$42,467.05
1006	Avaya Support Advantage Essential	REEVES	1	\$160,832.68	\$160,832.68
1007	INI SureConnect/INI Equilibrium Support	PSCC	1	\$13,200.00	\$13,200.00
1008	INI SureConnect/INI Equilibrium Support	OJS1	1	\$13,200.00	\$13,200.00
1009	INI SureConnect/INI Equilibrium Support	UCC	1	\$13,200.00	\$13,200.00
Grand Total for B.3.2					\$764,883.73

B.3.3 Option Year 2 – October 1, 2021 – September 30, 2022

CLIN	Item Description	Site Name	Quantity	Unit Price	Total Price
2001	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	DYRS	1	\$10,536.91	\$10,536.91
2002	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	OJS	1	\$283,503.41	\$283,503.41
2003	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	UCC	1	\$66,377.98	\$66,377.98
2004	Avaya Support Advantage Essential	OUC2	1	\$161,565.70	\$161,565.70

2005	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	PSCC	1	\$42,467.05	\$42,467.05
2006	Avaya Support Advantage Essential	REEVES	1	\$160,832.68	\$160,832.68
2007	INI SureConnect/INI Equilibrium Support	PSCC	1	\$13,200.00	\$13,200.00
2008	INI SureConnect/INI Equilibrium Support	OJS1	1	\$13,200.00	\$13,200.00
2009	INI SureConnect/INI Equilibrium Support	UCC	1	\$13,200.00	\$13,200.00
Grand Total for B.3.3					\$764,883.73

B.3.4 Option Year 3 – October 1, 2022 – September 30, 2023

CLIN	Item Description	Site Name	Quantity	Unit Price	Total Price
3001	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	DYRS	1	\$10,536.91	\$10,536.91
3002	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	OJS	1	\$283,503.41	\$283,503.41
3003	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	UCC	1	\$66,377.98	\$66,377.98
3004	Avaya Support Advantage Essential	OUC2	1	\$161,565.70	\$161,565.70
3005	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	PSCC	1	\$42,467.05	\$42,467.05
3006	Avaya Support Advantage Essential	REEVES	1	\$160,832.68	\$160,832.68
3007	INI SureConnect/INI Equilibrium Support	PSCC	1	\$13,200.00	\$13,200.00
3008	INI SureConnect/INI Equilibrium Support	OJS1	1	\$13,200.00	\$13,200.00
3009	INI SureConnect/INI Equilibrium Support	UCC	1	\$13,200.00	\$13,200.00
Grand Total for B.3.4					\$764,883.73

B.3.5 Option Year 4 – October 1, 2023 – September 30, 2024

CLIN	Item Description	Site Name	Quantity	Unit Price	Total Price
4001	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	DYRS	1	\$10,536.91	\$10,536.91
4002	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	OJS	1	\$283,503.41	\$283,503.41
4003	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	UCC	1	\$66,377.98	\$66,377.98
4004	Avaya Support Advantage Essential	OUC2	1	\$161,565.70	\$161,565.70
4005	Avaya Support Advantage Preferred + Avaya Upgrade Advantage	PSCC	1	\$42,467.05	\$42,467.05
4006	Avaya Support Advantage Essential	REEVES	1	\$160,832.68	\$160,832.68
4007	INI SureConnect/INI Equilibrium Support	PSCC	1	\$13,200.00	\$13,200.00
4008	INI SureConnect/INI Equilibrium Support	OJS1	1	\$13,200.00	\$13,200.00
4009	INI SureConnect/INI Equilibrium Support	UCC	1	\$13,200.00	\$13,200.00
Grand Total for B.3.5					\$764,883.73