

**APPENDIX 6 TO SCHEDULE 3.3  
TO THE  
COMPREHENSIVE INFRASTRUCTURE AGREEMENT  
MESSAGING SERVICES SOW**

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This is Appendix 6 (Messaging Services SOW) to Schedule 3.3 (Statements of Work) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the "Agreement"). Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in Appendix 11 (SOW Definitions) to Schedule 3.3 or in the Agreement.

## **1.0 Messaging Services Overview and Objectives**

### **1.1 Services Overview**

This Appendix 6 (Messaging Services SOW) is the Statement of Work (or "SOW") that sets forth the roles and responsibilities of the Parties for the messaging services ("Messaging Services") provided under the Agreement as part of the Services. Messaging Services are the services and activities, as further detailed in this SOW, required to provide and support the Commonwealth's email and other interpersonal communications computing infrastructure.

Messaging Services are defined as all activities associated with the provision of Software and support of the messaging environment, capable of connecting to the Commonwealth's Messaging Services infrastructure directly via local-area network (LAN), through the Internet, or via wireless connectivity.

Vendor shall provide and support the Commonwealth's standard approved Messaging infrastructure environment on the in-scope computing platforms, including desktops, laptops, and handheld devices with Services that include:

- Email messaging services
- Wireless messaging services
- Real-time collaboration services, which includes secure instant messaging solutions, virtual team workspaces, information workflow, online meetings and application sharing
- Email distribution list management
- Messaging content storage management
- Mailbox management
- Secure encrypted messaging
- Messaging Security Services, including content filtering for virus prevention and spam management, and perimeter security services which cover management of e-mail traffic at the enterprise border, providing a barrier between the Commonwealth's internal messaging environment and non-Commonwealth external messaging environment(s)
- Message compliance services, which includes policy enforcement and message archiving
- Directory Services management
- Messaging continuity services
- Enterprise Handheld Services

The following platforms, data and applications are provided as examples:

- Enterprise Messaging solutions (e.g., Microsoft Exchange Server, Oracle Collaboration Suite, Sun Mail, Good Technology)
- POP3
- Web access to email
- Wireless email access
- Anti-virus Services
- SMTP Services
- Public folders
- WINS
- Trust relationships
- Anti-spam Services Messaging flow monitoring
- Directory Services

Messaging Services also provide support and management of global distribution lists (DLs), mailboxes, generic mailboxes, customer recipient addresses, etc.

In addition to the services described in this SOW, the Vendor is responsible for providing the services described in Appendix 1 (Cross-Functional Services SOW) to Schedule 3.3.

## **1.2 Service Objectives**

The following are the key high-level Service objectives the Vendor shall ensure the Commonwealth achieves through provision of the Messaging Services:

- Meet the Commonwealth's business needs for highly available, reliable, and secure services
- All third party service providers will be subject to the Agreement and SOW and will be managed by the Vendor
- Improve Messaging Services and Service Levels
- Improve End-User productivity
- Consolidate and standardize on a common Messaging Services environment (hardware and Software)
- Improve security, data management and backup in the Messaging Services environment
- Improve Asset Management and control
- Improve total cost of ownership management
- Support business initiatives of the Eligible Customers

## **2.0 Services Environment**

This paragraph describes the scope of Services described in Section 2. This includes assets, facilities and locations, personnel, policies and procedures, licenses and agreements and work-in-process. Schedules and attachments are associated with each section to allow for quarterly updates and changes. The following sub-sections and related SOW Addenda further describe and scope a number of Messaging Services elements to be supported and/or with which Vendor shall comply. Service Environment Addenda are to be maintained by Vendor, reviewed with VITA, updated by Vendor and made available to VITA on a quarterly basis.

### **2.1.1 Hardware and Software**

1. A listing and description of hardware and System Software to be supported as part of Messaging Services is provided in Addendum 1 – Messaging Services Hardware; and
2. All Software used for the provision of the Services described in this SOW that are installed, on order, or used by the Commonwealth as of the Service Commencement Date, are included in the scope of this SOW. All Software prescribed under the purview of Messaging Services will, at a minimum, meet the configuration, performance, and information System security and standardization requirements as defined by the appropriate VITA IT architectural standards. A description of the Software used to provide Messaging Services to the Commonwealth is provided in Addendum 2 – Messaging Services Software.

### **2.1.2 Data and Applications**

A description of the data sets and applications used to provide Messaging Services and a detailed listing of the Commonwealth Messaging Services infrastructure as of the Service Commencement Date is provided in Addendum 3 – Messaging Services infrastructure baseline data.

### **2.1.3 Service Locations**

A description of the Locations from which VITA is currently providing Messaging Services is provided in Addendum 4 – VITA-Specified Commonwealth Facilities.

### **2.1.4 Personnel**

Vendor will be responsible for providing appropriately skilled staffing for the Messaging Services environment to meet the Roles and Responsibilities and Service Levels set forth in this SOW.

### **2.1.5 Policies, Procedures and Standards**

A description of the Commonwealth's current policies, procedures, standards and regulatory compliance requirements with which Messaging Services will comply is provided in Schedule 13 (Commonwealth Policies) to the Agreement and in the Procedures Manual.

**2.1.6 Agreements and Licenses**

A list of Messaging Services-related agreements and licenses is provided in Schedule 2.2 (Contracts).

**2.1.7 Current Projects**

The Commonwealth currently has a number of Messaging Services-related Current Projects planned or in progress that are included in the scope of this Appendix and are the responsibility of Vendor to complete within the time frames specified by the Commonwealth. A list of these Current Projects is provided in Schedule 28.29 (Current Projects).

**3.0 Messaging Services**

Vendor is responsible for the following Services, activities and roles and responsibilities as part of the Messaging Services.

**3.1 General Roles and Responsibilities**

The following table identifies the General roles and responsibilities associated with Messaging Services. An “X” is placed in the column under the Party that will be responsible for performing the task. Vendor responsibilities are indicated in the column labeled “Vendor.”

**Table 1. General Roles and Responsibilities**

<b>General Roles and Responsibilities</b>	<b>Vendor</b>	<b>VITA</b>
1. Define Messaging Services business requirements and standards		X
2. Recommend services and standards for supporting the VITA Messaging Services business requirements and platform standards	X	
3. Work with appropriate IT service delivery personnel to perform the installation, testing, and tuning of all technical environment hardware, Software, peripherals and interfaces related to supporting messaging platforms	X	
4. Review and approve recommendations for Services and standards for supporting the Messaging Services		X
5. Procure and own Messaging Services and Software	X	
6. Coordinate with all appropriate Towers for acquisition of all Messaging Services infrastructure equipment	X	
7. Deploy and manage Messaging Services	X	
8. Provide and support remote access services for Messaging Services for the Commonwealth	X	
9. Provide Level 2 and Level 3 support for VITA support personnel	X	
10. Provide Level 2 and Level 3 support for Commonwealth Messaging Services applications		X
11. Provide problem determination and resolution	X	
12. Provide Level 2 and Level 3 hardware and System Software support for all in-scope Software as coordinated through the Help Desks	X	
13. Coordinate with Help Desks for Incident Resolution for End-User Messaging Services Software and System diagnosis and repair	X	

General Roles and Responsibilities	Vendor	VITA
14. Coordinate Service delivery with Help Desks, as well as other support groups within each of the other Towers in coordination with Eligible Customers, VITA, and all appropriate third-parties, as necessary	X	
15. Provide VIP Support Services as necessary	X	
16. Identify possible Service enhancement opportunities for improved performance and potential cost savings	X	

### 3.2 Software Deployment and Management Services

Software Deployment and Management Services are the activities associated with the provision/development of technical infrastructure tools and utilities that enhance custom or third-party software solutions operating in the Messaging Services environment. Such Services include but are not limited to creating standard VITA-specified Messaging Services mail attributes (e.g., End-User ID, mailbox, SMTP address). The following table identifies the Software Deployment and Management roles and responsibilities that Vendor and VITA will perform.

**Table 2. Software Deployment and Management Roles and Responsibilities**

Software Deployment and Management Roles and Responsibilities	Vendor	VITA
1. Establish Software Deployment and Management policies and procedures	X	
2. Participate in establishing Software Deployment and Management policies and procedures		X
3. Review and approve Software Deployment and Management policies and procedures		X
4. Provide necessary utilities/tools to maintain and ensure compliance with agreed-upon Software Deployment and Management policies and procedures	X	
5. Manage deployment efforts using formal project management tools and methodologies	X	
6. Conduct deployment reviews and provide results to VITA	X	
7. Approve deployment plans and procedures		X

### 3.3 Operations and Administration Services

Operations and Administration Services are the activities associated with the provisioning and day-to-day management and administration in support for the Messaging Services Systems and respective operating environment. The following table identifies the Operations and Administration roles and responsibilities that Vendor and VITA will perform.

**Table 3. Operations and Administration Roles and Responsibilities**

Operations and Administration Roles and Responsibilities	Vendor	VITA
1. Define Operations and Administration policies	X	
2. Review and approve Operations and Administration policies		X

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Operations and Administration Roles and Responsibilities	Vendor	VITA
3. Coordinate with Technical Support, Incident & Problem Management and third party service providers in Problem resolution	X	
4. Establish scheduling tools and processes for managing mailbox moves, archiving, Messaging Services administration	X	
5. Define test-to-production migration requirements	X	
6. Participate in defining and approve test-to-production migration requirements		X
7. Perform test-to-production tasks	X	
8. Review and approve test-to-production migration changes		X
9. Report on results from test-to-production activities	X	
10. Perform quality control on test-to-production results	X	
11. Review and approve quality control report on test-to-production results		X
12. Verifying the integrity of all messaging backups / monthly restore tests	X	
13. Monitoring event logs	X	
14. Performing Software / application monitoring (e.g., queue size)	X	
15. Performing End-User Installs Moves, Adds, Changes (IMAC) and Deletes (email accounts)	X	
16. Managing End-User, group and computer accounts (e.g., Directory Services)	X	
17. Performing anti-virus monitoring, active scanning, blocking, remediation, etc.	X	
18. Performing spam monitoring and blocking, and releasing of valid mail (e.g., white listing)	X	
19. Performing email and Webmail administration (e.g., distribution lists, public folders, forms, MTA queues, mailboxes, wireless statistics)	X	
20. Coordination with Security Services for Messaging Services all account administration	X	
21. Performing DNS / mail relaying	X	
22. Researching and resolving email NDRs (non-deliverables & returns)	X	
23. Performing Postmaster cleanup	X	
24. Performing wireless messaging administration	X	
25. Performing Directory Services administration	X	
26. Performing reporting and documentation	X	
27. Performing new installations / migrations	X	
28. Administer the day-to-day interfacing with third parties with whom the Commonwealth has third party maintenance agreements for which VITA is responsible	X	
29. Issue reports on Messaging Service area performance	X	
30. Review and approve projects to implement Service enhancement opportunities		X
31. Perform administration support activities for all Messaging Services	X	

Operations and Administration Roles and Responsibilities	Vendor	VITA
32. Recommend and implement approved retention, backup, and recovery requirements	X	
33. Review and approve retention, backup, and recovery requirements		X
34. Manage email storage	X	
35. Provide support for applications services	X	
36. Provide intranet/Internet services in support of Webmail services	X	

### 3.4 Messaging Maintenance

Messaging Maintenance Services are the activities associated with the direct maintenance and repair of Messaging Services Software or the escalation to designated third parties, to include “break-and-fix” Services related to the Messaging Services Software, as well as escalation of any underlying hardware and Systems Software infrastructure Problems to the appropriate Tower managers or third parties. The following table identifies the Messaging Maintenance roles and responsibilities that Vendor and VITA will perform.

**Table 4. Messaging Maintenance Services Roles and Responsibilities**

Messaging Maintenance Services Roles and Responsibilities	Vendor	VITA
1. Define maintenance and repair policies and procedures	X	
2. Review and approve maintenance and repair policies and procedures		X
3. Perform onsite or remote activities as required to fulfill the Messaging Services requirements	X	
4. Install and maintain version/release and product upgrades as a part of baseline Services, to include Software currency of N-1 as appropriate	X	
5. Perform onsite or remote activities as necessary, as well as escalating Service Requests to repair the Messaging Services environment	X	
6. Perform diagnostics on Messaging Services Software	X	
7. Perform, or coordinate with appropriate Towers, the installation of manufacturer field change orders, service packs, and Software maintenance releases, etc.	X	
8. Perform, or coordinate with appropriate Towers, software distribution and version control, both electronic and manual	X	
9. Perform the necessary system management on Messaging Services Software (e.g., system tuning)	X	
10. Provide and maintain messaging management tools	X	

### 3.5 Messaging Technical Support

Messaging Technical Support Services are the activities associated with the tuning of Messaging Services Software and utilities for optimal performance. The following table identifies the Messaging Maintenance roles and responsibilities that Vendor and VITA will perform.

**Table 5. Messaging Technical Support Services Roles and Responsibilities**

Messaging Technical Support Services Roles and Responsibilities	Vendor	VITA
1. Define and document Messaging Technical Support policies and procedures in the Procedures Manual	X	
2. Participate in developing and approve Messaging Technical Support policies and procedures		X
3. Coordinate all Messaging Services work with all appropriate Service delivery personnel who perform the installation, testing, and tuning of all Messaging Services technical environment hardware, software, peripherals and interfaces related to supporting Messaging Services platforms	X	
4. Maintain, on a twenty-four hour per day, seven days per week, surveillance / monitoring of system Messaging Services operations, and respond to and Resolve Problems in accordance with the Service Levels.	X	
5. Provide regular monitoring, tuning and reporting of Messaging Services performance, utilization and efficiency.	X	
6. Provide Level 2 and Level 3 technical assistance for the Help Desks, support for End-Users using the Messaging Services	X	
7. Provide technical advice and support to the application maintenance and development staffs as required	X	
8. Provide VITA with a copy of or access to any vendor-supplied documentation (including updates thereto) for any new, enhanced or modified Messaging Services installed by Vendor	X	
9. Provide information to VITA about the functionality, architecture, data and other aspects of the Messaging Services	X	
10. Develop and recommend Messaging Services conversion plans	X	
11. Review and approve all Messaging Services conversion plans		X
12. Provide VITA with benchmarks and resource utilization statistics related to Messaging Services	X	

### 3.6 [RESERVED]

### 3.7 Enterprise Handheld Services

Enterprise Handheld (EH) Services is an enterprise-wide solution that will allow for any Eligible Customer receiving Vendor’s Standard Messaging Services through COV Enterprise email to have the capability of accessing specific resources within COV which includes e-mail, calendar, contacts and Intranets within the COV environment. These Services are in addition to Vendor’s Wireless Services obligations as listed in Section 3.1.7 to Appendix 9 of Schedule 3.3 (Voice and Video Telecom Services).

Vendor will provide EH Services for Blackberry handheld devices as described in Addendums 5 and 7 to this Appendix 6. Vendor will provide EH Services for non-Blackberry handheld devices as described in Addendum 7 to this Appendix 6. For non-Blackberry handheld devices, Vendor shall not provide support for hardware, software or data service issues on handheld devices that are not subscribed to Vendor’s EH Services. Vendor has no obligations to refresh Blackberry or non-Blackberry handheld devices.

**Table 7. Enterprise Handheld Services Roles and Responsibilities**

Enterprise Handheld Services Roles and Responsibilities	Vendor	VITA
1. Download and install enabling software on individual handheld End-User devices.		X
2. Purchase Client Access License.	X	
3. Apply Client Access License to servers.	X	
4. Assign and manage agency Client Access License’s	X	
5. Procure and refresh handheld devices		X

### 3.8 Exclusions

The following items are specifically excluded from this SOW:

1. None identified.

### 3.9 Service Specific Milestones

Milestones specific to the transition and deployment of Messaging Services are identified in Schedule 3.2 to the Agreement.

### 3.10 Statement of Technical Approach

Vendor’s technical approach for the Services under this SOW shall, at a minimum, be consistent with and similar to the technical approach described in Addendum 5 to this SOW. Vendor shall, at any time during the Term, make minor modifications to its technical approach, so long as such modifications are consistent with and similar to the technical approach described in Addendum 5, without executing a formal contract modification.

## 4.0 Service Management

### 4.1 Objectives

A key objective of the Agreement is to attain Service Levels with Performance Credits where business is impacted through failure to meet significant mission critical Systems or Services, Critical Milestones or objectives, or when Service performance requirements are not met. Service Levels are detailed in the following sections.

Vendor shall provide written reports to VITA regarding Vendor's compliance with the Service Levels specified in this SOW as described in Schedule 3.12 (Service Level Methodology).

### 4.2 Definitions

Appendix 11 (SOW Definitions) to Schedule 3.3 (Statements of Work) of the Agreement provides a list of terms that apply to this SOW and the following Service Levels.

### 4.3 Service Level Requirements

The following minimum Service Levels are required commencing on the date set forth in Schedule 3.12 (Service Level Methodology) of the Agreement. Vendor must consistently meet or exceed the following Service Levels. The Service Level methodology is detailed in Schedule 3.12 (Service Level Methodology) of the Agreement. **All times referenced are in Eastern Time.**

#### 4.3.1 Messaging Availability Service Levels

##### DEFINITION

Messaging Availability is defined as the time during which the messaging environment is fully functioning as specified, connectivity between the End-User and the Messaging System(s) and server(s) is established, and normal business operations can be carried out with no message / data loss, downtime, or performance degradation.

<b>PRE-SCHEDULED DOWNTIME REQUIREMENTS</b>	<p><b>High Availability Services:</b> are those Services that are required to have a high level of availability. The Location(s) and facilities in scope for High Availability Services are defined below.</p> <p>All pre-scheduled component downtime, unless otherwise agreed upon in advance by VITA, will occur:</p> <ol style="list-style-type: none"> <li>1. for Messaging having 24x7x365 requirements—All pre-scheduled maintenance shall be performed during VITA-defined Change Management windows, or</li> <li>2. all additional component downtime will be managed during non-operational periods based on the function of the Location as approved by VITA.</li> </ol> <p><b>High Availability Locations and facilities:</b> are those Locations and Eligible Customer facilities where Critical Functions are performed, received, or reside, and which require a high level of availability.</p> <p><b>Standard Availability Locations and facilities:</b> all other Locations and Eligible Customer facilities.</p>
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MESSAGING SERVICES AVAILABILITY TABLE			
SERVICE TYPE	SERVICE MEASURE	PERFORMANCE TARGET	MINIMUM PERFORMANCE %
Messaging Service for Microsoft Exchange	Availability	≤ 2 hours of outage per month	100%
	Formula	Availability (%) = 100% - Unavailability (%) Where Unavailability is defined as: $(\sum \text{Outage Duration} \times 100\%) \div (\text{Schedule Time} - \text{Planned Outage})$	
	Measure Interval	Monitor Continuously, Measure Daily, Report Monthly, Ad Hoc Reporting on as needed basis	
	Measurement Tool	HP ServiceCenter Incident Tickets	

## 5.0 Referenced SOW Addenda

SOW Addenda	Description
Addendum 1*	Messaging Services Hardware
Addendum 2*	Messaging Services Software
Addendum 3*	Messaging Services Infrastructure baseline data
Addendum 4*	VITA-Specified Commonwealth Facilities
Addendum 5	Statement of Technical Approach
Addendum 6	[RESERVED]
Addendum 7	Enterprise Handheld Services Technical Approach

\* The Parties shall mutually agree upon these Addenda during the Interim Phase