



Oregon

Kate Brown, Governor

Department of Administrative Services

Enterprise Information Services

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To: Agency IT Leaders

From: Terrence Woods
State Chief Information Officer

Date: February 25, 2022

Subject: Enterprise Telephony System – Amendments, Changes

As the new year begins, we want to bring to your attention some impactful adjustments and reminders for the coming year and beyond regarding the telephony contract information, including important deadlines for service changes. There are several contract changes with Kyndryl, Lumen and AT&T that require agency action.

The Enterprise Telephony system, managed by Kyndryl, is the default choice for telephony, voicemail, phone conferencing, and call center services. If the enterprise solution cannot meet a business need there is an exception process for utilizing alternate services. The exception process is managed by the Telecommunications Management team. The purpose of documenting the business need, and what solutions are being utilized outside the enterprise system is to maintain understanding of the business need of the state and add to the enterprise offering as the situation allows. Any new telecommunications efforts by agencies need to go through Enterprise Information Services for any potential Requests for Information or Requests for Proposal as per ORS 276A.206.

Kyndryl Changes

Last year, two Kyndryl contract amendments were completed; amendments are based on feedback from agencies and phone users across the state.

- Amendment 9 extends the enterprise telephony contract with Kyndryl, formerly IBM, by 5 years to 2030, with optional extensions possible.
- Amendment 10 addresses the name change from IBM to Kyndryl for the telephony managed services.

Kyndryl use cases and monthly recurring charges (MRC) for the phones January 1, 2022 – Dec 31, 2025, are the following:

State of Oregon Use Case Rate Card MRCs

Use Case	2022-2023			2024-2025		
	Price per Use Case per Month			Price per Use Case per Month		
	IBM MRC	DAS MRC	Total	IBM MRC	DAS MRC	Total
Analog User	16.73	9.64	26.37	17.01	9.64	26.65
IP Telephony (IPT) User	18.04	9.64	27.68	18.34	9.64	27.98
Unified Communications (UC)	24.24	9.64	33.88	24.64	9.64	34.28
Contact Center Agent	95.17	9.64	104.81	96.75	9.64	106.39
Contact Center Supervisor	121.21	9.64	130.85	123.22	9.64	132.86
Directory Listing	4.07	0.00	4.07	4.07	0.00	4.07

February 25, 2022

Page 2

AT&T Changes

- The AT&T contract with the State of Oregon has expired. There are some remaining services being provided by AT&T at the previously contracted rates, but those services must be moved to a valid Statewide Contract. Agencies should contact AT&T directly to move services.

Lumen Changes

- The Legacy Lumen contract, also known as TCPERS, ended December 31, 2021. Agency sites utilizing TCPERS Lumen are in a transition period through December 2022. All sites transitioning from TCPERS must migrate to Kyndryl, or with an approved exception, to Lumen VoIP. It is critical to start these changes immediately due to the time it takes to convert to a new telephone system.
- All migrations to Lumen VoIP must be completed prior to December 31, 2022. Agencies that have transitioned or are in the process of transitioning to Lumen VoIP under the Managed Enterprise Services (MES) agreement, have a maximum term of 48 months plus a 12-month transition period. After 48 months of service from the date of migration all services must be migrated to Kyndryl, during the 12-month transition period.

Strategic Plan

- The long-term Strategic Telephony Plan will be available soon to aid agencies, boards and commissions with upcoming decisions regarding telecommunications.

During these difficult times being on a modern enterprise VoIP telephony system has provided significant flexibility to adapt to the changes required for state business to continue. The extension of the enterprise agreement reduces the amount of change agencies, boards and commissions must endure. My team and I look forward to working with you as you transition away from legacy contracts, starting now and completing by December 2022. I know we have provided a lot of information regarding telephony services; we are here to assist with the changes that need to occur in a short time frame. Please reach out to my Telecommunications Management Team at Enterprise.TelecomMgmt@das.oregon.gov with any questions or requests for assistance

Sincerely,

