

Exhibit 1
SW1117 Managed LAN and Phone System Support
Contract Requirements

The Supplier will provide all aspects of LAN Managed Services and/or Phone System Support for successful partnerships with State of Oklahoma agencies. The successful Supplier(s) must provide world-class customer support.

Supplier(s) must provide as stated in the successful bid package(s), the following:

1. For LAN Managed Services:
 - a. Manage local branch office LAN networks to include the following:
 - i. Onsite Support
 - Design
 - Installation
 - Equipment
 - Configuration
 - Testing
 - Troubleshooting
 - Repair
 - ii. Remote Management
 - Remote Access
 - Monitoring
 - Troubleshooting
 - Logging
 - Alerts
 - System Status
 - b. Provide managed services in the geographical areas accepted in the successful bid(s).
 - c. Provide all specific hardware skills that your company provided in the successful bid(s).
2. Phone System Support:
 - a. Provide for multi-tier technical services Phone System Support to include the following:
 - i. Onsite Support
 - ii. Remote Support

b. Provide phone system support in the geographical areas accepted in the successful bid(s).

c. Provide all specific hardware skills and certifications that your company has as accepted in the successful bid(s).