VOX
NETWORK SOLUTIONS
A WATERFIELD TECH COMPANY

Strategy. Technology. Results.

PROPOSAL

City of Palo Alto

AVAYA UPGRADE & 3YR SUBSCRIPTION

VERSION	QUOTE #	DATE PREPARED	PREPARED FOR	PREPARED BY
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CONSULTING   CONTACT CENTER   COLLABORATION   NETWORK   SECURITY   MANAGED SERVICES

TECHNICAL SOLUTIONS SUMMARY

TSS

Solution:
Avaya Upgrade to Aura 10.1
NCPA 01-114 as procurement vehicle

Description of Proposed Solution:
The City of Palo Alto (Customer") has an existing Avaya Aura Communication Manager R6.3 Simplex Core/ESS system with an Avaya Aura Messaging 6.1 platform that is deployed in their main Core and DR locations. They also have several Survivable Remote (LSP) and non LSP gateways deployed. The system has reached a critical milestone in the manufacturer's lifecycle which does not allow license expansion or additions. Additionally, some of the hardware has reached its end of life and requires replacement for the upgrade to the latest release. To mitigate risk and scale for corporate growth, the customer will be upgrading their communications environment to the latest release of software, that offers a more secure communications platform and can provide additional functionality as well as being fully supported and expandable. Any legacy hardware will be migrated to newer, supported hardware. VOX will reuse licensing, cards and endpoints where possible.

The customer will perform firmware upgrade on all existing gateways, media cards, and IP endpoints.

Location(s) covered in this design:

City Hall & Pd – 250 Hamilton Ave. Palo Alto, CA 94301 – Sold To: 0003638486 / 0051802663
The following Avaya applications and licenses will be upgraded to the latest release of Avaya Aura 10.x. All Applications listed below will be migrated to the new Avaya ASP server platform:
A VOX Software Specialist will work with the customer enable remote access to the appliances. VOX will remotely configure the applications and provide on site resources for the installation and placement of the new Avaya servers, gateways, IP phones and for the decommissioning of the Media Gateways at Manchester and Bedford.

Avaya Licenses:

The existing Avaya licenses will be upgraded to the latest Avaya Aura R10 release.

- (1184) CM6.x Enterprise Edition RTU upgrading to R10.x UC Core Subscription
- (252) CM 6.x Analog Only upgrading to CM 10.x UC Basic Subscription
- (33) Existing Call Center Elite R6
    - Removing CC Elite as customer is using Xima for contact center
- (108) Existing TSAPI Basic R6 Licenses upgrading to R10 3rd Party CTI Subscription
- (56) Existing DMCC Full R6 Licenses upgrading to R10 3rd Party CTI Subscription

Avaya Applications and Servers:

All Applications listed below will be installed and configured on Avaya provided ASP servers.

- (1) ASP130 P5 server for all Avaya applications except the ASBCE
- (1) ASP130 P2 Server for CM Simplex to CM Duplex

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- (1) ASP110 server for ASBCE SA

Avaya Diagnostic Services (ADS) / Secure Access Link (SAL)
- Upgrade and migrate Secure Access Link R2.5 to R4 . The embedded SAL on the main CM Server was upgraded by VOX in March to gain remote access to the system and correct part of the Avaya records.
- See section on Final Registration regarding ADS and SAL.

Communication Manager
- Upgrade and migrate (1) existing Communication Manager Simplex R6.3 to R10.X (Simplex to Duplex)

System Manager
- Upgrade and migrate (1) Existing System Manager R6 to R10.X from the existing DL360 G7 Server to the new Avaya ASP server
- Integrate with Customer' Active Directory Environment
- Enterprise Configuration Profiles to be used for Remote Workers.

Session Manager
- Upgrade and migrate (1) Existing Session Manager R6 to R10.X from the existing DL360 G7 Server to the new Avaya ASP server

Avaya Aura Device Services
- Install (1) New Device Services R10 on the new Avaya ASP server
- AADS will be installed and used for Utility and HTTPS File Services
- Certificate authentication for Remote worker
- Enterprise setup for Full IX Workplace Remote Worker to include Single Sign on, Unified login and auto configuration.

Avaya Breeze Presence Server
- Install (1) New Avaya Breeze Presence Server R10.X on the new Avaya ASP server
- Presence Services will be deployed in the enterprise for Remote Worker.

Avaya Application Enablement Server
- Upgrade and migrate (1) Existing Avaya AES Server R6.3 to R10.X from the existing DL360 to the new Avaya ASP server

The AES will be deployed in the enterprise for Remote Worker to provide Presence services for non-SIP Endpoints. The AES is being used for the Telstrat Call recording applications used by the Utilities (SCADA) and Police Department.

Avaya Session Border Controller (SBC)
- (1) Existing Avaya SBC R7 Encryption license upgrading to R10
- Upgrade (1) Existing Avaya Aura SBC R7 (Dell R210) to R10 on the new dedicated ASP110 server.
- Advanced Licenses will be leveraged for the Remote Worker part of the product.
- Existing SIP trunking is being retained as is within this project.

Avaya Messaging (formerly IX Messaging)
The following Avaya applications and licenses will be upgraded from Avaya Aura Messaging R6.x to Avaya Messaging R11 and migrated to the new Avaya ASP server. (1020) existing AAM R6.x RTUs will be migrated to IX messaging.
(1020) Avaya Aura Messages will be migrated from the old user mailboxes to the new Avaya Messaging mailboxes.

All Applications listed below will be installed as part of this project.
- (1) Avaya Messaging Voice Server – New Avaya ASP Server

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- o Windows Server 2019 OS (Customer Provided)
- (1) Avaya Messaging Consolidation Server – New Avaya ASP Server
  - o Windows Server 2019 OS (Customer Provided)
- Licenses
  - o Upgrade (1200) AAM R6.x Mainstream ASIPP to Avaya Messaging R11

Hardware

Media Gateways (Existing Gateways 001- 002)
- (2) Existing Avaya G450 Media Gateways

Note: This site has (3) unsupported 9650 IP Phones that will be replaced by the customer prior to the R10 upgrade.

Municipal Service Ctr – 3201 E Bayshore Rd. Palo Alto, CA 94303 – Sold To: 0005233711
The following Avaya applications gateways will be upgraded to the latest release of Avaya Aura 10.x.
Avaya Applications and Servers:

All Applications listed below will be installed and configured on a new Avaya ASP server.

- (1) ASP130 P3 server for all Avaya applications

Communication Manager
- Upgrade and migrate (1) existing Communication Manager Simplex ESS Server R6.3 to R10.X

Session Manager
- Install (1) New Session Manager R10.X on the new Avaya ASP server. This will be a secondary Session Manager that will provide resiliency to the new Avaya Messaging voicemail VM

Install (1) New G450 Media Gateway

- Max DSP
- Additional Power Supply
- Install (6) MM716 for 144 Analog stations.

IX Avaya Messaging

- o (1) Avaya Messaging Voice Server – New Avaya ASP server
  - ▪ Windows Server 2019 OS (Customer Provided)

Media Gateways (Existing Gateway 022)
- (1) Existing Avaya G450 Media Gateway MP80 + MP80 and Dual Power

Mobile Emergency Operation Center at Muni Svc Ctr Yard – Command Vehicle located on MSC Lot.

Media Gateways (Existing Gateway 023)
- (1) Existing Avaya G430 Media Gateway (shows unregistered, in MEOC command vehicle)

VOX will install a New Avaya S8300E Media Server to replace the existing S8300D that is no longer supported by the manufacturer.

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 NOTE: This vehicle is used during certain emergency situations only. The Avaya LSP and media gateway are only online when the vehicle is place in service and the equipment is powered up.

Survivable Remote - UCC - 3241 E Bayshore Rd. Palo Alto, CA 94303 – Sold To: 0005367282

Media Gateways (Existing Gateway 041)
- (1) Existing Avaya G430 Media Gateway
- Upgrade existing S8300E Media Server

Remote Gateway - Main Library/ Rinconada – 1213 Newell Rd. Palo Alto, CA 94303 – Sold To: 0005367312

Media Gateways (Existing Gateway 039)
- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Mitchell Park Library – 3700 Middlefield Rd. Palo Alto, CA 94306 – Sold To: 0005367313

Media Gateways (Existing Gateway 040)
- (1) Existing Avaya G430 Media Gateway

Note: This site has (1) unsupported 9650 IP Phone that will be replaced by the customer prior to the R10 upgrade.

Remote Gateway – Lucie Stern Complex – 1305 Middlefield Rd, Palo Alto, CA 94301– Sold To: 0005367314
Media Gateways (Existing Gateway 038)
- (1) Existing Avaya G430 Media Gateway

Remote Gateway – Children's Library – 1275 Harriet St. Palo Alto, CA 94301 – Sold To: 0005367316
Media Gateways (Existing Gateway 034)
- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Art Center – 1213 Newell Rd. Palo Alto, CA 94303 – Sold To: 0005367317
Media Gateways (Existing Gateway 033)
- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Cubberly Ctr – 4000 Middlefield Rd. Palo Alto, CA 94303 – Sold To: 0005367318
Media Gateways (Existing Gateway 035)
- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Fire Station 1 – 301 Alma St. Palo Alto, CA 94301 – Sold To: 0005367320
Media Gateways (Existing Gateway 043)
- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Fire Station 2 – 2675 Hanover St. Palo Alto, CA 94304 – Sold To: 0005367321
Media Gateways (Existing Gateway 044)
- (1) Existing Avaya G430 Media Gateway

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Remote Gateway - Junior Museum – 1451 Middlefield Rd. Palo Alto, CA 94301 – Sold To: 0005367324
Media Gateways (Existing Gateway 037)

- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Water Quality – 2501 Embarcadero Way Palo Alto, CA 94303 – Sold To: 0005367326
Media Gateways (Existing Gateway 042)

- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Utilities Engineering Office – 1007 Elwell Ct. Palo Alto, CA 94303 – Sold To: 0005367329
Media Gateways (Existing Gateway 036)

- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Fire Station 3 – 2501 Embarcadero Way Palo Alto, CA 94303 – Sold To: 0051758172
Media Gateways (Existing Gateway 062)

- (1) Existing Avaya G450 Media Gateway

Remote Gateway - Fire Station 4 – 3600 Middlefield Rd. Palo Alto, CA 94301– Sold To: 0051485177
Media Gateways (Existing Gateway 054)

- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Fire Station 5 – 600 Arastradero Rd. Palo Alto, CA 94301 – Sold To: 0051485178
Media Gateways (Existing Gateway 055)

- (1) Existing Avaya G430 Media Gateway

Remote Gateway - Fire Station 6 – 711 Serra St, Stanford, CA 94305 – Sold To: 0005367323
Media Gateways (Existing Gateway 045)

- (1) Existing Avaya G430 Media Gateway

3rd Party Applications:

Calero – eCAS Call Accounting

- The customer has an existing eCAS Call Accounting system by Calero. Vox has provided a quote for the Calero to upgrade the existing platform remotely and also to add a block of (250) station monitoring licenses to the existing system.
- Newer software may require a new server or expansion of virtual resources. The customer will be responsible to reconfigure their virtual environment to match any revised resource requirements.

Telstrat Call Recording (Police only)

The Telstrat system upgrade at the Police Department location is included with this project. The Utility /SCADA system is being provided under an optional quote as a separate project. The current Police Department system is running in an end of life state. The current platform is running Windows Server 2008 which no longer supported by the platform or Microsoft. VOX will coordinate the migration of the new call recording server. The customer will need to build a new Virtual environment running Windows Server 2016 64 bit. This quote includes the necessary professional services required by Seranova to complete the remote installation of Engage 5.7.x on a new customer provided VM. This quote also includes the migration of data to the new server, and Administrative training on the new version of software.

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3rd Party Applications not being upgraded:

In the event that applications fail to connect after the upgrade, VOX will provide basic troubleshooting activities to attempt to restore connectivity. In the event the basic troubleshooting becomes extended or requires additional work with the 3rd party manufacturer, and the issue is related to an upgrade or configuration change of that 3rd party's system, a change order may be required to provide extended support. VOX recommends that the customer have the 3rd Party vendors on stand-by in case their support is required.

Ribbon
- The customer has an existing Ribbon1000 SBC providing SIP trunk connectivity. The SBC will be reconnected after the upgrade, but the customer is responsible for any support required by Ribbon after the upgrade should any configuration changes be required. VOX is not providing any upgrade related services for this application; however, we will test the SBC connectivity and work with Ribbon or the customer to restore a service outage.

Vocantas IVR
- The customer has a 12 port, SIP connected Vocantas IVR that is installed and connected via the Avaya SBC. The SBC will be reconnected after the upgrade and option 1 to an outbound number will be tested as it is critical to the services team. The customer is responsible for any support required by Vocantas after the upgrade should any configuration changes be required. VOX is not providing any upgrade related services for this application however; we will test the IVR's connectivity and work with Vocantas or the customer to restore a service outage.

Motorola Vesta NG911 PSAP
- The customer has a Vesta NG911 PSAP connected via Adtran Gateways to analog ports back to Avaya CM. There are some loop current lockups occurring on loop start lines prompting the customer to manually reset them. This may be a loop start supervision issue based on how some calls get routed between two analog Loop Start lines. VOX will verify that the analog calls are routing however the loop locks may require a service ticket for assistance due to the pre-existing condition associated with them.

PROFESSIONAL SERVICES SOW

Project Specific Scope of Work

VOX will provide:

- Remote Project Manager
- Remote Software Specialist
- Onsite Technician for Rack and Stack G450 and EM200 gateways as well as the cross-connect of the cables required during regular business hours and OT to handle the cross-connects for the cables
- Installation of new ASP servers during regular business hours
- Installation of S8300E during regular business hours
- OT Event for individual cutover event excluding Sunday
- Onsite Technician for 1st day of business
- Follow upgrade project plan which will be detailed and setup by the Project Manager assigned for this project
- Work with the customer related to the new and upgraded applications
- "Application Deployment Detail" Section for added detail related to the Upgrade Project and the applications being installed

Customer will:

PROFESSIONAL SERVICES SOW

- Update the firmware on all Phones, Media Gateways, Media boards

Telstrat will:

- Remote Installation New Engage Server - Major Software Upgrade
- Recorder Data Migration - Professional Services
- Voice Platform Upgrade - Professional Services

Calero will:

- BUNDLE: Remote Upgrade to one server (application and databases) from a supported VeraSMART Call Accounting version to the latest version of VeraSMART – Product migration and upgrade to one server. Up to 5 CDR Sources, services completed 8AM-6PM ET

Training
- (2) each of four hour sessions of Remote Delta Training over the following Applications: System Manager, CM administration training for Admins, Avaya Messaging (IX Messaging) Admin training, and Remote Worker Training will be provided to the administrative personnel of the Customer
- (3) days of End user training will be provided remotely as well with electronic training materials provided for employee reference and future employee onboarding
- VOX will provide (4) hours of remote XIMA Training to the customer's supervisors to better understand and interpret the reports; 4 Hour(s) of Instructor Led Remote Training - www.ximasoftware.com/InstructorTraining.html
- Telstrat will provide remote knowledge transfer
- Calero will provide online resource materials and remote phone support under their standard support coverage - Getting Started with VeraSMART Call Accounting (2 hours Web-based, up to 4 seats)

Project Management

Project Management Tasks
The VOX Project Manager will serve as the primary point of contact for all issues related to the project. The VOX Project Manager will perform the following tasks as part of the project:

- Review and understand the Statement of Work (SOW) as well as the goals of the customer
- Make preliminary contact with the customer and review project expectations and next steps
- Create a detailed project plan. The project plan will define project tasks, responsibilities, and project timelines. The project plan will be updated as necessary as part of ongoing project status meetings.
- Plan, schedule, and conduct a remote project kickoff call with the customer and VOX project teams. The kickoff call will include the following agenda items as applicable:
  - Introduce team members and review customer and VOX roles and responsibilities
  - Review the project objectives with the customer and the VOX project team
  - Review and update the project contact list

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- o Review the technical requirements for the solutions and equipment being implemented
- o Review the VOX change management process
- o Conduct an initial discussion of required data collection forms
- o Review and update the initial project plan and confirm project task responsibilities
- o Conduct an initial discussion of training (if applicable)

- Place the equipment order and provide order status and delivery information to the customer
- Schedule and manage VOX project resources
- Hold remote status calls with the customer and VOX project teams
  - o Scope assumes a cadence of (1) regularly scheduled status call per week, with additional technical or breakout calls scheduled ad hoc as required. If additional weekly status calls are requested, additional charges may apply.
- Coordinate project logistics between the customer and VOX
- Perform Project Control activities to include:
  - o Managing the project plan
  - o Managing project risk
  - o Holding status meetings
  - o Reporting project status to the project teams
  - o Managing project change orders
  - o Validating the collected information and requirements from the customer
  - o Managing the installation and configuration to include hardware, software, and services
- Remotely plan and manage the project implementation
- Remotely plan and manage the project cutover activities. The VOX Project Manager will remotely manage the cutover activities and ensure that any issues that may arise are identified, documented, and addressed.
- Provide status updates for first day of business support activities (if applicable)
- Understand and comply with customer provided change management policies
- Coordinate the handoff to VOX support (if applicable)
- Schedule and conduct a project closure meeting with customer and VOX project teams

VOX Deliverables - Project Management
In addition to the project tasks performed above, the following are the VOX deliverables associated with Standard Project Management services:

- Provide the customer with the appropriate technical requirements and data collection forms and once completed, review the collection forms for accuracy
- Provide the relevant project planning documentation to include:
  - o Project contact list
  - o Kickoff meeting agenda and minutes
  - o Detailed and mutually agreed upon project plan
  - o Status meeting agenda and minutes
  - o Training plan and schedule (if applicable)
  - o Solution and/or equipment test plans (if applicable)
- Provide the customer an equipment delivery schedule for any VOX provided equipment
- Report any project changes which may impact the project schedule

PROFESSIONAL SERVICES SOW

- Provide the customer with a handoff package to include:
  - Project description and summary
  - "As-Built" diagrams (if applicable)
  - Warranty and support information
  - Post-install punch list (if applicable)

Customer Responsibilities - Project Management
The following are the customer responsibilities for Standard Project Management:

- Manage the collection of customer data using VOX provided data collection forms
- Coordinate and ensure compliance with VOX provided technical requirements
- Provide information and guidance on customer Change Management policies
- Assist the VOX PM as necessary with scheduling and coordination of customer resources
- Provide any VOX requested documentation or information necessary to adhere to the project schedule
- Coordinate and provide any necessary access to customer systems
- Attend all mutually agreed upon required project meetings (if applicable)
- Coordinate all customer provided vendors, subcontractors, and LEC/Carrier interactions

Site Not Ready

If operational functionality cannot be established because Customer's responsibilities were not met or non-VOX vendors have not met their responsibilities (unless under an Agency Agreement), Customer may incur additional charges..

This includes, but is not limited to, issues that arise during the course of the project impacting the solution or impeding/delaying progress that are deemed to be due to CPE (Customer Premises Equipment such as network, carrier, server or other identified customer requirements). Upon VOX identification of such issues and request for customer action, if additional time and effort is requested of VOX to continue to troubleshoot the issue or repeat attempts at resolution, and it is finally confirmed to be a customer responsibility, time incurred to provide this additional troubleshooting, testing or research will be billable at current Time and Materials rates.

General Assumptions

- Resources from VOX Network Solutions, Inc. and/or its sub-contractors will be utilized, as needed, to provide a full scope of technical expertise. Additional charges to customer may apply for items not specifically provided for in this SOW.
- VOX Network Solutions, Inc. is not responsible for the performance or quality of third-party vendors/contractors hired by customer.
- Specific equipment purchased and Installation and Labor is listed in the attached Equipment Bill of Materials.
- Requests for additional services beyond this Scope of Work require written approval by customer and acceptance by the VOX Network Solutions, Inc. Project Manager.
- If the project extends beyond the timeline specified in the Project Plan due to delays caused by parties other than VOX Network Solutions, Inc. and its business partners, additional charges may apply.
- Engineering changes: Change orders made by customer after project initiation may affect the agreed-upon project schedule and will

PROFESSIONAL SERVICES SOW

require a project review to determine impact and schedule requirements.

Customer Responsibilities

Implementation Access

- Provide remote access to all VOX configured elements as defined by the project team via VPN or other mutually agreed upon access methodologies to ensure persistent independent access is available to the project team throughout the project life cycle.
  - If persistent independent remote access is not provided, additional charges may apply to accommodate monitored/escorted access or other mean
- Coordinate and provide any necessary access to customer systems
- Provide access to all installation locations and equipment being installed.

Data Gathering and Site Readiness

- Manage the collection of customer data using VOX provided data collection forms
- Work with VOX when needed for discovery to program and implement the specified solution(s).
- Provide all IP addressing and host names per provided planning forms for customer's network.
- Planning forms are to be completed and returned within 5 days of completed consultation.
- Work with VOX to mutually develop test and communication plans to confirm functionality required per solution specified.
- Customer to provide onsite resource(s) for turn-up and test of 3rd party application, unless VOX onsite resources are otherwise specified in this SOW.
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, will push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made.
- Coordinate and ensure compliance with VOX provided technical requirements
- Provide any VOX requested documentation or information necessary to adhere to the project schedule
- Provide proper site environment as defined in the product documentation.
- Provide floor plans and cabling schematics for station installation, if scoped.
- Ensure that the installation of network and dial circuits is complete.
- Ensure that demarcation points can be connected to with the cables provided.
- Provide Layer 1, 2 and 3 IP infrastructures all network connectivity unless provided by VOX under this agreement
- For all VoIP devices, Customer to provide Cat 5 or better cabling to all endpoint/device locations and POE equipment as required if not provided by VOX under this agreement.
- Customer is responsible for implementing a Qualify of Service policy that will classify and prioritize voice packets for all VoIP applications and endpoints.

Project Management

- Provide information and guidance on customer Change Management policies
- Provide a single point of contact (Customer PM Role) to align with VOX PM as necessary for scheduling and coordination of customer resources and overall project communication
- Attend all mutually agreed upon required project meetings (if applicable)
- Coordinate all customer provided vendors, subcontractors, and LEC/Carrier interactions

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- Provide an on-site contact to assist during installation.

Additional Equipment, Changes and Rearrangements

A duly authorized representative of Customer, upon acceptance thereof by VOX of a Job Change Order (JCO) may add additional equipment and or services to the contracted Bill of Materials and services SOW at the charges applicable upon execution. Such modification will state the location and the additional items of equipment and or services. In the event the Customer requests changes in the installation specifications, VOX reserves the right to adjust the contract price to correspond with the additions or modifications to or deletions from the amount of work to be performed. All such requests shall be made in writing by Customer to VOX, and VOX shall be entitled to amend the Schedule hereto to reflect these changes.

Out of scope services will be invoiced hourly at prevailing VOX T&M rates under the following schedule:

- Monday through Friday 8am to 5pm local time: Standard Hourly Rate
- Monday through Friday 5pm to 8am local time and Saturdays: Overtime (1.5 x hourly rate)
- Sunday work commencing after 6am local time and all work conducted on a holiday: Premium Time (2 x hourly rate)

Cancellation and Delays

Delays:
Upon project initiation and kickoff, the VOX Project Manager or Coordinator will provide standard intervals for the scope of work deployment timeline. if customer requires compression of the standard intervals or expedite to meet specific dates, VOX reserves the right to assess an expedite fee via the Job Change Order process based on the type and nature of the expedite, resources and overtime required to meet dates, and other factors to be defined.
Prolonged delays to the schedule may result in additional charges being applied. Examples of such delays include but are not limited to:

- If customer fails to meet agreed upon and scheduled deliverables per the project plan, and such delay impacts the project schedule requiring reassignment of resources or cancellation of work within 72 hours, delay fees will be assessed accordingly.
- If scope or design changes via the Change Management process substantively impact the project scope and schedule, additional charges for such changes may be incorporated into the Change Order submitted for customer approval,
- If project is placed on extended hold resulting in delays of longer than xxx, a project restart fee may be assessed due to changes in resource assignments, system update requirements, or need to re-initiate portions of the project, these charges may include, but are not limited to, a project restart fee of 10% of the professional services costs of the original project.

***Cancellation*:**
An order once placed with and accepted by VOX can be cancelled only with the consent of VOX and upon terms, which will indemnify VOX against all loss, incurred as a result thereof. Cancellation fees of up to 25% of the selling price may apply to equipment purchases that are ordered but cancelled prior to installation.

Professional Services cancellation fees will be incurred once resources have been engaged on the project and result in billing of the greater amount of 25% of the Professional Services sales price, or the billable rate of the hours incurred to the point of cancellation.

In the event that Customer is in Default under this agreement, VOX may cancel or terminate any or all service(s) provided.

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Project Phasing:
Unless explicitly stated in the SOW above, project cutover support is assumed to occur in a single event. If additional cutover phases are requested or added during project planning, additional charges will apply and will be specified under the Job Change Order process.

Freeze Dates:
Freeze dates are jointly developed and agreed to by the customer and the VOX project team and incorporated into the project plan. Where freeze dates are applicable and documented in the project plan, the PM will provide written notification to the customer confirming entry into the freeze period. If changes are made by the customer after the freeze date, VOX will provide up to 4 hours for non-Contact Center related programming, and 8 hours for Contact Center related programming if applicable, to support changes. If the required changes involve more time than noted above, additional charges will apply via a Job Change Order (JCO).

APPLICATION DEPLOYMENT DETAIL

Communication Manager Platform Migration Upgrade

VOX deliverables for CM Migration Upgrade service:

- Review System Design and Upgrade Considerations
- Review, validate, download and apply license files on target platform
- A freeze period of no less than 2 weeks will be established to migrate translations to new platform and test prior to cutover
  - Any changes made to system during freeze period by customer will be tracked by customer and input to the system by customer after cutover handoff, or may be input by VOX for an additional charge
- Remotely download all migration programming
  - Migration is assumed to be like for like carrying forward all existing station, trunk, routing and integrations to new platform without modification unless required by target release, or specified in the Project Specific Scope of Work above
- Conduct Solution Validation Testing for CM core functionality and integrated elements defined in scope
- Handoff to customer for User Acceptance Testing (UAT)
  - Track UAT reported issues and perform remediation
- Finalize Cutover Plan
- Certify System Readiness and conduct Go / No Go Cutover Meeting
- Conduct cutover in phased manner defined during project planning bringing new new release level applications into production in groups per best practices, concluding with a final cutover phase moving users to fully programmed target platform via migration of gateways, TDM stations and trunking to upgraded CM core and execute cutover test plan
- Work with customer to define new DHCP scope as required for upgraded core system
  - Customer to program DHCP, and initiate phone reboot via POE reset or other means to initiate IP/SIP phone registration to upgraded core
  - VOX to validate phone registration completion via before and after registered endpoint validation
  - Customer to troubleshoot any IP/SIP phones previously registered that do not register to upgraded core
- Certify system cutover completion

Survivable Processors:

- For in place upgrades, VOX will remotely upgrade the Survivable Processor during business hours

APPLICATION DEPLOYMENT DETAIL

- For hardware migration upgrades, VOX will stage the new processor server, ship to site and provide onsite resources (if scoped) to swap out during business hours
- Failover testing:
    - VOX will conduct failover testing for the quantity of survivable processors locations defined in the Project Specific Scope of Work. Based on the scope and design, a failover test may not be performed for every location.
    - For the scoped number of failover testing sites, VOX will work with customer to simulate (via network or other means) the unavailability of the core processor complex and validate Survivable Processor(s) perform as designed, and then revert system back to primary core and validate functionality

In Service/First Day of Business Support:

- VOX will provide remote and/or onsite resources with durations defined in the Project Specific Scope of Work
- During project planning, integration with customer Help Desk process will be defined to validate trouble reporting workflow and issue tracking for remediation

Deliverables

- Fully programmed CM platform including dial plan, trunking and IP address schema

Customer Responsibilities

- Provide remote access for all system programming via VPN or other persistently and independently available means throughout the project life cycle, or until VOX remote access via monitoring server (if scoped) provides for all required access
- Participate in cutover planning sessions
- Mutually define UAT activities
- Conduct UAT and report issues to VOX project in a defined and consistent format

Exclusions/Assumptions

- Above work to be performed during business hours unless overtime for cutover or other service affecting tasks is defined in Project Specific Scope of Work at top of this document.

Appliance Server Software Installation (Staging)

VOX deliverables for Appliance Server installation

For applications being deployed under this Professional Services Scope of Work on hardware servers purchased through VOX on this agreement, VOX will provide the following tasks for Appliance Server Software Installation (Staging):

- Verification of all hardware, software, documentation components delivered from the distributor

APPLICATION DEPLOYMENT DETAIL

- Bench server hardware, POST and burn in, validate hardware health
- Assign IP addressing and host names from VOX Data Gathering documentation completed by customer prior to onset of VMware staging activities
- Deploy OVA, OS and/or software packages as applicable
- Activate Licensing as applicable
- Create Login accounts as defined during project planning for VOX and customer access
- Box and ship to customer site per defined project schedule and shipping details
- All non-service affecting work will be completed during regular business hours
- Service affecting work will be completed after hours
- A working solution that meets design specifications and conformity to the TSS

Customer Responsibilities for Appliance Server Software Installation

- Provide a single point of contact
- Provide IP Address Workbook prior to equipment ordering
- Provide adequate power based upon the manufacture's specifications
- Provide Server Racks
- Provide staff to shadow the technician during deployment to understand backup procedures, patching, etc.

Exclusions/Assumptions for Appliance Server Software Installation

- Above work to be performed during business hours
- Services above are not applicable to customer provided servers
- Certificate Management
- 3rd Party Certificates

Avaya G4x0 Gateway Staging and Installation

VOX deliverables for Avaya G4x0 Gateway Staging and installation:

System Preparation

- Unbox and bench test hardware and confirm no hardware defects
- Assign IP addressing from VOX Data Gathering documentation completed by customer prior to staging activities.
- Download and apply firmware for the gateway and media modules.
  - Firmware will be loaded at most current GA levels at time of staging unless otherwise specified during project planning.
  - Any subsequent firmware updates requested to system prior to cutover and handoff to support are subject to additional charges unless verified to remediate a known and present issue
- Test MGC list
- Ship to customer site
- Provide onsite technician for rack and stack installation in customer provided rack and connect to customer provided power and network
- Validate registration to Aura core
- Cable out TDM cards per design scope to customer provided wallfield/patch panel (or if provided by VOX, to VOX installed and provided wallfield/patch panel)

APPLICATION DEPLOYMENT DETAIL

Deliverables for Gateway Staging

- All non-service affecting work will be completed during regular business hours
- Service affecting work will be completed after hours
- A working solution that meets design specifications and conformity to the TSS

Customer Responsibilities for Gateway Staging and Installation

- Provide IP Address Workbook prior to equipment ordering
- Provide adequate power based upon manufacture's specifications
- Disposition of any disconnected equipment
- Provide patch panels or wall field with properly labeled toned and tested cable runs
- Customer is responsible for station wiring and data rack space

Application Enablement Services (AES) - Single Server

VOX deliverables for AES Single Server install:

- VOX to work with customer to configure AES for 3rd party application connecting with it.
    - Work to configure security DB (SDB) for extensions if necessary.
    - CTI full access configured b default
    - One CTI user configured by default
    - Basic TSAPI and DMCC configuration assumed unless other integration type is specified elsewhere in this proposal.
    - VOX to configure monitoring stations and CTI links
- Testing with access with 3rd party application
    - Checking for monitored stations, hunt groups, VDNs
    - Checking connectivity with CTI user
    - Checking station and protocol access

This statement of work is for implementation of the solution as specified. Manufacturer changes in software versions and hardware between SOW approval date and completion of the project are not covered in this statement of work.

Customer Deliverables for AES Single Server install:

- Work with VOX to assist in coordination between 3rd party system engineers, staff, and VOX resources
- Provide test plan to confirm functionality required per solution specified
- Customer is responsible for settings files after post-cut testing (per customer's test plan)
- Planning form to be completed and returned within 5 days of completed consultation
- Customer to provide onsite resource(s) for turn-up and test of 3rd party application, unless VOX onsite resources are otherwise specified in this SOW
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, may push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made

Assumptions for AES Single Server install:

APPLICATION DEPLOYMENT DETAIL

Newly requested items or features not included in this statement of work may be addressed via job change order or new project

- See Assumptions Section in Customer Provided VMware section of this SOW for related exclusions/assumptions
- Installation is for AES single Server only. No administration on 3rd party application included.
- Required customer participants are made available when requested
- All work is provided remotely unless specified otherwise in this SOW
- AES Certificate to use SMGR CA at install

Exclusions for AES Single Server install:

- 3rd Party Application Implementation and Administration
- High Availability (Clustering)
- 3rd Party Certificates
- Multi-Site AES HA

AADS single server / Utility Services Implementation for single SSO, auto-config, AD

VOX deliverables for AADS single server / Utility Services Installation for single SSO, auto-config, AD:

- Work with customer to understand LDAP requirements
    - Active Directory (AD) assumed
    - Service account
    - Security Groups (3 minimum)
    - Base DN
    - DNS HA for Domain Controllers
    - E.164 Formatted Phone numbers (TelephoneNumber Field minimum)
- Work with Customer to configure Auto-Configuration for IX Workplace for Windows, MAC, iOS, Android. Management setup on AADS only, this is not work to deploy Mobility apps.
- Test with IX Workplace (Auto-Configuration, SSO, Contact List) Testing for management connection for AADS only, this is not work to deploy Mobility apps.
    - Test up to 5 Softphone devices total (PC, Mac, iOS, Android)
    - Test internal network
    - Test external network (Through SBC when applicable)
- VOX to work with customer to create 46xxSettings.txt file and validate firmware
    - Work to place 46xxSettings.txt file on Utility Service
    - Place agreed-upon firmware in Utility Services
- Testing with Hard phones, Softphones (if applicable) - up to 5 endpoints
    - All firmware to be at compatible release prior to testing
    - AADS-supported phone models only
    - NON-AADS supported phone models tested on AADS Utility server or HTTP/HTTPS server
    - Testing more than 5 endpoints can be added via change order
- VOX to provide up to 2 hours knowledge transfer for administration of:
    - 46xx Settings file, Auto-Configuration
    - Utility Services admin interface
    - AADS admin interface
    - Basic Troubleshooting of AADS/Utility Services

APPLICATION DEPLOYMENT DETAIL

- o System Manager interaction with AADS/Utility Services

This statement of work is for implementation of the solution as specified. Manufacturer changes in software versions and hardware between SOW approval date and completion of the project are not covered in this statement of work.

Customer Deliverables for AADS single server / Utility Services Installation for single SSO, auto-config, AD:

- DHCP administration
  - o DHCP scope(s) for phones/PCs
  - o Option 242 for voice and data VLANs – create or modify for hard phones
- Make changes necessary to Active Directory services needed for solution implementation
- Work with VOX to create desired 46xxSettings files
- Provide test plan to confirm functionality required per solution specified
- Customer is responsible for settings files after post-cut testing (per customer's test plan)
- Planning form to be completed and returned within 5 days of completed consultation
- Customer to provide onsite resource(s) for turn-up and test of phones (if applicable), unless VOX onsite resources are otherwise specified in this SOW
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, will push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made
- Network latency between Avaya Aura® Device Services and the LDAP sever must be less than 75 milliseconds at all times

Assumptions for AADS single server / Utility Services Installation for single SSO, auto-config, AD:

Newly requested items or features not included in this statement of work may be addressed via job change order or new project

- See Assumptions Section in Customer Provided VMware section of this SOW for related exclusions/assumptions
- Installation is for AADS and Utility Server Functionality
- Required customer participants are made available when requested
- All work is provided remotely unless specified otherwise in this SOW

Exclusions for AADS single server / Utility Services Installation for single SSO, auto-config, AD:

- Screen Saver files, Wallpaper images, Ringtone files are not included in base deployment
- High Availability (Clustering)
- SAML
- Open LDAP
- Certificate Management
- 3rd Party Certificates

System Manager Single Server and Session Manager

VOX Deliverables for Single Server System Manager- Session Manager using Avaya SMGR certificates:

- Perform discovery of deployment and administration data, and Avaya Systems in place
- Work with Customer to configure network parameters

APPLICATION DEPLOYMENT DETAIL

- VOX to implement required patches and updates
- VOX to install required licenses for SMGR and SM servers

This statement of work is for implementation of the solution as specified. Manufacturer changes in software versions and hardware between SOW approval date and completion of the project are not covered in this statement of work.

Customer Deliverables for Single Server System Manager- Session Manager using Avaya SMGR certificates

- Provide Remote Access method
- Work with VOX when needed for discovery to program and implement the specified solution
- QOS discovery and maintenance for VOIP solutions
- Network latency between all Avaya servers must be less than, 5 milliseconds at all times
- Ensure NTP servers must have less than 5 strata drift
- Entries for all Avaya servers required on private DNS
- Work to mediate between application engineers not provided directly by VOX
- Provide test plan to confirm functionality required per solution specified
- Planning form to be completed and returned within 5 days of completed consultation
- Customer to provide onsite resource(s) for turn-up and test of SIP phones (unless otherwise specified – VOX onsite resource(s) - in this SOW when applicable
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, will push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made
- Network latency between SMGR and the LDAP sever must be always less than 75 milliseconds
- Customer to administer required service accounts, phone numbers, etc.. within the LDAP server for SMGR LDAP integration. Should LDAP integration be a requirement, a new job change order (JCO)/SOW for LDAP integration will be required.

Assumptions for Single Server System Manager- Session Manager using Avaya SMGR certificates:

Newly requested items or features not included in this statement of work may be addressed via job change order (JCO) or new project and SOW

- See Assumptions Section from Customer Provided VMware for exclusions/assumptions
- Installation is for SMGR/SM install only
- Required customer participants made available when requested
- All work is provided remotely unless specified otherwise in this SOW

Exclusions for Single Server System Manager- Session Manager using Avaya SMGR certificates:

- High Availability (Clustering)
- SAML
- Open LDAP
- Active Directory integration
- Certificate Management
- 3rd Party Certificates
- Entities and CM integration
- Building of entities beyond Session Manager
- Entity Links

APPLICATION DEPLOYMENT DETAIL

- Integrations to other servers

Avaya Messaging HA Basic

The HA system requires 3 virtual or hardware servers.

Notes: No Fax, No Speech, No TTS, up to 1020 users.

(1) Consolidated server, (1) Primary Voice/License server, (1) Secondary Voice Server

It can be expanded with additional Secondary Voice Servers. It cannot have less that the 3 servers as shown above. All servers must be built, and the software installed at the same time. The Avaya Messaging license must be ready and accessible in order to install the Avaya Messaging software.

TTS and Fax are options. Any item not specifically listed and defined is not included. The functions and features of the Basic and Advanced user license are subject to change.

VOX Deliverables for Avaya Messaging Basic HA 3 Server System, Dual Subnet/Dual Site Avaya Messaging Installation:

- Work with Customer to determine OS and Server requirements
- Work with Customer to review and complete Avaya Messaging Planning Form
- Work with Customer to review and agree upon Avaya Messaging Features and Functions included in implementation
- Work with Customer to determine additional software required. Examples:
    - .Net4.7.2
    - Admin application password reset tools
    - Other Avaya developer tools
- Work with Customer to determine and configure network configuration for Avaya Messaging Server
- Determine location of WebLM for Avaya Messaging license
- Load license on SMG/WebLM
- Work with Customer to confirm remote access to Avaya Messaging server (VPN Required)
- Work with Customer to confirm Avaya Messaging server and OS specifications
- Work with Customer to confirm UAC is disabled
- Work with Customer to confirm that antivirus is disabled
- Work with Customer to determine if Avaya Messaging server is joined to domain
- Work with Customer to determine if AD "Service Account" is configured and member of local Admin Group on Avaya Messaging server
- Configure Server OS Roles and Features
- Work with Customer to install exe files. Options are:
    - VOX deploys, via web session with customer's VMWare admin
    - Customer provides VPN access to Avaya Messaging server and VOX deploys exe via RDP
- Configure Avaya Messaging basic parameters
- Configure Avaya Messaging SIP integration
- Work with Customer to test basic SIP integration features
- Work with Customer to determine configuration of test users Feature Groups and Mailboxes
- Work with Customer to add test user group to Avaya Messaging
- Provide Customer with Avaya produced user guide
- VOX provided knowledge transfer for administration of Avaya Messaging

This statement of work is for implementation of the solution as specified. Manufacturer changes in software versions and hardware between

APPLICATION DEPLOYMENT DETAIL

SOW approval date and completion of the project are not covered in this statement of work.

Customer Deliverables for Avaya Messaging Basic HA 3 Server System, Dual Subnet/Dual Site:

- Provide Approved Remote Access method via RDP (Required)
- VPN access that is compatible with the Avaya Provision Tool is required
- Return completed Avaya Messaging Planning Form to VOX
- Provide and build approved OS and Servers for Avaya Messaging
- Add servers to Customer's domain
- Provide AD "Service Account" for Avaya Messaging
- Add AD Service Account to local Admins Group on Avaya Messaging Servers
- Disable UAC on Avaya Messaging servers (Required during installation and testing)
- Disable Antivirus per Avaya Messaging design requirements
- Work with VOX when needed for discovery to program and implement the specified solution
- DHCP administration
- Attend Avaya Messaging KT
- Provide input from test user group
- Work with VOX to review and modify User, System, and Feature Group parameters
- Provide Avaya Messaging User Database in CSV or other compatible format
    - Usually requires First and Last Name
    - Extension number(s)
    - Email address(es)
    - Feature Group
    - Personal operator
- Meet network latency requirements for Avaya Messaging
- Ensure NTP servers must have less than 5 strata drift
- Entries for all Avaya servers required on private DNS
- Public access for specific services requires public DNS entries
- VOX to provide high-level consultation only
- Provide test plan to confirm functionality required per solution specified
- Customer to provide onsite resource(s) for turn-up and test of Avaya Messaging (unless otherwise specified – VOX onsite resource(s) - in this SOW when applicable
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, will push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made.

Assumptions for Avaya Messaging Basic HA 3 Server System, Dual Subnet/Dual Site:

Newly requested items or features not included in this statement of work may be addressed via job change order or new project

- See Assumptions Section from Customer Provided VMware for exclusions/assumptions
- Installation is for a 3 server Basic HA Avaya Messaging system consisting of the 3 servers described above
- Required customer participants made available when requested
- All work is provided remotely unless specified otherwise in this SOW
- Customer to provide OS and Virtual/Hardware Servers based on Avaya Messaging server requirements

APPLICATION DEPLOYMENT DETAIL

Exclusions for Avaya Messaging Basic HA 3 Server System, Dual Subnet/Dual Site:

- MS Active Directory Integration
- Certificate Management
- 3rd Party Certificates
- Fax
- TTS
- Speech features
- User Web Interface
- User Password Self-Service Reset
- Server redundancy

Avaya Messaging Email Integration

Avaya Messaging Advanced Email Integration: Exchange, O365

Notes: This option adds the ability to integrate voicemail and email. The email will include a copy of the voicemail recording. When a voicemail message is read or deleted from either the email client or the Avaya Messaging telephone interface it is marked as read or deleted and the message light will be extinguished. As of the current software release 11, this feature requires an Advanced user license.

Control of the message via the Email Integration is controlled via communications between the Avaya Messaging Consolidated Server and the Email System. This requires that Consolidated server can communicate with the email system. The type of email determines the communication and security requirements. The Customer is responsible to DNS, certificates, IP addresses, routing, account configuration, etc. Only Avaya documented configurations will be implemented and supported.

The Avaya Messaging will require special permissions in the Customer's environment to work as designed.

VOX Avaya Messaging Advanced Email Integration: Exchange, O365

- Each type of email has specific requirements for integration
- This SOW only includes a single email integration with a single Domain
- Customer is responsible to configuring and allowing this required network traffic
- The Avaya Messaging system must be installed and messaging features working.
- Work with Customer to review and agree upon Avaya Messaging Email Integration Features and Functions included in implementation.
- Work with Customer to determine additional software required.
- Work with Customer to determine and configure network configuration for Avaya Messaging Server email integration
- Work with Customer to confirm remote access to Avaya Messaging server
- Work with Customer to confirm Avaya Messaging server and OS specifications
- Work with Customer to confirm UAC is disabled
- Work with Customer to confirm that antivirus is disabled
- Configure Avaya Messaging basic Email Integration parameters
- Work with Customer to test basic Email Integration features

APPLICATION DEPLOYMENT DETAIL

- Work with Customer to determine configuration of test users Feature Groups and Mailboxes
- Work with Customer to add a test user group to Avaya Messaging
- Provide Customer with Avaya produced user guide
- VOX provided knowledge transfer for administration Avaya Messaging

This statement of work is for implementation of the solution as specified. Manufacturer changes in software versions and hardware between SOW approval date and completion of the project are not covered in this statement of work.

Customer Deliverables: Avaya Messaging Advanced Email Integration: Exchange, O365

- Provide Approved Remote Access method via RDP
- VPN access that is compatible with the Avaya Provision Tool is required
- Return completed Avaya Messaging Planning Form to VOX
- Provide Email Integration information
- Add accounts and applications as required for Avaya Messaging Email Integration
- Disable UAC on Avaya Messaging server
- Disable Antivirus per Avaya Messaging design requirements
- Work with VOX when needed for discovery to program and implement the specified solution
- Attend Avaya Messaging KT
- Provide input from test user group
- Work with VOX to review and modify User, System, and Feature Group parameters
- Provide Avaya Messaging User Database in CSV or another compatible format
    - o Usually requires First and Last Name
    - o Extension number(s)
    - o Email address(es)
- Customer is responsible for Email Integration including
    - o Correct licenses and plans
    - o Administrative, Web, and PowerShell access
    - o Application registrations, permissions, and delegated permissions as required based on Avaya documentation
    - o Special account(s) and permissions as required based on Avaya documentation
    - o Special blocking or restriction considerations. Example: Sending to Distribution List
- Customer to provide DNS, SMTP, Certificates, IP addresses, etc.
- Provide test plan to confirm functionality required per solution specified
- Customer to provide onsite resource(s) for turn-up and test of Avaya Messaging Email Integration (unless otherwise specified – VOX onsite resource(s) - in this SOW when applicable.
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, will push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made

Avaya Messaging Advanced Email Integration: Exchange, O365
Newly requested items or features not included in this statement of work may be addressed via job change order or new project

- Customer is responsible for all network, Exchange, O365, Gmail, etc. changes required to allow and route from the Avaya Messaging and to its destinations.
- Required customer participants made available when requested
- All work is provided remotely unless specified otherwise in this SOW

APPLICATION DEPLOYMENT DETAIL

- Avaya Messaging does not allow for modification of the header or body of the email notification.

Exclusions for Avaya Messaging Advanced Email Integration: Exchange, O365

- MS Active Directory Integration
- Certificate Management
- 3rd Party Certificates

Enhanced Migration of data from AAM to Avaya Messaging

Additional assumptions:

- Customer will allow VOX to connect a provided Provision laptop to network that has access to the AAM (MSS Store – not Exchange Store) and Avaya Messaging systems. VOX to provide Provision software.
- Provision laptop will have access to the internet
- This is for 1 migration event
- During this time we will test migrations in our lab to find out any caveats with the product
    - Caveats might be: PW migration limits, Auto Attendants, only primary greetings are migrated

VOX Will:

- VOX to migrate data from AAM to Avaya Messaging using advanced provision software.
    - Use of Provision will require the ability to have a high-speed connection from an VOX laptop connected to the Customer's network to each system.
    - Customer will allow VOX to connect VOX provided Provision laptop to network that has access to the Avaya Messaging to AAM systems.
    - Here is a list of items that will migrate: names, messages, passwords and personal operators.

ASBCE Base Deployment

ASBCE Base Deployment Standalone:

VOX to provide the following tasks for a Standalone ASBCE:

- Provide OVA files for deployment
- Generate and install Avaya Product License Delivery System license file
- Perform installation of Session Boarder Controllers connect to LAN
- Perform installation of Element Management System server (if required for Front end Back end deployment.)

Customer Deliverables:

- Customer network resources to be available to assist in an on call basis

APPLICATION DEPLOYMENT DETAIL

- Provide current topology maps of WAN and LAN infrastructure
- IP addressing for SBC public, private and management networks
- Ensure NTP servers must have less than 5 strata drift
- Entries for all Avaya servers required on private DNS
- Public access for specific services requires public DNS entries
- VOX to provide high-level consultation only
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, will push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made
- Network latency between Avaya Aura Session Manager severs must be less than 75 milliseconds at all times

Assumptions:

- Upgrade of existing Core ASBCE and performing a backup/restore of current programming

Breeze + Presence

VOX Deliverables for Breeze + Presence Installation:

Breeze Platform

- Perform discovery of deployment and administration data, and Avaya Systems in place (if applicable)
- Consult with customer to complete VOX Planning Form
- Require Customer Participants
  - Network Admin
  - Security Admin
  - DNS Admin
  - VMWare Admin
- Schedule Implementation and Administration
- Patch and integrate servers to supported releases based on environment

IM and Presence Snap-in

- Verify that implementation prerequisites have been met (refer to TSS)
- SBC installation and configuration required for Remote Workers (configuration not included in this SOW)
  - SBC Presence administration included (SBC must already be in place)
- Work with customer to configure Zang account with IM Apple push notifications
- Configure inventory elements, Presence Domain, Users, etc… in SMGR (up to 100 users)
- Test Implementation and admin – including backup/restore
- Provide entries for 46xxsettings.txt for AADS dynamic configuration, as needed, in relation to IM/Presence
- VOX to provide up to 4 hours knowledge transfer for administration for topics including:
  - Breeze
  - Presence Snap-in
  - Basic troubleshooting
  - SIP Communication profiles

This statement of work is for implementation of the solution as specified. Manufacturer changes in software versions and hardware between SOW approval date and completion of the project are not covered in this statement of work.

Customer Deliverables for Basic Presence Installation:

APPLICATION DEPLOYMENT DETAIL

- Provide Remote Access method
- Work with VOX when needed for discovery to program and implement the specified solution
- Ensure NTP servers have less than 5 strata drift
- Entries for all Avaya servers required on private DNS
    - VOX to advise on specific records required for Breeze and cluster
- Public access for specific services requires public DNS entries
    - VOX to provide high-level consultation only
- Provide test plan to confirm functionality required per solution specified
- Customer is responsible for settings files after post-cut testing (per customer's test plan)
- Planning form to be completed and returned within 5 days of completed consultation
- Customer to provide onsite resource(s) for turn-up and test of phones (if applicable), unless VOX onsite resources are otherwise specified in this SOW
- Responsible for Network routing and firewall configurations needed (VOX to provide documentation on ports and requirements)
- Changes to customer network or environment which were not part of discovery and planning for the project, and which cause delays in implementation, may push out dates and cut dates/times respectively. Additional charges may apply to accommodate unplanned changes made

Assumptions for Basic Presence Installation:

Newly requested items or features not included in this statement of work may be addressed via job change order or new project

- See Assumptions Section in Customer Provided VMware section of this SOW for related exclusions/assumptions
- Installation is for a single Breeze server, cluster, and site for use with IX Workplace Attendant Snap-in/Client and integrated with a single Avaya Aura Media Server
    - A dedicated Avaya Media Server is required for this deployment, included in this SOW section
- Breeze will be installed in environment with releases of software supported by Avaya on servers with approved specifications
- Required customer participants are made available when requested
- All work is provided remotely unless specified otherwise in this SOW

Exclusions for Basic Presence Installation:

- IX Workplace Client installation and setup
- Public Certificate Management
- SMGR LDAP integration (recommended)

PROPOSAL

AVAYA UPGRADE & 3YR SUBSCRIPTION

Prepared by:

VOX Network Solutions

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Quote Information:

Quote #: 033247

Version: 10
Delivery Date: 02/08/2023
Expiration Date: 03/31/2023

AVAYA - HARDWARE / SOFTWARE

Description		Price	Qty	Ext. Price
412786	**S8300 R10.X ESXI R7.X LIC:DS**	$0.00	1	$0.00
412787	**S8300E UPGRADE TO AVAYA AURA R10.X - ESXI R7.x LIC:CU**	$0.00	1	$0.00
405362641	**POWER CORD USA**	$12.57	2	$25.14
700514264	**ASP 110 DELL R640 SERVER PROFILE 3 WITH SESSION BORDER CONTROL**	$8,580.55	1	$8,580.55
405362641	**POWER CORD USA**	$12.57	4	$50.28
413031	**ASP 130 R5 ESXI R7.X LIC:DS**	$0.00	2	$0.00
700515842	**ASP 130 R5 VMW7 DELL R640 SERVER P2 BUNDLE**	$8,087.14	1	$8,087.14
700515845	**ASP 130 R5 VMW7 DELL R640 SERVER P5 BUNDLE**	$20,691.43	1	$20,691.43
700406416	**CABLE ASSEMBLY B25A 25 FEET RHS**	$25.15	6	$150.90
381276	**APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR**	$200.00	1	$200.00
405362641	**POWER CORD USA**	$12.57	2	$25.14
700394703	**MM716 ANALOG MEDIA MODULE 24 FXS RHS**	$2,300.00	6	$13,800.00
700506955	**G450 MP160 MEDIA GATEWAY**	$8,069.63	1	$8,069.63
700507394	**G450 R2 POWER SUPPLY**	$683.33	1	$683.33
405362641	**POWER CORD USA**	$12.57	2	$25.14
413031	**ASP 130 R5 ESXI R7.X LIC:DS**	$0.00	1	$0.00

PROPOSAL

AVAYA - HARDWARE / SOFTWARE

Description		Price	Qty	Ext. Price
700515843	ASP 130 R5 VMW7 DELL R640 SERVER P3 BUNDLE	$9,767.18	1	$9,767.18
700515840	S8300E PRELOADED TAA	$2,733.33	1	$2,733.33
			Subtotal:	**$72,889.19**

CALERO SOFTWARE

Description		Price	Qty	Ext. Price
BNI250	Increment of 250 extensions on any base model size	$2,556.67	1	$2,556.67
			Subtotal:	**$2,556.67**

TELSTRAT SUPPORT - 3YR PRE-PAY

Description		Price	Qty	Ext. Price
MAINT-ENG-REC-01	RECORDING - LIABILITY RECORDING 3 YR PP	$196.88	42	$8,268.96
MAINT-ENG-10	RECORDING - CONCURRENT LICENSE 3 YR PP	$160.31	8	$1,282.48
			Subtotal:	**$9,551.44**

XIMA SUPPORT - 3YR PRE-PAY

Description		Price	Qty	Ext. Price
XC-8X5-R	STANDARD XIMA CARE SUPPORT CONTRACT 3YR PP	$800.00	3	$2,400.00
			Subtotal:	**$2,400.00**

AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 1 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
405416	UC BASIC LICENSE FIXED SUBS ADJ LP	$54.00	45	$2,430.00
405416	UC BASIC LICENSE FIXED SUBS ADJ LP	$26.40	207	$5,464.80

AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 1 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
405418	UC CORE LICENSE FIXED SUBS ADJ LP	$38.85	1184	$45,998.40
408030	3RD PARTY CTI LICENSE FIXED SUBS ADJ LP	$2.74	164	$449.36
			Annual Subtotal:	**$54,342.56**

AVAYA SA SUPPORT - 1 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
284959J	SA PREFER SUPT CO-DEL AVAYA DIAGONSTC SRVR SAL GATEWAY OVA	$0.00	1	$0.00
284962	UPGRADE ADVANTAGE AVAYA DIAGONSTC SERVER SLA MON OVA	$0.00	1	$0.00
352445J	SA PREFER SUPT CO-DEL UPG SM R10 TRACKING	$0.00	1	$0.00
352441J	SA PREFER SUPT CO-DEL UPG AES R10 TRACKING	$0.00	1	$0.00
352444J	SA PREFER SUPT CO-DEL UPG SBC R10 TRACKING	$0.00	1	$0.00
284961J	SA PREFER SUPT CO-DEL AVAYA DIAGONSTC SERVER SLA MON OVA	$0.00	1	$0.00
352504J	SA PREFER SUPT CO-DEL S8300E R10.X ESXI R7.X 3YR AN PREPD	$298.80	1	$298.80
352504J	SA PREFER SUPT CO-DEL S8300E R10.X ESXI R7.X 3YR AN PREPD	$298.80	1	$298.80
352510J	SA PREFER SUPT CO-DEL ASP 130 R5 ESXI R7.X 3YR AN PREPD	$262.95	2	$525.90
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,188.00	1	$1,188.00
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,188.00	1	$1,188.00
256196	SA ON-SITE 24X7 SUPT APPL LARGE SRV R2-D 3YR AN PREPD	$2,376.00	1	$2,376.00
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
293650J	SA PREFER SUPT CO-DEL AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	$43.05	1	$43.05
293656	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	$0.00	1	$0.00
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
352510J	SA PREFER SUPT CO-DEL ASP 130 R5 ESXI R7.X 3YR AN PREPD	$271.43	1	$271.43

AVAYA SA SUPPORT - 1 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
230194	SA ON-SITE 24X7 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	$817.55	1	$817.55
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
			Annual Subtotal:	**$8,233.85**

MANAGED SERVICES SUPPORT - 1 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
VX-VMS-GP21321	VOX MANAGED SERVICES - ANNUAL	$25,590.86	1	$25,590.86
			Annual Subtotal:	**$25,590.86**

AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 2 OF 3 YEAR TERM

Description		Recurring	Price	Qty	Ext. Recurring	Ext. Price
405416	UC BASIC LICENSE FIXED SUBS ADJ LP	$54.00	$0.00	45	$2,430.00	$0.00
405416	UC BASIC LICENSE FIXED SUBS ADJ LP	$26.40	$0.00	207	$5,464.80	$0.00
405418	UC CORE LICENSE FIXED SUBS ADJ LP	$38.85	$0.00	1184	$45,998.40	$0.00
408030	3RD PARTY CTI LICENSE FIXED SUBS ADJ LP	$2.74	$0.00	164	$449.36	$0.00
					Annual Subtotal:	**$54,342.56**
					Subtotal:	**$0.00**

AVAYA SA SUPPORT - 2 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
284959J	SA PREFER SUPT CO-DEL AVAYA DIAGONSTIC SRVR SAL GATEWAY OVA	$0.00	1	$0.00
284962	UPGRADE ADVANTAGE AVAYA DIAGONSTIC SERVER SLA MON OVA	$0.00	1	$0.00

AVAYA SA SUPPORT - 2 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
352445J	SA PREFER SUPT CO-DEL UPG SM R10 TRACKING	$0.00	1	$0.00
352441J	SA PREFER SUPT CO-DEL UPG AES R10 TRACKING	$0.00	1	$0.00
352444J	SA PREFER SUPT CO-DEL UPG SBC R10 TRACKING	$0.00	1	$0.00
284961J	SA PREFER SUPT CO-DEL AVAYA DIAGONSTIC SERVER SLA MON OVA	$0.00	1	$0.00
352504J	SA PREFER SUPT CO-DEL S8300E R10.X ESXI R7.X 3YR AN PREPD	$298.80	1	$298.80
352504J	SA PREFER SUPT CO-DEL S8300E R10.X ESXI R7.X 3YR AN PREPD	$298.80	1	$298.80
352510J	SA PREFER SUPT CO-DEL ASP 130 R5 ESXI R7.X 3YR AN PREPD	$271.43	2	$542.86
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32
256196	SA ON-SITE 24X7 SUPT APPL LARGE SRV R2-D 3YR AN PREPD	$2,452.65	1	$2,452.65
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
293650J	SA PREFER SUPT CO-DEL AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	$44.44	1	$44.44
293656	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	$0.00	1	$0.00
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
352510J	SA PREFER SUPT CO-DEL ASP 130 R5 ESXI R7.X 3YR AN PREPD	$271.43	1	$271.43
230194	SA ON-SITE 24X7 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	$817.55	1	$817.55
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00

Annual Subtotal: **$8,405.49**

MANAGED SERVICES SUPPORT - 2 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
VX-VMS-GP21321	VOX MANAGED SERVICES - ANNUAL	$25,590.86	1	$25,590.86

PROPOSAL

MANAGED SERVICES SUPPORT - 2 OF 3 YEAR TERM

Description	Recurring	Qty	Ext. Recurring
	Annual Subtotal:		**$25,590.86**

AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 3 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
405416	UC BASIC LICENSE FIXED SUBS ADJ LP	$54.00	45	$2,430.00
405416	UC BASIC LICENSE FIXED SUBS ADJ LP	$26.40	207	$5,464.80
405418	UC CORE LICENSE FIXED SUBS ADJ LP	$38.85	1184	$45,998.40
408030	3RD PARTY CTI LICENSE FIXED SUBS ADJ LP	$2.74	164	$449.36
	Annual Subtotal:			**$54,342.56**

AVAYA SA SUPPORT - 3 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
284959J	SA PREFER SUPT CO-DEL AVAYA DIAGONSTIC SRVR SAL GATEWAY OVA	$0.00	1	$0.00
284962	UPGRADE ADVANTAGE AVAYA DIAGONSTIC SERVER SLA MON OVA	$0.00	1	$0.00
352445J	SA PREFER SUPT CO-DEL UPG SM R10 TRACKING	$0.00	1	$0.00
352441J	SA PREFER SUPT CO-DEL UPG AES R10 TRACKING	$0.00	1	$0.00
352444J	SA PREFER SUPT CO-DEL UPG SBC R10 TRACKING	$0.00	1	$0.00
284961J	SA PREFER SUPT CO-DEL AVAYA DIAGONSTIC SERVER SLA MON OVA	$0.00	1	$0.00
352504J	SA PREFER SUPT CO-DEL S8300E R10.X ESXI R7.X 3YR AN PREPD	$298.80	1	$298.80
352504J	SA PREFER SUPT CO-DEL S8300E R10.X ESXI R7.X 3YR AN PREPD	$298.80	1	$298.80
352510J	SA PREFER SUPT CO-DEL ASP 130 R5 ESXI R7.X 3YR AN PREPD	$271.43	2	$542.86
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32

AVAYA SA SUPPORT - 3 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
256196	SA ON-SITE 24X7 SUPT APPL LARGE SRV R2-D 3YR AN PREPD	$2,452.65	1	$2,452.65
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
293650J	SA PREFER SUPT CO-DEL AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	$44.44	1	$44.44
293656	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	$0.00	1	$0.00
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
352510J	SA PREFER SUPT CO-DEL ASP 130 R5 ESXI R7.X 3YR AN PREPD	$271.43	1	$271.43
230194	SA ON-SITE 24X7 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	$817.55	1	$817.55
255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2-D 3YR AN PREPD	$1,226.32	1	$1,226.32
352341J	SUPT ADV PREFERRED CO-DELIVERY REMOTE SITE TRACKING AURA R10	$0.00	1	$0.00
		Annual Subtotal:		**$8,405.49**

MANAGED SERVICES SUPPORT - YEAR 3 OF 3 YEAR TERM

Description		Recurring	Qty	Ext. Recurring
VX-VMS-GP21321	VOX MANAGED SERVICES - ANNUAL	$25,590.86	1	$25,590.86
		Annual Subtotal:		**$25,590.86**

PROFESSIONAL SERVICES

Description		Price	Qty	Ext. Price
VX-VPS-GP21321	Professional Services	$85,237.266	1	$85,237.266
VX-VPS-PL8999	PROJECT-NCPA Pricing	$12,515.00	1	$12,515.00
		Subtotal:		**$97,752.27**

PROPOSAL

SUMMARY

Description	Recurring	One-Time
AVAYA - HARDWARE / SOFTWARE	$0.00	$72,889.19
CALERO SOFTWARE	$0.00	$2,556.67
TELSTRAT SUPPORT - 3YR PRE-PAY	$0.00	$9,551.44
XIMA SUPPORT - 3YR PRE-PAY	$0.00	$2,400.00
AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 1 OF 3 YEAR TERM	$54,342.56	$0.00
AVAYA SA SUPPORT - 1 OF 3 YEAR TERM	$8,233.85	$0.00
MANAGED SERVICES SUPPORT - 1 OF 3 YEAR TERM	$25,590.86	$0.00
AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 2 OF 3 YEAR TERM	$54,342.56	$0.00
AVAYA SA SUPPORT - 2 OF 3 YEAR TERM	$8,405.49	$0.00
MANAGED SERVICES SUPPORT - 2 OF 3 YEAR TERM	$25,590.86	$0.00
AVAYA ONECLOUD SUBSCRIPTION ANNUAL - 3 OF 3 YEAR TERM	$54,342.56	$0.00
AVAYA SA SUPPORT - 3 OF 3 YEAR TERM	$8,405.49	$0.00
MANAGED SERVICES SUPPORT - YEAR 3 OF 3 YEAR TERM	$25,590.86	$0.00
PROFESSIONAL SERVICES	$0.00	$97,752.27

	Recurring	One-Time
Subtotal:	$264,845.09	$185,149.57
Shipping:		$5,388.61
Total:	$264,845.09	$190,538.18
Project Total:		$455,383.27

VOX Network Solutions

Signature: _____

Name: _____

Title: _____

Date: 02/08/2023

City of Palo Alto

Signature: _____

Name: _____

Date: _____

PAYMENT TERMS

PAYMENT TERMS

Avaya Subscription Terms

Avaya Subscription Termination Policy
The Customer may terminate a subscription in its entirety during the Subscription License Term upon thirty (30) days' written notice subject to termination fees equal to 50% of the remaining unpaid balance of the Subscription License Term.

Please note that that for Workforce Engagement, customer can terminate after 28 months of subscription contract and the termination fees equal are 60% of the remaining unpaid balance of the Subscription License Term.

Avaya Subscription Start Dates
Unless an earlier date is specified in an order, the Subscription License Term for the Subscription License(s) will commence and be chargeable as follows:

New System Builds:
- Term will commence on the first day of the second month following the order of the Subscription Licenses.

Conversions to Subscription:
- If the Subscription Licenses are replacing existing perpetual licenses being transitioned from an existing support order, the Subscription License Term starts on the start date specified on the Order.

Additions to Subscription terms in progress:
- Additional Subscription Licenses being added to an existing Subscription License Term are added to the Subscription Term effective on the earlier of the date stated on the order or the 1st day of the first month following Avaya's acceptance of the order for additional Subscription Licenses.
- Additional Subscription Licenses added to an existing Subscription License Term will coterminate with the original contract regardless of when in the term they are added to the contract.

Renewal of Coverage
Avaya OneCloud™ Subscription Licensing will automatically renew at the end of the term for a similar term length at then current pricing unless either party provides written notice of its intent not to renew such coverage at least *30 days prior to the renewal date.

All Avaya OneCloud™ Subscription Orders receive the offer entitlements outlined in the Subscription License Supplement, the latest version of which is available for download at https://support.avaya.com/helpcenter/getGenericDetails?detailId=C2012112916262543043

Expansion Allowance:

Avaya Subscription includes a 20% expansion allowance which can be leveraged during the contract period without impact to the billing. Customers can also expand beyond the 20% allowance by ordering additional Avaya OneCloud™ Subscription licenses and co-terming to the existing contract expiration dates. Expansion allowance is supported in accordance with Avaya's Product Lifecycle Policy found at https://downloads.avaya.com/css/P8/documents/100081098

Exceptions to 20% Stretch Allowance:

- 20% Stretch Allowance is not applied to BTSAPI, DMCC, and DMCC Full entitlements that carry over as part of a perpetual license conversion at no fee.
- 20% Stretch Allowance does not apply to system/server-based offers such as AES CVLAN, AES DLG, and Outbound Digital Channels (SMS/Email) as it's not practical to offer a fraction of a package's entitlement.

PAYMENT TERMS

- 20% Stretch allowance does not apply to subscription conversions for product releases that are End of Sale for license additions.

Additional Terms

TAX and Shipping/Handling will be added at time of invoice: not included in this SOW/Quote.

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