Town of Vienna

UC Moderation

SOW # 102400081
VASCUP Contact: UCP-3491557JC

Version 7.0

PRESIDIO™

March 18, 2014

Presidio Networked Solutions, Inc.
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Greenbelt, MD 20770

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Statement of Work (SOW) Overview

Presidio Networked Solutions, Inc. (Presidio) is pleased to present a statement of work to provide professional services to Town of Vienna.

This Statement of Work defines the scope of work to be accomplished by Presidio. The tasks to be performed by Presidio are defined and the responsibilities of Presidio and Town of Vienna are contained herein as well.

Any deviations that arise during the proposed project and/or any changes to this Statement of Work will be processed through the procedure described in the "Project Change Control Procedure" (Appendix B). The investigation and the implementation of changes may result in modifications to the Estimated Schedule, Charges, or other terms of this Statement of Work.

The Statement of Work includes the following sections:

- Scope of Services
- Key Assumptions
- Statement of Work Agreement
- Milestone Sign-off(s)

The following appendices are incorporated in and made part of this Statement of Work:

- Appendix A - Deliverable Review and Acceptance Procedure
- Appendix B - Project Change Control Procedure
- Appendix C - Project Change Request Form

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Scope of Services

Background

Town of Vienna will be replacing their existing TDM PBXs with Cisco to include Unified Communications Manager (UCM), Unity Connection (UCXn), and Unified Presence (CUP), Cisco Emergency Responder (CER), Cisco Video Communication Server (VCS).

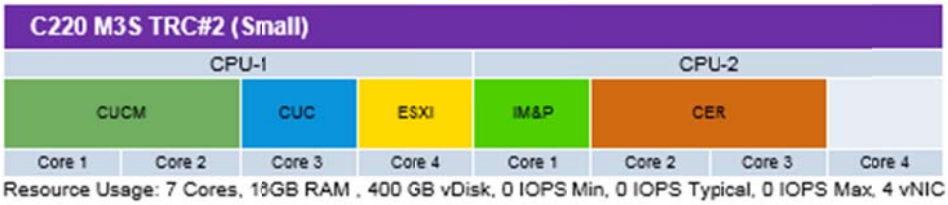
Scope

Our purpose as detailed within this Statement of Work (SOW) is to provide professional services to Town of Vienna to perform the tasks outlined in this document.

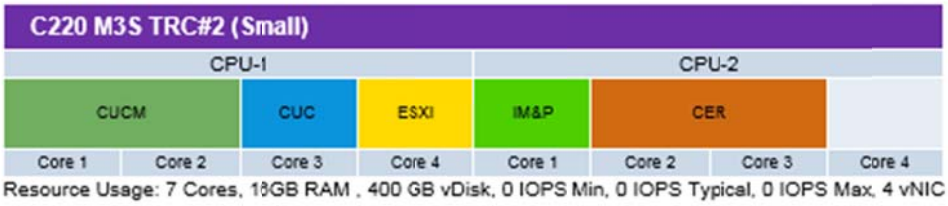
Town of Vienna intends to have Presidio install and configure the equipment and provide guidance and support following the cutover. The Unified Communications infrastructure will consist of the following:

- (3) UCS C Series Servers
- (2) Instances of Communications Manager
- (2) Instances of Unity Connection configured in High Availability mode
- (2) Instances of Unified Presence
- (2) Instances of Cisco Emergency Responder
- (1) Instance of Cisco VCS
- (2) Cisco Routers acting as SIP Gateways

Town Hall



Police Station



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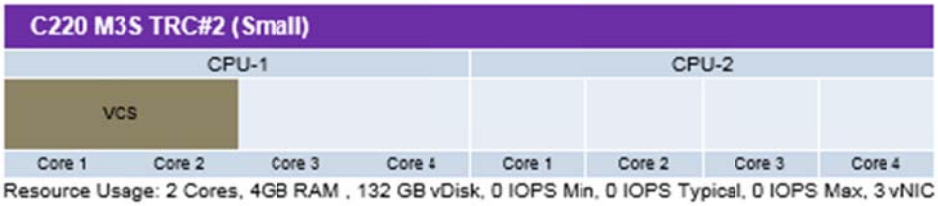
Town Hall



Project Phases

The phases for this project consist of the following:

- Phase 1 - Kick-off
- Phase 2 - Planning (Requirements Analysis/Site Survey/ Technical Design/Workshops/Etc)
- Phase 3 –Preparation
- Phase 4 - Deployment (Site Preparation/Hardware Implementation/Testing/Etc)
- Phase 5 - Closeout

Phase 1 – Kick-off

In order to introduce the appropriate parties from both Town of Vienna and Presidio on the project, a project kick-off meeting will be held. The required attendees for the kick off meeting will be Presidio's project manager, lead engineer, and National Republican Congressional Committee's project lead and technical representative(s).

During the project kickoff meeting the content of this SOW will be reviewed to ensure that there is a clear understanding between Presidio and Town of Vienna as it relates to roles and responsibilities of this project. The project kickoff phase should be held in person with the client and attended by as many Presidio resources as is reasonably possible.

Presidio Responsibilities for Phase 1:

- Conduct a project kick off meeting and document key timeline objectives

Town of Vienna Responsibilities for Phase 1:

- Attend a project kick off meeting and identify key timeline objectives

Required Resources for Phase 1:

- Presidio lead engineer
- Presidio project manager
- Presidio account manager
- Town of Vienna project lead and technical representative(s)

Deliverables for phase 1:

- Project kick-off packet

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Phase 2 – Planning

The purpose of the planning phase is to allow for the lead senior engineer from Presidio to fully understand both the technical and business requirements as it relates to how to technically configure the equipment as it pertains to this SOW. Presidio often uses technical workshops as the method for the Presidio lead engineer to come away with all of the information required to pre-configure, test, and implement the solution.

If during a workshop it is determined that additional tasks are required to be performed by Presidio that are not outlined in this SOW or were not originally intended to be part of this project, a change order at the end of this SOW will be utilized to make modifications to this project and SOW.

The technical workshop phase should be held in person with as many Presidio resources in attendance as is reasonable.

Presidio Responsibilities for Phase 2:

- Conduct a requirements gathering and technical workshop
- Document both requirements and technical information to be used to configure and implement the solution in this SOW
- Discuss features and functionality of Communications Manager
- Discuss features and functionality of Unity Connections
- Discuss features and functionality of Unified Presence
- Discuss features and functionality of Cisco Emergency Responder
- Discuss features and functionality of Cisco VCS
- Discuss UCS installation and layout
- Discuss QoS best practices
- Deliver UC cut sheet

Town of Vienna Responsibilities for Phase 2:

- Discuss current Active Directory, DNS, Windows Server and Exchange environments
- Discuss current PBX configuration/issues as necessary
- Complete UC cut sheet
- Sign off on the technical requirements document

Required Resources for Phase 2:

- Presidio lead engineer
- Presidio project manager
- Town of Vienna project lead and technical representative(s)

Deliverables for Phase 2:

- Technical requirements document (to be signed by Town of Vienna before configuration starts)

Phase 3 –Preparation

The purpose of this phase is to burn-in the new equipment that has been purchased as part of this project and ensures that all equipment is functioning properly. If there are any Dead on

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Arrival (DOA) equipment or if any equipment fails during the forty-eight (48) hour burn in period, Presidio will RMA the equipment.

Presidio Responsibilities for Phase 3:

- Burn in and test equipment
- RMA equipment (if required)
- Install UCS
- Install 2 instances of VMware to support UC apps

Town of Vienna Responsibilities for Phase 3:

- Ensure space, power and HVAC exist to support blades
- Provide VMware licenses to support design

Required Resources for Phase 3:

- Presidio lead engineer

Deliverables for Phase 3:

- None

Phase 4 – Deployment

Based on information gathered during the technical workshop the Presidio lead engineer will install the equipment as much as possible offline. Once approved by Town of Vienna. Presidio will plug the equipment into the network and start the implementation process. Once implementation has been completed, Presidio will perform a series of system functionality tests and failover tests as identified during the technical workshop and requirements gathering.

Presidio Responsibilities for Phase 4:

- Install and configure UCS
  - Configure VMware to support design
- Install and configure (2) instances of Communications Manager
  - Install 1 publisher and 1 subscriber for up to 89 users
  - Configure phones:
    - Up to 89 Cisco phones
    - Basic End User Phone Orientation – Up to 8 hours (1 Full Day)
    - June/July Timeframe - Up to 5 sessions per day
    - Includes phone models 9971, 8961, 8945
  - Configure (2) 2900 ISRs to terminate up to 4 SIP Trunks
- Install and configure two (2) instances of Unity Connection
  - Configure High Availability (HA) mode
  - Configure up to 89 user mailboxes
- Install and configure two (2) instances of Unified Presence
  - Configure up to 89 users
  - Configure up to 2 workstations with Jabber. Provide instruction to Town of Vienna on how to install remaining Jabber clients.

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- Install and configure two (2) instances of CER
  - Zones will be broken down by street address
- Install and configure one (1) instances of VCS
  - Install VCS only, no configuration, and no endpoints.
- Conduct systems functionality testing
- Conduct failover testing
- Document the results of the systems functionality and failover

Town of Vienna Responsibilities for Phase 4:

- Perform configuration changes necessary on (integration component) to enable UCM integration
- Install Jabber for remaining users
- Provide voice talent to record auto-attendant prompts
- Configure integration components on Exchange/Active Directory
- Participate in systems functionality testing
- Participate in failover testing
- Sign off on a successful test scenario(s)

Required Resources for Phase 4:

- Presidio lead engineer
- Town of Vienna project lead and technical representative(s)

Deliverables for Phase 4:

- System test and failover document (to be signed by National Republican Congressional Committee)

Phase 5 – Closeout

Once all of the above phases have been completed, the Presidio project manager will pull together the appropriate resources from Town of Vienna and Presidio to conduct a closeout meeting.

The purpose of this meeting is to ensure that all the tasks that have been identified in this SOW or any change orders have been completed. In addition this will provide Town of Vienna the opportunity to raise any open issues that need to be addressed either as part of this SOW, a change order, or a new SOW. The project closeout meeting should be held in person with as many Presidio resources in attendance as is reasonable.

Presidio Responsibilities for Phase 5:

- Perform a project closeout meeting

Town of Vienna Responsibilities for Phase 5:

- Attend a project closeout meeting

Required Resources for Phase 5:

- Presidio lead engineer
- Presidio project manager

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- Presidio account manager
- Town of Vienna project lead and technical representative(s)

Deliverables for Phase 5:

- Last milestone sign off sheet

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Key Assumptions

Presidio made the following assumptions when developing this Statement of Work. These assumptions serve as the foundation to which the project estimate, approach and timeline were developed. Any changes to the following assumptions must be processed using the procedures the section titled "Project Change Control Procedure" (Appendix B).

- Presidio will perform most of the Services under this Statement of Work during normal business hours, 8:00 a.m. to 5:00 p.m. (local time) Monday through Friday, except Presidio holidays, unless otherwise specified.
- Some of the Services provided will be performed during the night shift and weekends. Town of Vienna will provide the required access to systems and resources.
- Some activities on this project may be performed on Presidio's premises.
- Presidio may engage subcontractors and third parties in performing a portion of this work.
- Presidio will not make changes to the configuration of any network equipment after it has been installed and tested.
- Town of Vienna technical resources will be made available to the Presidio project team.
- Town of Vienna will provide Presidio admin access on appropriate devices for the success of this project.

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Statement of Work Agreement

This Statement of Work (SOW) Agreement applies to the performance, invoicing and payment of services only. Terms for delivery, invoicing and payment of other items such as hardware, software and maintenance are excluded from this agreement.

This Agreement is made between Presidio Networked Solutions, Inc. (Presidio), a corporation under the laws of Florida, and Town of Vienna (Customer), a local government organized under the laws of the Commonwealth of Virginia and located at 127 Center Street S, Vienna, VA 22180.

Upon acceptance of this Agreement (as indicated by its execution below) Presidio agrees to provide to Customer, and Customer agrees to purchase from Presidio, services in accordance with this SOW and the following terms and conditions.

1. Presidio will have satisfied the provisions of this Statement of Work when any of the following occurs:
   a. Presidio accomplishes the tasks described under "Scope of Services".
   b. Town of Vienna notifies Presidio, in writing, that further Services are not required.
   c. Either party terminates this Statement of Work under the terms of the Agreement.
2. Presidio shall complete the following milestones in accordance with this SOW. Customer will be notified in writing as each milestone is satisfied and presented with an acceptance form. Upon notification, Customer has up to ten (10) business days to provide Presidio a written account of any deviations from the tasks as described within the SOW. If no issues are documented within the ten (10) business days, the task shall be considered satisfied.

Kick-off	$ 2,000.00
Planning	$ 4,000.00
Preparation	$ 12,000.00
Deployment	$ 18,000.00
Closeout	$ 4,000.00
Total	**$ 40,000.00**

3. Presidio shall invoice Customer as indicated above for the services according to this SOW.
4. By signing below the Client acknowledges that Presidio has incurred substantial recruitment, screening, training, administrative and marketing expenses with respect to their personnel, and that the identity, telephone number, address, skills, qualifications, preferences and work history of the personnel constitute trade secrets of Presidio. Accordingly, Client agrees not to directly or indirectly utilize, offer to hire, hire on a permanent or part time basis or engage as an independent contractor or free-lancer, any Presidio personnel assigned to Client by Presidio during any such assignment and for a period of 24 months after completion of such assignment, except through Presidio. Client also agrees not to permit or cause any such personnel to work on Client's premises or for Client through any other firm or while on the payroll of any other firm for a like period, without the expressed prior written consent of Presidio.
5. Having carefully read all provisions of this Agreement, Customer acknowledges that this is a final expression of the terms and conditions among the parties. There are no representations, warranties or stipulations, either oral or written, not contained herein. Until accepted and signed by an officer of Presidio, this Agreement shall not become effective and shall not constitute a binding contract.

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Quote valid for 30 days from date shown above. Prices may NOT include all applicable taxes and shipping charges. All prices subject to change without notice. Supply subject to availability.

This quotation subject to Presidio Standard Terms and Conditions as follows:

Credit: Net 30 Days (all credit terms subject to prior Presidio credit department approval)

The price included herein reflects a 3% discount for payment by cash, check or wire transfer. This discount will not apply in the event that customer pays using a credit card or debit card.

Delivery: FOB origin (FOB destination (CONUS) applicable to Federal Government Customers only). Orders shipped from a manufacturer to Presidio at customer request for warehousing, configuration, storage or otherwise, shall be deemed to have been shipped to customer FOB origin.

Presidio Networked Solutions must accept changes to the above Terms and Conditions in writing

Preprinted terms appearing on Customer Purchase Orders must be accepted in writing by Presidio Networked Solutions to be applicable.

Size Business: Large; CAGE Code: 0KD05; DUNS 15-405-0959; CEC: 15-506005G; Tax ID# 58-1667655

The Manufacturer, not by Presidio Networked Solutions, warrants product. Please consult Manufacturer for warranty terms.

Opened product is non-returnable. Unopened equipment is non-returnable after 30 days from shipment date. Presidio reserves the right to deny RMA requests in the event the Manufacturer will not provide for an authorized return. If integration of product is performed at a Presidio facility, transfer of ownership occurs as of inception of integration regardless of shipment terms as manufacturers will not accept return of open product.

Please inspect equipment thoroughly against packing list before opening.

Pricing for Professional Services are best-effort estimates only. Actual pricing will be finalized as part of a mutually agreeable Statement of Work.

Import Clearance and Documentation - Customer shall be responsible for the Customs clearance process, where applicable, and for obtaining any and all required license and permits as well as satisfying any formalities required to import the Products into the Territory in accordance with all applicable laws and regulations, including but not limited to the payment of duties, taxes, surcharges, fees and any special assessments and take all other actions required in connection with the importation and Customs clearance of Products. Customer shall be responsible for ensuring documentation necessary for the import and Customs clearance process and recordkeeping meets all applicable laws and regulations.

Export Controls - (i) Customer shall comply with all applicable Export Control Laws, including but not limited to the U.S. Department of Commerce's Export Administration Regulations, in the performance of this Agreement and in the import, export, re-export, shipment, transfer, use, operation, maintenance, repair or disposal of Products and any related parts, components, accessories, know-how or technology. "Export Control Laws" means all export control, economic sanction and anti-boycott laws and regulations of the United States and other jurisdictions, including but not limited to the U.S. Export Administration Regulations, the U.S. International Traffic in Arms Regulations and the U.S. Department of Treasury's economic sanctions regulations. (ii) Product and any related parts, components, accessories, know-how and technology must not be re-exported or transferred to restricted persons and sanctioned countries designated by the U.S. Government, including Cuba, Iran, North Korea, Sudan and Syria, unless authorized in advance by the Company and the U.S. Government. (iii) Customer acknowledge that transfers of Product and any related parts, components, accessories, know-how and technology may be subject to the terms and conditions of an export license, license exception or other authorization pursuant to Export Control Laws. Customer agree to comply fully with the terms of any licenses, license exceptions or authorizations and to provide Presidio Networked

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Solutions access to records needed to confirm such compliance upon request. (iv) Customer further acknowledges that certain Products may contain encryption and may be restricted for export, re-export, shipment or transfer to government end users in certain countries.

As indicated by signing below, the parties and their respective heirs, estates, successors and assigns agree to be legally bound to this contract.

Town of Vienna	**Presidio Networked Solutions, Inc.**
By: _____ (Authorized Signature)	By: _____ (Authorized Signature)
_____ (Print or Type Name)	_____ (Print or Type Name)
_____ (Title)	_____ (Title)
_____ (Date)	_____ (Date)

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Milestone Sign-off

Milestone Sign-off 1

Town of Vienna/UC Moderation

Kick-off Phase $ 2,000.00

Customer Information

Name: Phone:

POC: Address:

E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

_____
(Print or Type Name)

_____
(Title)

_____
(Date)

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Milestone Sign-off 2

Town of Vienna/UC Moderation

Planning Phase $ 4,000.00

Customer Information

Name: Phone:

POC: Address:

E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

_____
(Print or Type Name)

_____
(Title)

_____
(Date)

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Milestone Sign-off 3

Town of Vienna/UC Moderation

Preparation Phase $ 12,000.00

Customer Information

Name: Phone:

POC: Address:

E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

_____
(Print or Type Name)

_____
(Title)

_____
(Date)

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Milestone Sign-off 4

Town of Vienna/UC Moderation

Deployment Phase $ 18,000.00

Customer Information

Name: Phone:

POC: Address:

E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

_____
(Print or Type Name)

_____
(Title)

_____
(Date)

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Milestone Sign-off 5

Town of Vienna/UC Moderation

Closeout Phase $ 4,000.00

Customer Information

Name: Phone:

POC: Address:

E-mail:

Acceptance

The undersigned agrees that the above milestone has been satisfactorily completed as described in the supplied agreement. The undersigned also agrees to make the phased payments to Presidio Networked Solutions, Inc. (Presidio) for said services according to the terms and conditions of the agreement.

Town of Vienna has up to ten (10) business days to provide Presidio a written account of any issues or deviations from the work as described within the SOW. If no issues are documented within the ten (10) business days, the item will be considered satisfied.

Town of Vienna

By: _____
(Authorized Signature)

_____
(Print or Type Name)

_____
(Title)

_____
(Date)

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Appendix A: Deliverable Review and Acceptance Procedure

With the exception of Project Status Reports, each deliverable material, as defined in this Statement of Work, will be approved in accordance with the following procedure:

1. Within ten (10) business days the Town of Vienna will either accept the deliverable Material or provide the Presidio Project Manager a written list of requested changes. If no written response, either accepting or requesting changes, is received from the Town of Vienna within ten (10) business days then the deliverable Material shall be deemed accepted;
2. If a written list of requested changes is received within ten (10) business days, the Presidio Project Team will make the agreed upon revisions and will, within ten (10) business days, re-submit the updated version to the Town of Vienna;
3. At that time the Town of Vienna has ten (10) business days to review and request changes for the final document. If no written response, either accepting or requesting changes, is received from the Town of Vienna within ten (10) business days then the deliverable Material shall be deemed accepted.

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Appendix B: Project Change Control Procedure

In the event both Presidio and Town of Vienna agree to a change in this Statement of Work, a written description of the agreed change (called a "Change Authorization") will be prepared, which both parties must sign. The Change Authorization will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. Depending on the extent and complexity of the requested changes, Presidio may charge for the effort required analyzing it. When charges are necessary in order to analyze a change, Presidio will provide a written estimate and begin the analysis on written authorization. The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

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Appendix C: Project Change Request Form

The following Project Change Request form is to be used as described in the SOW.

Project Change Request	**SOW Ref #:**
	PCR Number:
Description of Proposed Change and Reason for the Request: (Add attachments, if necessary)	

Submitted by:		**Date**: _____
Best Estimate to Implement Change: _____		
Implementation **____Approve ____Disapprove**	**Signed**: _____ **Customer Project Administrator**	**Date**: _____
Implementation **____Approve ____Disapprove**	**Signed**: _____ **Presidio Project Manager**	**Date**: _____

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