



Statement of Work

Lexington Fayette Urban County Government

Harry Sykes Campus

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Approved by:	

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EXECUTIVE SUMMARY

ENGAGEMENT SUMMARY

This Scope of Work is to support installation of a G430 Gateway at the Harry Sykes Center. The Gateway will support one 24 Port Analog Modules to support 20 Analog devices that are currently in place. Utilizing existing PoE switches in place, 105 Core user license will be added to the system to support digital users in operation now. One PRI card will be installed and configured to support PSTN connections. There will be an S8300E LSP server installed and configured to support the system locally in the event of WAN failure to the main system.

Integration Partners' professional services group delivers a variety of services to assist customers in the implementation of their IT, environment, best practices & methodology. The services apply Industry Best Practices, cultivated through successful customer engagements and internal expertise, within the customer's environment.

STATEMENT OF CONFIDENTIALITY

This document contains proprietary and confidential information. All data submitted is provided in reliance upon the recipient's agreement not to use or disclose except in connection with its business dealings with Integration Partners Corp. The recipient of this document agrees to inform its present and future employees who receive or have access to the information contained in this document of its confidential nature, and to instruct each employee that he or she must not disclose any information concerning this document to others except to the extent that such matters are generally known to, and are available for use by, the public. The recipient of this document agrees that it will not duplicate or permit others to duplicate any material contained herein except for its own internal use.

By acceptance of this document, the recipient agrees to be bound by the foregoing statement.

We understand that LFUCG is a public entity and as such must adhere to Open Records Policies and make all pertinent documents available as requested under the Open Records Act.

LIMITATION OF LIABILITY

In performance of the scope of work outlined in this Agreement, except for damages resulting from its fraud or gross negligence, Integration Partners will in no event be liable for: (I) Any indirect, special, incidental or consequential damages, however caused and whether or not advised in advance of the possibility of such damages; or (II) Damages for the lost profits or lost data; or (III) cost of procurement of substitute goods technology or services. Except for liability resulting from its fraud or gross negligence, Integration Partners' entire liability arising from or

relating to the subject matter of this Agreement shall be limited to the amount received by Integration Partners under this Agreement.

PAYMENT TERMS

Full payment of invoices is due within thirty days of invoice date (NET30). All hardware, software licensing, technical support, freight charges and applicable sales tax will be invoiced upon registration and shipment to customer. Product held at Integration Partners due to lab staging services or customer delay will be invoiced upon receipt at Integration Partners. Any labor for services to be performed will be invoiced at 100% upon project completion.

ENGAGEMENT PROPOSAL

Integration Partners will remotely login to the Avaya Aura system and perform the following task:

- Download Licenses from Avaya PLDS system
- Install License on the LFUCG System and confirm
- Configure 105 new users in the system
- Configure the G430 Gateway
- Configure and install S8300E LSP in Aura system and G430 Gateway
- Go On site and install Gateway and connect to existing infrastructure to support the 20 Analog stations in operation

Summary:

105	Core Avaya Aura Licenses
20	Analog Licenses
105	9608G Phones
1	MM716 24 Port Analog Modules
1	MM710 T1 Modules
1	S8300E LSP

Equipment and Services not specifically listed will follow Integration Partners change order process detailed further within this Statement of Work.

Integration Partners will provide the technical labor, supervision, consultation, to perform the tasks and provide the deliverables described in this SOW. For purposes of this SOW, “deliverables” means any materials produced during tasks listed or specifically purchased by and to be delivered to Lexington Fayette Urban County Government under this SOW.

The estimated timelines and associated fees presented in this SOW are based on the following responsibilities. Should any element(s) of these be lacking in execution of Services, additional time, associated fees, and expenses may be required.

The below table provides a summary of high-level tasks, basic chronological order, and responsibilities. A more detail explanation is provided following the below table. Unless specified as onsite, services may be provided remotely.

Project Tasks	Client	Integration Partners
1. Integration Partners Project Management	Participate	Lead
2. Project Kick Off	Participate	Responsible
3. Data Gathering (IP Scheme, Call Flows, User Lists, etc.)	Responsible	Guide
4. New User setup and System Cutover & Go-Live	Participate	Lead
5. Configure and install Gateway	Participate	Responsible
6. Go-Live Help Desk and Escalation Triage	Responsible	Guide
7. Go-Live Programming Changes	Guide	Lead
8. Administrative Skills Transfer Handoff	Participate	Lead
9. Post Cut Q&A, programming corrections up to five days	Guide	Lead

PROJECT MANAGEMENT

Integration Partners Project Management Team Supporting Lexington Fayette Urban County Government

- Lead PM owns the communication cycle with Lexington Fayette Urban County Government
- Weekly written or verbal status reports
- Responsible for weekly review of actions, issues and risks
- On-site initial kick-off meeting
- On-site meetings to discuss critical deliverables and milestone
- Ensure succinct and orderly communication between involved parties
- Responsible for change control process
- Responsible for sign-off process for each completed deliverable
- Will leverage and utilize PMI best practices
- On-site project summary meeting to discuss lessons learned, status and sign-off

PROJECT KICK-OFF

The project kick-off is the initial working session between Lexington Fayette Urban County Government and Integration Partners. The kick-off session will cover the following elements:

- Roles and responsibilities
- Review of the SoW and change order process
- Open item resolution
- Initial project timeline and update system
- Project management tasks and cadence
- Project close-out criteria and process

DATA GATHERING

HIGH LEVEL DESIGN

Working from the initial designs presented in this SoW, Lexington Fayette Urban County Government and Integration Partners will define the high-level goals of the PBX installation, the services to be offered, the initial topology, the addressing, and the protocols to be deployed. This information will be collated, and a high-level design document will be created by Integration Partners engineering. This document will be reviewed and agreed upon. The High-Level design and the project plan will provide the roadmap for the other tasks in this project and will be included as part of the final as-built deliverable.

LOW LEVEL DESIGN

The low level (detailed) design of the project will include the port configurations, the IP addressing scheme, management information and the services as defined for the initial turn-up of the PBX installation. The low-level design will form the basis of the installation and unit testing task and the system testing task. The low-level design will be reviewed by Lexington Fayette Urban County Government as required and be considered the knowledge transfer for the PBX installation. All comments for the design will be evaluated and the design will be updated as needed and will be included as part of the final as-built deliverable.

INSTALLATION AND TESTING

Once the licenses have been received Integration Partners will install them in the PBX and program the VDNs, Vectors, Skills and Agents as outlined. The deployment sequence will follow a logical order to allow connectivity and unit testing from all sites prior to the scheduled cut-over where possible.

INSTALLATION AND TESTING ASSUMPTIONS

1. Lexington Fayette Urban County Government will assure that all devices are delivered to the installation locations and have a point of contact that knows where the devices are located at the location
2. Lexington Fayette Urban County Government will arrange a local site contact to provide access to the installation sites
3. Lexington Fayette Urban County Government will test site to site IP connectivity prior to the installation and test windows.
4. Integration Partners will note any problems with the site and bring this to the attention of the project management team for resolution.

CUTOVER AND GO LIVE

Once all the nodes are installed and the testing is complete Integration Partners and Lexington Fayette Urban County Government will conduct a project review to include but not limited to the following:

- a) Timelines and Scheduling of coordinated cutovers.
- b) Customer resource requirements for cutover activities
 - i) Customer shall provide personnel for help desk and enduser support calls.
- c) Integration Partners will have engineers onsite and remotely available for the cutover.

Integration Partners will be available via phone and email for up to three days for post cutover support at mutually agreeable times as needed for questions, and issue resolution. Support will be provided by the engineers involved in the implementation and/or the Integration Partners Network Operations Center.

SKILLS-TRANSFER

Integration Partners will provide basic skills-transfer to designated Lexington Fayette Urban County Government personnel to support normal day-to-day activities of these additions. The skills-transfer is not meant to be a replacement for system Administrative or Technical training, which can be quoted outside of this Statement of Work and provided to the customer upon request. This activity should not exceed 1 hour.

PROJECT CLOSE-OUT

The sign-off of the project final opportunity for a knowledge transfer for the operators/administrators. The Project Manager will coordinate a final meeting with Integration Partners and Lexington Fayette Urban County Government to review the following:

1. Confirm that all aspects of this SoW have been completed as defined.
 2. Review final As-Built Document
 3. Project Acceptance Sign-off
- If signed Project Acceptance is not received by Integration Partners within five business days following the review, the document will be considered final and the project complete.

LOCATION LIST

Main System

Lexington Fayette Urban County Government
Public Safety Operations Center
1115 Cisco Road
Lexington KY 40504

Sold To: **51567984**

New Location

Family Care Center
Harry Sykes Campus
1135 Red Mile Place
Lexington KY 40504

Sold To: **TBD**

TIMING

Target completion for this work is as soon as possible upon acceptance.

INVESTMENT SUMMARY

All costs listed in the attached quote are based on the scope and assumptions included in this Statement of Work. All changes to this Statement of Work require completion of the Change Order Process below and an additional quote if applicable

EXISTING EQUIPMENT ON RECORD

Avaya Aura PBX
Communication Manager 7.0
Sold To: **51567984**

ASSUMPTIONS AND REQUIREMENTS

The following assumptions and requirements apply for this engagement:

- All work shall be performed during normal business hours.
- This work will be performed remotely by Integration Partners.
- Integration Partners shall have access to the work area for the duration of the project.
- Integration Partners shall be provided remote access to resources associated with the project, e.g., lab and production environments.
- While on site and in the work area, Integration Partners shall be provided Internet access (wired or wireless) for connectivity to Integration Partners resources.
- Integration Partners assumes that Lexington Fayette Urban County Government shall provide, upon request, the following information:
- Contact information for Lexington Fayette Urban County Government project team and technology owners for the infrastructure and application platforms
- If required, an escort for all installation personnel for the duration of the project
- Technical information and full documentation concerning the existing Internet connectivity
- At least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this service
 - Integration Partners vendor verifies that the new equipment is compatible with, and will not adversely affect, the performance of the existing system.
- This work location shall be both on site at Lexington Fayette Urban County Government location, as well as remote.
- Lexington Fayette Urban County Government shall allocate the required engineering resources throughout the project based on the activities. The discovery and requirement processes will require significant involvement from Lexington Fayette Urban County

Government to ensure accuracy of the knowledge transfer and requirements are aligned with the project goals.

- Lexington Fayette Urban County Government shall review deliverables and provide feedback within a reasonable timeframe, in most cases within two business days.
- All deliverables shall be subject to the final written acceptance of the Lexington Fayette Urban County Government project manager or sponsor. Such final written acceptance shall be based upon the completeness, adequacy, and accuracy of deliverables in addressing all requirements of this proposal.
- This proposal assumes that after work begins, there are no interruptions in the schedule that would cause Integration Partners to disengage and reengage later. It is understood by both Integration Partners and Lexington Fayette Urban County Government that a change order may be required to stop work and then restart after more than five business days.
- Provide a PoE port for each IP telephone of the new system and ensure the existing switches are programmed for QoS and any other standard protocols to support VoIP. The port needs to be patched to the wall jack where the phone set will be installed. All wiring lengths and cables used are to be CAT5 or better.
- LFUCG staff will install phones in the Harry Sykes Center and log the users in. IPC will allocate 2 hours of remote support to address issues with the initial setup of users on the system.
- LFUCG will provide existing infrastructure for connection of 40 Analog ports. LFUCG staff will address any issues with the plant wiring. IPC will connect into the existing cross connects for the Analog connections.
- Paging system interfaces is scheduled to use an Analog Port and existing hardware currently in place. If changes are needed to support the paging system interface a change order will need to be created.
- Integration Partners will connect the PRI to the existing PSTN PRI circuit and confirm operation. The existing circuit is connected to Loop 2 D12 on the current BCM.

CHANGE ORDER PROCESS

- Customer and Integration Partners will each designate a single point of contact for the authorization of project change requests. Customer and Integration Partners will use only the procedure under this Section to control changes to the statement of work.
- Since a change could affect the price, schedule, or other terms of the agreement for this statement of work, both Integration Partners and Customer must approve each change before amending the statement of Work. All change requests will be submitted in writing using the Change Request Form (Appendix A) with this document. They will describe the change and include whatever rationale and/or estimated effect the change will have on the Master Statement of Work.
- Customer and the Project Manager will review the Change Request Form. For any change requested, Integration Partners shall be entitled to adjust the time of performance and the charges for the Work to be performed in a SOW. Any adjustments to the time of performance or the charges for the Work to be performed which result from a change request shall be set forth on the Change Request Form.
- The change will then be accepted for submission to the other party, or it will be rejected. If rejected, the Change Request Form and a rejection rationale will be returned to the originator.
- If the Change Request Form is submitted to the other party, the receiving party shall have three (3) business days to agree to the proposed change by signing the Change Request Form.
- Approved changes as reflected on an authorized and executed Change Request Form will then be incorporated into the Statement of Work and become part of the agreement between the parties.

Until such time as any change requested is formally agreed to by authorized signature, Integration Partners shall continue to perform to the terms and scope of the original SOW.

PROPOSAL ACCEPTANCE

By signing this agreement, the parties agree to the terms and conditions as stated in this document. IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date written below. This Document is governed by the Integration Partners Terms and Conditions Agreement between Integration Partners.

**Lexington Fayette Urban County
Government**

Linda Gorton
Signature
Linda Gorton
Printed Name
Meyer
Title
July 17, 2019
Date

Integration Partners

Lynne' Colosson
Signature
Lynne' Colosson
Printed Name
Account Mgr.
Title
7/17/19
Date

**APPENDIX A -
CHANGE ORDER FORM**

Customer Name	Lexington Fayette Urban County Government	Project Number	
Project Name		Date Submitted	
Requested By		Date Reply Due	

Description of Change:

Justification for Change:

Effect on Schedule (Attach Revised Project timeline if applicable):

Effect on Project Pricing (Attach a quote for additional material and labor charges if applicable):

CHANGE ORDER ACCEPTANCE

<p>Lexington Fayette Urban County Government</p> <p>_____</p> <p>Signature</p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Title</p> <p>_____</p> <p>Date</p>	<p>Integration Partners</p> <p>_____</p> <p>Signature</p> <p>_____</p> <p>Printed Name</p> <p>_____</p> <p>Title</p> <p>_____</p> <p>Date</p>
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**APPENDIX B -
PROJECT COMPLETION DOCUMENT**

Customer and Seller agree that this project is complete and all deliverables have been met with the following exceptions (if none, write "No Exceptions):

The parties acknowledge they have read this Project Completion Document, understand it, and agree that the information contained herein is accurate.

PROJECT ACCEPTANCE

Lexington Fayette Urban County Government	Integration Partners
Signature	Signature
Printed Name	Printed Name
Title	Title
Date	Date

ACRONYM LIST

AFL Advanced Feature License
API Application Programming Interface
AS Autonomous System
ASN Autonomous System Number
BGP Border Gateway Protocol
BSD Berkeley Software Distribution
CLI Command Line Interface
CPE Customer Premises Equipment
DNS Domain Name Service
EBGP External Border Gateway Protocol
ECMP Equal Cost Multi Path
FE Fast Ethernet FPC Flexible
PIC Concentrator
Fxp0 Management Port
Ge Gigabit Ethernet
GUI Graphical User Interface
IBGP Internal Border Gateway Protocol
IGP Interior Gateway Protocol
INET Internet routing table
IOS Internetworking Operating System
IP Internet Protocol
IPv6 Internet Protocol version 6
ISIS Intermediate System Intermediate System
JTAC Juniper Technical Assistance
Junos Juniper Operating System
LCD Liquid crystal Display
LDP Label Distribution Protocol
LSA Link State Advertisement
MBGP Multiprotocol BGP
MED Multi Exit Discriminator
MIC Modular Interface Card

MPLS Multiprotocol Label Switching
NetIF Network Interface
NhRef Next Hop Reference Number
NTP Network Time Protocol
OS Operating System
OSPF Open Shortest Path First
OTDR Optical Time Domain Reflectometer
Perm Permanent
PFE Packet forwarding Engine
PIC Physical Interface Connector
QSFP+ Quad Small Formfactor Pluggable Optics Plus
RE Routing Engine
RPF Reverse Path Forwarding
RtRef Route reference number
SDX Storage Data Acceleration
SNMP Simple Network Management Protocol
So SONET SSH Secure Shell Protocol
SYSLOG system log
VLAN Virtual Local Area Network
WAN Wide Area Network