



**Lexington Fayette Urban County Government
Public Safety Operations Center**

Avaya Aura System Implementation

Prepared for
Lexington Fayette Urban County Government
Public Safety Operations Center
200 East Main Street
Lexington KY 40507

Prepared by:
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This proposal and its price quotations are valid for a period of thirty (30) days from the submission date.

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Revision History

Version	Release Date	Author	Major Changes
1.1	2/19/2016	Todd Hamill & Rick Cassity	Document Initiation
1.2	3/16/2016	Rick Cassity	Servers removed from design and network equipment added.
1.3	4/14/2016	Rick Cassity	Corrected the number of switches.
1.35	4/15/2016	Todd Hamill	Insert pricing into SOW
2.0	4/25/2016	Todd Hamill	Post LFUCG comments

EXECUTIVE SUMMARY

ENGAGEMENT SUMMARY

This agreement is to install a new telecommunication system at the Main Site and other locations listed below:

Main Location:

115 Cisco Road Lexington KY 40504

Other Locations:

None

The new system will provide standardization of operation and equipment at all locations and simplify management of the overall system.

PRICING

Hardware and support pricing is determined by Commonwealth of Kentucky Master Agreement MA-1400000404. The total cost for this project includes hardware procurement, implementation, and two years of support services for **\$352,501.83**. Prior to the expiration of the included support services, Integration Partners will offer options for continuation of support services at the then current rates. Equipment and service itemizations are listed on Integration Partners quotation Q.5555v.3.

BILLING

The services to be rendered on this project will be billed via the following benchmarks:

1. 100% of Avaya hardware/software invoiced upon delivery to Integration Partners staging location. Integration Partners will provide packing slips and equipment itemizations with serial numbers. This amount is **\$152,254.85**.
2. **\$100,000.00** of the total initial agreement price of the SOW will be billed by Integration Partners at initial in-service date of system platform.
3. Remaining balance invoiced with the completion of the Delivery and Acceptance document approximately 30 days after the final service cutover, but no more than 75 days from initial in-service date.

Integration Partners recognizes that LFUCG receives net 30 payment dates on all invoices..

HOW WE DELIVER THE SOLUTION

Project management

Every implementation is managed by a project manager who serves as a single point of contact and responsibility for our performance on the project. We track all activities and monitor progress against the established timelines. When you engage Integration Partners, you have full access to our project manager and engagement engineer to ensure that your network infrastructure and managed services are installed and perform to expectations.

Communication and reporting

As part of our implementation process, Integration Partners (IPC) provides regular reports on the implementation status, with any problems or issues quickly brought to the client's attention for swift resolution. In addition, the engagement engineer maintains continuous communications with the client's team.

Best practice process

Integration Partners follows manufacturer best practices at all times. Our engineers are deeply trained and have earned the highest levels of certification from each of our manufacturing partners. Our process emphasizes advanced planning and ongoing communication to ensure predictability, cost control and ultimate success of the proposed solution.

DELIVERABLES

Below please find a list of project deliverables. Deliverables have been defined as any tangible object produced as a result of the work effort of this project.

Implementation

A summary of the locations and equipment to be installed by Integration Partners is below:

IPC will install equipment, phones and verify operation in these sites.

LOCATION	# of Phones	# of PRI # of Trunks
115 Cisco Road Lexington KY 40504	166	12 – PRI 24 – CO Trunks

Anticipated timeline:

1. Integration Partners to begin administrative preparation including developing Project team, providing kick-off meeting, and establishing communications.
2. Integration Partners Project Manager to establish timelines and communicate required deliverables from LFUCG.
3. Integration Partners will order hardware after receipt of firm order from LFUCG.
4. Site survey at installation location.
5. After hardware order, both parties will define current call flows and discuss requested enhancements.
6. Approximately 30 days after hardware order, Integration Partners will receive hardware in staging area and proceed to prepare the operating systems and database for implementation.
7. With a target date of July 1, approximately 45 days after receipt of order, Integration Partners will begin the physical implementation at the Cisco Road location.
8. Integration Partners and LFUCG will work through testing plan. Upon completion, cutover dates will be established for the various stages for the involved groups.

For detailed hardware installation please see Visio drawings. For equipment itemization please see equipment schedule.

This is a summary of the configuration and installation responsibilities of IPC:

- 1) Program systems with extensions, hunt groups and DID assignments currently in use.
- 2) Configure 150 voicemail boxes
- 3) The following servers will be programmed, installed, configured and tested:
 - 2 Avaya Aura Communication
 - 1 Avaya Aura AES
 - 2 Avaya Aura Messaging Servers
 - 1 Server is an application Server
 - 1 Server is a message storage Server
 - 1 Avaya Aura System & Session Manager
 - 1 CMS (Call Management System)
 - 1 Avaya Aura Elite Multi Media
 - 1 Portwell SBC
- 4) Implement 10 Auto Attendant and call trees as specified by Lexington Fayette Urban County Government. The Auto Attendants, times, dates and actions need to be documented and reviewed by IPC at least 14 days prior to installation.
- 5) Program the Avaya Aura System and turn up 12 PRI, Cutover shall be after hours and will be coordinated with Lexington Fayette Urban County Government.
- 6) Installation of phones and termination will be performed during normal business hours.
- 7) Services will be performed both remotely and with personnel on site as appropriate.
- 8) This Project has been quoted to include all support during standard service hours 08:00 to 17:00 (local time) Monday through Friday.
- 9) Administrative training for 2 system administrators covering normal MAC's and troubleshooting up to 4 hours.
- 10) User training TBD.
- 11) The Contact Center will be configured working with LFUCG's staff. Final specifications need to be delivered to IPC within 30 days of installation.
- 12) Documentation of the system configuration as implemented will be provided.
- 13) A formalized test plan will be used to confirm system operation and acceptance.
- 14) 11 Data switches will be configured to work with the Voice Network and the data network. The

second power supply will be installed and the switch stacking cables installed in multi switch stacks. The switches will be configured for pass through operation on the ports that are assigned to phones.

The switch locations are outlined below:

Location	# of Switches
Room 140	7
Room 1045A	2
Room 111	1

PROJECT ORGANIZATION

PROJECT RESPONSIBILITIES

Integration Partners Project Team

Role	Contact	Email	Office	Cell
Account Manager	*Todd Hamill	thamill@integrationpartners.com		859-229-3532
Project Manager	TBD			
Sales Engineer	*Rick Cassity	rcassity@integrationpartners.com		954-504-5554
Lead System Engineer	*Ben Dejarnette	bdejarnette@integrationpartners.com		

Table 2.1: Integration Partners Project Team

Customer Project Team

Role	Contact	Email	Office	Cell
Project Manager	Rick Curtis	rcurtis@lexingtonky.gov	859-258-3281	
Primary Engineer	Phil Rizzo	PhilRizzo@mcp911.com		814-691-4892
Secondary Engineer	Robert Williams/Gary Terry			

Table 2.2: Customer Project Team

* Prime Contacts

PROJECT CHANGE REQUESTS

All changes made to the Statement of Work must be documented by filling out the Project Change Request form. The form is attached to this SOW as Appendix A. For Change Orders initiated by Integration Partners, this form will be filled out by the Integration Partners Project Manager and receive approval from Integration Account Manager and Data Escalation Manager before submittal to the Customer Project Manager for consideration. Labor costs for changes will be billed at a Time and Materials rate as seen in the table below.

Labor Type	Data	Voice
Regular	\$165/hour	\$95/hour
OT	\$245/hour	\$140/hour
Sunday/Holiday	\$330/hour	\$190/hour

DELAYS

Integration Partners cannot be held responsible for any delays caused by any third party, the customer, or any manufacturer hardware or software defect. In the event that the customer delays deployment of any phase through no fault of IPC, its employees or subcontractors and not due to any force majeure event or adverse weather conditions, and IPC is prevented from totally fulfilling its obligations under this SOW, Customer agrees to engage in substantive, good faith discussions with IPC to develop a Delay and Re-start Plan.

EXPECTED SERVICE INTERRUPTION

There should be minimal downtime to any existing systems or applications as a result of this work. In the event downtime is required, special care will be taken to minimize downtimes and provide the least amount of disruption to the users. Any necessary prep-work to minimize or avoid disruptions will occur prior to disruptive activities.

INTEGRATION PARTNERS BUSINESS HOURS

All non-service affecting work will be performed during normal business hours—Monday through Friday between the hours of 8:00 A.M. and 5:00 P.M. (local time), excluding holidays - unless expressly stated otherwise in this Statement of Work.

NETWORK REQUIREMENTS

Integration Partners will be providing and configuring the Local Area Networks. IPC will program the network and assure acceptable voice and data performance.

Quality of Service (QoS) is a measure of the performance of a network that reflects the availability of network service and the quality of network transmissions. The term itself refers to a number of networking technologies and techniques and does not necessarily restrict itself to any single protocol or standard. There are a number of measures that can be taken on the LAN and WAN to make them 'good enough' to carry voice traffic. Some of these are the implementation of standards based QoS protocols while are simply a matter of network architecture and good network management practices. A dedicated VLAN for voice traffic is recommended.

CUSTOMER RESPONSIBILITIES

Customer has the following responsibilities as they pertain to this engagement.

- 1) Designate a single point of contact (SPOC) for the duration of the engagement. This individual will have a thorough understanding of business requirements and the technical environment, and is responsible to escalate for approval to the appropriate authority for matters requiring decisions by the Customers organization.
- 2) LFUCG needs to coordinate with the existing PRI vendor so that IPC can obtain the configurations to setup the circuit on the new system and test operation during installation. When the PRI Orders are placed please include at least 20 test numbers for testing before the production numbers are ported.
- 3) Provide rack space with conditioned power and temperature that is appropriate as specified in separate diagrams for the devices listed below:
 - a. G450's (Each)
 - i. 110-240 VAC
 - ii. 7 Amps BTU
 - iii. 1780 BTU/Hr
 - b. DL360G8 Servers (Each)
 - i. 110 – 240 VAC
 - ii. 4.5 Amps (at 120VAC) to 2.2 Amps (at 240

- iii. 1773 BTU / Hr (at 120 VAC), 1715 (at 240 VAC)
 - c. ERS 48XXGTS (Each)
 - i. 110 – 240 VAC
 - ii. 12A/6A
 - iii. BTU: 726 BTU/Hr
 - d. Interconnects between plant wiring and equipment will be within the length of cables quoted.
- 4) Provide a scrubbed "soft copy" of users and extensions on the current system. Existing Users, Hunt Groups and line appearances. A list of existing DID's and numbers from the locations to be terminated locally.
 - 5) Identify IP Addresses that can be used for the communication and networking equipment.
 - 6) Provide written or verbal information as required to complete the Services and implementation in a timely manner.
 - 7) For remotely delivered Services, Customer will provide a high-speed Internet connection via SAL or VPN prior to the start of all Services activities. Customer will provide a system user ID and password, with appropriate permissions if needed for access.
 - 8) Servers targeted for integration must be attached to a network with no impediments to intercommunication between the devices.
 - 9) Call flows for the contact centers must be identified and document to IPC at least 4 weeks prior to installation. Agents list and skill assignments need to be finalized and provided to IPC 4 weeks prior to installation date.
 - 10) Lexington Fayette Urban County Government need to provide staff to coordinate test plans and acceptance plans as developed. Testing will be completed through collaborations with LFUCG and IPC using the test numbers, test web sites and email accounts at least 1 week prior to the first day of operations.
 - 11) Modifications to the Lexington Fayette Urban County Government web site and email systems to support the Contact Center testing and implementation must be coordinated with IPC.
 - 12) Approved announcements and voice talent to record system announcements and messages.
 - 13) Servers and other devices (Printers, Security Camera, Card Readers, etc.) must be identified and specific network requirements of these devices outlined at least 30 days in advance of the installation date.

EXCLUSIONS

- 1) Installation or testing of Customer-provided components.
- 2) System security scans, hardening and remediation are not included in the scope of this project.

CUSTOMER ACCEPTANCE

An Integration Partners Project Completion Document will be created on the day following the cut-over of the new system and be signed by Integration Partners and Customer.

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 SOW is subject to and governed by the terms and conditions of the Master Services Agreement ("Agreement") between the parties effective in March of 2016. In the event of a conflict between this SOW and the Agreement, the Agreement will control.

Lexington Fayette Urban County Government


Signature

Jim Gray
Printed Name

Mayor
Title

Date

Integration Partners Corporation



Signature

David Raftery
Printed Name

Managing Partner
Title

5/12/2016

Date

APPENDIX A - PROJECT CHANGE REQUEST

Project Change Request

This Change Order is entered into as of _____ (the "Effective Date"), and when fully executed by both parties.

Nature of the proposed change:

Reason for the Change:

Impact of the Change:

Project schedule: _____

Project pricing: _____

Other impact: _____

P.O. to which changes will apply: _____

All other terms and conditions of the Statement of Work, except to the extent expressly modified herein, remain in full force and effect.

Signatures:

This Change Order shall be considered fully executed and binding when authorized representatives of both parties have signed and dated below.

Lexington Fayette Urban County Government

Integration Partners Corporation

By: _____

Name: _____

Title: _____

Date: _____

By: _____

Name: _____

Title: _____

Date: _____