



## Proposal and Statement of Work

Prepared for: Jill Sumpter  
Fort Bend County

Prepared by: Martin Venable

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Agreement #: 8633

SOW #:

Version Number:

This QUOTE defines the services to be delivered by WalkerCom, Inc.

### **TEXAS DIR-SDD-1499**

**Pricing constitutes an overall discount from NPL (National Price Listing). WalkerCom will also pay in addition to The State of Texas 1.25% fee.**

*Confidentiality Notice: Fort Bend County and its affiliates acknowledges by its receipt and use of this proposal that is confidential and proprietary information of WalkerCom, Inc. The client may use this document for the purpose of evaluating WalkerCom's proposal and for no other purpose, and ensure that this proposal is not disclosed to any persons other than your employees with a bona fide need to know.*

**Contact Information**

**END USER**

Company Name:	<b>Fort Bend County</b>		
Site Address:	1001 Golfview, Richmond, TX 77469		
Primary Contact Name / Title:	Jill Sumpter		
Contact Address:	301 Jackson, Richmond, TX 77469		
Phone Number:	281-341-2630	E-mail:	jsumpter@fortbend.lib.tx.us

**PROVIDER OF SERVICES**

Company Name:	<b>WalkerCom</b>		
Address:	2213 Garden Rd, Pearland, TX 77581		
Primary Contact Name / Title:	Martin Venable		
Phone Number:	281-997-5728	E-mail:	Martin.Venable@walkercom.com

**PROJECT MANAGER**

Project Manager Name:			
Phone Number:		E-mail:	

**Company Overview**

WalkerCom, Inc. has been providing services in the Telecommunications Industry since 1987. During this period of time WalkerCom, Inc. has moved from a service only company to a "Total Telecommunications Company". Today WalkerCom, Inc. provides solutions for your business needs, helping to bring success to your company and direction for the future!

**Service First - Customer For Life**

Our Mission is to continue as a regional communications service, equipment, and software provider supporting our customers with products that meet or exceed their expectations in support of our motto "Service First-Customer for Life!" We will strive to earn a satisfactory return on equity while competitively enlarging our market. In pursuit of our mission, we will enrich our employees' work life while enhancing the community as a whole.

WalkerCom, Inc. is an Organization of Telecommunication professionals, providing Project Management, System Design, Implementation and Maintenance.

- Consulting
- Sales Staff
- Senior Avaya Professionals
- WalkerCom Installation
- Software Specialist
- Avaya Certified & Trained

## Proposed Solutions

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### Description of Work

#### G650

WalkerCom will replace existing (2) SCC cabinets with new (2) Avaya G650 Media Gateways. Product includes (2) G650 Gateways with TDM cable/BUS terminators, and power supplies. Product also includes a new TN744 Call Classifier card to replace the existing TN748 Tone Detector card that is not supported on the new G650's. The new gateways will be rack mounted; rack is not included, but can be provided for an additional cost.

WalkerCom will unpack, inspect, inventory and install new G650's Media Gateways and remove existing SCC Media Cabinets. Labor is priced for new G650's to be rack and stacked during normal business hours with cutover to the new gateways to be performed after hours. WalkerCom will provide the necessary Cisco resource to support this installation. Labor does not include install of the rack or rack related equipment, and must be in place prior to the project start date. WalkerCom can provide this labor at an additional cost. The racks should be within range of the termination wall field which will allow reuse of the existing amphenol cables going from the back of the gateways to the existing wall field. The existing circuit packs/termination panels and amphenol cables will be reused. Once approved, an assessment will be performed to pre-plan new port assignments for existing circuit packs.

Labor does not include any changes to the existing station/trunking configurations outside of the new port assignments. No end user nor administrator training is included. The old SCC cabinets will be disconnected and moved out of the way, labor does not include packaging nor shipping of any unused/disconnected equipment. WalkerCom will configure the new G650's into the existing voice network and update firmware. A system back up will be performed prior to the start of the cutover. Up to (4) hours of on-site next business morning support will be provided as well as perform final walk-thru and customer sign off.

#### 80 sets and licenses

WalkerCom will also provide and program (79) 9650 IP sets, (1) Polycom conference phone with (1) expansion mic unit, and (80) IP endpoint licenses. A total of (4) 24 button set modules will be provided and installed on three of the 9650 IP sets; (3) power supplies will be supplied and installed on these IP units. Pricing does not include the hardware installation of the sets. WalkerCom will remotely load (80) Avaya Aura Enterprise Edition licenses and (1) One-X auto attendant. WalkerCom will provide (80) Commscope yellow Cat 6, 7' patch cords.

Labor is priced to be performed during normal business hours. Voicemail boxes will be created to support each station, and is assumed existing voicemail has sufficient licenses to support these stations. Pricing also includes remotely programming and configuration of the IP phones and will work with local, on-site FBC technicians for their installation and patching of the IP phones. WalkerCom will provide VAL programming and access codes based on Library-provided script.

FBC library along with WalkerCom's Cisco resource will set up VLAN's, ensure QoS, provide IP addressing scheme and perform a network assessment. WalkerCom can provide these services for an additional cost. On-site work is not included in this portion of pricing. The current licenses will include IP Soft phones; WalkerCom will install (1) soft phone and train an administrator to install additional soft phones. End-user training will be provided by WalkerCom. WalkerCom will provide (7) classes for use of the 9650 phones and (1) class for use of the IP Soft phones. Each class will train up to ten users for up to 45 minutes. WalkerCom will provide training materials for these classes.

#### Notes:

Per the customer's request, WalkerCom will provide a site assessment at George Memorial to ensure that all facilities are present for the upgrade – power, rack placement, etc. Any changes to this scope of work will require a customer signed billable change order. All change orders will be provided to the client for signed approval prior to the start of the requested work. Additional costs will incur for any delays outside of WalkerCom's control.

**Schedule of Equipment and Services**

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>	<u>Unit Sell</u>	<u>Ext Sell</u>
		<b>AVAYA – G650</b>		
1	185840	CM MODEL ADDITIONS	Incl.	Incl.
1	227272	SAL STDALN GATEWAY LIC R1.5 DWNLD	Incl.	Incl.
2	405362641	PWR CORD USA	\$11.25	\$22.50
2	700394950	G650 MEDIA GATEWAY RHS	\$2,522.81	\$5,045.62
1	700397284	G600/G650 TDM LAN CABLE KIT RHS	\$98.44	\$98.44
1	700437924	CALL CLASSIFIER CP TN744FP	\$1,364.06	\$1,364.06
2	700463508	BUS TERMINATOR CP AHF110 - NON GSA	\$101.81	\$203.62
		<b>AVAYA – 80 Sets and Licensing</b>		
1	185840	CM MODEL ADDITIONS	Incl.	Incl.
80	225215	AVAYA AURATM ENT ED R5 1-100 ADD LIC	\$180.00	\$14,400.00
1	228500	ONE-X ATTD R3 CLNT NEW USER LIC	\$1,433.81	\$1,433.81
1	228505	ONE-X ATTD R3 RFA ACTVN CODE	Incl.	Incl.
1	700477839	ONE-X ATTD R3 CLNT USER SFTW CD	\$8.44	\$8.44
80	228744	UCE R5.2+ ONE-X MBL R1/5.X CLIENT /E	Incl.	Incl.
80	228745	UCE R5.2+ ONE-X COMM R5.X SFTW /E	Incl.	Incl.
80	228746	UCE R5.2+ ONE-X PORTAL R5.X STD /E	Incl.	Incl.
80	228747	UCE R5.2+ AE SVCS R5.X UNFD DSKTP /E	Incl.	Incl.
80	228932	UCE R5.2+ EC500 R8.X SM LIC /E	Incl.	Incl.
80	228933	UCE R5.2+ IP SOFTPHONE R6.X LIC /E	Incl.	Incl.
80	229762	UCE R5.2.1 STD/W CMEE 5.2 NEW SEAT 1	Incl.	Incl.
1	227272	SAL STDALN GATEWAY LIC R1.5 DWNLD	Incl.	Incl.
1	259400	MEDIA ENCRYPTION R5 & PRIOR	Incl.	Incl.
3	700356447	1151C1 DCP PHONE PWR W/CAT5 CBL	\$26.00	\$78.00
4	700381817	TELSET EU24 EXP MOD RHS	\$118.13	\$472.52
79	700461213	IP PHONE 9650C CHARCOAL GRV	\$340.00	\$26,884.49
1	2200-16200-001	SoundStation2 Conference Phone	\$546.75	\$546.75
1	2200-16155-001	Ex Mics (NA) for the SoundStation2	\$156.75	\$156.75
80	CPC3312-09F007	COMMSCOPE SYSTIMAX GS8E YELLOW 7 FT CAT 6	\$14.98	\$1,198.40
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
80	219348	SSU AURATM5 ENT ED 1-100 PP	\$21.60	\$1,728.00
1	219728	SSU ONE-X ATTD R3.X CLNT USER AN	\$301.12	\$301.12
80	219892	SSU UCE R5.2+ONE-X MBL R1/5.X CLNT /E	Incl.	Incl.
80	219893	SSU UCE R5.2+ ONE-X COMM R5.X SFTW /E	Incl.	Incl.
80	219894	SSU UCE R5.2+ ONE-X PORTAL R5.X STD /E	Incl.	Incl.
80	219895	SSU UCE R5.2+ AES R5.2+ UNFD DSKTP /E	Incl.	Incl.
80	219896	SSU UCE R5.2+ EC500 R8.X SINGLE MODE /E	Incl.	Incl.
80	219897	SSU UCE R5.2+ IP SOFTPHONE R6.X /E	Incl.	Incl.
		<b>EQUIPMENT SUB-TOTAL</b>		\$53,942.52
		<b>SERVICES SUB-TOTAL</b>		\$13,208.78
		<b>TOTAL PRICE (not including taxes)</b>		\$67,151.30

Pricing excludes taxes. Pricing valid for 60 days from the date of this quote (7/29/2011).

## **WalkerCom, Inc. Statement of Work Standard Requirement**

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This section describes the standard responsibilities, assumptions and exclusions that are to be met by WalkerCom, Inc and Fort Bend County for successful delivery of the services described in this SOW.

### **WalkerCom's Responsibilities**

WalkerCom's responsibilities listed in this section below are critical for the successful completion of the project and services described:

- Develop milestones, activities, deliverables and an agreed-upon service completion date.
- Assign a single point of contact (SPOC) that will be the interface between WalkerCom and the client throughout the project.
- Provide contact(s) for communication, approvals process, escalation, scheduling, and reporting.
- Review service-specific requirements with the customer.
- Provide updates to a customer-designated contact.
- Provide all necessary tools and test equipment required to perform these services.
- Perform general site cleaning to verify that the site is in a neat and "broom clean" condition following the completion of daily work activities associated with this service.
- Submit a customer satisfaction survey upon service completion.

### **Client's Responsibilities**

The Customer responsibilities listed in this section below are critical for the successful completion of the services described:

- Designate a single point of contact, and will be available during all work activities, for communication, approvals, escalation, scheduling, reporting, and administering Change Control (as required) and provide appropriate sign-off of service completion.
- Submit payments necessary for the purchase of the Products and Services specified in the Statement of Work.
- Verify and complete the necessary forms and questionnaires provided by the WalkerCom, Inc representative.
- Provide access to facilities and personnel as necessary to perform responsibilities. Coordination with third parties, other than when WalkerCom has specifically agreed in writing to be responsible for communicating with a third party.
- Verify telephone service, including analog lines for modems and remote access is available at all sites for emergencies and maintenance communications prior to the start of, and throughout the duration of, this service's activities.
- Verify site-specific life safety (fire extinguishers, fire escape, emergency exits, and emergency evacuation plan) requirements are present prior to personnel beginning work at that location.
- Verify site preparation is completed prior to the start of service activities.
- Provide site preparations for all deployments that are involved, the customer is responsible for procurement of the site including state and local permits; site preparation, which includes pad preparation, connections to commercial power and grounding, landscaping; outside plant cabling and termination (copper, coax, fiber).
- Confirm all Network Elements (NEs) deployed within the network prior to the commencement of the service.
- Verify all customer-supplied equipment is installed and ready for use.
- Provide escorted or non-escorted access to the work as required.
- Provide reasonable security and storage for all tools, equipment and material at the sites.
- Identify/provide for all equipment, dedicated AC circuits that have fuse/circuit-breaker protection.
- Identify all customer-provided equipment and ensure equipment is not defective and is in serviceable condition.
- Provide secured remote access to equipment via Telnet (via Frame Relay, Internet VPN, etc.) or other negotiated communication means.
- Notify WalkerCom promptly of any problems.
- Provide third-party subject-matter expertise, as required.
- Cooperate with WalkerCom with respect to all testing and validation. Prompt notification of WalkerCom of any issues with respect to service completion.

## Assumptions

WalkerCom's activities and estimated milestones presented in this Statement of Work are based upon the assumptions contained in this Section.

- Neither party shall be obligated under this Statement of Work until such time as WalkerCom and International Educational Services mutually agree to the deliverables and other provisions hereof by signing this Statement of Work or otherwise agreeing to it in writing.
- Completion of the Deliverables and performance of the Services specified hereunder are based on the parties carrying out their responsibilities in a timely manner.
- WalkerCom plans to perform the services on a continuous basis as contemplated in the project schedule and work plan, starting and ending on the estimated dates indicated in the milestones. Any delays or disruptions in WalkerCom's continuous performance of this project, other than delays or disruptions caused solely by WalkerCom and/or its subcontractors, will be subject to a Change Order.
- All prerequisites will need to be completed prior to the beginning of activities for the service.
- A subcontractor may perform a portion of the proposed work.
- Both WalkerCom and the client will comply with all applicable laws, ordinances and regulations pertaining to the safe handling, use, storage, recycling, disposal and/or transportation of regulated substances such as Asbestos Containing Material (ACM), presumed ACM, and lead-containing materials. The customer will be responsible for the abatement and/or removal of any unsafe condition before WalkerCom personnel can begin, or continue, this service. WalkerCom may suspend the service without penalty if it determines that this service should not proceed due to the presence of ACM, presumed ACM, and/or any other unsafe condition until WalkerCom and the customer agree on the correction or alterations necessary for the safe performance of this service.
- WalkerCom will determine the appropriate WalkerCom parties to attend meetings and conference calls.
- Special requirements, such as materials, engineering activities, or exceptions to WalkerCom standards will be billed separately

## Exclusions

Services exclude:

- Disclosing proprietary information relative to the exact methods and procedures for service delivery.
- Testing of customer-provided equipment.
- Resolving interoperability issues with other vendors unless otherwise specified.
- Any engineering, or re-engineering, of existing equipment whether previously supplied by WalkerCom or by another vendor.
- Any re-installation or modification of previously installed equipment, ironwork, cable rack(s), or fiber duct(s).
- Directly attaching AC wires to circuits other than through a standard agency-approved, connectorized electrical outlet or other work requiring an electrician.
- Changes to the existing systems station/trunk configuration.

## Warranty Notes

- If a technician is dispatched and WalkerCom determines that the reported problem is not attributable to WalkerCom, then WalkerCom will invoice the customer at the then-current time and materials fees plus associated travel and living expenses. WalkerCom will not charge the customer for dispatched assistance if the customer has entered into an agreement with WalkerCom for a dispatch service.
- If WalkerCom incurs additional costs due to the customer being unable to meet commitments identified in the project plan (e.g., the site is not ready for installation tasks to begin), these costs will be charged back to the customer. A remobilization fee will apply if testing activities are suspended because the facilities (building access, escorts, etc.) are not ready or because changes are made to the scope of work. If additional equipment (crane, fork lift, etc.) is required or if WalkerCom is denied reasonable access to a location, there will be an additional charge.
- Pricing is based on use of non-union labor at all sites.

## Payment Terms

### Travel

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- Travel and expenses included.

**Licensing**

- End User agrees to comply with and be bound by the Avaya Software License Terms, attached hereto and incorporated herein by reference

**Project Location(s)**

- Work to be performed on this project remotely and on-site as deemed most appropriate by the lead WalkerCom Project Manager. Shipping charges will be billed on final invoice.

**Terms**

- Quote is valid 60 days. If not using Financial Services, payment on equipment **MUST** be issued for this project to commence; remaining balance will be invoiced upon completion of the project. Remit signed contract and initial payment to the contact below. Terms & Conditions are attached to this document. Standard contract terms apply unless exceptions noted above. Payment in US dollars.

**Placing Orders:**

- Please provide the following information when placing an order:
  - Quote Number
  - Contact Information
- And remit to:
  - Email address: martin.venable@walkercom.com
  - Fax Number: 281-997-5720