FBC Library
Mission Bend and
Session Manager

Scope of Work

Prepared for: Fort Bend County

Presented on: 9/16/2018

Version 2.0.0

DataVox

Revision History

Revision	Date	Name	Description of Change
1.0	21 June 2018	Troy Moore	Initial draft
1.1	7/16/2018	Troy Moore	Ommitted items being performed by FBC.
2.0	9-16-2018	Troy Moore	Added the Server for the SIP Solution

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Contents

1.0 Executive Summary

This section summarizes the requirements of Fort Bend County and the solutions proposed by DataVox to address these requirements. DataVox will perform the following tasks to install the new Survivable Solution for Mission Bend and implementation of Session Manager for the FBC Libraries.

- Network Assessment
- Installation of Session Manager
- Installation of the gateway w/local survivability
- Programming of new stations
- Connectivity to SAL
- Avaya Registration and License Delivery
- End user training
- 1st day of service

Fort Bend County IT personnel will be responsible for;

- Programming voice mail boxes
- Phone placements

2.0 Solution Overview

This Scope of Work (SOW) defines the standard Unified Communication Solution services that DataVox will provide Fort Bend County at the following locations:

Location	Sold To Number	Address	City, State
George Memorial Library	2920109	1001 GOLFVIEW DR	Richmond, TX
Mission Bend		8421 Addicks-Clodine Road	Houston, TX

2.1 Voice and Video Network Readiness Assessment (First site)

Perform testing on the customer's network of the critical elements required to deploy a voice and video over internet protocol (VVoIP) telephony solution, by injecting simulated anticipated VVoIP traffic into the customer's network on the Main Site, use an analysis tool to monitor the movement of the injected traffic across the network, and gather and record the status of the injected traffic. The information will be compared to best practice standard for delay, loss and jitter.

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2.1.1   Voice and Video Network Readiness Assessment (First site)

- Conduct Customer requirements gathering session and site review of current data infrastructure.
- Assess the agreed to single site for best practice design, configuration and optimization to support the audio and video communication solutions while not negatively impacting the data traffic.
- Forward the recommendations to Customer and review findings and specific recommendations based on design, configuration and optimization of the audio and video solution in place today.
- Support the Customer on implementing agreed to LAN/WAN changes. Avaya will be available to Customer staff to review and respond to updated configurations and verify the proper implementation of those recommended configuration changes.
- Development an approval of test plan to accurately validate the customer data infrastructure supporting the communications solution.
- Test the customer's main site WAN/LAN infrastructure (Using various toolsets: Expertnet, New Trace Route (NTR) to validate if required audio and video metrics are being met once recommended changes are implemented.
- Troubleshoot/assist in adjusting configuration(s) to meet required audio and video metrics if required.
- Using the information provided by the tool, Avaya personnel will analyze the data and produce a detailed report with results and findings of the Network Readiness Assessment. This report will identify specific problem areas found, suggest possible root causes of the problems and provide any recommended solutions that will need to be implemented prior to deploying the solution.

2.2   Communication Manager Gateway and Local Survivable

Provide implementation of one Avaya Aura® Communication Manager (CM) Survivable system. In case survivable remote embedded system (i.e. S8300 type) services include implementation of one gateway. For Customer-provided VMware environment services are delivered remotely as software configuration of vAppliance server(s). Requires existing Avaya Secure Access Link (SAL) for remote access or in case system platform technology services include the activation of embedded SAL. A Communication Manager release 7 implementation requires System Manager release 7 in the network. Services include out of hours cutover support.

2.2.1.1   Communication Manager Survivable

- Conduct a system network and trunking review with Customer.
- For Avaya-provided server(s)
  - Install Communication Manager server(s) and application software and connect adjuncts to the system.
  - Configure embedded Secure Access Link gateway in case system platform based solution, if required.

- For a CM embedded S8300 survivable remote install one G4x0 media gateway.
- Activate software applying licenses and authentication files for the survivable server.
- Update dial plan.
- Test hardware, software, and applications as defined during the planning meetings.
- Verify connectivity to Avaya local survivable processors, gateways or back-up servers.
- Put new system into production.

2.3   Session Manager Deployment

Provide implementation of one Avaya Aura® Session Manager server. For Customer-provided VMware environment services are delivered remotely as software configuration of vAppliance server. Services include administration of managed elements in an existing Avaya Secure Access Link. Service affecting services are delivered outside of standard business hours.

2.3.1   Session Manager Deployment

- Work with the Customer to complete the Session Manager planning forms.
- Review existing disaster recovery requirements and routing as it relates to Session Manager.
- For Avaya-provided hardware
    o   Unpack, inspect and inventory hardware.
    o   Install hardware and configure basic Internet protocol (IP) settings.
    o   Run Session Manager installation and upgrade application software, if required.
- Configure remote access to Session Manager server.
- Validate Session Manager installation integrity.
- Add Session Manager entity links for redundancy.
- Execute the standard test plan as defined in the planning forms.
- Execute the Session Manager cutover plan as developed and defined by the Avaya project team and Customer.

2.4   Avaya SSG Device Additions

Administer one additional device for access and alarming through an Avaya Secure Services Gateway. All services are delivered during standard business hours.
Note: Each Device must have an individual IP address.

2.4.1   Avaya SSG Device Additions

- Configure and administer one device with its individual IP address into the existing Secure Services Gateway for being accessed through it.

Validate remote access from data center to individual device in the Secure Services Gateway

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2.4.2   Project Coordination Service

The Avaya Project Scheduler will collaborate with Customer's Project Manager in order to have Avaya resources available and aligned with this SDD and order.

2.4.3   Avaya SSG Device Additions

- Installation or testing of Customer-provided components.
- Product training certification and installation training. (While not within the scope of this SDD, if training and certification are required, Customer can contact its account team and Avaya Learning Services.)

2.4.4   General Assumptions

The Services described in this SDD are governed by the assumptions and conditions described in the Avaya Professional Services Packaged Services General Assumptions Document.

2.5   Translate Stations in Communication Manager

Create new users and provide help desk support. Use as add-on to new Avaya Aura® Communication Manager installation packages.
All services are delivered during standard business hours.

2.5.1.1   Translate stations in Communication Manager

- Consult with each Customer end-user coordinator and collect data in support of station programming.
- Translate telephone stations.
- Provide 2 hours of a remote software resource and 4 hours of an on-site technician for first day of business support. This support will be available on consecutive hours and days during Avaya standard work hours.

2.6   Communication Manager First Day of Business Support

- Provide 4 hours of a remote software resource and 4 hours of an on-site technician for first day of business support. This support will be available on consecutive hours and days during Avaya standard work hours.

3.0   Services being provided by FBC

3.1   Installation and Placement of phones

Physical installation and placement of phones will be provided by FBC.

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3.1.1 Installation and Placement of phones

- Unpack and assemble telephone sets, during standard work hours.
- Install and place telephone sets in accordance with Customer-provided floor plans indicating set location and type, during standard work hours.
- Perform cross-connects for analog and digital stations in the switch room utilizing the main distribution field (MDF), during standard work hours.
- Test each station for dial tone and verify station number.
- Test one telephone set for functionality per class of service (COS).

3.2 Avaya Aura® Messaging 100 user mailboxes Deployment Services

The configuration and implementation of user mailboxes will be provided by FBC.

3.2.1 Avaya Aura® Messaging user mailboxes Deployment Services

- Create mailboxes.
- Test integration of Avaya Aura Messaging servers with Avaya Aura® Communication Manager or Avaya Communication Server 1000.
- Test Messaging features and functions.

4.0 General Assumptions

The Services described in this SDD are governed by the assumptions and conditions described in the Avaya Professional Services Packaged Services General Assumptions Document.

5.0 Project Management Service

The DataVox Project Manager acts as single point of contact and will oversee the individual tasks that move a project forward, manages and mitigates risk, provides a conduit for communication and ensures the Customer's satisfaction. The Project Scheduler will collaborate with Customer's Project Manager in order to have resources available and aligned with this project.

5.1 Primary Project Contacts

The table lists the primary DataVox and Fort Bend County contacts for this project.

DataVox		Fort Bend County	
Name/Role	**Contact Information**	**Name/Role**	**Contact Information**
Troy Moore / **Account Manager**	Phone: 713/881-7446 Email: troym@datavox.net	Jill Sumpter	Phone: 281-633-4766 Email: jsumpter@fortbend.lib.tx.us

5.2 Training

End User Training will be provided for the Mission Bend Users. The training schedule will provide classes for users on a day to be set during the project.

Training for the administrator will also be provided for the new SIP Services that are implemented.

6.0 Out of Scope Services

Any item or task *not specifically enumerated* in this document will be considered outside the scope of this project and will be billable by DataVox at the then-applicable time and material rates when proposed by DataVox and authorized by Fort Bend County in writing via the Project Change Request Form (see Appendix B below). No other charges will be allowed and no other services, items or tasks will be performed under this agreement.

This scope is intended to cover the deployment of the equipment itemized in this document (see Appendix C below) and the tasks enumerated herein, and the following services are considered *outside* the scope of work:

- Installation or programming of any equipment provided by Fort Bend County or procured from a vendor other than DataVox;
- Procurement and installation of racks, cabinets and battery backups;
- Removal, uninstallation and disposal of any previously installed, existing voice or data systems, telephones or any other equipment or cabling;
- Performing any work requiring an electrician;
- Any additions or modifications needed to the Microsoft Active Directory or Exchange environment to allow for interaction with the Unified Communication environment;
- Manage the process of coordination with the Customer's telecom service provider to order services or make changes to existing services;
- Any modification to existing Fort Bend County customized applications or 3rd party vendor solutions;
- Resolving interoperability issues with other vendors not acting as a sub-contractor to DataVox;
- Any engineering, or re-engineering, of existing equipment – whether previously supplied by DataVox or another vendor;
- Identification or resolution of any network issues, such as bandwidth, static, call quality (except as related to the equipment specified in this SOW), packet loss, jitter, delay, etc.;
- Any re-installation, relocation or modification of previously installed equipment, conduit, cable rack(s) or fiber duct(s);
- Coordination of the installation of cabling/inside wiring at any of the Fort Bend County facilities;

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7.0 Pricing Summary

The project pricing is detailed in Quote DVXQ7782:

Solution	H/W & S/W	Avaya Support, Year One	ProSvcs	Total
SIP (Session Manager) and Mission Bend Additions	$ 35,875.41	$ 5,387.92	$ 32,557.00	**$ 73,820.33**

8.0 Baseline Responsibilities

This section provides a general list of DataVox and Customer responsibilities that are within the scope of this project.

8.1 DataVox Responsibilities

This section lists DataVox responsibilities per this SOW:
- Participate in project meetings including, but not limited to kickoff, design, and close out;
- Review physical requirements with the Customer (for example, power, space, cooling, and network);
- Receive, inventory, stage, and preconfigure equipment at DataVox prior to deployment;
- Install, configure and program all software on servers at Library;
- Connect, configure, and program all existing gateways at Library as outlined;
- Provide "first-day" on-site support following "cutover" (first day of service); and
- Provide project deliverables to enable system testing and ensure system is properly configured and deployed per FBC requirements.

8.2 Customer Responsibilities

To successfully deploy the solution outlined in the SOW, it is vital that all parties work together towards the mutual goal of a successful deployment. The project cannot be successful without the full support and participation of the Fort Bend County Library. This section lists the responsibilities of FBC personnel per this SOW.

- Designate a single point of contact (SPOC) for DataVox. This individual will have a thorough understanding of the requirements of the County in an overall sense, the specific goals of this project, the technical environment and the responsibilities outlined in this Scope of Work. Additionally, this individual will be authorized to make decisions and authorize additional work, which may result in additional fees as outlined in this document;
- Participate in the project meetings including, but not limited to kickoff, design, and close out;
- Provide access to the network and available telephony and network documentation to facilitate the project objectives;
- Provide access to the Customers technical team to collect information and answer questions about the current network and telephony configuration and to define any business requirements that will impact the configuration of the new equipment within this SOW;
- Provide any existing IP addressing and configuration standards used in the network;
- Provide accurate and current topology maps of the Wide Area Network (WAN) and Local Area Network (LAN) infrastructure as needed;

- Provide end point IP addresses, VLAN assignments for trusted and un-trusted networks, port assignments and gateway IP addressing for edge routers at each location;
- Provide dialing plans, numbering schemes and required call routing information;
- Approve the project plan;
- Provide access to all parts of Customer's network that are within the scope of this project, as required for the delivery of services in this Scope of Work;
- Provide scripts for Automated Attendant, customer announcements and caller applications (if applicable);
- Participate in weekly project meetings and provide notification to DataVox on any changes that will impact the completion of any task on the project plan
- Provides adequate space, power and cooling based on the recommendations of DataVox;
- Provide all network cabling (horizontal and station cabling) outside of the equipment room;
- Provide backbone (riser) cabling as required;
- Provide all end-user training on the features/functionality of the voicemail system;
- Provide space for receipt of project equipment at installation sites;
- Security of project equipment after it is delivered to the customer's site;
- Any necessary asset tagging;
- Providing a safe, clean and secure workspace adequate for the DataVox project team while they are onsite at the Customer's facility;
- Provide on-site parking and access to facilities for DataVox employees;
- Provide feedback to DataVox regarding any requirements of the project that have not been completed to the satisfaction of the Fort Bend Library within a reasonable amount of time; and
- Sign off on the Unified Communication system design prior to staging of equipment.

- Ensure that the network circuits are fully extended, terminated, labeled, and tested per industry standards.
- Coordinate network testing date and time and obtain signaling, framing, and network programming information from network vendor.
- Provide range of direct inward dialing (DID), listed directory numbers, and feature access codes.
- Finalize numbering plan.
- Provide, set-up, configure and verify current software revisions for any dynamic host configuration protocol (DHCP), trivial file transfer protocol (TFTP), hypertext transfer protocol (HTTP), lightweight directory access protocol (LDAP) and dynamic name server (DNS) servers.
- Provide LAN connectivity for Internet protocol (IP) stations.
- For Customer-provided VMware
  - Provide servers with supported VMware vSphere software and licenses with enough capacity to support the applications contained in this Statement of Work, per virtual resource requirements detailed in each application deployment guide, available on Avaya support site.
  - Designate a VMware certified professional (VCP) to load open virtualization alliance (OVA) files and oversee successful deployment of applications on Customer-owned VMware-based servers.
  - Download Communication Manager vAppliance OVA files from Avaya Product Licensing and Delivery System (PLDS).
  - Load OVA file following Communication Manager deployment guide available on Avaya support site.

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9.0 Completion Criteria

Per scope of work, the services will be considered complete when:

The Customer's Unified Communication Solution is successfully configured and deployed; and the system testing is completed.

10.0 Change Management Process

Either DataVox or the Customer may request a change to this SOW by issuing a Change Request in the agreed form. After a Change Request is agreed in writing by DataVox and the Customer, the change will become effective. For the purpose of the Change Request, written agreement can be communicated by email, fax, or electronic signature, provided that it is made clear that both DataVox and the Customer have agreed on the same Change Request document. For a copy of the DataVox Project Change Request form, see **Appendix B - Project Change Request Form**.

11.0 Purchase Agreement Terms and Conditions

Project Assumptions

- The Customer may, by written notice to DataVox, make changes within the general scope of this SOW, in any one or more of the following: (a) drawings, designs, or specifications; (b) project schedule, or (c) scope of services.

  Should any such changes increase the cost of or the time required for the performance of this SOW, an equitable adjustment may be requested by DataVox in the price, project schedule or both. No claim by DataVox for such adjustment shall be valid unless submitted to the Customer in writing within thirty (30) days from the date of such change. Every claim must be accompanied by a detailed estimate of charges for materials, services, or both. Nothing contained in this section shall relieve DataVox from proceeding without delay in the performance of the services as changed. Any change to this SOW shall be made by written amendment signed by both parties.

- The Customer agrees not to solicit the employment of any DataVox employee for a period of two (2) years after the date of this Agreement. The Customer agrees that the damages to DataVox for any breach of this section will be substantial, but difficult to ascertain. Accordingly, if the Customer breaches this agreement, it shall pay to DataVox an amount equal to the annual compensation of the DataVox employee solicited, which amount shall be paid as liquidated damages, as a good faith effort to estimate the fair, reasonable and actual damages to DataVox, and not as a penalty. Nothing in this Agreement shall be construed to prohibit DataVox from pursuing any other available rights or remedies it may have against the employee.

- DataVox has priced the professional service proposal for all work will be done during normal business hours which DataVox defines as Monday through Friday, 8:00am to 5:00pm, excluding holidays. The go live activity is the only activity in which DataVox will work after business hours. This project milestone activity can be scheduled outside of normal business hours Monday through Friday, excluding holidays. The start time for the go live activity can be scheduled to start no later

than 7:00pm. Any request to perform the system go live or any other activity outside of normal business hours is considered outside the scope of work and will result in additional project costs. Scheduling and availability of resources outside of normal business hours is not guaranteed unless the Project Manager/Coordinator has approved it.

- The Customer will be billed for Time Travelled and Travel Expenses outside of the Greater Houston area (Outside the greater Houston area is defined as greater than 50 miles one way from the DataVox Houston facility located at 6650 W. Sam Houston Parkway S., Houston, TX 77072.)

  Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking, and meals; provided, however, the amount of reimbursement by the Customer shall not exceed the amounts authorized for state employees as adopted by each Customer; and provided, further, that all reimbursement rates shall not exceed the maximum rates established for state employees under the current State Travel Management Program.

The Texas Department of Information Resources (DIR) terms and conditions shall govern the execution of the DataVox contract with the Customer. To view a copy of the *DIR Standard Terms and Conditions for Product and Related Services Contracts,*

Dept. of Information Resources

Avaya DIR Information:
Contract No.: DIR-TSO-4249
Vendor No.: 176-025-1479-000

12.0 Authorization to Proceed

The use of signatures on this Scope of Work is to ensure agreement by Fort Bend County on project objectives and the work to be performed by DataVox.

Parties to Agreement

This Scope of Work (SOW) is made and entered into between DataVox, Inc., 6650 West Sam Houston Parkway South, Houston, Texas 77072 ("DataVox") and Fort Bend County , 301 Jackson, Richmond, TX 77469 ("Customer"), as of the date listed on the title page of this document.

Terms

The customer agrees to purchase, and DataVox agrees to provide certain services and deliverables ("Services") as defined in this SOW, subject to the terms and conditions described in Section 11.0 of this SOW. The terms of this SOW are limited to the scope of this SOW and shall not be applicable to any other SOW's.

Approval Signatures

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this SOW to be duly executed.

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DataVox, Inc.

By: _____
(Signature)

Name: David Wilson

Title: Director of Sales

Date: 9/17/2018

Fort Bend County

By: _____
(Signature)

Name: Robert E. Hebert

Title: County Judge

Date: 9-25-2018

Appendix A – Definitions

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The table provides definitions for terms and abbreviations used in this SOW.

Term/Abbreviation	Definition
DHCP	Dynamic Host Configuration Protocol is a network protocol that is used to configure network devices so that they can communicate on an IP network.
IP	Internet Protocol
IVP	Interactive Voice Response
LAN	Local Area Network
PoE	Power over Ethernet
PRI	Primary Rate Interface is a standardized telecommunications service level within the Integrated Services Digital Network specification for carrying multiple voice and data transmissions between a network and a user.
PSTN	Public Switched Telephone Network
QoS	Quality of Service
Scope of Work	A document that describes standard services (for example, equipment and services) that DataVox will provide a customer for a pre-defined price. The document can be modified to include services outside the scope of the standard DataVox services. The modified document will include a description of the out of scope services and the additional cost to the Customer.
SOW	Scope of Work
TAPI	Telephony Application Programming Interface
TSP	TAPI Service Provider
TUI	Telephone User Interface
vLan	Virtual Local Area Network
WAN	Wide Area Network
WLAN	Wireless Local Area Network

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Appendix B – Project Change Request Form

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![DataVox logo]

Project Change Request Form

Customer Details			
Company Name:	Click here to enter text.	**Date Requested:**	Click here to enter a date.
Customer POC*:	Click here to enter text.		
Title:	Click here to enter text.		
Contact Info:	**Email:** Click here to enter text.	**Phone:**	Click here to enter text.

Change Request Details	
Change Request Type	Click here to enter text.
Quote #	Click here to enter text.
Project Name	Click here to enter text.
Location	Click here to enter text.
DataVox Project Manager	**Name:** Click here to enter text **Email:** Click here to enter text.
DataVox Acct Manager	**Name:** Click here to enter text **Email:** Click here to enter text.

Proposed Changes

Click here to enter text.

Change in:

Scope:	Yes ☐		Schedule:	Yes ☐		Budget:	Yes ☐
	No ☐			No ☐			No ☐

Reason for Changes

☐ **Required to meet project objectives**
☐ **Enhancement to original scope**

Materials to be Procured

See attached Bill of Materials

Cost

Item	Description	Cost	Estimated	Fixed
Equipment	Click here to enter text.	Click here to enter amount.	☐	☐
Professional Services	Click here to enter text.	Click here to enter amount.	☐	☐
Travel Expenses	Click here to enter text.	Click here to enter amount	☐	☐
Total		Click here to enter amount.	☒	☐

Approval

Approved ☐	**On Hold more information needed** ☐	**Rejected** ☐

Comments: Click here to enter text.

Customer POC*: Click here to enter text	**Date:** Click here to enter a date
DataVox POC*: Click here to enter text	**Date:** Click here to enter a date

* POC: Point of Contact

Appendix C – Bill of Materials

See attached Quote # DVXQ7782

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CERTIFICATE OF INTERESTED PARTIES

FORM **1295**

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.	**OFFICE USE ONLY** **CERTIFICATION OF FILING**
1 **Name of business entity filing form, and the city, state and country of the business entity's place of business.** DataVox Inc. Houston, TX United States	**Certificate Number:** 2018-405399 **Date Filed:** 09/18/2018
2 **Name of governmental entity or state agency that is a party to the contract for which the form is being filed.** Fort Bend County	**Date Acknowledged:** 09/25/2018

3   Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

22336
DIR-TSO-4249 Session Manager

4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	**Intermediary**

5   **Check only if there is NO Interested Party.**   [X]

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____, _____, _____, _____, _____.
(street)   (city)   (state)   (zip code)   (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____County, State of _____, on the _____day of _____, 20_____.
(month)   (year)

_____
Signature of authorized agent of contracting business entity
(Declarant)

Forms provided by Texas Ethics Commission   www.ethics.state.tx.us   Version V1.0.6711