

# Livingston County - Call Manager Upgrade - Professional Services

Quotation # 2020-84051v4

## **Prepared By Logicalis for:** Livingston County

*To the attention of :  
Kris Tobbe  
Livingston County  
Information Technology  
ADMINISTRATION Bldg  
304 E Grand River Ave Ste 101  
Howell, MI 48843  
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October 27, 2020

## Pricing Summary

The following is a price summary of Logicalis' proposed solution.

Price Summary	Amount
Professional Services	\$38,387.25



Logicalis offers a range of services, from helping you define and design a cloud strategy to assisting with server and storage selection for your current environment. We provide a variety of assessments and health checks, perfect for those who need help determining what the next steps are. Find out more at [www.us.logicalis.com](http://www.us.logicalis.com)

To address your most pressing challenges during COVID-19, Logicalis has instituted Rapid Deployment Services designed to support your needs to deploy remote workers, maintain security and infrastructure readiness, and provide supplemental IT staff support. All services are designed to be delivered remotely by a Logicalis Engineer. Find out more at <http://bit.ly/3b6Gnzp>

Livingston County - Call Manager Upgrade - Professional Services  
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Customer Name & Address	Logicalis Account Executive
Kris Tobbe Livingston County Information Technology ADMINISTRATION Bldg 304 E Grand River Ave Ste 101 Howell, MI 48843 (517) 540-8803 ktobbe@livgov.com	Lisa Nowak Logicalis Inc. 120 N Washington Square Suite 600 Lansing, MI 48933 +1 5173361052 lisa.nowak@us.logicalis.com
Bill To Address	Ship to Address
Livingston County Information Technology ADMINISTRATION Bldg 304 E Grand River Ave Ste 101 Howell, MI 48843	Livingston County Information Technology ADMINISTRATION Bldg 304 E Grand River Ave Ste 101 Howell, MI 48843 ATTN: Kris Tobbe 517-540-8803 ktobbe@livgov.com

Quotation expiration date: December 31, 2020

Item	Qty	Part Number	Description	List Price	Discount %	Unit Price	Extended Price
<b>Services - Fixed Fee</b>							
1	1	PS	Project Initiation	\$22,180.00	13.46%	\$19,193.63	\$19,193.63
2	1	PS	Project Completion	\$22,180.00	13.46%	\$19,193.63	\$19,193.63
<i>Services Fixed Fee Subtotal</i>							\$38,387.26

Grand Total	
Services Subtotal:	\$38,387.25
<b>Grand Total:</b>	<b>\$38,387.25</b>

## Services Statement of Work

### Communication & Network Services - Unified Communications Implementation Tasks and Activities

- 1 Plan
  - 1.1 Data Gathering
    - 1.1.1 Emergency Responder ("CER") data gathering including ELIN's, ERL's, etc.
- 2 Implement
  - 2.1 Device Staging
    - 2.1.1 Configure, update IOS and install SRST on (1) voice gateway(s)
    - 2.1.2 Provision (2) PRI's
    - 2.1.3 Install (4) analog stations (FXS Ports)
  - 2.2 Cisco Emergency Responder Implementation
    - 2.2.1 Base CER application installation
    - 2.2.2 Configure (1) ERL/ELIN groups of up to 10 ERL's
    - 2.2.3 Telco coordination and testing of ERL group of up to 10 ERL's

### Communication & Network Services - Unified Communications Upgrade Tasks and Activities

- 1 Plan
  - 1.1 Implementation Planning
    - 1.1.1 Gather solution requirements and design for project implementation
    - 1.1.2 Create a high-level timeline
    - 1.1.3 Define implementation details for Cisco IPT implementation
    - 1.1.4 Create a test plan for Cisco IPT implementation
    - 1.1.5 Create a fallback plan for Cisco IPT implementation
    - 1.1.6 Implementation plan creation and technical review
    - 1.1.7 Conduct a Customer review meeting for approval of the implementation plan, test plan and fallback plan
- 2 Upgrade
  - 2.1 Device IOS Upgrades
    - 2.1.1 Multi-step phone firmware upgrade per 250 phones
    - 2.1.2 Document implementation
  - 2.2 Servers
    - 2.2.1 Installation of UCS servers into rack
    - 2.2.2 Installation and configuration of ESXi and CIMC
  - 2.3 Collaboration Manager - In Support
    - 2.3.1 Backup existing environment
    - 2.3.2 Copy MoH and TFTP files off existing server
    - 2.3.3 Install required upgrade cop files
    - 2.3.4 Upgrade publisher to final version
    - 2.3.5 Upgrade of (3) subscribers
    - 2.3.6 Upload MoH and TFTP files to new servers
    - 2.3.7 Obtaining and Installation of licenses
    - 2.3.8 Confirm database replication between publisher and subscriber
  - 2.4 Unity Connection - In Support
    - 2.4.1 Backup existing environment
    - 2.4.2 Install required upgrade cop files
    - 2.4.3 Upgrade Primary to final version
    - 2.4.4 Obtaining and Installation of licenses
    - 2.4.5 Installation of new HA server
    - 2.4.6 Document Implementation

- 2.5 Cisco Instant Messenger and Presence Service
  - 2.5.1 Backup existing environment
  - 2.5.2 Install required upgrade cop files
  - 2.5.3 Upgrade publisher to final version
  - 2.5.4 Configure Jabber profiles in CUCM
  - 2.5.5 Installation of subscriber
- 3 Validate
  - 3.1 System Cutover
    - 3.1.1 System cutover, afterhours
    - 3.1.2 Perform testing following approved test plan
- 4 Support
  - 4.1 Knowledge Transfer
    - 4.1.1 Provide (8) hours of system administrator knowledge transfer
  - 4.2 Support
    - 4.2.1 Provide (8) hours of day one support either onsite or remote

## **Communication & Network Services - Call Center Tasks and Activities**

- 1 Plan
  - 1.1 Data Gathering
    - 1.1.1 Gather solution requirements and design for project implementation
    - 1.1.2 Contact Center Express ("UCCX") data gathering including agent information, supervisors, reporting, number of queues, skills and call flows.
  - 1.2 Implementation Planning
    - 1.2.1 Create a high-level timeline
    - 1.2.2 Implementation plan creation and technical review
    - 1.2.3 Conduct a Customer review meeting for approval of the implementation plan, test plan and fallback plan
  - 1.3 Unified Contact Center Express (UCCX) Implementation
    - 1.3.1 Base UCCX installation and CUCM integration
    - 1.3.2 Configure CTI and IVR Ports
    - 1.3.3 Configuration of (1) user groups, including Supervisors
    - 1.3.4 Configure (1) basic script(s) and queue(s)
    - 1.3.5 Logicalis will provide (1) hours of advanced configuration. Examples of advanced configurations include time of day routing or database queries.
    - 1.3.6 Finesse installation and configuration of up to five Test Users
- 2 Validate
  - 2.1 System Cutover
    - 2.1.1 System cutover, afterhours
    - 2.1.2 Perform testing following approved test plan
- 3 Support
  - 3.1 Training
    - 3.1.1 Basic end user training for (10) users, up to 15 per class

## **Communication & Network Services - Route / Switch Tasks and Activities**

- 1 Plan
  - 1.1 Data Gathering
    - 1.1.1 Gather solution requirements and design for project implementation
    - 1.1.2 Review and validation of the project implementation strategy, documentation and desired outcomes
    - 1.1.3 Data gathering for (1) (ISR4K) integrated services router(s) (ISR)
- 2 Implement
  - 2.1 Integrated Services and Advanced Services Routers

- 2.1.1 Base configuration of (1) (ISR4K) routers per implementation plan
- 3 Upgrade
  - 3.1 Integrated Services and Advanced Services Routers
    - 3.1.1 Firmware upgrade on (6) (2900 Series) router(s)
- 4 Validate
  - 4.1 System Cutover
    - 4.1.1 System cutover, cutover validation and execution of test plan, afterhours

## **Deliverables**

- Implementation Plan
- Device Configuration File
- As Built Document
- As Built document with device configuration files
- Training Material

## **Project Management**

The assigned Logicalis Project Manager will be responsible for providing the following services:

### ***Project Management (Medium Rigor)***

#### **Planning**

- Project kick-off call agenda & notes
- Project kick-off call facilitation
- Identify project team and define roles & responsibilities
- Resource Scheduling
- Project Work Breakdown Structure (WBS) & Gantt creation
- Supplemental project information management

#### **Execution**

- Product tracking, if applicable
- Project status call agenda & notes
- Weekly project status call facilitation
- Weekly project status report, consisting of:
  - 1. Overall Health Status
  - 2. Schedule, Risk & Budget Key Performance Indicator (KPI) Reporting
  - 3. Percentage Complete
  - 4. Project Phase
  - 5. High Level Accomplishments
  - 6. Current Activities / Upcoming Activities
  - 7. Past Due Activities
  - 8. Project Issues
  - 9. Financial & Hours Summary, applicable to T&M projects
- Resource management & allocation
- Project WBS & milestone management
- Project escalations

#### **Monitoring & Controlling**

- Project Deliverable review and delivery, as applicable
- Scope management
- Document Project Change Requests (PCRs), if applicable
- Timeline & budget monitoring
- Project performance measurement

- Risk monitoring

**Closing**

- Project closure call
- Project Closure and Acceptance processing

## Assumptions / Customer Responsibilities

- Please note that the customer is responsible for the physical racking and cabling of any and all hardware associated with this project.



## Terms and Conditions

### Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

### Terms Applicable for Services Sales

1. Logicalis' Terms and Conditions of Sale, found at [us.logicalis.com/tcsales](https://us.logicalis.com/tcsales), are incorporated herein by reference.
2. In the event Customer reschedules delivery of Services within fourteen (14) calendar days of a scheduled delivery date, Logicalis reserves the right to charge Customer \$1600 per day for each scheduled resource, plus any additional travel or other out of pocket expenses incurred as a result of the delay.
3. General customer responsibilities, project assumptions, change management processes, and other terms applicable to the delivery and receipt of services (as applicable to this Quotation), found at [us.logicalis.com/gcr](https://us.logicalis.com/gcr), are incorporated herein by reference.
4. Unless otherwise mutually agreed upon, reasonable travel expenses will be tracked separately and billed directly to Customer. Travel expenses will include cost incurred from travel (airfare, rental car, mileage, tolls and lodging). Meals, if any, will be billed at the per diem rate of \$65.

## Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:  
Livingston County

Accepted By:  
Logicalis, Inc.

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Signature

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Signature

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Printed Name

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Printed Name

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Title

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Title

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Date

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Date

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