

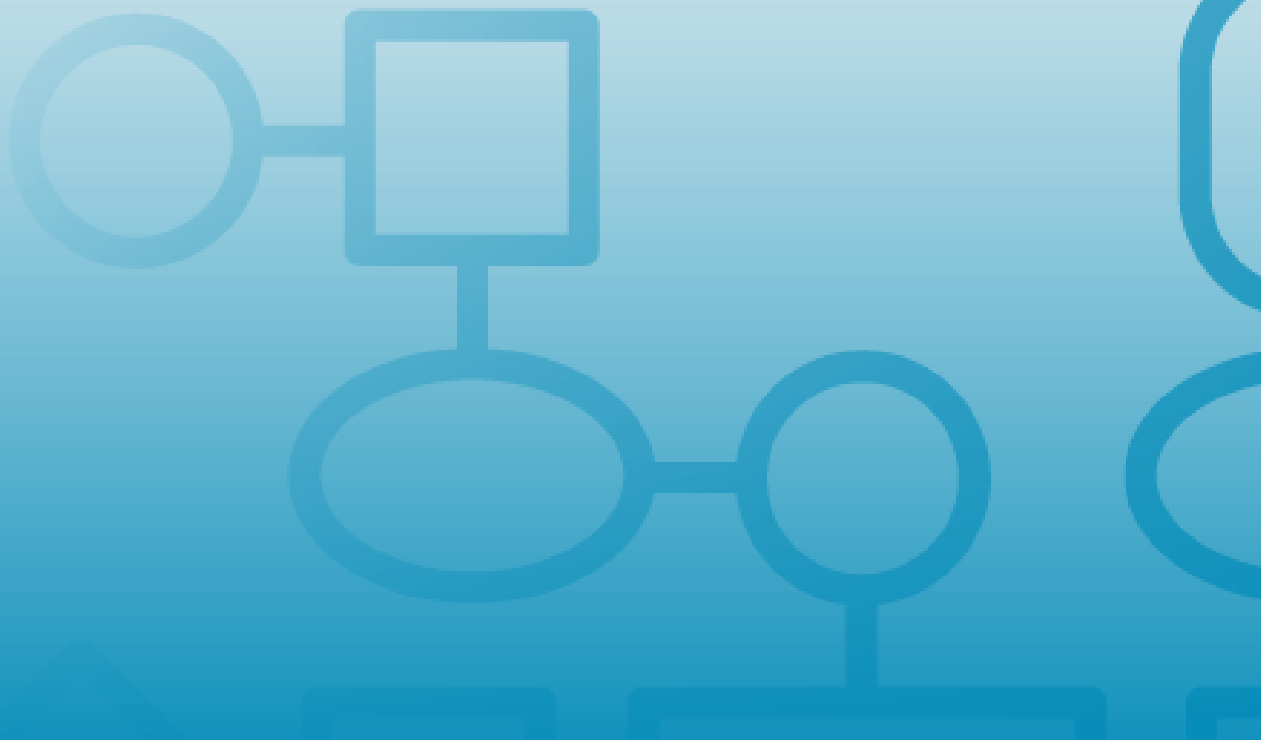
PRESIDIO

Cisco Collaboration Professional Services

PROPOSAL

WILLIAMSON COUNTY

MARCH 23, 2017



Williamson County
1003117700535PRO-1
3/23/2017
Cisco Collaboration Services

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PROPOSAL TEAM

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REVISION HISTORY

Revision	Revision Date	Name	Notes
1.0	03/23/2017	Brett Marlier	Initial Delivery to Client

Notices:

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1. EXECUTIVE OVERVIEW

1.1. Introduction

Presidio Networked Solutions Group, LLC, a wholly owned subsidiary of Presidio Networked Solutions, LLC (“Presidio”) is pleased to propose the following solution to Williamson County. This Proposal summarizes the results of the Envisioning and Proposal Phases and details the efforts and conclusions of the Vision and Proposal Teams. This document provides a roadmap for the proposed solution and a foundation for the Systems Engineering and Planning Phase.

1.2. Situation

Williamson County is one of the fastest growing counties in the country and currently has a population of over 540,000 citizens. Currently, the county utilizes an Avaya phone system, Microsoft Skype for Business Instant Messaging, and a Cisco network and is evaluating proposals to replace the aging phone system. The proposals requested are to include phone system, integration with Skype for Business, unified messaging, E911 service, and contact center solutions.

1.3. Client Considerations

Communications within the county is a critical component in working with citizens. The Cisco UC suite of applications provides an “always on” solution that Williamson County will be able to leverage to great success. Presidio will follow best practices and work in tandem with the associated teams at Williamson County to ensure that this critical component comes online with minimal disruption to county communications.

1.4. Solution Overview

Presidio is recommending a suite of Cisco Unified Communications applications that will allow Williamson County to meet the needs of their users, as well as provide a foundation that will support the county well into the future. These core applications will not only provide dial-tone and voicemail, but can also be used to provide video services, call center, and unified messaging services. The solution is designed to cover all locations within Williamson County as well as provide a platform that can expand with district growth. Presidio will work with the associated teams at Williamson County to plan and execute on the deployment and configuration of the Cisco collaboration environment to all end users.

Williamson County has selected four phones to be included in this project as follows:

- Cisco 8811 – the bulk of end users will receive this standard grey scale screen desk phone.
- Cisco 8845 – for users that need Bluetooth, the Cisco 8845 will provide connectivity for headsets as well as a 720p video camera for video calling.
- Cisco 8851 – if users need a sidecar for additional line or speed dial buttons, the 8851 can accommodate up to two 36 button side cars.
- Cisco 8831 – the Cisco 8831 is an IP conference phone good for medium to large conference rooms.

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Presidio will deploy several applications as part of this project including:

- Cisco Unified Communications Manager 11.5 – this software is the core of the communications platform. It acts as a central registration point for phones and also provides and integration point for all other platforms.
- Cisco Unity Connection 11.5 – Unity Connection is the voicemail and unified messaging platform that will be deployed with the system
- Cisco Unified Contact Center Express 11.5 – the contact center provides voice and multi-channel functionality for the county. The requirements for the voice contact center are a standard IVR system with queuing and ACD for call center agents.
- Cisco Emergency Responder 11.5 – Emergency responder works with your E911 carrier to provide station tracking and internal notification when 911 is dialed.
- Singlewire Informacast – Informacast provides notifications for phone paging, panic buttons and more
- CUCI – Cisco Unified Communications Integration for Skype for Business is an additional program that installs alongside Skype for Business to add audio and video communications from the Cisco platform into the Microsoft product.

The following sites and device counts will be deployed for the system:

Site Name	8811 Phones	8851 Phones	Analog Devices	Conference Phones
Round Rock Annex	91	3	11 (3xFXS on existing router)	0
Jester Annex	61	3	7 (2xFXS on existing router)	0
Cedar Park Annex	75	14	20 (VG310)	0
Justice Center	267	8	96 – Includes Sherriff's office (VG320 + VG310)	4
Sherriff's Office	186	3	See Justice Center	1
EMS 8 th St.	0	0	0	1
Historic Courthouse	46	2	6 (VG204 + VG202)	0
Tax Office	62	1	4 (VG204)	2

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URS	82	1	4 (VG204)	2
Juv Justice Center	138	1	20 (VG310)	0
Lott	7	0	0	0
Animal Shelter	10	0	0	0
ESOC	91	2	34 (VG320)	0
WCCAD	78	0	2 (VG202)	0
Inner Loop Annex	159	28	11 (4300 gateway)	0
Parks	12	0	0	0
CTTC	22	0	0	0
Hutto	13	0	0	0
Taylor	83	6	24 (VG310)	0

Additionally, the following PSTN connections will be serviced by the new unified communications solution:

Site Name	PSTN Type	Serviced By
Round Rock Annex	PRI (1)	Existing 4300 Router (NIM card added for PRI support)
Jester Annex	PRI (1)	Existing 4300 Router (NIM card added for PRI support)
Cedar Park Annex	PRI (1)	Existing 4300 Router (NIM card added for PRI support)
Justice Center	PRI (4)	Two 4300 Routers were quoted to support these four PRIs
ESOC	PRI (2)	Existing 4300 Router (NIM card added for PRI support)
Taylor	PRI (2)	Existing 4300 Router (NIM

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		card added for PRI support)
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Williamson County has opted to deploy phones on their own and as such, phone deployment is not included in this project proposal.

1.5. Project and Deployment Strategy

During the planning phase, Presidio will work with Williamson County to define configuration details, a project deployment timeline, and define items that will be tested and how training will be delivered. As a result of the planning phase, Presidio will provide a the following:

- Systems Engineering Report
- Verification and Testing Plan
- Training Plan

Once Williamson County has agreed to the content of these plans that detail the configuration, training and testing aspects of the project.

After planning phase documents are accepted, Presidio will work with Williamson County to deploy the solution on the schedule and with the configuration detailed that were selected during the planning phase.

1.6. Impact

This project is recommended as a means of replacing the aging communications infrastructure that is in place at Williamson County and as a way to improve business critical communications. The investment in the proposed solution will help to consolidate and reduce costs will improving reliability and customer and employee satisfaction. By deploying a new Cisco solution the county ensures long term support from a stable unified communications system.

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2. SYSTEMS ENGINEERING AND PLANNING PHASE

2.1. Introduction

The Systems Engineering Planning Phase is the detailed planning and design that incorporates discovery, analysis, and knowledge transfer. The results of this phase are detailed design recommendations and a specific project plan.

2.2. Systems Engineering and Planning Phase Scope of Work

2.2.1. Systems Engineering and Planning Phase Tasks

The following Systems Engineering and Planning Phase tasks will be performed during this phase:

- Project Kickoff Meeting
- Verification of roles and responsibilities
- Design Workshops
- Completion of Systems Engineering Report
- Finalization of Bill of Materials (BOM)

2.2.2. Systems Engineering and Planning Phase Elements

The following elements will be identified, reviewed and/or defined in the Systems Engineering and Planning Phase:

2.2.2.1. UCS Server/VMWare

- Validate required rack space and power by data center
- Determine UCS server management IP addressing
- Determine VMware IP addressing and authentication
- Define virtual machines that will be deployed in virtual environment
- Determine Cisco UC application requirements
- Validate vSphere versions
- Validate storage and compute requirements

2.2.2.2. Telephony System Review

- System addressing
- Site transition schedule
- Define call flows desired
- Phone numbers and DIDs
- Operator/receptionist call flows

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- Automated Attendants
- Dial plan
- Call processing
- Telecommunications and circuits
- Voice gateway
- Call routing and overflow
- Caller ID
- Directory services
- Music on hold
- Conferencing
- Call reporting
- Faxing
- Analog devices
- Site naming conventions
- System speed dials
- Emergency Calling services
- High availability
- Backup and disaster recovery

2.2.2.3. Phone Features Review

- Standard features
- Advanced features
- Soft key templates
- Phone backgrounds
- Call waiting
- Intercom
- Paging through the phones
- Phone counts and types
- Phone licensing
- Phone layouts
- Multiple call handling
- Phone attachments

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- Mobility features
- Self service access
- Personal speed dials
- Quality reporting tool
- Call forwarding permissions

2.2.2.4. Unified Messaging Review

- Current voicemail system information
- New system addressing
- Mailbox transition plan
- Voicemail networking
- Voice message access
- Voicemail transfer
- Outbound message notification
- Call coverage (0 out)
- Auto attendants
- Group voicemail
- Schedules
- Holidays
- Advanced features
- Voicemail directory
- Message retention policy
- High availability
- Unified messaging

2.2.2.5. CUCI

- Define CUCI requirements
- Identify users for initial CUCI configuration and deployment
- System requirements

2.2.2.6. Emergency Responder

- System addressing and authentication
- E911 provider information
- ERL definition

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- Switch requirements

2.2.2.7. Contact Center Express

- System addressing
- Identify contact center agents
- Define up to two queues for call distribution
- Develop basic call flows for scripting
- Define prompts to be recorded

2.2.2.8. PSTN Voice Gateways

- Define voice gateway IP addressing
- Identify PSTN requirements
- Assign hardware to appropriate locations to support PSTN access
- Dial plan definition per gateway

2.2.2.9. Analog Voice Gateways

- Define gateway IP addressing
- Define analog endpoints to be configured

2.2.2.10. Informacast

- System IP Addressing
- Define paging groups to be created
- Define paging access numbers
- Determine if access will be restricted

2.2.2.11. Training Plan

- Develop admin training plan
- Develop train-the-trainer training plans
- Reporting requirements
- Password protection requirements

2.2.2.12. Support Plan

- Develop test plan
- Initial go live and freeze period
- Ongoing solutions support

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2.3. Systems Engineering and Planning Phase Deliverables

The following deliverables will be created by Presidio and provided to Williamson County as part of the Systems Engineering and Planning Phase Deliverables:

Document	Description
Systems Engineering Report	Detailed design; project logistics including schedule and training plans; finalized Execution Phase scope and pricing (to be signed prior to moving into Execution Phase)
Verification Plan	Verification criteria for testing and quality assurance (to be signed prior to moving into Execution Phase)
Training Plan	Identifies items that will be covered in the train-the-trainer session

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3. EXECUTION PHASE

3.1. Execution Phase Preliminary Scope of Work

The following Execution Phase tasks will be performed during this phase:

3.1.1. UCS/Virtualization

- Rack mount and connect UCS servers for collaboration environment
- Assign IP address to management interface
- Install VMware and assign address and authentication
- Download Cisco application OVAs and install

3.1.2. Cisco Unified Communications Manager Release 11.5

- Download/Install ISO
- Download/Install license files
- Install CUCM 11.5 in client's virtual environment
- Install required licenses for site specific end users/devices
- Install the site specific dial-plan as per planning session
- Configure redundancy settings
- Configure site end users and devices
- Configure remaining site specific call control parameters
- Configure off box SFTP backup settings
- Configure administrative access and security controls
- Configure end-user self-service portal
- Configure integration with Active Directory and LDAP settings

3.1.3. Cisco Unity Connection (Voicemail)

- Download/Install ISO
- Install required licenses to support end users at each location
- Configure end user voicemail templates specific for each location
- Configure CUCM integration
- Configure integration with Active Directory
- Import users for new sites
- Configure up to two auto attendants per location, as per planning session
- Configure any required distribution groups

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- Configure high availability and failover

3.1.4. CUCI

- Bulk import users for CUCI devices
- Install and test up to ten CUCI software instances to ensure proper operation
- Provide information to county on how to deploy CUCI software

3.1.5. Emergency Responder

- Download/Install ISO
- Configure integration with CUCM
- Configure integration with switches for device tracking
- Configure up to one emergency location per physical address
- Configure notification settings. If required

3.1.6. Contact Center Express

- Download/Install ISO
- Configure CSQ and assign resources (agents) to queue
- Configure voice agents
- Configure teams and supervisors for teams
- Build basic IVR script with two level menu and ACD queueing
- Deploy social miner server in DMZ
- Configure chat and e-mail queues
- Configure chat and e-mail agents
- Provide chat embed code to Williamson County to implement in their web site

3.1.7. Voice Gateways

- Configure gateway parameters to register to the CUCM
- Configure any required dial-peers
- Configure required class of restrictions
- Configure PSTN connectivity
- Provide map of analog port to Williamson County for termination

3.1.8. Informacast

- Download/Install ISO
- Install licensing

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- Configure integration with CUCM
- Configure paging zones and assign phones as necessary

3.1.9. Training

- Provide up to 8 hours of administrative knowledge transfer
- Provide up to 8 hours of train-the-trainer training

3.1.10. Cutover

- Migrate PRI connections to Cisco voice gateways
- Test connectivity to all systems based on test plan
- Provide day to support according to site size:
 - 60 phones or less: 4 hours
 - More than 60 phones: 8 hours

3.2. Execution Phase Deliverables

The following deliverables will be created by Presidio and provided to Williamson County as part of the Execution Phase Deliverables:

Document	Description
Final Project Documentation	Final Project Documentation as defined in the Systems Engineering Report
Verification Testing Results	Results of the Verification Plan agreed to in the Systems Engineering & Planning Phase
Project Completion and Acceptance	Agreement that project is complete

3.3. Change Management Process

Presidio emphasizes detailed planning and design prior to any complex systems project. One of the reasons for this approach is to avoid any change orders during the Execution Phase that could affect budget, schedules, or business interruptions. During and upon completion of the Systems Engineering and Planning Phase Presidio will review all detailed system design and features so that when implementation begins there will be no surprises. However, there are times when a change order will be requested by the client upon completion of the Systems Engineering and Planning Phase and if this happens the change request will be considered an addendum to this proposal and the Systems Engineering and Planning documents and will be performed accordingly.

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4. ASSUMPTIONS

The following project assumptions are made and will be verified as part of the Systems Engineering and Planning Phase:

1. Williamson County will be responsible for receiving all equipment, verifying inventory, and acknowledging receipt of inventory to Presidio
2. Any changes to phone or system configuration after approval of SER will require a project change request.
3. Only sites and locations listed in this document will be addressed and included in this project.
4. Performance of scope items not included in this proposal are outside the scope of this project and will necessitate the execution of a project change request and may result in a change of project approach, staffing, and/or pricing
5. Williamson County will provide all data racks, cabling, power, and UPS needed for this project, unless otherwise noted in this document.
6. Customer will locate and connect all analog devices to equipment configured by Presidio
7. Customer will provide remote VPN access to the assigned Presidio engineer for access to the UC applications.
8. SWSS contracts are purchased and valid for all software used in this project.
9. Cisco SMARTNet and/or Presidio support services maintenance is current on any existing Cisco equipment that is part of this project
10. Customer will work with wide area network provider for tasks such as, but not limited to, circuit ordering, delivery schedules, coordination of turn-up.
11. Presidio will provide provisioning information and coordination support to Williamson County upon request.
12. Customer will work with local telephone providers to provide local analog and digital telephone circuits as well as DIDs and/or other telephone services. Presidio will provide recommended QoS and security settings for the services included in this project.
13. Customer will obtain all hardware, software, and licensing required to support this project.
14. Customer will have a working SFTP backup solution and will be responsible for changes required to back up the new environment.
15. Unless separately agreed upon, all activities during the Systems Engineering and Planning Phase will be performed during normal business hours: Monday through Friday, 8:00 AM to 5:00 PM.
16. Customer will dispose of all equipment retired as part of this project.
17. Customer will approve and sign-off the Systems Engineering Report prior to Presidio commencing the execution phase, including staging, configuring, or installing the equipment.
18. Customer will provide necessary public/Private IPs and certificates to support all aspects of the solution.
19. Active Directory is already deployed and in a stable state prior to beginning the project.

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20. Presidio is not responsible for any other configurations of any systems not defined in this scope of work.
21. Presidio may engage subcontractors and third parties in performing a portion of this work.
22. Up to ten CUCI clients will be deployed to demonstrate to Williamson County how they can deploy the remaining clients
23. End user training will be provided as a single train-the-trainer session for the county.
24. Administrative training will be provided in a single 8-hour session
25. There will be up to two call center queues deployed by Presidio
26. No database integration is currently required for configuration of the call center.
27. Callback is not included as a configuration item in this scope of work.
28. Customer is responsible for making changes to the network such as VLAN tagging, IP addressing, and DHCP scope creation/modification.
29. Customer will provide a DMZ server for installation of the Social Miner server

Phone and Gateway Deployment Assumptions

1. Williamson county will deploy all phones
2. Sufficient power and rack space is available for voice and analog gateways to be deployed at each location
3. PSTN and analog devices will be connected to gateways by customer
4. Customer is responsible for ensuring cross connects between patch panel and network switch are completed.

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5. PRICING

Presidio will invoice Williamson County based on the project milestone(s) listed below:

Billing Milestone	Fixed / Estimated	Amount
Systems Engineering and Planning Phase Complete*	Fixed	\$ 36,600.00
Execution Phase Complete**	Fixed	\$ 39,630.00
Round Rock Annex	Fixed	\$ 7,005.00
Jester Annex	Fixed	\$ 5,325.00
Cedar Park Annex	Fixed	\$ 7,455.00
Justice Center	Fixed	\$ 13,395.00
Sherriff's Office	Fixed	\$ 7,680.00
Historic Court House	Fixed	\$ 4,875.00
Tax Office	Fixed	\$ 4,875.00
URS	Fixed	\$ 6,390.00
Juvenile Justice Center	Fixed	\$ 7,455.00
Lott	Fixed	\$ 2,017.50
Animal Shelter	Fixed	\$ 2,017.50
ESOC	Fixed	\$ 7,455.00
WCCAD	Fixed	\$ 6,165.00
Inner Loop Annex	Fixed	\$ 8,295.00
Parks	Fixed	\$ 2,017.50
CTTC	Fixed	\$ 3,360.00
Hutto	Fixed	\$ 3,355.00
Taylor	Fixed	\$ 8,780.00

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Informacast	Fixed	\$ 5,100.00
Total		\$189,247.50

Invoices should be sent to the following address:

Williamson County
Attn: Accounts Payable
301 SE Inner Loop
Georgetown, TX 78628

Expenses

Any travel and incidental expenses incurred by Presidio in association with the execution of this Proposal are included in the pricing listed above.

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6. TERMS AND CONDITIONS

This Proposal/Project is governed by the terms and conditions established in Presidio-DIR Contract Number DIR-TSO-2542.

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7. AUTHORIZATION TO PROCEED

The use of signatures on this Proposal is to ensure agreement on project objectives and the work to be performed by Presidio.

Presidio signature signifies our commitment to proceed with the project as described in this document. Please review this document thoroughly, as it will be the basis for all work performed by Presidio on this project.

This Proposal is valid for a period of sixty (60) days from the date that this proposal is provided by Presidio to Williamson County unless otherwise agreed to by both parties.

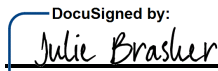
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Signature

Date

Printed Name

Presidio Networked Solutions Group, LLC

DocuSigned by:

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4/18/2017

Signature

Date

Julie Brasher, Area Vice President, Finance and Operations

Printed Name & Title

Please sign and return the entire document to bmarlier@presidio.com.

Thank you!