



# UCCX Scripting

## STATEMENT OF WORK

WILLIAMSON COUNTY

5/1/19

Williamson County  
SOW#: 1003119903525SOW-1  
5/1/19  
UCCX Scripting



## PROPOSAL TEAM

Name	Company/Function	Phone	Email
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Michael S. Weigel	Presidio Solution Architect	512.795.7113	mweigel@presidio.com

## REVISION HISTORY

Revision	Revision Date	Name	Notes
V0.1	5/1/19	Michael S. Weigel	First Internal Release
V1.1	5/8/19	Michael S. Weigel	First Client Release

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## 1. EXECUTIVE OVERVIEW

### 1.1. Introduction

Presidio Networked Solutions Group LLC ("Presidio") is pleased to propose the following solution to Williamson County ("Client"). This Statement of Work ("SOW") defines the scope of work to be accomplished by Presidio. The tasks to be performed by Presidio are defined and the responsibilities of Presidio and Client are contained herein as well.

Any deviations that arise during the proposed project and/or any changes to this Statement of Work will be processed through the procedure described in the Project Change Request Process section. The investigation and the implementation of changes may result in modifications to the charges or other terms of this Statement of Work.

Presidio will configure the systems outlined within this Statement of Work, with a unique set of authentication credentials, unless otherwise provided by Client. Upon the completion of the engagement, Presidio will provide Client with all user names, passwords, and additional authentication information that were implemented during the engagement. Presidio strongly recommends that these that credentials be changed upon the completion of the engagement.

### 1.2. Solution and Approach Overview

Williamson County has reached out to Presidio to assist with additional scripting to their existing UCCX environment. Currently there are 8 people in 2 different hunt groups that need to be migrated into UCCX. Presidio will configure the users, skills, queues and scripting for these 8 additional people. Available licensing has been verified.

### 1.3. Locations

Work will be done at the following locations. All work will be performed remotely unless otherwise specified.

Site Name	Address	On-Site / Remote Services
Richard Semple	301 SE Inner Loop Suite 106, Georgetown, TX 78626	Remote

## 2. SCOPE OF WORK

### 2.1. Project Scope

- Create 8 Users
- Create Language Skill (Spanish Speaking)
- Create Criminal Skill for 5 Users
- Create Civil Skill for 3 Users
- Create Queue/Script and correlate to 3 inbound numbers
- Remove 1 User (Alex Colston)
- Review

### 2.2. Deliverables

Documentation may be created by Presidio and provided as part of the Project Deliverables. Some of these deliverables may be delivered as a single document. The specific documentation to be provided depends on your chosen solution(s); several example documentation items are listed below. Additional documentation and/or printed documentation is available upon request for an additional cost.

Deliverable	Format
-------------	--------

Dial Plan	Excel
High Level Design Diagram	Visio
Array layout	Excel
System Manual	URL
Signed Testing Document	PDF
As-Built Documentation	PDF

With the exception of Project Status Reports, each deliverable material will be approved in accordance with the following procedure:

- Within five (5) business days, Client will either accept the deliverable material or provide the Presidio Project Manager a written list of requested changes. If no written response is received from Client within five (5) business days, either accepting or requesting changes, the deliverable material shall be deemed accepted.
- If a written list of requested changes is received within five (5) business days, the Presidio Project Team will make the agreed upon revisions and will, within five (5) business days, re-submit the updated version to Client.
- At that time Client has five (5) business days to review and request changes for the final document. If no written response is received from Client within five (5) business days, either accepting or requesting changes, then the deliverable material shall be deemed accepted.
- Deliverable documentation may be delivered via email, uploaded to a portal, or provided on a physical media and it may be provided in either an encrypted or unencrypted format. If Client requests a specific delivery method and format, Presidio will use that method for all documentation delivery and format otherwise, the sender will choose a delivery method and format that they feel is appropriate given the content of the documentation.

### 2.3. Project Management

Presidio will provide a Project Manager (PM), who will be single point of contact for all project support issues within the scope of this project. The PM is experienced in project management best practice methodologies and familiar with the technology involved. This Project Manager is responsible for the overall project timeline, scope, budget management, resource scheduling/tracking, communication planning, and execution in accordance with the Presidio Lifecycle Methodology.

Included for our standard Project Management offering for this engagement are the following:

- Remote only, no on-site project management
- Project kickoff (remote)
- Deliverable/milestone tracking
- Resource scheduling and oversight
- Project closeout (remote)

### 2.4. Project Change Request Process

In the event that both Presidio and Client agree to a change in this Statement of Work, a written description of the agreed upon change will be prepared using a Project Change Request (PCR) form, which both parties must sign. The PCR form will be used to describe the change, the rationale for the change, and to specify any change in the charges, estimated schedule, or other terms. Depending on the extent and complexity of the requested changes, Presidio may charge for the effort required to analyze it. When charges are necessary to analyze a change, Presidio will provide a written estimate and begin the analysis upon written authorization from Client. The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

### 3. ASSUMPTIONS

Presidio makes the following assumptions in developing this Statement of Work. These assumptions serve as the foundation to which the project estimate, approach and timeline were developed. By signing this SOW, Client agrees that these assumptions are correct and valid. Any changes to the following assumptions must be processed using the Presidio Change Management Process and may impact the project duration and labor requirements.

#### 3.1. General Assumptions

The following project assumptions are made and will be verified as part of the engagement:

1. All Presidio activities will take place during normal working hours (Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays) unless noted as "Off Hours" in this SOW.
2. Any items or tasks not explicitly listed as in-scope within this SOW are considered to be outside of the scope and not associated with this SOW and price.
3. If integration of the product is performed at a Presidio facility, then transfer of ownership (acceptance) occurs upon the receipt and integration of goods at Presidio, regardless of shipment, as manufacturers will not accept returns of opened products.
4. Changes to the Design, Equipment List or proposed timeline presented to Client in this SOW will require a Project Change Request. A Project Change Request could impact the cost of the project
5. Presidio will not be held responsible for troubleshooting networks, applications and/or hardware if Client has no formal change management documented processes and policies
6. Presidio may engage subcontractors and third parties in performing a portion of this work.
7. Presidio will not make changes to the configuration of any network equipment after it has been installed and tested.
8. Some activities included in this project may be performed on Presidio's premises.
9. Additional required tasks discovered after the execution of this SOW that are not mentioned in this SOW will require a Project Change Request.
10. Time and Material engagements do not provide defined deliverables. To the extent that documentation or other task-related materials or deliverables are required, time to prepare, deliver, and review those deliverables will accrue against the hours purchased.
11. Hours for Time and Material services are best effort estimates and may require additional hours in order to satisfy the request. If at the end of the allotted hours, Client's objectives are not met, a new Purchase Order and agreement must be submitted.
12. Client will be asked to authorize additional consultant hours should actual hours worked approach those authorized by this engagement.
13. For Time and Materials services, it is Client's responsibility is to direct the activities of the Presidio consultant through the creation of a prioritized Task List or similar documented instruction. It is recommended that this be provided to the Presidio Engineer 48 hours prior to the first day of services.
14. Time and Material Services will be invoiced monthly and will be based on actual hours incurred.
15. For hourly service, a 4-hour minimum applies for remote services. An 8-hour minimum applies for on-site services.
16. If scheduled work is canceled with less than 24 hours' notice, Client may be liable for a minimum 4-hour charge.
17. Licensing was verified, assumption is that the 10 available licenses will still be there during the configuration.

#### 3.2. General Client Responsibilities

The following items are listed as responsibilities of Client for this engagement. Client is responsible for performing the items and activities listed in this section or arranging for them to be performed by a third-party if appropriate.

1. Provide a single Client point of contact with the authority and the responsibility of issue resolution and the identification, coordination and scheduling of Client personnel to participate in the implementation of the SOW.
2. Participate in any required design sessions or workshops.
3. Provide or procure all appropriate hardware, software, licensing and media required for implementation of the SOW.
4. Supply current equipment configuration for review if applicable.
5. Schedule appropriate maintenance windows for system upgrades or installs and notify user community.
6. Dispose all retired equipment as part of this project.
7. Provide all required physical access to Client's facility (identification badge, escort, parking decal, etc.), as required by Client's policies; and provide all required functional access (passwords, IP address information, etc.), as required for Presidio to complete the tasks.
8. Provide to Presidio all required IP addresses, passwords, system names, and aliases.
9. Validate the site readiness prior to the dispatch of Presidio personnel to perform the services being contracted.
10. Provide adequate facilities for the installation of the hardware. This includes all necessary peripheral hardware (KVM ports or monitors, keyboards, mice, network access, etc.) as well as electrical and spatial needs and required antivirus software.
11. Provide high-speed access to the Internet for verification of device support requirements and for software downloads.
12. Verify operation of the installed/upgraded equipment per the predefined Verification Plan.
13. Provide Presidio administrator access on appropriate devices for the completion of the engagement.
14. Complete all Client installations where required in accordance with Client PC requirements for the new application versions.
15. Provide remote access for troubleshooting and configurations related to the project - preferably VPN access, as necessary.
16. Provide requested documentation or information needed for the project within two (2) business days, unless otherwise agreed to by all parties.
17. Transport of equipment from receiving area(s) to the data center(s) and/or equipment rooms where it will be installed.
18. Ensure all Cat. 5 (or higher) and fiber cable infrastructure is in place and tested (for all sites).
19. Provide patch cables and complete necessary fiber or CAT5 cable terminations to patch panels for new switching and routing infrastructure.

## 4. PRICING

Resource Type	Hours	Hourly Rate	OT Hours	OT Hourly Rate
Collab Engineer	40.00	\$200.00	0.00	\$300.00
Senior Project Manager	2.00	\$165.00	0.00	\$247.50
			<b>Total</b>	<b>\$8,330.00</b>

If Client requires a change in the scope of work, the parties will negotiate in good faith to generate a written change order documenting the additional labor and requirements that will be mutually agreed upon by the parties prior to onset of the additional work. Payment terms are subject to credit department approval and will be negotiated and documented on a valid purchase order or other financial document. Presidio payment terms are Net-30. If Client fails to provide a notice of acceptance or a statement of issues to be resolved

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within ten (10) business days of project conclusion, the project will be deemed accepted and Client will be invoiced.

#### **4.1. Expenses**

There are no anticipated travel or incidental expenses to be incurred by Presidio in association with the execution of this Statement of Work and therefore no expenses will be billed to Client.

#### **4.2. Travel Time**

Travel to and from the work site(s) by Presidio resources in association with the execution of this Statement of Work will not be charged to Client.

### **5. TERMS AND CONDITIONS**

The SOW is governed by Terms and Conditions of Texas DIR-TSO-4167 Contract. State of Texas Vendor ID 17605152499. Standard Terms for Purchase of Services or Goods.



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## 6. APPROVAL SIGNOFF

The use of signatures on this Statement of Work 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 Statement of Work is valid for a period of sixty (60) days from the date that this Statement of Work is provided by Presidio to Client unless otherwise agreed to by both parties.

Williamson County

A handwritten signature in blue ink that reads "Bill Gravell Jr.".

Signature

5/21/19

Date

A handwritten printed name in blue ink that reads "Bill Gravell Jr.".

Printed Name

Presidio

DocuSigned by:

A handwritten signature in blue ink that reads "Eddie Monroe".

5/14/2019

A14E8B8374704FE...  
Signature

Date

Eddie Monroe

Director of Project Management

Printed Name & Title