

ERIE COUNTY WATER AUTHORITY
AUTHORIZATION FORM
For Approval/Execution of Documents
(check which apply)

Contract: _____ **Project No.:** _____

Project Description: Telephone System Replacement

Item Description:

- | | | | |
|--|--|---|---------------------------------------|
| <input type="checkbox"/> Agreement | <input type="checkbox"/> Professional Service Contract | <input type="checkbox"/> Amendment | <input type="checkbox"/> Change Order |
| <input type="checkbox"/> BCD | <input type="checkbox"/> NYSDOT Agreement | <input type="checkbox"/> Contract Documents | <input type="checkbox"/> Addendum |
| <input type="checkbox"/> Recommendation for Award of Contract | <input type="checkbox"/> Recommendation to Reject Bids | | |
| <input type="checkbox"/> Request for Proposals | | | |
| <input checked="" type="checkbox"/> Other <u>Statement of Work</u> | | | |

Action Requested:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Board Authorization to Execute | <input checked="" type="checkbox"/> Legal Approval |
| <input type="checkbox"/> Board Authorization to Award | <input checked="" type="checkbox"/> Execution by the Chairman |
| <input type="checkbox"/> Board Authorization to Advertise for Bids | <input type="checkbox"/> Execution by the Secretary to the Authority |
| <input type="checkbox"/> Board Authorization to Solicit Request for Proposals | |
| <input type="checkbox"/> Other _____ | |

Approvals Needed:

APPROVED AS TO CONTENT:

- | | | |
|--|-----------------------|------------------------|
| <input checked="" type="checkbox"/> Department Head | <u>[Signature]</u> | Date: <u>9/10/19</u> |
| <input type="checkbox"/> Risk Manager | <u>State Contract</u> | Date: <u>9/11/19</u> |
| <input checked="" type="checkbox"/> Director of Administration | <u>Lanonya Gester</u> | Date: <u>9/10/2019</u> |
| <input type="checkbox"/> Executive Engineer | _____ | Date: _____ |

APPROVED AS TO FORM:

- | | | |
|---|---------------------------|----------------------|
| <input checked="" type="checkbox"/> Legal | <u>Margaret A. Murphy</u> | Date: <u>9/11/19</u> |
|---|---------------------------|----------------------|

APPROVED FOR BOARD RESOLUTION:

- | | | |
|--|---------------------------|----------------------|
| <input checked="" type="checkbox"/> Secretary to the Authority | <u>Helen A. Pendragon</u> | Date: <u>9/11/19</u> |
|--|---------------------------|----------------------|
- AMS*

Remarks: _____

Resolution Date: _____

Item No: _____



ERIE COUNTY WATER AUTHORITY
INTEROFFICE MEMORANDUM
September 10th, 2019

To: Terrence D. McCracken, Secretary to the Authority

From: Jeffrey C. Schlierf, Acting Manager of Information Technology *JCS*

Subject: Replacement of Phone System and Call Recording ECWA Wide

At the July 18, 2019 Board meeting IT recommended the Cisco VoIP telephone system to replace the current Avaya system. The Board asked for more information about the enhancements this system will provide and the ability to provide Authority-wide video conferencing.

FirstLight, our contractor, and Cisco conducted an on-site presentation attended by you, Chairman Schad, Karen Prendergast and Steve D'Amico. I believe everyone's concerns and questions were answered.

The revised system recommendation includes video phones for WebEx conference calls, and the ability to seamlessly have your cell phone be an extension of your desk phone. Additionally, this new solution will bring video conferencing abilities to Authority conference rooms that currently don't have it. Both Karen and Steve were impressed with the call center reporting package.

The recommended system is being purchased under the Cisco NYS umbrella contract 73600/PM20800 in the amount of \$420,944 and is included in the 2019 capital budget.

Attached please find the following documents:

1. ECWA Authorization Form
2. Statement of work
3. FirstLight quote

Please include a resolution for Board consideration at the September 19, 2019 meeting.

JCS
Attachments
cc: KAP

Statement of Work



STATEMENT OF WORK FirstLight Engineering & Implementation of Services

This Statement of Work ("SOW") is made and entered into between TVC Albany, Inc. d/b/a FirstLight ("FIRSTLIGHT") located at 41 State Street Albany, NY 12207 and Erie County Water Authority ("ECWA") located at: 295 Main St, Rm 350 Buffalo, NY, 14203 . This SOW is effective as of the date written on the signature page at end of the document.

This SOW is governed by, incorporated into, and made part of the ("Agreement") between FIRSTLIGHT & ECWA. This SOW defines the Engineering Services FIRSTLIGHT will use to support the requirements for ECWA. Accordingly, there will be deliverables that FIRSTLIGHT shall provide to the Customer under the terms of the Agreement. The terms of this SOW are limited only to the scope of this SOW and shall not be applicable to any other SOWs, which may be executed and attached to the Agreement.

TABLE OF CONTENTS:

This SOW consists of this Table of Contents & Overview Page. It includes the following Sections and Appendices which are incorporated in this SOW by reference:

- **Section 1** Project Scope, Responsibilities of the Parties and Project Management
- **Section 2** Project Logistics
- **Appendix A** Standard SOW Terms
- **Appendix B** Project Completion Certificate
- **Appendix C** Milestone/Service Completion Certificate
- **Appendix D** Change Request Form
- **Appendix E** Additional Terms & Conditions
- **Appendix F** Signature Page

PROJECT OVERVIEW:

Scope Statement: FIRSTLIGHT will provide Engineering & Project Management Services for:
ECWA is looking to replace the aging Avaya S89500 phone system which also runs there call center too.

Purpose/customer benefits:

Cisco Unified Communication Manager (UCM) provides reliable, secure, scalable and manageable call control and session management. They can consolidate or build into a communication infrastructure that enables your people and teams to communicate simply with a unified communication solution featuring IP telephony, high definition video, unified messaging, instant messaging and presence, plus much more. UCM has extensive features to support mobile and remote workers. UCM supports the latest authentication, encryption, and communication protocols, and compliance with key industry certifications.

Statement of Work



Project Summary Details:

UC Design:

- Perform a user requirements survey for the deployment of UC and Contact Center Solutions. This includes the user to extension mapping, phone feature layout and design, auto-attendant and call flow layout and design. Upon completion of design documents, these will be verified by the customer to be accurate.
- Provide documentation for the installed system and affected network components.
- Planning the integrate of CUCM directory into Microsoft Active Directory.

Phones:

- Receive phones, record MAC address, and inventory for project.
- All (243) phones are powered with PoE besides (3) 8865 each with (3) sidecars. There will be some other phones that have local power bricks, but quantities have not been determined yet.
- ECWA will Assemble, place on the desk, cable to existing wall jack, power on, and test connectivity.
- ECWA will be completing any wall-mounting that is required for Cisco phones
- Phone models are 8845, 8832, and 8865 units

Cisco CUM Servers: Qty2 C220 M5

- Configure the Cisco UCM hardware appliance. Configure CIMC interface, configure a management IP and hostname, update base server firmware as necessary, update hypervisor to latest recommended revision.
- Install the Cisco UCM hardware appliance. Connect to customer switch network. Power on and test connectivity to management interface and applications.
- VMware vSphere ESXi license will be provided by ECWA for both servers.

Voice Gateway: Qty2 ISR4321 for Union St. and Ellicott Sq. building

- Receive equipment, inventory, label, and general hardware logistical tasks
- Install the router(s) at the customer location. Rack, cable, power on, and test connectivity.
- Upgrade IOS, apply base configuration, and configure services.
- Config per dial-peer rule.
- Config SIP Trunk.

Analog Gateways: Qty14 lines at Union | Qty9 lines at Ellicott | Qty1 line at VanDeWater | Qty1 line at Sturgeon Point

- Receive equipment, inventory, label, and general hardware logistical tasks
- Install Gateway(s) at the customer location. Rack, cable, power on, and test connectivity.
- Upgrade IOS, apply base configuration, and configure services.

Application Setup:

- CUCM Section:
 - Setup CUCM Publisher Server.
 - Setup CUCM Subscriber Server.
 - Provision CUCM: Configure dial Plans/Create Partitions, etc.
 - Provision CUCM: Subscriber Server
 - Integration CUCM into MS AD system
- FL will cover with ECWA required fields that need to be filled in.

Statement of Work



- CUC Section
 - Setup CUC Publisher Server.
 - Setup CUCM Subscriber Server.
 - Configure auto-attendant | Call handlers | and directory handlers
 - Bulk provision of voicemail boxes
 - Setup voicemail messages to be forward to users Outlook account as a .wav attachment.
- IM&P Section
 - Provision IM&P: Publisher Server
 - Provision IM&P: Subscriber Server.
- Expressway C/E Section
 - Preform requirements workshop to determine how Expressway should be installed/configured.
 - Provision/configure Expressway Core OVA on the C220 M5 Server inside the "trusted" zone of the ECWA firewall.
 - Provision/configure Expressway Edge OVA on the C220 M5 Server inside the "trusted" zone of the ECWA firewall.
 - Configure device Mobile and Remote Access on Expressway.
 - Registering DX80 and WebEx Room Kit's (FL is NOT mounting them at customers location)
- CUAC Advanced Section
 - ECWA is providing the Windows Server license for the OVA deployment
 - Install and configure the Advanced Attendant Console
 - ECWA will install the client on the PC's that require the client.
 - PC will have MS Windows 7 SP1 or later OS.
 - Processor: 2.0Ghz Pentium 4 or higher
 - Memory: 4GB or higher
 - Disk Space: 1Gb or higher
- UCCX "Contact Center" Section
 - Labor is being completed by Workflow Concepts
 - FirstLight will work and coordinate with Workflow Concepts on the Contact Center Section.
 - Workflow Concepts will conduct a series of discovery meetings with client business leaders to define the business and functional requirements for contact center systems. The results of these sessions will be a series of documents and milestones that make up the functional specification for the requested features and integration.
 - Discovery Process
 - Existing flow review, best practice review, high-level flow, begin functional specification
 - Review results of the first document, making adjustments and edits
 - Final review and sign-off of the functional specification document
 - Functional Specification
 - Review and validate the discovery and design worksheet with Customer
 - Make necessary adjustments to the design
 - Document changes
 - Review, validate and sign-off on the finalized design

Statement of Work



- System Configuration & Testing
 - Configuration and programming of all features detailed in the functional specification
 - Create configuration in a sandbox or test environment within production systems if necessary
 - Identify the failure scenario and preserve call delivery
 - Create a test internal test plan and document 100% testing
 - Create an End-User Test plan
 - Customer to sign off on testing
- System Baseline Review
 - Baseline deployment
 - Review configuration and performance
 - Evaluate minor changes and implement (using Support Block)
- Applicable Requirements
 - Provide a working UCCX system with current Cisco Support contracts
 - Provide proper CRM licensing and all third party required licenses for add on applications
 - Provide high-speed remote access to all necessary systems, if not provided extra fees will be incurred
 - Provide the necessary support for all third-party systems
 - All work will be performed remotely within normal business hours of 8 am to 5 pm Eastern Standard Time
- Contact Center Call Recording Section
 - Install OVA Server
 - Tie into UCCX
 - Work with Workflow Concepts for integration into UCCX

Employee/Admin Training:

- Provide training for IP handset use. Includes an introduction to the IP handset, voicemail, and calling features deployed. Provided in a centralized classroom, up to 10 users per class.
- Provide a remote, introductory training for site administrators. Up to 5 administrators in a WebEx. This includes basic administrative tasks such as moves, adds, and changes to a user in CUCM, Unity Connection, and IM&P.



SECTION 1 PROJECT SCOPE, RESPONSIBILITIES OF THE PARTIES AND PROJECT MANAGEMENT

1.0 PROJECT DETAILED SCOPE: Responsibilities of the Parties

1.1 Project Management:

1.1.1 FirstLight responsibilities:

1. Provide a single point of contact ("FIRSTLIGHT project manager") for all issues relating to the implementation Services. Such person shall be identified in Section 1.6 and shall be available during normal business hours.
2. Designate a backup contact when the FIRSTLIGHT project manager is not available.
3. Develop a project plan.
4. Coordinate project kickoff meeting to discuss project plan & reserve engineering resources needed to complete the project in an agreed-upon, scheduled timeframe.
5. Conduct a design & planning meeting to establish the requirements/tasks/ timeframes needed to be completed by FIRSTLIGHT & Customer.
6. Deliver (if applicable) site survey reports, site readiness recommendations, design review recommendations, equipment configurations and project escalation procedures.
7. Participate in regularly scheduled meetings with the Customer to discuss the status of the implementation.
8. Review logical/physical schematics received from Customer.
9. Review all pertinent Customer site information received from Customer.
10. Ensure FIRSTLIGHT employees and any subcontractors conform to Customer's reasonable workplace policies, conditions and safety regulations that are consistent with FIRSTLIGHT's obligations herein and that are provided to FIRSTLIGHT in writing prior to commencement of the Services; provided, however, that FIRSTLIGHT's personnel or subcontractors shall not be required to sign individual agreements with Customer or waive any personal rights.
11. Provide Customer satisfaction & feedback surveys to Customer.
12. Coordinate work with 3rd party carriers for access circuits (If Applicable).

1.1.2 Customer responsibilities:

1. Designate a single point of contact to whom all FIRSTLIGHT communications may be addressed and who has authority to act on all aspects of the Services. Such primary contact shall be identified in Section 1.6 and shall be available during normal business hours.
2. Designate a backup when the Customer contact is not available who has the authority to act on all aspects of the Services in the absence of the primary contact.
3. Unless otherwise agreed to by the parties, provide information and documentation required by FIRSTLIGHT within two (2) business days of FIRSTLIGHT's request.
4. Notify FIRSTLIGHT of any hardware and/or software upgrades or any other changes within the Customer's network at least thirty (30) business days prior to the upgrade.
5. Notify FIRSTLIGHT of any scheduled Implementation activities within ten (10) business days of the scheduled activity.



6. Notify FIRSTLIGHT of any Installation scheduling change at least seventy-two (72) hours prior to the originally scheduled installation date. Scheduling changes and/or cancellations made after this 72-hour window may be subject to FIRSTLIGHT's then-current cancellation penalty charge.
7. When requested by FIRSTLIGHT, provide Customer site-building layouts, including the floor plans, location of cables and power sources.
8. Supply the workplace policies, conditions, and environment in effect at the Customer site.

1.2 Network Design Review:

1.2.1 FirstLight responsibilities:

1. Perform a network discovery review to determine current network schema. This includes IP addresses, VLAN schema, routing requirements, current physical topology, device inventory, software versions of equipment, etc.
2. Based on customer requirements for the project, a design configuration of the network is created. This includes interface configuration, routing topology layout, routing protocols, QoS, physical and cabling considerations, power, security requirements (ACLs) and/or management along with authentication requirements.
3. Review the network design specifications with the Customer.
4. Provide design review recommendations based on the network design specifications and any new information collected during the survey and discovery process. FIRSTLIGHT shall not be liable for any damages resulting from any errors in the network design specifications or any damages caused by the Customer's implementation of FIRSTLIGHT's recommendations.
5. Customer's network design specifications shall not change between the date of Customer's execution of this SOW and the completion of all Services contemplated hereunder. Should any changes occur, FirstLight will abide by the Change Management procedures listed in section 6.0. FIRSTLIGHT shall assume no ownership of the Customer's network, the network design specifications, and/or their failure to result in a successful implementation.
6. Ensure that ancillary equipment needed such as SFP's, patch cables, fiber jumpers are included.

1.2.2 Customer responsibilities:

1. Provide in a timely manner network design specification which shall include but not be limited to the following information:
2. Existing network diagrams listing existing size, capacity, utilization, and traffic requirements for all current network facilities to be utilized in the solution.
3. Planned network diagrams listing the planned size, capacity, utilization, and traffic requirements for all planned network facilities to be utilized in the solution.
4. Identify and/or procure all third-party networking equipment impacted by the implementation.
5. Identify equipment expected to pass traffic and identify any Classes of Service, path restrictions (if any), split-tunnel design, load balancing, failover and requirements for all users.
6. Provide information on network protocols being used. IE: BGP, GRE, IPX, SIP, etc.
7. Provide information relative to Customer-provided equipment, ("CPE"), model, features, software and hardware releases, available interfaces and specifications, cable distances and routes between the equipment. This information should be provided for the existing and planned network requirements.
8. Identify desired product, CPE and station equipment placement; any rack or cabinet layouts; circuit demarcation locations and specifications; Interface requirements and specifications; and system and station features.
9. Specify any special power or POE requirements.
10. Receive and document the recommendations provided by FIRSTLIGHT.
11. Identify any equipment that will be managed or monitored by FIRSTLIGHT.



1.3 System Configuration:

1.3.1 FirstLight responsibilities:

1. Develop configurations & documentation with collaboration between "ECWA" and/or FIRSTLIGHT's Advanced Technologies Group (ATG).
2. Develop the Implementation-specific network diagram with input from the Customer and/or the ATG team. Provision equipment to work with existing or new circuits.
3. Configure equipment REMOTELY for FIRSTLIGHT/ ECWA installation.
4. Configure new equipment to replace existing equipment at "ECWA" hub location.
5. Configure equipment based upon configuration discussions and using best practices.
6. Make an IOS configuration changes to allow the software to be at latest version.
7. Configure the equipment based upon network design information received from the customer to connect to local LAN & use WAN for a connection back to the Host location.

1.3.2 Customer responsibilities:

1. Provide a technical single point of contact to coordinate solution efforts.
2. Provide feedback to FIRSTLIGHT on development of network and/or equipment configurations.
3. Provide security levels and access privileges to define the system administration functions, security policies, and any other special requirements to be implemented in the Product.
4. Provide DHCP Services so that endpoints deployed will receive IP address information automatically.
5. Provide all configurations and the support necessary for the existing LAN to implement the solution. (capable POE to power phones, QoS settings, Etc.)
6. Provide adequate power, space for equipment and cooling for the provided equipment.
7. Order, install and test all Customer-provided data and voice circuits prior to the scheduled installation date.
8. Provide remote access to the network for remote implementation and troubleshooting support.
9. Provide SNMP read access to all equipment to be monitored/managed by FIRSTLIGHT.
10. Provide a network technician to be available during the Implementation & Testing phase to make network changes while FIRSTLIGHT provides remote assistance.



1.4 Implementation & Testing

1.4.1 FirstLight responsibilities:

1. Develop from collaborative efforts with client's assistance, an implementation test plan.
2. Perform network discovery including VLAN scheme, IP address Scheme, QoS parameters, routing topology, security considerations such as encryption and ACL rules, tunneling requirements, and physical locations of equipment to be installed.
3. Receive equipment, inventory, label, and general hardware logistical tasks.
4. Prepare & Upgrade IOS.
5. Apply and load equipment configurations.
6. Ship configured equipment to "ECWA" location.
7. Test internal/external features & functionality of the solution for proper operation.
8. Verify operation of the installed solution & its features per the pre-defined Implementation Test Plan.
9. Test any failover or redundancy features to ensure successful business continuity.
10. Test equipment for passing network traffic at the quality of Service (QOS) specified by the collaborative engineering efforts between FIRSTLIGHT & "ECWA".
11. Cutover of services and validation of success.
12. Provide On-Site, day two phone support to finish any outstanding issues.
13. If the labor results of the network implementation testing fail to meet the expected results, FIRSTLIGHT shall compile an action plan outlining any agreed-upon deficiencies and provide a time frame for resolution. FIRSTLIGHT will conduct repeat tests as required until the test results meet the agreed-to results.
14. Create new customer documentation and/or update existing documentation include customer network drawings.

1.4.2 Customer responsibilities:

1. Provide feedback for FIRSTLIGHT to develop the criteria used in the implementation test/s.
2. Make available any personnel at the Customer site as necessary for FIRSTLIGHT to perform the Implementation & Testing phase of the project.
3. Install and verify the operation of all equipment ensuring it will pass traffic from remote ATM's via VPN tunnel back into the new HUB equipment.
4. Assist in developing the action plan for correcting deficiencies, if any, in the expected results.
5. Make any corrections to Customer provided and/or installed equipment as required in the action plan.
6. Sign off on the implementation plan.

Statement of Work



SECTION 2 PROJECT LOGISTICS

2.0 PROJECT LOGISTICS:

- 2.1 Primary Contacts:** Unless specified otherwise in writing, the primary contacts for the ECWA and FIRSTLIGHT shall be:

	ECWA	FirstLight Account Rep	FirstLight Project Mgr.
Contact Name	TBD	Brian Osgood	TBD
Office Number			
Cell Number			
Email			

2.2 Project required equipment / gear:

- All parts will be purchased and delivered to FirstLight HQ in Victor, NY
- EXCEPTIONS: None

2.3 Project Pricing. Please review the quote provided by your FirstLight Account Executive.

- Please review the Quote **FLTQ13971-F** provided by your FirstLight Account Executive. Send purchase order requests directly to your FirstLight Account Executive.

2.4 Customer Project Sites in Scope:

Site Name	Address	Contact Name	Contact Phone	Condition
Service Center	Union Rd	Scott Reed		
Customer Service	Ellicott Square	Scott Reed		
TBD	VanDeWater	Scott Reed		
TBD	Sturgeon Point	Scott Reed		

2.5 Milestone Review:

- The assigned Project Manager will determine the project schedule, milestones, dates, maintain updates and share them with the project team throughout the project.

2.6 Travel Requirements:

- Total anticipated travel for FirstLight to accommodate all project deliverables will be: TBD
 - FirstLight will need to travel between the four locations to install;
 - Analog Gateways
 - Voice Gateways
 - UC Servers
 - Paging Integration

Statement of Work



2.7 Project Time Considerations:

2.7.1 Desired Customer Requests (to help determine project schedule):

Topic	Customer Date / Request
Project Kick-off meeting	Date TBD Requested Yes
Target completion of the project	Before the beginning of 2020
Weekly Meetings	Yes
Design Meetings	Yes
After-hours work	Yes
Anticipated project delays	None

- **Please Note:** The assigned Project Manager will work with the customer to meet the above-desired requests. However, the above dates may/may not be achievable.

2.7.2 FirstLight project duration estimation:

- Once purchase order is received from the customer, the estimated project duration to cover all milestones is: Will be covered during Kick-off meeting

2.7.3 Project Scope Exclusions:

- **What is Not Covered under terms of this Statement of Work**
 - This SOW **does not** cover additional services such as network audit, network assessments, network design, and consulting unless otherwise specified.
 - FirstLight is not installing any network switches for the project. All location will have switches with required PoE for phones. If needed a local power brick will be provided for power to phones.
 - FirstLight is not assembling and placing phones on desks at locations, this will be handled by ECWA employees.
 - ECWA will wall-mount phones that require it
 - Mounting WebEx Room kit units at locations



APPENDIX A STANDARD SOW TERMS

1.0 STANDARD DEFINITIONS.

Definitions: Definitions specific to the Services provided herein are as follows:

- 1.1 **Customer Site(s) or Site(s)** - The physical site(s) designated by the Customer (other than FIRSTLIGHT sites) where the Services may be performed.
- 1.2 **Deliverable** - All documentation, whether in hard copy or electronic forms, such as analyses, reports, manuals, test results, or any other item other than product provided by one party to the other pursuant to the terms of this SOW.
- 1.3 **Implementation** - Activities specified in this SOW such as project management, design review, configuring, staging, installation, and testing performed by FIRSTLIGHT.
- 1.4 **Installation** - The physical activity required to place a product into a Customer site.
- 1.5 **Milestone** - Specific goal, objective or event pertaining to Services described in the terms of this SOW.
- 1.6 **Network** - A connection of products and other equipment and devices that communicate with each other.
- 1.7 **Normal Business Hours** - Monday through Friday 8:00 am to 5:00 pm local time, excluding any FIRSTLIGHT observed holidays or weekends. FIRSTLIGHT observed holidays will be provided upon request.
- 1.8 **Product(s)** FIRSTLIGHT hardware and/or software in relation to the services being provided herein.
- 1.9 **Project Plan** - Plan to document all aspects of the Services.
- 1.10 **Professional Services or Services** - Services provided by FIRSTLIGHT to Customer under this SOW.
- 1.11 **Site Survey** - Assessment by FIRSTLIGHT of the readiness of the Customer site for the Implementation of the Product as further defined below.
- 1.12 **Staging** - The assembly and software loading of Product prior to Installation at the Customer site.
- 1.13 **Implementation Services** - The work being performed by FIRSTLIGHT Engineering resources based upon Statement of Work.
- 1.14 **Network Discovery & Review** - Process by which FIRSTLIGHT gathers information from Customer about the network infrastructure. This ensures that FirstLight understands scope of work being performed.
- 1.15 **Network Design Specifications** - A document or communications given by the Customer that provides information about the Customer's network requirements such as overall functionality, the products used to support, the features needed, & support structure.
- 1.16 **Supporting Documentation** - A document that may contain network drawings, building schematics/blueprints, IP Addresses, VLAN configurations, network device configurations, that are affected by project & scope of services needed.



2.0 SERVICES

- **Project Management**
 - Coordinate efforts between FIRSTLIGHT & "ECWA".
 - Provide engineering resources needed to complete the project in an agreed-upon, scheduled timeframe.
 - Coordinate project meetings to discuss project plans and expected timelines.
- **Phase I Design, Configuration & Engineering Review**
 - Conduct network design meeting/s to review the existing network solution
 - Conduct engineering meetings to discuss the current & future system configurations
 - Share FIRSTLIGHT "Best Practices" for design considerations
- **Phase II Implementation & Testing w/Customer Review & Acceptance**
 - Product/Service Implementation, Testing & Customer Acceptance

3.0 COMPLETION.

Upon FIRSTLIGHT's completion of The Project, FIRSTLIGHT shall notify the Customer by providing a Project Completion Certificate ("PCC", a sample of which is provided in Appendix B). The customer has five (5) business days from the receipt of the PCC to schedule appropriate personnel to review the Milestone or Services performed and sign the PCC ("Acceptance Period"). The signing of the PCC, or Customer's failure to respond to the PCC within Acceptance Period, signifies Customer's acceptance of the Milestone and that Services have been performed as described in the PCC and in accordance with the SOW and that Customer shall be invoiced for Services performed. In order to refuse acceptance of the Services performed, Customer must provide FIRSTLIGHT with full details that show that Services do not conform to the SOW. FIRSTLIGHT shall address such non-conformance in a commercially reasonable manner. FIRSTLIGHT shall compile an action plan to correct any deficiencies and the process for acceptance detailed herein shall be repeated until such time as all deficiencies have been resolved and the Services meet the requirements of the SOW. Acceptance may not be withheld due to defects in Services that do not represent a material non-conformance with the requirements of the SOW.

In certain instances of a project, at the FIRSTLIGHT Project Manager's discretion, a Milestone/Service Completion Certificate ("MCC", a sample of which is provided in Appendix C). may be presented to the Customer for signature/approval. In such cases, the Customer has three (3) business days from the receipt of the MCC to schedule appropriate personnel to review the Milestone or Services performed and sign the MCC ("Acceptance Period"). The signing of the MCC, or Customer's failure to respond to the MCC within Acceptance Period, signifies Customer's acceptance of the Milestone and that Services have been performed as described in the MCC and in accordance with the SOW.

Statement of Work



4.0 PRICING AND PAYMENT TERMS.

4.1 Pricing:

- 4.1.1 Service Fees: The fees for Services are set forth in Exhibit 1 under the Section titled Pricing.
- 4.1.2 Taxes and Fees. All stated prices are exclusive of any taxes, fees, and duties or other amounts, however designated and including without limitation value-added and withholding taxes which are levied or based upon such charges, or upon this SOW (other than taxes based on the net income of FIRSTLIGHT). Any taxes related to Services purchased or licensed pursuant to this SOW shall be paid by Customer or Customer shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes shall be billed as a separate item on the invoice.
- 4.1.3 Expenses: Customer will reimburse FIRSTLIGHT for any reasonable travel, living, and other related project expenses ("T&E") incurred in support of this Statement of Work. Estimated T&E is included in the pricing contained Exhibit 1 under the Section titled Pricing. T&E will be invoiced separately and at actual cost. Customer shall include the estimated T&E in the Customer Purchase Order as a separate line item
- 4.1.1 Purchase Order Issuance: For any purchase orders, please review with your Account Executive.
- 4.3.1 Invoicing and Payment: Please review any invoicing and payments with your Account Executive.

5.0 ASSUMPTIONS.

The following assumptions together with those detailed elsewhere were made to create this Statement of Work. Should any of these assumptions prove to be incorrect or incomplete then FIRSTLIGHT may modify the price, scope of work or Milestones. Any such modifications shall be managed by the Change Management Procedure set forth in Section 6.

- 5.1 Where applicable, Customer's site shall be ready prior to the date scheduled for FIRSTLIGHT to perform the Services. Costs associated with Customer's failure to (1) make the Customer site ready (as determined by FIRSTLIGHT); or (2) meet any of the other responsibilities specified in this SOW shall be billed at FIRSTLIGHT's then-current time and materials rates plus travel and other related expenses. Any additional costs incurred by Customer as a result of delays shall be the sole responsibility of the Customer.
- 5.2 Unless specified otherwise in this SOW, Services shall be performed during normal business hours. Customer may responsible for any additional labor costs associated with Services performed outside normal business hours which are above and beyond the scope of this SOW.
- 5.3 This SOW defines exclusively the scope of the Services that FIRSTLIGHT shall provide to the Customer. This SOW shall not apply to any purchase, support or maintenance of the Product, the terms of which will be agreed upon under a separate agreement.
- 5.4 In the event FIRSTLIGHT is required to provide third party materials under this SOW (i.e. cables, racks, etc.), Customer shall be responsible for any maintenance and/or warranty obligations therein.
- 5.5 Any acceptance tests conducted in respect of the Services detailed in this SOW shall apply only to the Services detailed herein and shall not constitute acceptance or rejection of any product purchased or licensed separately by Customer.

Statement of Work



- 5.6 FIRSTLIGHT shall have a lead-time of up to 30 days from acceptance of Customer's purchase order to begin Services.
- 5.7 FIRSTLIGHT will require a schedule extension of up to 30 days for any personnel change requests made by Customer.
- 5.8 FirstLight does not employ union labor and therefore not bound by internal union rules & regulations.
- 5.9 Services not covered under this SOW:
 - 5.9.1 Support and maintenance of Products.
 - 5.9.2 Unless otherwise specified in this SOW, any customization of, or labor to install the software (except pre-installed IOS or otherwise noted scope of work being performed).
 - 5.9.3 Support or replacement of the product that is altered, modified, mishandled, destroyed or damaged by natural causes or damaged due to a negligent or willful act or omission by Customer or a third party or use by Customer or a third party other than as specified in the applicable FIRSTLIGHT-supplied documentation.
 - 5.9.4 Services to resolve software or hardware problems resulting from third party equipment or Services or problems beyond FIRSTLIGHT's control.
 - 5.9.5 Services for non-FIRSTLIGHT software installed on any product.
 - 5.9.6 Any hardware upgrade required to run new or updated software.

6.0 CHANGE MANAGEMENT PROCEDURES.

- 6.1 It may become necessary to amend this SOW for reasons including, but not limited to, the following:
 - 6.1.1 Customer's changes to the scope of work and/or specifications for the Services,
 - 6.1.2 Customer's changes to the project plan.
 - 6.1.3 Unavailability of resources which are beyond either party's control; and/or,
 - 6.1.4 Environmental or architectural conditions not previously identified.
- 6.2 In the event either party desires to change this SOW, the following procedures shall apply:
 - 6.2.1 The party requesting the change will deliver a "Change Request" (attached as Appendix D) to the other party. The change request will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the deliverables and/or the schedule.
 - 6.2.2 A change request may be initiated either by the Customer or by FIRSTLIGHT for any changes to the SOW. The project manager of the requesting party will review the proposed change with his/her counterpart. The parties will evaluate the change request and negotiate in good faith the changes to the Services and the additional charges, if any, required to implement the change request. If both parties agree to implement the change request, the appropriate authorized representatives of the parties will sign the change request, indicating the acceptance of the changes by the parties.
 - 6.2.3 Upon execution of the change request, said change request will be incorporated into and made a part of, this SOW.
 - 6.2.4 FIRSTLIGHT is under no obligation to proceed with the change request until such time as the change request has been agreed upon by both parties.
- 6.3 Whenever there is a conflict between the terms and conditions set forth in a fully executed change Request and those set forth in the original SOW, or previous fully executed change request, the terms and conditions of the most recent fully executed change request shall prevail.

Statement of Work



APPENDIX B PROJECT COMPLETION CERTIFICATE

Pursuant to the above-referenced Statement of Work between FIRSTLIGHT and Eire County Water Authority ("ECWA"), Customer hereby certifies, by the signature of an authorized representative, that the Project described below has been completed in a satisfactory manner on the date indicated below and in accordance with the terms of the SOW:

Project

Date

Customer Purchase Order Number: _____

FirstLight Sales Order Number: _____

Project ID Number: _____

Dollar Amount of Services Completed: _____

Dollar Amount of T&E: _____

Project Complete (Yes/No): _____

Milestone Examples	Date Completed
Procurement	
Site Review	
Requirements Gathering	
System Design	
System Configuration	
Solution Installation	
System Verification	
Training	
Acceptance Testing	
Cutover	
Failover	
Support	
Documentation	

Submitted by:

Acknowledged and Agreed:

FIRSTLIGHT

Eire County Water Authority

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Statement of Work



APPENDIX C
MILESTONE/SERVICE COMPLETION CERTIFICATE

Pursuant to the above referenced Statement of Work between FIRSTLIGHT and Eire County Water Authority ("ECWA"), Customer hereby certifies, by the signature of an authorized representative, that the Milestone/Service described below has been completed in a satisfactory manner on the date indicated below and in accordance with the terms of the SOW:

Project Name

Date

Project ID Number: _____

Milestone/Service

Submitted by:

FIRSTLIGHT

Acknowledged and Agreed:

Eire County Water Authority

By: _____

Name: _____

Title: _____

Date: _____

By: _____

Name: _____

Title: _____

Date: _____

Statement of Work



APPENDIX D
CHANGE REQUEST FORM

In reference to the Section titled Change Management Procedures of the above referenced Statement of Work between FirstLight and "CUSTOMER", (Customer), both parties hereby certify, by the signature of an authorized representative, that this Change Management Request will amend and be fully incorporated into the existing Statement of Work (SOW).

1. Change Request Number: _____

2. Reason for Change Request:

3. Changes to SOW:

4. Schedule Impact:

5. Cost Impact:

	SOW/Change Request	Services	T&E	Total
A.	Original Value of SOW	\$0.00	\$0.00	\$0.00
B.	Value of Change Request No. 1	\$0.00	\$0.00	\$0.00
C.	New Value of SOW:	\$0.00	\$0.00	\$0.00

6. **Purchase Order Issuance (if applicable):** Customer shall issue a written Purchase Order to FirstLight or shall issue an amendment to its original Purchase Order issued under this SOW, for the total amount of **\$0.00**.

Except as changed herein, all terms and conditions of the SOW remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Management Request to be fully executed.

FIRSTLIGHT

"Eire County Water Authority"

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



APPENDIX E ADDITIONAL TERMS & CONDITIONS

1.1 Term and Termination:

- 1.1.1 The term of this SOW shall commence on the Effective Date and continue until completion of the Project as specified in the Project Schedule in the SOW, however, in no event shall this SOW exceed one (1) year in duration.
- 1.1.2 Failure by either party to comply with any material term or condition under this SOW shall entitle the other party to give the party in default written notice requiring it to cure such default. Absent Force Majeure, if the party in default has not cured such default within thirty (30) days of receipt of the notice, the notifying party shall be entitled, in addition to any other rights it may have, to terminate this SOW by giving notice effective immediately. Upon termination or completion of this SOW, Customer shall pay for all work performed hereunder up to the effective date of termination.
- 1.1.3 Termination for Convenience. If the Customer terminates this Agreement for convenience, Customer shall be liable to FirstLight for 100% of the unpaid Service Fees.

1.2 Warranty: NOTHING IN THIS SOW SHALL AFFECT THE WARRANTIES PROVIDED WITH ANY HARDWARE PURCHASED OR SOFTWARE LICENSED BY CUSTOMER EXCEPT AS SPECIFIED IN THIS SECTION, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, AGAINST INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW. CUSTOMER MUST NOTIFY FIRSTLIGHT PROMPTLY OF ANY CLAIMED BREACH OF ANY WARRANTIES. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY SHALL BE, AT FIRSTLIGHT'S OPTION, RE-PERFORMANCE OF THE SERVICES; OR TERMINATION OF THE SOW AND RETURN OF THE PORTION OF THE FEES PAID TO FIRSTLIGHT BY CUSTOMER FOR SUCH NON-CONFORMING SERVICES OR DELIVERABLES. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY AND LIMITED REMEDY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE. THE WARRANTY PROVIDED IS SUBJECT TO THE LIMITATION OF LIABILITY SET FORTH IN THE LIMITATION OF LIABILITY SECTION BELOW.

1.3 Indemnification. FirstLight shall be indemnified, defended and held harmless by Customer against all claims, suits, proceedings, expenses, losses, liabilities, damages or damages, including reasonable attorney fees (collectively "Claims") for (i) damage to tangible property; (ii) bodily injury including death; (iii) infringement of a third party's intellectual property right; (iv) any breach of a material obligation of this Contract.

1.4 Limitation of Liability: Notwithstanding anything else herein, all liability of FirstLight, its suppliers, and its subcontractors shall be limited to the amount paid by Customer to FirstLight under this SOW during the six months preceding the event or circumstances giving rise to such liability. The liability of FirstLight and its suppliers under this SOW shall be cumulative and not per incident.

Statement of Work



1.5 Insurance. Customer shall maintain insurance policies of the type and including coverage limits provided hereinafter: a). Workers compensation insurance in compliance with statutory requirements and employer's liability insurance with limits of \$1,000,000 for each accident (minimum) and \$1,000,000 for disease for each employee (minimum). b). Commercial general liability insurance endorsed to provide coverage for contractual liability and products and completed operations. c) Automobile liability insurance, which shall include coverage for all owned, non-owned and hired vehicles. Each policy shall include coverage limits for bodily injury and property damage of \$1,000,000 combined single limit for each occurrence (minimum). Excess umbrella liability insurance to cover all risks covered by the general liability and automobile liability policies with a per-occurrence limit of \$5,000,000. FirstLight, its subsidiaries and affiliates, directors, officers, employees, and agents shall be included as an additional insured on the Commercial General Liability, Automobile Liability, and umbrella/excess liability insurance policies. Customer shall endeavor to provide notice 10 days in advance of any cancellation or material change in policy may become effective. Customer agrees to require all such policies of insurance to include clauses providing that each underwriter shall waive its rights of recovery, under subrogation or otherwise, against FirstLight and FirstLight's officers, directors, employees, contractors, and agents. All policies shall be on an occurrence basis and shall be obtained only from insurers who are rated "A-VII" or better in the then most recent edition of Best's Insurance Reports.

1.6 Consequential Damages Waiver: IN NO EVENT SHALL FIRSTLIGHT, ITS SUPPLIERS OR ITS SUBCONTRACTORS BE LIABLE FOR (A) ANY INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS, LOST REVENUE OR LOST DATA, OR ANY OTHER INDIRECT DAMAGES IN CONNECTION WITH THE PERFORMANCE OF OR FAILURE TO PERFORM THIS SOW REGARDLESS OF WHETHER SUCH LIABILITY ARISES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE; OR (B) ANY COSTS OR EXPENSES FOR THE PROCUREMENT OF SUBSTITUTE EQUIPMENT OR SERVICES IN EACH CASE, EVEN IF FIRSTLIGHT OR ITS SUPPLIERS HAVE BEEN INFORMED OF THE POSSIBILITY THEREOF.

1.7 Confidential Information:

1.7.1 Customer acknowledges that, in connection with this SOW and its relationship with FirstLight, it may obtain information relating to the Products or to FirstLight, which is of a confidential and proprietary nature ("Confidential Information"). Such Confidential Information may include, but is not limited to, industrial secrets, trade secrets, know-how, inventions, techniques, processes, programs, schematics, software source documents, data, existing and potential customers or partners, existing and potential business ventures, reports, financial information, and sales and marketing plans or information which Customer knows or has reason to know is confidential, proprietary or trade secret information of FirstLight, as well as any information posted on [CCO]. Customer shall at all times, both during the term of this SOW and for a period of three (3) years after its termination, keep in trust and confidence all such Confidential Information, and shall not use such Confidential Information other than as expressly authorized by FirstLight under this SOW, nor shall Customer disclose any such Confidential Information to third parties without FirstLight's written consent. Customer further agrees to immediately return to FirstLight all Confidential Information (including copies thereof) in Customer's possession, custody, or control upon termination of this SOW at any time and for any reason. The obligations of confidentiality shall not apply to information which (a) has entered the public domain except where such entry is the result of Customer's breach of this SOW; (b) prior to disclosure hereunder was already rightfully in Customer's possession; (c) subsequent to disclosure hereunder is obtained by Customer on a nonconfidential basis from a third party who has the right to disclose such information to the Customer; (d) is required to be disclosed pursuant to a court order, so long as FirstLight is given adequate notice and the ability to challenge such required disclosure.

Statement of Work



- 1.7.2 Neither party shall disclose, advertise, or publish the terms and conditions of this SOW without the prior written consent of the other party. Any press release or publication regarding this SOW is subject to prior review and written approval of the parties.
- 1.8 **Choice of Law.** The validity, interpretation, and performance of this SOW shall be controlled and construed under the laws of the State of New York in the United States of America, as if performed within the state and without giving effect to the principles of conflicts of laws. The parties specifically disclaim the UN Convention on Contracts for the International Sale of Goods.
- 1.9 **Assignment.** FirstLight may, without consent from Customer, assign any of its rights, privileges, or obligations under this Agreement. Customer shall not assign this Agreement, without prior written consent of FirstLight, which consent shall not be unreasonably withheld.
- 1.10 **Entire Agreement:** This SOW, including all exhibits and subordinate documents attached hereto or referenced herein, will constitute the entire agreement between the parties hereto concerning the subject matter of this SOW and replaces any prior or contemporaneous oral or written communications between the parties. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. This SOW may only be modified by a written document executed by the parties hereto.
- 1.11 **Export Law:** Customer shall comply with such laws and regulations governing use, export, re-export, and transfer of FirstLight Products and Technology, or direct products thereof, and will obtain all required U.S. and local authorizations, permits, or licenses. Customer's obligation under this clause shall survive the expiration or termination of this SOW.
- 1.12 **Survival.** The Assumptions Section and the foregoing Additional Terms and Conditions shall survive termination of this SOW or any Exhibit hereto.

Statement of Work



APPENDIX F
SIGNATURE PAGE

Please review all sections contained within this Statement of Work to ensure accuracy of the contents within the document before signing. If any changes are needed, please contact your FirstLight Point of Contact to revise this Statement of Work.

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

SOW Acceptance:

Customer Acceptance of SOW (Y/N): _____

FIRSTLIGHT REPRESENTATIVE

Name: Brian Osgood
Title: Account Manager
Date: 08/27/2019
Signature: _____

ECWA REPRESENTATIVE

Name: _____
Title: _____
Date: _____
Signature: _____

SOW Prepared by: Mark Sparling

Prepared For:

Jeffrey Schlierf
Erie County Water
Authority
295 Main St, Rm 350

**Quotation**

Quote Date: 9/10/2019

Quote #: FLTQ13971-G

Prepared By: briano

Cisco UCM Phone and Contact Center System Replacement Project

Item / Part #	Description	Qty	Price	Ext. Price
Cisco A-La-Cart server w/3 Yr Maintenance				
UCSC-C220-M5SX	UCS C220 M5 SFF 10 HD w/o CPU, mem, HD, PCIe, PSU	2	\$1,655.60	\$3,311.20
CON-3SNTP-C220M5SX	3YR SNTC 24X7X4 UCS C220 M5 SFF 10 HD w/o CPU, mem, H	2	\$1,453.54	\$2,907.08
UCS-MR-X16G1RS-H	16GB DDR4-2666-MHz RDIMM/PC4-21300/single rank/x4/1..	12	\$403.60	\$4,843.20
UCS-HD300G15K12N	300GB 12G SAS 15K RPM SFF HDD	16	\$494.00	\$7,904.00
UCSC-MLOM-IRJ45	Intel i350 quad-port MLOM NIC	2	\$281.81	\$563.62
CIMC-LATEST	IMC SW (Recommended) latest release for C-Series Servers.	2	\$0.00	\$0.00
UCSC-PSU1-770W	Cisco UCS 770W AC Power Supply for Rack Server	4	\$307.56	\$1,230.24
CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America	4	\$0.00	\$0.00
UCSC-RAILB-M4	Ball Bearing Rail Kit for C220 & C240 M4 & M5 rack servers	2	\$96.80	\$193.60
UCSC-SW-C220M5-P01	Performance Optimized setting for C220 M5 servers	2	\$0.00	\$0.00
UCS-SID-INFR-OI	Other Infrastructure	2	\$0.00	\$0.00
UCS-SID-WKL-OW	Other Workload	2	\$0.00	\$0.00
UCSC-HS-C220M5	Heat sink for UCS C220 M5 rack servers 150W CPUs & below	4	\$0.00	\$0.00
UCSC-BBLKD-S2	UCS C-Series M5 SFF drive blanking panel	4	\$0.00	\$0.00
CBL-SC-MR12GM52	Super Cap cable for UCSC-RAID-M5 on C240 M5 Servers	2	\$0.00	\$0.00
UCSC-SCAP-M5	Super Cap for UCSC-RAID-M5, UCSC-MRAID1GB-KIT	2	\$0.00	\$0.00
UCS-CPU-4114	2.2 GHz 4114/85W 10C/13.75MB Cache/DDR4 2400MHz	4	\$1,040.00	\$4,160.00
UCSC-RAID-M5	Cisco 12G Modular RAID controller with 2GB cache	2	\$862.40	\$1,724.80
SubTotal				\$26,837.74
Cisco UCM Applications running on Cisco Services				
3 Yr Term				
A-FLEX	Collaboration Flex Plan	1	0	0
SVS-SPK-SUPT-BAS	Basic Support for Cisco Spark	1	0	0
A-FLEX-FILESTG-ENT	File Storage Entitlement	6000	0	0
A-FLEX-DEVREG-ENT	Cloud Device Registration Entitlement (Qty300 Included)	300	0	0
A-FLEX-MSG-ENT	Messaging Entitlement	300	0	0
A-FLEX-SME-11X	Session Manager v11 (1)	100	0	0
A-FLEX-CUE-VM	Unity Express with VoiceMail (1)	25	0	0
A-FLEX-SRST-EP	SRST Endpoints (1)	1	0	0
A-FLEX-EXP-GW	Enable GW Feature (H323-SIP) (1)	4	0	0
A-FLEX-EXP-E	Enable Expressway-E Feature Set (1)	2	0	0
A-FLEX-EXP-TURN	1800 TURN Relay Option (1)	2	0	0
A-FLEX-EXP-AN	Enable Advanced Networking Option (1)	2	0	0
A-FLEX-EXP-SERIES	Enable Expressway Series Feature Set (1)	4	0	0
A-FLEX-EXP-DESK	Expressway Deskphone Registration (1)	350	0	0
A-FLEX-EXP-ROOM	Expressway Room Registration (1)	2	0	0
A-FLEX-CUCILYNC	CUCILYNC (1)	30	0	0
A-FLEX-JABBER	Jabber (1)	125	0	0
A-FLEX-P-PLMENC-K9	Unified Communications Manager Encryption License (1)	1	0	0
A-FLEX-EXP-RMS	Expressway Rich Media Session (1)	13	0	0
A-FLEX-P-UCM-11X	Unified Communications Manager v11 License (Qty300 Includ	300	0	0
A-FLEX-P-TPRM-11X	Telepresence Room v11 License (Qty3 Included)	3	0	0
A-FLEX-P-ESS-11X	Essential v11 License (Qty25 Included)	25	0	0
A-FLEX-P-UCXN-11X	Unity Connection v11 License (Qty300 Included)	300	0	0
A-FLEX-P-ER-11X	Emergency Responder v11 License (Qty300 Included)	300	0	0
A-FLEX-P-COMMON11X	Common Area v11 License (Qty50 Included)	50	0	0
A-FLEX-UCM-PAK	UCM Product Authorization Key (1)	1	0	0
A-FLEX-EXP-PAK	Expressway Product Authorization Key (1)	1	0	0
A-FLEX-EXP-KEY	Expressway Release Key (1)	4	0	0
A-FLEX-SW-11X-K9	On-Premises & Partner Hosted Calling SW Bundle v11 (1)	1	0	0
A-FLEX-ER-11X-K9	Emergency Responder SW Bundle v11 (1)	1	0	0
A-FLEX-CME	Communications Manager Express (1)	25	0	0

A-FLEX-A-AC-11X	Attendant Console Advanced Version 11 (Qty3 Included)	3	0	0
A-FLEX-EA-PRO-PK	EA Pro Pack for Cisco Webex Control Hub (1)	250	0	0
A-FLEX-EAPLI	EntW On-Premises Calling Tier 1 (Qty250 Users)	250	\$300.00	\$75,000.00
A-FLEX-NUCM-EE-EAI	NU Cloud Meetings - Mtgs Suite purchased w EntW Calling (1	25	\$800.00	\$20,000.00
	SubTotal			\$95,000.00

Cisco Unified Attendant Consoles (Included in FLEX)
ECWA is providing Windows Server License and VM

Contact Center FLEX 3yr Term

(Qty25 UCCX Premium Agent Licensing 3yr Term)

A-FLEX-PJXPC	Flex CC On-Premises UCCX Premium Concurrent Agent - 5 User	5	\$1,800.00	\$9,000.00
A-FLEX-PJXSC	Flex CC On-Premises UCCX Standard Concurrent Agent - 20 User	20	\$1,375.00	\$27,500.00
	SubTotal			\$36,500.00

Contact Center HA License (Included in FLEX now)

Cisco Call Recording 3 Yr Term

CCX-11-ADD-K9	CCX 11.0 Add-on Licenses	1	0	\$0.00
CON-3ECMU-CCX11ADD	SWSS UPGR 3YR DISTI CCX 11.0 Add-on Lice	1	0	\$0.00
CCX-11-CR-LIC	CCX 11.0 Call Recording Seat Qty 1 LICENSE ONLY	25	\$162.50	\$4,062.50
CCX-11-PAK	CCX 11 autoexpanded PAK	1	0	\$0.00
CON-3ECMU-CCCR1LIC	SWSS UPGR 3YR DISTI CCX 11.0 Call Recording Seat Qty	25	\$140.00	\$3,500.00
	SubTotal			\$7,562.50

Recurring SmartNet Support

Voice Gateway

CON-3SNT-ISR4321V	3YR SNTC 24X7X4 Cisco ISR 4321 Bundle, w/UC License, CUB	2	\$1,641.50	\$3,283.00
	Analog Gateway			\$0.00
CON-3SNT-VG310ICV	3YR SNTC 8X5XNBD Cisco VG310 - Modular 24 FXS Port Voice	1	\$1,197.00	\$1,197.00
CON-3SNT-VG204XM	3YR SNTC 8X5XNBD Cisco VG204 Analog V	3	\$268.32	\$804.96
CON-3SNT-VG202XM	3YR SNTC 8X5XNBD Cisco VG202XM Analog	2	\$165.12	\$330.24
	SubTotal			\$5,615.20

Cisco Phones

Powered PoE not including SmartNet Support

CP-7841-K9=	Cisco UC Phone 7841	0	\$182.50	\$0.00
CP-7800-WMK=	Spare Wallmount Kit for Cisco UC Phone 7800 Series	0	\$43.50	\$0.00
CP-8832-K9	Cisco 8832 in Charcoal with accessories for North America	2	\$797.50	\$1,595.00
CP-8832-POE	Cisco IP Conference Phone 8832 PoE Accessories for Worldwide	2	\$62.50	\$125.00
CP-8832-MIC-WIRED=	Cisco 8832 Wired Microphones Kit for Worldwide	2	\$225.00	\$450.00
CP-8861-K9=	Cisco IP Phone 8861	0	\$357.50	\$0.00
CP-HS-WL-561-S-US=	561 Wireless Single Headset, Standard Base Station US,CA	20	\$194.00	\$3,880.00
CP-8841-K9=	Cisco IP Phone 8841	0	\$257.50	\$0.00
CP-HS-W-531-RJ=	Headset 531 Wired Single + QD RJ Headset Cable	0	\$122.50	\$0.00
CP-8845-K9=	Cisco IP Phone 8845 - Video Phone	210	\$235.00	\$49,350.00
CP-8800-VIDEO-WMK=	Cisco 8800 Wall Mounts	30	\$49.00	\$1,470.00
CP-8865-K9=	Cisco IP Phone 8865	40	\$357.00	\$14,280.00
CP-8800-V-KEM=	SideCars - 28 Button	12	\$282.50	\$3,390.00
CP-PWR-CUBE-4	Power Cube	40	\$39.00	\$1,560.00
CP-PWR-CORD-NA=	Power Cord	40	\$5.00	\$200.00
	SubTotal			\$76,300.00

Video Endpoints

CP-DX80-K9=	Cisco Webex DX80	2	\$1,995.00	\$3,990.00
CON-3SNT-CPDX80KG	3YR SNTC 8X5XNBD Cisco DX80	2	\$966.13	\$1,932.26
				\$5,922.26

Video Room Kit

CS-KITPLUS-K9	Room Kit Plus w/Codec Plus, Quad Camera and Touch 10.	3	\$8,234.00	\$24,702.00
CON-SNT-CSKITPLU	3 Yr SNTC-8X5XNBD Room Kit Plus w/Codec Plus, Quad Came	3	\$3,574.42	\$10,723.26
PWR-CORD-USA-B	Power Cord for United States of America 2m 10A	6	\$0.00	\$0.00
CS-KITPLUS-WMK	Wall Mount Kit for Codec Plus	3	\$199.00	\$597.00
CS-QUADCAM+	Cisco Quad Camera	3	\$0.00	\$0.00
PSU-12VDC-70W-GR+	Powersupply - AC/DC, 12V, 6.25A, grey	6	\$0.00	\$0.00
BRKT-QCAM-WMK-	Wall mounting bracket for Quad Camera	3	\$0.00	\$0.00
CS-TOUCH10+	Cisco Touch10 controller for collaboration endpoints	3	\$0.00	\$0.00
CAB-DV10-8M+	Network cable (ethernet) 8 meter	3	\$0.00	\$0.00
CS-CODEC-PLUS+	Spark Room Kit Codec Plus for Auto Expand	3	\$0.00	\$0.00
CTS-MIC-TABL20=	Table Microphone (Cable length: 7.4 meters)	0	\$310.00	\$0.00
CAB-MIC20-EXT=	Extension Cable for Microphone (Cable length: 10 meters)	0	\$20.00	\$0.00
				\$36,022.26

Mini Video Room Kit

CS-KIT-MINI-K9	Room Kit Mini with microphone array, speakers and Touch 10	1	2775	\$2,775.00
CON-ECDN-CSKITMIN	3 Yr ESS WITH 8X5XNBD Room Kit Mini with microphone arra	1	665.28	\$665.28
PWR-CORD-USA-B	Power Cord for United States of America 2m 10A	2	0	\$0.00
CS-KIT-MINI-SMK	Screen Mount Kit for the Room Kit Mini	1	90	\$90.00
CAB-2HDMI-1.5M-GR-	1.5m GREY HDMI 2.0	1	0	\$0.00
CS-KIT-MINI-WMK-	Wall Mount for Cisco Room Kit Mini (Default with Mini)	1	0	\$0.00
CAB-ETH-5M-GR-	CAB (16,4 feet / 5m) GREY ETHERNET	1	0	\$0.00
PSU-12VDC-70W-GR-	Powersupply - AC/DC, 12V, 6.25A, grey	2	0	\$0.00
CAB-DV10-8M+	Network cable (ethernet) 8 meter	1	0	\$0.00
CS-TOUCH10+	Cisco Touch10 controller for collaboration endpoints	1	0	\$0.00
				\$3,530.28

Voice Gateways for Main St & Union Rd

SIP Trunk at each location, cables connecting gateways to network provided by ECWA

ISR4321-V/K9	Cisco ISR 4321 Bundle, w/UC License, CUBE-10	2	\$2,063.40	\$4,126.80
FL-CUBEE-25	CUBE - 25 Standard Trunk Session License	2	\$2,006.50	\$4,013.00
FL-CUBEE-5	CUBE - 5 Standard Trunk Session License	2	\$502.25	\$1,004.50
NIM-2FXS/4FXOP	2-Port FXS/FXS-E/DID and 4-Port FXO Network Interface Module	2	\$840.00	\$1,680.00
SubTotal				\$10,824.30

Analog Gateways

Union: Qty1 VG310 | Ellicott: Qty3 VG204XM | VanDeWater: Qty1 VG202XM | Sturgeon Point: Qty1 VG202XM

VG310	Modular 24 FXS Port VoIP Gateway with PVD3-64	1	\$3,578.60	\$3,578.60
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	1	\$0.00	\$0.00
VG204XM	Cisco VG204XM Analog Voice Gateway	3	\$863.50	\$2,590.50
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	3	\$0.00	\$0.00
VG202XM	Cisco VG202XM Analog Voice Gateway	2	\$530.00	\$1,060.00
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	2	\$0.00	\$0.00
SubTotal				\$7,229.10

TRN-CLC-000	Learning Credits for Education Training 10 Training credit. Expires in 1 yr. Team Captain required	14	\$500.00	\$7,000.00
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Professional Services - Contact Center UCCX - Cisco NYS #20800 Lot 4 Installation and Implementation Services

PS-SNY-ENC	Enterprise Network Consultant I	0	\$165.00	\$0.00
PS-SNY-ENC-II	Enterprise Network Consultant II	60	\$185.00	\$11,100.00
PS-SNY-PM	Project Manager	35	\$125.00	\$4,375.00
PS-SNY-NE	Network Engineer	90	\$135.00	\$12,150.00

PS-SNY-SNE	Senior Network Engineer	132	\$150.00	\$19,800.00
PROSERVE	Labor Breakdown: Please refer to the attach document			\$47,425.00

Professional Services - CUCM/CUC/IM&P Expressway and Hardware - Cisco NYS #20800 Lot 4 Installation and Implementation Services

PS-SNY-ENC	Enterprise Network Consultant I	70	\$165.00	\$11,550.00
PS-SNY-ENC-II	Enterprise Network Consultant II	0	\$185.00	\$0.00
PS-SNY-PM	Project Manager	55	\$125.00	\$6,875.00
PS-SNY-NE	Network Engineer	100	\$135.00	\$13,500.00
PS-SNY-SNE	Senior Network Engineer	155	\$150.00	\$23,250.00

Professional Services -

CUCM/CUC/IM&P/Expressway/Call Recording/Paging and Hardware

PROSERVE				\$55,175.00
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UC Design Labor

Discovery of Avaya System

Perform network discovery for new networks

Create low level design and plan for up to 5 sites.

UCM Server Labor

Provision applications on a 3rd party host, owned by the customer.

Upload VMDKs to data store/configure OVAs/Provision applications.

IP Phones Labor

Perform a user requirements survey for the deployment

Cisco UCM System

Receive phones, record MAC address, and inventory for project.

CUCM Labor

Setup CUCM Publisher server

Setup CUCM Subscriber server

Provision CUCM: configure dial plans, create partitions,

etc...

Provision CUCM subscriber server

Integration to Microsoft AD

CUC Labor

Provision Cisco Unity Connection publisher server

Provision Cisco Unity Connection subscriber server

Configure auto attendant, call handlers, and directory handlers.

Bulk provision voicemail boxes.

Total Quote: \$420,943.64

Cisco NYS Contract #PM20800...