PRESIDIO®

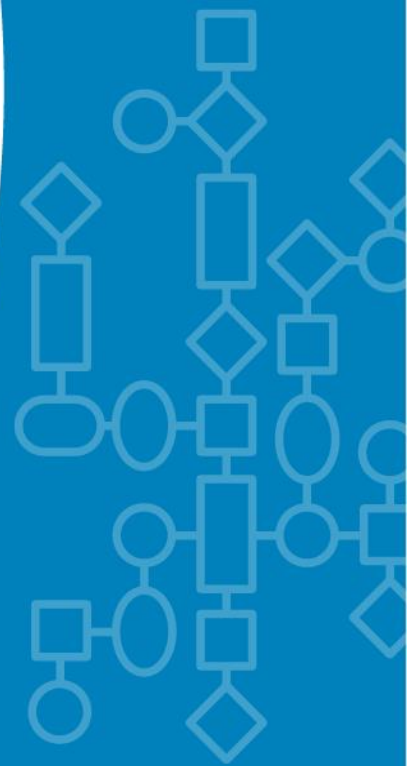## Zoom Phone Deployment
Statement of Work

City of New Haven

Reference: 1003723010757.1

SOW Date: April 30 2024

Valid for: 60 Days

PRESIDIO®

General Information

Client Name:

City of New Haven - New Haven Free Public Library

Contact Name:

Malinda Figueroa

Contact Phone:

203-946-8201

Account Manager:

Vinnie Graziano

Account Manager Email:

vgraziano@presidio.com

Solution Architect:

Gaurav Singhal

Contact Address:

200 Orange Street, Room 301

New Haven CT 06510

Site/Technical Contact Name:

Karina Gonzalez

Contact Phone:

203-946-8131

Contact Address:

133 Elm St.

New Haven CT 06510

1. EXECUTIVE OVERVIEW

1.1. Project Introduction

Presidio is pleased to propose the following solution to City of New Haven ("Client"). This Statement of Work ("SOW") defines the tasks to be performed and the responsibilities of Presidio and Client.

The Professional Services as stated within this SOW are subject to and shall be governed by Presidio's Terms of Service Agreement (https://presidio.com/presidio-terms-of-service-agreement) which are incorporated into and made a part of this SOW by this reference; unless a valid Master Services Agreement ("MSA") between the parties, if any, for professional services has been executed and is in force at the time any SOW is executed; in which case the terms of the Master Services Agreement shall govern to the extent that they are inconsistent with this SOW.

Presidio has been engaged to implement a new Zoom Phone system for the client.

1.2. Solution and Approach Overview

Presidio will cover the following tasks for the client as part of this:1) Overall project management 2) Kickoff and Planning Meeting 3) Design workshop 4) 1 Day of training along with training documents 5) Remote backend (Zoom phone admin) configuration 6) Remote configuration of 60 users, 36 common area profiles. This will include configuring 96 Poly Edge series or similar devices in Zoom Admin. The client will be handling physical phone deployment. 7) Setup Zoom phone paging 8) Migration - a single migration to cover up to 100 users/devices along with DID porting to Zoom. 9) 8 hours of first day in service support. 10) Knowledge transfer and project close-out.

2. STATEMENT OF WORK

2.1. Services Summary

Service Name	Description	Quantity
Setup and Closeout - UC	Project Kickoff and Closeout Meetings for technical resource	1
Zoom Phone Base Deployment	Domain Claiming, User Creation and User Authentication (SSO), Company Info, Single Main Site, 2 Auto Attendants, 2 Call Queues and Discovery/Design	1
Status Meeting 30min Weekly Collaboration	Weekly 30 minute status meeting (per week)	8
Standard User Provisioning	Standard User will Includes up to ten (10) instances of: (Includes Single Line, Voicemail, One (1) physical phone and one (1) Softphone).	6
Common area phone	Provisioning up to 10 Common area device with Hardphone	4
Migration Event, remote	Remote Services for After-Hours collaboration migration or go-live event	1
Migration Event FDIS, remote	Remote support for First Day in Service following collaboration migration or go-live event	1
Knowledge Transfer	Knowledge Transfer Session	1
UC Training	UC Training	1
Documentation Time	Documentation Time for design or as-build creation	1

2.2. Services Detail

Location: City of New Haven

Service Name: Zoom Phone Base Deployment
Activity Scope:

Presidio's professional services will set up and configure Zoom Phone, including the base setup and additional features listed below. Presidio will:

- Configure Domain Claiming and Single-Sign-On (SSO)
- Configure Organization settings
- Configure two (2) Auto Attendants
- Configure two (2) Call Queues
- Provide up to (4 hours) of Discovery/Design

Please refer to the Service Summary Table for additional features and quantities that Presidio will configure.

Included Service Option: Additional site: **Quantity:** 4

Service Name: Standard User Provisioning
Activity Scope:

Presidio's professional services will provision up to ten (10) standard users who will perform the following activites:

- Configure a single line
- Configure a single voicemail account
- Configure hoteling account options
- Configure (1) Physical phone per user
- Configure (1) Softphone per user

Service Name: Common area phone
Activity Scope:

Presidio's professional services will provision up to ten (10) Common Area Physical Phones. Presidio will....

- Configure ten (10) Physical phones
- Configure a single line per phone

Presidio will provide remote engineering services after normal business hours for up to eight (8) hours to assist with Collaboration migration or go-live events.

One (1) day of onsite/remote training covering new phones and Zoom phone application.

3. ENGAGEMENT INFORMATION

3.1. Resources

Presidio approaches project execution from a skills-based perspective. Our Execution Team comprises individuals with specific skill sets that will be utilized at different times during a given project. This allows us to provide a very specialized workforce to the Client and utilize the appropriate resources for the task required. The Project Manager will distribute contact information for the project team personnel.

The following Presidio resources will be engaged in this project:

Resource Name	Practice
Collab Eng	Collaboration
Collab Eng - Sr.	Collaboration
Principal	PPM
Project Manager	PPM

3.2. Locations

All services outlined in this SoW will be performed and delivered remotely unless otherwise specified. Services described in this SoW may be performed or will impact the following locations.

Location	Address	City State ZIP
City of New Haven	133 Elm St.	New Haven, CT 06510

3.3. Training and Knowledge Transfer

Knowledge Transfer sessions provided during the engagement are informal sessions. Our engineers share their knowledge as they work through various tasks related to the project and at the time the tasks are performed. These sessions will be conducted in a manner that does not slow down the pace of work or distract the engineers. They are not dedicated Knowledge Transfer sessions.

If formal or dedicated training sessions are included in the scope, they will be listed in the Services Summary table of this SOW.

3.4. Outcomes and 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).

Client's acceptance of all deliverables described in this agreement and of the completion of the project shall be in writing. Deliverable acceptance shall be in the form of an email or signature (as applicable), and final project acceptance shall be in the "Project Completion Signoff" form provided by the project manager. If acceptance is refused, the Client shall provide, in writing to Presidio, a reason for refusal. Presidio shall address the issue before subsequent work is undertaken.

For any documentation provided, it shall be reviewed and approved by the Client in accordance with the following procedure:

- 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 re-submit the updated version to the client within five (5) business days.
- 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 the Client within five (5) business days, either accepting or requesting changes, then the deliverable material shall be deemed accepted.

<u>Zoom Phone Base Deployment</u>

- Functional Design Document
- Test Plan
- High-Level Architectural Diagram

4. PRESIDIO PROJECT MANAGEMENT (PPM)

4.1. Project Management Scope

Presidio will provide a Project Manager (PM), who will be a 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 timely completion of the scope, schedule, and budget utilizing Presidio's Project Management Method.

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

- Remote kickoff meeting
- Planning and design session facilitation
- Deliverable/milestone tracking (High-Level Plan)
- Resource scheduling and oversight
- Escalation facilitation
- Working calls as required
- Regularly scheduled status meetings
- Agenda, meeting minutes, and risk/issue/action item tracking
- Scope/Budget Management
- Project closeout

4.2. Methodology

Presidio's Engagement Delivery Method incorporates best practices from our extensive experience as Digital System Integrators. The method is prescriptive while being flexible and customized for each client's specific needs based on the specific scope of work. This allows Presidio to right-size the approach to be flexible and efficient while maintaining an appropriate structure and governance to deliver the business outcome effectively.
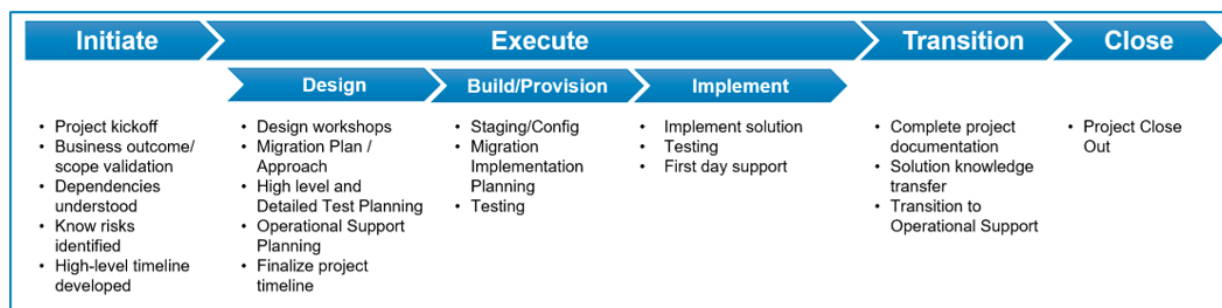
4.3. Escalation Path

Client experience is of the utmost importance to Presidio. If a Client feels the need to escalate an issue or concern at any time, please consider the escalation points and options described below.

Level 1

Account Manager – Client's first point of escalation is always their Account Manager. The AM can facilitate additional escalation if required and coordinate meetings between the required people within Presidio and the Client in order to resolve any issues swiftly.

Project Manager – For projects that include Project Management, the Project Manager is an escalation point for any concerns or questions.

Practice Manager – For technical issues, the Service Delivery team will reach out to the manufacturer's support avenues within one hour of identifying an issue. If an additional technical escalation is warranted, the Presidio Practice Manager will be contacted after that time.

Level 2

Program and Project Management (PPM) Team Lead – If Client is not satisfied with the response from the Level 1 escalation, the PPM Team Lead would be the next level of escalation for any and all issues associated with the project scope and would own the management of the issue to resolution including technical and non-technical related concerns.

Service Delivery Director – For technical issues specifically, if the issue is not resolved within an hour, the Service Delivery Director will be contacted for additional escalation and action.

For technical issues escalated by the Delivery Team, the Service Delivery Director will:

- Contact and speak with the Client via phone to explain the status.
- Develop a plan of action.
- Communicate the plan of action status and completion to Client.
- Contact the Operations team, as required, to request additional resources, as required, in order to execute the plan of action.

Level 3

Program and Project Management Services (PPM) Director – for projects that include Project Management, the PPM Director is the third escalation point for any technical or non-technical concerns or questions.

Services Vice President – if the issue or concern cannot be addressed or resolved within Level 1 or Level 2 of the escalation process, the issue will be raised to the executive level for visibility and resolution.

4.4. Project Change Request Process

Any Items that are determined to be outside of this Scope of Work and deliverables defined must be submitted with a Project Change Request Form. No work outside of this Scope of Work will be undertaken without written approval and processing of a Project Change Request.

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 scope, schedule, or budget.

The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

Modifications in project scope including, but not limited to, the following will require a Project Change Request:

- Client-requested changes in outcome, approach, features, or capabilities.
- Additional required tasks discovered through the planning and design review but not mentioned in this SOW or changes to the design after the signoff of the design phase and/or during the implementation phase.
- Upgrade, modification, or repair of equipment or applications to effectively deploy this scope.
- Changes required to existing infrastructure components, not called out in this Statement of Work, including patching and/or reconfiguration.
- Remedial work to resolve issues that existed before the installation (bad cables, lost passwords, third-party solutions, and so forth).
- Defective equipment provided by the Client and integrated into the solution requiring additional diagnostic troubleshooting and/or remediation.
- Troubleshooting issues due to Client changes to configurations made "after" releasing the system or "after" a specific milestone completion in a multi-site phased deployment.
- Delays due to issues relating to site preparation that result in delays to the project.
- Delays in responding to scheduling requests, acceptance requests, and requests for information.
- Insufficient notice of a schedule change. If 24-hour notice is not provided, charges may be applied.

4.5. Technical Support after Completion

For non-critical support, including system expansion options, assessments, audits, and related services, or services that are not covered by a support contract with Presidio or another vendor, Presidio offers a variety of options, including Fixed Fee, Hourly Rate, or Daily Rate options. Pricing for these services is not included in this Statement of Work.

Managed Services Clients

Technical support for the solution implemented within the scope of this SOW can be obtained by:

- calling 800-494-0118
- sending an email to presidio@service-now.com

Non-Managed Services Clients

Vendor's (such as Cisco or EMC) Support Center or Technical Assistance Center (TAC) is the vehicle for all support.

These Vendor Support Centers provide 7x24 support on all hardware and software, including replacement parts, software patches and updates, and configuration assistance.

5. PRACTICE SPECIFIC DETAILS

5.1. Collaboration Services

For Projects related to IP Telephony. PLEASE READ CAREFULLY. IT IS CLIENT'S RESPONSIBILITY TO UNDERSTAND ITS OBLIGATIONS TO ENABLE E911 SERVICE.

- **E911 SERVICE.** Under rules adopted by the Federal Communications Commission as well as pursuant to various state laws, certain multi-line telephone systems ("system") must enable e911 service by permitting callers to dial 911 and by providing certain information about the caller's location to emergency responders (collectively, "the e911 rules"). Client acknowledges and agrees that the sale, installation, and/or operation of the system by Presidio are functions performed by Presidio under the control and direction of the Client. Client further acknowledges and agrees that it controls and oversees the implementation of the system after installation and that it is responsible for compliance with the e911 rules.

- **E911 CHARACTERISTICS.** Client acknowledges that the system has certain characteristics that distinguish it from traditional, legacy, circuit-switched services. These characteristics may make the system unsuitable for some clients. Client should carefully evaluate their own circumstances when deciding whether to rely solely upon the system to enable e911 service. Client acknowledges that it is Client's responsibility to determine the technology or combination of technologies best suited to meet client's emergency calling needs and to make the necessary provisions for access to e911 service (such as maintaining a conventional landline phone or wireless phone as a backup means of completing emergency calls).

- **E911 LIMITATION OF LIABILITY**. Client acknowledges and agrees that Presidio will have no liability whatsoever in the event that: (a) client or any other caller using the system is unable to place or complete a call to 911 or access e911 service; (b) emergency responders do not respond, or do not respond to the location at which the system, client, or caller is physically present or require emergency services; or (c) client fails to comply with the e911 rules. Under no circumstances whatsoever will Presidio have any liability associated with e911 service, including, and without limitation, in the event of: (a) loss of electrical power; (b) loss of internet connectivity; (c) defective or misconfigured client premises equipment; (d) network congestion; (e) delays associated with the delivery of caller location information; (f) restrictions created by non-voice equipment; (g) relocated equipment, including outside of the united states; (h) the simultaneous use of one line with multiple pieces of equipment; (i) failure of emergency response centers to answer a 911 call; (j) failures of any third parties that are responsible for routing 911 calls; (k) the use of non-native telephone numbers; or (l) any force majeure event. Client acknowledges and agrees that the limitation of Presidio's liability is a material term to this agreement, that it would not otherwise enter into this agreement without this limitation, and that client agrees that these limitations are reasonable.

- **E911 INDEMNITY**. Client agrees to defend, indemnify, and hold harmless Presidio, its officers, directors, employees, affiliates, and agents from any and all claims, losses, damages, fines, penalties, costs, and expenses (including, without limitation, reasonable attorneys' fees) by, or on behalf of, client or any third party or any caller using the system relating to e911 service, including, and without limitation, the inability of a caller to place or complete a 911 call or the failure of client to deliver client location information as required by the e911 rules.

6. ASSUMPTIONS & RESPONSIBILITIES

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

6.1. Engagement Assumptions

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

- Client has read and agrees with all Items contained or omitted within this Statement of Work.

- This SOW supersedes all prior written or oral agreements, representations, and understandings related to the subject matter hereof. Any purchase order submitted pursuant to this SOW shall be subject to the terms herein and shall not be subject to any new or different terms, including pre-printed terms on such order. All changes to this agreement must be executed in writing and accepted by both parties, as indicated by authorized signature, prior to the execution of work.

- Presidio will hold no responsibility for any changes made "after" releasing the system to the Client. Presidio expressly disclaims any liability for non-performance or the delivery of poor quality of services resulting from errors or omissions in information provided to Presidio by Client, whether Presidio knew or should have known of any such errors or omissions, or whether Presidio was responsible for or participated in gathering of such information. Significant delays, revisits, or cancelled changes outside of Presidio's control may necessitate a change order to account for rescheduling.

- Working Hours: Presidio and Client will jointly agree on the location of the resources, onsite requirements, and what time the services will be provided. By default:
  o Services delivered by resources working in North America and Europe will be provided from 8 AM to 5 PM, relative to the local time zone of the assigned resources, Monday through Friday, excluding standard Presidio holidays specific to the resources' location.
  o Services delivered by resources working in India will be provided from 11 AM to 8 PM IST, Monday through Friday, excluding standard Presidio holidays specific to the resources' location.
  o Resources may work hours other than those defined as normal business hours to accommodate their travel schedules and time zones.

- 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.

- 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.

- Presidio will not be held responsible for troubleshooting networks, applications, and/or hardware if Client has no formal change management documented processes and policies.

- Presidio may engage subcontractors and third parties in performing a portion of this work.

- Presidio will not make changes to the configuration of any network equipment after it has been installed and tested.

- Some activities included in this project may be performed on Presidio's premises.

- Not all features or functions of the installed system are included in the scope of this engagement.

- Presidio reserves the right to modify the approach outlined within this SOW if it does not alter the timeline or overall outcome of the engagement.

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

- Any documentation will be delivered in Presidio format unless otherwise stated in this SOW.

- Project success criteria will be defined by the Client and jointly agreed to with Presidio.

- Client staff will participate throughout the implementation.

6.2. Client Responsibilities

The following Items are listed as the Client's responsibilities 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.

- Provide a primary contact and a secondary contact when the primary is unavailable 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. Without a single Client point of contact, a Project Change Request may be required for the additional effort by Presidio.

- Be responsible for having in place active manufacturer support contracts on all devices that are the subject of this SOW.

- If on-site services are required and authorized, Client will:
  o Provide all required physical access to Client's facility (identification badge, escort, parking decal, etc.), as required by Client's policies.
  o Validate the site readiness prior to the dispatch of Presidio personnel to perform the services being contracted.

- If system access is required:
  - o Provide all required functional access (passwords, IP address information, etc.), as required for Presidio to complete the tasks.
  - o Provide high-speed access to the Internet for verification of device support requirements and for software downloads.
  - o Provide VPN remote access for troubleshooting and configurations related to the project, as necessary. Utilizing Webex, Microsoft Teams, or other similar screen sharing/meeting technology as opposed to independent VPN access or virtual desktop is out of scope. If there is no other option, Presidio will issue a Change Request to add additional funds to the project to accommodate the increase in time and effort.
- Provide required and requested documentation or information needed for the project within two (2) business days unless otherwise agreed to by all parties.
- Provide Presidio with access to their systems, appropriate processes, and personnel as reasonably necessary for Presidio to fulfill its obligations.
- Where appropriate, knowledgeable resources will be made available for functional questions and making business decisions. It is also expected that Client staff will participate throughout the implementation.
- Participate in all working sessions as required to ensure the success and efficacy of the services rendered.

The Client will be responsible for:

- Ensuring that Presidio Engineer(s) has the appropriate access required to complete the project successfully.
- Managing any third-party vendors\service providers unless otherwise specified.
- On-site activities including rack and stack, testing, phone deployment, etc. unless otherwise specified.
- Procuring the appropriate licensing required to complete the project successfully.
- The design, configuration and/or troubleshooting of the LAN/WAN unless otherwise stated in this SOW.

- Presidio professional services will not be responsible for unboxing and deployment of the phones at the sites unless otherwise stated in this statement of work as a scope and a deliverable for Presidio field services.

- Presidio professional services will not be responsible for unboxing and deployment of the phones at the sites unless otherwise stated in this statement of work as a scope and a deliverable for Presidio field services.

7. PRICING

Presidio is providing a Fixed Fee Price as part of this Statement of Work. The total amount of the Fixed Fee Services are **$33,281.20**.

The estimated term of this engagement is 2 months. Presidio will invoice Client every month in the amount of **$16,640.60**. If the project exceeds the estimated term stated here, Presidio will invoice up to 90% of the total amount, with the balance to be invoiced upon completion of the project.

If Client delays the project start or delays work on a subsequent milestone, Client must give Presidio written notice of delay no less than two weeks before work was scheduled to begin. If the Client does not give adequate notice of the delay, Client may be liable to pay an amount equal to the milestone to be delayed based on the Project Pricing section below.

If Client pauses work during the achievement of a milestone, Client will be liable for paying a prorated fee for services rendered against the milestone. Presidio will immediately bill the Client an amount equal to the services rendered against the milestone.

A pause or delay in the project may result in temporarily or indefinitely losing allocated resources, depending on resource availability when work resumes.

7.1. Additional 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.

8. APPROVAL SIGNOFF

The use of signatures on this Statement of Work ensures agreement on project objectives and the work to be performed by Presidio.

Presidio's 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 60 days from the date that this Statement of Work is provided by Presidio to Client unless otherwise agreed to by both parties.

City of New Haven

_____

Signature   Date

_____

Printed Name

Presidio

_____

Signature   Date

_____

Printed Name & Title