

Avaya IP Office Unified Communication Solution

Scope of Work

Prepared for: City of Seabrook

Presented on: 6/6/2022

Version 2.0

Quote Number DVXQ23717-01



Contract Number: DIR-TSO-4249

DataVox Texas DIR Vendor Number: 176-025-1479-000

The DataVox logo consists of a red, stylized arch above the word "DataVox" in a bold, white, italicized, sans-serif font. The logo is set against a black background that transitions into a red background on the right side of the page.

DataVox

City of Seabrook Avaya IP Office Unified Communication Solution SOW

Revision History

Revision	Date	Name	Description of Change
1.0	6/6/2022	George Scullane	Initial draft
2.0	6/21/2022	George Scullane	Includes the addition of the J100 Wireless Module to provide Bluetooth headset support for Avaya desk phones.

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Acceptance of Scope of Work

The use of signatures on this Scope of Work is to ensure agreement by City of Seabrook on project objectives and the work to be performed by DataVox.

Parties to Agreement

This Scope of Work (SOW) is made and entered into between DataVox, Inc., 6650 West Sam Houston Parkway South, Houston, Texas 77072 ("DataVox") and City of Seabrook, 1700 1st Street, Seabrook, Texas 77586 ("Customer"), as of the date listed on the title page of this document.

Terms

When (but only when) signed by Customer and an authorized representative of DataVox this shall be a binding, legal contract.

The prices, specifications, and conditions in this SOW are satisfactory, and are hereby accepted in their entirety. Customer hereby agrees to purchase the Equipment and authorizes DataVox to do the work, and provide the materials specified, and payment will be made as outlined in the Payment section of this document. The price quoted in this SOW is based upon the Equipment included in the attached Bill of Material. Any changes in the Equipment or installation may result in a change in the price. Any such change must be in writing and signed by all parties.

DataVox reserves the right to modify payment terms at any time based on a review of the Customer's credit.

THIS AGREEMENT, WHEN SIGNED BY BOTH PARTIES (BELOW), SHALL BE GOVERNED BY THE TERMS AND CONDITIONS SPECIFIED IN SECTION 9.0 . THERE ARE NO OTHER AGREEMENTS, OR WARRANTIES, ORAL OR WRITTEN, EXCEPT AS EXPRESSLY STATED IN THIS DOCUMENT. THIS SOW CANNOT BE MODIFIED EXCEPT IN WRITING AND SIGNED BY BOTH PARTIES.

Customer acknowledges having read and understood all the terms and conditions specified in this SOW and acknowledges receipt of a complete executed copy of this SOW. Customer understands and agrees that this SOW and all of the terms and conditions hereof shall be a binding, enforceable contract when signed by Customer and by an authorized representative of DataVox.



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Approval Signatures

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

DataVox, Inc.

City of Seabrook

By: _____
(Signature)

By: _____
(Signature)

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

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1.0 Executive Summary

This Scope of Work (SOW) defines the Avaya IP Office Unified Communication Solution services that DataVox will provide City of Seabrook. The document also describes the DataVox project management services, project deliverables, and pricing for these services.

For a detailed description of the services that DataVox is providing, see **Section 2.0**. Services will be provided at the following locations:

Location	Address
City of Seabrook	1700 First Street. Seabrook, TX 77586

1.1 Primary Project Contacts

The table lists the primary DataVox and City of Seabrook contacts for this project.

DataVox		City of Seabrook	
Name/Role	Contact Information	Name/Role	Contact Information
George Scullane Account Manager	713-881-7128 georges@datavox.net	George Szakacs IT Director	281-291-5738 georges@seabrooktx.gov

1.2 Key Features of IP Office Communication Solution

This section describes some of the more popular IP Office Communication Solution features.

Mobility

- Allows a primary extension and a secondary number (extension or external) to operate together as a single telephone, when a call is presented to the primary phone the secondary will ring. If the primary telephone does not ring, for example in Do Not Disturb, the secondary phone will not ring.

Example: A salesperson who has a desk extension but is often out of the office can give out their office phone number to clients and when that number rings their mobile/cell phone will also ring.

IMPORTANT: Requires PRI or SIP trunks.

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- **Mobile/Cell Phone Call Control:** This allows a user who has answered a Mobility call on their mobile phone to dial a DTMF sequence ** (star-star) to put the call on hold and receive IP Office system dial tone. The user will then be able to perform supervised and un-supervised transfers, shuttle (switch between held calls), and conference (Conference add and transfer to a meet-me conference).
- The users can place a call from their cell phone, through a “backdoor line” to an outside party and the CID will appear as if they are calling from the office. The caller will only see the Caller ID of your company

Note: iPhone and Droid users can download a free app so that this process can be done for them through their cell phone.

Conference Calling: Supports 64 Party Ad Hoc Conference Calling

Hot Desking: Can be programmed on the phones used by multiple users. A button can be programmed for the user to easily log in so that their extension number is activated. All their features will be enabled at that time.

Coaching/Silent Intrusion/Whisper Page: Enables users on a call to ‘intrude’ and listen depending on the configuration of the end users (for example: Whether Coaching Intrusion or Whisper Page is used. Intrusion can be done for internal calls or with external calls)

Call Screening: When an incoming call arrives at your phone and is then directed to and answered by the voice mail system, you automatically hear the caller on your phone speaker, the caller cannot hear you. You can decide whether to answer the call or drop from the call and let the voice mail system continue to handle the call.

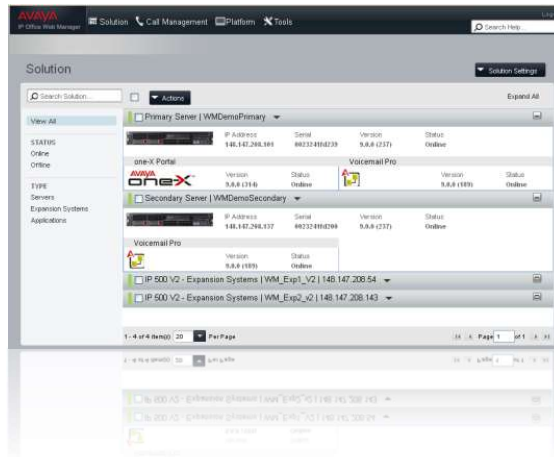
Dialing out of Outlook: IP Office provides a TAPI CTI Application for dialing out of contacts in Outlook.

IMPORTANT:

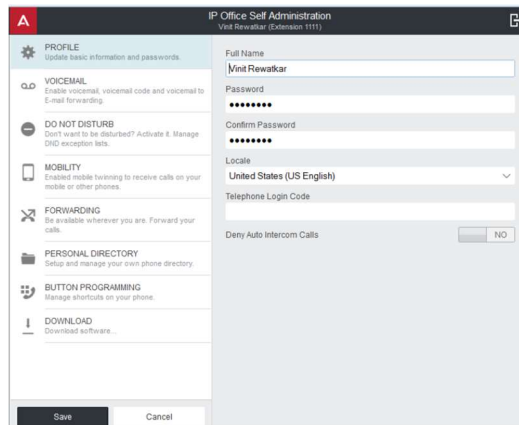
- The TAPI client must be installed on each client PC that wants to use this feature.
- DataVox will install the TAPI client on two PC’s and provide instructions to the Customer so they can install the client on other PC’s

IP Office Web Manager is a browser-based management tool designed to simplify the installation and maintenance process by providing an intuitive and user-friendly management tool that runs on most standard browsers. The IP Office Web Manager eliminates the need to have windows operating system as it can run on any device that supports standard browsers.

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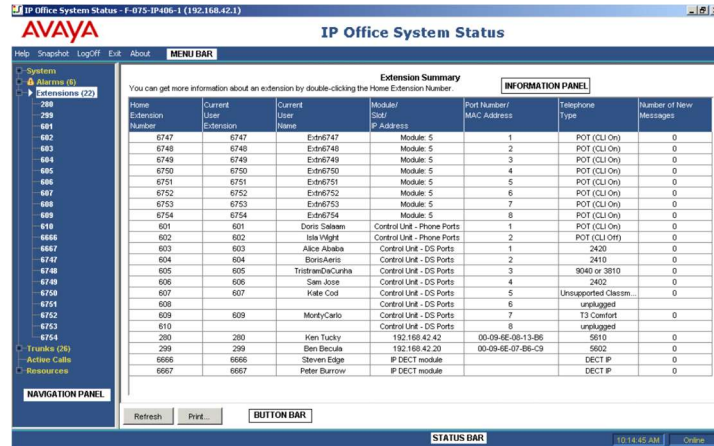


Web Manager End User Self-Administration: End users can access the Web Manager End User Self Administration portal to manage their own personal configuration parameters. System administrators can control access to self-administration for all or selected users, as well as being able to specify which attributes are available through the self-administration portal. Access is from the IP Office landing page or through a direct URL that can be provided to the end users.



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System Status Application (SSA): SSA is a diagnostic tool for system managers and administrators to monitor and check the status of IP Office systems locally or remotely. SSA shows both the current state of an IP Office system and details of any problems that have occurred.



Home Extension Number	Current User Extension	Current User Name	Module/Slot/IP Address	Port Number/MAC Address	Telephone Type	Number of New Messages
6747	6747	Eth6747	Module 5	1	POT (CU On)	0
6748	6748	Eth6748	Module 5	2	POT (CU On)	0
6749	6749	Eth6749	Module 5	3	POT (CU On)	0
6750	6750	Eth6750	Module 5	4	POT (CU On)	0
6751	6751	Eth6751	Module 5	5	POT (CU On)	0
6752	6752	Eth6752	Module 5	6	POT (CU On)	0
6753	6753	Eth6753	Module 5	7	POT (CU On)	0
6754	6754	Eth6754	Module 5	8	POT (CU On)	0
601	601	Doris Saleem	Control Unit - Phone Ports	1	POT (CU On)	0
602	602	Isha Night	Control Unit - Phone Ports	2	POT (CU On)	0
603	603	Alice Ababa	Control Unit - DS Ports	1	2420	0
604	604	BorisAeris	Control Unit - DS Ports	2	2410	0
605	605	TristramCurran	Control Unit - DS Ports	3	9040 or 3010	0
606	606	Shu Jose	Control Unit - DS Ports	4	2402	0
607	607	Kalle Cod	Control Unit - DS Ports	5	Unsupported Class...	0
608	608		Control Unit - DS Ports	6	unplugged	0
609	609	MartyCarlo	Control Unit - DS Ports	7	T3 Control	0
610	610		Control Unit - DS Ports	8	unplugged	0
280	280	Ken Tucky	192.168.42.42	00-09-6E-08-13-86	5610	0
299	299	Ben Brucula	192.168.42.20	00-09-6E-07-86-C9	5602	0
6666	6666	Steven Edge	IP DECT module		DECT IP	0
6667	6667	Peter Burrow	IP DECT module		DECT IP	0

2.0 In Scope Services

This section describes the services that DataVox will provide the Customer.

2.1 Hardware

This section describes the hardware that DataVox will install and configure.

2.1.1 IP Office

DataVox will install and configure the primary Avaya IP Office appliance which is the core telephony platform and the foundation for Avaya's Unified Communication Solution.



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In addition, DataVox will install the following parts:

Parts	Description	QTY
Digital PRI or SIP Trunks	<ul style="list-style-type: none"> • Supports Caller ID name and number • Provides the end user with a Direct Inward Dial ten-digit phone number (DID) <ul style="list-style-type: none"> • Incoming calls can be routed based on the DID dialed by the caller • Incoming calls can be identified and answered based on the DID dialed by the caller • Outbound Call Caller ID can be displayed as the User's DID or the User's Main Number. This can be programmed on a per user level. 	24
Analog Stations	<p>Analog ports allow analog devices to connect to the phone system. An example of analog devices that may be connected to the phone system are:</p> <ul style="list-style-type: none"> • Overhead Paging • Fax machine sharing the dial tone and or phone system • Conference Room Full Duplex Speaker phone • Fax Finder Desktop Faxing 	8
Analog Loop Start Lines	Analog loop start line ports with support for Caller ID name and number.	4



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2.1.2 IP Phones

DataVox will install and configure the following IP phones:

Phone	Name	Description	QTY
	J179	<ul style="list-style-type: none"> • Multiple line phone with eight red/green line/feature indicators around display • 3.5" (diagonal) color display – 320 x 240 pixels • 4 Context Sensitive Soft Keys. • Recent Call Log • Contact List. • Built in volume boost control in Handset for Hearing Impaired • Mute Key with Mute Alerting6 • Dual 10/100/1000 Ethernet ports to support co-located PC • Supports up to three JBM24/JEM24 Expansion Modules • Power over Ethernet Class 1 (class 2 with JBM24/JEM24) and support for 802.3az 	30

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Phone	Name	Description	QTY
	J159	<ul style="list-style-type: none"> • Multiple line phone with four red/green line/feature indicators around primary display, and another six red/green line indicators for secondary display • 2.8" (diagonal) primary color display – 320 x 240 pixels • 2.3" (diagonal) secondary color display – 160 x 240 pixel • 4 Context Sensitive Soft Keys • Fixed feature buttons for Hold, Transfer, Conference, and Redial • Excellent audio – Handset & Speakerphone. Integrated RJ9 headset port with Electronic Hook Switch (EHS). • Supports optional J100 Wireless Module4 for Wi-Fi® connectivity and/or Bluetooth® wireless headset5 • Recent Call Log • Contact List • Power over Ethernet Class 1 (class 2 with USB and/or Wi-Fi) and support for 802.3az. 	60
	J100 BM24 LCD	<ul style="list-style-type: none"> • Up to 24 Buttons and lamps • Three modules can be simultaneously connected to a phone • Compatible with J169 & J179 phones 	8
		<ul style="list-style-type: none"> • The J100 wireless module is a plug-in circuit board that will allow Bluetooth and/or wireless Ethernet access for J159 and J179 IP phones 	90

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2.2 Software

This section describes the software that DataVox will install and configure.

2.2.1 Avaya IP Office Preferred Edition

For Optimal Responsiveness and Professionalism

Avaya IP Office Preferred Edition enables your business to use communications to establish a competitive edge and increase customer satisfaction with Integrated Voice Response capabilities. For investment protection, the system is expandable as your business grows, easily adapting to changing business needs. Employees can handle dozens of calls simultaneously from a personal computer, preventing customers from waiting on indefinite hold. It is the right choice for any business that wants to use communications to operate more efficiently and effectively.

Features and Benefits Summary

The Avaya IP Office Preferred Edition includes the following features and benefits:

- Collaboration via Integrated Conferencing Capabilities
 - 128-party conference capacity
 - 64 parties on a single conference call
 - Unique PIN codes for additional security
 - Add an optional high-definition video to conference with colleagues
- Extended Personal Greetings
 - Each user can have multiple personalized greetings, customized based on availability
- Sophisticated Voicemail
 - Callers on hold can choose to wait, leave a voice mail message, or transfer to another group
 - A single voicemail can be broadcast to all employees, a specific department, or a single team
 - Users can send notifications and forward and copy voice message to an email inbox
- Customized Automated Attendants
 - Improved customer experience via an unlimited number of automated attendants programmed with multiple menu levels
 - Automated attendants can be customized to play under certain conditions and to certain customers, based on caller identification
 - Set different messages and call routing options based on time of day and day of week criteria
 - Pre-record announcements, emergency instructions, holiday greetings, and promotions
 - Multiple language support allows customers to communicate in their native languages

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- Callers can use the dial by name feature to reach an individual
- Provide callers with valuable information such as wait time, position in queue, and promotions
- Call Monitoring and Recording
 - Define a frequency or percentage of calls to be recorded, or record calls with the push of a button
 - Recordings are delivered to a voicemail box or to an email inbox for later playback
 - Valuable for identifying areas for improving customer interactions

2.3 Project Management

DataVox will assign a business team to the project soon after official award. The project team will include an account manager, project manager, and project coordinator. Additional resources will be incorporated into the core team as required by the project.

The project coordinator will provide the following services:

- Will meet with key individuals to review the necessary programming requirements within the customer prior to installation
- Provide the Customer with a status report of the tasks completed and outstanding
- Will work with the Customer on a testing and go live timeline
- Coordinate, monitor, and manage tasks throughout the project. Adjust as necessary to achieve project goals and schedule

2.4 Project Deliverables

As part of this scope of work, DataVox will provide the Customer with project wrap-up documentation, such as

- Vendor user guides
- Avaya phone training documentation/videos
- DataVox warranty
- DataVox customer care pricing
- Feedback form
- DataVox customer service contact information and escalation process

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2.5 Testing

DataVox will perform the following tests:

- Verify that all phones are working
- Verify the dial tone to make sure that inbound and outbound calls can be made
- Verify that voicemail and auto attendant work as intended

2.6 Training

DataVox will provide the following:

- Remote training on desk phones and voicemail features via videos/documentation
- Provide 2 hours remote knowledge transfer on administrative features of IP Office and Voicemail
- Remote 'Day of Go-Live' Support

3.0 Out of Scope Services

The following services are outside the scope of work:

- ⊗ Procurement and installation of cabling, patch cords, racks, cabinets, and battery backups
- ⊗ Procurement and installation of POE switches
- ⊗ Procurement and installation of server for voicemail (physical or virtual)
- ⊗ Any network consulting services to configure existing network devices outside the network devices provided within this SOW
- ⊗ Manage the process of coordination with the Customer's telecom service provider to order services or make changes to existing services
- ⊗ Uninstalling existing voice or data systems
- ⊗ Uninstalling existing phones
- ⊗ Move furniture to install phones
- ⊗ Training classes not listed in this SOW
- ⊗ Documentation not listed in this SOW

IMPORTANT: Miscellaneous items may be required for completion during project execution which DataVox or the Customer did not foresee (for example, copper or fiber patch cables, power cords, and optics.) If miscellaneous items are required beyond what is included in the Bill of Materials, these items will be provided by the Customer, or the items can be purchased from DataVox following the standard change management process.

Customer has read and understood list of services that are out of scope.

Initials required

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4.0 Baseline Responsibilities

This section provides a general list of DataVox and Customer responsibilities that are common to many services described in **Section 2.0 Description of Services**.

4.1 DataVox Responsibilities

This section lists DataVox responsibilities per this SOW.

- Participate in the project meetings including, but not limited to kickoff, design, and close out.
- Review physical requirements with the Customer (for example, power, space, cooling, and network)
- Receive, inventory, stage, and preconfigure equipment at DataVox prior to deployment

4.2 Customer Responsibilities

This section lists the Customer responsibilities per this SOW.

- Participate in the project meetings including, but not limited to kickoff, design, and close out
- Provides all POE switches
- Provides all cabling, patch cords, racks, cabinets, and battery backups
- Provides Session Border Controller (SBC) if using SIP trunks
- Provides access to the network and available Customer documentation to facilitate the project objectives
- Provides access to the Customers technical team to collect information and answer questions about the current configuration and to define any business requirements that will impact the configuration of the new equipment within this SOW
- Provides any existing IP addressing and configuration standards used in the network
- Provides adequate space, power and cooling based on the recommendations of DataVox
- Provides space for receipt of project equipment at installation sites
- Security of project equipment after it is delivered to the customer's site
- Any necessary asset tagging
- Moves furniture, if required to install equipment
- Allows unrestricted access to DataVox personnel to equipment included in the Bill of Materials as required to configure and troubleshoot until the Customer takes ownership of the systems
- Allows appropriate remote access to equipment listed in the Bill of Materials until the Customer takes ownership of the systems. The remote access methods must allow connectivity for all necessary protocols and ports needed in order for DataVox to program and troubleshoot remotely.

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4.3 Problems with the Customer's Legacy Equipment

Problems that are due to the customer's legacy equipment are the Customer's sole responsibility. If the issue must be resolved by DataVox, any labor and/or materials will be billable unless otherwise stated by DataVox.

4.4 Changes to the Customer's Existing Network Environment

DataVox assumes no responsibility for the configuration of the Customer's existing wired or wireless network environments. DataVox will provide network design recommendations consistent with those used to configure the network devices listed in the Bill of Materials for this SOW. It is the Customer's responsibilities to configure existing network devices using the provided design recommendations.

IMPORTANT: Network consulting services to implement the network design recommendations on existing network devices are available. These services are considered billable and outside the scope of work.

5.0 Completion Criteria

Per scope of work, the services will be considered complete when:

- In scope and optional services detailed in Section 2.0 are completed
- The system testing is completed

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6.0 Avaya IP Office Support Services

The proposed DataVox solution includes Avaya’s IP Office Support Services (IPOSS) for ONE year of coverage. IPOSS is an affordable coverage that provides manufacturer support to maintain and support customer’s IP Office systems and applications. This support maximizes system uptime, optimizes solution performance and protects your investment in Avaya technology.

The base offer for IPOSS includes:

- Remote technical support for hardware and software during your business day (8 hours per day x 5 days per week)
- Software patches and updates
- Major software upgrade licenses

In addition to the base IPOSS offer, DataVox has included Advanced Parts Replacement – 24x7x4 hour delivery for critical components. The parts replacement option reduces the need to stock and maintain spare parts, thereby helping lower your capital expenditures.

IMPORTANT: Voice terminal replacement coverage is not included in the IPOSS offer.

7.0 Payment

This is a fixed price contract based on the criteria and assumptions in this scope of work. Cost excludes shipping and sales tax. The table summarizes cost.

Payment Milestones		Amount
Cash Purchase Terms of Payment		
	40% of project total on deposit	\$ 21,465.89
	50% due upon commencement of installation	\$ 26,832.36
	10% of project total on completion	\$ 5,366.47
	Total Cost	\$ 53,664.72
DataVox Support Services Agreement (SSA) Options		Monthly Cost
<input checked="" type="checkbox"/>	Standard Support Agreement (90 days) (90-day warranty on workmanship. Manufacture warranties still apply. All other labor billable after 90 days)	Included

8.0 Change Management Process

Either DataVox or the Customer may request a change to this SOW by issuing a Change Request in the agreed form. After a Change Request is agreed in writing by DataVox and the Customer, the change will become effective. For the purpose of the Change Request, written agreement can be communicated by email, fax, or electronic signature, provided that it is made clear that both DataVox and the Customer have agreed on the same Change Request document.



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The DataVox Change Request form is available upon request.

9.0 Terms and Conditions

The *DataVox Standard Terms and Conditions* shall govern the execution of this scope of work.

https://www.datavox.net/DataVox_Standard_Terms_and_Conditions.pdf

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Appendix – Bill of Materials

QUANTITY	DESCRIPTION
2	IP OFFICE R10+ VOICEMAIL PRO 2 LIC:CU
8	IP OFFICE R10+ IP500 T1 ADDITIONAL 2CHANNELS LIC:CU
90	IP OFFICE R10+ AVAYA IP ENDPOINT 1 LIC:CU
1	IP OFFICE R11 ESSENTIAL EDITION LIC:DS
1	IP OFFICE R11 PREFERRED VOICEMAIL PRO LIC:DS
5	IP OFFICE ISDN CABLE RJ45/RJ45 3M RED
1	POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA
1	IP OFFICE IP500 EXTENSION CARD PHONE 8
1	IP OFFICE IP500 TRUNK CARD PRIMARY RATE UNIVERSAL SINGLE
1	IP OFFICE IP500 RACK MOUNTING KIT
1	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW
1	IP OFFICE IP500 TRUNK ANALOG 4U V2
1	IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2
60	J159 IP PHONE
30	J179 IP PHONE GLOBAL NO POWER SUPPLY
90	J100 SERIES IP PHONE WIRELESS MODULE
8	J100 EXPANSION MODULE 24
1	IP OFFICE IP500 VERSION 2A CONTROL UNIT
1	IPO REM TECH SUPT 24X7 - HP DL120G7 1YPP
1	IPO REM TECH SUPT 24X7 APR 4HR - IP500 V2 1YPP