

WORK ORDER FORM
PURSUANT TO AN AGREEMENT BETWEEN
THE CITY OF FORT COLLINS

AND

~~GTR~~ #7368 PROFESSIONAL NETWORK
ENGINEERING + IMPLEMENTATION

DATED: 08/05/2014

Work Order Number: OPP-68929

Purchase Order Number: ____

Project Title: Voicemail Integration with Exchange

Commencement Date: 08/05/2014

Completion Date: 09/30/2014

Maximum Fee: (time and reimbursable direct costs): \$9022.45

Project Description: Professional services to integrate vm into MS Exchange

Scope of Services: Minimum discount of 48% on purchase order = \$100 K or 45% < \$100K list price. Each site specific project requires a work order authorized by the project manager and Purchasing agent for release of funds. Invoices to reflect specific work order number and PO number.

Service Provider agrees to perform the services identified above and on the attached forms in accordance with the terms and conditions contained herein and in the Work Order Services Agreement between the parties. In the event of a conflict between or ambiguity in the terms of the Work Order Services Agreement and this work order (including the attached forms) the Work Order Services Agreement shall control.

The attached forms consisting of OPP-68929 are hereby accepted and incorporated herein, by this reference, and Notice to Proceed is hereby given.

Service Provider: *LeeAnn Murphy*

By:

Date: ____

8/6/14

Submitted By: **Bob Singleton**
Network Administration Manager
(Project Manager)

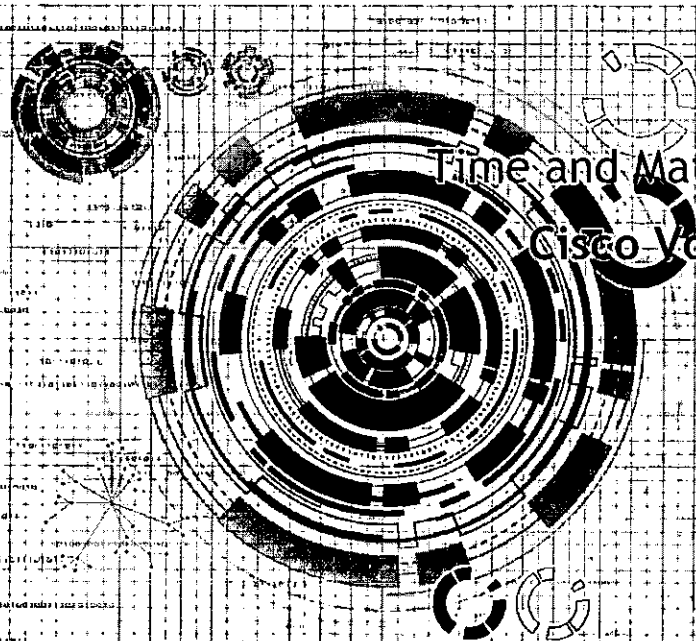
Date: 08/05/2014

Approved by: **Dan Coldiron**
CIO

Date: 08/05/2014

Approved by: _____
Director of Purchasing & Risk Management
(if over \$60,000.)

Date: _____



Time and Materials Statement of Work Cisco Voicemail Integration with Exchange

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1. Project Overview

1.1. Understanding Your Needs

WHO: City of Fort Collins

WHAT: Time and Materials Statement of work to update Cisco Unity Connection to deliver voice messages to Exchange

WHY: Voice message will be accessible in email and via mobile phones in email to improve Client user experience and responsiveness along with ability to easily forward messages.

1.2. Project Requirements

Based on discussions and documentation provided by City of Fort Collins, the following requirements were outlined to GTRI.

1. Client needs assistance with setup and deployment with testing for initial deployment group
2. Document migration process so Client can continue process and migrate remaining users
3. Retention policy is 90 days, should be same in Unity Connection and Exchange
4. Admin Handoff Training – Basic Troubleshooting Training
5. Would like to have complete by Sept 1. 2014

1.3. Proposal Terms

This Statement of Work serves as confidential written documentation and the basis of understanding for technical integration services to be performed by Global Technology Resources, Inc. (hereinafter GTRI) for City of Fort Collins (hereinafter Client). Client understands and acknowledges that the contents of this Statement of Work are confidential as between GTRI and Client and shall not be shared with third parties without the written approval of GTRI. Unless otherwise negotiated, the terms and conditions outlined in the Master Sales Agreement (MSA) govern the work contained herein excluding Federal and some State and Local agencies. The MSA, located online at www.gtri.com/MSA, is the most current version and may be updated from time to time.

2. Project Coordination

2.1. Project Kick-off

2.1.1. Kick-off Call

- GTRI will conduct a brief project kick-off call prior to work commencing to review the project scope, requirements and project schedule.
- This meeting will be led by the GTRI Project Coordinator and include the Client and Lead Engineer or Project Team.

2.2. Project Planning

2.2.1. Schedule

- Project Coordinator will work with the Client to establish a project schedule for required work and coordinate with internal Resource or Subcontractor Management for scheduling and back-up if required. (Schedule to be outlined and confirmed in email format)

2.3. Project Control

2.3.1. Project Status and Change Management

- Project Coordinator will provide project statuses as required to the project team and stakeholders during the duration of the project. This will be in the format of an audio call or email.
- Project Coordinator will act as the project Main Point of Contact and will handle any changes, extensions or cancellations, and will also facilitate any required escalations.

2.4. Project Close-out

- GTRI will conduct a project closure call to review all completed tasks and components of the project scope. This will include reviewing any project outstanding items or exceptions and deliverance and review of any included project deliverable documentation as per this SOW.
- Upon completion of the close-out, GTRI will present the Project Close and Acceptance form to the client for acceptance and hand-off the project to GTRI Managed Services if purchased.
- This meeting will be led by the GTRI Project Coordinator and include the Client Lead Engineer or Project Team.

3. Design and Deployment Services

This section identifies the work that will be performed as part of this project. The project will follow the order of the activities as they are shown below.

3.1. Planning and Design

This portion of the project is a detailed planning and design phase that incorporates both a discovery and a design component. During this process all elements that potentially impact project success are examined. Once complete, detailed design recommendations and a project implementation schedule are created that will ensure the proposed solution meets the Client's requirements.

3.1.1. Planning Tasks

Planning and Design Session with Client

- Verify UC and Exchange requirements
- Client will create/verify service accounts for Exchange connection
- Design for resiliency
- Verify capacity by reviewing Unity Connection usage
- Plan basic documentation on how the voice messages will be delivered including diagram with flow and authentication dependencies shown.
- Document high level plan for migrating and testing pilot group

3.1.2. Planning and Design Deliverables

Below are the deliverables GTRI will provide as part of the planning and design.

- GTRI will provide documentation as defined in the planning and design tasks
- GTRI will detail any modifications to the project design, assumptions and costs identified during the planning and design and provide any required project change orders

3.2. Deployment

This section of the Statement of Work covers the work that will be performed during the deployment phase of this project. This covers all phases of the deployment of the solution.

3.2.1. Deployment Tasks

GTRI will deploy according to planning with testing and verification.

GTRI will provide administration training and review documentation for Client to complete migration of users.

GTRI will provide basic troubleshooting and verification training to Client Staff.

3.2.2. Deployment Deliverables

Below are the deliverables GTRI will provide as part of the deployment.

- GTRI will implement the solution as identified in the statement of work
- GTRI will provide documentation as defined in the deployment tasks
- GTRI will provide information regarding the verification tests run on the installed components that are a part of the project and the results of those tests
- GTRI will provide training as outlined in this statement of work

4. Assumptions

This section of the statement of work covers the assumptions that are made as part of this project. These assumptions include tasks that the Client will agree to perform as part of this project. These assumptions will also include what items are in scope and out of scope for this project.

General Assumptions

- Client will provide GTRI with a single point of contact or key staff necessary for completion of the project.
- All communications for project details including scheduling, planning and work changes must be communicated from the client point of contact to the GTRI primary point of contact.
- Client will provide GTRI with information about their currently deployed IT infrastructure as applicable to this project. The Client will provide information to GTRI about sites of operation, WAN circuits, Network topology, IP Telephony system information, and all IT computing systems.
- Client will work with GTRI to gather all data necessary for the work to begin on the first day of the project.
- Client will ensure all appropriate power/environmental requirements are provided to the specific project needs and environmental standards are being met prior to start date. This includes rack space, power and cooling. Client will verify all cabling requirements are completed prior to the beginning of the project.
- Client will clearly identify in writing to GTRI in advance of any Services to be provided hereunder all Client Property that will be placed under control of GTRI during the time in which the Services under this SOW are provided. This list will be confirmed in writing during the project kickoff meeting and maintained and updated in writing as necessary by Client through the life of the project.

Project Assumptions

- Engineering may be done remotely or on-site as determined during kick-off meeting, pricing includes rate for one way travel for 5 days on-site.
- No additional hardware or licensing is required.

5. Project Pricing

This is a Time and Materials engagement with a minimum commitment of four (4) hours for each occurrence of on-site services performed by GTRI. Client agrees that requirements and completion metrics cannot be clearly defined at this time and that GTRI will be performing work on a best-effort basis. GTRI will complete as much of the requested work requirements as possible using appropriate resources, but does not guarantee completion under any fixed amount of time.

If GTRI completes the work in less time than stated in this agreement, GTRI shall only bill actual time accrued. If completion of project scope requires more time than originally estimated, GTRI will provide the additional time estimate which must be approved by Client via email or separate signed document containing the same information.

Start date will be determined by availability of the GTRI resources and readiness of the Client. If requested, GTRI will attempt to provide the appropriate resources as quickly as possible. GTRI requires a two week time period from the date of this signed agreement (and from each subsequent request for resources) to confirm resource availability and possible start date.

GTRI Resource	Rate	Estimated Time	Price
IP Telephony Engineer Level 3 SV-IPT3	\$144.30/hr.	34	\$ 4,906.20
IP Telephony Engineer Level 3 SV-IPT3 (Non-Business Hours)	\$216.45/hr.	8	\$ 1,731.60
IP Telephony Engineer Level 3 SV-IPT3 (Travel Time One Way, 5 trips)	\$144.30/hr.	8	\$ 1,154.40
Project Coordinator Level 3 SV-PC3	\$ 108.10	10	\$ 1,081.00
Subtotal:			\$ 8,873.20
Estimated Travel Expenses - Billed as Actual:			\$ 149.25
Total Price:			\$ 9,022.45

Engineering time used outside of normal business hours, Monday through Friday, 8am - 5pm, will be billed at the following rates:

Non-Business Hours and Weekends: 150% of applicable rate

Holidays: 200% (Dependent on availability)

All prices are quoted in U.S dollars. Prices do not include tax, freight, or customs charges. The services pricing for this agreement is good for 90 days from the date it is issued. If the proposed start date for the project is greater than 90 days from the creation of this document then this document will potentially need to be revised.

