

**PRESIDIO®**

# **Cloud Phone System**

## **STATEMENT OF WORK**

**CITY OF PFLUGERVILLE**

16-Jul-2021

## PROPOSAL TEAM

Name	Company/Function	Phone	Email
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## REVISION HISTORY

Revision	Revision Date	Name	Notes
V0.1	10-Jul-2021	Mike Weigel	First Internal Release
V0.2	16-Jul-2021	Mike Weigel	First Client Release
V1.0	16-Jul-2021	Ted Kilgore	RAP Review & Approval
V1.1	27-Jul-2021	Mike Weigel	Tesira/CUBE and SCADA Update

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*The scope and pricing are valid for 60 days unless otherwise noted.*

## 1. EXECUTIVE OVERVIEW

### 1.1. Introduction

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

### 1.2. Solution and Approach Overview

City of Pflugerville has engaged Presidio to assist in the selection and migration to a cloud calling solution. City of Pflugerville currently has Cisco’s suite of on-premises applications (CUCM, CUC) and Cisco voice gateways. Pflugerville also has Media Sense recording, and Tesera, and overhead paging system. In addition to these applications and systems, they currently have 20 fax numbers and 2 live fax lines that need to be ported.

Presidio will implement a new Cisco Webex Calling Platform for the City. The intention is to implement this core technology with all the necessary applications so that growth will be simple through the addition of IP Phones and Cisco PSTN to supplement the long-term needs of City of Pflugerville.

- Cisco Webex Calling
- Configure the following:
  - 400 Knowledge Workers
  - 50 Common Area Phones
  - 2 x Attendant Console

Cisco Webex Calling is a cloud-based phone system that delivers all the features of a traditional PBX through a subscription service. Important qualities include:

- An advanced set of enterprise-grade PBX features.
- A rich user experience that includes both the Cisco Webex app, for mobile and desktop users.
- Support for an integrated user experience with Cisco Webex Meetings and Webex devices, including Cisco 6800, 7800 and 8800 series desk phones and analog ATAs
- Delivered from a set of regionally distributed, geo-redundant data centers around the globe
- Service is available across a growing list of countries in every region
- Protection of existing investment in any on-premises Cisco Unified Communications Manager (CUCM) licenses, through the Cisco Collaboration Flex Plan
- Smooth migration to the cloud at your pace, through the support of cloud and mixed cloud/on-premises deployments
- PSTN access will be move to a Cisco PSTN plan requiring no hardware on-premise.

### 1.3. Locations

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

Site Name	Address	City State ZIP	On-Site / Remote Services
Primary	100 E Main St	Pflugerville TX 78660	On-Site

## 2. SCOPE OF WORK

### 2.1. Project Scope – 911 Announcement

PLEASE READ CAREFULLY. IT IS THE CUSTOMER'S RESPONSIBILITY TO UNDERSTAND ITS OBLIGATIONS TO ENABLE E911 SERVICE.

1. 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"). CUSTOMER 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 CUSTOMER. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT IT CONTROLS AND OVERSEES IMPLEMENTATION OF THE SYSTEM AFTER INSTALLATION AND THAT IT IS RESPONSIBLE FOR COMPLIANCE WITH THE E911 RULES.
2. E911 CHARACTERISTICS. CUSTOMER 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 CUSTOMERS. CUSTOMER SHOULD CAREFULLY EVALUATE CUSTOMER'S OWN CIRCUMSTANCES WHEN DECIDING WHETHER TO RELY SOLELY UPON THE SYSTEM TO ENABLE E911 SERVICE. CUSTOMER ACKNOWLEDGES THAT IT IS CUSTOMER'S RESPONSIBILITY TO DETERMINE THE TECHNOLOGY OR COMBINATION OF TECHNOLOGIES BEST SUITED TO MEET CUSTOMER'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).
3. E911 LIMITATION OF LIABILITY. CUSTOMER ACKNOWLEDGES AND AGREES THAT PRESIDIO WILL HAVE NO LIABILITY WHATSOEVER IN THE EVENT THAT: (A) CUSTOMER 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, CUSTOMER, OR CALLER IS PHYSICALLY PRESENT OR REQUIRE EMERGENCY SERVICES; OR (C) CUSTOMER 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 CUSTOMER 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. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE LIMITATION OF PRESIDIO'S LIABILITY IS A MATERIAL TERM TO THIS AGREEMENT, AND THAT IT WOULD NOT OTHERWISE ENTER INTO THIS AGREEMENT WITHOUT THIS LIMITATION, AND THAT CUSTOMER AGREES THAT THESE LIMITATIONS ARE REASONABLE.
4. E911 INDEMNITY. CUSTOMER 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, CUSTOMER 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 CUSTOMER TO DELIVER CUSTOMER LOCATION INFORMATION AS REQUIRED BY THE E911 RULES.

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## 2.2. Project Scope

### 2.2.1. Planning Phase

- Kickoff Meetings
  - Lead Engineer reviews the project with the Practice Manager
  - Planning and review with Presidio (Internal Kick-off)
  - Planning and Review with Customer (External Kick-off)
  - Review the Bill of Materials.
- Status Meeting
  - 1-hour weekly status meeting
- General Design
  - Review of the current environment.
  - Design Document Creation
    - Design and Document migration to Webex Calling platform
      - End User / End Point configuration information
      - Auto Attendant / Call Queues
    - Review PSTN migration
      - Number Porting
    - Document Webex Calling migration
    - Presidio and the Client will jointly develop a Test Plan
    - Review Test Plan with the client
- Policies and Access
  - Policies and Systems Access
  - Change Management Procedures
- Support Plan
  - Initial Go-Live Support and Freeze Period
  - Ongoing Solutions Support
- Administrative Training

### 2.2.2. Execution – Installation, and Configuration

- Work with the Customer to complete Order, Fulfillment, and Implementation of (1) New Webex Calling ORG with Cisco PSTN
- **Implementation of the Webex Calling Elements for the ORG:**
  - Configure up to 2 Locations
  - Configure Cisco PSTN
    - Port existing DIDs to Cisco PSTN
  - Integrate Customer's Webex Calling ORG from Control Hub into Active Directory with the Cisco Directory Connector. Presidio will leverage this sync for onboarding of users that will be provisioned based on Customer provided worksheets

- All AD requirements to meet and ensure this configuration for Directory Sync will be a client's responsibility.
  - [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/spark/hybridservices/directoryconnector/cmgt\\_b\\_directory-connector-guide-admins.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/directoryconnector/cmgt_b_directory-connector-guide-admins.html)
- Configure up to 400 IP Phones in bulk through CSV from Customer provided worksheet
- City of Pflugerville will assist Presidio with the migration of the Cisco 8800/7800 Series IP Phones from Enterprise to MPP firmware.
  - May require update to DHCP Scopes to point to new TFTP source.
  - To be performed as part of the flash cut.
- City of Pflugerville will make sure the to place/denote the Cisco 8800/7800 Series IP Phones as part of this project.
- **Features**
  - Auto Attendant
    - Configure up to 5 Auto Attendants with client provided Holiday schedules for Auto Attendant business and after-hours call flows.
  - Configure Webex calling built in Standard Attendant console (if required).
  - Receptionist Client
    - Configure up to (2) receptionist clients
    - Help support the needs of your front-office personnel by providing them with a full set of call control options, large-scale line monitoring, call queuing, multiple directory options and views, Outlook integration, and more
  - Configure Dubber Call Recording
  - Configure CER 911
  - Bi-Amp Tesira Paging
    - Tesira Paging Configuration on the Tesira side will be done by a 3<sup>rd</sup> party
      - Presidio Engineer will co-ordinate what is needed with the 3<sup>rd</sup> party
    - Tesira configuration in Call Manager (Device and Security Profile/Trunk) will be configured by a presidio engineer
    - A Cisco CUBE will need to be installed and configured in the environment as a bridge between the on-prem Tesira Paging system and the Cisco Cloud Call Manager, City of Pflugerville will install and IP the router, Presidio will configure.
  - Inbound faxing including
    - Presidio engineer will configure email addresses from a list that City of Pflugerville will provide
  - Configure 2 outbound XMedius Faxing Lines
  - SCADA
    - Current SCADA system uses Cisco Call Manager for phone integration
    - 3<sup>rd</sup> Party will be used to configure SCADA side
    - Any Call Manager SCADA configuration will be performed by a Presidio engineer.
  - Dispatch Integration
    - Configure 4331

- Configure 4 Virtual Extensions
- Configure handoff to Solacom/911 Dispatch
- DID Migration
  - Assist in porting numbers to the cloud
  - Discover all DID's within current Telco
  - Coordinate porting
- Microsoft Teams
  - Microsoft Teams will integrate with WebEx to make calls
    - City of Pflugerville will be responsible for making sure WebEx is on all end devices
    - City of Pflugerville will be responsible for installing the WebEx plugin in Microsoft Teams
- **Client Responsibilities**
  - Fill out an end-user worksheet.
    - Presidio will use this worksheet as the data source for populating IP Phones, Users, Directory Numbers, Shared Lines, Hunt Groups, Call Pickup Groups, Auto Attendants into the database. Presidio will perform all database loading for all sites in scope according to the final, approved station reviews per site. Updates following the final, approved station review will be in accordance with the Change Control Procedures
  - Review and approve final Presidio station worksheets and provide internal and DID assignments for Presidio configuration tasks.
  - Review the dial plan and resolve directory number overlaps
  - Provide all prompt and MOH files in a supported G.711 format for each site's audio source if desired for a site. Pre-recorded music or announcements are played to callers when placed on hold. A default music program is provided for a site. If custom programming is desired for a site, an audio file in .wav format meeting specifications can be uploaded for each site manually.
  - Deploy client applications (Webex App for soft-phone or Mobile if required)
  - DHCP scope updates if required.
  - Apply base IP configurations and connectivity to the network for Presidio remote voice specific configuration additions.
  - Carrier coordination to ensure new DID block assignments and existing DID porting.
  - Assist Presidio with the migration of up to 230 Cisco 8800/7800 Series IP Phones from Enterprise to MPP firmware.
    - May require update to DHCP Scopes to point to new TFTP source.
    - To be performed as part of the flash cut.
  - Place up to 220 Cisco 8800/7800 Series IP Phones purchased as part of this project.
- **Testing**
  - Execute Webex Calling cutover test plan.
  - Perform Webex Calling feature functionality testing.
  - Create a punch list.

### 2.2.3. Cutover and Support

Cutovers will be completed based on the compatibility requirements of in-scope applications. All Day 1 support issues will be the responsibility of the client to capture tickets and route to Presidio for configuration or service impacting items only. All training issues, voicemail resets, and analog cross-connect problems will be the responsibility of the client. Details will be finalized during the Detail Design Workshop with proposed deployment phases as an example:

Flash Migration of all sites to the Webex Calling Cloud solution.

- Production cutover and test validations per location will include testing for:
  - Inbound and outbound calls
  - PSTN Inbound Call Flow validations
  - E911 Testing
- Day one Support:
  - One Engineer remote for up to (4) hours for a consecutive (1) day period.

### 2.3. Training & Knowledge Transfer

The installation engineers of the IP telephony system will review the as-built configuration and provide a configuration overview of the Unified Communications Solutions. Basic system operation and MAC-D tasks will be covered as well as client-specific tasks as time permits.

- Presidio will provide (1) basic as-built Administrator Training sessions with up to (3) participants. The session will last up to (4) hour(s) as part of this implementation and will occur remote

### 2.4. Deliverables

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

Deliverable	Format
Dial Plan	Excel
High Level Design Diagram	Visio
Signed Testing Document	PDF
As-Built Documentation	PDF

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

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



## 2.5. Project Management

Presidio will provide a Project Manager (PM), who will be single point of contact for all project support issues within the scope of this project. The PM is experienced in project management best practice methodologies and familiar with the technology involved. This Project Manager is responsible for timely completion of the scope, schedule and budget utilizing Presidio's Project Management Method. Included for 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

## 2.6. Resources

Presidio approaches project execution from a skills-based perspective. Our Execution Team is made up of individuals who have specific skill sets that will be utilized at different times during a given project. This allows us to provide a very specialized workforce to Client and utilize the appropriate resource for the task required.

### 2.6.1. Presidio Engineering Resources

- **Practice Manager(s)** – the technical manager and regional team lead of the field consulting team. The Practice Manager provides resource and technical oversight assistance to the Project Manager and ensures availability of technical resources and escalation paths for field consultants.
- **Architect / Senior Engineer(s)** – the technical escalation points for Engineer(s) and Project Oversight teams. An Architect or Senior Engineer is a subject matter expert within a certain technology or field. This senior level resource will be the principal technical resource for the engagement and will have ownership of the final deliverables.
- **Engineer(s)** – one or more individuals assigned to complete technical project tasks. Assignment of these resources depends upon the skill set of the task(s) and the timeline(s) within which the task(s) must be completed. These individuals report directly to the Project Manager for task assignment updates and to the Practice Manager or Architect/Senior Engineer for technical escalation needs.

The following Presidio resources will be engaged on this project:

- Senior Collaboration Engineer

Contact information for the project team personnel will be distributed by the Project Manager.

### 2.6.2. Client Resources

Throughout the project, Client resources may be required for completion of specific tasks, providing key information or data, oversight, review, and approvals. The responsibilities of Client are outlined in this document.

The following Client resources will be engaged on this project:

- Collaboration Engineer

Contact information for the project team personnel will be distributed by the Project Manager.

## 2.7. 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 change order:

- Customer 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 Sign-off 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 for the resolution of issues which existed prior to the installation (bad cables, lost passwords, third-party solutions, and so forth).
- Defective equipment provided by Client and integrated into the solution requiring additional diagnostic troubleshooting and/or remediation.
- Troubleshooting issues due 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.

### 3. ASSUMPTIONS

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

#### 3.1. General Assumptions

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

1. Client has read and agrees with all items contained or omitted within this Statement of Work.
2. This SoW supersedes any previous scope discussion or agreement including "Vision Deck" PowerPoint proposals, emails, or verbal communications.
3. All Presidio activities will take place during normal working hours (Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays) unless noted as "Off Hours" in this SOW.
4. 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.
5. 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.
6. Presidio will not be held responsible for troubleshooting networks, applications and/or hardware if Client has no formal change management documented processes and policies
7. Presidio may engage subcontractors and third parties in performing a portion of this work.
8. Presidio will not make changes to the configuration of any network equipment after it has been installed and tested.
9. Some activities included in this project may be performed on Presidio's premises.
10. Not all features or functions of the installed system are included in the scope of this engagement
11. 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.

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

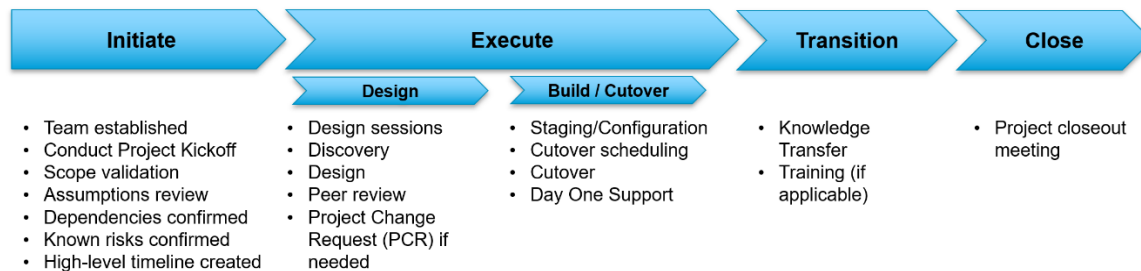
### **3.2. Client Responsibilities**

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

1. Provide a single Client point of contact with the authority and the responsibility of issue resolution and the identification, coordination and scheduling of Client personnel to participate in the implementation of the SOW. Without a single Client point of contact, a Project Change Request may be required for the additional effort by Presidio.
2. Participate in any required design sessions or workshops.
3. Provide or procure all appropriate hardware, software, licensing and media required for implementation of the SOW.
4. Supply current equipment configuration for review if applicable.
5. Schedule appropriate maintenance windows for system upgrades or installs and notify user community.
6. Be responsible for having in place, active manufacturer support contracts on all devices that are the subject of this SOW.
7. Dispose all retired equipment as part of this project.
8. Provide all required physical access to Client's facility (identification badge, escort, parking decal, etc.), as required by Client's policies; and provide all required functional access (passwords, IP address information, etc.), as required for Presidio to complete the tasks.
9. Provide to Presidio all required IP addresses, passwords, system names, and aliases.
10. Validate the site readiness prior to the dispatch of Presidio personnel to perform the services being contracted.
11. Provide adequate facilities for the installation of the hardware. This includes all necessary peripheral hardware (KVM ports or monitors, keyboards, mice, network access, etc.) as well as electrical and spatial needs and required antivirus software.
12. Provide high-speed access to the Internet for verification of device support requirements and for software downloads.
13. Verify operation of the installed/upgraded equipment per the predefined Verification Plan.
14. Provide Presidio administrator access on appropriate devices for the completion of the engagement.
15. Complete all Client installations where required in accordance with Client PC requirements for the new application versions.
16. Provide remote access for troubleshooting and configurations related to the project - preferably VPN access, as necessary.
17. Provide requested documentation or information needed for the project within two (2) business days, unless otherwise agreed to by all parties.
18. Transport of equipment from receiving area(s) to the data center(s) and/or equipment rooms where it will be installed.
19. Ensure all Cat. 5 (or higher) and fiber cable infrastructure is in place and tested (for all sites).
20. Provide patch cables and complete necessary fiber or CAT5 cable terminations to patch panels for new switching and routing infrastructure.

## 4. PRESIDIO PROJECT MANAGEMENT METHOD (PMM)

Presidio has developed a project methodology that utilizes best practices from our experience throughout the project lifecycle that is based on specific project requirements and the appropriate processes for the scope of each project. Presidio's Project Management Method is derived from a combination of best practice methods including the Waterfall and Agile methodologies, customized for the specific scopes of work defined in each SOW. This allows Presidio to right size the project management approach to be flexible and efficient, while maintaining an appropriate structure and governance to effectively deliver the project.



### 4.1. Escalation Path

Client experience is of the utmost importance to Presidio. If at any time a Client feels the need to escalate an issue or concern, 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 Client in order to swiftly resolve any issues.
- **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 (1) hour of identifying an issue. If 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 the 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 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 PMO 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.

#### 4.2. 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	Non-Managed Services Clients
Technical support for the solution implemented within the scope of this SOW can be obtained by: <ul style="list-style-type: none"> <li>• calling 800-494-0118</li> <li>• sending an email to <a href="mailto:presidio@service-now.com">presidio@service-now.com</a></li> </ul>	Vendor's (such as Cisco or EMC) Support Center or Technical Assistance Center (TAC) is the vehicle for all support.  These Vendor Support Centers provides 7x24 support on all hardware and software, including replacement parts, software patches and updates, and configuration assistance

### 5. PRICING

Presidio is providing a Fixed Fee Price as part of this Statement of Work. Presidio will invoice Client based on the project milestone(s) listed below:

Milestone Name	Amount
<b>Client Kickoff Completed</b>	\$8,517.56
<b>Design Complete</b>	\$17,035.13
<b>Execution Complete</b>	\$17,035.13
<b>Project Closure</b>	\$14,195.94
<b>Total</b>	<b>\$56,783.75</b>

Presidio will bill Client upon completion of each Milestone. Invoices may contain multiple Milestones.

If Client requires a change in the scope of work, the parties will negotiate in good faith to generate a written change order documenting the additional labor and requirements that will be mutually agreed upon by the parties prior to onset of the additional work. Payment terms are subject to credit department approval and will be negotiated and documented on a valid purchase order or other financial document. Presidio payment terms are Net-30. If Client fails to provide a notice of acceptance or a statement of issues to be resolved within ten (10) business days of project conclusion, the project will be deemed accepted and Client will be invoiced.

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### 5.1. Expenses

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

### 5.2. Travel Time

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

## 6. TERMS AND CONDITIONS

This Proposal/Project is governed by the terms and conditions established in DIR-TSO-4167.

## 7. APPROVAL SIGNOFF

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

Presidio signature signifies our commitment to proceed with the project as described in this document. Please review this document thoroughly, as it will be the basis for all work performed by Presidio on this project.

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

City of Pflugerville

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Signature

Date

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Printed Name

Presidio

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Signature

Date

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Printed Name & Title

