



# **City of Deltona - CCX to WxCC Migration**

## **STATEMENT OF WORK**

**CITY OF DELTONA**

08-Feb-2024

## PROPOSAL TEAM

Name	Company/Function
Cheryl Blaustein	Presidio Account Manager
James McGehee	Presidio Account Manager
Chad Dotson	Presidio Solution Architect
Colin Flanagan	Presidio Solution Architect

## REVISION HISTORY

Revision	Revision Date	Name	Notes
V0.1	28-Apr-2023	Chad Dotson	First Internal Release
V1.0	28-Apr-2023	Chad Dotson	First Client Release
V1.1	02-May-2023	James McGehee	Content Updated/Call Cabinet SOW content added
V2.0	08-Feb-2024	James McGehee	Updated to remove Call Cabinet and replace with Call Cabinet

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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, LLC ("Presidio") is pleased to propose the following solution to City of Deltona ("Client"). This Statement of Work ("SOW") defines the scope of work to be accomplished by Presidio. The tasks and responsibilities of the work Presidio and the Client will be performing are delineated in this SOW.

### 1.2. Solution and Approach Overview

Client will be moving from UCCX to WebEx Contact Center (WxCC) for this engagement and will leverage Call Cabinet for call recording / monitoring. Client will be using WebEx Calling for the unified communications component of this project; this is covered under a separate statement of work.

#### 1.2.1. Client Considerations

Client will be responsible for:

Providing remote access to Presidio Engineers.

Existing PSTN carrier will continue to be used.

All licensing that may be required.

Provide Single Sign On information with a SAML 2.0 compliant IDP.

Provide any prompts that may be required.

### 1.3. Locations

All work will be performed remotely unless otherwise specified for the following locations.

Site Name	Address	City State ZIP	On-Site / Remote Services
Primary	255 Enterprise Road	Deltona FL 32725	Remote

## 2. SCOPE OF WORK

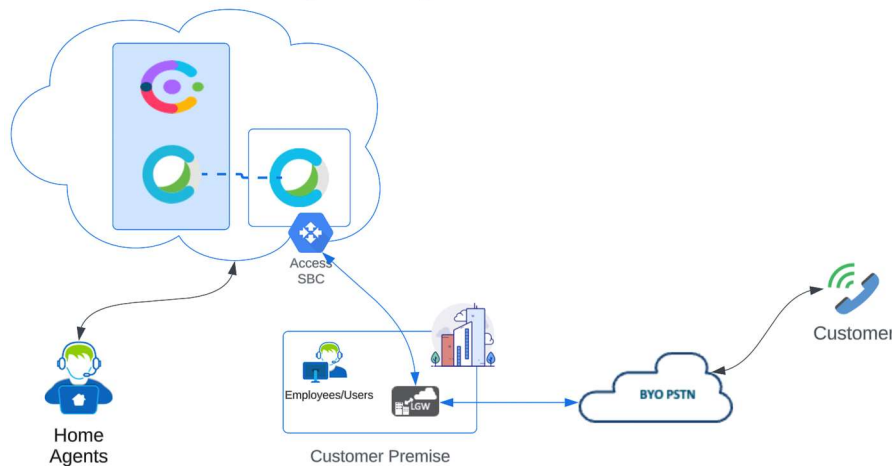
### 2.1. Technology Overview

For this project, Presidio will deploy the following WxCC features, the actual configuration will be finalized during the Detailed Design Workshop:

- Configuration of up to 17 Agents + Supervisors
- As determined in planning phase
  - Configuration of up to three (3) Dialed Numbers
  - Configuration of up to three (3) Queues/Skill Groups
  - Configuration of up to three (3) unique call flows using 4x2 DTMF menus
    - DTMF input only
- SSO Integration for Webex Contact Center via Webex Control Hub and a SAML 2.0 compliant IDP
- Standard Reporting
- UAT and Go-Live Support
- Admin, Supervisor, and Agent Training
- Presidio Project Management

### 2.2. Estimated Infrastructure Design

**Webex Contact Center with Webex Calling Local Gateway (BYoPSTN)**



*\*Note – Final Design will be confirmed during the Detail Design Workshop.*

*\*\*Note – All Webex Calling / LGW requirements / items are being covered under a separate Statement of Work (SoW), and not included as part of this SoW.*

Webex Contact Center - PSTN	Description
PSTN Type	Local Gateway (WxCalling)
PSTN Carrier	Spectrum
Locations	USA
Connection Type	Public Internet - Direct (Over the Top)
Number of Customer Gateways	2
Customer Voice Gateway Model	Cisco 8200-L
Current SIP Sessions Licenses	50
CUBE Connectivity Configuration	By Presidio
Perimeter Firewall Services Review	By Customer
Telco Port Existing DID's	N/A
Number of Toll Numbers for Call Center	3
Number of Toll-Free Numbers for Call Center	0
Max Concurrent Toll Voice Sessions	32
Max Concurrent Toll-Free Voice Sessions	0
Total Number of Agents (Concurrent)	17
Number of Added IVR Ports	0
Concurrent Voice Contact Entitlements	51
Maximum Concurrent Voice Contact Threshold	66
Voice Contact Threshold Difference	34
Est. Voice Gateway SIP Licenses Difference	1

*\*Note – Local Gateway configuration is limited by Cisco using call admission control to only support 250 simultaneous sessions per Gateway.*

*\*\*Note – All Webex Calling / LGW requirements / items i.e., CUBE configuration, are being covered under a separate Statement of Work (SoW), and not included as part of this SoW.*

## 2.3. Third Party

Under this project, Presidio will fully manage the Call Cabinet application deployment, training and go-live. Details of the Call Cabinet deployment can be found under Appendix A.

## 2.4. Resources

Presidio approaches project execution from a skills-based perspective. Our project team is made up of individuals who have specific skill sets that are often used at different times during a given project allowing Presidio to provide a specialized workforce to City of Deltona and utilize the appropriate resource for the task required.

### 2.4.1. Presidio Resources

- Contact Center Manager - Manager of the Contact Center practice responsible for building and maintaining strategic client relationships. Acts as the liaison between client and Presidio executives and provides overall leadership to the contact center practice.
- Lead Engineer(s). This Contact Center Engineer will be the principal technical resource for the engagement and will have ownership of the final deliverables. The Lead Engineer is responsible for the technical oversight of the engineering team assigned to the project and ensures technical delivery follows best practices.
- Engineer(s) - Contact Center Engineer responsible for the implementation of the design, testing, scripting, installation, configuration, and delivery of the project solution.
- Project Manager(s) - Leads the project as Presidio's single point of contact responsible for monitoring and controlling the project budget, resources, schedule, and quality of the project delivery.

The following resources will be engaged during this project:

- Contact Center Project Manager
- Lead Contact Center Engineer
- Contact Center Engineer
- Solution Architect
- Business Development Manager
- Account Manager
- Collaboration Engineer
- Call Cabinet Project Manager/Engineering

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

## 2.5. Project Management

### 2.5.1. Project Manager Responsibilities

Presidio will provide a Project Manager familiar with the technology involved and experienced in project management best practices. Responsibilities include:

- Work with City of Deltona and Presidio project personnel to prioritize and plan the activities for the duration of the engagement. Establish lines of communication and frequency of status reporting.
- Review and communicate the status of the project with periodic status reports or conference calls that highlight performance on planned tasks, as well as any issues or other areas requiring attention by Presidio and/or City of Deltona.
- Monitor quality on the project and establishing effective communications with City of Deltona staff, while maintaining focused, high-quality effort through project completion.
- Create an implementation schedule with all necessary tasks and associated timelines.
- Utilize both Presidio and City of Deltona resources, where applicable, to accomplish all tasks.
- Attend any appropriate Project Detailed Design and Planning Phase Workshops that require PM participation and associated follow-up (Action Items, Resource Planning, etc.)

- Coordination of the third-party vendors for any solution sold by Presidio. Although each of the third-party vendors will have assigned Project Managers that will be responsible for its specific work streams, the Presidio PM, if in scope, will have ultimate responsibility as the single point of contact for issues, coordination, and reporting progress to City of Deltona.

### **2.5.2. Engineering Team Responsibilities**

Presidio will assign a team of engineers with the expertise and skills aligned to the technology solution and City of Deltona business objectives. The engineering team will be responsible for:

- Creating the design and engineering document(s) during the Design Stage and will work closely with City of Deltona technical team(s) to ensure the design, configurations, and equipment specifications, are accurate.
- Making recommendations to ensure that the project's specifics align with the greater system-wide architecture and strategic goals of City of Deltona.
- Executing the approved design to include build, configuration, testing, cutover planning, and go-live support.
- Communicating regularly with City of Deltona technical team to ensure the technical solution being built is proceeding as designed and according to schedule.
- Collaboration with vendor's engineering teams to ensure seamless system integrations.
- System Administrative knowledge transfer on the system moved to production.
- Updating technical documentation and the final delivery of the as-built document.

### **2.5.3. Client Resources**

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

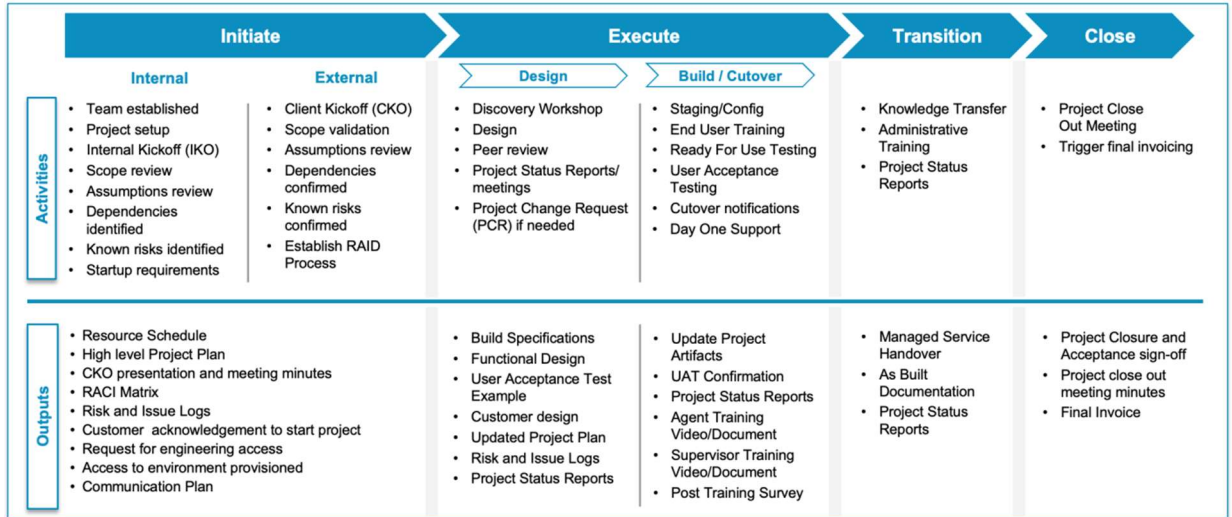
The following City of Deltona resources will be engaged on this project:

- Architect
- Collaboration Engineer
- Collaboration Engineer - Senior
- Network Engineer
- Security Engineer
- Contact Center Engineer
- Microsoft System Administrator
- Data Center Engineer
- Business Stakeholders

## **2.6. Project Delivery Methodology**

Presidio's project methodology approach for delivering City of Deltona solution is based on activities and outputs starting with Initiation and moving to Execution, Transitioning, and Closure, as shown below. Applying this defined and repeatable delivery methodology on projects is proven successful, resulting in quality deliverables, on-time, on-budget, and within project scope.

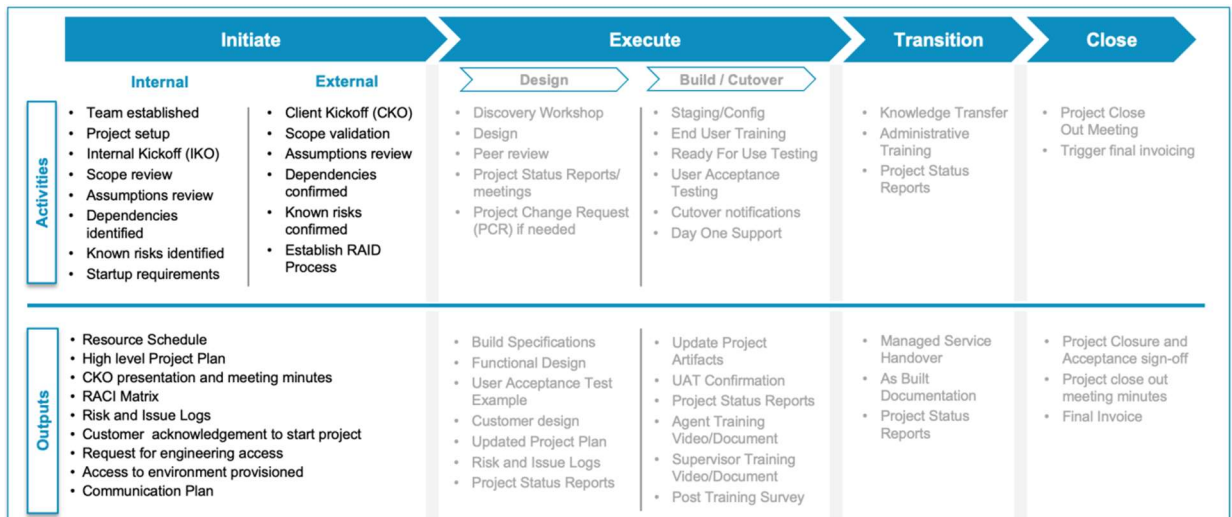




## 3. INITIATE PHASE

### 3.1. Introduction

Upon signing this SOW and issue of the purchase order (PO), resources will be assigned with the skills and experience matching the complexity and technology of the requirements stated in this SOW. The Project Manager (PM) will reach out to any applicable vendors and the Presidio team to conduct an internal kickoff (IKO) meeting, ensuring a complete knowledge transfer of vision data collected before signing this SOW. Once the IKO is complete, the PM will contact City of Deltona point of contact to schedule the customer kickoff (CKO) meeting.





### 3.2. Project Customer Kick-off (CKO)

In order to introduce the appropriate parties from both City of Deltona and Presidio on the project, a project kickoff meeting will be held. The required attendees for the kick-off meeting will be Presidio's project manager, lead engineer, and City of Deltona's project lead and technical and business representative.

During the project kickoff meeting, the project team will review the contents of this Statement of Work (SOW) to ensure that there is a clear understanding between Presidio and City of Deltona related to the scope of this effort and the roles and responsibilities of this project. The CKO is often immediately before the design workshops. The CKO agenda will include:

- Introductions / Roles and Responsibilities
- Project Overview and Scope Review
- Measures of Success
- Communications
- Risk Management
- Project Change Requests
- High-level Timeline

Presidio Responsibilities for Initiate Phase:

- Conduct a CKO meeting.
- Identify key timeline objectives.

City of Deltona Responsibilities for Initiate Phase:

- Attend CKO meeting.
- Provide key timeline objectives.
- Provide remote access.
- Signature approval for milestones and deliverables, as applicable

Required Resources for Initiate Phase:

- Presidio lead Contact Center engineer
- Presidio lead Telephony engineer, if applicable
- Presidio account manager
- Presidio project manager
- Presidio solution architect
- Presidio business development manager
- City of Deltona project lead
- City of Deltona technical representative(s)
- Call Cabinet team

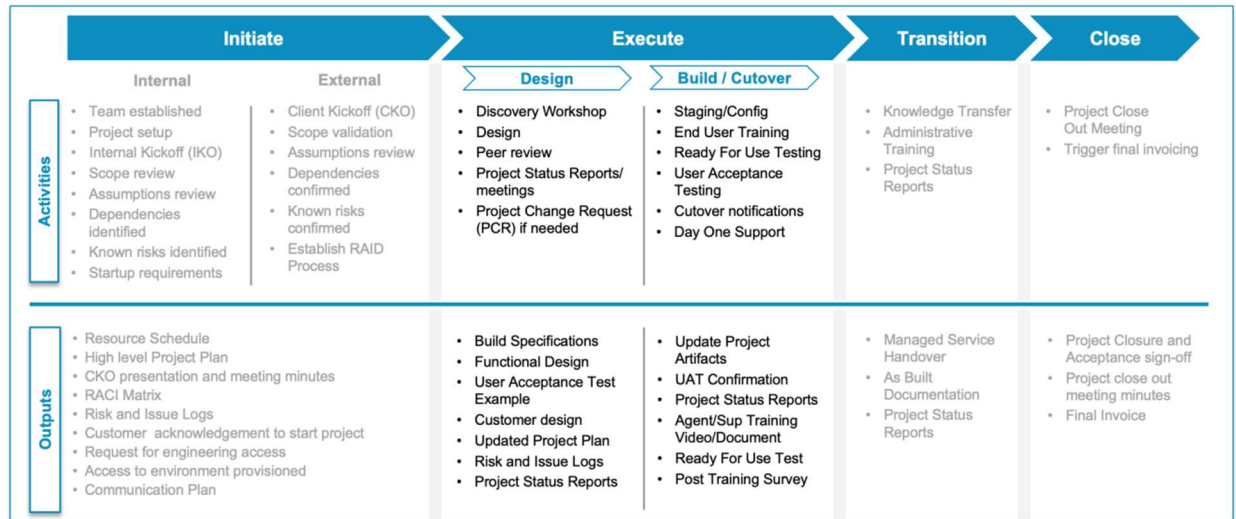
Deliverables for Initiate Phase:

- CKO presentation deck with a high-level timeline
- Project Register containing risks, action items, decisions, and overall health of the project to date.
- Milestone and deliverable completion acceptance document

## 4. EXECUTE PHASE

### 4.1. Introduction

Once the project team is introduced and the customer kick-off is complete, the team moves from the Initiate Phase to the Execute Phase. During this phase of the project, the design stage begins, before moving through the build, test, train, and cutover tasks.



### 4.2. Design Stage

#### 4.2.1. Detailed Design Workshop (DDW)

The purpose of the detailed design workshop is to allow for the lead senior engineers from Presidio to fully understand both the technical and business requirements as they relate to how to technically configure the equipment within this SOW. Presidio often uses design workshops as the method for the Presidio lead engineer to come away with all of the information required to pre-configure, test, and implement the solution.

If, during a detailed design workshop, it is determined that additional tasks are required to be performed by Presidio that are not outlined in this SOW, or were not originally intended to be part of this project, a change order at the end of this SOW will be utilized to make modifications to this project's scope and SOW.

For this scope of work, Presidio has estimated a total of one (1) workshop lasting up to two (2) days are required. At the conclusion of the detailed design workshop(s), Presidio will deliver one (1) detailed design document, containing the following information – infrastructure, contact center, telephony.

Presidio Responsibilities for the Design Stage:

- Conduct a requirement review and technical design workshop.
- Document both requirements and technical information to be used to configure and implement the solution in this SOW.
- Review success and failure criteria.
- Review standard reporting templates and requirements as needed.
- Provide final (revised) design document to City of Deltona within 5-business days after the design document review meeting.

City of Deltona Responsibilities for the Design Stage:

- Review detailed design document (DDD) provided by Presidio and provide feedback or updates to the draft document within 5-business days after receipt. Feedback and updates may be provided during a design document review meeting.
- Sign off on the detailed design document within 3-business days of receipt of the revised Detail Design Document (final).

Deliverables for the Design Stage:

- Draft Design Documentation
- Final Design Documentation (must be accepted and signed by City of Deltona before the build stage begins).
- Project Schedule

#### **4.2.2. Detailed Design Workshop Elements**

The following are sample elements will be identified, reviewed and/or defined in the Detailed Design Workshops:

##### ***4.2.2.1. Unified Communications Elements***

- Details pertaining to the WebEx Calling project that is being covered under a separate SoW.

##### ***4.2.2.2. Contact Center Elements***

- Call Flow review
- Agent information
- SSO information
- Hours of Operation
- Queue and Prompt information

##### ***4.2.2.3. Policies and Access***

- Policies and Systems Access
- Anti-Virus Policy
- Change Management Procedures

##### ***4.2.2.4. Knowledge Transfer***

- Administrator Training
- User Training
- Training Setup & Preparation

##### ***4.2.2.5. Support & Test Plan***

- Review activity/action items (Deployment, Cut-over, Test Plan and Acceptance)
- Initial Go Live Support and Freeze Period
- Ongoing Solutions Support

### **4.3. Build Stage**

The following staging and configuration tasks will be performed during the Build Stage:

- Contact Center as a Service instance setup
- Contact Center Software/Applications Implementation

- Agent and Supervisor Build
  - Configuration of up to 17 Agents & Supervisors
- WxCC Voice Component(s) Build
  - Configuration of up to (3) Dialed Numbers
  - Configuration of up to three (3) Voice Entry Point(s)
  - Configuration of up to three (3) unique call flows
  - Configuration of Business Hours
  - Configuration of up to three (3) Voice Queues.
    - Client is responsible for all .WAV files/recordings.
  - All agent device configurations, voicemail boxes, dial plan updates, CUCM / Webex Calling configurations and non-agent requirements are not included under this SOW.
- Single Sign On (SSO) Integration for WxCC
- Standard Reporting
  - Presidio will leverage Cisco Analyzer for reporting. All Cisco stock reports will be available to the customer. Custom reports outside of the Cisco stock reports are not included as part of this project.

## 4.4. Test Stage

### 4.4.1. System Acceptance Testing (SAT)

System Acceptance Testing (SAT) provides system level testing of all components of the Contact Center environment and focuses on the following areas:

- Operational testing to ensure that deployed functionality adheres to the design.

### 4.4.2. User Acceptance Testing

- Presidio assumes Client will perform end-to-end comprehensive testing across all functional areas of the solution for user acceptance testing involving business and technical stakeholders.
- Presidio assumes that the UAT testers are knowledgeable in the business use case.
- Presidio will provide UAT support to Client for up to **1 consecutive business days**; 1/2-day worth of support for each business day; Presidio Engineers will be available to Client UAT testers to help answer any questions during their UAT and provide general UAT support.
- Presidio assumes Client will provide list of defects on a daily basis (or multiple times in one day) during the 1-day UAT period so Presidio Engineers can address the issues in a timely manner and ask Client testers to retest.

## 4.5. Train Stage

- Agent/Supervisor Training
  - Train the trainer delivery methodology will be used.
  - Agent training of up to two (2) sessions of up to one (1) hour each.
  - Supervisor training of up to two (2) sessions of up to one (1) hour each.
  - Reporting training in one (1) session of up to two (2) hours.
  - Training will be delivered on the as built system.
  - Training will be provided to City of Deltona remotely.
  - A conferencing solution can be used during the training for delivery.

- Reference guides and training material will be provided.

## **4.6. Cutover Stage**

### **4.6.1. Go Live and Support**

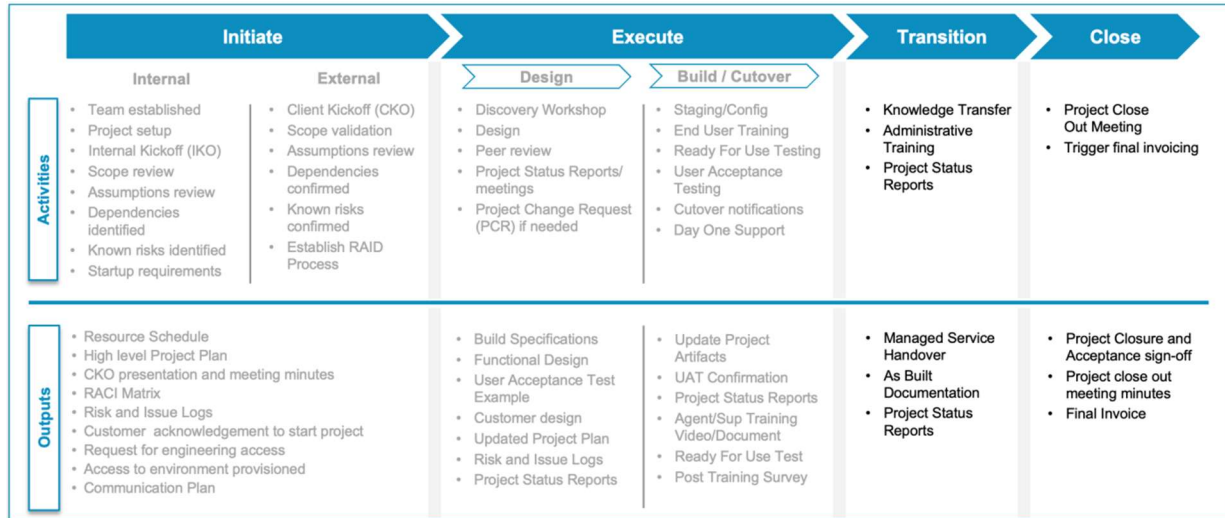
Presidio understands that this is a critical point within the project and takes a conservative approach to ensure that the City of Deltona deployment is successful. To ensure this success, the following tasks / support will be provided.

- Presidio and City of Deltona will institute a freeze period and change control process to ensure that no changes are made in the existing environment after the new environment has the final configurations complete. Presidio recommends a 10-day freeze period prior to cutover.
- Presidio will provide for a single cutover event.
- Presidio will produce a cutover plan that will be followed for the cutover event and includes pre-cut tasks to complete, cut event tasks with estimated duration of each task, escalation contacts for the cut event, staffing and tracking log of post cutover issues and support.
- Presidio will begin reviewing the cutover plan with the customer no less than 2-week prior to the cutover event.
- Presidio will provide post-deployment support remotely for a total of two (2) days.

## 5. TRANSITION AND CLOSE PHASES

### 5.1. Introduction

Once the system is moved into production, the Transition and Close Phases begin as shown below.



### 5.2. Transition Phase

During this phase, Presidio will perform a Systems Administration knowledge transfer on the system and transitions the project from the implementation team to support team.

#### 5.2.1. System Administration Knowledge Transfer

The System Admin training will cover topics to include infrastructure build review, configuration build, scripting review, features, and troubleshooting basics. Also, during the Transition Phase, open issues from the cutover issues log will be resolved, and the As-built documentation will be created.

- Administration training will be one four (4) hour class.
- Training delivered on the as built system.
- Covers Contact Center administration.
- Reference guides provided.
- Recommended training option in addition is Official training, list of classes available upon request or from a certified Learning Partner
- Training will be provided to City of Deltona remotely.
- A conferencing solution can be used during the training for delivery.

#### 5.2.2. Transition to Managed Services Support

Presidio understands the importance of a smooth transition to managed services support. As such, Presidio will include the managed services delivery team early in the project providing the opportunity for a working knowledge of the system immediately at go-live. Approximately two-weeks prior to go-live, the Presidio implementation team will also meet with the Presidio managed services team for conducting a review on the as-built system moving into production. Prior to go-live, the Presidio managed services team will conduct a

transition to support call with City of Deltona to ensure City of Deltona knows how to best access and get the support needed. Finally, at the conclusion of the first day in-service (FDIS) support by the implementation team, the Presidio PM will request sign-off from City of Deltona that support moving forward will be provided by the Presidio Managed Services team.

### 5.3. Close Phase

The Close Phase of the engagement entails a close-out meeting for confirmation of a complete project with open issues resolved, repository of documentation, acceptance sign-off complete, and confirmation of final invoicing.

Presidio Responsibilities for Close Phase:

- Schedule and hold a closeout meeting.
- Identify any open issues remaining from the go-live support.
- Delivery of the As-built Document.

City of Deltona Responsibilities for Close Phase:

- Attend closeout meeting.
- Provide remote access.
- Final signature approval for milestones, deliverables, and project closeout documentation as applicable

Required Resources for Close Phase:

- Presidio lead Contact Center engineer
- Presidio account manager
- Presidio project manager
- City of Deltona project lead
- City of Deltona technical representative(s)

Deliverables for Close Phase:

- As-built Documentation
- Milestone, deliverable, and closeout acceptance documentation



## 6. 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. The following project assumptions will be verified during the planning and design activities.

### 6.1. Directory System

1. CITY OF DELTONA is responsible for uniqueness of naming issues beyond the administrators' discovery.
2. CITY OF DELTONA is responsible for users missing the selected key attribute in LDAP Directory
3. CITY OF DELTONA to provide adequate permissions for the Directory Manager (service) account to read from LDAP Directory or access to LDAP Directory servers or to make any changes, updates, or additions necessary to complete this project.
4. CITY OF DELTONA is responsible for issues resulting from inadequate permissions provided for the Directory Manager (service) account to read from LDAP Directory
5. CITY OF DELTONA is responsible for resolving issues arising from users with multiple accounts.
6. CITY OF DELTONA is responsible for fixing incorrect information in LDAP Directory that is to be synchronized.
7. CITY OF DELTONA is responsible for populating LDAP Directory user accounts with IPT phone number information, or for giving proper levels of access to Presidio personnel to perform an initial population of this information.

### 6.2. Contact Center

1. Presidio will perform most of the Services under this Statement of Work during normal business hours, 8:00 a.m. to 5:00 p.m. (local time) Monday through Friday, except Presidio holidays, unless otherwise specified.
2. Some of the Services provided will be performed during the night shift and weekends. CITY OF DELTONA will provide the required access to systems and resources, as required.
3. Some activities on this project, where appropriate, will be performed on Presidio's premises.
4. Presidio may engage subcontractors and third parties in performing a portion of this work.
5. CITY OF DELTONA will be responsible for installation of Agent and Supervisor desktop software (if applicable).
6. CITY OF DELTONA technical resources will be made reasonably available to the Presidio project team.
7. CITY OF DELTONA will provide Presidio administrative access on appropriate devices for the success of this project.
8. Additional required tasks discovered after the execution of this SOW, that are not mentioned in this SOW, will require a change order.
9. Defective equipment provided by CITY OF DELTONA utilized for this solution that requires Presidio additional hours of troubleshooting will require a change order.
10. Troubleshooting issues due to CITY OF DELTONA configuration changes will require a change order.
11. Presidio will be provided all required physical access to the CITY OF DELTONA facilities (identification badge, escort, parking decal, etc.) as required by CITY OF DELTONA policies.
12. CITY OF DELTONA technical resources will be made available to the Presidio project team for planning purposes and to answer questions about the existing environment.
13. CITY OF DELTONA resources will participate in the acceptance and ready for use testing associated with this solution and sign off on those tests upon successful completion.
14. All Self-Service functionality as required by each call center is supported on the existing platform and is not covered under this Scope of Work.
15. All computer telephony integration or screen pop functionalities are considered future enhancement requests and as such are not covered under this Scope of Work.
16. All automated dialing or predictive dialers are not covered under this Scope of Work.

17. All operational "cuts" will be limited to one (1)
18. Train the trainer method will be used for all end user application training.
19. No digital channels will be part of this project including but not limited to Email, Webchat, and SMS.
20. All final configuration decisions as made by the CITY OF DELTONA will be addressed within documentation and signed by the customer prior to the start of any configuration.
21. Any custom reporting outside of standard "out of the box" reports are not required under this Scope of Work.
22. All Speech Recognition grammar tuning use not reflected in this Scope of Work.
23. All Text to Speech is not reflected under this Scope of Work.
24. Wall boards are not reflected under the services included in this Scope of Work.
25. Workforce Management is not reflected under the services included in this Scope of Work.
26. Webex Calling does not have CTI/Presence status of Agent line. So, Agent will be able to receive multiple calls on the line at the same time if allowed.

### **6.3. Policies and Access**

1. CITY OF DELTONA will provide to Presidio during the Design activities any change management policy and procedure that will need to be followed as part of the Execution Phase. CITY OF DELTONA will manage the internal change management process and any communications to end users.
2. Remote access will be provided to Presidio in support of this project.
3. CITY OF DELTONA will provide security standards and policies if they differ from Presidio best practices.

## 7. 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>Project Initiation</b>	\$11,901.50
<b>Call Cabinet PS Start</b>	\$3,480.00
<b>Design Workshop Complete</b>	\$5,950.75
<b>Design Worksheet/Document Complete</b>	\$10,711.35
<b>Contact Center Configuration Complete</b>	\$14,876.88
<b>Contact Center Cutover Complete</b>	\$13,091.65
<b>Call Cabinet PS Complete</b>	\$1,065.75
<b>Project Closure</b>	\$2,975.38
<b>Total</b>	<b>\$64,053.25</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.

If, in Presidio's reasonable discretion, completion of one or more of a project's milestones are subject to a material delay due to factors outside of Presidio's control, Presidio may invoice Client a prorated amount for work performed which reflects Presidio's current progress toward completing the milestone(s) at the time of any such delay.

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.

### 7.1. 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.

### 7.2. 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. All work will be remote.

## 8. 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 on any design documents during the Execution 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.

## 9. TERMS AND CONDITIONS

The following terms and conditions shall govern this Statement of Work (SOW) unless a valid Master Services & Product Agreement 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 & Product Agreement shall govern to the extent that they are inconsistent with this SOW.

1. **TERMINATION FOR NON-APPROPRIATION OF FUNDS:** Notwithstanding any other provision of this Contract, the City shall not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the City's future fiscal years unless and until the City Commission appropriates funds for this Contract in the City's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of September 30 of the last fiscal year for which funds were appropriated. The City shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.
2. Dispute Resolution venue and legal jurisdiction should be Volusia County, Florida.
3. **Public Records.** The Contractor shall allow public access to all documents, papers, letters, or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received by the Contractor in conjunction with this Agreement. Specifically, the Contractor shall:
  - a. Keep and maintain public records that ordinarily and necessarily would be required by the City in order to perform the service.
  - b. Upon request of the City's custodian of public records, provide the City with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in state law or as otherwise provided by law.
  - c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the City.
  - d. Meet all requirements for retaining public records and transfer, at no cost, to the City all public records in possession of the Contractor upon termination of the Agreement and destroy and duplicate public records that are exempt or confidential and exempt from the public records disclosure requirements. All records stored electronically must be provided to the City in a format that is compatible with the information technology system of the City.
  - e. **IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (386) 878-8100, [jraftery@deltonafl.gov](mailto:jraftery@deltonafl.gov), 2345 Providence Blvd., Deltona, Florida 32725.**
4. **E-VERIFY**
  1. Definitions:
    - a. "Contractor" means a person or entity that has entered or is attempting to enter into a contract with a public employer to provide labor, supplies, or services to such employer in exchange for salary, wages, or other remuneration.

- b. "Subcontractor" means a person or entity that provides labor, supplies, or services to or for a contractor or another subcontractor in exchange for salary, wages, or other remuneration.
  2. Effective January 1, 2021, public and private employers, contractors and subcontractors will begin required registration with, and use of the E-verify system in order to verify the work authorization status of all newly hired employees. Vendor/Consultant/Contractor acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of:
    - a. All persons employed by Vendor/Consultant/Contractor to perform employment duties within Florida during the term of the contract; and
    - b. All persons (including subvendors/subconsultants/subcontractors) assigned by Vendor/Consultant/Contractor to perform work pursuant to the contract with the Department. The Vendor/Consultant/Contractor acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the contract with the City of Coconut Creek; and
    - c. *By entering into this Contract, the Contractor becomes obligated to comply with the provisions of Section 448.095, Fla. Stat., "Employment Eligibility," as amended from time to time. This includes but is not limited to utilization of the E-Verify System to verify the work authorization status of all newly hired employees, and requiring all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. The contractor shall maintain a copy of such affidavit for the duration of the contract. Failure to comply will lead to termination of this Contract, or if a subcontractor knowingly violates the statute, the subcontract must be terminated immediately. Any challenge to termination under this provision must be filed in the Circuit Court no later than 20 calendar days after the date of termination. If this contract is terminated for a violation of the statute by the Contractor, the Contractor may not be awarded a public contract for a period of 1 year after the date of termination.*
1. Purchase Orders, Invoicing, Payment, and Acceptance. Any purchase order submitted by City of Deltona "CLIENT" in connection with this SOW shall be deemed subject to these Additional Terms and this SOW. Unsigned, electronically submitted purchase orders shall be deemed to include CLIENT's electronic signature and shall be binding to the extent accepted by PRESIDIO. PRESIDIO's performance of such purchase order shall not constitute PRESIDIO's acceptance of new or different terms, including pre-printed terms on such order. In absence of a purchase order, CLIENT agrees that its signature below grants PRESIDIO the right to invoice CLIENT and authorizes payment to PRESIDIO for the amounts owed. Further, CLIENT represents that PRESIDIO can rely on such CLIENT signature for payment.

PRESIDIO shall invoice CLIENT for the Services in accordance with the terms stated in the SOW. The price included herein reflects a 3% discount for payment by cash, check, or wire transfer. This discount will not apply in the event that CLIENT pays using a credit card or debit card.

CLIENT shall make payment to PRESIDIO within thirty (30) days from the date of invoice. Except for taxes due on PRESIDIO's net income, CLIENT shall pay all taxes. PRESIDIO reserves the right to bill CLIENT for additional work requested by CLIENT and performed by PRESIDIO, and for applicable expenses incurred by PRESIDIO pursuant to providing such additional services, which are not described in this SOW.

Unless otherwise indicated in this SOW, CLIENT agrees that staff augmentation services and services performed on a time and materials basis shall be deemed accepted as performed. Unless otherwise indicated in this SOW, Projects shall be deemed accepted upon the earlier of PRESIDIO's receipt of a signed Milestone Completion and Acceptance document which has been signed and dated by an authorized representative of CLIENT, or ten (10) calendar days from the date of the delivery of the milestone deliverable. If acceptance is refused, Client shall provide, in writing to PRESIDIO, its reasonable basis for refusal, prior to the expiration of the Ten (10) calendar day period. PRESIDIO shall address the issue before subsequent work is undertaken.

**Limitations of Warranties. PRESIDIO WARRANTS THAT SERVICES SHALL BE PROVIDED BY COMPETENT PERSONNEL IN ACCORDANCE WITH APPLICABLE PROFESSIONAL STANDARDS. WITH RESPECT TO SERVICES PERFORMED BY PRESIDIO, PRESIDIO WARRANTS TO CLIENT, THAT THE SERVICES RENDERED SHALL BE PERFORMED IN A SKILLFUL AND PROFESSIONAL MANNER COMMENSURATE WITH THE REQUIREMENTS OF THIS EFFORT. CLIENT SHALL NOTIFY PRESIDIO IN WRITING WITHIN THIRTY (30) DAYS AFTER COMPLETION OF THE SERVICES IN QUESTION WHEN ANY OF THE SERVICES FAIL TO CONFORM TO THE STANDARD OF CARE SET FORTH IN THIS AGREEMENT. THE PASSAGE OF THE THIRTY (30) DAY PERIOD AFTER COMPLETION OF THE SERVICES WITHOUT THE NOTIFICATION DESCRIBED HEREIN SHALL CONSTITUTE CLIENT'S FINAL ACCEPTANCE OF THE SERVICES. TROUBLESHOOTING AND RECONFIGURATION DUE TO CHANGES TO THE CONFIGURATION BY CLIENT AFTER DELIVERY WILL REQUIRE THE PREPARATION OF A BILLABLE CHANGE ORDER AND PRESIDIO WILL USE ITS BEST EFFORTS TO PROVIDE ANY ADDITIONAL SUPPORT THAT MAY BE REQUIRED THEREAFTER ON A TIME AND MATERIALS BASIS AS SOON AS RESOURCES ARE REASONABLY AVAILABLE. PRESIDIO MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

2. Intellectual Property. CLIENT acknowledges that PRESIDIO, its vendors, and/or its licensors retain all patents and/or copyrights in and to all proprietary data, processes, and programs, if any, provided in connection with Services performed hereunder; any PRESIDIO software provided to CLIENT as part of the Services provided shall be subject to the vendor's, licensor's or OEM's copyright and licensing policy. To the extent such software is prepared by PRESIDIO, it is provided by nontransferable, nonexclusive license for CLIENT'S internal use only, subject strictly to the terms and conditions of this Agreement and shall terminate upon termination or expiration of this Agreement. CLIENT shall not duplicate, use, or disclose for the benefit of third parties, reverse engineer or decompile any such software.
3. Confidential Information. The parties agree that Confidential Information means any information disclosed by the disclosing party to the receiving party, either directly or indirectly, in writing, orally or by inspection of tangible objects (including without limitation documents, prototypes, samples, plant and equipment, "CLIENT" lists or other "CLIENT" information not known to the public), which is designated as "Confidential," "Proprietary" or some similar designation, or is the type of information which should reasonably be recognized as Confidential or Proprietary. The receiving party shall not use any Confidential Information of the disclosing party for any purpose except to evaluate and engage in discussions concerning this SOW. Each party agrees to protect the other party's Proprietary and Confidential Information to the same extent that it protects its own Proprietary and Confidential Information but with no less than a reasonable degree of care.
4. Limitation of Liability. IN NO EVENT SHALL PRESIDIO BE LIABLE TO CLIENT FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND WHATSOEVER, ARISING IN CONTRACT, TORT OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. PRESIDIO'S ENTIRE LIABILITY AND CLIENT'S EXCLUSIVE REMEDY FOR DAMAGES FROM ANY CAUSE WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, NONPERFORMANCE OR MISREPRESENTATION, AND REGARDLESS OF THE FORM OF ACTIONS, SHALL BE LIMITED TO THE AMOUNT WHICH HAS BEEN ACTUALLY PAID TO PRESIDIO BY CLIENT FOR SERVICES AND/OR PERFORMANCE HEREUNDER. Without limiting the foregoing, PRESIDIO will have no responsibility for the adequacy or performance of (i) any third-party software provided to PRESIDIO under this agreement; (ii) any hardware, and (iii) any services provided by any third party.
5. Non-Solicitation Provision. During the term of this SOW and for twelve (12) months thereafter, CLIENT will not solicit for a permanent or other position any employee or subcontractor of PRESIDIO to whom CLIENT was introduced through its relationship with PRESIDIO. Should CLIENT solicit and/or hire an employee or contractor from PRESIDIO, CLIENT shall pay to PRESIDIO an administrative fee equal to 1 year's salary of the employee's new salary at CLIENT.
6. Force Majeure. Neither party shall be liable for any failure or delay in performance of its obligations hereunder where such performance is prevented or delayed by causes beyond its reasonable control, including without limitation, flood, war, embargo, strike or other labor dispute, riot, acts of God or the intervention of any government authority.



7. **Choice of Law and Venue.** The parties will attempt to settle any claim or controversy arising under this SOW through consultation and negotiation in good faith and a spirit of mutual cooperation. This SOW and all matters relating thereto shall be governed exclusively by the substantive law of the State of New York. Any dispute relating directly or indirectly to this SOW or any other contract or agreement between the parties which cannot be resolved through the process of consultation and negotiation shall be brought in a court of competent jurisdiction in New York County, New York, that being the exclusive venue for any dispute between or any claims held by any of the parties to this SOW.
8. **Miscellaneous.** This SOW constitutes the entire agreement of the parties and supersedes all prior written or oral agreements, representations and understandings relating to the subject matter hereof, with the exception of a valid Master Services and Product Agreement between the parties under the terms of which this SOW shall be incorporated. This SOW shall not be amended or modified except by written instrument signed by the parties. Should additional work beyond the scope of the Services detailed herein by PRESIDIO be requested by CLIENT, fees for such additional Services will be negotiated with CLIENT prior to performing such work and will be memorialized in writing between the Parties by utilizing a Project Change Request form ("PCR") or an additional SOW as appropriate. PRESIDIO will invoice CLIENT for any additional work performed and expenses incurred which are not described in this SOW. The Parties agree that neither may assign its rights or duties under this contract without the prior written consent of the other Party, which consent shall not be unreasonably withheld.
9. **Severability.** The provisions of this SOW are severable. If any provision of this SOW or its application to any person or circumstance is ever held by any court of competent jurisdiction to be invalid for any reason, the remainder of this Agreement and the application of such provision or part of this SOW to other persons or circumstances shall not be affected.

## 10. 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 DELTONA

---

Signature

Date

---

Printed Name & Title

Presidio

---

Signature

Date

---

Printed Name & Title

## **Appendix A**

# Statement of Work

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## Introduction

Call Cabinet is proposing to provide Call Recording services to the City of Deltona. This SOW covers the details around installing our services alongside their Webex Contact Center platform deployment.

## Scope of Work

Call Cabinet will engage the Presidio and City of Deltona teams initially in a project planning/scoping call to fully identify the resources required, the actions to be performed delivering the required call recording outcome.

Call Cabinet will then follow with a scheduled installation, configuration and testing of our software in the City of Deltona voice network.

### *Deliverables associated to planning/scoping*

- Determine initial City of Deltona Administrator for the CallCabinet account management
- Determine the City of Deltona Webex CC Administrator responsible for the recording installation
- Confirm that Webex CC Administrator performing the integration authorization has both CC Administrator and Supervisor licensing
- Confirm that all Webex CC Agents requiring recording have been setup/configured as such within Webex CC

*Deliverables associated to Call Cabinet recorder deployment*

- Schedule deployment session
- Assist with any deployment time questions
- Assist with initial test calling
- Confirm recordings are being captured by Call Cabinet

*Deliverables associated to Call Cabinet Analytics deployment*

- Confirm whether automated PCI Redaction is to be applied
  - Determine minimum length of consecutive digits desired to trigger redaction
- Configure Call Cabinet account to connect with Analytics engine
- Validate that recordings are being sent through engine successfully

## Atmos System Requirements

System Requirements	Required
Total Recorded Recorded users / Agents?	17
Total number of Admin / Supervisors?	TBD
QC Enabled? Y/N	N
Analytics / Transcription? Y/N	Y
List number of Sites & Names	TBD

## Call Cabinet Responsibilities

Responsibility
Assist in Webex Contact Center connection to Call Cabinet
Test/validate recording is operational
Test/Validate that Analytics is operational
Provide ongoing support

## Customer Responsibilities

Responsibility
Identify Recorded user details
Identify administrative user details around access to recordings
Participate in validation and acceptance testing of the recording service

## Presidio Responsibilities

Responsibility
Configure Webex CC call recording as appropriate for the desired users and recording features
Perform Webex CC to Call Cabinet connect process
Participate in validation and acceptance testing of the recording service

## Completion Criteria

This project shall be deemed completed at the point that test Webex CC extensions that are configured for recording are able to be captured in the Call Cabinet system and that the associated Transcription and AI derived data is presented.