



**City of Hollywood Cisco Unified Communications Upgrade
RFP-4556-17-JE**

United Data Technologies
8825 NW 21st Terrace
Doral, FL 33172
June 20, 2017

Prepared For:



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1. Letter of Transmittal

June 22, 2017

To: Janice English, Procurement Contracts Officer
Jenny Castano, Procurement Specialist
Paul Bassar, Contract Compliance Officer

Re: **United Data Technologies, Inc. ("UDT") Quote for RFP entitled "Cisco Upgrade"**

City of Hollywood,

United Data Technologies, Inc. ("UDT"), a privately held minority business enterprise headquartered in Doral, Florida, respectfully submits this response to the above referenced request for proposal.

UDT hereby agrees with all terms, conditions, and provisions included in the solicitation. UDT makes no assumptions not noted or reports limitations related to this submission.

UDT's points of contact for this contract are listed below:

| Name | Title | Address | Telephone | E-mail |
|-------------------|----------------|--|---------------------------|--|
| Jeffrey J. Engle | Vice President | 8825 NW 21 st Terrace, Doral, Florida 33172 | 305-882-0435 ext. 6002 | Jeff.Engle@udtonline.com |
| William Rodriguez | Contracts Lead | 8825 NW 21 st Terrace, Doral, Florida 33172 | 786-364-6085 | William.Rodriguez@udtonline.com |

Regarding this offer, Jeffrey J. Engle, Vice President at UDT, is authorized to submit and bind the organization to the terms and conditions set forth in this quote. If there are any questions or concerns, please contact him using the information above.



Jeffrey J. Engle
Vice President

a. Understanding of Scope of Work

Cisco Gold Partner UDT completed the implementation of the City of Hollywood's ("the City") Unified Communications (UC) solution in 2016. See Appendix A, *Cisco Partner License*. At the time, the environment was configured with the most current software version available which is, at the time of this writing, version 11.5. As Cisco achieved the desired level of stability and reliability with its latest software release, the City seeks to upgrade the UC environment and enhance the functionality with additional features including "average wait time" alerts, the ability for system callback if a caller opts for that service, and e-mail and instant message (IM) integration for contact centers.

Once the upgrade is complete, UDT will begin enhancing the additional features. These modifications will allow the City's communication group to manipulate the layout and content quickly and easily and will continue to preserve the UC environment's security against intrusion.

2. Profile of Proposer

a. Local Organization

United Data Technologies, Inc. (UDT) is a local organization. Headquartered in Miami-Dade County at 8825 NW 21st Terrace, Doral, Florida 33172, UDT has employees in 14 offices across six (6) states within the southeastern United States.

b. Location

Work is to be performed at various locations within the City of Hollywood facilities and, where necessary, remotely from UDT offices.

c. Firm Overview

Founded in 1995 by partners Henry Fleches and Gerard Amaro, UDT is a privately held 100% minority owned certified small business company with approximately 300 employees throughout the southeast and across the country. UDT's mission is "To Accomplish More." We design, build, deliver, and service innovative IT solutions that integrate and elevate existing systems with the latest technology to increase efficiency and maximize capabilities. Clients in Commercial Enterprises, Municipal, State, Education, and Federal verticals rely on us as their trusted partner to deliver vital IT solutions.

(1) Key Statistics

- 100% certified (NMSDC) minority (Hispanic) owned and operated firm, founded in 1995 by partners Henry Fleches and Gerard Amaro;
- Retains large capacity configuration facility located in Orlando, Florida;
- Holds strong financial position including:
 - \$40 million credit facility provided by GE Capital
 - \$200+ million revenue 2016
 - Profitable operations
 - Three-year CAGR of 28%
 - \$50 million assets, no long-term debt
- Provides a broad scope of horizontal and segment-specific solutions;
- Inspires "STRIVE" Culture – Imperative Corporate Characteristics;
 - Sense of Urgency, Teamwork, Responsibility, Integrity, Versatility, Excellence

- Partners with industry leaders including HP, Cisco, EMC, NetApp, Dell, Microsoft, VMware and others;
- Participates in the following Advisory Councils;
 - Intel Solution Provider Advisory Council
 - HP Public Sector Advisory Council
 - HP CEO Roundtable Council
 - Cisco Advisory Council
 - Microsoft Cloud Solution Provider Council

(2) Services

The following sections outlined UDT's solutions offerings.

2.1 Wireless/Mobility

UDT provides enterprise-class wireless networking products and services that help organizations embrace mobility. Underlying these technologies are comprehensive site survey, network design, engineering, and interoperability services that ensure the wireless network can support today's unified communications, collaboration, and enterprise applications across a broad array of devices. The result is a highly available and secure wireless infrastructure with the flexibility to evolve as mobile technologies continue to advance.

2.2 Security Cyber Security

UDT offers a full menu of security and encryption services to help keep your network free of threats that cause breaches of data or lost productivity. With UDT's expert guidance and protective measures, our Security Consultants work with you to build security that addresses your specific needs. Our Cyber Security Consultants provide services and solutions that deliver continuous security assurance for business, government, and critical infrastructure. More than a vendor of technical capabilities, we act as outside counsel to ensure you have an objective view of your security posture and IT risk management strategy. We also help to develop internal security policies that coexist with governmental rules and regulations unique to certain industries.

2.3 Collaboration (Voice/Video/Content)

UDT will provide right-sized, right-priced collaboration and data center solutions to improve employee engagement; accelerate innovation and growth; and increase customer satisfaction. In today's fast-paced data centers, having a separate voice, data, and video infrastructures can seriously interfere with team productivity. Unifying those communications is the best way to overcome the challenges of using multiple communication methods within your multi-platform infrastructure. UDT can help you efficiently unify your communication process.

2.4 Data Center Solutions

Virtualization, Unified Computing, Core Switching, Storage, Application Networking, Content Management, Information Security, Consolidation, Energy and Efficiency, Automating Data Center Operations, Business Continuity, Disaster Recovery, Backup/Recovery and Archive, Application Vulnerability Testing, Performance Optimization, Security Information and Event Management, Data Discovery and Classification, Encryption and Key Management.

2.5 Managed Cloud Services

UDT helps you extend the value of your technology investment by first identifying your needs and then leveraging our targeted cloud-based services offerings spanning Backup as a Service, Desktop as a Service, Disaster Recovery as a Service, Email as a Service, and Unified Communications as a Service.

2.6 Managed Security Services

UDT provides powerful protection options to secure your systems against breaches and unauthorized access to a suite of security services that includes a managed firewall; network intrusion detection systems (IDS) and intrusion prevention systems (IPS); managed endpoints; and managed security information and event management (SIEM).

2.7 Managed Services

UDT helps ensure that your computing capabilities perfectly match your business requirements and maximize return on investment through managed services including 24/7 support, remote monitoring and management services, onsite support, and strategic client advisory services – enabling you to spend more time on advancing your business.

2.8 Large Scale Technology Buildouts and Applications

We employ a phased management approach to formulating and undertaking technology solution rollouts.

2.9 Client Computing Solutions

Client Virtualization, Access Control and Authorization, Loss Prevention, Malware Prevention, Desktop Energy and Efficiency Solutions, Assessments, Design and Architecture, Configuration, Deployment, Asset Management, Remediation, Disposal Kitting, Staging, Testing, and Logistics.

2.10 Procurement

Volume Purchasing, e-Commerce capabilities through UDTexchange, Catalog Management, Multi-Contract Pricing Management.

2.11 A/V Design and Integration

Distance Communication; Digital Signage; Command and Control; Meetings and Presentations; Training and Education.

2.12 Application Consulting

Our experts' decades of consulting know-how include certifications and training from Microsoft, Cisco, Citrix, HP, IronPort, Juniper™ Networks, Left-hand Networks, Meru Network, and VMware.

2.13 Business Consulting

We are complete IT specialists. Our experience in Business and Industry Consulting spans the marketplace, impacting segments from public to private sector. Well versed in Public Sector and State and Local Government, we also collaborate closely with clients in Utilities, Financial Services, Healthcare, Manufacturing, Retail, Media & Entertainment, Transportation, and Telecommunications.

2.14 Enterprise Supply Management

E-Procurement (The Store); Asset Management; Contract Management; Product Management; Document Management.

2.15 Integration Services & Distribution

Image Configuration; Warehousing/Staging; Asset Laser Engraving; Network Configuration; Network Installation.

2.16 Outsourcing

Lifecycle and Desktop Management; Service Portal; Help Desk; Moves, Adds & Changes (MAC); Staff Augmentation; Remote Managed Services.

2.17 Configuration Center

Provides capabilities for managing large scale technology rollouts, asset management, customized automation to simplify imaging through scripting, simplification of network device configuration, onsite white glove installation services, as well as staging, assembly, and warehousing.

2.18 Network Operations Center

Provides 24x7 support during and post engagement and provides retention and support of our managed services customers.

d. Similar Municipal Engagements

The table below provides a brief description of similar municipal engagements satisfactorily performed within the past two (2) years. See attached reference form for *Seminole County Public Schools Reference Questionnaire* and for *Christopher Columbus High School Reference Questionnaire*.

| Engagement | Date | Scope of Work |
|--------------------------------|------|--|
| Seminole County Public Schools | 2017 | <ul style="list-style-type: none"> • Seminole County Public Schools (SCPS) replaced aging phone system as well as additional Unified Communications (UC) Components including web and video conferencing, E-faxing, Contract Center IVR/ACD with call recording functionality, software-based attendant console, and presence integration with their existing IM solution • UDT provided a next-generation collaboration platform with superior flexibility, expandability, high availability, and an expansive feature set to provide comprehensive management • UDT’s solution defined a centralized deployment of UC applications that rely on two geographically distribute data centers enforcing the concept of clustering that provides resiliency and high-availability through multiple instances or nodes of Cisco UC applications • Cisco UC applications included: Cisco Unified Communications Manager, Cisco Unity Connection, |

| | | |
|------------------------------------|--------------|--|
| | | <p>Cisco Unified Presence Server, and Contact Center Express</p> <ul style="list-style-type: none"> • Communications Manager offers call control capabilities, centralized dial-plan, conferencing resources, music on hold and directory integration while supporting standard signaling protocols such as SIP, H.323, MGCP and others (e.g., TFTP, LDAP, SNMP, SMTP, etc.) • Unity Connection provides Unified Messaging with dual store architecture; Single inbox feature synchronizes voice messages in Connection and Exchange mailboxes; status changes (e.g., from unread to read), changes to the subject line, and changes to the priority are replicated from Connection to Exchange and vice versa, as applicable • Cisco Unified Presence provides enterprise instant messaging and network-based presence compatible with Cisco and third party compatible desktop solutions as well as mobile presence and IM clients, while supporting Protocols XMPP and SIP/SIMPLE • The solution was equipped with survivability at the remote-site level (schools) such that in the event of a WAN failure or loss of connectivity from remote buildings to the central call processing servers, SRST (Survivable Remote Site Telephony) provides local survivability capacity for all phones in the remote building • SRST is natively supporting on Cisco ISR gateways and provides high availability for voice services by supplying call processing capabilities within the remote location router and enhancing the IP phones with the ability to “re-home” to the call processing functions in the local router if a loss of connectivity with the main call servers is detected. When connectivity is reestablished, the IP phones automatically re-register with the primary call server and resume normal operations |
| City of West Palm Beach IT Refresh | 2015-Present | <ul style="list-style-type: none"> • Project consisted of replacing and upgrading City’s entire Local Area Network (LAN), Infrastructure, VoIP Infrastructure, Network Security Infrastructure, |

| | | |
|--|------------------|---|
| | | <p>Wireless Network Infrastructure, and Cabling Infrastructure</p> <ul style="list-style-type: none"> • UDT served as primary contractor and led all activities including: project management, performing initial assessments to determine the issues and needs, architecting the correct solution to address concerns and needs (e.g., hardware, software, and services) • Worked with manufacturer partners on behalf of the City to obtain product, pricing, and support • Implemented the proposed solution and extended support upon installation and integration into the City's daily business operations |
| <p>Palm Beach County Schools Data Center and Core Networking Upgrade</p> | <p>2015-2017</p> | <ul style="list-style-type: none"> • UDT awarded the wireless infrastructure for the entire Palm Beach County School system, which consists of 180,000 students in over 200 locations. • At project conclusion, over 22,000 access points deployed • UDT resources designed the placement of access points for each of the schools in the district |

e. Litigation

While UDT has been involved in normal course of business litigation (e.g., Landlord/Tenant disputes) none of the causes of action arose from UDT's performance of contracted work.

3. Summary of Proposer's Qualifications

a. Consultant Experience

UDT has experience in conducting similar projects. Please see Appendix B, *UDT PM Talent Profile*, to review resumes for each of the consultants assigned to the engagement, which describe their relevant educational background and experience in planning, upgrading, and building out UC sites. UDT's technician certifications are listed in Appendix C, *Technician Certifications*. To reviewing the licensing and training credits for the UDT Team, please see Appendix D, *Licensing and Training Credits*.

The table below provides examples of corporate/governmental UC upgrades designed and implemented by UDT.

| Engagement | Description |
|---|---|
| Christopher Columbus High School (CCHS) | <ul style="list-style-type: none"> CCHS's existing infrastructure was unreliable, crashing unexpectedly. UDT provided solution included replacing existing network hardware and optimizing infrastructure |
| Akerman LLP | <ul style="list-style-type: none"> 1700 Handsets + Jabber, 22 Locations, Replaced Platform: Siemens, Cisco Unified Call Manager, Unity Connection, Contact Center Express and Presence Server, Cisco Contact Center 1 contact center site with 10 contact center seats 1700 IP-BPX Users |
| Seaboard Marine | <ul style="list-style-type: none"> 600 + handsets plus Jabber, 32 locations, Replacement Platform: Avaya, Cisco Unified Call Manager, Unity Connection, Contact Center Express, Video Conferencing and Presence Server |

b. Project Team

The Project Team will consist of several individuals from UDT's Professional Services and Project Management groups. The key stakeholders for UDT's Project Management Department include:

| Role | Responsibilities |
|--|--|
| Project Management Organization Director | Escalation point of contact for project-related tasks. |
| Project Manager | Responsible for organizing resources; meeting timelines; managing issues; remediating risks, and ensuring project success. |

The key stakeholders for UDT's Professional Services Department include:

| Role | Responsibilities |
|---|--|
| Professional Services Regional Director | Escalation point for professional services related tasks. |
| Lead Engineer | Responsible for the project success from a professional services standpoint. The Lead Engineer conducts surveys and is the primary liaison between UDT and the City's technical resources. |
| Supporting Engineers | The supporting engineer's primary responsibilities are to provide: (1) support to the Lead Engineer and (2) specialty services for specific areas of the project. |

The individuals assigned to this project, their titles, field of expertise and involvement are listed below. As UDT's pricing for this engagement is provided on a fixed fee, single project basis, regardless of the actual number of engineers or hours reasonably required to complete the work, the estimated hours for the individuals listed have been excluded.

| Name | Title |
|--------------------|---------------------------------------|
| Jonathan Greenberg | Technology Manager, Delivery Services |

| | |
|---------------------|--------------------------------|
| Christophe St. Luce | Information Technology Manager |
| Andres Sarmiento | Principal Systems Engineer |
| Juan Hernandez | Senior Systems Engineer |
| Andres Avila | Senior Systems Engineer |

c. Municipal Staff Support

UDT anticipates requiring municipal staff support from the IT Director, Raheem Seecharan, and the IT Helpdesk and/or individual(s) appointed by the IT Director as necessary.

4. Project Understanding, Proposed Approach, & Methodology

UDT strives for consistency and excellence in the delivery of solutions to our clients. UDT adopted a project delivery methodology to provide clients with an expectation of how UDT approaches each stage in a project lifecycle; from project initiation to project completion. The sections below describe UDT's approach to performing the contracted work.

a. Type of Services Provided

UDT has significant experience with designing and supplying Project Management documentation, outlined below.

(1) Network Assessment

The Network Assessment is a high-level infrastructure and architecture analysis and review, with a focus on the ability of the existing infrastructure to support the needs of the proposed solution including features, physical connectivity, PoE requirements, QoS, and bandwidth/utilization.

A solid network assessment is imperative for the success of any UC deployment. UDT has provided many network assessments focused on capacity, reliability, and fine-tuning of the network. The network assessment requires cooperation from the City's internal technical resources. It may be necessary to make changes to the network services and switch configuration if issues are found, or, if the network scans cannot be completed due to insufficient privileges or access.

For a more detailed description of the UDT Project Methodology, including the type of services provided and the methods UDT uses to gather and analyze data, see Appendix E, *UDT Project Management Framework*.

(2) Communication Plan

The Communication Plan is created by the UDT Project Manager and shared with all project stakeholders. The plan includes scheduled meetings to discuss the project's progress, obstacles or issues, and next steps. The plan outlines the assignment of tasks to UDT and City personnel as well as how the team will communicate regarding each task, such as preferred channels or methods of communication.

(3) Implementation Plan

The Implementation Plan closely follows the deployment checklist that UDT Engineers use for the UC system deployment. As with any project, there is a specific order for task completion to allow for maximum effectiveness and efficiency. This process follows the Cisco-recommended procedures as outlined in the Cisco Deployment Guide documentation.

The UDT Project Manager works closely with the UDT Engineering Team to simplify and segment the Cisco deployment process into the specific sites and tasks for the City's project. The Implementation Plan depends heavily on the City's schedule, expectations, and limitations. UDT will gather and clearly document all City requirements and limitations to create the Implementation Plan.

(4) Risk Review and Plan

The Risk Assessment is an analysis of the capacity and reliability of the proposed solution under normal expected call loads, heavy/peak call loads, and during outage conditions. This step identifies risks that could impact the project through delay, outage, or significant impact to users during migration. The assessment focuses on reliability and resilience, but also frequently includes a rollout/migration component, *i.e.*, challenges with cuts for each location and how UDT will manage the transition throughout migration.

Throughout the project, the Project Team determines and documents any roadblocks, obstacles, concerns, or issues that are anticipated or clear at project inception or that may arise throughout the project lifecycle. Each item identified during the assessment is addressed and incorporated into the Project Plan (see below) to mitigate as many of the risks as possible. Documentation will clearly specify the issue or risk, the responsible party, remediation efforts, and the expected resolution date. The Project Manager maintains this document and shares updated versions with the team as the project progresses.

(5) Integration Test Results

Immediately following any external system integration, UDT engineers perform integration testing and provide the results to the City. The UDT Project Manager delivers the document; however, as it is created by UDT engineers, the documentation includes textual explanations of what is tested and why, a spreadsheet displaying test cases and results per test, and a final assessment explanation that includes any concerns or limitations encountered during the testing.

(6) Performance Test Results

The Performance Test is like the Network Assessment completed during the Planning Phase, but conducted on a smaller scale. The focus is on capacity, reliability, and efficiency of the network.

(7) Support Documentation

The Support Documentation is a compilation of many items gathered throughout the project, is provided to the City by the UDT Project Manager, and outlines all relevant information a system administrator would require to support the system. The information includes: credentials (sent securely), network and application connectivity diagrams, server names and IP addresses, a list of versions and licenses for each component, the physical location of hardware, explanations for any external integrations, and call flow diagrams. Other items include tables exported from Cisco Unified Communication Manager and Contact Center Express such as dial plans, partitions, routing rules, and trunk configurations. With this documentation, a knowledgeable IT systems administrator should be able to provide general support for the systems.

b. Project Plan

UDT assigns a Project Manager throughout the project who works directly with the UDT Engineering Team and the City to design and provide a full project plan. The Project Plan includes items specified in the City's required deliverables, including a full testing plan. During discovery workshops with the City,

additional information (if uncovered) is included in the Project Plan. Scheduling concerns will also be addressed in the Plan to ensure smooth implementation. The major tasks and responsibilities for the project plan are outlined below and discussed in further detail in UDT's Statement of Work. See Appendix F, *City of Hollywood UC Upgrade & Enhancements SOW*.

Phase 1: Kick-Off

- Internal UDT Kickoff
- Official Project Kickoff
 - Identify stakeholders
 - Determine/Discuss timeline
 - Discuss Project phases and Project Methodology
 - Identify project communications and escalations

Phase 2: Planning – UC Upgrade

- Pre-Upgrade UC Environment Assessment
 - Validate servers are in good health
 - Conduct Pre-upgrade assessment and documentation
 - Validate backups are being created
 - Create, document, and Discuss upgrade plan(s) with customer
 - Create, document, and discuss rollback plan(s) with customer

Phase 3: Preparation – UC Upgrade

- Acquire new/upgrade licenses for all servers to be upgraded
- Gather new Server images and upload them to the UCS host servers
- Gather Updated IOS files for Gateway upgrades
- Upload IOS Images to a centralized TFP/FTP/SFTP server for upgrades

Phase 4: Deployment Phase 1

- Upgrade (40) Cisco VG204 and VG310 Gateways to latest recommended IOS
- Upgrade (9) Cisco ISR Gateways to latest recommended IOS
- Upgrade Server Firmware for (8) UCS Servers
- Upgrade Cisco PLM Server to latest recommended version
- Upgrade Attendant Console Standard client software to latest recommended version
- Upgrade Unity Connection cluster to latest recommended Image
- Upgrade Cisco Emergency Responder to latest recommended version
- Webex Meeting server does not have a new upgrade at this time. If one is available, we will upgrade Webex Meeting Server during this phase
- Testing and validation to ensure normal operation post-upgrade
- Upgrade phase 1 support

Phase 5: Deployment Phase 2

- Upgrade Cisco Unified Communications Manager Cluster to latest recommended version
- Upgrade Instant Messaging and Presence cluster to latest recommended version
- Upgrade Cisco Unified Contact Center Cluster to latest recommended version

- Upgrade Socialminer to latest recommended version
- Upgrade Cisco AQM to latest recommended version
- Upgrade Cisco WFO to latest recommended version
- Upgrade Cisco VCS Expressway-C and VCS Expressway-E to latest recommended version
- Upgrade Prime Collaboration Provisioning to latest recommended version
- Testing and validation to ensure normal operation post-upgrade
- Upgrade Phase 2 support

Phase 6: UCCX Enhancements

- Planning meeting for UCCX updates, additions, and changes
- Add Omnichannel functionality to UCCX
 - Email Queues
 - Based on the planning stage discovery, create the Email queues for CCX email handling
 - Based on the planning stage discovery, add CCX agents to the E-mail Queues
 - Add E-mail gadget to finesse for CCX E-mail handling
 - Instant Messaging
 - Based on the planning stage discovery, create the IM queues for IM handling
 - Based on the planning stage discovery, add CCX agents for IM handling
 - Add IM gadget to finesse
 - Work with City of Hollywood Web developer to implement chat button on designated websites
 - Script Enhancements
 - Add Estimated Waiting time information to all existing scripts
 - Add Logic to Existing scripts to give callers the option to receive a call back if they do not want to hold for an agent
 - Create (5) New Contact Centers
 - Create new Skills
 - Create new Contact Service Queues
 - Create new Teams
 - Assign Agent and supervisor to Contact center teams
 - Create Scripts for new contact centers
 - Create Applications for new contact centers
 - Create Triggers for new contact centers
 - Perform agent training for (5) contact Centers

Phase 7: Communications Manager and Unity Enhancements

- Planning and preparation meeting for Communications Manager and Unity Enhancements
- Configure Single Number Reach for up to (50) users.
- Make changes to Unity Connection departmental greetings and call handling based on discussions during the planning meetings
- Configure up to (3) Voice Gateways for SIP termination, test and turn up with carrier, and support PRI to SIP migration
- Configure Speechview for Voicemail Speech-to-text transcription

Phase 8: Follow-up

- As-built documentation

Phase 9: Closeout

- Closeout meeting
- Documentation handover

c. Project Timeline

Figure 1 below provides a snapshot of the timeframe for project completion, including high-level milestone dates.¹ For a more detailed, low-level timeline, see Appendix G, *City of Hollywood UC Upgrade Low Level Detailed Timeline*.

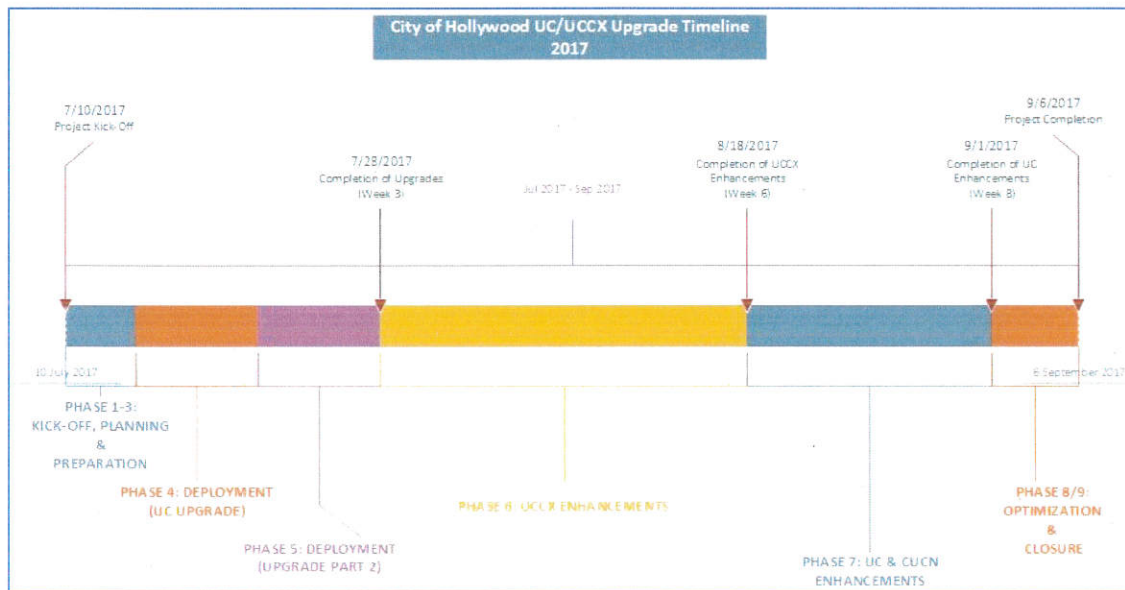


Figure 1

Cost Proposal Based on the Project Scope

The Cost Proposal attached in Appendix F, *City of Hollywood UC Upgrade & Enhancements SOW*, includes the proposed costs to complete the tasks described above. Costs are stated as non-recurring costs (NRC) as UDT pricing for this engagement is provided on a fixed fee, single project basis, regardless of the actual number of engineers or hours reasonably required to complete the work.

Billing Milestones:

| Description | Amount |
|--------------------------------------|-------------|
| Phase 1-3 Kick-off/Planning/Prep | \$5,548.20 |
| Phase 4: Upgrade Phase 1 | \$8,878.80 |
| Phase 5: Upgrade Phase 2 | \$9,756.60 |
| Phase 6: Contact Center Enhancements | \$23,755.20 |

¹ Figure 1 has also been attached as Appendix G in JPEG file format for reference.



| | | |
|---|--|-------------|
| Phase 7: CUCM/Unity Connection Enhancements | | \$16,968.00 |
| Phase 8-9: Follow-up/close-out | | \$1,060.50 |

| | |
|--|--------------------|
| Travel and Expenses: | \$0.00 |
| Pricing for this Professional Services Engagement: | |
| Services Cost from Fixed priced milestones: | \$65,967.30 |
| Travel Cost Budget (if Applicable): | \$0.00 |
| Total Project Cost: | \$65,967.30 |

Appendix A: Cisco Partner License





UDT Project Manager – Talent profile

PMP, PgMP, PSM, SCM

CAREER SUMMARY

Experienced senior level PMP, PgPM, PSM, SCM with ITIL certifications and expertise across multiple IT disciplines including infrastructure program management, operations, account management, budget management, risk management, software development and overall mission goals with success.

My career has been a series of upward moves; each one leading to a new or broadened skill set with increasing levels of responsibility and authority. Always looking for the next challenge, I have sought out difficult and complex assignments -- and have been successful in the roles. I am an energetic, optimistic and passionate management professional with 25+ years of global consulting and program & project management experience with multi-national corporations.

Program Manager

Verizon Services

July 2016 – December 2016

Capital Financial Services Research, San Antonio, TX

Managed Service and Professional Services on Infrastructure integration and migration. Cisco Call manager, Aspect, full Firewall support and migration to new platform, Genesys Omnichannel Call Contact Center.

Management and resource deployment of a virtual team, Daily vendor management, Service Management (SMP), Project Management Methodologies and Software Development Life Cycle standards. Schedules, coordinates, manages, and directs all third party vendor resources and communications between Customer teams and third party vendors. Resource problem resolution. Validate scope, deliverables and assumptions as identified by the Customer. Able to facilitate and/or attend internal and external daily/weekly status meetings, coordinate test requirement and provide summary and recommendations based on the test results, coordinate, and manage resources identified in any SOW including, workload adjustments and scheduling. Knowledge of Contact Center domain to Project Manage new SIP based calls and understanding of IVR's and call routing as well as work management. Facilitation of infrastructure, development, and vendor resources in troubleshooting issues. Knowledge of the agile development methodology. Collaboration skills with business users and management as well as IT developers, application support resources and IT management. Medium to large size projects. Understanding of change management and Incident management processes. Able to compile data for service level metrics as well as financial data to support business cases. Meeting coordination and facilitation. Coordination of testing efforts. Able to work on multiple tasks simultaneously with minimal supervision. Daily risk management and data protection inventory.

Sr. Project Manager/Delivery Manager

Consultant - Atos

July 2012 – April 2016

On loan to Siemens, City of San Diego, McGraw-Hill, ACT, MFS and American Styrenics

Managed complex IT Infrastructure projects such as large wired & Wireless and Data Network, the installation of multiple systems such as EMC Cloud technology, Identity Authentication Management, SIEM (Security incident Event Monitoring), VOIP, local circuit and Telco provisioning and turn-up, facilities build-outs, Active Directory with migration, wiring vendors to support WIFI, Data Networks and Tele-presence implementation. Manage parallel teams on large regional and International projects. Agile dependant projects followed the manifesto of complete communication.

- HW/SW refresh



- Windows 7 Roll-out of 87,000 machines
- Cross Domain Migration 2,300 servers
- Windows Server 2003 EoL – 2012 Server initiative
- EMC, NetApp, HP, SharePoint, ServiceNow, SAP
- Storage, Back-up & Restore
- Security - HIPPA, SOX, GCCs, FERC, IPIN)
- Vendor Manager
- Off-shore Delivery Manager
- Siemens E-Commerce
- Citrix, SAP, ServiceNow, ServiceManager, SharePoint, Unix, Microsoft
- N.A. Legal Agent PDD - LASLL – Off-shoring legal agent for North America

Sr. Implementation Manager/Security Program Manager/Delivery Manager

Presidio Managed Services

March 2011 - July 2012

On-boarding of large, top 20 base customers, Infrastructure specialist for managed services, Avaya Contact Center customers and professional services contracts, Acquisition Manager, SIEM (Security incident Event Monitoring) HIPPA, SOX, GCCs, FERC, IPIN compliance manager following the Agile manifesto. Identity Authentication Management, Implement new processes & procedures with PMO. Develop, research, and evaluate feasibility of alternatives to meet project objectives and recommend optimal alternatives. Develop and maintain documentation regarding system functionality. Create training material and conduct PM & OPS training related to current and new systems.

Program Manager/Delivery Manager/Transformation manager

Siemens, AG SIS (Atos) Consultant

March 2009 - March 2011 (3 years)

- Program Manager – N.A End User Computing (August 2010 – March 2011)
- Program Delivery Manager – N.A. Legal Export Control & Off-shoring & Governance, Risk, and Compliance (March 2010 – October 2010)
- Transformation Manager & Program Director – Siemens Energy Global (March 2009 – March 2010)

Primary project interface for 14 concurrent Global projects across 6 towers (EUC, DC, Network, Voice, OpFW & Service Desk), Global Transformation Manager (Largest global outsourcing project - \$1B contract value) - LAN & WLAN, Service Desk, ServiceNow, ServiceManager, SAP, Software Distribution, AD & AGSM, OpFW, QoS, 802.1x, Global client Harmonization, RTC, Win7, INAC, RAS, EPV, IPINs, HIPPA, SOX, GCCs, FERC, Avaya and Nortel Contact Center upgrades and modifications.

Strategic Project Manager / Transformation Manager

Cross Telecom – Avaya

November 2007 - February 2009 (1 year 3 months)

Plan and manage Avaya Contact Center Strategic Global projects for CITRIX. Key project management responsibilities included creating clear and attainable project objectives, building the project requirements, and managing the triple constraint for projects - cost, time, and scope Change Request/Change Management



Sr. Project Manager / Transformation Director

Tempus Resorts International Consultant

March 2007 – September 2007 (6 month)

Data Center move, VoIP Implementation, CRS & CRM Implementation, Avaya to I3 Contact Center implementation, Construction liaison, Facilitate PMO Creation and assist with Best Practices and PMI Certification. Work breakdown structures, critical path analysis and earned value management, Change Management. PMO start-up - Goals, forms, PMI direction, Process flow, Policies/Procedures. 2007/2008 Radar Goals and Analysis, Timelines, Products, End-of-Life Hardware and Software, Licensing and Best Group Consolidation.

Consultant

The Royal Bank of Scotland PLC – RBS

December 2006 – March 2007 (4 month)

Business Analysis, Process flow, Policies/Procedures and confirm and close issue logs for 2006. Verify all 2006 project files, confirm and document all missing processes, steps and forms. Validate budget adherences. Dublin Ireland & Waterhouse Square London, England

Sr. Project Manager

Sprint Consumer Virtual Business - Consultant

June 2006 – December 2006 (6 month)

Managed Merger Consolidation, Method and Procedures, Call Center Moves across four E-commerce sites - Surrey, British Columbia / Bridgetown, Barbados / Panama City, Panama / Buenos Aires, Argentina. Review merger with each department and document their M&P's, look for cross utilizations, suggest core competencies, consolidate centers or move business determined by reporting competencies, Change Request/Change Management. Document Statements of Work, to create and/or expand business in a drive to merge and comply with Synergy Project.

Technical Project Manager / Network Engineer

NCR

September 2002 – June 2006 (3 years 9 months)

NCR/Amadeus project start-up contract amendment, documentation, Policies and Procedures, IMAC-D, Change Request/Change Management, Account and contract meetings, CR/CCR, call handling, personnel supervision, scheduling and the oversight of the Frame Relay NW for Amadeus NAM.

Managed Powai, India center – oversight and technical management in the creation of new center for Amadeus and NCR.

Amsterdam, Netherlands – Provided Business analysis, Process flow, Policies/Procedures, Client single point of contact for all issues, PC setup and configuration.

Montevideo, Uruguay - Oversight and technical management in the creation of new center for Amadeus and NCR.

Network Engineering – Latin America/Caribbean Technical Project Manager

Electronic Data Systems (EDS)

September 1993 – August 2002 (8 years 11 months)

Move/Add installations complete from WAN (Frame Relay) to desktop, Tier 3 escalation point for 3rd party Hardware/Software vendors, procedural documentation, Hardware/Software documentation and training.



Project Manager and Frame Relay Network Design Engineer for EDS supporting Amadeus/SystemONE, American Airlines, USAir, Air Canada, British Airways for the Caribbean and Latin American - Santo Domingo, Belize International Airport, Cayman Island, Aruba, Sabre Corporate Offices – Coral Gables FL.

Responsible for the design, implementation and installation of LAN/WANs, within airports and corporate offices.

Technical Escalation Group. Tier 3 escalation specialists and Project/Product Manager –Responsible for 128 technicians training and documentation.

Network Operations Center – Brisbane, Australia.

Revamped training department including all documentation related to new product training overviews, recurrent training, and new policies and procedures.

EDUCATION

Florida State University

Business Administration/Computer Science

Technician

Todd Hirschi

CertificationsCompTia Network+ Certification
Dell Certifications

Eric Robles

CompTia A+ Certification

James restrepo

CompTia A+ Certification
CompTia Network+ Certification
A.A. in Computers and Electronics

Saint-Anion Simon

Lenovo Desktop Systems Hardware Service Training
Warranty Basics For Administrators
ThinkPad Tablet Systems Hardware Service Training
Lenovo Notebook Systems Hardware Service Training
Warranty Basics for Technicians

Jeremy Dubach

CompTIA Network+ (12/16/2014)
CISCO CCENT Network (02/26/2015)
CISCO CCNA Switching and Routing (06/12/2015)
Comp TIA Linux+ (01/08/2014)
Comp TIA Security+ (06/23/2014)
Comp TIA Project+ (07/02/2014)
Lenovo Field Service Idea Centre Desktop Certified (11/20/2014)
Lenovo Field Service Think Desktop Authorization Certified (11/14/2014)
Lenovo Field Service Think Notebook Authorization Certified (11/20/2014)
DCSE Foundation 2013 Desktops (Cert ID: 3114)
DCSE Foundation 2013 Alienware (Cert ID: 3115)
DCSE Foundation 2013 Portables (Cert ID: 3116)
DCSE Foundation 2013 Ruggedized (Cert ID: 3117)
DCSE Microsoft Windows 8 (Cert ID : 3086)
DCSE Printer Foundations (Cert ID: 3138)
Lexmark Certified on Most Products
CIW v5 Database Design Specialist (10/06/2014)
CIW Web Design Specialist (12/28/2013)
HDI Support Center Analyst Certification (01/20/2010)
HP Laptops, Desktops, Tablets, Printers
Lexmark most of the printers/multifunctions (Printer Certs attached)
Sony TV, VISO TV, Element, JVC, Samsung, Insignia

Alex Figueroa

HP All-in-One Retail Point of Service Workstation Certification
HP Commercial Desktops, Workstation Certification
HP ElitePad Family Service Quadro Certification
HP LaserJet Recommended Prerequisite Certification
HP Pro Tablet and Slate Product Certification
TPS Color LaserJet Service Quadro Certification
TPS Mono LaserJet Service Quality Certification
TPS/VEP Low-end Color LaserJet Certification
VEP Low-End Mono LaserJet Service Certification

Walter Ramirez

B.S. in Computer Science

Appendix D: Licensing and Training Credits



United Data Technologies
8825 NW 21 Terrace
Doral, Florida 33172
Tel: (305) 882-0435 Fax: (305) 882-0436
www.udtonline.com

Quotation No AAAQ41229
Date: Friday, May 21, 2010
Quoted by: motter
Tel: 305-882-0435 Fax:

Quote For:
City of Hollywood

2600 Hollywood Boulevard
Hollywood, FL 33020

Ship To:
City of Hollywood

2600 Hollywood Boulevard
Hollywood, FL 33020

Tel: (954) 921-3038 Fax:

Terms: NET 30

Quotation No: AAAQ41229 for

| Line | Qty. | Part Number | Description | Price | Extended Price |
|------|------|------------------|--|----------|----------------|
| 1 | 20 | LIC-SPCHVIEW-1YR | SpeechView for Unity Connection - 1 Year license | \$32.00 | \$640.00 |
| 2 | 4 | TRN-CLC-055 | Cisco 10 Learning Credits | \$640.00 | \$2,560.00 |

Sub Total \$3,200.00
Sales Tax \$0.00
Shipping \$0.00
Total \$3,200.00

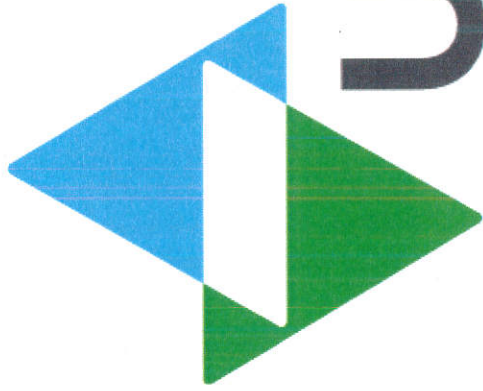
Ask your UDT representative how you can save thousands using Managed Services

Accepted by: _____

Date: _____

Please write bill to and ship to addresses below if different from quotation.

Order Number: _____



UDT

ACCOMPLISH MORE

FORWARD, FURTHER, FASTER

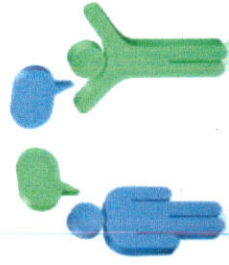
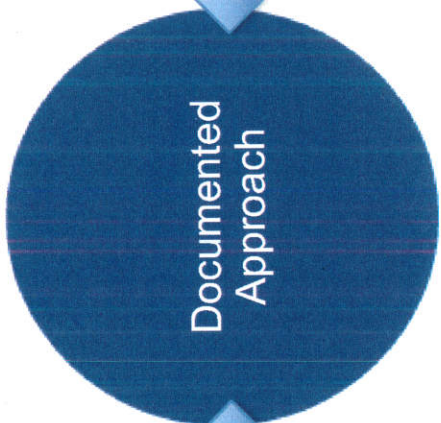
TOGETHER INTO A FUTURE OF HEIGHTENED ACHIEVEMENT



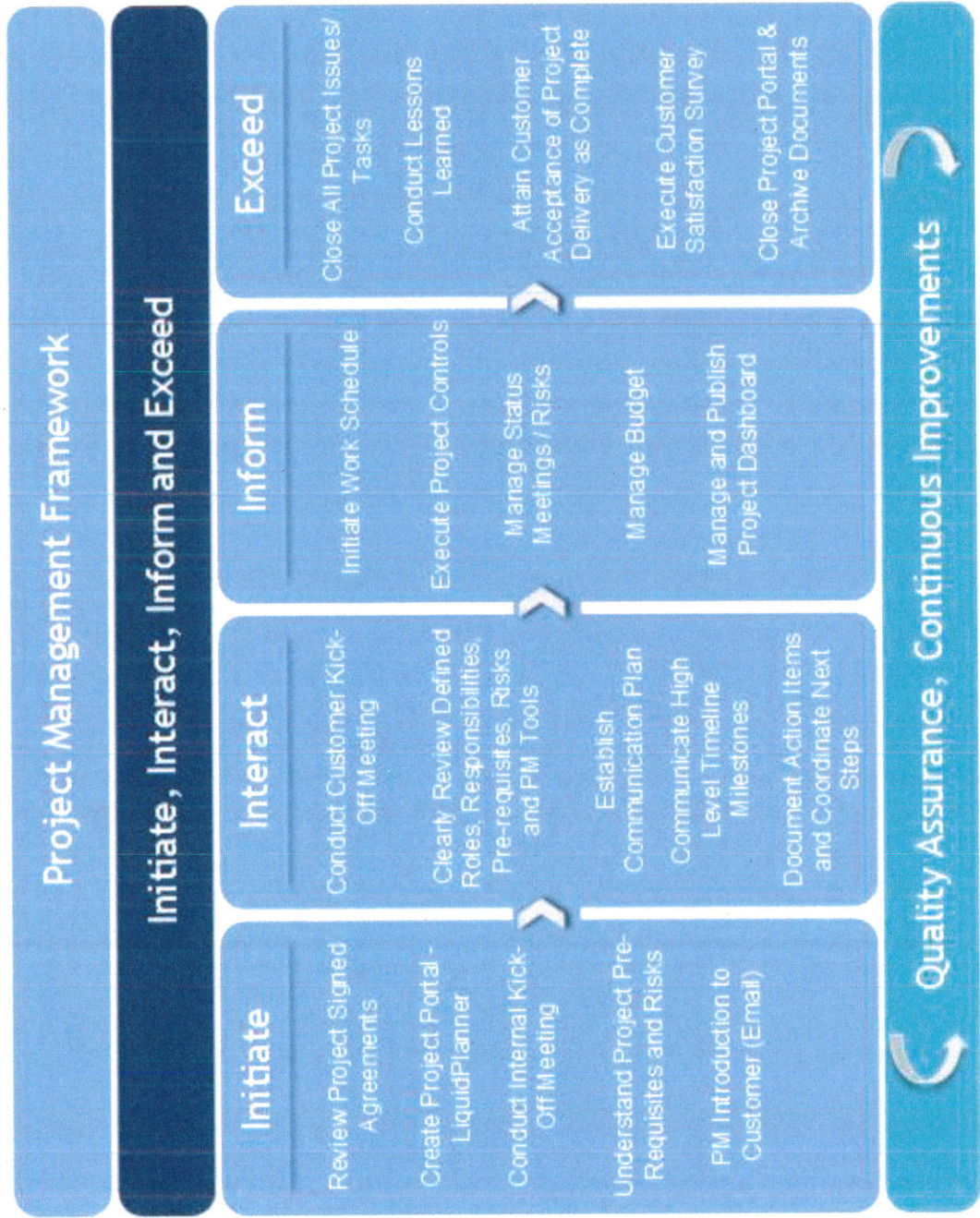
Project Management Office



Key Elements to Project Success



13e Project Management Framework



LiquidPlanner – Project Management Tool



http://www.liquidplanner.com/liquid-planner-features

Project Phases and Milestones

- Jobs Under Course
- Approved and Pending
- Approved, Not Yet Started
- Completed
- On Hold
- Not Started

Remaining [E] 23.2h Overall % Complete 16% 11/20 12/7 12/14 12/21 12/28 1/4 1/11

152h 32% 11/20 12/7 12/14 12/21 12/28 1/4 1/11

12.2h 6% 11/20 12/7 12/14 12/21 12/28 1/4 1/11

6.2h 0% 11/20 12/7 12/14 12/21 12/28 1/4 1/11

1.1h 0% 11/20 12/7 12/14 12/21 12/28 1/4 1/11

Work Allocation

349 HOURS

His Total [E] by Person

- 22.5% (10h) 80.15h
- 22.4% (10h) 78.37h
- 18.6% (9h) 65.00h
- 17.4% (8h) 60.77h
- 14.2% (7h) 50.00h
- 4.3% (2h) 15.00h

Billable vs Contract

\$ Logged Billable \$1,083.33 \$ Total Billable [E] \$8,193.90 Contract Value \$10,000.00 \$ Total Contract vs Bill \$1,810.00

Project Title - Vista Upgrade

Total Trend

Viewing: 06/16/11 to: 12/15/15

Risks

Task Owners Flag Del...

- Under-allocated Zareen 46
- Test Case 1 Adam 50

Milestones

Task Deadline

- Server Migration - Renewal 12/31/15
- Pre call 12/05/15

1. Projects View Widget
2. Analytics Table Widget
3. Trend Chart Widget
4. Donut Widget
5. Analytics Table Widget



Project Dashboard Controls - LiquidPlanner

Centralized Project Controls

+

Focused Project Communication

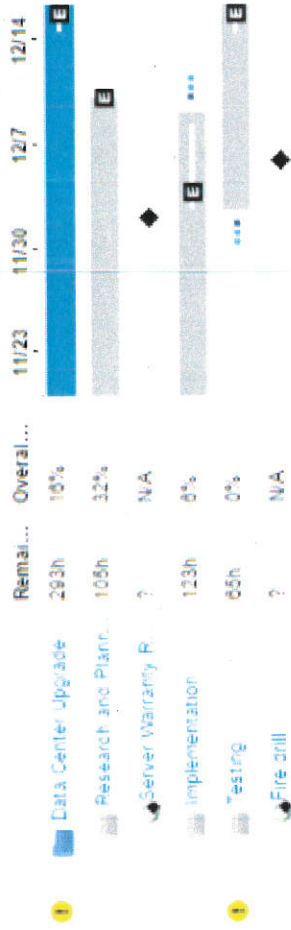
+

Proactive Risk Mitigation

=

Successful Project Management

Project Phases and Milestones



Risks

| Task | Owners | Flag | Delta Deadl... |
|---------------------|--------|------|----------------|
| Launch landing page | Zareen | ⬆️ | 4d |
| Test case 3 | Adam | ⚠️ | 0d |



Project Dashboard Controls - LiquidPlanner

| What | Owner | Distribution | Method | Frequency | Recurring |
|------------------------------|--------|-----------------------|---------------------------|-------------------------|------------------------|
| Weekly Proj. Status Meetings | PM | Project Team | Conference Bridge | Weekly | TBD |
| Meeting Minutes | PM | Project Team | Email | Within 1 day of meeting | Weekly |
| Project Change Control | PM | As identified in plan | Email | As required | As required |
| Project Schedule | PM | Project Team | Email | Daily/Weekly | Weekly |
| Deliverable Reviews | ENG | Project Team | Onsite/ Conference Bridge | Upon report completion | Weekly, or As required |
| Deliverable Documents | PM/ENG | Project Team | Email | As required | Activity Tracking |

Elements of a Successful Customer Experience

➤ Well Defined Goals and Objectives

➤ On-time & On-demand Communication

➤ Skilled Engineering Resources

➤ Tailored Solution



THANK YOU

ACCOMPLISH MORE

TOGETHER INTO A FUTURE OF HEIGHTENED ACHIEVEMENT





Professional Services Statement of Work

City of Hollywood UC Upgrade

Prepared for



Created: June 22, 2017

Revision 3.0

Project Contacts

| Customer Contact Information | |
|------------------------------|--|
| Name: | Christophe St. Luce |
| Title: | IT Manager |
| Email: | cstluce@hollywoodfl.org |
| Address: | 2600 Hollywood Blvd 1 South P.O. Box 229045 Hollywood, FL 33022-9045 |
| Phone: | 954-921-3038 |
| UDT Contact Information | |
| Name: | Jonathan Greenberg |
| Title: | Technology Manager |
| Email: | jonathan.greenberg@udtonline.com |
| Address: | 8825 NW 21st Terrace, Doral FL 33172 |
| Phone: | 954-809-4313 |

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Project Background and Summary

UDT completed the implementation of the City of Hollywood's Unified Communications solution in 2016. The city is now requesting UDT to perform an upgrade of the UC Environment and make enhancements to the UC environment. The current version of the solution is 10.5/10.6. UDT will upgrade to the latest, best version available. At the time of this writing, that is 11.5. Once the upgrade is completed, UDT will commence with the Feature enhancements requested by the City.

Project Locations(s):

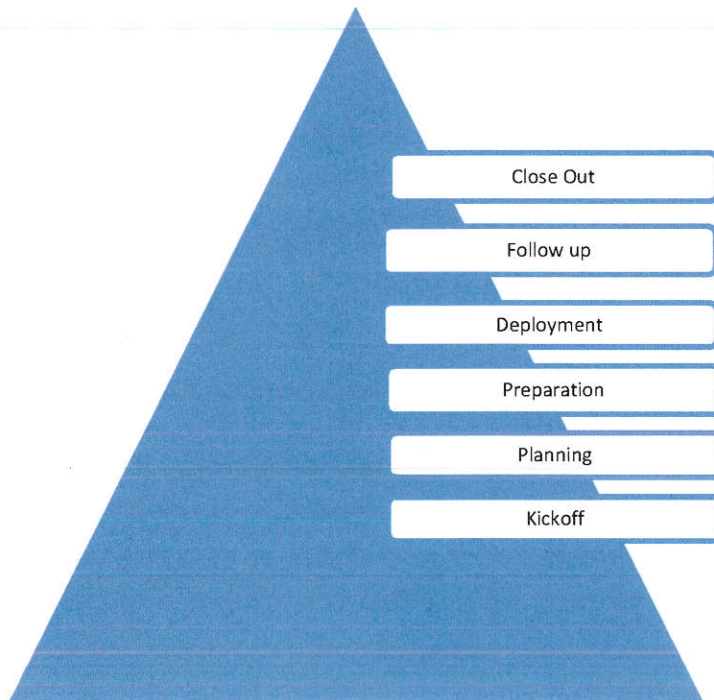
- **Various Locations across the City of Hollywood**

Project Delivery and Time Estimates:

The engagement is expected to consist of up to the following phases outlined below and will require work at **City of Hollywood** premises and/or remote off-site for documentation.

The above timeline is an estimate assuming there are no delays due to unforeseen issues.

UDT Project Delivery Methodology:



United Data Technologies STRIVES for consistency and excellence in delivery of solutions for our clients. UDT has adopted a project delivery methodology to provide our clients with an expectation of how UDT will approach each stage in a projects lifecycle; from project initiation to project completion.

Kick-off

In order to introduce the appropriate parties from both **United Data Technologies** and **City of Hollywood** on the project, a project kick-off meeting will be held. The required attendees for the kick off meeting will be **United Data Technologies** project manager, lead engineer, and/or **City of Hollywood** project lead and technical representative.

During the project kickoff meeting the content of this SOW will be reviewed to ensure that there is a clear understanding between **United Data Technologies** and **City of Hollywood** as it relates to roles and responsibilities of this project. The project kickoff phase should be held in person with the client and attended by as many **United Data Technologies** resources as is reasonably possible.

Planning

The purpose of the planning phase is to allow for the lead senior engineer from **United Data Technologies** to fully understand both the technical and business requirements as it relates to how to technically configure the equipment as it pertains to this SOW. **United Data Technologies** often uses technical workshops as the method for the **United Data Technologies** lead engineer to come away with all of the information required to pre-configure, test, and implement the solution.

If during a workshop it is determined that additional tasks are required to be performed by **United Data Technologies** 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 and SOW.

The technical workshop phase should be held in person with as many **United Data Technologies** resources in attendance as is reasonable

Preparation

The purpose of this phase is to pre-stage any hardware and/or software requirements that are part of this statement of work, including physical and/or virtual environments. In the event Hardware was purchased from UDT as part of this statement of work, if there are any Dead on Arrival (DOA) components or if any equipment fails during the forty-eight (48) hour burn in period, **United Data Technologies** will RMA the equipment.

Deployment

Based on information gathered during the technical workshop the **United Data Technologies** lead engineer will install the equipment as much as possible offline. Once approved by the **City of Hollywood**, **United Data Technologies** will plug the equipment into **City of Hollywood** data center infrastructure and start the implementation process. Once implementation has been completed, **United Data Technologies** will perform a series of system functionality tests and failover tests as identified during the technical workshop and requirements gathering.

Follow Up

During this phase, **United Data Technologies** will perform any and all agreed follow up tasks such as statistic collecting, network traces, etc. Additionally, **United Data Technologies** will be responsible for documenting any equipment that has been deployed as part of this project and this SOW. This also includes a high level diagram for the solution that has been implemented. All usernames, passwords, and IP addresses will be turned over to the **City of Hollywood** as well.

Closeout

Once all of the above phases have been completed, the **United Data Technologies** project manager will pull together the appropriate resources from the **City of Hollywood** and **United Data Technologies** to conduct a closeout meeting.

The purpose of this meeting is to ensure that all the tasks that have been identified in this SOW or any change orders have been completed. In addition, this will provide **City of Hollywood** the opportunity to raise any open issues that need to be addressed either as part of this SOW, a change order, or a new SOW. The project closeout meeting should be held in person with as many **United Data Technologies** resources in attendance as is reasonable.

Project Tasks:

Phase 1: Kick-off

- Internal UDT Kickoff
- Official Project Kickoff
 - Identify stakeholders
 - Determine/Discuss timeline
 - Discuss Project phases and Project Methodology
 - Identify project communications and escalations

Phase 2: Planning – UC Upgrade

- Pre-Upgrade UC Environment Assessment
 - Validate servers are in good health
 - Conduct Pre-upgrade assessment and documentation
 - Validate backups are being created
 - Create, document, and Discuss upgrade plan(s) with customer
 - Create, document, and discuss rollback plan(s) with customer

Phase 3: Preparation – UC Upgrade

- Acquire new/upgrade licenses for all servers to be upgraded
- Gather new Server images and upload them to the UCS host servers
- Gather Updated IOS files for Gateway upgrades
- Upload IOS Images to a centralized TFP/FTP/SFTP server for upgrades

Phase 4: Deployment Phase 1

- Upgrade (40) Cisco VG204 and VG310 Gateways to latest recommended IOS
- Upgrade (9) Cisco ISR Gateways to latest recommended IOS
- Upgrade Server Firmware for (8) UCS Servers
- Upgrade Cisco PLM Server to latest recommended version
- Upgrade Attendant Console Standard client software to latest recommended version
- Upgrade Unity Connection cluster to latest recommended Image
- Upgrade Cisco Emergency Responder to latest recommended version
- Webex Meeting server does not have a new upgrade at this time. If one is available, we will upgrade Webex Meeting Server during this phase
- Testing and validation to ensure normal operation post-upgrade
- Upgrade phase 1 support

Phase 5: Deployment Phase 2

- Upgrade Cisco Unified Communications Manager Cluster to latest recommended version
- Upgrade Instant Messaging and Presence cluster to latest recommended version
- Upgrade Cisco Unified Contact Center Cluster to latest recommended version
- Upgrade Socialminer to latest recommended version
- Upgrade Cisco AQM to latest recommended version
- Upgrade Cisco WFO to latest recommended version
- Upgrade Cisco VCS Expressway-C and VCS Expressway-E to latest recommended version
- Upgrade Prime Collaboration Provisioning to latest recommended version
- Testing and validation to ensure normal operation post-upgrade
- Upgrade Phase 2 support

Phase 6: UCCX Enhancements

- Planning meeting for UCCX updates, additions, and changes
- Add Omnichannel functionality to UCCX
 - Email Queues
 - Based on the planning stage discovery, create the Email queues for CCX email handling
 - Based on the planning stage discovery, add CCX agents to the E-mail Queues
 - Add E-mail gadget to finesse for CCX E-mail handling
 - Instant Messaging
 - Based on the planning stage discovery, create the IM queues for IM handling
 - Based on the planning stage discovery, add CCX agents for IM handling
 - Add IM gadget to finesse
 - Work with City of Hollywood Web developer to implement chat button on designated websites
 - Script Enhancements
 - Add Estimated Waiting time information to all existing scripts
 - Add Logic to Existing scripts to give callers the option to receive a call back if they do not want to hold for an agent
 - Create (5) New Contact Centers
 - Create new Skills
 - Create new Contact Service Queues
 - Create new Teams
 - Assign Agent and supervisor to Contact center teams
 - Create Scripts for new contact centers
 - Create Applications for new contact centers
 - Create Triggers for new contact centers
 - Perform agent training for (5) contact Centers

Phase 7: Communications Manager and Unity enhancements

- Planning and preparation meeting for Communications Manager and Unity Enhancements
- Configure Single Number Reach for up to (50) users.
- Make changes to Unity Connection departmental greetings and call handling based on discussions during the planning meetings
- Configure up to (3) Voice Gateways for SIP termination, test and turn up with carrier, and support PRI to SIP migration
- Configure Speechview for Voicemail Speech-to-text transcription

Phase 8: Follow-up

- As-built documentation

Phase 9: Closeout

- Closeout meeting
- Documentation handover

Out of Scope:

United Data Technologies is responsible only for performing the Services described in this Statement of Work. Services outside the scope of this Statement of Work include, but are not limited to:

- Any installation, configuration or testing of hardware or software not outlined in this SOW;
- Any application or host system access that encompasses coding, scripting, application analysis, system performance, and/or troubleshooting;
- Any OS, application or hardware tuning, troubleshoots or maintenance steps including patches, upgrades and/or installations/re-installations relating thereto;
- Any CPU, server, or mid-range host monitoring and console operations;
- Any disk storage installation, implementation, configuration or reconfiguration;
- Network (LAN or WAN) support of day to day operations, resolution of network connectivity or security access issues;
- Installation, certification or configuration, and support of electrical, network, telecommunications, cabling infrastructure, and components;
- Development of any custom solutions including scripting;
- Modification to any of **City of Hollywood** application software;
- Server and/or file system consolidations and/or relocation or validation of databases or data files.

Customer Responsibilities:

- Customer is responsible for communications to their organization regarding upgrade times, dates, and potential impacts/outages to the business
- Customer is responsible for providing access to required equipment
- Customer will provide a resource to work with the UDT engineers during upgrade/maintenance windows.

Billing Schedule

UDT pricing for this engagement is provided on a Fixed Fee basis, single project basis regardless of the actual number of engineers or hours reasonably required to complete the work.

Billing Milestones:

| Description | Amount |
|---|-------------|
| Phase 1-3 Kick-off/Planning/Prep | \$5,548.20 |
| Phase 4: Upgrade Phase 1 | \$8,878.80 |
| Phase 5: Upgrade Phase 2 | \$9,756.60 |
| Phase 6: Contact Center Enhancements | \$23,755.20 |
| Phase 7: CUCM/Unity Connection Enhancements | \$16,968.00 |
| Phase 8-9: Follow-up/close-out | \$1,060.50 |

Travel and Expenses: \$0.00

Pricing for this Professional Services Engagement:

| | |
|---|--------------------|
| Services Cost from Fixed priced milestones: | \$65,967.30 |
| Travel Cost Budget (if Applicable): | \$0.00 |
| Total Project Cost: | \$65,967.30 |

Work Hours

UDT consulting services will be performed between 8:00am and 5:00pm (local time), unless after-hours or weekend work is requested or required.

| | |
|-------------------------|-----|
| After-hours required? | YES |
| Weekend hours required? | YES |

United Data Technologies has made every attempt to accurately estimate the total project cost and number of engineers required to successfully complete the project. If impediments or complications arise that are out of the control of **United Data Technologies**, the length of the project could be impacted.

Valid impediments and/or complications consist of (but are not limited to):

- Malfunctioning customer-owned hardware essential to conduct the engagement.
- Inability to access equipment or personnel that are required to complete the project.
- Inability to begin or continue work related to the project because of a lack of customer-provided information, such as valid IP addresses, login information, network diagrams, change management, etc.

- Changes to either the project scope, timeline, deliverables or project schedule that occur after the date this agreement is executed.

Should a condition of this nature arise, **United Data Technologies** will notify customer as soon as possible and provide specific details about the impediments accordingly. If the size, scope or number of documented impediments or complications results in an unreasonable increase in either the number of engineers or hours required to complete the engagement, **United Data Technologies** may seek additional compensation from customer.

General Assumptions

United Data Technologies made the assumptions that follow in the preparation of the cost, resource estimates and schedule reflected in this SOW. Any changes to the assumptions may result in changes to **United Data Technologies'** pricing and/or Project schedule.

- Additional required tasks discovered after the execution of this SOW that are not mentioned in this SOW will require a change order
- Defective equipment provided by the client utilized for this solution that require **United Data Technologies** additional hours of troubleshooting will require a change order
- Troubleshooting issues due to the clients' configuration changes after milestone signoff will require a change order
- **United Data Technologies** 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 **United Data Technologies** holidays, unless otherwise specified.
- **United Data Technologies** will be provided all required physical access to the clients' facilities (identification badge, escort, parking decal, etc.) as required by the clients policies.
- Some of the Services provided may be performed during the night shift and weekends. The client will provide the required access to systems and resources.
- The customer is responsible for all transport of equipment from receiving area(s) to the data center(s) and/or equipment rooms where it will be installed.
- The customer is responsible for the condition and readiness of the electrical power distribution plant and the correction of any anomalies and/or deficiencies.
- The customer is responsible for providing all patch cables (copper and fiber optic) unless specifically indicated in the bill of materials.
- The customer is responsible for providing adequate rack space, power, environmental controls, data wiring, engineering/staging workspace and any other access required for completion of this project.

- Some activities on this project may be performed on **United Data Technologies'** premises.
- **United Data Technologies** may engage subcontractors and third parties in performing a portion of this work.
- **United Data Technologies** will not make changes to the configuration of any network equipment after it has been installed and tested.
- The customer's technical resources will be made available to the **United Data Technologies** project team for planning purposes and to answer questions about the existing environment.
- The customer's staff resources will participate in the acceptance and ready for use (RFU) testing associated with this solution and sign off on those tests upon successful completion.
- The customer will provide **United Data Technologies** admin access on appropriate devices for the success of this project

Project Delays

Any delays caused by site non-readiness that could require return visits and additional time are subject to billing. Examples are (not all applicable):

- Power Issues
- Cabling Delays
- Personnel Availability
- Delays In Receiving Required Customer Provided Documentation

Manufacturer Product Defects

United Data Technologies is neither a manufacturer of hardware nor a publisher of computer software. Because of this, **United Data Technologies** cannot be held responsible for functionality or performance defects of any products associated with this engagement. Manufacturer warranties, where extended by the manufacturer, for products sold by or licensed through **United Data Technologies** (or **United Data Technologies'** Product Partners) are set forth in end user license agreements and manufacturer warranty statements, and such warranties, if any, are solely those of the manufacturer. **United Data Technologies** will take reasonable measures to work, on behalf of the engagement, with vendors to escalate problems and take corrective action, based on the vendor's recommendations. Any delays caused by support calls due to manufacturer defects that will require additional time are subject to billing.

Employee Non-Solicitation

During the term of this SOW, and for one year after, neither party will solicit for nor offer employment to any individual who is employed by the other, nor contractor of the other if such party was introduced to the employee directly or indirectly as a result of this SOW. Both parties agree to pay, as liquidated damages, an amount equal to the aggregate salary and wages (to include bonuses) paid to such employee in the previous six months. A general advertisement or a request for employment, which is initiated exclusively by an employee or contractor of the other, shall not be considered a solicitation pursuant to this section.

Scheduling

United Data Technologies requires a signed Purchase Order and Consulting Service Statement of Work before it can schedule any consultant to begin a project.

Warranty

All Services shall be performed by **United Data Technologies** in a professional and workmanlike manner and will be in accordance with the industry standard for providing similar services. **United Data Technologies** shall comply with Customer's (i) safety and security rules and other rules applicable to those working in Customer's facilities, and (ii) Customer's policies concerning access to and security of any Customer-owned information technology system to which Company may have access. **United Data Technologies** warrants that it is free to enter into this Agreement and perform the consulting services of this Agreement. Except for those warranties provided herein, **United Data Technologies** disclaims all other representations or warranties. In no event shall **United Data Technologies** or Customer be liable for indirect, special, incidental or consequential damages of any kind, including without limitation, lost profits.

Limitation of Liability

United Data Technologies' or Customer's maximum liability for any action, regardless of the form of action, whether in tort or contract, arising under this agreement shall be limited to the amount of services fees paid by **United Data Technologies'** and Customer hereunder. The services provided by **United Data Technologies** under this agreement are point in time advisory and security controls implemented as a result of this statement of work do not imply or in any way guarantee the integrity, confidentiality, and availability of Customer's information technology resources, systems or data. **United Data Technologies** follows current industry best practices, compliancy or otherwise, pertaining to and for information technology security and the mitigation of risks or vulnerabilities. Vulnerabilities and attacks evolve over time as do control measures for detection and prevention. Information technology security requires a holistic approach and an ongoing process of risk assessment and policy review to be fully effective. Both parties agree to indemnify and hold each other harmless for any injuries to persons or property caused by the intentional and willful acts or gross negligence of each party in the performance of services under this Agreement

Confidentiality

Customer and **United Data Technologies** shall agree that all information which is disclosed by either party to the other which is identified or reasonably understood to be confidential or proprietary, shall be treated by both Parties as strictly confidential. Both Parties agree that at no time or in any manner, either directly or indirectly, shall the information be divulged, disclosed or communicated in any manner to any third party, except on a need to know basis only in connection with services rendered under this Agreement. Proprietary information shall not be deemed to include information that (a) is in or becomes in the public domain without violation of this Agreement, or (b) is already in the possession of, or was rightfully known without an obligation to maintain its confidentiality prior to receipt, or (c) is rightfully received from a third entity having no obligation on confidentiality. The confidentiality provisions of this Agreement shall remain in full force and effect after the termination of this Agreement. Within thirty (30) days after termination of this Agreement, each party shall certify in writing that all copies of confidential information have been returned or destroyed.

United Data Technologies shall be an independent contractor with respect to Customer and is not an employee of Customer. **United Data Technologies** shall not have the right to bind Customer to any party or contract. Except as provided herein, Customer shall not have the right to direct or control the means by which **United Data Technologies** achieves the results it is to accomplish pursuant to this Agreement. **United Data Technologies**, its employees and agents shall not be entitled to receive any compensation, benefits or other incidents of employment from Customer as a result of this Agreement. **United Data Technologies** shall be responsible for all taxes and other expenses arising from providing services hereunder. **United Data Technologies** shall maintain workers' compensation insurance in the amount required by the laws of the state in which the services are being performed, if required. **United Data Technologies** shall also maintain Commercial General Liability Insurance with a minimum combined single limit of \$1,000,000 per occurrence covering personal injury and property damage, Employer's Liability Insurance with a minimum combined single limit of \$1,000,000, and Commercial Automobile Liability Insurance for any motor vehicle, covering bodily injury and property damage with a minimum combined single limit of \$1,000,000.

This Agreement is not assignable by any of the parties hereto, except with the written permission of the non-assigning party. This Agreement contains and accurately recites the complete and entire agreement among the parties, and it expressly terminates, cancels, and supersedes any and all prior agreements or understandings, whether oral or in writing, if any, among the parties. The waiver by either party of a breach or violation of any provision of this Agreement shall not constitute a waiver of any subsequent or other breach or violation. This Agreement shall be governed by Florida law, without regard to the choice or conflict of law provisions thereof. This Agreement may not be modified except in a writing signed by the parties.

Approval

CUSTOMER

Name:

Address:

Signature:

UNITED DATA TECHNOLOGIES, INC.

Name:

Address:

Signature:

Change Request Process:

In the event both **United Data Technologies** and the customer agree to a change in this Statement of Work, a written description of the agreed change (called a "Change Authorization") will be prepared, which both parties must sign. The Change Authorization will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. Depending on the extent and complexity of the requested changes, **United Data Technologies** may charge for the effort required analyzing it. When charges are necessary in order to analyze a change, **United Data Technologies** will provide a written estimate and begin the analysis on written authorization. The terms of a mutually agreed upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

| |
|----------------------------|
| Requested on "DATE" |
|----------------------------|

| | |
|--|---|
| Client Name: | |
| Project Name: | Project Sponsor: |
| Project Number: Project Ticket # | Requestor: |
| Project Phase: | Priority: High <input type="checkbox"/> Med. <input type="checkbox"/> Low <input type="checkbox"/> |
| Description of Change: | |
| Reason for Change: | |
| Ramifications of Change: Schedule <input type="checkbox"/> Staffing <input type="checkbox"/> Other <input type="checkbox"/> (explain ramifications below) | |
| | |
| Estimated Cost: \$ | |
| UDT Responsibilities | |

Response to Change Request

| |
|--|
| Approved <input type="checkbox"/> Rejected <input type="checkbox"/> Cancelled <input type="checkbox"/> |
| Name: |
| Signature: |
| Title: |
| Date: |



MILESTONE COMPLETION FORM

Company Name: _____ **Contact Person:** _____
Billing Address: _____ **Installation Address:** _____
Sales Order Number: _____ **Phone:** _____
Purchase Order Number: _____ **Email:** _____

Comments \ Outstanding Issues:

Milestone Name: <MILESTONE NAME FROM SOW HERE>
Brief Description of Worked Performed:

I certify that the installation work completed by **United Data Technologies, Inc. (UDT)** has been done to the customer's satisfaction:

Customer Signature: _____
Printed Name: _____

UDT Engineer Signature: _____
Date: _____

| ID | Task Mode | Task Name | Duration | Start | Finish |
|----|-----------|--|----------------|--------------------|--------------------|
| 1 | | City of Hollywood UC Upgrade | 43 days | Mon 7/10/17 | Wed 9/6/17 |
| 2 | | Phase 1: Kick-Off | 1 day | Mon 7/10/17 | Mon 7/10/17 |
| 3 | | Official Project Kickoff | 1 day | Mon 7/10/17 | Mon 7/10/17 |
| 4 | | Identify stakeholders | 1 day | Mon 7/10/17 | Mon 7/10/17 |
| 5 | | Determine/Discuss timeline | 1 day | Mon 7/10/17 | Mon 7/10/17 |
| 6 | | Discuss Project phases and Project Methodology | 1 day | Mon 7/10/17 | Mon 7/10/17 |
| 7 | | Identify project communications and escalations | 1 day | Mon 7/10/17 | Mon 7/10/17 |
| 8 | | Phase 2: Planning | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 9 | | Pre-Upgrade UC Environment Assessment | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 10 | | Validate servers are in good health | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 11 | | Conduct Pre-upgrade assessment and documentation | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 12 | | Validate backups are being created | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 13 | | Create, document, and Discuss upgrade plan(s) with customer | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 14 | | Create, document, and discuss rollback plan(s) with customer | 3 days | Mon 7/17/17 | Wed 7/19/17 |
| 15 | | Phase 3: Preparation | 2 days | Wed 7/19/17 | Thu 7/20/17 |
| 16 | | Acquire new/upgrade licenses for all servers to be upgrades | 2 days | Wed 7/19/17 | Thu 7/20/17 |
| 17 | | Gather new Server images and upload them to the UCS host servers | 2 days | Wed 7/19/17 | Thu 7/20/17 |
| 18 | | Gather Updated IOS files and upload them to a TFP/FTP/SFTP server | 2 days | Wed 7/19/17 | Thu 7/20/17 |
| 19 | | Phase 4: Deployment (Upgrade Part 1) | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 20 | | Upgrade (40)Cisco VG204 and VG310 Gateways to latest recommended IOS | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 21 | | Upgrade (9) Cisco ISR Gateways to latest recommended IOS | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 22 | | Upgrade Server Firmware for (8) UCS Servers | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 23 | | Upgrade Cisco PLM Server to latest recommended version | 6 days | Thu 7/20/17 | Thu 7/27/17 |

Project: City of Hollywood UC U
Date: Tue 6/20/17

Task: Task
Split: Split
Milestone: Milestone
Summary: Summary
Project Summary: Project Summary
Inactive Task: Inactive Task
Inactive Milestone: Inactive Milestone
Inactive Summary: Inactive Summary
Manual Task: Manual Task
Duration-only: Duration-only
Manual Summary Rollup: Manual Summary Rollup
Manual Summary: Manual Summary
Start-only: Start-only
Finish-only: Finish-only
External Tasks: External Tasks
External Milestone: External Milestone
Deadline: Deadline
Progress: Progress
Manual Progress: Manual Progress

| ID | Task Mode | Task Name | Duration | Start | Finish |
|----|-----------|---|----------------|--------------------|--------------------|
| 24 | ★ | Upgrade Attendant Console Standard client software to latest recommended version | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 25 | ★ | Upgrade Unity Connection cluster to latest recommended image | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 26 | ★ | Upgrade Cisco Emergency Responder to latest recommended version | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 27 | ★ | Webex Meeting server does not have a new upgrade at this time. If one is available, 6 days we will upgrade Webex Meeting Server during this phase | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 28 | ★ | Testing and validation to ensure normal operation post-upgrade | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 29 | ★ | Upgrade phase 1 support | 6 days | Thu 7/20/17 | Thu 7/27/17 |
| 30 | ★ | Phase 5: Deployment (Upgrade Part 2) | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 31 | ★ | Upgrade Cisco Unified Communications Manager Cluster to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 32 | ★ | Upgrade Instant Messaging and Presence cluster to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 33 | ★ | Upgrade Cisco Unified Contact Center Cluster to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 34 | ★ | Upgrade Socialminer to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 35 | ★ | Upgrade Cisco AQM to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 36 | ★ | Upgrade Cisco WFO to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 37 | ★ | Upgrade Cisco VCS Expressway-C and VCS Expressway-E to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 38 | ★ | Upgrade Prime Collaboration Provisioning to latest recommended version | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 39 | ★ | Testing and validation to ensure normal operation post-upgrade | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 40 | ★ | Upgrade Phase 2 support | 6 days | Thu 7/27/17 | Thu 8/3/17 |
| 41 | ★ | Phase 6: UCCX Enhancements | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 42 | ★ | Planning meeting for UCCX updates, additions, and changes | 1 day | Fri 8/4/17 | Fri 8/4/17 |

Project: City of Hollywood UC U
Date: Tue 6/20/17

Task
Split
Milestone
Summary
Project Summary
Inactive Task
Inactive Milestone

Inactive Summary
Manual Task
Duration-only
Manual Summary Rollup
Manual Summary
Start-only
Finish-only

External Tasks
External Milestone
Deadline
Progress
Manual Progress

| ID | Task Mode | Task Name | Duration | Start | Finish |
|----|-----------|---|---------------|--------------------|--------------------|
| 43 | | Add Omnichannel functionality to UCCX | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 44 | | Email Queues | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 45 | | Based on the planning stage discovery, create the Email queues for CCX email h | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 46 | | Based on the planning stage discovery, add CCX agents to the E-mail Queues | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 47 | | Add E-mail gadget to finesse for CCX E-mail handling | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 48 | | Instant Messaging | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 49 | | Based on the planning stage discovery, create the IM queues for IM handling | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 50 | | Based on the planning stage discovery, add CCX agents for IM handling | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 51 | | Add IM gadget to finesse | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 52 | | Work with City of Hollywood Web developer to implement chat button on desi | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 53 | | Script Enhancements | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 54 | | Add Estimated Waiting time information to all existing scripts | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 55 | | Add Logic to Existing scripts to give callers the option to receive a call back if th | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 56 | | Create (5) New Contact Centers | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 57 | | Create new Skills | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 58 | | Create new Contact Service Queues | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 59 | | Create new Teams | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 60 | | Assign Agent and supervisor to Contact center teams | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 61 | | Create Scripts for new contact centers | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 62 | | Create Applications for new contact centers | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 63 | | Create Triggers for new contact centers | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 64 | | Perform agent training for (5) contact Centers | 15 days | Thu 8/3/17 | Wed 8/23/17 |
| 65 | | Phase 7: UC/CUCN Enhancements | 7 days | Wed 8/23/17 | Thu 8/31/17 |

Project: City of Hollywood UC U
Date: Tue 6/20/17

Legend:

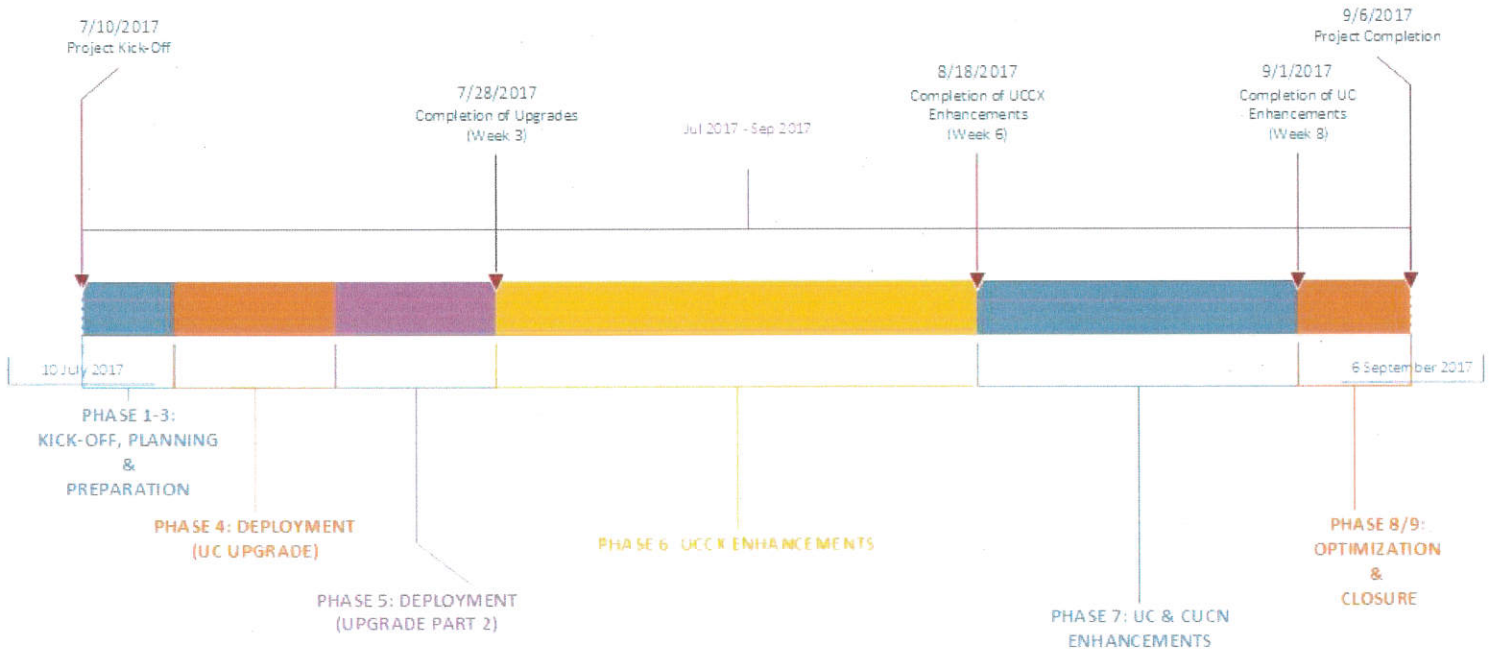
- Task: Solid blue bar
- Split: Dotted blue bar
- Milestone: Blue diamond
- Summary: Blue bar with brackets
- Project Summary: Blue bar with brackets
- Inactive Task: Light blue bar
- Inactive Milestone: Light blue diamond
- Inactive Summary: Light blue bar with brackets
- Manual Task: Blue bar with brackets
- Duration-only: Blue bar with brackets
- Manual Summary Rollup: Blue bar with brackets
- Manual Summary: Blue bar with brackets
- Start-only: Blue bar with brackets
- Finish-only: Blue bar with brackets
- External Tasks: Light blue bar
- External Milestone: Light blue diamond
- Deadline: Green arrow
- Progress: Blue bar
- Manual Progress: Blue bar

| ID | Task Mode | Task Name | Duration | Start | Finish |
|----|-----------|---|---------------|-------------------|-------------------|
| 66 | ★ | Planning and preparation meeting for Communications Manager and Unity Enhancements | 6 days | Wed 8/23/17 | Wed 8/30/17 |
| 67 | ★ | Configure Single Number Reach for up to (10) users. Train IT, staff, how to configure | 6 days | Wed 8/23/17 | Wed 8/30/17 |
| 68 | ★ | Make changes to Unity Connection departmental greetings and call handling based c6 | 6 days | Wed 8/23/17 | Wed 8/30/17 |
| 69 | ★ | Configure the Voice Gateways for SIP termination, test and turn up with carrier, and support PRI to SIP migration | 6 days | Thu 8/24/17 | Thu 8/31/17 |
| 70 | ★ | Configure Speechview for Voicemail Speech-to-text transcription | 6 days | Thu 8/24/17 | Thu 8/31/17 |
| 71 | ★ | Phase 8/9: Optimization and Closure | 4 days | Fri 9/1/17 | Wed 9/6/17 |
| 72 | ★ | Provide As-Built Documentation | 4 days | Fri 9/1/17 | Wed 9/6/17 |
| 73 | ★ | Closeout meeting | 4 days | Fri 9/1/17 | Wed 9/6/17 |
| 74 | ★ | Documentation handover | 4 days | Fri 9/1/17 | Wed 9/6/17 |

Project: City of Hollywood UC U
Date: Tue 6/20/17

Appendix H: High Level Design

City of Hollywood UC/UCCX Upgrade Timeline 2017



List of Attachments Included

- Acknowledgement and Signature Page
- Hold Harmless Indemnity Clause
- Non-collusion Affidavit
- Sworn Statement Pursuant to Section 287.133 (3) (a) Florida Statutes on Public Entities Crimes
- Certifications Regarding Debarment, Suspension and other Responsibility Matters
- Drug-Free Workplace Program
- Solicitation, Giving, and Acceptance of Gifts Policy
- Reference Questionnaire

City of Hollywood, Florida
Solicitation #

Issue Date

ACKNOWLEDGMENT AND SIGNATURE PAGE

This form must be completed and submitted by the date and the time of bid opening.

Legal Company Name (include d/b/a if applicable): United Data Technologies, Inc Federal Tax Identification Number: 65-066138
d/b/a UDT

If Corporation - Date Incorporated/Organized: March 23, 1995

State Incorporated/Organized: Florida

Company Operating Address: 8825 NW 21st Terrace

City Doral State FL Zip Code 33172

Remittance Address (if different from ordering address): _____

City _____ State _____ Zip Code _____

Company Contact Person: Alex Betancourth Email Address: Alex.Betancourth@udtonline.com

Phone Number (include area code): 305-882-0435 Fax Number (include area code): 305-882-0436

Company's Internet Web Address: www.udtonline.com

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION.

 _____ 2 June 2017
Bidder/Proposer's Authorized Representative's Signature: Date

Type or Print Name: Jeffrey J. Engle, Vice President

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.

ANY EXCEPTION, CHANGES OR ALTERATIONS TO THE GENERAL TERMS AND CONDITIONS, HOLDHARMLESS/INDEMNITY DOCUMENT OR OTHER REQUIRED FORMS MAY RESULT IN THE BID/PROPOSAL BE DEEMED NON-RESPONSIVE AND DISQUALIFIED FORM THE AWARD PROCESS.

City of Hollywood, Florida


Issue Date _____

Solicitation # _____

HOLD HARMLESS AND INDEMNITY CLAUSE

(Company Name and Authorized Representative's Name)

, the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.


SIGNATURE

Jeffrey J. Engle
PRINTED NAME

Vice-President
COMPANY OF NAME

2 June 2017
DATE

Failure to sign or changes to this page shall render your bid non-responsive.

City of Hollywood, Florida
Solicitation #

Issue Date _____

NONCOLLUSION AFFIDAVIT

STATE OF: Florida

COUNTY OF: Miami-Dade, being first duly sworn, deposes and says that:

- (1) He/she is Vice President of United Data Technologies the Bidder that has submitted the attached Bid.
- (2) He/she has been fully informed regarding the preparation and contents of the attached Bid and of all pertinent circumstances regarding such Bid;
- (3) Such Bid is genuine and is not a collusion or sham Bid;
- (4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the contractor for which the attached Bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices, profit or cost element of the Bid price or the Bid price of any other Bidder, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and
- (5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(SIGNED)  Vice President
Title

Failure to sign or changes to this page shall render your bid non-responsive.

City of Hollywood, Florida

Issue Date _____

Solicitation # _____

SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a) FLORIDA STATUTES ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS

1. This form statement is submitted to City of Hollywood, Florida
by Jeffrey J. Engle for United Data Technologies, Inc.
(Print individual's name and title) (Print name of entity submitting sworn statement)
whose business address is 8825 NW 21st Terrace, Doral, FL 33172
and if applicable its Federal Employer Identification Number (FEIN) is 65-066138 If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misinterpretation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:

- 1. A predecessor or successor of a person convicted of a public entity crime, or
- 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that "person," as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

X Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

City of Hollywood, Florida

Solicitation #

Issue Date

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime, but the Final Order entered by the Hearing Officer in a subsequent proceeding before a Hearing Officer of the State of the State of Florida, Division of Administrative Hearings, determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the Final Order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THAT PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017 FLORIDA STATUTES FOR A CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

[Signature]
(Signature)

Sworn to and subscribed before me this 22 day of JUNE, 2017.

Personally known ✓

Or produced identification — Notary Public-State of FLORIDA

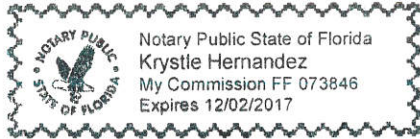
— my commission expires 12/02/2017

(Type of identification)

[Signature]

Krystle Hernandez

(Printed, typed or stamped commissioned name of notary public)



Failure to sign or changes to this page shall render your bid non-responsive.

City of Hollywood, Florida

Issue Date _____

Solicitation # _____

CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Applicant Name and Address:

United Data Technologies, Inc.

8825 NW 21st Terrace

Doral, FL 33172

Application Number and/or Project Name:

RFP-4556-17-JE Cisco Unified Communications Upgrade

Applicant IRS/Vendor Number: 65-0566138

Type/Print Name and Title of Authorized Representative:

Jeffrey J. Engle, Vice President

Signature:  Date: 2 June 2017

Failure to sign or changes to this page shall render your bid non-responsive.

City of Hollywood, Florida

Issue Date

Solicitation #

DRUG-FREE WORKPLACE PROGRAM

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



VENDOR'S SIGNATURE

Jeffrey J. Engle

PRINTED NAME

United Data Technologies, Inc.

NAME OF COMPANY

City of Hollywood, Florida

Issue Date

Solicitation #

SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. - "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby.". The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."


The City of Hollywood policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City does business.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate or terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Food or beverage,
- Membership dues,
- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements
- Services provided by persons pursuant to a professional license or certificate.
- Other personal services for which a fee is normally charged by the person providing the services.
- Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.


Jeffrey J. Engle

PRINTED NAME

United Data Technologies, Inc.
Vice-President

TITLE

Failure to sign this page shall render your bid non-responsive.

City of Hollywood, Florida
Solicitation #

Issue Date

REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: UDT

Firm giving Reference: Christopher Columbus High School

Address: 3000 Southwest 87th Avenue, Miami, FL 33165

Phone: 305 223 5650

Fax: _____

Email: pbello@columbushs.com

- 1. Q: What was the dollar value of the contract?
A: \$200,000.
- 2. Have there been any change orders, and if so, how many?
A: no change orders
- 3. Q: Did they perform on a timely basis as required by the agreement?
A: Yes
- 4. Q: Was the project manager easy to get in contact with?
A: Yes
- 5. Q: Would you use them again?
A: Yes
- 6. Q: Overall, what would you rate their performance? (Scale from 1-5)
A: 5 Excellent 4 Good 3 Fair 2 Poor 1 Unacceptable
- 7. Q: Is there anything else we should know, that we have not asked?
A: UDT IS VERY RESPONSIVE.

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Pedro Bello Title: Technology Director

Signature: Pedro Bello Date: June 15, 2017

City of Hollywood, Florida
Solicitation #

Issue Date

REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: United Data Technologies

Firm giving Reference: Seminole County Public Schools

Address: 400 E Lake Mary Blvd Sanford FL 32773

Phone: 407-320-0574 cell 407-221-6963

Fax: 321-249-7326

Email: shawn_boltz@scps.k12.fl.us

1. Q: What was the dollar value of the contract?

A: \$ 6448236.30

2. Have there been any change orders, and if so, how many?

A: No

3. Q: Did they perform on a timely basis as required by the agreement?

A: Yes, UDT meets all service and product delivery requirements

4. Q: Was the project manager easy to get in contact with?

A: UDT project managers are very dedicated and accessible.

5. Q: Would you use them again?

A: Yes, UDT is a valued trusted partner

6. Q: Overall, what would you rate their performance? (Scale from 1-5)

A: 5 Excellent 4 Good 3 Fair 2 Poor 1 Unacceptable

7. Q: Is there anything else we should know, that we have not asked?

A:

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Shawn Vincent Boltz Title: Administrator IS Systems Analyst

Signature: [Handwritten Signature] Date: 6/14/17