PRESIDIO

Service Center Network Implementation

PROPOSAL

CITY OF MANSFIELD

OCTOBER 20, 2014

PRESIDIO

PROPOSAL TEAM

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REVISION HISTORY

Revision	Revision Date	Name	Notes
1.0	10-20-2014	Jen Hilz	Initial Delivery to Client

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PRESIDIO

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1. EXECUTIVE OVERVIEW

1.1. Introduction

Presidio Networked Solutions Group, LLC, a wholly owned subsidiary of Presidio Networked Solutions, Inc. ("Presidio") is pleased to propose the following solution to City of Mansfield. This Proposal summarizes the results of the Envisioning and Proposal Phases and details the efforts and conclusions of the Vision and Proposal Teams. This document provides a roadmap for the proposed solution and a foundation for the Systems Engineering and Planning Phase.

1.2. Situation

A key element of City of Mansfield strategy is to evolve from the current, multiple-systems telecommunication and networking infrastructure to a converged, common communications platform to achieve the following objectives:

- Reduce the costs associated with operational overheads, carrier services, annual maintenance and introduction of new locations and office space by simplifying the number of systems in use.
- Reduce system downtime by improving the level of service, reliability, availability, and resilience within the network.
- Improve customer satisfaction by introducing more effective multimedia services managed by internal service teams in a virtual style across City of Mansfield's many locations
- Enable the organization and individuals working within to benefit from personal productivity tools such as enhanced mobility, unified messaging, virtual conferencing and collaboration tools, wireless LAN access, video conferencing, and the use of applications that interact for quicker ease of customer service assistance.

1.3. Client Considerations

The new Service Center is currently under construction with an anticipated Certificate of Occupancy occurring mid-first quarter of 2015. The commencement of installation activity for all network components is expected soon thereafter. This facility will interconnect to the existing core network infrastructure for City of Mansfield via multi-strand fiber extending from City Hall. City of Mansfield fully expects to have the new Service Center up and operational by mid-second quarter of 2015.

1.4. Solution Overview

Presidio is proposing a new Cisco Unified Communications Business Edition 6000 system to deliver both basic PBX and advanced UC capabilities, as a fully redundant virtual system supporting the telephony needs of the new Service Center. This UC cluster will also support another initiative under separate cover for expanding centralized Cisco UC communications to City Hall and seven other facilities around the City (e.g. Library, The MAC, MEDC, Water Treatment Plant and a few other sites).

Cisco Unified Communications Business Edition 6000 is a packaged solution offered by Cisco that includes the base hardware and bundled licensing for Voice and Voice/Unified Messaging.

The proposed solution consists of the following:

1.4.1. *Cisco UCS C-Series Server Platform*

Presidio will deploy two Cisco UCS C-220M3 virtualized servers, which will run the primary and redundant Cisco UC applications. The first C-220M3 included in the Business Edition bundle will support 75 IP Phone "users" and 75 unified messaging voicemail boxes at the new Service Center. The second server supports all of the users and services of the first server but as an active/active high availability solution. Cisco includes VMware for these platforms at no additional charge. The use of Cisco UCS C-220M3 platforms and VMware virtualization brings high-availability to the system while reducing hardware cost.

1.4.2. *Cisco Unified Communications Manager*

The Cisco Unified Communications Manager 10 software is the media-processing engine of Cisco Business Edition 6000. Cisco Unified Communications Manager extends telephony features and capabilities to packet telephony network devices such as IP phones, media-processing devices, voice-over-IP (VoIP) gateways, and multimedia applications. Additional services such as multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are made possible through Cisco Unified Communications Manager open telephony application programming interfaces (APIs).

Cisco Unified Communications Manager has a suite of integrated voice tools and utilities, including an impromptu conferencing application, the Cisco Bulk Administration Tool, the Cisco Unified Communications Manager Call Detail Records (CDR) Analysis and Reporting Tool, the Cisco Unified Communications Manager Real-Time Monitoring Tool, and the Cisco Unified Communications Manager Assistant application.

In addition to the standard call-processing features, Cisco Unified Communications Manager software includes features that improve the productivity of mobile employees when they are out of the office. Called Cisco Unified Mobility, this feature set provides a single business voice mailbox and a single-number-reach application that intelligently manages, filters, routes, and connects calls between a worker's IP desk phone and mobile cellular or home phone.

Presidio will provide and install two instances of Cisco Unified Communications Manager, a Publisher and Subscriber, one on each UCS C-220M3 platform.

1.4.3. *Cisco Unity Connection*

At its core, Cisco Unity Connection 10 is a powerful unified messaging system with many advanced capabilities that can be customized to maximize your individual and team productivity. You can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for you. The flexible user interface makes messaging more efficient for "power users" and occasional voicemail users alike.

- Unified messaging
- Desktop and mobile collaboration application voicemail integration
- Speech-enabled messaging
- Cisco Unity Connection Web Inbox browser interface to voice messages
- Visual voicemail (via Cisco IP Phone and a variety of Cisco client applications)

Presidio will provide and install two instances of Unity Connection, one on each UCS C-220M3 platform. The default port count will be used unless additional no-cost ports are determined necessary during Planning.

1.4.4. *Cisco Voice Gateways*

Presidio will provide and install a single Cisco 2900 Series Voice Gateway to provide PRI digital services for PSTN connectivity.

1.4.5. *Cisco IM & Presence Service*

Cisco's IM and Presence Service 10 provides Enterprise class Instant Messaging and Presence. The portfolio of Cisco Jabber clients provides users with presence visibility along with optional desk phone/softphone click-to-call, click-to-video, Visual Voicemail, and conferencing escalations (depending upon separate conferencing system options). Jabber clients are available for Windows, Mac, iPhone, Android, iPad, and select other smartphones.

Presidio will provide and install two Cisco IM and Presence Service servers virtualized on the two UCS C-220M3 servers. Presidio will install five (5) Cisco Jabber clients on supported Windows or Mac computers to provide basic IM and Presence capabilities. Additional client instances will be deployed by City of Mansfield.

The optional capabilities of Cisco Jabber, desk phone/softphone click-to-call, click-to-video, Visual Voicemail, and conferencing escalations are outside the scope of this project and will require additional labor costs for Presidio to enable these optional features.

1.4.6. *Cisco IP Phones & Adapters*

The Cisco Phone model, CP-7841, is being proposed to meet the needs of all 75 employees that will occupy the new Service Center.

1.4.7. *Syn-Apps Paging Server*

Syn-Apps SA-Announce is an enhanced paging and mass notification solution that integrates with Cisco phone systems, providing audio, text and graphic notifications across an organization. It also integrates with several 3rd party services to deliver alerts to numerous endpoints, including phones, mobile devices, desktops, PA systems, IP speakers and more.

Presidio will provide an appliance-based instance of Syn-Apps SA-Announce that will initially support all 75 Cisco IP Phones and the 22 overhead IP paging speakers being installed at the new Service Center. It will also support in the future the expansion of the Cisco UC system to IP Phones being installed at City Hall and the Water Treatment Plant as part of a subsequent add-on project and proposal.

Presidio will also enable multicast on the Layer 2 switches enabling all Cisco IP Phones in the Service Center to initiate and broadcast an audio page to all other Cisco IP Phones within the Service Center.

1.4.8. *Cisco POE Switches*

The Cisco 2960-X GigE LAN-Based POE switch is being proposed by Presidio with the FlexStack Plus Stacking modules where appropriate in each data closet. OM3 multi-mode fiber will connect the MDF to all four IDF closets. Single-mode fiber will connect the MDF to the core of the City of Mansfield network at City Hall.

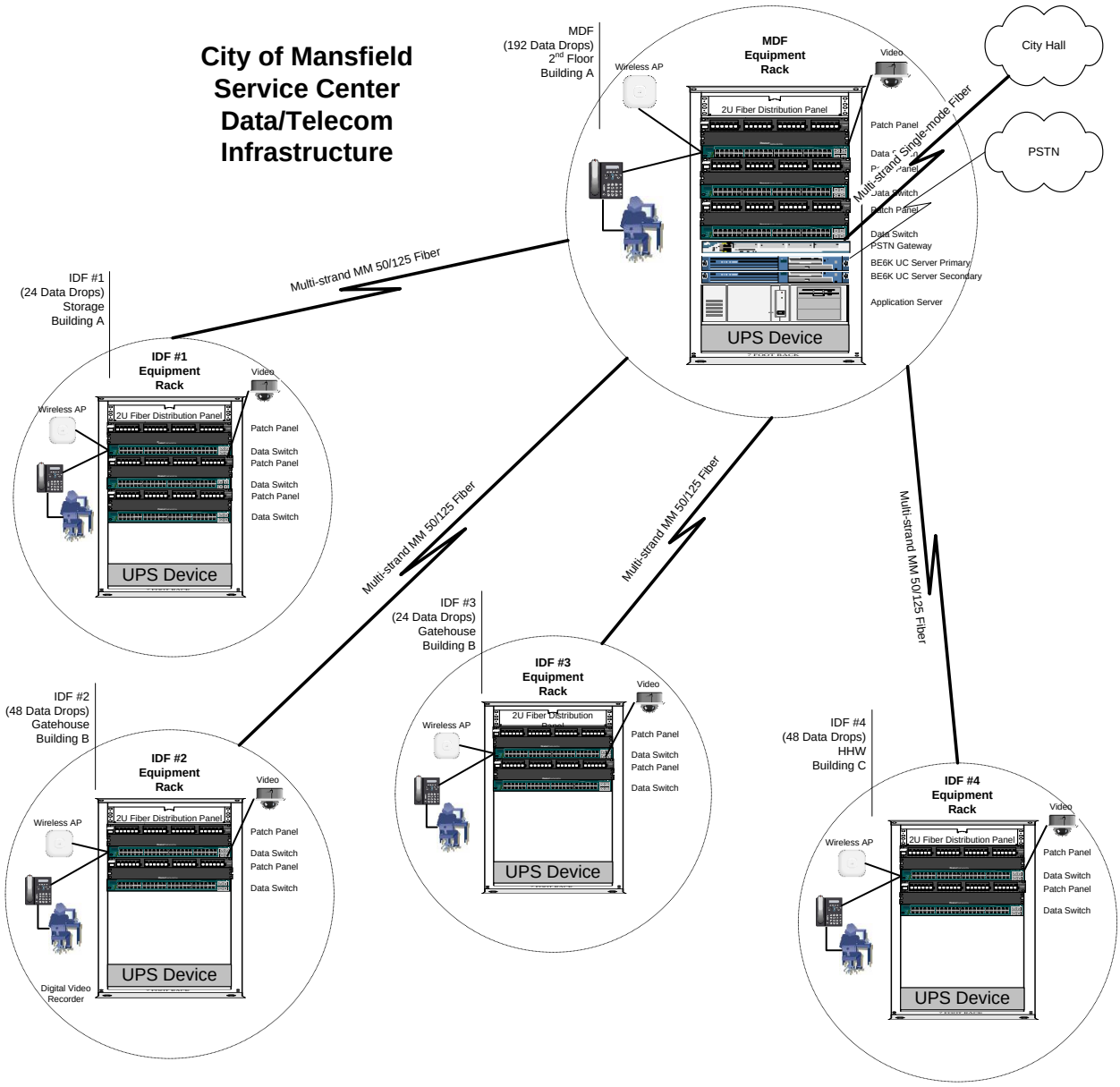
1.4.9. *APC Smart UPS*

Presidio is proposing APC Uninterrupted Power Supply sources in all 5 data closets. The MDF closet is being provisioned with a 2700 Watts-capable output power capacity utilizing a NEMA L5-30P input connection and (9) NEMA 5-15R output connections. The four IDF closets will house a 1600 Watts-capable output power capacity UPS utilizing a NEMA 5-20P input connection and (6) NEMA 5-15R output connections.

1.4.10. *Meraki Wireless Access Points*

Meraki MR18 Access Points are being proposed by Presidio to provide wireless coverage in the new Service Center. A total of 28 AP's will be deployed and configured by Presidio. The MR18 is a cloud-managed 2x2 MIMO 802.11n access point designed for deployments in offices, schools, hospitals, hotels, and even large retail stores. It provides speeds up to 600 Mbps with two concurrent 2x2:2 MIMO radios.

Service Center (Logical Design)



1.5. Project and Deployment Strategy

The following high-level strategy for this project is as follows:

The deployment strategy follows our Strategic Engagement Framework processes. First we engage in the Planning Phase to provide a detailed plan that outlines a high level implementation plan and identifies all the technology, processes and people components necessary for a successful deployment.

Once the equipment arrives at City of Mansfield and it is unpacked, Presidio will work with City of Mansfield to inventory the equipment and validate the inventory against the BOM prior to City of Mansfield repacking the equipment for shipment to final destination. Once the equipment arrives at its final IDF/MDF closet, Presidio will work with City of Mansfield to unpack, rack mount, and connect it to the network. Presidio will then work with City of Mansfield to validate the timeline to ensure that any potential downtime is minimized during implementation and cutover.

Presidio will create and deliver final documentation that will be used for knowledge transfer to City of Mansfield. Once cutover is complete, Presidio will institute a freeze period for several days to ensure stability.

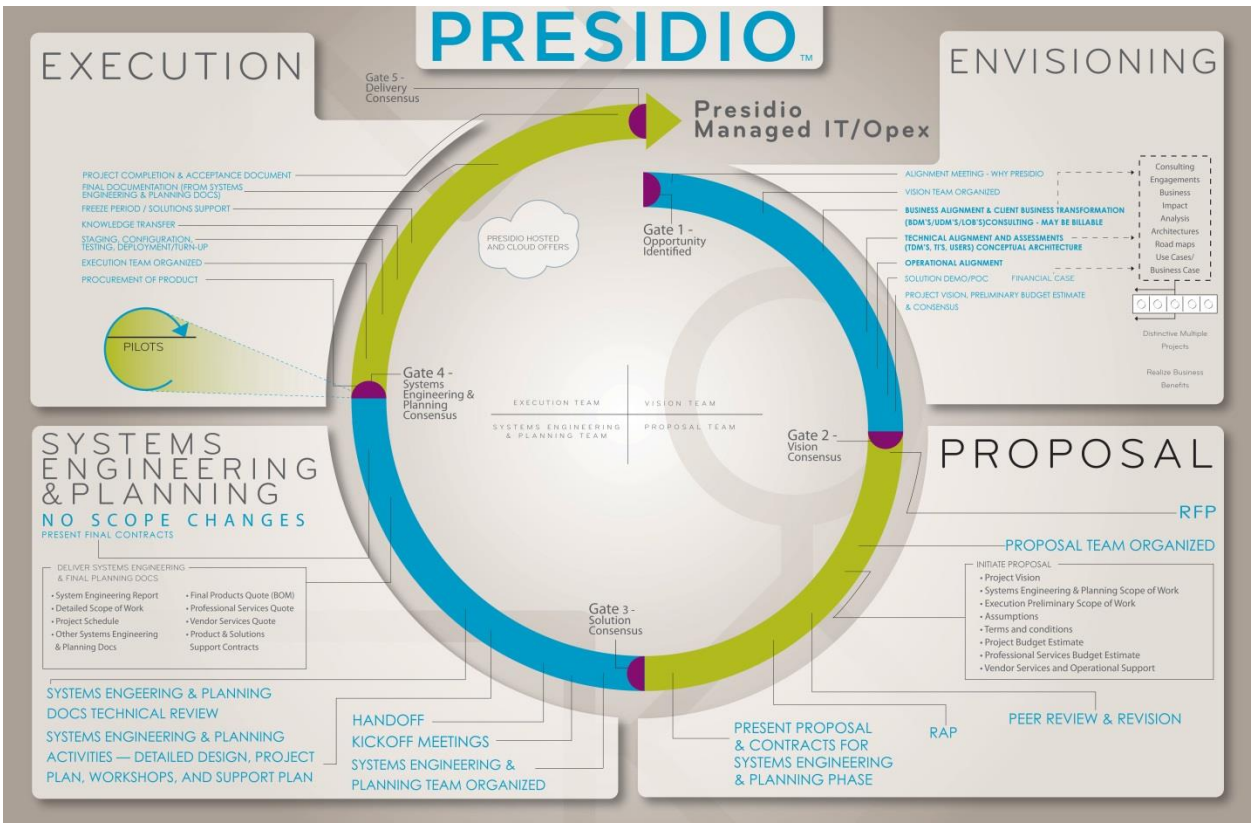
1.6. Impact

This project is recommended as a means of achieving critical goals and objectives at City of Mansfield. The investment in the proposed solution will help to consolidate and reduce costs while increasing reliability and improving employee satisfaction. Improved efficiencies in workflow, increased collaboration and stable / always-on information platforms will help City of Mansfield provide better services to their employees and customers.

2. STRATEGIC ENGAGEMENT FRAMEWORK

Presidio's Strategic Engagement Framework (SEF) is used to ensure better business results with minimal risk. To accomplish this, initiatives are broken down into activities, tasks and deliverables in a series of phases that start with aligning needs of the Client with the capabilities of the technology and evaluating the impact to the organization (Envisioning). Once Vision consensus is achieved the solution is refined and proposed (Proposal). Capabilities of solutions are then further mapped into the technical and user environments and a detailed design and project plan is developed (Systems Engineering and Planning). With a clear understanding of business impact, risks and rewards, and with a comprehensive design and plan in place the solution is implemented (Execution). Once the solution is in place it is important to ensure a qualified, efficient, and timely support structure is in place to maintain optimal operating conditions and that the solution continues to add value over time (Managed IT/Opex). These phases combine to form the SEF. By partnering with City of Mansfield and focusing on envisioning and planning, Presidio is able to confidently execute a City of Mansfield- focused business technology solution and significantly reduce financial/organizational risk.

The following is a high level diagram of Presidio's Strategic Engagement Framework:



2.1. Teaming

To create the best possible business outcome with the lowest exposure to risk, SEF relies upon a collaborative approach during each phase of the project lifecycle. Both City of

Mansfield and Presidio will have individual and joint tasks and responsibilities. Teaming also may incorporate third party representation when appropriate.

Each team is comprised of subject matter experts that come together in a synergistic fashion to the benefit of City of Mansfield. Presidio typically leads the team as a subject matter expert in technology, while City of Mansfield is obviously the expert in matters that pertain to your own business and industry, as well as the way that technology is used to the benefit of the business.

2.2. Envisioning Phase

The goal of the Envisioning Phase is to align technology with business needs. The Vision Team is created to facilitate this process. Understanding business needs extends far beyond the function of a proposed technology into an awareness of the environment, type of industry, strategic objectives and tactical challenges of the organization. Determination of a possible solution's value to the organization is made quickly. If a potential technology application does not add positive impact, valuable time and resources are not wasted pursuing it. Envisioning is critical to the success and impact of a project. The Project Vision is the main Vision Team deliverable, and is used to document the work done in the Envisioning Phase. Once Vision Consensus is achieved the next step is to move forward to the Proposal Phase.

2.3. Proposal Phase

The goal of the Proposal Phase is to refine and formalize the Project Vision in a proposal. The Proposal Team is created to facilitate this process. The Proposal incorporates the work done during the Envisioning Phase and includes a quote for the Systems Engineering and Planning Phase, key assumptions, and project terms and conditions. A budget estimate for the Execution Phase and a preliminary bill of materials may also be included. While the Execution Phase is a budget estimate, Presidio provides assurance that any remaining uncertainty will be eliminated during the Systems Engineering and Planning Phase.

2.4. Systems Engineering and Planning Phase

The goal of the Systems Engineering and Planning Phase is to assess and mitigate risk by documenting the project plan and creating a detailed design that considers all known issues that pertain to the technology solution, the client's business and the end users. The Systems Engineering and Planning Phase work incorporates both industry and vendor best practices as well as previous Presidio real world execution experience. This work is centered on the discovery of the existing environment and integrating the solution into that environment. The Systems Engineering and Planning team creates the following Systems Engineering and Planning Phase documents and deliverables: Systems Engineering Report, detailed project scope and schedule, and final bill of materials. Any services efforts not captured in this Proposal will be presented in a Project Change Request at this time. The work done in the Systems Engineering and Planning Phase significantly lowers risk by addressing all open issues and finalizing the fixed scope and budget before execution.

As your technology consultant, Presidio is committed to protecting your business's daily operations and maximizing the availability of your business-critical systems. We recognize that our clients' networks and systems have become crucial to their daily operations and

strategic goals. It is our practice to take full advantage of the resiliency and survivability functionality provided in the products we sell and deploy. We have developed our "Resiliency-Test-Assurance" ("RTA") methodology to help us deliver on this commitment. This methodology starts at the Systems Engineering & Planning Phase and follows through the Execution Phase to final test and cutover of these important resiliency features.

2.5. Execution Phase

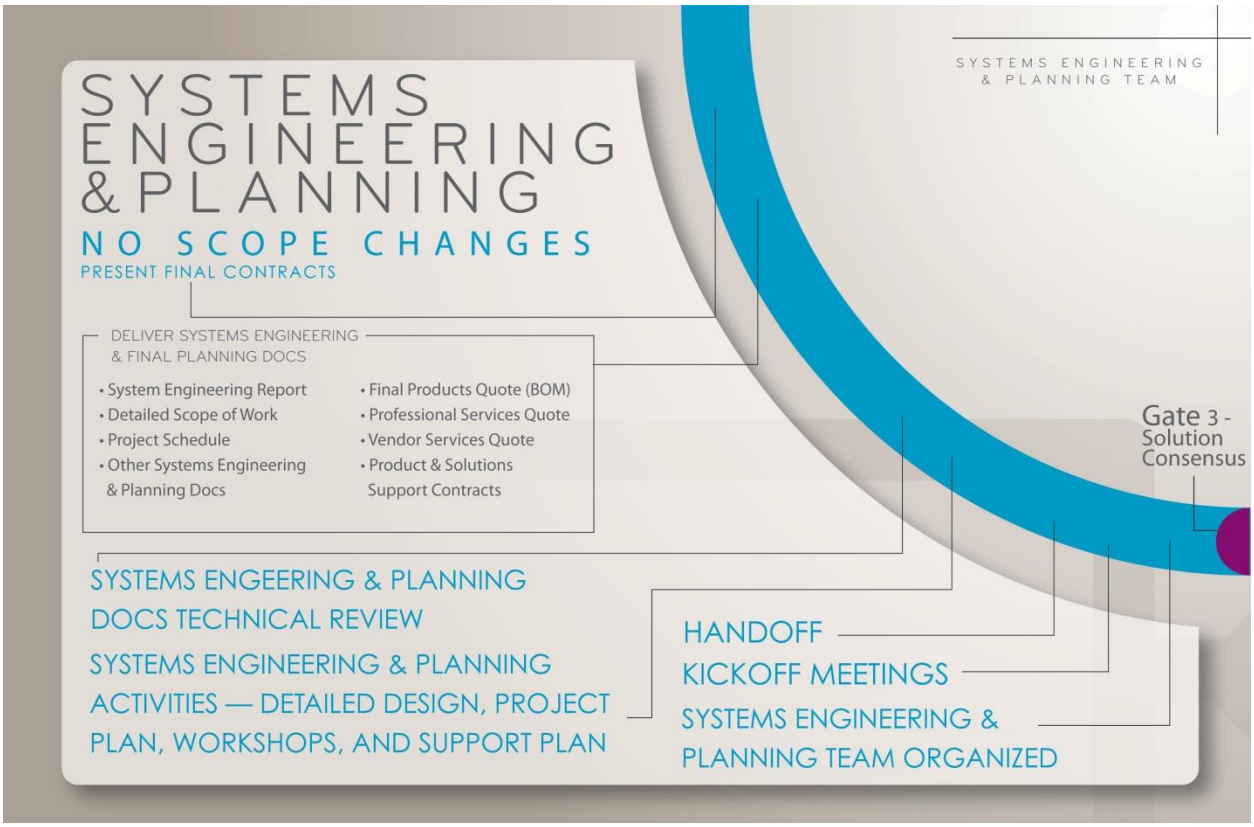
The goal of the Execution Phase is to perform the scope of work developed and finalized in the Systems Engineering and Planning Phase. This is the phase where the actual deployment of the solution takes place.

2.6. Managed IT/Opex

The goal of this phase is to ensure a qualified, efficient, and timely support structure is in place to maintain optimal operating conditions. To Presidio, success is not simply the installation and integration of technology for our clients. We help our clients plan and validate a strategy to ensure the long term operational viability of every solution we deploy. Presidio will work with City of Mansfield to identify the appropriate resources, knowledge and tools required to support the solution long term. We will also develop a transition plan to provide a "warm" handoff to the appropriate team once the solution is fully tested and operational. The Operations Plan will be finalized during the Operational Readiness Workshop and be delivered as part of the Systems Engineering Report.

3. SYSTEMS ENGINEERING AND PLANNING PHASE

The following is a detailed diagram of the Systems Engineering and Planning Phase of Presidio's Strategic Engagement Framework:



3.1. Introduction

The Systems Engineering Planning Phase is the detailed planning and design that incorporates discovery, analysis, and knowledge transfer. The results of this phase are detailed design recommendations and a specific project plan. Detailed planning is necessary to ensure that the proposed solution will meet project requirements and help to reduce risk of an unsuccessful or unexpectedly expensive Execution Phase. The Systems Engineering and Planning Phase documents are the technical and operational foundation for a successful execution.

Presidio relies on client involvement during this phase and incorporates City of Mansfield representatives as part of the project Systems Engineering and Planning Team. This is done to ensure that all decisions being made are sensitive to client input and needs. Key Presidio team members will be assigned during the planning phase and will include the following:

3.1.1. Project Manager

Presidio will provide a Project Manager (PM) who is familiar with the technology involved and experienced in project management best practice methodologies. Responsibilities will include:

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

3.1.2. Engineering Personnel

Presidio will assign a lead senior consulting and systems architect who will lead this project from a technology and design perspective. This engineer will be responsible for the engineering document(s) during the Systems Engineering and Planning Phase and will work closely with City of Mansfield technical lead to ensure the design, configurations, equipment specifications, and methodology are accurate and in line with the overall project goals. This consulting engineer will also consider and make recommendations to ensure that the specifics of this project are in line with the greater system wide architecture and technology goals of City of Mansfield.

3.2. Systems Engineering and Planning Phase Scope of Work

3.2.1. Systems Engineering and Planning Phase Tasks

The following Systems Engineering and Planning Phase tasks will be performed during this phase:

- Project Kickoff Meeting
- Verification of roles and responsibilities
- Design Workshops
- Completion of Systems Engineering Report
- Finalization of Bill of Materials (BOM)

3.2.2. Systems Engineering and Planning Phase Elements

The following elements will be identified, reviewed and/or defined in the Systems Engineering and Planning Phase:

3.2.2.1. Site Information

- City of Mansfield Service Center 620 Wisteria St, Mansfield, TX
- City of Mansfield Service Center 618 Wisteria St, Mansfield, TX
- City of Mansfield Service Center 616 Wisteria St, Mansfield, TX

3.2.2.2. Network Infrastructure

- Design Overview/Diagrams
  - WAN Architecture
  - LAN Architecture
- Network Service Provider
- Bandwidth, Latency, and QoS
  - WAN Requirements
  - LAN Requirements
- Network Protocols
  - Layer 2 Protocols
  - Layer 3 Protocols
- Network Services
  - DHCP
  - DNS
  - NTP
  - SNMP
- IP/VLAN Schema
- Equipment List, IP Addresses, IOS Revisions, and Feature Sets

- Device Naming Convention
- High Availability
- Security Considerations
- Growth Planning
- Other Considerations

3.2.2.3. Facilities

- Racks
- Power and UPS
- Device Cabling Termination and Connectivity

3.2.2.4. Storage Infrastructure (UCS Series)

- Local
- SAN

3.2.2.5. Telephony System

- Proposed Call Flows
  - Normal Business Hours
  - Closed Hours
  - Other
- Phone Numbers
  - Current Phone Numbers
  - Proposed Number Plan
- Automated Attendant
- Call Processing
  - Cisco Unified Communications Manager Hardware Overview
  - Cisco Unified Communications Manager Configuration

    - Cisco Unified Communications Manager Administration Roles
- Dial Plan
    - Extension Length
    - Overlapping Extensions
    - External Access Code
    - DID numbers and Extension Mapping
    - System Extension Ranges
- Telecommunications and Circuits
- Voice Gateways
- Call Routing and Overflow
    - Time of Day Routing
    - Call Overflows
- Call Restrictions
- Caller ID
- Directory Services
- Music on Hold
- Conferencing
    - Ad-Hoc Conferencing
    - Meet-me Conferencing
- Call Reporting
- Paging
    - Paging Through Phones
    - Overhead Paging
- Call Recording

- Faxing
- Analog Devices
- Site Naming Conventions
- System Speed Dials
- Fire/Alarm System Integration
- Emergency Call Services (911/E911)
- High Availability
- Backup and Disaster Recovery
- Security Considerations
    - Current or Historical Security Issues
    - Toll Fraud
    - Anti-Virus
    - Cisco Secure Agent
    - Phone Usage Tracking
- Growth Planning

3.2.2.6. Phone Features

- Standard Features
- Advanced Features
- Soft Keys
- Phone Directory
    - Directory Search
    - Active Directory Integration
    - Advanced Directory Search
- Phone Services and Applications

- Phone Background(s)
- Custom Ring Tones
- Call Waiting
- Intercom
- Paging through the Phones
- Phone Counts and Types
- Phone Layouts
- Multiple Call Handling
- Phone Attachments
  - PC Connectivity
  - Wireless Headsets
  - Wired Headsets
  - Hearing Aid Devices
  - Dictation Devices
  - Other Phone Attachments
- Analog Phone Features
- Mobility Features
  - Extension Mobility
  - Single Number Reach
- Web Page Access
- Personal Speed Dials
- WebDialer
- Quality Reporting Tool
- Call Forwarding OffNet

3.2.2.7. Voicemail

- Voice Message Access
  - Phone Message Button
  - Voice Message Store
  - Desktop Access
  - Web Access
  - Cell Phone Access
  - Access from other Devices
- Voicemail Access Numbers
  - Current Numbers
  - “Backdoor” Numbers
  - Auto Attendant Numbers
- Voicemail Transfer
  - Direct to VM
  - Transfer to External Numbers
- Outbound Message Notification
- Call Coverage – “0” Out
  - Auto Attendants
  - Voicemail Greetings
- Auto Attendant
- Group Voicemail
- Schedules
- Holidays
- Advanced Features

- Message Monitor
- Dropped Call Recovery
- VoiceView

- Voicemail Directory
- Message Retention Policy
- High Availability
  - Business Impact
  - HA Configuration/Design
  - Disaster Recovery
- Security Considerations
- Growth Planning

3.2.2.8. IM and Presence Service

- Active Directory
- Logging/Archiving
- Group Chat
- Cisco Jabber for Desktop

3.2.2.9. Additional Applications & Components

- Syn-Apps Paging Server
- Layer 2 LAN-based POE Switches
- 802.11n Wireless Access Points
- Uninterrupted Power Supply Units

3.2.2.10. Licensing

- Server Licensing
- VMware Licensing

- ESXi Licensing
- A la Carte Licensing Options
- Additional Cisco Licenses
- Third Party License

3.2.2.11. Maintenance

- ESW
- UCSS
- Third Party Maintenance

3.2.2.12. Policies and Access

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

3.2.2.13. Training Plan

- Administrator Training
- User Training
- Training Setup & Preparation
- Create Customized training plan

3.2.2.14. Support Plan

- Initial Go Live Support and Freeze Period

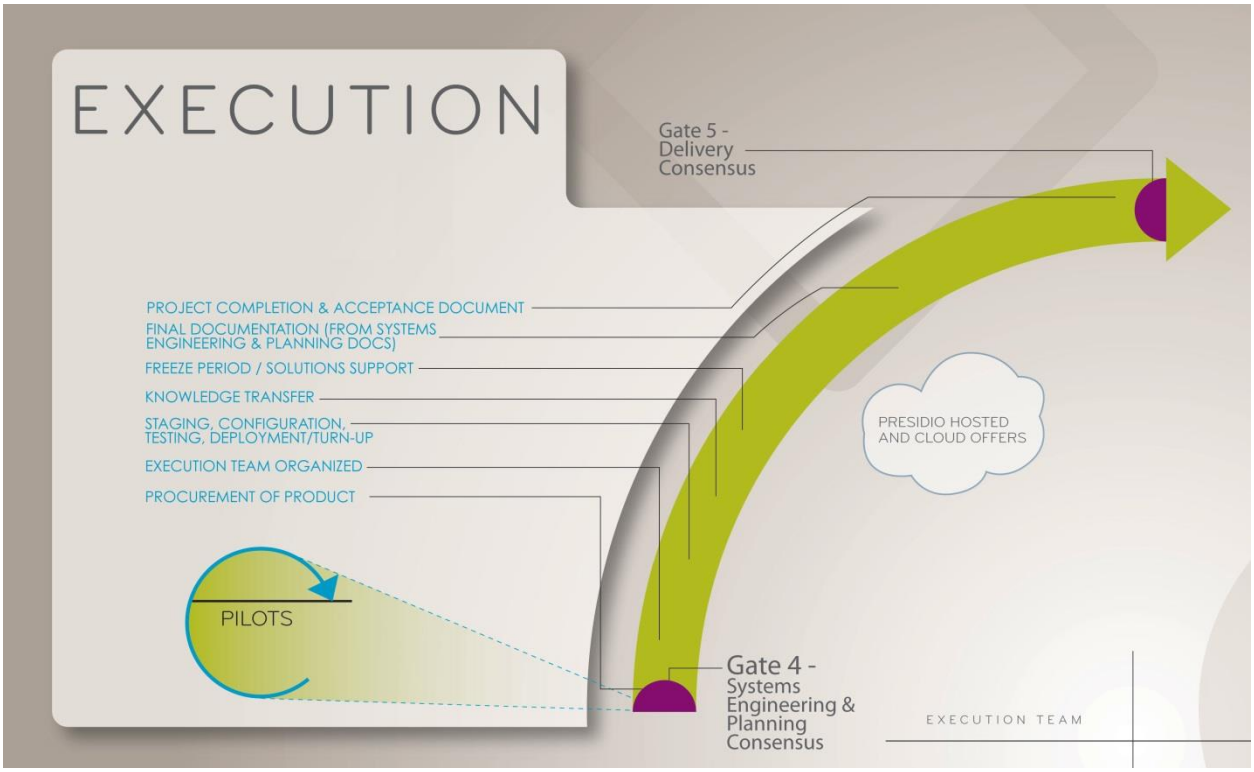
3.3. Systems Engineering and Planning Phase Deliverables

The following deliverables will be created by Presidio and provided to City of Mansfield as part of the Systems Engineering and Planning Phase Deliverables:

Document	Description
Systems Engineering Report	Detailed design; project logistics including schedule and training plans
Verification Plan	Verification criteria for testing and quality assurance (to be signed prior to moving into Execution Phase)
Final BOM	Finalized hardware, software and licensing components

4. EXECUTION PHASE

The following is a detailed diagram of the Execution Phase of Presidio's Strategic Engagement Framework:



4.1. Introduction

The Execution Phase of this project consists of performing the detailed scope of work which will be developed and finalized in the Systems Engineering and Planning Phase. During the Execution Phase, risk is continually mitigated by strong project management, technical leadership, detailed documentation, training, knowledge transfer tasks and a defined "freeze period" that fine tunes the solution and assures that the solution operates to functional specifications before project completion and handoff to the operations team. This is all done to ensure client satisfaction and unity with business goals and objectives.

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

4.2. Execution Phase Preliminary Scope of Work

The following Execution Phase tasks will be performed during this phase:

4.2.1. *Install Cisco UCS C-220M3 Servers (2)*

- Unpack, rack, power-up, cable
- Perform base configuration
- Install VMware licensing
- Load OVA Templates for UCM 10 Publisher and Subscriber VM's as determined during the Systems Engineering and Planning Phase
- Load OVA Templates for CUC 10 Publisher and Subscriber VM's as determined during the Systems Engineering and Planning Phase
- Load OVA Templates for IM and Presence 10 Primary and Secondary VM's as determined during the Systems Engineering and Planning Phase

4.2.2. *Cisco Unified Communications Manager Cluster*

- Install Unified Communications Manager(s) software
- Configure with network addressing according to the plan created during the Planning Phase
- Install the Standard on box Plug-ins
- Activate services as defined during the Planning Phase
- Configure the Unified Communications Manager database to provide local, long distance, 411 and 911 access per site, and system-wide internal reduced-digit dialing. Exact details of the configuration to be determined during the Planning Phase
- Establish Publisher to Subscriber connection and verify database synchronization
- Run a backup of UCM 10 and confirm that the backup was completed successfully

4.2.3. *Cisco Unity Connection Voice Messaging*

- Install and configure Unity software and supported patches
- Configure with network addressing according to the plan created during the Planning Phase
- Integrate Unity Connection with the Unified Communications Manager

- Configure voicemail ports on Unified Communications Manager
- Configure standard greetings
- Specific configuration / features as defined during the Planning Phase
- Configure voicemail boxes
- Configure voicemail greeting
- Run a backup of CUC 10 and confirm that the backup was completed successfully

4.2.4. *Cisco IM and Presence Service*

- Install IM and Presence Service software
- Configure with network addressing according to the plan created during the Planning Phase
- Instruct City of Mansfield regarding AD configuration
- Configure basic IM and Presence Service system information
- Configure SIP trunk(s) in UCM
- Integrate IM and Presence Service and UCM
- Configure up to 5 users in UCM IM and Presence Service
- Install and configure “Jabber for Desktop” on up to 5 PC’s or Mac’s
- Test client IM and Presence functionality
- Run a backup of IM and Presence Service 10 and confirm that the backup was completed successfully

4.2.5. *Syn-Apps SA-Announce Paging*

- Unpack, rack, power-up, cable SA-300 appliance
- Perform base configuration
- Configure with network addressing according to the plan created during the Planning Phase
- Configure basic system information

- Configure multicast on Layer 2 network switches
- Configure SIP trunk in UCM
- Activate services as defined during the Planning Phase
- Configure up to five (5) Recipient Groups in Syn-Apps
- Assign IP Phones to Recipient Groups as determined during the Planning Phase
- Test paging functionality

4.2.6. *Cisco Layer 2 POE Switches (10)*

- Unpack, rack, power-up, cable
- Apply basic system configuration
- Configure with network addressing according to the plan created during the Planning Phase
- Configure necessary trunk connections to adjoining switches
- Configure QoS
- Test LAN connectivity

4.2.7. *Cisco Voice Gateway (1)*

- Unpack, rack, power-up, cable
- Apply basic system configuration
- Configure gateway ports to support service provider agreed signaling to PSTN
- Configure QoS, SRST, MGCP as required
- Configure DSP resources as required
- Configure transcoding resources as defined during Planning Phase
- Verify proper call handling and services implementation

4.2.8. *Cisco IP Phones (75)*

- Configure device and user association in UCM (one upload in the format requested by Presidio)

- Configure phone templates
- Configure line(s)
- Configure basic support for IP Phones
- City of Mansfield will deploy phones

4.2.9. *Meraki Wireless Access Points (28)*

- Connect AP's to designated switch ports
- Configure basic setup for cloud-management services
- Test Wireless LAN

4.2.10. *APC UPS Appliances (5)*

- Unpack, rack, power-up, cable
- Apply basic system configuration
- Connect all network device power sources to UPS output interfaces
- Test backup power coverage for network devices

4.2.11. *Basic Administration Training (MACs)*

- Provide basic administration training for moves, adds and changes

4.2.12. *End User Training*

- Provide up to 8 IP phone and voicemail training classes of 10 employees or less onsite at City of Mansfield. 8 training classes to be held over consecutive 2-day period.

4.2.13. *Initial Support (Freeze Period)*

- Provide two days of initial solution support
- Institute Freeze Period change control process

4.2.14. *Phase – Project Closure*

- Provide URL links for:
    - Administration Guide

- Solutions Reference Network Design
- Features Guide
- Installation/Upgrade guide

- Formal closure meeting with City of Mansfield and Signoff

4.3. Execution Phase Deliverables

The following deliverables will be created by Presidio and provided to City of Mansfield as part of the Execution Phase Deliverables:

Document	Description
Final Project Documentation	Final Project Documentation as defined in the Systems Engineering Report
Verification Testing Results	Results of the Verification Plan agreed to in the Systems Engineering & Planning Phase
Project Completion and Acceptance	Agreement that project is complete

4.4. Change Management Process

Presidio emphasizes detailed planning and design prior to any complex systems project. One of the reasons for this approach is to avoid additional change orders during the Execution Phase that could affect budget, schedules, or business interruptions. During and upon completion of the Systems Engineering and Planning Phase Presidio will review all detailed system design and features so that when implementation begins there will be no surprises. However, there are times when a change order will be requested by the client upon completion of the Systems Engineering and Planning Phase and if this happens the change request will be considered an addendum to this proposal and the Systems Engineering and Planning documents and will be performed accordingly.

5. ASSUMPTIONS

The following project assumptions are made and will be verified as part of the Systems Engineering and Planning Phase:

1. City of Mansfield will work with the Wide Area Network provider for tasks such as, but not limited to, circuit ordering, delivery schedules, and coordination of turn-up.
2. City of Mansfield will work with local telephone providers to provide local analog and digital telephone circuits as well as DIDs and/or other telephone services. Presidio will provide provisioning information and coordination support to the City of Mansfield upon request.
3. City of Mansfield will be responsible for configuration of any non-Cisco devices not listed on the bill of materials or currently operational within the City of Mansfield environment.
4. Presidio's responsibility for voice Quality of Service issues is limited only to devices installed and configured by Presidio personnel.
5. Presidio will configure a single site dial plan for the Service Center with no integration to existing PBX or Cisco UC infrastructures internal or external to the City of Mansfield.
6. City of Mansfield will deploy and connect all Cisco IP Phones throughout the Service Center.
7. Unless previously agreed upon all activities during the Planning Phase will be performed during normal business hours: Monday through Friday, 8:00AM to 5:00PM. All activities requiring after-hours work in the Execution Phase will be identified during the Planning Phase and will be incorporated into the schedule. All remaining activities will be performed during normal business hours: Monday through Friday, 8:00AM to 5:00PM.
8. Cisco SMARTnet maintenance is current on any existing Cisco equipment that is part of this project.
9. Performance of scope items not included in this Proposal are outside the scope of this project and will necessitate the execution of a Project Change Request and may result in a change of project approach, staffing and/or pricing.
10. All LAN/WAN connectivity meet Cisco Voice Specifications.
11. City of Mansfield's project manager must have the authority to make project decisions and represent City of Mansfield in all matters related to this Proposal. City of Mansfield's project manager will provide a single consolidated response to any review, approval, change or decision request.

12. City of Mansfield staff will actively participate in this engagement and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent and the Presidio project team will require regular and timely access to them. If participants are unable to attend a scheduled meeting, then the City of Mansfield project manager becomes the final authority on all items of discussion.

13. Presidio will configure a single site dial plan for the Service Center with no integration to existing PBX or Cisco UC infrastructures internal or external to the City of Mansfield.

6. PRICING

Presidio is providing a Budget Estimate (BE) as part of this Proposal.

Presidio will invoice City of Mansfield based on the project milestone(s) listed below:

Billing Milestone	Amount
Professional Services	$ 64,380
Bill of Materials (New Site)	$ 130, 257.27
TOTAL	**$194,637.27**

At City of Mansfield's request, Presidio will provide additional information regarding Presidio's managed services offering through Presidio Managed Services. If City of Mansfield wishes to purchase these optional services, Presidio will work with City of Mansfield to address these needs. Presidio provides these services via a separate, stand alone, mutual written agreement between Presidio and its clients.

Invoices should be sent to the following address:

City of Mansfield
Attn: Accounts Payable
1200 E. Broad St
Mansfield, TX 76063

Expenses

Any travel and incidental expenses incurred by Presidio in association with the execution of this Proposal are included in the pricing listed above.

7. TERMS AND CONDITIONS

DIR contract# DIR-TSO-2544 terms and conditions apply.

8. AUTHORIZATION TO PROCEED

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

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

This Proposal is valid for a period of sixty (60) days from the date that this proposal is provided by Presidio to City of Mansfield unless otherwise agreed to by both parties.

City of Mansfield

Signature Date

Printed Name

Presidio Networked Solutions Group, LLC.

Signature Date

Printed Name & Title

Please sign and return the entire document to jhilz@presidio.com. Thank you!