

Prepared for		Prepared by	
<b>Customer Name</b>	Village of Wellington	<b>Account Exec</b>	WIN Sales
<b>Address</b>	12300 Forest Blvd	<b>Phone</b>	
<b>City/State/ZIP</b>	Wellington FL	<b>Email</b>	WINSales@windstream.com
<b>Attention</b>		<b>Account Mgr</b>	Rob Bryant Jr
<b>Phone</b>		<b>Phone</b>	954-234-6525
<b>Email</b>		<b>Email</b>	Rob.Bryant@xeta.com

## References:

<b>Quote Created</b>	8/6/2015	<b>Quote Name</b>	<b>Quote 57921</b>
		<b>Proposal No</b>	<b>44936-57921</b>

## Equipment Detail

Village of Wellington-Shoretel				
Qty	Part No	Description	Unit Price	Total Price
1	29152	ShoreTel 14.2 Software (General Release) Enterprise and SBE 100 Customers	\$0.00	\$0.00
1	21020	Distributed Voice Services License	\$558.17	\$558.17
5	30044	Additional Site License	\$277.68	\$1,388.40
5	10223	Rack Mount Tray Kit for SG switch 1U half width, holds two 1U half width voice switches	\$68.35	\$341.75
5	60047	Analog Harmonica & Telco 25PR (FF) Cable Kit for SG 30 / SG 50 / SG 90 and SG 220T1A switches	\$71.23	\$356.15
6	10260	Voice Switch SG-90 - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	\$1,680.12	\$10,080.72
1	10259	Voice Switch SG-50 - 1U half width, Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. Made in USA.	\$1,119.15	\$1,119.15
2	10322	Voice Switch SG-T1k - 1U half width, Max Capacities: 1 T1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.	\$1,960.61	\$3,921.22
1	10321	Description ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,680.12	\$1,680.12
1	10384	Starter Kit : IP 930D DECT Phone - US / Canada (Includes Base, Handset & Charger) - Requires ShoreTel 14 or later	\$511.34	\$511.34
25	30039	Extension-only License (Requires ShoreTel 5.2 or higher)	\$78.54	\$1,963.50
211	10514	IP Phone IP480g, Bundled with Extension and Mailbox License - GSA Bundle	\$319.20	\$67,351.20
24	10515	IP Phone IP485g, Bundled with Extension and Mailbox License - GSA Bundle	\$352.85	\$8,468.40
15	10429	IP Phone IP 655 with anti-glare screen - (Requires ShoreTel 11.1 or later)	\$420.17	\$6,302.55
15	30035	Extension & Mailbox License	\$112.20	\$1,683.00
20	10269	IP Phone Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	\$24.39	\$487.80
1	30136	Virtual phone capacity license. Quantity 200. Each phone also requires an Extension license.	\$2,804.88	\$2,804.88
250	40005	Personal Access License	\$0.00	\$0.00
2	30091	10 Concurrent Audio Conferencing Ports. Requires ShoreTel 12 or later.	\$981.71	\$1,963.42
2	30093	10 Concurrent Web Conferencing Ports. Requires ShoreTel 12 or later.	\$981.71	\$1,963.42
100	30043	SIP Trunk Software License (requires ShoreTel 6. If you have a Conf Bridge you must upgrade it to Release 5.6)	\$28.05	\$2,805.00
1	30141	License, Virtual ShoreTel Mobility Router, 10 client access licenses, and software media kit.	\$1,119.15	\$1,119.15
10	30105	Mobility Client Access License for one end user; includes one SIP Device License and one Mobile Access License (minimum order quantity is 10).	\$84.15	\$841.50
1	18008	Emergency Notification, 5 or fewer - Alerts up to 5 individuals with desktop screen pops as well as up to 5 individuals via telephone outcalls for a potential 10 alert recipients in total.	\$1,234.15	\$1,234.15
		ECC Base 10 Package for release 9 - Includes server based software for		

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1	30133	contact center. Includes 10 Agent licenses (inbound voice / callbacks), 30 IVR Port, 1 Supervisor, 2 group/agent feed licenses. Only one Base Package needed per server.	\$4,770.54	\$4,770.54
10	30122	Enterprise Contact Center Inbound Voice License Bundle - Add-on 1 agent and 1 IVR Port (concurrent) license. These are incremental licenses over the ECC base 10 bundle. Can be used with ECC 7 or later.	\$462.80	\$4,628.00
1	18023	Contact Center Real-time Monitoring Bundle (includes 1 CC Interaction Viewer, 1 CCIR Transform Service & 5 CC Agent Dashboard user licenses). Must be installed on separate server from CC server.	\$1,682.93	\$1,682.93
20	93072	3401 Contact Center Agent Training (Per Student)	\$96.59	\$1,931.80
1	93069	3405 Contact Center System Administrator Training (Per Student)	\$385.37	\$385.37
1	93071	3404 Contact Center Supervisor Training (Per Student)	\$190.24	\$190.24
<b>SubTotal</b>				<b>\$132,533.87</b>
<b>Complete Plus Maintenance</b>				
<b>Qty</b>	<b>Part No</b>	<b>Description</b>	<b>Unit Price</b>	<b>Total Price</b>
1	WS_Complete +	Complete Plus Maintenance with ShoreTel Partner Support (1 Yr No Phones)	\$15,408.80	\$15,408.80
<b>SubTotal</b>				<b>\$15,408.80</b>
<b>System SubTotal(taxes &amp; shipping not included)</b>				<b>\$147,942.67</b>

**Services Summary**

Installation	\$33,038.65
Programming	\$5,183.20
Project Management	\$4,106.05
Training	\$3,046.25
VoIP Readiness Assessment	\$4,218.00
<b>Services SubTotal</b>	<b>\$49,592.15</b>

**Quote Summary**

System Subtotal	\$147,942.67
Services Subtotal	\$49,592.15
<b>Equipment and Services Grand Total</b>	<b>\$197,534.82</b>

**Customer:**

City of Wellington

**Project Name and Work Site:**

ShoreTel Solution

12300 Forest Blvd

Wellington, FL. 33414

**1. Overview**

- 1.1. This Statement of Work describes the Installation Services to be performed by Windstream and the terms and conditions under which the services will be provided.
- 1.2. This project is the installation of ShoreTel IP Telephone System.
- 1.3. Windstream has included Software Assurance and Support from ShoreTel for 1 year to be adjacent to Windstream Maintenance program.

**2. Statement of Services**

- 2.1. This project is priced as a single phase installation for each site with all work being performed on consecutive days. Costs related to delays by the Customer that occur after a mutually agreed upon schedule by all parties are not included in this quote and will be billed at the appropriate rate.
  - a. Overtime related activities assigned to this project are all service affecting tasks that will be performed outside normal business hours on a Monday through Friday (non-holiday).
  - b. All other work, including placing and testing of telephones, will be done during normal business hours (Monday through Friday between the hours of 8:00AM to 5:00PM, excluding holidays).

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- 2.2. Windstream will stage and configure the system at its staging facility.
- 2.3. Customer is responsible for providing the VMware environment to support the applications that will be virtualized in this design.
  - a. Customer is responsible for providing servers that meet ShoreTel specifications for VMware deployment.
  - b. Customer is responsible for providing the ShoreTel specified level of VMware software.
  - c. Customer is responsible for providing operating system for those instances where an instance is not part of the OVA install.
  - d. Customer is responsible for creating virtual instances and loading operating systems.
  - e. **Windstream is responsible for installation of the appropriate applications being deployed. Those applications are:**
    - i. ShoreTel HQ Server Software at City Hall
    - ii. DVS Server at Public Works
    - iii. Virtual Voice Switch at City Hall
    - iv. Virtual Service Appliance at City Hall.
    - v. Virtual Mobility Router Software at City Hall.
    - vi. Virtual Services Application Server.
    - vii. Virtual ECC
- 2.4. Windstream will install stage and test ShoreTel Mobility Router.
  - a. Windstream will provide programming for up to 20 mobile clients.
  - b. Windstream will provide programming for up to 20 SIP trunks to support Mobility.
  - c. The Customer is responsible for the installation of the client on the end user's mobile device.
- 2.5. Windstream will install and test the ShoreTel Services Application with the following services.
  - a. Windstream will provide programming for up to 20 audio ports.
  - b. Windstream will provide programming for up 20 web ports.
  - c. Windstream will provide programming for up Conference Bridge.
- 2.6. Windstream will install Shoretel ECC with 20 Agents and 1 Supervisor. Windstream will provision these 20 agents to use up to 2 skillset/Queues. ECC Reporting will be included.
- 2.7. Windstream will install the 5-ShoreGear 90 switches one (1) at each location (City Hall, Public Works, Village Park, Waste Treatment and Water Treatment.
- 2.8. Windstream will install 2-ShoreGear T1k switches one (1) at City and another at Public Works to provide PSTN access.
- 2.9. Windstream will install 24A ShoreGear switch at City Hall to provide analog stations.
- 2.10. Windstream will install and test no Ethernet routing switches with PoE that will be required to power IP telephones as part of the local area network.
- 2.11. Windstream will install the equipment in Customer provided rack space.
- 2.12. Windstream will provide system power-up, connectivity to the network interfaces and run diagnostics.
- 2.13. Windstream will verify circuit connectivity to the appropriate network facilities.
- 2.14. Windstream will work with the end user Customer to design telephone templates for standard button and feature placement on the telephone.
  - a. Windstream will provide programming and testing for up to 250 IP telephones, 211-480g, 24-485g and 15 IP655 conference phones.
  - b. Windstream will provide programing, placement and testing of 1-930D wireless telephone; Customer must supply one Ethernet drop for 930D base to link with ShoreTel system.
  - c. Windstream will provide programming, cross connection and testing for dial tone for up to 4 Customer provided analog stations or devices at City Hall, Public Works, Village Park, Waste Treatment and Water Treatment.
  - d. Windstream will provide programming, cross connection and testing for dial tone for up to 24 customer provided analog stations or devices at City Hall.
- 2.15. Windstream will install and test voice messaging with the following services.
  - a. Windstream will provide programming for up to 200 mailboxes and up to 5 automated attendants.
- 2.16. Windstream will work with the end user Customer to determine trunk routing for programming.
  - a. Windstream will provide programming for up to 2 CO trunks at each location.
  - b. Windstream will provide programming for up to 1 T1/PRIs at City Hall and Public Works.
- 2.17. Music on Hold.
  - a. For the connection of ShoreTel System to the Customer provided music-on-hold Windstream

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assumes that the Customer's equipment will be configured to match the types of inputs and cable connectors accepted by the ShoreTel system. Labor to resolve connection issues or troubleshoot problems that are outside of the ShoreTel system is not included and additional charges will apply.

2.18. Paging

- a. For the connection of the telephone system to the Customer provided paging Windstream assumes that the Customer's paging equipment is configured to match the types of inputs and cable connectors accepted by the telephone system. Labor to resolve connection issues or troubleshoot problems that are outside of the telephone system is not included and additional charges will apply.

2.19. Windstream will assign a project manager or coordinator to serve as primary interface to the Customer for the duration of the project. This individual has the responsibility to coordinate and manage all project activities and help ensure the project meets its schedule, financial and quality objectives.

2.20. **Windstream Provided Training**

- a. 40 hours of end user training (telephones with voicemail)
- b. 2 hours of basic admin training (phone and voicemail)
- c. Windstream's quote assumes all training will be conducted during normal business hours and all training classes are conducted in succession.
- d. The end user customer is responsible for the attendance of its personnel at the time the classes are scheduled.
- e. Supplemental training outside of the schedule and return trips for additional training are not included and will be an additional cost.

2.21. **Post Cutover Support**

- a. Windstream will provide a total of 10 hours (2 hours for each location) technician first day of service on the first business day following cutover.

**3. Customer Prerequisites**

- 3.1. Network assessment
- 3.2. Customer will provide UPS, equipment rack, backboard, power and grounding in accordance with the manufacturer's specifications prior to the commencement of Windstream's installation.
- 3.3. Customer will verify and arrange for installation of all applicable network connections and provide all circuit information (e.g., IP address, subnet mask, gateway, machine names and modem numbers) including network diagrams prior to the commencement of Windstream's installation.
- 3.4. Customer will ensure that a dedicated remote-access line and modem are installed no later than the date on which Windstream begins work and it is available 7x24. VPN access to the system(s) is an alternative to the remote access line and modem.
- 3.5. The Customer is responsible for ordering of all Telco and network facilities. The Customer will also ensure that the applicable Telco and/or network facilities are delivered to the appropriate equipment location, the demarcation (DMARC) is located near the equipment connecting point, accurately configured and wiring is identified at the DMARC points.
- 3.6. For the placing and/or testing of telephones and/or other station equipment the customer will provide Windstream with clear access to the telephone jack and termination point without having to move furniture or other obstacles. For telephones or devices requiring local power the AC outlets at the desktop will be immediately available to the technician without the technician having to run extension cords, rearrange other devices or otherwise be delayed by, but not limited to, the location or availability of the AC outlet.
- 3.7. Patch cables for patching from switch patch panels to station cable are not included in this quote.
- 3.8. Customer will ensure the receipt of all equipment. Retain shipping documentation, inventory shipments by box count and report any obvious external damages.

**4. Customer Cabling**

- 4.1. All station and distribution cabling from the MDF out is new or being reused and its condition is the responsibility of customer.
- 4.2. At a mutually agreed upon date prior to the commencement of this work the customer will provide Windstream's installation team with cable records and blueprints/floor plans that are coordinated with the cable records and show all data and voice locations that are relevant to Windstream's work activities.
- 4.3. Windstream assumes that all digital and/or analog station cables are home run from the station to the MDF, all intermediate termination points are already cross connected and there are no bridged stations.
- 4.4. Windstream assumes that existing station cables are terminated at the MDF and at the station in a standard configuration that does not require the technician to re-terminate the cable in order to operate the telephone or device.
- 4.5. For existing analog stations and/or devices Windstream's responsibility is to cross connect and test for dial tone.
- 4.6. No MDF re-work is included in this price. It is assumed that there is space for the telephone system's

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terminal block field without modification to the existing MDF and that the cross connects from the system's terminal block field to the existing station and trunk terminations are in the range of 5 to 15 feet and do not require special routing of the cross connects.

4.7. Tone and tag operations are NOT included in this scope of work.

## 5. Communicator Client

5.1. For the installation of Communicator, Windstream will install with the Customer's designated staff (2) Communicators on Customer provided PCs. The Customer's staff will install the remaining clients. The installation will take place at the primary System installation site and not at a remote location. Prior to Windstream commencing the installation of Communicator the Customer's PCs must meet or exceed the published minimum software and hardware requirements for Communicator.

## 6. Assumptions/Risks/Dependencies

- 6.1. The product equipment list provided to Windstream by ShoreTel represents all of the equipment and software that Windstream used for calculating its implementation costs. Additional equipment may result in additional cost. Windstream is not responsible for engineering design or assurance and it is assumed that all equipment being provided by ShoreTel or the Customer is engineered and designed appropriately, operational, is not defective and is the appropriate vintage and release to operate in the system being installed by Windstream without modifications and is the appropriate vintage and release to operate with associated systems. Additional costs associated with, but not limited to, troubleshooting, repairing, modifying or anything other than placing the equipment into service and testing its operation are billable at the appropriate rate.
- 6.2. Professional Services pricing for this project does not include support for the Customer provided Data Network, including DHCP/TFTP/HTTP/NETWORK QoS; this includes 48X configuration files. These services are available up request only for additional costs.
- 6.3. Unified Communications Entitlements may be included in this Design. The hardware, operating system software, and implementation services for these entitlements are not included in this scope of work.
- 6.4. The purchaser of the ShoreTel equipment must provide Windstream with the ShoreTel pre-registration form prior to the commencement of work by Windstream.
- 6.5. Union Labor is NOT included in this SOW.
- 6.6. Since this system is networked with other systems it is assumed that there is a requirement for an IP scheme and networking dial plan. Windstream assumes that these items are already designed and this site has been provided with a numbering scheme that requires no additional database discovery or design other than for the local requirements.
- 6.7. Removal of the Customer's existing telephone system and equipment is not included in this statement of work.
- 6.8. Windstream understands that this system is VoIP enabled.

## 7. Windstream Provided VoIP Assessment

- 7.1. Windstream cannot guarantee the voice quality on the Customer's network. A network assessment/evaluation will be performed prior to deployment of VoIP. To assure the best voice quality, the VoIP network should be configured on a separate QoS enabled VLAN. The network assessment will document the existing customer network and provide a checklist and best practices to follow for issues that need to be changed on the customer network to support VoIP. Changes to the Customer network are not included in the assessment.
- 7.2. Customer must provide a layer 3 switched data network including VLANs isolated for voice devices and applications, DHCP server(s) for allocation of addresses and site specific information, security to prevent unauthorized access to the voice VLANs, and QOS and power requirements to support voice. QOS configurations (tags) are to be provided by the Customer for identifying voice traffic isolated by signaling and media streams. The Customer's network must adhere to strict guidelines to support voice including less than 1% packet loss, less than 100 ms one way delay, less than 20% jitter, and less than 10% broadcast traffic. If multicast is to be used, the switch must support IGMP snooping or CGMP, and the router must support PIM if multicast needs to cross VLANs. The scope of this project assumes the above are met and any work related to issues of the Customer data network are not included in this project.
- 7.3. Any required changes to the configuration or hardware of the Customer's data infrastructure are not included in this design, but can be included on a separate quote at the Customer's request.
- 7.4. This statement of work includes the following Windstream provided VoIP readiness testing.
- 7.5. The Windstream VoIP readiness test looks for common, network problems that are "IP Telephony-killing impairments" and would prevent a successful IP Telephony deployment. The purpose is to identify those problems and recommend actions to resolve the identified impairments. It is a snapshot in time that will help ensure success; however, it is not a guarantee of a successful deployment, nor is it a certificate of fitness. This service provides the customer with a cost-effective review of its existing IP network's ability to support VoIP in association with the pending implementation of a converged solution.

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- 7.6. The customer will provide a PC or Laptop for each location that is being assessed so that Software Agents may be installed in order to conduct the assessment and capture reporting. The assessment is done remotely and the customer will need to assist.
- 7.7. Our approach consists of four main phases:
  - a. Assessment Preparation
  - b. Preliminary VoIP Evaluation and troubleshooting
  - c. Comprehensive VoIP Assessment
  - d. Summary of results and VoIP report delivery
- 7.8. **Phase 1 Assessment Preparation** - Windstream and key end-user personnel work together to prepare the location(s) for the VoIP assessment. End user responsibilities:
  - a. Install traffic agent software on site PCs or servers per the emailed instructions.
  - b. Email to Windstream cross reference of traffic agent IP addresses and physical location names.
  - c. Email router private IP addresses and SNMP community strings to Windstream( if router monitoring is required).
  - d. Make sure the following firewall ports are open for the traffic agents to communicate to Windstream test equipment: TCP 4445 (Outbound) and Port 80.
- 7.9. **Phase 2 Preliminary Evaluation** - The objective of this phase is to run preliminary network tests to identify any problems prior to running the comprehensive assessment. It includes loading the network with the planned VoIP call volume to make sure the network will support the planned VoIP call volume prior to running the 1-3 day comprehensive assessment. Up to three preliminary tests can be run.
  - a. End user responsibilities:
    - i. Assist with any needed local debug support during preliminary network tests.
- 7.10. **Phase 3 Comprehensive Assessment** - In this phase, the three day comprehensive VoIP assessment is run. The comprehensive assessment will load the network every 15 minutes with the number of concurrent test calls needed to support the production VoIP system call requirements. Windstream's standard loading is up to 149 simultaneous test calls. Additional test call loading is available upon request for an added charge.
  - a. End user responsibilities:
    - i. Make sure traffic agent PCs at each site are left running and undisturbed for the entire three day assessment.
- 7.11. **Phase 4 VoIP Results Delivery** - In this phase, a written report is delivered that summarizes the results of the three day comprehensive VoIP assessment. If needed, a 30 minute debrief of the results will be conducted with the Windstream and the end user customer if a problem was identified. Windstream and end user responsibilities:
  - a. Attend the scheduled 30 minute debrief and discussion of the results with the Windstream engineer if needed.
  - b. End user responsibilities:
    - i. All traffic agents are to be removed from testing PCs or servers within 2 days after the assessment completion unless Windstream requests they remain in place for further testing.

## Please Note

- Quote is valid for a specific timeframe as noted in Terms and Conditions.
- All pricing assumes Windstream installation requirements are met prior to Windstream personnel arriving on site.
- Additional charges may apply for delays which are not the responsibility of Windstream , deviations, expedites, re-scheduling of critical dates, overtime, return trips, permits, and changes requested by customer during life of project which directly result in additional costs to Windstream.
- Cutover shall be deemed to occur when the switching equipment is activated and functioning substantially to provide basic telephone service, except for minor variances in performance of the Equipment which do not materially impair basic telephone service. Windstream (and Customer) shall monitor the Equipment for ten (10) days after Cutover and prior to Acceptance. At the conclusion of the ten (10) day monitoring period, Windstream will request Acceptance by Customer noting any exceptions, and will prepare final invoice for all materials and labor.
- Any troubleshooting of equipment that is re-used or purchased from another source will incur additional costs
- Union Labor is NOT included unless stated otherwise.
- Any delay encountered by Windstream during the life of the project, which is not the responsibility of Windstream, may result in additional charges.
- Any deviation in the criteria selected in this quote during the life of the project is subject to the change order process and may incur additional labor costs.
- A 25% down payment is required with remainder invoiced upon completion of the installation.

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Terms & Conditions

This proposal is subject to and controlled by the Windstream Equipment Purchase & Maintenance Agreement ("Agreement"), which are incorporated herein by reference and attached hereto. Your signature constitutes your acceptance of the proposal and your agreement to the Agreement.

Provided that the Agreement referenced above is in effect, this quote will constitute an order from Buyer for equipment, related software, and services described herein when returned, unaltered, by Buyer to Windstream Unless the above conditions are met, neither party shall have any obligation with respect to this quote. This quote maybe withdrawn by Windstream at any time prior to processing any order contemplated hereby.

The terms and conditions contained in the Agreement and this quote apply to all transactions between Buyer and Windstream regarding equipment and services and shall control over the terms and conditions contained in any purchase order or similar document submitted by Buyer to Windstream.

No handwritten modifications to the preprinted terms and conditions of this quote are permitted unless each such modification is accepted by Windstream and any unauthorized modifications will render this quote null and void.

This proposal and the prices quoted herein are valid for 60 days. Maintenance fees are paid on an annual basis in advance. Prices are quoted in U.S. dollars. Training and Customer Service are not discountable. State and local sales taxes and shipping are not included in the price of systems or services. All third party marks are the property of their respective owners.

Accepted by: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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