

Maxis360 Scope of Services Exhibit “A”

Interactive Intelligence Customer Interaction Center installation and
project management

For
City Of Delray Beach



Scope of Services

This Scope of Work (SOW) between MAXIS360, 3231 NW 112th Ave Coral Springs, FL 33065 (hereafter referred to as vendor) and City of Delray Beach (CODB) referred to as CUSTOMER is entered into as of March 29, 2016 and will remain in effect until customer acceptance of the completion of this project or termination. The SOW is based on meeting requirements and agreement referencing Maxis360 submittal RFP document Voice over Internet Protocol (VoIP) 2016-049.

1. Project plan steps:

Installation of new Interactive Intelligence CIC Enterprise Phone System and Contact Center. Project is estimated to take 16 weeks. MAXIS360 will install, project manager, configure and train (and train the trainer) on all products and software sold in Schedule A. Project is scoped for 120 days from final signatures and finance approvals. First 60-day period will bring the core system up and ready and include 1 – 3 of the first 3 departments for go live. The second 60 days will include phasing each additional department on to the new system in till all departments are completed.

	<u>Timing</u>	<u>Delegated responsibility</u>
a. Review project implementation plan with Customer	(Week 1)	Maxis/City
I. Assign project manager		
II. Assign lead Contact Center engineer		
III. Perform customer kick off call and set install dates/goals		
IV. Organize weekly project calls		
b. Perform architectural review of Interactive Intelligence CIC in Delray's environment	(week 1)	Maxis/City
I. Review options of IC Redundancy and geo splitting.		
II. Review current licensing purchase for this project.		
III. Review hardware locations- Gateways & Media servers.		
c. Carrier review and orders.	(week 2)	Maxis/City
I. Review carrier services, schedule and place orders.		
II. Review WAN and Internet connectivity		
III. Architect WAN connectivity and redundancy.		
d. Discovery department by department.	(week 2and 3)	Maxis/City
I. Create check list.		
II. Site visit every building and location with check list.		
III. Review and manage check list issue.		
e. CIC Core installation.	(week 3and 4)	Maxis/City
I. Customer to provide VM per Maxis360 specifications		City
II. Install primary and switch over CIC software		Maxis
III. Install Media servers		Maxis/City
IV. Set up session manager		Maxis
V. Customer to provide CSV file of all users		City

- f. **Install gateways** (week 5) **Maxis/City**
- I. All PRI and SBC
 - II. Individual FXO and FXS will get installed and tested per department prior to go live.
One week before each site goes live- Maxis
- g. **Email integration to both Microsoft Exchange and Office 365 Included.** (week 6) **Maxis/City**
- h. **Set up auto attendant:** (week 6) **Maxis/City**
- I. Up to 4 attendant profiles per department (includes Day, Night and holiday greetings).
 - II. Customer to provide scripts and voice talent.
 - III. Train customer on modifying or creating new attendant profiles.
 - IV. Provide voice prompts for auto-attendant
- i. **Setup up 5 new work groups and call queues.** (week 7) **Maxis/City**
- j. **Set up first 3 to 5 desktop Client applications per department, With the first 3–5 we show the customer how to set up other users:** (week 6 and 7) **Maxis/City**
- I. Include for pushing script to automate set up of client
 - II. Including trouble shooting assistance for all client desktop users
 - III. Customization support of client apps for directories, workgroup history and Queue statics.
- k. **Set up to 3 of Supervisor/ Business Manager desktop applications.** (week 7) **Maxis/City**
- I. Including trouble shooting assistance for all supervisors.
 - II. Configuration support of Business manager applications. To optimize work Group/ Queue detail views and reporting.
- l. **Phones:** (week 6 and 7) **Maxis/City**
- I. Work with Delray IT staff to deploy phones expected 50/50 split on phone deployment of pro services work load.
- m. **Perform end user training (48 hours total):** (1st Phase cutover week 7 and 8) **Maxis/City**
Each additional department will get training on live system, same week as the cutover (week 9-16)
- I. Business users (Train the trainer)
 - II. Contact Center Agents
 - III. Supervisor/ business manger
 - IV. Admin training, we will offer one additional admin training session for technical staff (If needed) 1 to 4 staff members. Focused on day to day administration and tier one trouble shooting best practices.

- n. **Post install support includes on site help desk for first day of go live and will transition to remote support from install sign-off.**
(1st Phase cutover week 8) Maxis/City
Each additional department will have help desk support on first day of service (week 9-16) Maxis/City
- o. **Help customer remove old phones from desktop (Box and leave in customer designated equipment room at each site).**
(week 9 and after each department cuts over) Maxis

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- 2. Labor rates** (if additional labor outside the scope of this project is required).
- I. Maxis360 advanced VoIP labor rate is \$150 per hour. If a block of hours is pre purchased exceeding 50 hours, a 10% discount is applied or \$135 per hour.
 - II. All major upgrades labor will be billable at discounted rate of \$135.

3. WARRANTY

- a. Maxis 360 warrants that the Services provided under this Agreement will be performed in a professional manner.
- b. Maxis 360 makes no warranties of any kind, expressed or implied on its' own regarding the functionality of hardware or software, but instead relies on the warranties provided by the manufacturer of each product.

4. Interactive Intelligence hardware warranty details.

GLOBAL HARDWARE

I. Hewlett Packard Servers

Initial Purchase

- Processed via the ININ on-line ordering system
- Ships from our Indianapolis warehouse facility within 16 business hours from order acceptance and submitted to our shipping department.
- Standard shipping is ground, expedited shipping available upon request

Standard Warranty Plus 5-year 365x24x4 Care Pack

- DL3XX and DL1XX Servers-
 - On-site 5 years' parts and labor
 - Hard drive warranty is 5 years
 - 4-hour response time from HP for service

Polycom and SIP Station Phones

Initial Purchase

- Processed via the ININ on-line ordering system
- Ships from our Indianapolis facility. Certain quantity levels will ship from local theater when it makes sense.
- Standard shipping is ground, expedited shipping available upon request
- When shipping from Indianapolis ships within 16 business hours from order acceptance and submitted to our shipping department.
- When being drop shipped lead-time can be up to 4 weeks depending upon availability
- 3 Years Advanced Warranty Replacement included

RMA Service:

- Service Type: Advanced Warranty Replacement
- RMA processed between 8:00 am – 6:30 pm ET M-F
- Shipping Method: ground
- Ship defective phone back to respective warehouse via traceable shipping carrier
- See Return Policy for full details on return procedure

Recommendation: Customer should purchase spare phones if immediate replacements are necessary

Audio Codes Gateways

Initial Purchase:

- Processed via the ININ on-line ordering system
- Ships from our Indianapolis warehouse facility or can be drop shipped from several facilities depending upon availability and date needed by
- When shipping from Indianapolis ships within 16 business hours from order acceptance and submitted to our shipping department.
- Lead-Time can vary if product needs to be drop-shipped, average lead-time is 2 weeks
- Standard shipping is ground, expedited shipping available upon request
- 3 Years Advanced Warranty Replacement included no support fees are charged

RMA Service:

- Service Type: Advanced Warranty Replacement
- RMA processed between 8:00 am – 6:30 pm ET M-F
- Shipping Method: Express Priority
- Ship defective gateway back to respective warehouse via traceable shipping carrier
- See Return Policy for full details on return procedure

Recommendation: Customer should purchase a spare if deployed in critical environment

5. Service Level Agreement “SLA”

Measurement	Definition	<i>Performance SLA's</i>
Service Availability Percent	The percent of time that the software/hardware is available during normal business hours	99.99
Problem Response	The time required for a user to receive a response after reporting a problem to the help desk.	Priority 1 - 15 minutes Priority 2 – 4 hours Priority 3 – next business day
Problem Circumvention or Resolution Time	The time required for a user to receive circumvention or a solution after reporting a problem to the help desk.	Priority 1 – immediate – 2 hours Priority 2 – 24 hours Priority 3 – as scheduled

Priority Type	Example(s) or Definition(s)
1 – Priority	<ul style="list-style-type: none"> Severe impact with loss of core functionality “ Code Red” High impact on the application. The Customer is able to run the system, but the issue being reported severely impacts the overall "usability" of the system.
2 – Priority 2	Moderate impact on the system. The reported problem impedes the use of nonessential functions in the system.
3 – Priority 3	Low impact on the system. The reported problem has limited impact on nonessential functions, is a cosmetic-related problem, or documentation error.

6. Mutual assumptions and Dependencies.

MAXIS360, has used the following assumptions and dependencies in preparing this SOW: These assumptions are inextricably related to the estimate MAXIS360, has made for these services.

1. At any time during the project, changes in the scope, assumptions, deliverables, or project plan will follow City and MAXIS360 standard change control procedures as outlined in Change Control section of this SOW. City and MAXIS360 must approve all change requests to proceed with performing the work required by the requested change(s).
2. City will allow MAXIS360 access to all necessary equipment during the agreed upon date and time of installation within the City’s control.
5. Customer is responsible for alerting MAXIS360 to any system problems via the MAXIS360 Connect wise Problem Reporting System. Maxis360 will acknowledge ticket receipt and provide a portal access and communicate changes and progress to all tickets.

7. Out of Scope Assumptions

The following items are considered Out Of Scope in the implementation of system:

1. Cables and cabling (outside of patching servers with partner provided patch cables) and connection to “house” wiring. It is the customer’s responsibility to guarantee the house wiring has been tested and is fully certified to function.
2. Integration with any third party software or system unless noted within this Statement of Work.
3. Changes to Customer’s other legacy systems are not included with this Statement of Work.

8. Customer Responsibilities.

It is customer responsibility to inform MAXIS360, of any changes in customer acquired hardware prior to MAXIS360 arrival.

1. The persistent availability of a TCP/IP network. Including POE data ports for phones and SIP Devices.
2. Customer agrees to keep all gateway and server equipment on sufficient Uninterruptible Power Supply ("UPS").
3. Customer has provided a ventilated server room that will maintain a temperature of 70° F or less.

9. Acceptance of Project Completion

Upon completion of project by vendor, client will be asked to sign an "Acceptance of Project Completion" form confirming their satisfaction with the results of the project. Client agrees not to unreasonably withhold their signature from this form.

10. Existing site detail:

Phone count is 774 IP Phones and 83 FXS for analog devices. 857 user count of licenses.

Fax, elevators and alarms are not included. Fax lines other than 100 software versions are intended to stay off the new VoIP solution and on external carrier direct 1MB's outside of this agreement.

Location	Equipment	Count:	Addition info
City Hall, Community Center, City Attorney Offices	Nortel Option 11	195 stations and Switchboard, paging in building/planning area. 33 analog non system (i.e. fax, IVR, alarms)	Installed in 2003, currently at max capacity
Police Department	Nortel Option 11	238 Stations, Gate Dialer, Monitor line, 5 Ring-down lines, 15 analog lines	Installed in 2005
Fire Station 1	Meridian Norstar	45 stations, 9 Ring-down phone sets, Paging System, 23 analog lines	Installed in 1991 – cannot add any stations and or lines to system
Fire Station 2	Meridian Norstar	10 stations, 1 Ring-down phone set	Installed in 1991
Fire Station 3	Meridian Norstar	8 stations, 1 Ring-down phone set	Installed in 1997
Fire Station 4	Norstar BCM	11 stations, 1 Ring-down phone set	Installed in 2008
Fire Station 5	Meridian Norstar	8 stations, 1 Ring-down phone set	Installed in 1991
Fire Station 6	Meridian Norstar	9 stations, 1 Ring-down phone set	Installed in 1998
Lakeview Golf Course	Meridian Norstar	4 Stations Auto attendant, 2 analog	Installed in 1998
Wellness Center	Comdial DX-80	11 stations, fax	
Municipal Golf Course	Meridian Norstar	12 Stations, Auto attendant, 7 Centrex lines for Alarm, fax, Payment	Install in 1998

Environmental Services	Nortel Meridian	60 stations, 16 Centrex lines	
Community Land Trust	Centrex lines	7 stations	Non-system sets
Catherine Strong Park	Centrex lines	2 stations	Non-system sets
Pompey Park	Centrex lines	9 stations, 1 fax	Non-system sets
Veterans Park	Centrex Lines	2 stations, 1 fax	Non-system sets
Miller Park	Centrex Lines	2 stations	Non-system sets
Teen Center	Centrex Lines	2 stations, 1 fax	Non-system sets
Delray Volunteer Center	Centrex Lines	1 stations	Non-system sets
Delray Tennis Center	Centrex Lines	4 stations, 5 analog	Non-system sets
Tennis Center Ticket Booth	Centrex Lines	1 line	Non-system sets
Pompey Pool	Centrex Lines	2 stations, 1 fax	Non-system sets
Delray Swim and Tennis	Centrex Lines	2 stations, 1 fax, 1 Credit	Non-system sets
Soccer Complex	Centrex Lines	2 fire alarm lines	Non-system sets
Neighborhood Resources	Centrex lines	9 stations, 1 fax	Non-system sets
Delray PD Sub-Station	Centrex lines	9 stations, 1 fax	Non-system sets
Delray PD Training Center	Centrex Lines	4 stations	Non-system sets
Federspiel Garage - Elevators/Alarms	Centrex lines	3 analog lines	Non-system sets
Ocean Rescue Headquarters	Centrex lines	4 stations, 2 fax	Non-system sets
Parks Maintenance	Centrex Lines	10 stations 1, fax	Non-system sets
Old School square Parking Garage	Centrex lines	5 analog lines (i.e. Elevators, alarms, attendant office)	Non-system sets
Delray Center for the Performing Arts	Centrex Lines	24 Centrex only- do not support phone system	Lines only – we do not support their phone system
Delray Beach Public Library	Avaya	26 stations	

CUSTOMER HAS READ AND AGREES TO BE BOUND BY THIS ORDER, the SERVICES TERMS AND CONDITIONS AND RATE SCHEDULES, ALL OF WHICH REPLACE AND SUPERSEDE ANY OTHER NEGOTIATIONS, AGREEMENTS PROPOSALS AND COMMUNICATIONS (ORAL OR WRITTEN) RELATING TO THE SERVICES LISTED OR DESCRIBED ON THIS ORDER AND SHALL PREVAIL OVER ANY ADDITIONAL OR CONFLICTING TERMS IN ANY PURCHASE ORDER, INVOICE, ACKNOWLEDGMENT OR OTHER SIMILAR DOCUMENT ISSUED BY CUSTOMER.

Accepted by: MAXIS360	Agreed to by: .
Signature: Date:	Signature: Date:
Title:	Title: