



Sales Agreement

City of Mesquite - Avaya CM10 Upgrade - Lantana Implementation DIR-CPO-4644

Quote Information:

Quote #: 008264
Version: 5
Quote Date: 07/28/2022
Expiration Date: 09/30/2022

Prepared for:

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Pro Services		Price	Qty	Ext. Price
Lantana Pro Services	Lantana Professional Services Lantana Professional Services Upgrade to Avaya Communication Platform (Aura License, CMS, AES, AAM, SBC, Call Center Elite & Session Mgr.) <i>Please note</i> City of Mesquite Networking Team will provide the necessary virtual servers to vastly minimize any downtime and/or work outside of normal business hours.	\$83,350.00	1	\$83,350.00
		Subtotal:		\$83,350.00

Quote Summary		Amount
Pro Services		\$83,350.00
	Total	\$83,350.00

Payment	Periods	Payments	Amount
Payment Terms			
Hardware/Software Payment	One-Time Payments	One-Time	1
Completion Payment	One-Time Payments	One-Time	1
			\$83,350.00

This Quote, including all attachments hereto, is entered into between Lantana Communications, ("Seller") and the company listed under the prepared for section ('Purchaser'). When signed by the parties where provided below, this Quote, including all attachments hereto, shall be incorporated into and made a part of the Agreement between Seller and Purchaser. This Quote is effective as of the first date mentioned above, and shall continue until project completion as set forth in the scope of work, unless earlier terminated in accordance with the Agreement. Signing this Quote or providing a Purchaser PO indicates acceptance of applicable Seller, and or, manufacturer Terms and Conditions as detailed and found at <http://lantanacom.com/eula> and any proposal specific terms outlined in the list of equipment and services and/or the scope of work.

Hardware/Software payment is due upon shipment of equipment or delivery of software and license(s) under Purchaser specific net terms. Completion payment is due upon acceptance of implementation, if implementation is included under Purchaser specific net terms. Recurring payment is due upon creation of contract under Purchaser specific net terms for term duration listed. Shipping, Handling, and Taxes will be added to listed pricing where applicable.



Sales Agreement

Signature

Date

Technical Scope of Work

Seller Responsibilities

All below work to be completed remotely during normal business unless otherwise specified.

- Seller to remotely install one (1) Avaya Aura System Manager to latest generally available 10.x release on customer provided VMware.
- Seller to remotely install two duplicated (2) Avaya Aura Communication Manager to latest generally available 10.x release on customer provided VMware.
- Seller to remotely install one (1) Avaya Aura Messaging server to latest generally available 10.x release on customer provided VMware.
- Seller to remotely install one (1) Avaya Session Manager server to latest generally available 10.x release on customer provided VMware.
- Seller to remotely install one (1) Avaya Session Border Controller server to latest generally available 10.x release on customer provided VMware.
- Seller to remotely upgrade from R17 to R19 on one (1) Avaya Call Management server on customer provided VMware. Quote is based upon CMS having no wallboards, interfaces, applications, or 3rd party applications and 1 ACD group.
- Seller to remotely install one (1) Avaya Application Enablement server to latest generally available 10.x release on customer provided VMware.
- Seller to upgrade (5) existing S8300E to latest generally available 10.x software during regular business hours. Assume existing G650s remain in place.
- Seller will remotely upgrade firmware on all existing Avaya Media Gateways and media modules as necessary.
- Seller will migrate all translations from current environment to new 10.x environment.
- Seller and Purchaser will agree to a translation freeze date at least 2 weeks prior to translation migration. All changes made after agreed upon freeze date will be Purchaser responsibility to input into new environment.
- Seller will cutover to new system after normal business hours.
- Seller to provide up to 4 hours of remote support for first day of business immediately following the upgrade/migration of the systems during normal business hours.
- Seller will provide a single point of contact (SPOC) to manage all resources and timeline for the work to be completed.
- Seller will complete all preparatory, non-service impacting, work remotely during normal business hours Monday through Friday 8am to 5pm.
- All travel and living expenses will be billed at cost.

Purchaser Responsibilities

- Purchaser will be responsible for all internal communication and documentation to schedule an outage during the mutually agreed upgrade timeline.

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- Purchaser will be responsible for all endpoint firmware and other application updates, if needed.
- Purchaser will provide a SPOC with decision making authority to interface with Seller's SPOC.
- Purchaser will provide remote access to Seller for all work to be completed.
- Purchaser is responsible for providing, configuring, and maintaining data network and all services.
- Purchaser is responsible for all VMware infrastructure.
- Purchaser is responsible for decommissioning all existing equipment once cutover is complete.

Call Management System Implementation

Seller Deliverables

- Perform the upgrade migration for a single CMS and 1 ACD group.
- Integrate the CMS to one Communication Manager system.
- Migrate existing CMS historical data (agents and reports) to the new release.
- Provide out of hours cut over support.
- Work with purchaser to create a viable network backup solution for 1 CMS server.
- Purchaser will need to provide an NFS share version 3 or greater for use as a backup device for the CMS system. An existing NFS location can be used for this purpose.

NOTE: This quote does not include the upgrade of any existing interfaces, connectors, and outputs to other solutions. This quote assumes there are no custom or designer reports in the CMS system.

Customer Responsibilities

- Perform the installation of VMWare and software for Customer provided equipment
- Perform administrative backup within 48 hours of upgrade
- Perform full maintenance back-up at cutover
- Update Call Management System Supervisor software on all applicable personal computers
- Provide a list of valid split, skill, agent, and vector directory numbers (VDNs) required for testing data during and after migration/upgrade
- For CMS R19.1 and later: Full disk encryption is required, and a CMS encryption passphrase is required to be entered at the CMS console each time the CMS server is rebooted.
- Customer is responsible for providing Seller with encryption passphrases to be configured in CMS during implementation.
- Management and retention of CMS passphrases. Failure to retain the CMS encryption password will require reinstallation of CMS software and recovery of CMS data from backup. Additional charges may apply.
- Customer is responsible for entering the CMS encryption passphrase at the CMS console each time the CMS servers is booted or rebooted.

CMS Exclusions

- The following is excluded:
 - Product training certification and installation training.
 - Deployment or upgrade of interfaces, connectors, or output to the other solutions.
 - Knowledge transfer.

AVAYA Messaging Implementation

Avaya Messaging Included Features or Options

<u>Action</u>	<u>Feature Description</u>
<u>Configuration</u>	<u>Architecture / Configuration</u>
<u>Implement</u>	<u>Avaya Messaging Enterprise as a Single Server</u>
<u>Features</u>	<u>Features and Options</u>
<u>Configure</u>	<u>1 PBX Integration(s)</u>
<u>Import/Migrate</u>	<u>Import Users using AAM Migration Tool Output</u>
<u>Configure</u>	<u>Default Dial by Name Voice Menu</u>
<u>Configure</u>	<u>Default Transfer to Mailbox Voice Menu</u>
<u>Configure</u>	<u>5 Voice Menus - (2) levels</u>
<u>Configure</u>	<u>5 Voice Menus - (3+) Levels</u>
<u>Configure</u>	<u>Aria Semi Custom TUI</u>
<u>Configure</u>	<u>1 Company</u>
<u>Administer</u>	<u>679 Basic Messaging only users</u>
<u>" "</u>	<u>Basic Voice Mail</u>
<u>" "</u>	<u>Message Waiting Indicator</u>
<u>" "</u>	<u>Web Message Access</u>
<u>Administer</u>	<u>550 Mainstream Users</u>
<u>Configure</u>	<u>2 Email Integration connection(s)</u>
<u>Training</u>	<u>2 Hours Administrative overview of the included applications and features above</u>

Avaya Messaging Excluded Features or Options

- High Availability at Primary Location
- GEO Redundant Voice
- Disaster Recovery Consolidated
- SIP Gateway(s)
- VPIIM Network Node(s)

- Call Pilot GiveIVR Menus and Prompts
- FAX
- Outbound FAX "Advanced"
- Sales Force Integration
- Auto Attendants
- Tenant Partitioning
- Transcription

Testing and Validation

Baseline testing will be performed to ensure a complete implementation based on SOW

- Server to Server Integration
- Certificate handshake
- Single test of internal and external call completion to one test station.

Unless otherwise noted as part of this scope, additional testing cases and UAT are the responsibility of the customer.

Additional Product specific test include:

Avaya Messaging Validation of Services - Testing

- Direct Internal call answer
- Direct External Call Answer
- Forward Internal Station to Station
- Forward External DID
- MWI on
- MWI off
- Other features as applicable, per the "Included Features" section

Cutover and First Day of Business

Avaya Messaging Cutover & FDOB

- 1 Cutover Location(s)
- 1 Cutover Phases
- 8 Hours of FDOB support per cutover phase

Knowledge Transfer and Training

Supplier will provide the following knowledge transfer (KT) / training sessions during the Project. Lantana agrees to be ready to receive training at least two weeks prior to production rollout.

Unless otherwise stated in this Statement of Work, all knowledge transfer / training:

- Will be delivered remotely.
- In a single web session.
- During normal business hours (8a-5p local time).
- Pertains only to the products/solutions included in this SOW.
- Excludes end user training

Avaya Messaging Training

- Up to (2) Hours of Administrative overview on Avaya Messaging Included Features or Options per Section 2.2 above
 - Delivered as two separate (2) hour web sessions
- Up to (2) Hours Voice Menu Configuration and Management Training
 - Delivered as a single (2) hour web session
- Up to (4) Administrators

Documentation

Supplier will provide a planning form to be completed by the customer.

Supplier will produce the following product documentation over the course of the Project

- Completed Workbook document containing final system configuration/completed planning forms.
- Relevant Avaya Admin Guide links for topics covered during admin overview

Product(s) covered

- Avaya Messaging

Standard Exclusions

- Standard Exclusion apply unless specifically included as part of the scope of work

- Annual licensing for Operating Systems (Windows, Red Hat, Linux, etc.) as well as any and all Avaya Service Pack or other upgrades performed after the initial Implementation by CRI is the customer's responsibility.
- Excluding any configuration or programming for any solutions not included in this SOW
- Excluding 3rd party applications such as, but not limited to, Anti-Virus, Firewall or Backup Software
- Excluding End User Training
- Excluding testing of customer provided equipment or solutions
- Excluding resolving interoperability issues with other vendors not acting as a sub-contractor to CRI
- Excluding any engineering, or re-engineering, of existing equipment whether previously supplied by CRI or by another vendor.
- Excluding installation of any wiring, conduit, cable rack(s) or fiber duct(s)
- Excluding coordination of the installation of cabling or inside wiring
- Excluding Network Assessment testing or network-wide integration or troubleshooting of the Customer Network such as:
 - bandwidth, static, call quality, packet loss, jitter, delay, etc.
- Excluding any re-installation or modification of previously installed equipment
- Excluding removal and disposal of any previously installed Customer owned equipment or cabling
- Excluding performance of any work requiring an electrician
- Excluding any modification to existing customized applications or 3rd party vendor solutions
- Excluding any additional functionality not mentioned in this SOW

General Responsibilities - City of Mesquite

- For remotely delivered Install Services, Customer will provide a VPN via high-speed Internet connection prior to the start of all Services activities. Customer will provide a system user ID and password, with appropriate permissions.
- For remotely delivered Maintenance Services, Customer may provide a VPN via high-speed Internet connection or "Registered SAL" prior to the start of all Maintenance Services activities. Customer will provide a system user ID and password, with appropriate permissions.
- Servers must be attached to a network with no impediments to intercommunication between the devices.
- Supporting / Integrated applications must be at the required release per Avaya compatibility matrix
- Unless otherwise agreed, Customer shall prepare and execute the user acceptance test (UAT) plan.
- Complete required planning forms
- Provide any required public certificates
- Provide Authentication and connection information and any changes required on directory source

Identify and Commit resources needed for implementation

- Firewall / Security
- DHCP / DNS / LDAP / AD
- Network

Customer Provided VMware deployments

- CRI must witness/verify the deployment of all OVA deployments in customer-owned VMware environment
- Virtual machines must be deployed per Avaya recommendations, including:
 - Thick provisioning disks where required
 - CPU and Memory Reservations
 - Network Reservations
 - Storage Requirements
- All settings must remain intact while the solution is fully tested and until FDOB hand off/ project completion
- If the customer changes any settings related to reservations, CRI is not responsible for troubleshooting any issues
- Settings must be restored to stated requirements prior to engaging next-level support of CRI and/or Avaya

General Responsibilities - Seller

- Application Install and Configuration
 - Software updated to the latest Patch level at time of install
 - Patches made available to address issues discovered during installation will be applied at no additional cost
 - Additional Patches after initial install may incur additional charges
- Apply License and configure connectivity to the licensing server
- SMGR changes specific to integrating applications that are part of this scope*
 - Generate SMGR certs if applicable

**Additional changes or modification to SMGR may incur additional charges*

- Create and Download License file from PLDS
- Register / Update system with Avaya Global Registration Tool

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Avaya Messaging Responsibility Table

Responsibility	Activity
City of Mesquite	Provide Windows OS Licensing
City of Mesquite	Server OS load and update to latest patch levels if required
City of Mesquite	Provision of VMware Resources as per Avaya specifications
Seller	Configure Telephony Integration on Avaya Messaging
Seller	Configure Telephony Integration on CM, SM/SMGR

Scope of Services and Deliverables to be provided under this SOW is provided Below

Qty	Description
	Avaya Messaging
1	<i>Avaya Messaging Professional Services - Implement Remote</i>
1	Enterprise System
1229	Enhanced Migration from AAM
1	Provision setup and configuration
679	Deployment "Basic Voicemail Only" users
550	Deployment Mainstream users
2	Deployment of EMAIL Integration (per connection)
1	Predefined Semi Custom TUI(s) setup
5	Voice Menu configuration (max. 2 levels)
5	Voice Menu configuration (3-10 levels)
4	Project Planning
1	1 Cutover Phase(s)
8	First Day of Business Coverage Hours (Per Phase)
2	Administrative Overview Training
2	Voice Menu Training

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