



A CONVERGEONE SOLUTION FOR

Scope of Work Prepared For:
City of Columbus

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Project Title:

Genesys Cloud Implementation for Public Health Department

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Version-2

CONFIDENTIALITY NOTICE

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REQUIREMENTS OVERVIEW

The intent of this proposal is to define the scope of the services ConvergeOne will provide City of Columbus to implement the Genesys solutions as per the pricing schedule provided in the associated Solution Quote Report.

This Scope of Work (“SOW”) is subject to the terms and conditions of the Master Agreement between ConvergeOne (“C1”) and Customer name (“CLIENT”). The offer of this SOW is effective on 7/9/2020 and expires thirty (30) days from the last revision date of this document.

Actual project start date depends upon City of Columbus’s acceptance of this SOW and the availability of resources at that time. The project will be scheduled within 30 days of contract signature. To accomplish these objectives, ConvergeOne will provide resources for Engineering, Implementation Consultation, Training and Project Management to administer the functions and responsibilities of ConvergeOne Professional Services. ConvergeOne will communicate with City of Columbus’s Project Manager, the appointed Point of Contact for City of Columbus on this project, will be responsible for all communications and project management among all City of Columbus parties (staff, vendors, consultants) and for the escalation and resolution of any issues for City of Columbus.

This SOW is intended to provide deliverable goals and system functionality for City of Columbus. A significant portion of this project is dependent upon the joint design and team commitment between ConvergeOne and City of Columbus. City of Columbus should expect professionalism and commitment from the ConvergeOne team.

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EXECUTIVE OVERVIEW

How you interact with your customers impacts loyalty, churn, top-line revenue and bottom-line profitability. In today's business environment, change seems to be the only constant with ever-evolving customer expectations. That's why Genesys has developed solutions that are quicker to deploy, boast broad capabilities, and empower you to drive your customers' experience. ConvergeOne is proposing the Genesys Cloud solution from Genesys. The Public Health Department of the City of Columbus's contact center will utilize the Genesys Cloud solution.

Very quick overall Summary:

- Provide and Implement a Genesys Cloud Org.
- Provide all Professional Services to stand up the call center with the intention of have the first 41 agents using the system by EOD on July 17, 2020. ConvergeOne will stay engaged to finish the project if needed in the immediate following week.
- Additional agents and functionality will be added in later projects.
- A total of 50 Level 3 seats will be ordered on this first contract with Genesys. This SOW provides professional services for implementing 41 of the 50 under the contract.
- Addendums to the Genesys contract will be made to add additional agents and functionality for future projects.

ConvergeOne values the partnership we have with City of Columbus and understands the importance of a quick successful engagement to install Genesys Cloud. Our goal is to have both the ConvergeOne team and the City of Columbus team work together to make the transition to Genesys Cloud go smoothly and be a success for both parties. The quick install component is intended to set up the contact center with phone calls being the only channel this first part of the engagement. Additional channels can and will be added in the future as the City of Columbus (CoC) is ready to add additional channels.

SCOPE OF PROJECT

CONVERGEONE PROPOSED SOLUTION AND DESIGN OVERVIEW

ConvergeOne is proposing the Genesys Cloud solution from Genesys. City of Columbus's contact center and enterprise will utilize the Genesys Cloud solution. This VoIP solution will be deployed on a software telephony platform leveraging an open standard Session Initiation Protocol (SIP) and housed in the Amazon Web Services Cloud. Replacing proprietary software and hardware with Cloud Services reduces City of Columbus's exposure to software and hardware obsolescence risk. This, in turn, reduces the Genesys Cloud solution's total cost of ownership.

The general intent of this Quick Start implementation is to get phone calls into the Public Health contact center. The CoC will be forwarding 1 or 2 existing numbers to point at 1 or 2 numbers provided by Genesys which will provide the base configuration of the contact center routing process. Porting these numbers to Genesys may be a process to be handled in some future engagement.

ConvergeOne Responsibilities:

- ConvergeOne provided overall project management.
- Perform the base configuration of the system with ConvergeOne engineers working with Genesys Cloud engineering staff to turn up the system.
 - Stand up of Genesys Cloud Org
 - Base configuration of Edge devices located in the Genesys data centers
 - Configuration of the of the Edge group connection to Genesys provided SIP Trunk
- ConvergeOne will perform all liaison discussions and planning with Genesys as an agent for City of Columbus.
- Genesys Cloud PureVoice with the SIP trunking in the cloud provided by Genesys.
- The Genesys Cloud solution will be configured with 41 Named Genesys Cloud 3 agents.
- Provide guidance on the requirements for installing Genesys Cloud Clients.
- Provide guidance on the changes required to DHCP, DNS, DNS SRV, and Network Ports.
- Remote Web-Ex style End-User training.
- Post Cut Support / 1st Day of Service.

City of Columbus Responsibilities:

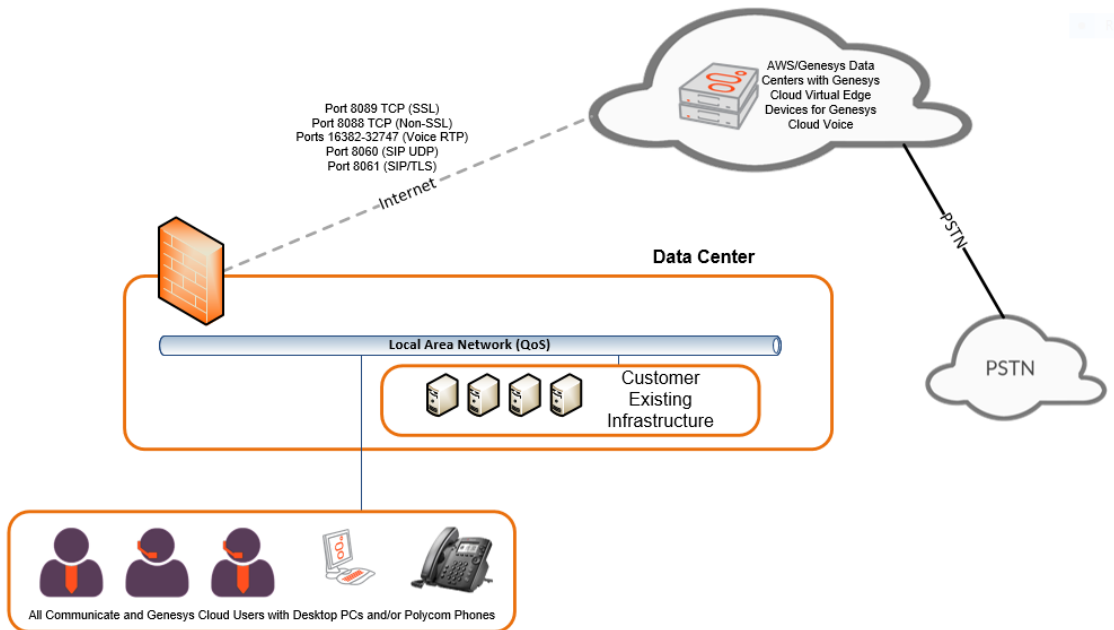
- Provide access as needed to the Genesys Cloud Org.
- Provide a primary Point of Contact for the implementation resources.
- Completely fill out the Genesys Cloud workbook in a timely manner to facilitate this Quick Turn Up of the Genesys Cloud Org.
- Make changes to DHCP, DNS, DNS SRV and Network changes as required to facilitate the new contact center services.
- Test all applications prior to cutover.

USER TYPES AND QUANTITIES

There are several types of users that can be configured within the Genesys Cloud solution.

User Types	User License Quantity	Supervisor Functionality
Genesys Cloud Collaborate User		
Genesys Cloud Communicate User		
Genesys Cloud Communicate Stand-alone Phone		
Genesys Cloud 1 User		
Genesys Cloud 2 User		
Genesys Cloud 3 User	50	TBD
Genesys Cloud 1 Concurrent User		
Genesys Cloud 2 Concurrent User		
Genesys Cloud 3 Concurrent User		
Total	50	TBD

PROPOSED SOLUTION OVERVIEW DIAGRAM



LOCATIONS

This scope of work encompasses a single location and assumes all users are at this location or the users may work from home.

COLLABORATE FUNCTIONALITY

All users in Genesys Cloud have base collaboration functionality that includes:

- Chat
 - Chat with individuals and groups in your organization from a unified communication platform. Create chat rooms, share files, and monitor public group discussions. Search the persistent chat history for any conversation.
- Video chat
 - Video chat with individuals and groups. Turn a regular chat into a video chat, create chat rooms, and share your screen with others.
- Profiles
 - Share information about yourself that your coworkers find useful, like skills, education, work experience, cell phone, location, and more. Import profile information from your LinkedIn account.
- Advanced search capabilities to quickly find people, documents and chat history
 - Search across individual and group profiles for keywords. Search data in specific profile fields (e.g. “Title: Software Engineer”), combine profile field searches to get more specific (“Title: Software Engineer” + “Skill: C++”), and view people’s availability status and contact them right from the search results.
- Groups
 - Create communities within your organization based on a common skill, manager, project team, and so on. Chat with a group of experts who have related expertise or interests.
- Mobile, tablet, and desktop apps
 - Download the free mobile and tablet apps for iOS, Android, and Windows devices. Continue chats you started in the browser or desktop apps and be available to coworkers outside the office. Also download the free desktop app for Windows or Mac. Use a dedicated app instead of a browser and start Collaborate automatically when your machine starts up.
- Documents
 - Store and share files with coworkers in the Documents repository. Keep files in your personal workspaces and contribute to group workspaces as permitted. Organize files by adding tags that indicate the content and purpose. Quickly find files in all workspaces you can access with advanced search features.
- Data synchronization
 - Synchronize data in your systems with Genesys Cloud to keep profiles up-to-date. Keep all your systems in sync with each other by using multiple synchronizations.

ARCHITECT, IVR, AND CONTACT CENTER FUNCTIONALITY

Inherently, the Genesys Cloud solution provides the ability to set up Architect attendant flows, IVR functions, and advanced contact center applications through easy-to-use configuration tools. Included in this SOW is configuration of the following:

AUTOMATED ATTENDANT PROCESSING VIA ARCHITECT

ConvergeOne will work with City of Columbus to develop and implement their automated attendant call flows in Architect. These call flows will contain normal processes such as extension dialing, company directory transfers via voice response, and transfer to workgroups based on digits entered as the normal business profile. There will be one or two automated attendants configured as part of this quick start proposal. These AA callflows will be limited to a menu consisting of no more than 6 menu options, with English being the only language used throughout the automated attendant. These 6 options will lead to no more than 2 submenu levels, limited to no more than 3 options in each submenu.

- Basic native speech recognition and standard native Text-to-Speech configuration is included.
- ConvergeOne will develop the call flow processes for after hours and holiday processing.

It is City of Columbus's responsibility to provide hours of operation, after hours choices and holiday schedule to ConvergeOne in a timely manner to ensure we have all the call flow information.

IVR – SELF SERVICE APPLICATIONS

There are no IVR operations included in this proposal at this time. There are no integration to any back office business platforms. There are no screen-pops of information or self-service functionality included in this proposal.

Any integrations will be handled in a future engagement.

CONTACT CENTER DESCRIPTION

ConvergeOne will work with City of Columbus to develop and implement their contact center agents, routing and workgroups.

As proposed the contact center will consist of:

- Contact Center with 41 named Genesys Cloud 3 Agents
- Supports Voice only at this time
- Limited to 5 or fewer Workgroups at this time
- FIFO, Priority, Bulls Eye and Skills Based Routing available

- Unique Workgroup Messages
- Voice and Web Co-Browse and Screen share
- Music On-Hold
- Wrap-up Codes
- Response Management
- Standard Reports

There are no digital channels included in this proposal at this time. The information in these sections below has been left in place to provide information on future interaction availabilities.

Email:

- Genesys Cloud routes incoming email messages through ACD just like it routes calls and chats, using the same routing and evaluation methods and considering skills, language, priority, and agent utilization.
- Your Genesys Cloud account can have a single email domain with up to 100 associated email addresses. You assign each email address to a queue, and can configure it to have an associated language, skill, and priority. Genesys Cloud ACD routes each incoming message to a member of the queue, and based on the routing and evaluation methods, determines the best available agent to handle the interaction.
- The maximum message size, including attachments: 10 MB per message (after base64 encoding).

Web Chat:

- ConvergeOne will implement and configure the Genesys Cloud side of the Web Chat feature, including base Web Chat configuration and configuration for (x) Web Chat workgroup.
- City of Columbus will be responsible for all programming as well as changes to their web site and web pages to support Web Chat as well.

SMS:

- ConvergeOne will implement and configure the SMS feature, including base SMS configuration and configuration for (x) SMS workgroup.

Callback:

- ConvergeOne will implement and configure the IVR and Web Callback feature. Agents can initiate or respond to callbacks to improve customer satisfaction. In Genesys Cloud, agents can schedule a callback directly from a script or during a voice interaction. In addition, agents can place, transfer, or dismiss a callback placed by a contact.

Social:

- Your customers post, tweet, bookmark, and update a flood of information every day. You want to find and respond to some of those posts—to help people find what they need, address problems, and share successes. Social channel management lets you do that by providing tools to listen intelligently to social channels and respond from Genesys Cloud.
- Social channel management provides a set of features to help you maintain an active social media presence.
- ACD routing that sends social channel expressions to agents using the same interface as Genesys Cloud chats and phone calls.

- Configurable filters for listening to social channel streams. Create multiple listeners for different campaigns or use cases.
- Noise filtering that allows agents to mark social expressions as noise, which administrators can review and use as insight for making listeners more effective.

MULTIPLE LANGUAGES

English is the only language included at this time.

POLICY BASED RECORDING

Genesys Cloud allows you to record ACD interactions to include voice, SMS, callback, email, and chat. Genesys Cloud supports Single and Dual-channel recording and encryption used to protect those recordings. Genesys Cloud also allows you record agent's screen during interactions.

- ConvergeOne will configure 2 policies to record interactions for both audio and screens. Policies can vary based on audio or screen allowing for different polices for the two types of recordings.
- ConvergeOne will configure the cloud storage policies for recording storage.
- ConvergeOne will configure Secure Pause to meet compliance requirements.

Note: Genesys Cloud at this time only records the primary monitor with screen recording. Multiple monitor recording is a roadmap item.

Note: Screen Recording is not supported in a VDI environment.

QUALITY MANAGEMENT

ConvergeOne will configure Quality Management with participation of City of Columbus to meet City of Columbus requirements. ConvergeOne will build out one quality management assessment form.

City of Columbus is recommended to participate in the development and implementation of Quality Management as "Train the Trainer" exercise. Additional training on Quality Management is available through ConvergeOne.

OUTBOUND AUTO DIALER

There is no outbound dialing included in the proposal at this time.

CALL SCRIPTING

Genesys Cloud supports scripting. A script can contain multiple pages of narrative mixed with fields for updating data collected or updated by the agent. Scripts can be created for inbound or outbound interactions.

ConvergeOne will configure 1 call script for this stage of the deployment.

CUSTOM INTEGRATIONS

City of Columbus may need to have some integrations in the future. ConvergeOne will accommodate these requirements in a future engagement. There are no integrations included in this proposal.

IP ENDPOINTS

Genesys recommends the following certified and managed SIP endpoints. The following models are available as part of their solutions. The quantities outlined below represent the IP endpoints included in this SOW.

DESKTOP DEVICES / END-USER PHONES:

Model Type	AudioCodes 420HD	Genesys WebRTC Phone	Poly VVX101	Poly VVX201	Poly VVX311	Poly VVX411	Poly VVX501	Poly VVX601
Quantity	0	41	0	0	0	0	0	0

ConvergeOne will implement up to 5 WebRTC Phones, and 5 Genesys Cloud Clients to provide instructions and demonstrate the proper implementation practices for City of Columbus's IT Staff. City of Columbus is responsible for the implementation and testing of the remaining phones and Clients.

All agents will be using a WebRTC interface to process calls into the contact center. These will require a CoC provided headset connected to the CoC provided computer.

HEADSET DEVICES:

WebRTC Phone requires a USB Headset. City of Columbus is responsible for providing the USB Headsets.

ConvergeOne will work to implement (1) headset in an effort to provide that functionality in the contact center. This effort will be limited to 4 hours of investigation and consultation with the headset vendor and all communication with the headset vendor will be the responsibility of City of Columbus. Any additional effort past this limited amount of time will become a billable engagement. All other headset implementation/configuration will be the responsibility of the customer.

City of Columbus is ultimately responsible for all setup and testing of headsets.

CONNECTIVITY

ANALOG CONNECTIVITY

There is no analog connectivity provided in this proposal.

DIGITAL CONNECTIVITY

There is no digital connectivity include in this proposal.

SIP CONNECTIVITY

ConvergeOne will configure the Genesys Cloud Edge devices in the Genesys Cloud Voice data center to accommodate the appropriate number of SIP sessions. It will be the responsibility of City of Columbus to provide a properly configured data network with the recommended QOS settings. It will be the responsibility of the City of Columbus to communicate with their existing service provider for the porting and ordering process while moving to Genesys Cloud Voice. ConvergeOne will be responsible for all communications, ordering and other interactions concerning the SIP circuits with the Genesys Cloud Voice service. City of Columbus will be responsible for any charges incurred from Genesys in regard to the Genesys Cloud Voice services. These usage charges will commence during the configuration and testing stages of the implementation process.

PBX CONNECTIVITY / INTEGRATION

There is no direct connection to any PBX at this time.

IP TELEPHONY READINESS TESTING

There is no IP Telephony readiness testing included in this proposal at this time.

POST CUT SUPPORT/1ST DAY OF SERVICE

Once the system is installed, tested, and cut over, ConvergeOne will provide post-cut support to assist with any issues that may arise during the first days of service. The post-cut support will be a combination of on-site and remote. During this period, ConvergeOne will compile a final punch list of system settings that City of Columbus would like modified that is within this SOW. ConvergeOne will remain engaged until this list of updates is completed. Once the punch list is completed, ConvergeOne will require final acceptance/sign-off by City of Columbus for the implementation of the project.

Resource	Number of Resources	Number of Days	Hours Per Day
Field Engineer	1	2	8
Designer/Trainer	1	2	8

TRAINING

At the heart of any successful systems project is a commitment to ensuring that personnel are well prepared and trained in advance of the solution go-live date(s). Investing in trained and educated staff that is ready to embrace change and adapt their working habits is paramount to the success of the project. ConvergeOne offers a number of ways to help City of Columbus prepare to deploy the many features and capabilities of Genesys Cloud. There are multiple formats of user training available and/or suitable for City of Columbus. The following details the training formats included in this SOW.

All training for this project will be provided remotely via Web-Ex style engagement.

User training can be provided onsite or remotely via “WebEx” style delivery. The actual breakdown of onsite and or remote training classes will be determined during the project planning phase. If training is provided onsite, City of Columbus will incur travel expenses.

For onsite classroom-style training City of Columbus will be responsible for providing an adequate training environment. This is to include (11) Genesys Cloud IP telephones, headsets, and workstations with all appropriate Genesys Cloud client software installed, configured and tested on your network; one per student plus one for the instructor. In addition City of Columbus must provide a LCD or large screen display to enable the Instructor to display their desktop with the class. All phones and workstations will require network connectivity and the training room must be completely set up and tested by City of Columbus one day prior to the day the Trainer travels

to site. If training room is not completed properly, the training will be delayed and City of Columbus will pay for any additional travel costs incurred related to the delay.

Training Documentation

The Genesys Resource Center contains training resources such as Quick Reference Sheets, Printable Help documents, and Technical Reference documents that contain step-by-step instructions and screen shots. <https://help.myPureCloud.com/>

ConvergeOne may also provide a few quick reference documents in electronic format, for special application or custom configurations for this project. City of Columbus may also want to create their own training sheets, tailored for your users’ environment.

Online Training

The Genesys Resource Center contains online training for the various Genesys Cloud applications and modules. ConvergeOne recommends that end users perform the online training for the applications they will be using prior to attending a training class. ConvergeOne also recommends that Managers allow end users time to view the videos for the applications they will be using prior to attending a training class.

Agents:

<https://training.mypurecloud.com/course/introduction-to-purecloud-for-agents-q3-2017/>

Supervisors:

<https://training.mypurecloud.com/course/introduction-to-purecloud-for-supervisors-q3-2017/>

End User Training:

Training will be provided as defined in the table below, based on maximum users per class, as specified in the class description. ConvergeOne will work with you to create a training schedule that accommodates the quantity of classes listed in the table below.

Classes	Business User	Contact Center Agents	Contact Center Supervisor	Train the Trainer - Agent	Train the Trainer - Supervisor	Contact Center – In Depth Subject	Basic System Admin.
Number of Classes	0	3	2	0	0	1	1

Training Classes Overview:

Contact Center Agent: For Agents and Supervisors who will have a new Poly phone (if applicable), WebRTC Phone, Genesys Cloud Client software, and who are configured as agents.

FORMAT: This training will involve an interactive demo of the Genesys Cloud client, and will also include the basics of the Poly phones. The main focus will be on the Genesys Cloud Client, showing users how to log in, connect their Phone device, and do the basics including changing their status, create their profile, making and answering calls, hold, mute, transfer, conference, and other

features if configured, such as recording. This session will also include features that are configured for them as ACD agents, such as wrap-up codes and dash boards. If the class can move along without interruptions, the last 10-15 minutes of class time will be used for hands-on practice.

CLASS LENGTH: 2 hours

Maximum of 10 users per class.

Supervisor: For Supervisors who need to use the supervisory functionality of Genesys Cloud.

FORMAT: Classroom training will include an interactive demo of the supervisor features available in Genesys Cloud Client. The instructor will provide an overview of the views available in the application and run standard reports. Class time will also include hands-on time for students to practice with the application.

CLASS LENGTH: 2.5 hours

Maximum of 4 users per class.

Contact Center – In Depth Subject: For Supervisors and Administrators who need to use specific functionality of Genesys Cloud. Examples are Dialer and WFM.

FORMAT: Classroom training will include an interactive demo of the specific functionality available in Genesys Cloud Client. The instructor will provide an overview of the views available in the application and run specific functionality reports. Class time will also include hands-on time for students to practice with the application.

CLASS LENGTH: 4 hours

Maximum of 4 users per class.

System Administration: For System Administrators. Genesys Cloud Server Monitoring and Troubleshooting Overview designed for IT staff members. This session covers the operation and upkeep of Genesys Cloud after the initial implementation. Topics covered in this overview session may be:

- Basic troubleshooting
- Adding new users
- Changing configuration of users
- Configuring Phones for use
- Changing call flows
- Information collection and reporting service incidents to your support provider.

FORMAT: This training will include an interactive demo and hands on guidance.

CLASS LENGTH: Several hours of on demand videos and approximately one hour live instruction.

Maximum of 4 Administrators per class.

Advanced System Administration Training: ConvergeOne will work with City of Columbus to determine the additional formal training that best suits their needs as well as provide pricing for that training. Additional formal training is not included in this proposal.

PROJECT TIME FRAME

The actual project time frame and Project Plan will be jointly developed by ConvergeOne and City of Columbus during the initial planning phase of this project. It is expected this project will complete within 2 weeks from the start of this project. Should this project extend beyond 2 weeks due to City of Columbus request or delays due to the City of Columbus or City of Columbus contracted third party, ConvergeOne reserves the right to re-evaluate the pricing and re-scope the remaining project as needed.

The intention of this project is to have all 41 named agents functional and receiving calls as quickly as possible. This will required a shared effort with mutual commitment from both the staff of City of Columbus and the implementation team from ConvergeOne.

TRAVEL EXPENSES

Travel expenses are not included in this proposal. ConvergeOne will coordinate all travel with City of Columbus security and travel policies as they are provided by City of Columbus. All travel will be approved by City of Columbus prior to booking any travel arrangements. All ConvergeOne travel expenses for this project will be billed to the City of Columbus based on actual travel expenses incurred.

COVID-19 Onsite Support: Due to the ongoing COVID-19 pandemic restrictions on travel and social distancing. ConvergeOne will follow its own corporate guidance and comply with any City of Columbus guidance on travel and PPE use. The safety and the health of the staff members of both teams will be paramount in travel decision making by both parties. ConvergeOne asks that City of Columbus provides the same considerations.

WORKSTATION REQUIREMENTS

User's workstation requirements can be found on the Genesys Cloud Resource Center web site at the following URL: <https://help.mypurecloud.com/articles/purecloud-requirements/> Note: Google Chrome is the preferred browser. Although other browsers are listed, for best results we recommend the use of Google Chrome. Training will be provided using Google Chrome, and will not include time to address differences that may be found between browsers.

VDI WORKSTATIONS

ConvergeOne will work to implement 1 headset using USB pass-through on a VDI workstation in an effort to provide that functionality in the contact center. This effort will be limited to 4 hours of investigation and consultation with the headset and VDI vendors and all communication with the vendors will be the responsibility of City of Columbus. Any additional effort past this limited

amount of time will become a billable engagement. All other VDI implementation/configuration will be the responsibility of the customer.

Note: WebRTC and Screen recording will not function and is not supported in a VDI environment due to a limitation of VDI technology with cloud services.

<https://help.mypurecloud.com/articles/purecloud-requirements/>

CLIENT REQUIREMENTS

- City of Columbus should refer to the Genesys Cloud Resource Center for technical requirements: <https://help.myPureCloud.com/>
- City of Columbus will be responsible for providing the following key resources.
 - **Executive Sponsor** - Provide the resources and funding needed for the implementation, remove organizational roadblocks and articulate business vision.
 - **Project Manager** - Responsible to act as a single point of contact, manage resources, coordinate logistics and manage all internal communications during deployment.
 - **Network/Telephony Administrator** - Act as point of contact for any LAN/WAN/telecom-related activities including any troubleshooting of post-production issues.
 - **IT Administrator** - Responsible for daily operation, user and group administration, configuration changes, usage policies, and other ongoing activities.
 - **Contact Center Supervisor/Manager** - Act as point of contact for any activities such as call flows/queues, scripts, quality evaluations, etc.
 - **Architect/Call Flow Administrator** - Responsible for constructing call flows using Genesys Cloud Architect.
 - **Designated Support Contact** - Acts as the liaison between the customer and ConvergeOne Support. Responsibilities include maintaining a general understanding of Genesys Cloud services and participate in support ticket troubleshooting.
 - **Genesys Cloud Developer** - Responsible for creating applications that use the Genesys Cloud APIs or integration capabilities. Familiar with web programming and REST APIs.
 - **Data Expert** – Responsible for data calls to Data sources.
 - **Tier-1 Helpdesk** - Performing basic troubleshooting and initial triage.
 - **Service Manager** - Designated point of contact for the ConvergeOne CSM who manages the day to day relationship with ConvergeOne and ConvergeOne's performance against SLAs.
 - **Workforce Management Administrator** - Responsible for forecasting and scheduling contact center agents to meet business needs, along with tracking adherence.
 - **Business Analyst** - Provides liaison between the need of the functional areas and the IT Resources. Captures the essence of the business and translated the needs

into requirements to be implemented by the IT Ops teams. Needs basic understanding of Genesys Cloud configuration and possibilities.

- City of Columbus will provide necessary voice talent and related studio time at City of Columbus's expense for the production of all project-related .WAV files for use as system prompts. Genesys Cloud Architect has tested and supports uploading prompt audio files in the following .wav audio file formats:
 - 11,025 Hz 16 bit PCM
 - 8,000 Hz 16 bit PCM
 - 11,025 Hz 8 bit PCM
 - 11,025 Hz μ -Law
 - 8,000 Hz 8 bit PCM
 - 8,000 Hz μ -Law
 - 11,025 Hz 4 bit ADPCM
 - 8,000 Hz 4 bit ADPCM
 - 11,025 Hz GSM 06.10
 - 8,000 Hz GSM 06.10
- City of Columbus will be responsible for any charges incurred from the local/long distance Telephone Company or Internet provider. These costs may include any cable purchases (if required), network interface hardware/software required to be installed by the telephone company as well as any other charges applicable to normal telephone company or Internet service provider service requirements.
- City of Columbus shall procure the necessary number of SIP trunks from the local exchange carrier or PureVoice and pay all related costs for such procurement. Furthermore, City of Columbus must verify the SIP Trunks are present and operational within the City of Columbus premises according to the agreed-upon timeline.
- City of Columbus will provide onsite assistance for any onsite equipment setup needs to provide a remote connection to the required equipment.
- City of Columbus to provide all hardware, connectivity to the screens, installation labor and any other physical functional/connectivity requirements for the operation of the wallboards.
- City of Columbus will provide all required cabling, cross-connect materials, conduits, cable management, and installation of these materials. If additional cable management materials or hardware are desired, City of Columbus may engage ConvergeOne to provide these materials and services; additional fees may apply. If City of Columbus provides the cable management infrastructure at the time of hardware installation, ConvergeOne will route wiring through the provided conduit whenever possible.
- City of Columbus is responsible for existing equipment removal unless modified via addendum or modified within this SOW.
- City of Columbus will provide access to internal infrastructure throughout the Genesys Cloud implementation including, but not limited to, database servers, email servers, directory servers, and other system data repositories or application servers.
- City of Columbus will see that the Servers, Operating Systems, and LAN/WAN connectivity will be operational and access made available at the beginning of the project. ConvergeOne can provide City of Columbus with audit review and consulting services related to the proper Server Operating Systems and hardware, etc., to be used for this system. Additional fees may apply.
- City of Columbus will provide a LAN environment that is 100/1000 base-T Ethernet configured for the TCP/IP protocol. The LAN environment must be able to support the desired QOS standards required for IP Voice.

- City of Columbus will provide the rack space, network connections, cable management hardware if desired, connection hardware and cabling, required power access, a KVM, and a suitable environment for the Genesys Cloud Edge hardware.

IMPLEMENTATION ASSUMPTIONS & RESPONSIBILITIES:

- City of Columbus will ensure that the installation of or changes to City of Columbus network or dial circuits is complete.
- City of Columbus or City of Columbus's agent will ensure all DMARC extension requirements are identified, furnished, and visibly marked for easy identification by ConvergeOne Engineers within eight feet of the equipment.
- Engineering or configuration changes made by City of Columbus after project initiation may affect the agreed-upon project schedule and will require a project review to determine impact and schedule requirements.
- The Main Distribution Frame (carrier terminations and house cable terminations) will remain in place, without the need to extend existing termination with feeder cable.
- ConvergeOne personnel will have access to work areas as needed, to be arranged with the designated City of Columbus contact.
- ConvergeOne is not responsible for the performance, quality, or delays caused by third-party vendors hired by City of Columbus. Additional professional services may be required should on-site work be delayed based on third-party vendors.
- ConvergeOne is the final arbitrator of what is in or out of scope.

VOICE OVER THE INTERNET DISCLAIMER

Neither ConvergeOne nor the manufacturer can guarantee the performance of voice carried over the Internet whether native VoIP or TDM voice converted to IP. Due to the real-time nature of VoIP which requires that voice packets be delivered end-to-end in a timely and constant manner they require an appropriate Quality of Service (QoS) to achieve this priority over normal data traffic. However, the Internet does not support any type of QoS mechanism to insure that voice traffic receives priority over normal data. Therefore, if City of Columbus chooses to transport voice over the Internet they understand and accept the possibility of unacceptable voice quality. In addition City of Columbus understands and accepts that any effort provided by ConvergeOne to resolve any issues related to voice over the Internet will be outside the scope of this project and thus will be billable at the current ConvergeOne labor rates.

ENHANCED 911 (E911) REQUIREMENTS

FCC has passed rulings that cover Enhanced 911 (E911) legislation to better protect American workers in emergency situations. As a result, enterprises are now being tasked with implementing a solution that complies with the legislation. In addition many enterprises are implementing distributed phone systems with centralized Telco trunking. As a result, enterprises have the requirement to provide accurate and reliable 911 (E911) service for the distributed locations. Failure to provide 911 (E911) protection to employees could result in regulatory fines, and more significantly, expose the enterprise to large damages from civil and criminal litigation.

ConvergeOne offers multiple options to meet your 911 (E911) needs and requirements as well as technical advice to assist you in choosing the optimal solution based on your company's telecommunication solution's needs. However, it is ultimately Ally Bank's responsibility to determine what level of compliance, services and protection to implement to meet your legal requirements and company requirements.

These requirements must be complied with:

- Required to be able to dial 9-1-1 directly, without having to dial a prefix to reach an outside line.
- Required that all 911 calls must provide notification to front desk, security, and/or administrative personnel.
- All 911 calls must have a dispatchable location. Defined as:
 - Street address
 - Floor
 - Room # or Zone
- These include three device types
 - Fixed Phones: Hard phones that are static in an environment. These phones must meet these requirements January 6th, 2021.
 - Remote: Off-premise 911 calls such as remote workers or people working from home. These phones must meet requirements by January 6th, 2022.
 - Non-Fixed: Softphones or Hard phones that move in the environment. These phones must meet these requirements by January 6th, 2022.

It is recommended that Ally Bank inform their users by conspicuous means, other than warning stickers or labels placed on phones that are completely reliant on the Internet for external connectivity. In the event that the Internet connection is out of service the phones will not be able to function in order to make an emergency call.

Calling E911 phone information will be dependent upon the location of the individual phone. Correct information for each phone and its location will be required in order to properly configure the phone for emergency dialing.

SITE NOT READY

If operational functionality cannot be established due to City of Columbus's failure to perform the responsibilities established herein or Third Party Products as defined in the Master Agreement are not installed and working (except where ConvergeOne and City of Columbus have executed an Agency Agreement and such failure was caused by ConvergeOne's sole negligence), City of Columbus will be subject to the terms set forth in the Master Agreement.

ORGANIZATIONAL OVERVIEW

ConvergeOne has extensive experience successfully deploying thousands of implementations. We leverage the award-winning software solutions from Genesys into your existing information technology and business infrastructure, addressing your specific needs. With their all-in-one platform, we make the software components you purchased work seamlessly with your e-mail systems, databases, CRM and ERP applications, web servers, and/or other systems.

Most of all, we do it by using a consistent and proven implementation methodology — making sure you have visibility into everything that goes on, meeting and ultimately exceeding your expectations.

QUALITY ASSURANCE

It is important to us that we perform at the highest levels possible. We take our mission seriously and are very passionate about what we do and how we treat others. We've established an excellent reputation and want to keep it growing.

We welcome and value your feedback throughout the life of the project, and will request that you complete a satisfaction survey at the end of the project. While we understand you are very busy, we request you take a few minutes to give us your honest feedback so that we may continue to improve our processes and delivery of service. But, please don't just wait for the survey to let us know how we are doing. If at any time during the project we are not performing at a level that you consider a "5 out of 5", please contact the ConvergeOne Project Manager to discuss your concerns so we can address them immediately. Your satisfaction is our ultimate goal. We believe that it is through happy clients and glowing client references and testimonials that our business is able to grow. Success brings success – for everyone.

IMPLEMENTATION METHODOLOGY

PROJECT PHASES AND DELIVERABLES

ConvergeOne follows an implementation methodology in which the project is then broken down into a series of stages and deliverables. These stages may be executed once or modularized in the event of a phased release (such as with multiple site deployment) or in parallel, depending upon the approach and client needs. The various stages, their deliverables, and a general definition are outlined in the table below:

Stage	Deliverable	Definition
Pre-Implementation	Introduction Call/Email	Project Manager Introduction
	Planning Meetings	Preparatory project initiation work
	Project Kick-Off	Official Project Kick-Off with all pertinent parties in attendance
Planning	Discovery Workshops	Extensive consultation for the discovery of requirements, system specifications, and key decisions
	Draft Project Plan	Creation of the Project Plan to be executed during the remainder of the implementation
	Quality Assurance/Test Plan	Document detailing the quality assurance and testing task in a standard methodology
	Training Plan	Document detailing the training tasks in a standard methodology
	Go-Live Plan	Document detailing the go-live tasks in a standard methodology
Installation	VoIP Readiness Assessment	Extensive customer preparatory work and analysis of customer's network to perform key VoIP work under stress
	Infrastructure Setup	Per-site technical preparatory work to be done by customer at the Genesys Converged Engineer's direction
	Base Build	Per-site base installation tasks to be performed by the Genesys Converged Engineer
Development	Application Development	Discovery, development, unit testing, and documentation of customizations outlined in the design document
	Configuration	Per-site system configuration to be performed by the Genesys Converged Engineer as detailed in the Genesys Cloud workbook
Testing	System & User Testing	Per-site testing to be performed by the Genesys Converged engineer and customer as detailed in the Test Plan document
Training	Training	Per-site training tasks to be done by the Trainer as detailed in the Training Plan

Go-Live	Go-Live	Per-site go-live (and post-go-live support) tasks as outlined in the Go-Live Plan document
Service Turn Over	Transition to Support	Transition of system support to the ConvergeOne Support organization
	Post Cut Review	Lessons learned
	Project Acceptance	Official project sign-off

*This is a sample of the ConvergeOne project process. Your ConvergeOne Project Manager will jointly develop a customized Project Plan with City of Columbus at the beginning of your project.

PROJECT MANAGEMENT

ConvergeOne will perform project management responsibilities as defined by this SOW. The ConvergeOne Project Manager will be a single point of contact for City of Columbus and will track all aspects of the project. The ConvergeOne Project Manager will guide the project through the methodology utilizing standardized meetings and status reports.

ESCALATION PROCESS

While the Project Manager is the primary contact for all issues, planning, and concerns with a project's direction, escalations should follow the path described below:

1. ConvergeOne Project Manager
2. ConvergeOne Director of Operations, Genesys Practice
3. Senior Director of ConvergeOne Genesys Practice

REPORTING, MONITORING AND COMMUNICATION

PROJECT MEETINGS

The meetings led by the ConvergeOne Project Manager are defined in the table below:

Forum	Owner	Timing	Purpose	Audience
Core Team Meetings	Project Manager	Weekly	Review status; discuss open issues/risks; review deliverables	Core Team as needed
Extended Team Meetings	Project Manager	TBD	Review status; discuss open issues/risks; review deliverables	Core Team, Extended Team as needed
Sponsor Meetings	Project Manager	TBD	Communicate status; escalate issues/risks; communicate decisions	Sponsors, Project Managers
Project Status Reports	Project Manager	Weekly (Email)	Communicate status; escalate issues/risks; communicate decisions	Core Team, Extended Team, Sponsors as needed

Additional routines and meetings will added and/or modified as needed.

STATUS REPORTING

Status reporting will be done during the meetings described above. Standardized project logs will be maintained and utilized to guide the status discussion.

- 1. Action & Decision Log**

An action log will be used to track actions and tasks captured during project team meetings to ensure project work is completed in line with project activities.

- 2. Risks & Issue Log**

An Issue log will be used to track risks and issues encountered during the lifetime of the project.

- 3. Change Log**

A change log will be used to document changes that occur during a project. These changes and their impact to the project in terms of time, cost, and risk must be communicated to the appropriate stakeholders or sponsors.

TESTING AND GO-LIVE

TESTING

ConvergeOne will perform system testing, integration testing, and Pre-user acceptance testing in accordance with the ConvergeOne basic test plan. City of Columbus is expected to create their own test plan in accordance with their business requirements. The test plans will be agreed to prior to testing by both City of Columbus and ConvergeOne. City of Columbus is ultimately responsible for developing any Use Case test plans as well as performing the Use Case testing during the User Acceptance Testing portion of the project.

User Acceptance Test plans will be signed off by the customer at the conclusion of the testing phase in order to proceed with the project. User Acceptance Testing sign off must be completed prior to training and is considered Site Not Ready if not provided.

GO-LIVE

The whole effort of the project is in preparation for the go-live event(s). The ConvergeOne Project Manager is responsible for developing the Project Plan in conjunction with City of Columbus. Based on tasks and dependencies, the final go-live event date(s) will be determined once the Project Plan has been baselined.

ConvergeOne will provide remote support of the go-live event(s). City of Columbus will also be required to participate in the go-live event(s). The amount of time that has been included is outlined in the Scope of Project section of this document.

GENESYS CLOUD SUBSCRIPTION USAGE OVERAGE FEES

GENESYS CLOUD INVOICING

Once your Genesys Cloud is essentially deployed with users in production you will have a Ramp period that will allow the users to be billed incrementally until the ramp ends or all committed users are on the solution. You will receive invoices for incremental and overage charges on a monthly basis. Your Genesys Cloud invoice includes all of the items on your Genesys Cloud subscription, including user licenses (both pre-paid and overage), device charges, resource charges and applicable taxes.

Here's what to look for:

Billing Details

- Payable in: City of Columbus's currency for payment
- Payment Terms: "Net 30" indicates that full payment is expected within 30 days.
- Service Period: The dates of service for which usage is being billed.
- Description: Name of the product.
- Qty: Quantity of the product consumed during the service period.
- Rate: Per Unit Rate for the product
- Amount: Total amount for the line item

Core Services and Fees - These include your user licenses for Genesys Cloud 3, Communicate, and apps / add-ons to Genesys Cloud purchased via the AppFoundry

Resource Charges - These include any IVR Overage, API Usage or Data Storage charges for usage in the period above the Fair Use Policy, as well as SMS & Messaging charges (Genesys Cloud 3 customers only).

Device Charges - These include charges for Physical Edges, Virtual Edges, Phones or other physical devices that may be included on your subscription.

Telco Usage Charges (PureVoice) - These charges include Toll-Free Calling Service, Inbound and Outbound Calling Service, Call Surcharges and Number Setup Charges. These will apply to this implementation for the City of Columbus.

Taxes and Fees - These include federal, state, and local taxes and fees that apply to your Genesys Cloud charges.

BURSTING OF AGENTS IN GENESYS CLOUD

There may be higher traffic periods when the number of agents or users you have contracted for are not sufficient to handle your company's traffic requirements. If this is ever the case, you can

simply add/configure the additional agents or users for the limited amount of time they will be needed. Genesys and ConvergeOne will be tracking this usage and will bill you monthly for any overages that your Genesys Cloud Org incurs for each month during your contracted period. These “overage users” will be tracked on a month-to-month basis. If there are months where you only use the number of agents or users in your contract, there will be no additional charges. The rate for these users will be 20% higher than the agents under the contract.

FAIR USE BASIC ROUTING/IVR OVERAGE CHARGES

Fair Use Policy

Genesys has a fair use policy for Basic Routing / IVR for Genesys Cloud. Customers can use up to the “fair use” basic IVR amounts allocated by user without charge. Basic IVR is consumed when using Inbound Call, Outbound Call and Secure Call flows and includes the full set of features detailed further below. In-Queue Call flows are not part of Basic IVR and do not count against the IVR usage. Tools are provided to track actual Basic IVR usage. Customers who exceed the Basic IVR allocation are billed a charge per minute per month as outlined in this article. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period, and applying the allowance shown in the table below for each user to determine the total amount of allocated IVR minutes for your organization during the period.

IVR Usage Allowance included with subscription

All Genesys Cloud plans’ include an allocation of Basic IVR for each Genesys Cloud seat with the allocated minutes shown below:

License	IVR Allocation in Minutes per License
Communicate	500
Genesys Cloud 1 Named	1750
Genesys Cloud 2 Named	2500
Genesys Cloud 3 Named	3250
Genesys Cloud 1 Concurrent	2275
Genesys Cloud 2 Concurrent	3250
Genesys Cloud 3 Concurrent	4225

For example, if you have (20) Genesys Cloud 3 Named Seats in a certain month, you will receive 65,000 Basic IVR minutes that month. Unused minutes do not carry over to the next month.

Basic IVR Charge

If your organization exceeds the above allocation in a given month, you will be billed at the rate below for Basic IVR minutes consumed over the allocation amount.

USD per Minute	\$0.01
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FAIR USE API OVERAGE CHARGES

Fair Use Policy

Genesys Cloud offers a robust public API that enables customers to build integrations between Genesys Cloud and their own software and systems, as well as third party apps and extensions. Genesys offers all customers a fair use policy for the Genesys Cloud API. Customers can use the API up to the “fair use” amounts allocated by user without charge. Customers can track their usage of the API against their expected monthly allocation in Genesys Cloud Admin. Customers who use the Genesys Cloud API beyond the fair use allocations are charged per API request over their allotment. Genesys Cloud provides fair use allocations for your organization by counting the number of billable users of each license type during the period, and applying the allowance shown in the table below for each user to determine the total amount of allocated API requests for your organization during the period.

API request allocation included with subscription

Your Genesys Cloud plan includes a robust allocation of Genesys Cloud public API requests. API requests generated by Genesys Cloud for internal authentication or as part of the basic operation of the software are not considered billable nor are included in the calculation. The monthly API request allocation for your Genesys Cloud org is based on the following calculation:

License	Named	Concurrent
Communicate	10,000	NA
Genesys Cloud 1	75,000	97,500
Genesys Cloud 2	110,000	143,000
Genesys Cloud 3	140,000	182,000

Example: If company A purchases a Genesys Cloud 3 named user plan for 20 agents, they would have a combined API request allocation of 2,800,000 per month for their Genesys Cloud org. The combined API request allocation is a result of the 140,000 API requests allotment per billable agent and the number of agents (20). The company is billed for all API requests over 2,800,000 each month at a rate of \$0.0001 USD per request (one hundredth of one cent). If the company generated 3,000,000 API requests, they would exceed their monthly allotment by 200,000 requests (3,000,000 – 2,800,000 = 200,000) and would incur an API overage charge of \$20 USD for that month (800,000 requests * \$0.0001).

API overage charge price and product information

If your organization exceeds the above allocation in a given month, you are billed at the rate below for API Requests consumed over the allocation amount.

USD per API Call Overage	\$0.0001
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FAIR USE DATA STORAGE USAGE AND CHARGES

Fair Use Policy

Genesys Cloud customers can use up to the “fair use” data storage amounts allocated by user without charge. Tools are provided to track actual storage and the ability to adjust your retention policy. Customers electing to store data above the allocation are billed a charge per GB per month as outlined in this article. The fair use allocations are provided for your organization by counting the number of billable users of each license type during the period, and applying the allowance shown in the table below for each user to determine the total amount of allocated data storage for your organization during the period.

Data storage allowance included with subscription

Your Genesys Cloud plan includes data storage. The monthly data storage allotment for your Genesys Cloud Org is based on the following calculation:

- Communicate: 5GB per billable user
- Genesys Cloud 1 (Named): 17.5GB per billable agent
- Genesys Cloud 2 (Named): 25GB per billable agent
- Genesys Cloud 3 (Named): 32.5GB per billable agent
- Genesys Cloud 1 (Concurrent): 22.75GB per billable agent
- Genesys Cloud 2 (Concurrent): 32.5GB per billable agent
- Genesys Cloud 3 (Concurrent): 42.25GB per billable agent

Note: Any archived recordings are excluded from this calculation. Screen recording archival is limited to one year.

Example: If company A purchases a Genesys Cloud 3 Named user plan for 20 agents, they would have a combined data allowance of 650GB for their Genesys Cloud org. The combined data allowance is a result of the 25GB per billable agent and the number of agents. The company is billed for all gigabytes of data storage over 650GB each month at a rate of \$0.25/GB USD. If the customer’s actual storage for the month was 800GB, then the Data Storage Charge would be \$37.50 USD for that month.

Data storage charge price and product information

If your organization exceeds the above allocation in a given month, you will be billed at the rate below for Data Storage consumed per GB over the allocation amount.

USD per Gig of Overage Storage	\$0.25
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BILLING

All hardware and software required for this project will be invoiced as per the contract documentation. Project labor will be billed based on monthly progress milestones based on the percentage of the project completed.

This scope of work is a complete document, once signed and committed, it will require change orders that all parties will sign to acknowledge the changes to the SOW. If there is differences in the perceived meaning of the requirements language in this scope of work between any parties ConvergeOne will work to alleviate any issues but reserves the right to be the final arbitrator of what is or is not in scope and what requires a change order. Professional services for change orders will be billed along with any new hardware or software at time of change order execution.

Customers shall complete internal testing requirements in no later than 30 days of receiving ConvergeOne work product. Should the customer fail to complete internal testing within 30 days, ConvergeOne reserves the right to invoice for any the remaining components of the project.

These billing terms supersede any master service agreement in place and are only applicable to the project stated in this Scope of Work.

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SCOPE OF WORK ACCEPTANCE

The signature below of an authorized City of Columbus representative indicates acceptance of the terms and conditions of this Scope of Work by City of Columbus. A signature by an authorized ConvergeOne representative indicates ConvergeOne’s acceptance to perform the defined work under the terms of this proposal. Signatures by authorized representatives of both parties constitute the agreement.

A “Project Deliverable Acceptance Form” will identify the deliverables in this Scope of Work and will be filed by City of Columbus at the completion of the project.

ConvergeOne, Inc.

Authorized Representative:

Signature

Printed Name

Title

Date

City of Columbus Authorized Representative:

Signature

Printed Name

Title

Date

City of Columbus Primary Contact:

Printed Name

Title

Email Address

Phone Number