

City of Columbus CUCM Design & Upgrade Phase 2 Proposal

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Quote# 1405-29-13288 v.3



INTRODUCTION

NDI Support Services are designed to provide value priced support and fill resource gaps on demand to meet specific, essential customer requirements. Support Services cover a wide range of customer needs for specific skills, for a defined duration on identified products or technologies on a global basis.

PROJECT SCOPE

City of Columbus is requesting a proposal to upgrade their existing CUCM environment from physical to virtual and versions from 8.X to 10.X (VM Environment will be provide by the City of Columbus. The proposal needs to be passed through Legislation ASAP to meet the deadline for replacement before the end of August when the current MCS is no longer supportable. This implementation will be split across 2 Data Centers.

NDI estimates the following hours for each phase of the project.

BUILD PHASE **140 Hours**

- Build, stage & apply basic configuration to eight (8) servers

MIGRATION PHASE **150 Hours**

- Migration of data, approximately 2500 users and mailboxes to new environment
- Circuit migration
- Troubleshooting and problem resolution

PROJECT MANAGEMENT **90 Hours**

This proposal is a best effort estimate of the work to be performed and the associated labor required for each phase. A detailed Statement of Work and project timeline will be provided once NDI and City of Columbus are in mutual agreement on the basic element of the proposal.

ASSUMPTIONS

NDI's services under this PROPOSAL are also based, in part, on the following assumptions and answered questions, and any failure to meet any such assumptions may affect NDI's proposed timeline, deliverables and pricing set forth in this PROPOSAL:

General

- City of Columbus will provide all VMware licensing.
- City of Columbus will provide the Virtual Environment vCenter.
- City of Columbus will provide adequate, local data storage.
- City of Columbus will provide the system high level design.
- No scope outside of what is described in this PROPOSAL will be required for this implementation.
- NDI's ability to meet the proposed completion dates is dependent, among other things, upon the availability and accessibility of relevant CITY OF COLUMBUS personnel for interviews, meetings and on CITY OF COLUMBUS management's ability to review progress as specified in this PROPOSAL.

- CITY OF COLUMBUS recognizes that delays in making decisions relative to internal processes and objectives may extend the targeted completion dates and increase fees associated with the project.
- If the project timeline is extended due to a CITY OF COLUMBUS decision, additional fees will be incurred. The parties will execute a change order in accordance with the Change Management Process set forth in the Agreement to cover any such additional scope of work and corresponding fees, provided however, that until such change order has been executed by the parties, NDI shall not be obligated to incur any additional costs or expend any additional effort.
- Delays due to CITY OF COLUMBUS's responsibilities to provide requirements and design approvals may extend any targeted completion dates and fees associated with the project.
- Delays in getting appropriate architecture approval on a timely basis may also result in unexpected delays and/or fee increases.
- Any changes to the software or bill of materials for CITY OF COLUMBUS's requirements may result in fee increases.
- This proposal does not include requirements for Building Permits, Union Labor or Certificates of Insurance unless specifically listed in the Project Scope.

CITY OF COLUMBUS GENERAL RESPONSIBILITIES

NDI's proposed timeline, estimated costs, and deliverables set forth in this PROPOSAL are also subject to CITY OF COLUMBUS's timely performance of the following obligations:

General

- CITY OF COLUMBUS will provide business requirements through NDI led requirements gathering sessions.
- CITY OF COLUMBUS will provide direct access to a dedicated single point of contact that can access the key project stakeholders and contributors to break down internal organization barriers, etc. (Site Contact)
- Where work on the site is required, CITY OF COLUMBUS will provide NDI employees the necessary facilities, infrastructure and support services (e.g., office space, access to conference rooms, telecommunications, internet and LAN access, duplication and delivery services, etc.) to perform project related activities.
- CITY OF COLUMBUS will provide appropriate and available personnel to work with the NDI team during the engagement.
- CITY OF COLUMBUS will provide appropriate security access for all team members.
- CITY OF COLUMBUS will provide VPN access, remote login information, and IP addresses to allow NDI resources to access the systems remotely if necessary.
- CITY OF COLUMBUS will share all documentation including network diagrams, documents and plans with the NDI team to assist in performing the design and application development.

PROJECT TIMELINE

- Estimated duration: 30 to 60 Days
- Start date: TBD

CHANGE CONTROL

Upon request for or in event of circumstances requiring Out Of Scope (OOS) work NDI will provide CITY OF COLUMBUS with a Change Request Form.

NDI will respond to out of scope requests with a quotation and/ or a Change Request Form. This form will be used to administratively track changes to this Statement of Work and additional charges resulting from those changes. CITY OF COLUMBUS and NDI will both be required to sign/approve in writing the Change Request Form in order for the changes to this Statement of Work to be accepted and incorporated within. If the Change Request results in a change in price CITY OF COLUMBUS agrees to pay NDI any additional charges incurred as a result of changes to the Statement of Work.

PRICING

| Description | QTY | Total |
|---|-----|-----------------|
| BUILD PHASE – CISCO CCIE LABOR @ \$125/Hour | 70 | \$8,750 |
| BUILD PHASE – CISCO CCNA LABOR @ \$110/Hour | 70 | \$7,700 |
| MIGRATION PHASE – CISCO CCIE LABOR @ \$125/Hour | 75 | \$9,375 |
| MIGRATION PHASE – CISCO CCNA LABOR @ \$110/Hour | 75 | \$8,250 |
| PROJECT MANAGEMENT/COORDINATION @ \$85/Hour | 90 | \$7,650 |
| Totals | | \$41,725 |

The total estimated cost for this Project is \$41,725 to complete.

Pricing is based on staging and configuration work performed during Normal Business Hours.

Migration and testing will be performed outside of Normal Business Hours.

Price Quote is valid for 90 days from date on the cover sheet.

All costs will be billed in actuals at the following milestones:

- COMPLETION OF BUILD PHASE – Based on actual hours
- COMPLETION OF MIGRATION PHASE – Based on actual hours

I. NDI's Services:

CITY OF COLUMBUS will pay NDI for its fees which will be calculated based on the actual hours worked times NDI's billable rates of the assigned staff. Based on the scope, deliverables, assumptions, roles and responsibilities described herein, and the timely performance by CITY OF COLUMBUS of its obligations, the labor estimate set forth herein are provided by NDI as reference for budgetary purposes only, and is not intended as a guarantee by NDI.

II. Expenses

All expenses, including those for travel, food, lodging, supplies, communications, necessary equipment and other project-specific requirements, incurred by NDI in the performance of the services described in this PROPOSAL shall be charged to CITY OF COLUMBUS, at cost, in addition to its professional services fees.

Payment Terms

Pricing for the above Support Services are based on the general stipulations stated herein, which apply equally to each service described in this section:

This is an initial Proposal. Final costs will be assessed and invoiced, and are subject to change (increase or decrease) from the initial estimate. Any such changes will be based on any Additional and/or Out-Of-Scope Requests, Timeline Re-scheduling's, Scope of Work Revisions, or Statement of Work Addendums as agreed upon by all parties.

1. Additional hours on-site are invoiced in (15) minute increments.
2. Normal Business hours are defined as Monday – Friday, 8am – 5pm.
3. NDI requires a minimum of (15) days' notice prior to project start date.
4. NDI will expect payment for the equipment (30) days from invoice. Invoice will be submitted to CITY OF COLUMBUS upon delivery to NDI.
5. All Out-of-Scope work, or additional site visits, will be invoiced as completed. Payment is expected within (30) days of receipt of invoice.
6. NDI has not included special badging or access requirements in our proposal. If required, this will be considered out-of-scope and a separate proposal will be submitted.
7. All work required for this project as described is covered in the hours and for the pricing as referenced.
8. All out of scope work will be billed at the rates listed below.
9. Additional hours will be billed at \$85.00 per hour for Project Management and \$110.00 or \$125.00 per hour for Engineer time, per UTC contract number FL005675.
10. This proposal does not include requirements for Building Permits, Union Labor or Certificates of Insurance unless specifically listed in the Project Scope.

Payment Terms: CITY OF COLUMBUS will pay net 30 days

SIGNATURE ACCEPTANCE SECTION

By signing below, CITY OF COLUMBUS agrees to the terms and conditions as outlined in the proposal.

NETWORK DYNAMICS, INC.

SIGNATURE

NAME

TITLE

DATE

CITY OF COLUMBUS

SIGNATURE

NAME

TITLE

DATE