ATTACHMENT C

PREPARED FOR:

City of Columbus, Ohio

PREPARED BY:

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PROJECT TITLE:

Division of Power Contact Center

DATE:

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ConvergeOne

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Contents

REQUIREMENTS OVERVIEW

The intent of this proposal is to define the scope of the services ConvergeOne will provide City of Columbus, Ohio 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 City of Columbus, Ohio ("CLIENT"). The offer of this SOW is effective on March 9, 2018 and expires thirty (30) days from the last revision date of this document.

Actual date of installation depends upon CLIENT's acceptance of this SOW. 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 CLIENT's Project Manager, the appointed Point of Contact for CLIENT on this project. He/She will be responsible for all communications and project management among all CLIENT parties (staff, vendors, consultants) and for the escalation and resolution of any issues for CLIENT.

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

SCOPE OF PROJECT

ConvergeOne PROPOSED SOLUTION AND DESIGN OVERVIEW

ConvergeOne is proposing the expansion of the City of Columbus's PureConnect solution to support the Division of Power Call Center. ConvergeOne is proposing software, hardware and professional services as defined below and in the associated Solution Quote.

Assumes all C1 professional services will be provided remotely during normal business hours of 8:00am to 5:00pm Eastern Time, Monday thru Friday with the exception of service effecting task.

The Genesys PureConnect expansion includes:
- Contact Center
- Fulltime Recording
- Interaction SIP Proxy
- Remote Supervisor training
- Post Cut Support / 1st Day of Service
- ConvergeOne provided project management

PROPOSED SOLUTION OVERVIEW DIAGRAM

LOCATIONS

This scope of work encompasses a single location at 3500 Indianola Avenue, Columbus OH and assumes all users are at this location.

USER TYPES AND QUANTITIES

There are several types of users that can be configured within the PureConnect application suite. Typically the users fall into one of the below categories. Additional options include unified messaging, voicemail, and desktop faxing capabilities.

User Types	User License Quantity	Unified Messaging Add-on	Voicemail Only Add-on	Desktop Faxing Add-on
Contact Center 1 – Named	3	3	0	0
Total	**3**	**3**	**0**	**0**

AUTO ATTENDANT, IVR, AND CONTACT CENTER FUNCTIONALITY

Inherently, the PureConnect application suite provides the ability to set up auto attendant, 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

ConvergeOne will work with the CLIENT to develop and implement (1) automated attendant call flows The call flow will contain normal processes such as extension dialing, dial by name and transfer to workgroups based on digits entered as the normal business profile. Additionally, ConvergeOne will develop the call flow processes for after hours, weekend, holiday and alternate (emergency) processing. It is the CLIENT'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.

CLIENT will provide final approval and sign off of the call flows.

IVR

This scope of work does not include any IVR requirements or configuration.

Note, a separate budgetary scope of work has been provided for integration to the Division of Power's Responder system for outage response and verification. This is a separate effort from this scope of work.

CONTACT CENTER DESCRIPTION

ConvergeOne will work with the CLIENT to develop and implement their contact center agents, routing and workgroups.

As proposed the contact center will consist of:

- Contact Center Level-1
- Supports Voice interactions
- (1) Workgroups - Dispatchers
- Group Based Routing
- Unique Workgroup Messages
- Upfront outage notification message – Manual record and activation
- Position or Estimated Time in Queue
- Music On-Hold
- Standard Reports
- Fulltime Recording
- Quality Monitoring

CLIENT will provide final approval and sign off of the contact center design.

MULTIPLE LANGUAGES

Assumes US English is the only language required.

ADD-ON APPLICATION NEEDS

In addition to "out-of-the-box" functionality, the PureConnect provides an organically integrated and modular application suite to meet the specific business needs that organizations require in a communications platform. The quantities and descriptions below represent the components that are part of this SOW.

User Types	Interaction Supervisor Add-on	Interaction Recorder Add-on	Screen Recorder Add-on	Quality Manager Add-on	Interaction Dialer Add-on	Interaction Optimizer Agent Add-on	Interaction Optimizer Supervisor Add-on	Interaction Feedback Add-on	Interaction Analyzer Add-on
Contact Center 1 (N)	1	3	0	0	0	0	0	0	0
Total	**1**	**3**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

NOTE: (N) = Named Users, (C) = Concurrent Users

INTERACTION RECORDER

Interaction Recorder allows the specified users pre-built recording parameters for recording, archival and retrieval. In addition, Interaction Quality Management provides a wizard driven scorecard to assess Agents performance for all media types.

Interaction Recorder as proposed will provide interaction recording for the number of Users as defined above.

Interaction Recorder can also perform Screen Capture, however screen recording is not included at this time. Additional design considerations are required to successfully utilize screen recording.

Interaction Quality Management will be provided for the number of Users as defined above. Quality Management training will be provided as defined below in the Training section.

ConvergeOne will build (1) recording rules and (1) integrated scoring wizard as a portion of this Scope of Work. CLIENT can participate in the development and implementation of these rules as "*Train the Trainer*" exercise. Additional training on Interaction Recorder is available through ConvergeOne.

Recordings are to be stored on CLIENT provided network storage.
Reference: 1-Hour of compressed audio recording requires approximately 4MB of storage

INTERACTION MEDIA SERVER

Division of Power will utilize the available capacity of the existing Interaction Media Server deployed at the Arlington Data Center.

No additional Media Servers will be included in this project.

INTERACTION SIP PROXY

ConvergeOne will configure Interaction SIP Proxy for the 3 stations included in this project for 911 purposes.

- Interaction SIP Proxy will be implemented on a Customer provided server located at the 3500 Indianola Avenue location.

Customer Provided SIP Proxy Server Requirements:
The following are the minimum requirements for the Interaction SIP Proxy application only.
- **Operating system** – Microsoft® Windows® 2008 R2 or 2012 R2
- **Hardware** – Intel®-based server with at least:
  - 2 GB of RAM

- 60 GB of free disk space
- 100Base-T NIC or Higher

Genesys strongly recommends that the Interaction SIP Proxy server be assigned a static IP address. DHCP addresses are dynamic and, as such, can cause client connectivity instability if the address changes or if the server is unable to obtain a new address.

IP ENDPOINTS

City of Columbus will provide the Polycom SIP Telephones for this project.

(Clarify physical device, not software) ConvergeOne will implement up to (5) SIP Phones, (5) SIP Soft Phones, (5) Interaction Desktop Clients to provide instructions and demonstrate the proper implementation practices for the CLIENT's IT Staff.
CLIENT is responsible for the implementation and testing of the remaining phones and Clients.
SIP Soft Phone requires USB Headset. CLIENT is responsible for providing the USB Headsets.

CONNECTIVITY

ANALOG CONNECTIVITY

(1) CLIENT provided Analog "POTS" line at the 3500 Indianola Avenue location for 911 purposes. POTS line will be terminated on a C1 provided AudioCodes FXO Gateway.

ConvergeOne will be responsible for:
- Providing the AudioCodes FXO Gateway
- Configuration and test of the AudioCodes FXO Gateway

City of Columbus will be responsible for:
- All Telco orders and coordination
- Physical installation and connectivity of the AudioCodes Gateway

DIGITAL CONNECTIVITY

City of Columbus will order and deploy (1) new ISDN-PRI circuit at the Arlington Data Center location to provide inbound/outbound Telco service for the Division of Power.
New ISDN-PRI circuit will terminate on the existing AudioCodes Mediant 2000 Digital Gateway currently installed at the Arlington Data Center.
Current Centrex DID numbers will be ported to the new ISDN-PRI circuit.

The number and type of digital connections is as follows:

- (1) ISDN-PRI circuit configured with 23 B-Channels & 1 D-Channel.

ConvergeOne will be responsible for:
- Configuring the AudioCodes Mediant 2000 Gateway
- Pre go-live testing of the new ISDN-PRI circuit
- Final test of the Telco port of existing numbers to new ISDN-PRI circuit - *Afterhours*

City of Columbus will be responsible for:
- All Telco orders and coordination
- Physical installation and connectivity of the AudioCodes Gateway

Assumes the existing Mediant 2000 Gateway has a working spare ISDN-PRI port available
- Currently this gateway is configured with (8) ISDN-PRI ports, (2) are in use

Assumes Telco will provide test DID numbers prior to go-live for testing.

CONNECTIVITY TO CISCO CUCM

This project assumes the existing integration of the PureConnect to the City of Columbus's CUCM will enable the Division of Power PureConnect users to call and transfer calls between systems. No additional connectivity or integration is included in this project.

City of Columbus will be responsible for any Cisco CUCM configuration changes if required.

LAN/WAN CONNECTIVITY

City of Columbus will be responsible for all LAN/WAN connectivity and configuration required to support this new location. This includes sufficient network bandwidth as well as QoS and VLAN configuration to properly support VoIP.

IP TELEPHONY READINESS TESTING

The City of Columbus has chosen to decline IP Telephony Readiness Testing. City of Columbus assumes all responsibility for the performance of the LAN/WAN network to properly support a VoIP solution.
Any services provided by ConvergeOne or Genesys to resolve or assist the City of Columbus in resolving VoIP network issues are considered outside the scope of this project and may result in additional cost.

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 day of service. The post-cut support will be provided remotely. During this period, ConvergeOne will compile a final punch list of system settings that CLIENT 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 CLIENT for the implementation of the project.

Resource	Number of Resources	Number of Days	Hours Per Day
Field Engineer	1	1	4

TRAINING

User training is a critical portion of any successful Genesys implementation. There are multiple formats of user training available and/or suitable for each unique CLIENT. The following details the training formats included in this SOW.

City of Columbus will provide all Contact Center End User training.

ConvergeOne will provide the following training remotely via "WebEx" style delivery:
- (2) Contact Center Supervisor Class (2 classes to accommodate multiple shifts)
- (2) Interaction Recorder Class (2 classes to accommodate multiple shifts)

End User Training:
As a component of the training delivered by ConvergeOne, you will be provided access to Genesys Education web site and their library of "Just-in-Time" videos. The videos will help to familiarize you with many of the features of PureConnect. Users should view the videos to familiarize themselves with the Interaction Desktop Client or Interaction Connect Web Client prior to attending a training class, as well as refer to the videos in the future.

C1 Provided Training Classes Overview:

Supervisor: For ACD Supervisors who need to use the separate Interaction Center Business Manager (ICBM) application. Many supervisor features are available in the Interaction Client application and do not require licensing for ICBM. However, those who need to run reports, configure ACD alerts, and/or view detailed statistics must be licensed for the plug-ins used in ICBM. ACD Supervisors should also attend an ACD Agent class that includes the Polycom phone, Interaction Client, and Interaction Voice Mail.
FORMAT: Classroom training will include an interactive demo of the supervisor features available in Interaction Client as well as a demo of the ICBM application. The instructor will provide an

overview of the views available in the application, configure 2 ACD alerts, run 5 standard reports, and run 2 "custom" reports from Report Assistant. Class time will also include hands-on time for students to practice with the application (if it has been installed and tested on the classroom PCs in advance).

CLASS LENGTH: 3 hours

HANDOUTS: ConvergeOne will provide you with electronic copies of available documentation, such as Sample Reports, Reports Listing, and Workgroup Monitoring Guide. You can print them or provide them to users on your network. Maximum of 4 users per class.

Interaction Recorder: For users/supervisors who will retrieve and review call recordings and/or screen recordings.

FORMAT: Classroom training will involve an interactive demo of the Interaction Recorder Client, including instruction on creating and using queries to retrieve interactions that were recorded automatically by Interaction Recorder.   Class time will also include hands-on time for students to practice with the application (if it has been installed and tested on the classroom PCs in advance).

CLASS LENGTH: 1.5 hour

HANDOUTS: ConvergeOne will provide users with a training handout. The application has on-line help rather than a User Manual. Maximum of 4 users per class.

PROJECT TIME FRAME

The actual project time frame and project plan will be jointly developed by ConvergeOne and CLIENT during the initial planning phase of this project. It is expected this project will complete within 60 days of the start of this project. Should this project extend beyond 60 days due to CLIENTS request or delays due to the CLIENT, ConvergeOne reserves the right to re-evaluate the pricing and re-scope the remaining project as needed.

Should this project extend beyond the project timeline due to ConvergeOne delays, City of Columbus will not incur any additional fees.

TRAVEL EXPENSES

No travel expenses are not included in this proposal.

Assumes all C1 professional services will be provided remotely during normal business hours of 8:00am to 5:00pm Eastern Time, Monday thru Friday with the exception of service effecting task.

FEATURES SPECIFICALLY EXCLUDED

Following is a list of features that are specifically outside the scope of this project. However, these features may be added in the future, typically through the addition of software and Professional Services.

- Interaction IVR

- Multiple Languages
- Screen Recording
- Screen Pop
- Interaction Dialer
- Interaction Optimizer
- Interaction Feedback
- Interaction Analyzer
- Interaction Marquee
- Interaction Supervisor, iPad Edition
- Interaction Web Portal
- Scheduled Reports
- Customized Reports
- Interaction Conference
- Microsoft Skype for Business Server Integration
- Salesforce.com Integration
- Interaction Web Client

WORKSTATION REQUIREMENTS

CLIENT WORKSTATION SOFTWARE REQUIREMENTS:

The following lists the basic software requirements for client workstations running PureConnect User applications, PureConnect Business Manager Applications, or PureConnect Server Manager Applications. The CLIENT is responsible for installing all appropriate versions of the software listed below on the client workstations before installing any PureConnect applications on them.

Important note: Hardware and software requirements change as the Genesys product evolves; therefore, the information in this document could be outdated. You should **always** refer to Genesys Test Lab site for the **current** information:

http://testlab.inin.com/ProductsPage.aspx?ProductType=20

- **Microsoft Windows OS**

    The following Microsoft OS versions are supported on PureConnect client workstations:
    - **Microsoft Windows 7 SP1 (32-bit and 64-bit)** All PureConnect workstation applications are supported in Windows 7 versions.
    - **Microsoft Windows 8** All PureConnect workstation applications are supported in Windows 8.
    - **Microsoft Windows 8.1** All PureConnect workstation applications are supported in Windows 8.1.

> > **Important note**: Check the Genesys Test Lab site at http://testlab.inin.com/ for the latest Windows 7 and Windows 8 service packs certified for use with PureConnect 2017.
> - **Microsoft Windows 10** All PureConnect workstation applications are supported in Windows 10.
> > **Important Note:** Microsoft KB 3147458 will cause a connection failure with Interaction Desktop.

- **Microsoft .NET Framework**

  PureConnect client workstations require the following Microsoft .NET Framework versions:
  - **Microsoft .NET Framework 4.5.2**
    Required for PureConnect 2016 R1 and later Windows Server 2012 R2: If not installed via Windows Update, install from \ThirdPartyInstalls on the PureConnect 2016 R1 or later .iso Windows Server 2008 R2 SP1: Install from \ThirdPartyInstalls on the PureConnect 2016 R1 or later .iso
  - **Microsoft .NET Framework 3.x** Windows 7, Windows 8 and Windows 8.1: Install .NET Framework 3.5.1 in Control Panel->Programs and Features->Turn Windows features on or off.

  PureConnect client workstations require the **Extended** version of Microsoft .NET Framework 4.0. It is **not** included with Windows 7, so it must be installed separately. The Microsoft .NET Framework 4.0 install is available on the PureConnect Server, in the IC_WorkstationPreReqs share (dotNetv40_Full_x86_64.exe), following the PureConnect Server installation.

- **Microsoft Windows Installer**

  PureConnect client workstations require Microsoft Windows Installer 4.5 or later.
  - **Microsoft Windows Installer 5.0** is included with Windows 7 and Windows 8. No further installation is necessary.

- **PureConnect applications**

Once the basic software referenced above has been installed on the client workstations, then you can install the appropriate PureConnect applications. Your Genesys Converged Engineer will provide you with the listing of PureConnect applications and updates that need to be installed on your client workstations. The required applications may vary depending on the User's Role and configuration in the PureConnect system.

CLIENT WORKSTATION HARDWARE REQUIREMENTS:

This section describes the minimum and recommended hardware requirements for running PureConnect User Applications, PureConnect Business Manager Applications, Interaction Optimizer in PureConnect Business Manager (for schedule creation/modification and intraday reforecasting), and PureConnect Server Manager Applications on client workstations.

PureConnect User Applications:

This section describes the minimum and recommended hardware requirements for running PureConnect User Applications on client workstations.

Minimum requirements

- **Processor**: Intel® Pentium® 4 @ 2.4GHz or AMD equivalent (Athlon XP/MP)
- **Memory**: 1 GB system memory
- **Disk space for default installation**: 550 MB of available hard disk space
- **Disk space for full installation**: 900 MB of available hard disk space
- **Disk space for tracing and debugging files**: Up to 8 GB disk space*
- **Network**: 100 Mb network controller

Recommended requirements

- **Processor**: Intel® Core™ i3 Processor or AMD equivalent
- **Memory**: 2 GB system memory
- **Disk space for default installation**: 700 MB of available hard disk space
- **Disk space for full installation**: 1 GB of available hard disk space
- **Disk space for tracing and debugging files**: Up to 20 GB disk space*
- **Network**: 1 Gb network controller

PureConnect Business Manager Applications:

This section describes the minimum and recommended hardware requirements for running PureConnect Business Manager Applications on supervisor and administrator workstations.

Minimum requirements

- **Processor**: Intel ® Core™ i5 Processor or AMD equivalent
- **Memory**: 1 GB system memory
- **Disk space for installation**: 700 MB of available hard disk space
- **Disk space for tracing and debugging files**: Up to 20 GB disk space*
- **Network**: 100 Mb network controller

Recommended requirements

- **Processor**: Intel® Core™ i7 Processor or AMD equivalent
- **Memory**: 2 GB system memory
- **Disk space for installation**: 1 GB of available hard disk space for installation
- **Disk space for tracing and debugging**: Up to 80 GB of disk space*
- **Network**: 1 Gb network controller

Interaction Optimizer in PureConnect Business Manager:

Needed for schedule creation/modification and intraday reforecasting. For more information, see Interaction Optimizer Requirements and Limitations Overview.

Minimum requirements

- **Processor**: Intel ® Core™ i7 Processor with at least 4 cores or or AMD equivalent (Fx)
- **Memory**: 8 GB system memory
- **Disk space for installation**: No extra besides PureConnect Business Manager requirements

- **Disk space for tracing and debugging files**: No extra besides PureConnect Business Manager requirements
- **Network**: No extra besides PureConnect Business Manager requirements

Recommended requirements
- **Processor**: Intel® Core™ i7 4-core Processor Extreme Edition with at least 6 cores or or AMD equivalent (Fx)

- **Memory**: 16 GB system memory (DDR4-1600/2133)
- **Disk space for installation**: No extra besides PureConnect Business Manager requirements
- **Disk space for tracing and debugging**: No extra besides PureConnect Business Manager requirements
- **Network**: No extra besides PureConnect Business Manager requirements

PureConnect Server Manager Applications:
This section describes the minimum and recommended hardware requirements for running PureConnect Server Manager Applications on administrator workstations.
Minimum requirements
- **Processor**: Intel® Pentium® 4 @ 2.4 GHz or AMD equivalent
- **Memory**: 1 GB system memory
- **Disk space for installation**: 900 MB of available hard disk space
- **Disk space for tracing and debugging files**: Up to 10 GB disk space*
- **Network**: 100 Mb network controller

Recommended requirements
- **Processor**: Intel® Core™ i3 Processor or AMD equivalent
- **Memory**: 2 GB system memory
- **Disk space for installation**: 1.2 GB of available hard disk space
- **Disk space for tracing and debugging**: Up to 20 GB of disk space*
- **Network**: 1 Gb network controller
* Hard drive sizing recommendations are based upon moderate loading of average-sized implementations with trace levels set to default values. Increasing the trace log levels beyond this level can greatly effect storage requirements. Monitoring of available drive space at regular intervals will be required due to the uncompressed nature of these off-host logs files. Only trace logs generated on the PureConnect server get compressed on a daily basis.

CLIENT REQUIREMENTS

OPERATIONAL REQUIREMENTS:

- CLIENT will provide a main point contact throughout entire project life cycle.

- CLIENT is required to provide C1 with all current scripting, messages and prompts for Auto Attendants, IVRs, ACD prompts and ACD messages in Microsoft Word format. These will be required even if CLIENT is planning change or update the current scripting, messages or prompts. If the CLIENT is not able to provide these in Microsoft Word format C1 reserves the right to bill the CLIENT for the time required by C1 to transcribe the scripting, messages and prompts.

- CLIENT will provide necessary voice talent and related studio time, if necessary, at CLIENT's expense for the production of all project related .WAV files for use as system prompts. The format for WAV files must be CCITT µ-Law, 8 bit, 8 kHz, Mono. Not stereo, and not 16 or 32-bit.

- CLIENT will be responsible for administration and back-up of all network, system and database infrastructure during and after the implementation. Databases used in this application may include the databases established for PureConnect reporting, configuration, etc. and other databases that may contain data used for the various contact center applications.

- CLIENT 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.

- CLIENT shall procure the necessary number of lines from the local exchange carrier and pay all related costs for such procurement. Furthermore, CLIENT must verify the lines are present and operational within the CLIENT premises according to the agreed-upon timeline.

- CLIENT will provide necessary access to the installation areas including the removal of furniture or other structures obstructing the installation areas if required. Removing or relocating existing client services by ConvergeOne is not within the scope of this Agreement.

- CLIENT will provide and ensure the adequacy of clear and available pathways and meet minimum infrastructure requirements (detailed in the Technical Requirements section below).

- CLIENT will provide all required cabling, cross-connect materials, conduits, cable management, and installation of these materials. ConvergeOne will make every attempt to provide neat wiring bundles using wire ties for installed servers and components. If additional cable management materials or hardware are desired, CLIENT may engage ConvergeOne to provide these materials and services; additional fees may apply. If CLIENT provides the cable management infrastructure at the time of hardware installation, ConvergeOne will route wiring through the provided conduit whenever possible.

- CLIENT is responsible for existing equipment removal unless modified via addendum or modified within this SOW.

TECHNICAL REQUIREMENTS:

- CLIENT should refer Genesys Test Labs web site for a current listing of supported software and hardware for all "client provided" or "client to provide" software and hardware, including workstation OS. Test Labs website: http://testlab.inin.com/

- CLIENT is responsible for providing and installing any virus protection software, setup exclusions as required by Genesys, and scan the server for viruses per Customer's schedule and method. It is not recommended by Genesys that the PureConnect server host a virus scanning software but can be a client of such.

- **Critical consideration for virus protection on Interaction Media Servers: The specific vendor and version of virus protection software implemented to protect the Interaction Media Servers can have a significant negative effect on the performance of the Media Server. Per Genesys' testing of various virus protection products McAfee VirusScan Enterprise 8.8 is the only virus protection product tested that did not reduce the performance of the Interaction Media Server. Test results have shown up to a -60% impact on the Interaction Media Server performance.**

    - <u>**Based on these results we recommend that only McAfee VirusScan Enterprise 8.8 be installed on the Interaction Media Servers.**</u>

    - **If you plan to implement any other version of virus protect discuss this with your ConvergeOne Engineer to determine the impact to your system.**

    - Note. By default the sizing of your Interaction Media Servers were calculated based on the use of McAfee VirusScan Enterprise 8.8.

    - See Testlab web site for updated information; http://testlab.inin.com/

- CLIENT will provide access to internal infrastructure throughout PureConnect implementation including, but not limited to, database servers, email servers, directory servers, and other system data repositories or application servers.

- CLIENT will provide SQL Database Server hardware and software to serve as a data repository for PureConnect reports and/or IVR application data retrieval. SQL Server software manufacturer and version must be on Genesys approved database list.

- CLIENT to provide server space for operation of the SIP Proxy BCM software for each location.

- The database must reside on the <u>same domain</u> as the PureConnect server. The PureConnect 2017 system will reside on a Windows 2012 R2 64-bit Server platform. To avoid a mixed domain, it is recommended that MS SQL 2012 be utilized as the standard reporting repository.

- CLIENT will see that all database, email, and required application servers are available and on-line for access in a normal operating manner prior to the beginning of the PureConnect implementation. CLIENT will provide mail client and other similar software for all servers required for operation of the PureConnect platform.

- CLIENT will provide all required voice and data connectivity including, but not limited to, T1's, PRI's, analog lines and Ethernet connections as well as the physical connection of those items to the PureConnect server.

- CLIENT will see that the Servers, Operating Systems, LAN/WAN connectivity will be operational and access made available at the beginning of the project. ConvergeOne can provide CLIENT 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.

- CLIENT 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.

- CLIENT will be responsible for keeping regular back-ups of the system. ConvergeOne strongly encourages CLIENT to have two or more reliable backups of everything on CLIENT's system.

- CLIENT will provide an adequate work/test environment for ConvergeOne consultants, including workspace, network and Internet connectivity and telephone. The location for the work/test environment is typically located in close proximity to where the PureConnect solution servers will be installed.

- CLIENT 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 servers.

IMPLEMENTATION ASSUMPTIONS & RESPONSIBILITIES:

- CLIENT will ensure that the installation of or changes to their network or dial circuits is complete.

- CLIENT or CLIENT's agent will ensure all DMARC extension requirements are identified, furnished, and visibly marked for easy identification by ConvergeOne technicians within eight feet of the equipment.

- Engineering or configuration changes made by CLIENT 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 unrestricted access to work areas as needed, to be arranged with the designated CLIENT contact.

- ConvergeOne is not responsible for the performance, quality, or delays caused by third-party vendors hired by CLIENT. Additional professional services may be required should on-site work be delayed based on third-party vendors.

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 manor 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 CLIENT chooses to transport voice over the Internet they understand and accept the possibility of unacceptable voice quality. In addition CLIENT 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

Many states throughout the U.S. have passed 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 your company's responsibility to determine what level of compliance, services and protection to implement to meet your legal requirements and company requirements.

Current states with 911 (E911) legislation: Alaska, Arkansas, Colorado, Connecticut, Florida, Illinois, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Mississippi, Texas, Vermont, Virginia, Washington (as of 5/13/2016)
Pending states with 911 (E911) legislation: California, Nebraska, Ohio, Pennsylvania, Wisconsin, Utah (as of 5/13/2016)

It is recommended that warning stickers be 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 911 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 CLIENT'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 CLIENT have executed an Agency Agreement and such failure was caused by ConvergeOne's sole negligence), CLIENT will be subject to the terms set forth in the Master Agreement.

BILLING

The hardware and software required for this project will be billed at the beginning of the project before any work is performed. The project labor will be billed based on milestones. There are five main milestones in a normal project: Design Complete, Installation Complete, Development Complete, Testing Complete, Go-Live/System Acceptance. ConvergeOne will bill a portion of the project at each one of these milestones as they are completed. These billing terms supersede any master service agreement in place and are only applicable to the project stated in this Scope of Work.

(Remainder of page intentionally left blank)

SCOPE OF WORK ACCEPTANCE

The signature below of an authorized City of Columbus, Ohio representative indicates acceptance of the terms and conditions of this Statement of Work by City of Columbus, Ohio. 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 Statement of Work and will be filed by City of Columbus, Ohio at the completion of the project.

ConvergeOne, Inc.
Authorized Representative:
_____

_____
Signature

_____
Printed Name

_____
Title

_____
Date

City of Columbus, Ohio Authorized
Representative:

_____
Signature

_____
Printed Name

_____
Title

_____
Date

City of Columbus, Ohio Primary Contact:

_____
Printed Name

_____
Title

_____
Email Address

_____
Phone Number