

*Village of Antioch, Illinois*

**RESOLUTION NO. 19-64**

**A RESOLUTION AUTHORIZING THE ADMINISTRATOR TO EXECUTE AGREEMENT WITH  
CONVERGED TECHNOLOGY PROFESSIONALS IN THE AMOUNT OF \$44,657.12 TO  
PURCHASE AND INSTALL AN ON-PREMISE MITEL PHONE SYSTEM**

**WHEREAS**, the Village of Antioch, Lake County, Illinois (the "Village") is a duly organized and existing municipality created under the provisions of the laws of the State of Illinois; and

**WHEREAS**, in March of 2017, the existing Toshiba phone system used by Village Staff would no longer be supported or have equipment available through the telecommunications system division, and therefore is in need of replacement; and

**WHEREAS**, the phone system of the Village is essential to do business and carry out the services that the Village provides to its residents and customers; and

**WHEREAS**, staff met with various vendors offering hosted and on-premise solutions to find a system that best fit the needs of the Village; and

**WHEREAS**, the successful vendor for the replacement phone system is Converged Technology Professionals who is a platinum partner with Mitel, and on-premise solution; and

**WHEREAS**, staff has worked with Converged Technology Professionals to develop a phone solution which will meet the technology and communication needs of the Village while allowing for future expansion;

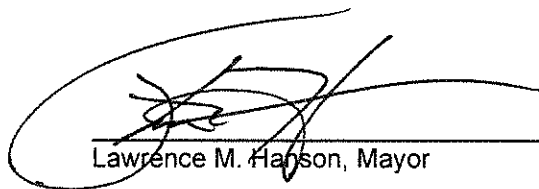
**NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE MAYOR AND VILLAGE BOARD TO AUTHORIZE THE ADMINISTRATOR TO EXECUTE AGREEMENTS WITH CONVERGED TECHNOLOGY PROFESSIONALS IN THE AMOUNT OF \$44,657.12 TO PURCHASE AND INSTALL AN ON-PREMISE MITEL PHONE SYSTEM.**

**ADOPTED** by the Mayor and Village Board of Trustees of the Village of Antioch, Lake County, Illinois this day of, 2019.

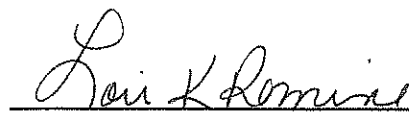
AYES: 6: Pierce, Macek, Yost, Dominiak, Poulos and Johnson.

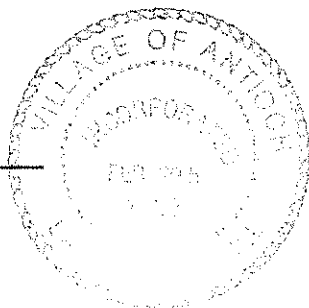
NAYS: 0.

ABSENT: 0.

  
\_\_\_\_\_  
Lawrence M. Hanson, Mayor

ATTEST:

  
\_\_\_\_\_  
Lori K. Romine, Village Clerk



# 8X5 STANDARD SUPPORT AGREEMENT



# ABOUT CONVERGED TECHNOLOGY PROFESSIONALS

As a Mitel Platinum Partner, Converged Technology Professionals is known for their unwavering commitment to deliver exceptional service for their customers. We believe that a partner should be exactly that, a partner, not a vendor. That's why we have a team of experienced I.T. professionals with advanced knowledge of phone & communication systems, engineering, networking and other additional valuable skills.

Our customers appreciate the value of having a partner that knows the ins and outs of what it takes to deploy and maintain a stable and reliable communications infrastructure. When customers have questions, we have answers. When they ask for advice, we provide consultative feedback. As the largest privately held Mitel Partner, and as a board member of the Mitel Partner Advisory Council, we know what it takes to solve the communication challenges you face in today's competitive business landscape.

## GET THE SUPPORT YOU DESERVE

Converged Technology Professionals strives to deliver unparalleled support and customer service to our customers. We pledge to ensure a pleasant experience from pre-sales to ongoing support.

From our dedicated customer service team to each of our support agents, we look forward to helping your business benefit from all that Mitel has to offer, including our other professional I.T. services which many of our customers enjoy.

Please read through the support agreement in full. Our support plans are easy to understand and clearly defined, however if you have questions, please contact us at any time.



# 8X5 STANDARD SUPPORT AGREEMENT

Prepared for: Village of Antioch  
Prepared by: Scott Dressel  
Prepared on: October 24, 2019  
Quote Valid until: November 24, 2019

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## AGREEMENT PARTIES

THIS AGREEMENT, effective upon payment through one year, is between Converged Technology Professionals, Inc., a corporation organized under the laws of the State of Illinois, having its principal place of business at 820 E Terra Cotta Ave Ste 244, Crystal Lake, Illinois 60014 (hereinafter referred to as the “Converged Technology Professionals”), and Village of Antioch, residing at 874 Main St., Antioch, IL 60002 (hereinafter referred to as the “Customer”).

## 8X5 STANDARD SUPPORT OVERVIEW

Converged Technology Professionals strives to deliver unparalleled support to our clients and pledges to ensure a pleasant support experience. The support plans we offer are easy to understand, clearly defined, and come with reasonable response times. Converged Technology Professionals believes that support agreements should allow clients the freedom to contact a support professional for any reason. Contact us to ask a technical question, make a modification to a system, or report a problem.

## HOW TO REACH US

- Email: [techsupport@voipswami.com](mailto:techsupport@voipswami.com) (sending an email to Tech Support is the preferred method of contacting Converged Technology Professionals support staff)
- Phone: 877-328-7767. Emergency after-hours requests should be phoned in. After hours support is not covered by 8x5 Standard Support, but T&M assistance is available at \$262.50/hour (billed in 15-minute increments; 1 hour minimum).

## COMPLIMENTARY PROFESSIONAL SERVICES

- 5 tickets per month of non-maintenance related technical questions and moves, adds & changes.
- This includes, but not limited to, changes to hunt groups, auto-attendants, schedules, minor call flow changes, etc.

## PROACTIVE MONITORING SERVICE

- Converged Technology Professionals will install a monitoring agent on all phone system servers running Windows.
- Monitoring agent will proactively alert on a wide range of system issues.
- Monitoring agent alerts are handled based on agreement time (8x5, 24/7, Mission Critical).

## MOVE-TO-CLOUD SERVICE

- Converged Technology Professionals will move you to the cloud at any point in your agreement with a prorated credit.
- MOVE-TO-CLOUD includes a full system implementation including Project Management, Discovery, Documentation, Programming, Training and Cutover.
  - Credit for remaining months will be applied to \$39.95/user Platinum installation service. (No Rebates)
  - Should you wish to MOVE-TO-CLOUD at the end of your agreement, Converged Technology Professionals will credit you \$9.95/user.
- Cloud service must be contracted through Converged Technology Professionals and contain a like quantity of phones.

## TICKETING PROCEDURE & SUPPORT PORTAL

- All contacts to support staff will result in the creation of a ticket.
- As soon as the ticket is created, a confirmation email will be immediately sent out with the ticket number, status update, and information on how to access the web-based support portal.
- The support portal will allow you to track the status of tickets you have created, update an open ticket, or re-open a previously closed ticket.
- The support portal also provides access to Converged Technology Professionals knowledge base articles.

## ONLINE BACKUP WITH WEVAULT (OPTIONAL)

- Off-site backups will be set up with daily occurrence to WeVault Online Backup.
- Remote DVS backup is included if applicable.
- Backup jobs will retain a maximum of 7 days of data (database, voicemail, prompts, and scripts).

- Converged Technology Professionals will provide assistance in retrieving backups should a D.R. situation occur.

### BRIGHTMETRICS REPORTING (OPTIONAL. QUOTED SEPARATELY)

- Converged Technology Professionals will configure BrightMetrics and coordinate training for end-users with BrightMetrics.
- Support on BrightMetrics is handled by BrightMetrics directly. <http://www.brightmetrics.com/support>.

### 8X5 RESPONSE TIME

- A “service affecting” item is defined as a system-wide loss of functionality to one the following areas of the system: voicemail, call routing, workgroups, auto attendants, hunt groups, or the ability to make calls.
- Normal business hours are Monday through Friday, 8:00 AM to 5:00 PM (CST), excluding holidays.
- Converged Technology Professionals support staff will respond to all new and re-opened service affecting tickets within 4 hours of ticket submission, if received by 1PM CST on normal business days.
- Converged Technology Professionals support staff will respond to all new and re-opened non-service affecting tickets within 1 business day.
- Service affecting issues requiring on-site support visits within the Chicago, Milwaukee, Madison, Louisville, Grand Rapids or Indianapolis metro areas will be made at the discretion of Converged Technology Professionals within 1 business day of initial remote login.
- Service affecting issues requiring on-site support visits outside the Chicago, Milwaukee, Madison, Grand Rapids, Louisville or Indianapolis metro areas will be made as soon as possible, at the discretion of Converged Technology Professionals.

### ADVANCE HARDWARE REPLACEMENT

- Voice Switches under a qualified support agreement that are itemized on the Equipment & Services detail that require replacement will be shipped UPS Next Day Air for FREE.
- All replacement hardware will include FREE return shipping labels via UPS.
- IP Phones covered under Partner Support Contract with Phones requiring replacement will be shipped via UPS Ground for FREE.
- It is the responsibility of the customer to return any defective hardware within 10 days or be billed MSRP of the replaced device.

### LIMITATIONS AND EXCLUSIONS

#### Carrier Services

- Customer is responsible for managing the provider and ensuring it meets service requirements.

#### Software Upgrades

- New software revisions and versions are included as part of this agreement. Labor to perform software upgrades must be quoted as a separate project outside the scope of this agreement.

#### Voice Quality & Networking

- It is the customer’s responsibility to provide a network environment suitable for VOIP communications.
- Converged Technology Professionals cannot guarantee voice quality on networks that do not have VLANs and QOS implemented.
- Converged Technology Professionals cannot guarantee voice quality across VPN.
- Converged Technology Professionals cannot guarantee voice quality when using headsets.
- Oversight and omissions regarding the networking environment will not be the responsibility of Converged Technology Professionals unless covered by a qualified networking support agreement.

**General Items**

- Systems with Servers that do not meet Mitel specifications will not be supported by Converged Technology Professionals.
- Applications that have been created by parties other than Converged Technology Professionals or Mitel are not supported.
- Unless expressly stated, server hardware and the Windows OS are not supported by Converged Technology Professionals.
- The Mitel Small Business Edition Server is supported for mechanical and Windows Server OS defects, provided Converged Technology Professionals Best Practices are followed.
- A support issue caused by malfunctioning customer-supplied equipment or software is billable to the customer.
- Anti-Virus software is generally not recommended for all IP PBX Servers. Customers choosing to install anti-virus software are responsible for any updates. Support issues caused by the anti-virus software are chargeable.
- Microsoft Automatic Updates should be disabled on all IP PBX Servers. Converged Technology Professionals should be contacted before any update is performed. Support issues caused by performing Microsoft Updates without the consent of Converged Technology Professionals are chargeable.
- 3rd party services are not covered by any warranty.
- Installation of hardware or software obtained from a 3rd party will void all warranties.
- Support issues caused by premise wiring issues are billable to the customer.
- Premise electrical issues, lack of UPS, storm damage, natural disasters are not covered under this contract.

**Contract Expiration**

- Upon expiration of contract, subsequent support calls will not be authorized until contract is renewed and payment is received.

**OPTIONAL ADD ON SERVICES & PRODUCTS**

**Phone Warranty** (IP Phone hardware warranty coverage is not automatically included)

\_\_\_\_\_ Phone Warranty is included  
 I have been offered and decline Phone warranty

**Online Backup**

\_\_\_\_\_  WeVault Online Backup is included.  
 \_\_\_\_\_ I have been offered and decline WeVault Online Backup.

**1 Year- 8x5 Standard Partner Support: Included in the Statement of Work**

**This Agreement is Accepted By:**

**Print Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*\*NOTE: Support contracts are not renewed until payment is received. A due on receipt invoice will be generated from this signed contract. Please pay support invoice immediately to avoid disruption of service and potential of 20% reinstatement fee should support date lapse.**



# Proposal and Statement of Work For Village of Antioch



**Prepared for:**

Amy Pisciotto, IT Manager  
Village of Antioch

**Prepared by:**

Scott Dressel, Sr. Account Executive  
Converged Technology Professionals, Inc.

**Prepared On: 11/7/2019**



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**Contact Information**

**END USER**

|                               |   |
|-------------------------------|---|
| Company Name:                 | <b>Village of Antioch</b>                                     |
| Site Address:                 | 874 Main St, Antioch, IL 60002                                |
| Primary Contact Name / Title: | Amy Pisciotto, IT Manager                                     |
| Contact Address:              | 874 Main St, Antioch, IL 60002                                |
| Phone Number:                 | (847) 395-1000 x130      E-mail:    apisciotto@antioch.il.gov |

**PROVIDER OF SERVICES**

|                               |  |
|-------------------------------|--|
| Company Name:                 | <b>Converged Technology Professionals, Inc.</b>          |
| Address:                      | 820 E Terra Cotta Ave, Suite 244, Crystal Lake, IL 60014 |
| Primary Contact Name / Title: | Scott Dressel. Sr. Account Executive                     |
| Phone Number:                 | 262-264-7295      E-mail:    dressels@voipswami.com      |

**Converged Technology Professionals - Our Credo**

We are thoughtful in all we do. We are excellent listeners to each other and to all members of our extended family, vendors, customers etc. We will make the four words WHAT DO YOU THINK an automatic instinct in all of our internal and external dealings. We will be a leader in research and development in every aspect of our business and we will primarily work with vendors who are also fanatical about research and development. We will aim to make our customer adventures, adventures in growth. We will aim to add value in novel ways that surprise and stretch our customers and ourselves simultaneously.

We will use the three words TRY IT, NOW almost as often as we use WHAT DO YOU THINK. We revere the experimental method and believe that success is mostly correlated with the number of things one tries. We whole heartedly acknowledge the value of analysis but in the end swear by actions speak louder than words. We believe that our customers will receive enormous value from our commitment to our constant restless exploration. We strive to continue to be considered as the best in class in every facet of what we do.

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## Proposed Solutions

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### Mitel Connect Overview

Mitel Connect, is a remarkable innovation in IP telephony and unified communications for midmarket and enterprise customers. Mitel Connect is a platform built on a single software code base that means you can design your communications system any way you choose: as a managed service from the cloud, as a hardware system you manage yourself, or as a hybrid deployment where some locations and applications are managed in the cloud and others are managed onsite.

This flexibility means that you can also choose how you want to expense your communications system – as a monthly subscription operating cost where Mitel manages everything for you, or as a licensed product capital expense that you control and amortize over time. Because it is based on a single code base, adds, changes, and updates are simple and include complete parity of features across both types of deployment.

You decide when, if, and how to migrate to the cloud. And, whatever you decide today is completely adjustable to what you may need tomorrow. The investments you've made are protected.

While Mitel Connect is certainly a huge advance for IT, it also provides a simple, natural way for employees, partners, and customers to engage and communicate, whether they are remote or in the office. Mitel Connect saves time, and takes the frustration out of engaging so people can focus on getting their work done and their ideas heard. And when integrated into other business applications, Mitel Connect makes it easier to share insights, be more productive and grow the business.

Mitel Connect provides an intuitive new collaboration experience that:

- Allows you to communicate according to your individual preferences
- Makes enterprise communications as easy to use as your personal ones
- Escalates your conversations from an IM, to a call, to an online meeting, to a web desktop share with or without video – with the single click of a button
- Enables you to collaborate as easily with groups outside your company as those inside
- Eliminates the need for plug-ins, complicated set-ups, and multiple application windows and passwords before you can get your work done

#### Features:

- Personalized call handling and call routing for both office and mobile devices
- Advanced collaboration tools including instant messaging, audio and web conferencing, point-to-point video and desktop sharing
- Seamless feature integration and collaboration apps for smartphone, tablet and wearable devices
- Richly featured integrations with CRM systems including Salesforce®, Zendesk®, Microsoft Dynamics® CRM, Desk.com™ and NetSuite®. •Many specialized apps like voicemail to text, emergency notification, integrated call recording, and enhanced paging.

#### Mitel Connect Platform

- Voice switches
  - Secure access layer
  - Phones and trunking
  - Application for unified communications & collaboration
  - Desktop, web and mobile clients
  - Unified management
  - Open API's
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## Mitel Connect ONSITE

Mitel Connect ONSITE is a phone-text-mobile-conference-video-web share-online meeting system that's sleek and easy to use.

Mitel brings a fundamentally different approach to phone system technology. We focus on your most important assets—your people and their goals—and remove impediments to free flowing communications so your team can focus on relationships, ideas and growth, not on getting technology to work. The result is a reliable, flexible and intuitive communications platform that seamlessly delivers services and applications that will work for you today and adapt gracefully as your business needs change in the future.

Discover the Mitel Connect ONSITE difference: an exceptional user experience that presents robust system features in an entirely user-friendly way. Distributed architecture that assures business communications continuity. An outstanding management interface that saves time and money, and line of business integrations that make time and money. All with the lowest total cost of ownership of any on-premises system.

Because you own and manage your Mitel Connect ONSITE system, you can run your network your way. Mitel Connect ONSITE features Mitel's signature modular architecture, which distributes system intelligence across the entire network. This flexible design offers the highest level of service availability and makes it the ideal solution for single sites as well as multiple site deployments. You know its enterprise-grade because it's from Mitel—a pioneer in VoIP with nearly 20 years of unified communications leadership.

### Robust System Features

Mitel Connect ONSITE is a true “end-toned” communications solution, from IP phones, to the operating software, to voice switches, to advanced applications. This ensures that all components are optimized for peak performance; you never need to worry that a system upgrade or new feature might cause an unexpected issue with compatibility. Your sales and service teams will be much more productive with tools like Mitel for Salesforce, NetSuite and other CRMs, and the Mitel Connect ONSITE Contact Center.

### Lowest Total Cost of Ownership

Mitel has an established reputation for long-term cost efficiency built on the strength of our signature distributed architecture, ease of use, and simplicity of administration. Our communications platform reduces the impact on IT resources, saving companies money.



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**Exceptional User Experience Across All Devices**

The secret to frictionless and intuitive communication is the Mitel Connect user app, which manages the call handling and collaboration tools for your employees and their contacts. It is a next-generation user interface for PCs, Macs, iOS and Android devices, requires no VPN for teleworkers.

**Easy administration & management**

With Mitel Connect ONSITE, initial setup and ongoing management is far quicker and easier than other on-premises solutions. Mitel Connect

Director delivers a “single image” view of your entire network, no matter how many phones or sites you manage. In fact, Mitel Connect ONSITE is so easy to administer that non-technical employees can handle MACs in seconds.

**Line of Business Integrations**

Mitel Connect ONSITE includes packaged integrations with Outlook®, Mitel for Salesforce®, MS Dynamics®, NetSuite®, ACT!(r), Zendesk®, desk.com® and other popular LOB apps. Mitel offers dozens of additional advanced applications and plug-ins that extend system utility: merge call records with customer records to raise the efficiency of your customer service, identify sales trends, and optimize staffing

**Business Continuity**

A modular architecture and “N+1” redundancy provides automatic failover for three possible points of failure: a WAN outage, a switch outage, and an application server outage. Mitel voice switches can operate independently of the network, and your routers and phones are registered locally through the switch to the telco so they’ll continue to work. This is designed to be highly reliable and 99.999% available. You’ll never lose dial tone.

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### Mitel Voice Switch ST100DA

The Mitel Connect Voice Switch ST100DA is a voice switch that supports up to 100 IP phones, 2 loop start trunks, 6 analog phones and power fail transfer. The Mitel Voice Switch ST100DA supports Mitel IP phones, softphones, and SIP devices. Recommended for digital trunking.



#### Features:

- 2 RJ-45 10/100/1000 Ethernet connectors
- 1 RJ-21X port for punchdown block, patch panel
- 2 loop start trunk ports (FXO)
- 6 analog extension ports (FXS)
- 1 DB-9 for serial communications
- 38 SIP Trunks
- 1 3.5 mm stereo output for connecting to an overhead paging system or night bell
- 1 T1/E1 Trunk with 24/30 ports
- Make me conferencing for up to 12 call legs

### Mitel IP420g Telephone

The Mitel IP420g phone is recommended for General Office and Common Areas. It features an easy-to-read, high-contrast display and 6 feature keys including transfer, conference, hold, redial/history, and voicemail. Unlimited system/alphanumeric lookup, and storage are provided. Also includes a 10/100/1000 Ethernet switch for Gigabit speed.



#### Features:

- 2 Lines
- Built in 10/100/1000 Ethernet Switch
- Half Duplex Speaker Phone

\* Requires Connect ONSITE, August 2016 SP1 or later

### MitelPhone IP 480g

Mitel's advanced phone, the IP 480g provides 8 line appearances, expanded call history, visual voice mail and an integrated 10/100/1000 Ethernet switch, allowing a network drop to be shared with a desktop PC.



#### Highlights:

- 8 lines
- Full-duplex speakerphone
- Visual voice mail
- Expanded call history
- Built-in 10/100/1000 Ethernet switch
- Support for use with Mitel Sky services is targeted for 2014

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**Features:**

- Feature Keys
  - Display soft-key feature keys and navigation keys
  - Transfer
  - Conference
  - Hold
  - Intercom
  - Redial (History)
  - Voicemail
  - Options
  - Directory
- 297x160 pixels, backlit display
- Full Duplex Speakerphone
- Audio Controls - Volume (independent control), Mute (LED indicator), Speakerphone (LED indicator), Headset (LED indicator)
- Specifications – SIP protocol; VLAN, DiffServ/ToS, QoS; G.711, G.722, G.723, G.726, G.729a; iLBC, Linear16 codecs; Built-in 10/100 Ethernet switch; 802.3af PoE (standard), or local power (optional); Class 2 PoE (3.0 W idle / 4.4 W active / 4.9 W max)
- Environmental - Humidity: 5-90% relative (non-condensing); Operating temperature: 0-50° C

**Unified Messaging**

Mitel's Unified Messaging is a comprehensive, simple, and robust solution that satisfies a full range of customer messaging needs, including access to voicemail, fax, and e-mail by a choice of popular methods. It can scale from ten to thousands of mailboxes quickly and easily when needed, without port and disk limitations. And because the system is easy to install and administer in a dynamic workforce environment, organizations can quickly achieve a low TCO. Although Mitel's Unified Messaging is a native, fully integrated component of the Mitel UC system, it can also be seamlessly integrated with other PBXs and voicemail systems.

Mitel's Unified Messaging allows you to communicate quickly and easily, with anyone through:

**Voicemail**

MitelWare® voicemail service requires no additional hardware, consumes no ports, and storage is limited only by the size of the server hard disk. At enterprise locations, voicemail servers can be distributed to provide survivable voicemail and save WAN bandwidth.

**Unified Messaging**

The Mitel UC system provides integrated messaging from any of the following popular interfaces:

- **"Any-Telephone"**  
"Any-Telephone" access is available with Mitel's embedded telephone user interface (TUI), which can be used to access voice messages stored on Mitel's application server and to interface with Mitel's embedded auto-attendant.
- **"Visual"**  
"Visual" access is available through either Mitel's MitelWare Call Manager for the PC or MitelWare Mobile Call Manager for mobile devices. Both provide a simple visual display, access to voicemails stored on Mitel's application server, and access to the corporate and Outlook personal directories.

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- **Find Me**  
The Find Me capability helps callers connect with users even when they are not at their regular extension. Users can easily direct calls to ring first at their extension, then at any two other phones they assign.
- **Call Handling Modes**  
With a simple click, users can manage incoming calls when they are in a meeting, working from home or out of town. Users can also customize greetings, forward calls, specify voicemail pick up, and receive message alerts.
- **Automated Attendant**  
Auto-Attendant service provides 24-hour automated call answering and routing. Outgoing prompts can be easily customized and linked to the day or time of day. Individual departments can use their own unique greetings and options. The Auto-Attendant service requires no physical ports and can be distributed at enterprise locations to save valuable WAN bandwidth.

## **Converged Technology Professionals Statement of Work**

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THIS AGREEMENT, effective 10/31/2019, through Village of Antioch is between Converged Technology Professionals, Inc., a corporation organized under the laws of the State of Illinois, having its principal place of business at 190-3 Liberty Road, Crystal Lake, Illinois 60014 (hereinafter referred to as the "CT-PROS"), and Village of Antioch, residing 874 Main St, Antioch, IL 60002 (hereinafter referred to as the "Customer").

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## Services & Responsibilities

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### Project Management

- Timeline Planning, Risk Assessment, Training Planning.
- Site survey to ensure location meets all space, power and environmental specifications.
- System design – call flows, automated attendants, documentation.
- Post Cutover Acceptance and Close out.
- Assist Village of Antioch with carrier (Telephone Company) related Discussions and orders.
- Programming of the equipment according to Village of Antioch database.
- Physical connection and testing of equipment to carrier (Telephone Company) services.
- Final testing per established CT-PROS testing procedures.
- Training of administrators and end users according to the terms specified in this SOW.

### System Implementation

- Install and configure Windows operating system on the customer provided ShoreTel server.
- Configure users within the ShoreTel Director.
- Program all call flows, automated attendants & schedules.
- Configure call routing and dial plan.
- Verify that phones IP addresses & extensions are assigned.
- Full Readiness Testing.
- Perform the cutover / bring carrier circuit(s) into ShoreTel system.
- Cross connect and assist the testing of all analog devices.
- Provide cutover support.
-  WeVault offsite backup installed and configured.

### Training

CT-PROS will meet with Village of Antioch to determine what the optimal training program will be for your organization. CT-PROS generally trains on the production phone system with actual user and system specific information. Users are issued their new phones during class and instructed how to install them at their workstation. Administrators will be trained on how to install the ShoreTel Communicator Client on the desktop.

### Typical Training Program Included in this Statement of Work

- Training room preparation & clean-up.
- Training materials for all participants - PDF format preferred for green purposes.
- End user training – 90 minute classes – 12 students in each class.
- Workgroup Training (Agent & Supervisor) - 30 minute classes - 12 students in each class.
- Operator Training - 1-on-1 training prior to cutover and during first day of business.
- Administrative Training (basic moves, adds and changes) - 90 minute class – 2 students.

### First Day of Service

CT-PROS will provide staff to assist your organization for the first day of business and make any final minor changes that may be required.

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## Customer Responsibilities

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- Designate a single point of contact for the project who works with CT-PROS to schedule resources, design system, and coordinate installation.
- **Provide VLAN and QOS for voice network.**
- Provide recent topology map of the network.
- Village of Antioch or network services provider to provide the data network connectivity and provide information regarding design and configuration for the systems and end points including IP addresses, subnet mask, VLAN ID, and default gateway information.
- This quotation assumes that the customer will provide a pre-configured DHCP server to assign IP addresses to the telephones. The server must be capable of adding scope options such as FTP and SNTP. The ShoreTel server cannot be configured as the DHCP server. We will not do assignment of static IP addresses by CT-PROS in network configurations lacking a DHCP server. CT-PROS provided configuration assistance on the DHCP server will be performed on a Time and Material basis.
- Provide CT-PROS with access to the installation location.
- CT-PROS with 24/7 remote access to the voice network.
- CT-PROS with all user information.
- **Adhere to “freeze date” on any programming changes 10 business days prior to the start implementation.**
- Accept delivery and establish a secure location for equipment. Lost/stolen equipment after delivery is the customer’s responsibility.
- Install and rack mount all ShoreGear switches and Servers.
- Unpack phone sets and recycle packaging.
- Ensure that new phones are deployed prior to cutover.
- Removing old phone equipment.
- Provide end users with communication regarding training dates and scheduled classes.
- Ensure that Communicator Software is deployed to necessary desktops prior to cutover.
- Provide a UPS to power entire phone system.
- Village of Antioch or the network services provider must extend all voice and/or data circuits from the building point of demarcation (DMARC) to the client server room and visibly mark for easy identification.
- All desktop settings and configurations such as automated distribution, setup of Citrix, or registry settings necessary to work with ShoreTel clients are the responsibility of Village of Antioch.
- Provide detailed information on all circuits and trunks.
- All Analog devices tone and tagged.
- Coordinate all activities between CT-PROS and third party vendors.
- Participate in timely project reviews, meetings, and other related activities.
- This quotation does not include hardware, software, programming or testing associated with AT&T’s E911 locator service.
- Cost associated with obtaining all governmental mandated permits will be billed as an extra to the project.
- This quotation assumes that the customer will provide all required servers per manufacturer specifications. At its sole discretion; CT-PROS may require shipment of these servers to their offices before installation for configuration, loading of software, programming and testing.
- This quotation assumes that implementation of all ShoreTel Communicator PC based applications including, but not limited to. We will provide training and installation assistance for two (2) PC’s. If desired, CT-PROS can provide additional installation assistance on a Time and material basis.

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## Project Leadership

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**Project Leader** – CT-PROS has designated a Project Leader to be CT Pro's primary representative regarding the management of the project. The Project Leader has been actively involved with the project since the beginning of the sales process, has coordinated or provided engineering assistance and has prepared the proposed pricing based on intimate knowledge of your requirements and facility.

**Project Manager** is responsible for creating and maintaining the project schedule, pulling all necessary municipal permits, defining and scheduling the proper resources to complete the project, keeping you informed of project status, ensuring the performance of the system as designed and developing a detailed post-cutover transition plan. The Project leader provides a point of contact for all questions, and will monitor project progress.

**Solution Specialist** – The CT-PROS Solution Specialist will work with your Site Contact and other members of your organization to custom design the system program to fulfill your unique requirements. The Solution Specialist will also coordinate and/or perform end user and administrator training.

### Facilities

Adherence to the project schedule will necessitate that CT-PROS be provided unfettered access to your facility for the duration of this project, including access to any location where equipment will be installed as well as carrier and network connections.

### Testing & Acceptance

When CT-PROS completes installation and the system is cutover, it will begin system testing using formalized, testing procedures. Testing encompasses carrier, feature and application verification and culminates with the Solution Specialist and Project Leader initialing their confirmation that it was successfully completed.

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## Limitations and Exclusions

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### Scheduling Requirements

CT-PROS will work with Village of Antioch to determine appropriate dates and times for design meetings, training sessions, and ultimately system cutover. Factors that impact the project schedule include CT-PROS /Village of Antioch project workload, construction (if new or remodeling), and changes to carrier services.

### Carrier Services

CT-PROS will work with Village of Antioch and their network services provider to understand network service requirements and timelines for cutover. However, Village of Antioch is responsible for managing the provider and ensuring it meets project timelines.

### Software Version Selection

CT-PROS reserves the right to change version if deemed necessary. Upgrades will be at the discretion of CT-Pros. All current versions will be within the ShoreTel support guidelines.

### Voice Quality

CT-PROS cannot guarantee voice quality across a VPN.  
CT-PROS cannot guarantee voice quality when using headsets.

### Return Policy

- CT-PROS will only accept the return and/or exchange of unopened and undamaged hardware w/ 27 days of Equipment Ship Date.
- CT-PROS will assume responsibility for defective items and will process the RMA with the manufacturer.
- Software clients/licenses are not eligible for return.
- Restocking fees will apply and will be charged back to customer.

### Out of Scope Items

- Assisting with network design and configuration.
- Additional labor required for project completion due to unforeseen delays or changes made by Village of Antioch or Network Services Provider(s)
- An uninterruptible power supply (UPS) sufficient to power all of the phone system equipment
- Oversight and omissions regarding the networking environment will not be the responsibility of CT-PROS  
Shipping charges will be billed to the client post deployment.
- CT-PROS is not responsible for network support post-install.

### Notes

- Sales tax will be added to the final invoice.
- Quote is valid for 30 days.
- All training is to happen at a single site.
- 911 location information is to be handled by the carrier.

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**Schedule of Equipment and Services**

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| <u>Qty</u>            | <u>Part Number</u> | <u>Description</u>  | <u>Unit Sell</u> | <u>Ext Sell</u> |
|-----------------------|--------------------|---|------------------|-----------------|
| <b>HQ Site Police</b> |                    |   |                  |                 |
| 1                     | 60186              | Connect Small Business Edition 100 HW bundle, digital trunking without server | \$2,869.00       | \$2,869.00      |
| 1                     | 60193              | Connect Small Business Edition 100 SW bundle, 15 users                        | \$1,000.00       | \$1,000.00      |
| 1                     | vSA100             | Virtual SA-100  | \$0.00           | \$0.00          |
| 30                    | 10577              | Mitel IP Phone IP480g   | \$221.40         | \$6,642.00      |
| 5                     | 10574              | Mitel IP Phone IP420g   | \$131.40         | \$657.00        |
| 5                     | 60153              | Wall Mount Kit for IP Phone IP420/IP420g                                      | \$20.25          | \$101.25        |
| 2                     | 30146              | Connect ONSITE Telephony license.   | \$103.35         | \$206.70        |
| 19                    | 30145              | Connect ONSITE Courtesy license.  | \$64.35          | \$1,222.65      |
| 22                    | 30040              | Mailbox-only License  | \$58.50          | \$1,287.00      |
| 1                     | MISC               | Misc Parts  | \$250.00         | \$250.00        |
| 1                     | BMc                | Brightmetrics Core reporting (1-99 extensions) one year subscription          | \$1,089.00       | \$1,089.00      |
| <b>Village Hall</b>   |                    |   |                  |                 |
| 19                    | 10577              | Mitel IP Phone IP480g   | \$221.40         | \$4,206.60      |
| 2                     | 10574              | Mitel IP Phone IP420g   | \$131.40         | \$262.80        |
| 1                     | 60153              | Wall Mount Kit for IP Phone IP420/IP420g                                      | \$20.25          | \$20.25         |
| 14                    | 30147              | Connect ONSITE Essentials license bundle.                                     | \$129.35         | \$1,810.90      |
| 1                     | 30146              | Connect ONSITE Telephony license.   | \$103.35         | \$103.35        |
| 5                     | 30145              | Connect ONSITE Courtesy license.  | \$64.35          | \$321.75        |
| <b>Parks</b>          |                    |   |                  |                 |
| 5                     | 10577              | Mitel IP Phone IP480g   | \$221.40         | \$1,107.00      |
| 4                     | 10574              | Mitel IP Phone IP420g   | \$131.40         | \$525.60        |
| 4                     | 60153              | Wall Mount Kit for IP Phone IP420/IP420g                                      | \$20.25          | \$81.00         |
| 5                     | 30147              | Connect ONSITE Essentials license bundle.                                     | \$129.35         | \$646.75        |
| 4                     | 30145              | Connect ONSITE Courtesy license.  | \$64.35          | \$257.40        |
| <b>Public Works</b>   |                    |   |                  |                 |
| 4                     | 10577              | Mitel IP Phone IP480g   | \$221.40         | \$885.60        |
| 3                     | 30147              | Connect ONSITE Essentials license bundle.                                     | \$129.35         | \$388.05        |
| 1                     | 30146              | Connect ONSITE Telephony license.   | \$103.35         | \$103.35        |

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| <u>Qty</u> | <u>Part Number</u> | <u>Description</u>                           | <u>Unit Sell</u> | <u>Ext Sell</u>    |
|------------|--------------------|--|------------------|--------------------|
|            |                    | <b>Senior Center</b>                         |                  |                    |
| 1          | 10577              | Mitel IP Phone IP480g                        | \$221.40         | \$221.40           |
| 1          | 30146              | Connect ONSITE Telephony license.            | \$103.35         | \$103.35           |
|            |                    | <b>EQUIPMENT SUB-TOTAL</b>                   |                  | <b>\$26,369.75</b> |
|            |                    | <b>Services</b>                              |                  |                    |
|            | 94111              | Partner Support (1 Year, No Phones)          |                  | \$2,612.37         |
|            | Labor-Phone        | Professional Services & Implementation       |                  | \$15,675.00        |
|            |                    | <b>SERVICES SUB-TOTAL</b>                    |                  | <b>\$18,287.37</b> |
|            |                    | <b>TOTAL PRICE</b> (not including sales tax) |                  | <b>\$44,657.12</b> |

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## Payment Structure

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**Lease:** Security deposit (equal to two months payment) due to GFC Leasing at lease signing.  
60% payment to CT-PROS made by GFC Leasing at lease signing.  
30% payment to CT-PROS made by GFC Leasing at acceptance of equipment.  
10% final payment to CT-PROS made by GFC Leasing at Cutover or 60 days after signed SOW, whichever comes first.  
Lease payments begin to GFC Leasing at Cutover or 60 days after signed SOW, whichever comes first.

**Direct Purchase:** 60% Down due with signed Statement of Work  
30% Upon Equipment Delivery to be paid by ACH or Fed Ex pick up the day following delivery  
10% Due at Cutover or 60 days after signed SOW (whichever comes first) including Change Orders

\*\*Estimated Installation Time Frame is 45-60 days from receipt of initial payment

Accepted by: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

Shipping Address: 874 Main St, Antioch, IL 60002

Billing Address: 874 Main St, Antioch, IL 60002

Converged Technology Professional, Inc.  
Internal Approval

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**Initial:** \_\_\_\_\_