

Statement of Work

Lake County

SHERIFF DEPARTMENT PHONES

10/06/2023

SOW Prepared By:

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Project Overview

This Statement of Work (“SOW”) reflects the services and material to be provided by Heartland Business Systems, LLC, (hereinafter referred to as “HBS”) for Lake County (hereinafter referred to as “Customer Abrv.” or “Customer”).

Lake Counties is moving (240) Sherriff’s users to the Mitel system.

Project Scope

HBS will provide the following services (hereinafter referred to as the “Scope”):

Our standard project timeline will be used for this project. If there are changes to the timeline after it is agreed to with the customer, or changes to the project in general, we will use the change order process.

In Scope

- Design and Program up to (240) users on the existing Mitel system and in the MiCollab for voice mail.
- Configure (26) known auto attendants and up to (30) if required.
- Configure (22) ring groups and up to 26 if required. Ring groups to have up to (56) users.
- Remove the Mitel system speed dials to MS team as we register the phones.
- Create and program (240) call forwards to MS teams for use until the numbers are ported.
- Day 1 Support after Upgrades are complete.
- Project Closure, Documentation and Sign Off.
- Up to 300 licenses are available in the Lake County license bank to be used for this project.
- Call reporting for up to 240 users.

*Optional Services

- Installation services: Billed T&M to be utilized for anything out of scope (HBS-TM-Labor) - \$19,500.00
- Placement of 240 phones: includes phone bracket installation if preexisting holes from current bracket can be used (HBS-FF-Project) - \$25,010.00

Out of Scope

- Configuration of Customer’s existing Networking or voice VLAN.
- Teleworker, mobile applications, and off premise applications are not part of this project.
- Any work involving the carrier is the customer’s responsibility.
- Any work or material not specifically identified in this document is not included in this Agreement. The out-of-scope items shall include the following: Deployment of any additional equipment not specifically listed in this SOW or Quote for the project.
- We are not responsible for any failed devices, wiring, or switching, including PoE.



Additional Requirements and Conditions

- HBS and Customer will both ensure that adequate resources, for which each respective party is responsible, are available when needed throughout the duration of this engagement. The timely completion of this engagement will depend on the availability of the necessary Customer personnel.
- The Project Manager shall provide updates to Customer regarding the project. Loretta Rogalny shall be the Customer's primary contact for any questions regarding billing.
- The timely completion of this engagement will also depend on the availability and delivery of the product(s) associated with this SOW from other vendors. Any shipping and delivery dates are approximate and are not guaranteed and are subject to the current availability of products from third party vendors, production schedules of third-party vendors, and supply chain delays and shortages, all of which are outside the control of HBS. Such delays may extend the duration of the project and may result in budget impacts and increased time to manage resources against the estimated product delivery. In the event that a delay may impact the project, the parties shall utilize the change order process in order to address the impacts of such delay.
- Any potential dependencies discovered prior to or during implementation will be communicated to Customer and HBS to determine impact to the timing, scope and pricing for the project, and the parties shall utilize the Change Order process as necessary.

Customer Responsibilities

Site and System(s) Readiness

The items listed below shall be the responsibility of the customer:

- Information gathering for these users: filling out workbook
- Collection of any voice mail information, including auto attendants, and recordings.
- Configuration changes to Active Directory to enable Integration, if required.
- Configuration changes to the Network to enable IP phones.
- Customer is responsible for carrier or other vendor coordination.
- System power, location, and switching for wiring.

Working Conditions and Access

The items listed below shall apply to the extent applicable:

- Customer will provide a Project Manager that will serve as the interface between the Heartland project Team and Lake County. This person is responsible for signing off on Scope of Work and Change Order documents throughout the project.
- The Lake County Project Manager will obtain and provide information, data, decisions, and approval within three working days of Heartland's requests unless Lake County and Heartland agree to extend response time.
- Customer will provide Subject Matter Experts (SMEs) when required by project personnel and/or project activities. If delays in the project timeline are a result of delayed access to SME personnel or any other Customer delays, Customer may be subject to additional charges.
- Customer will provide HBS with access including all passwords and logins, to required existing network or system assets listed in the scope.
- Customer will provide HBS with proper access and workspace areas at Customer locations that includes internet, physical and remote access to in scope infrastructure or systems.



- Customer will allow the HBS engineer to connect their computer to Customer network in order to perform their duties. HBS will allow Customer to examine said notebook for current anti-virus software, if needed.
- Customer will allow HBS unescorted access to computer rooms, equipment closets and the general facility. If unescorted access is not available, Customer shall assign access levels appropriately and coordinate escorts.
- Customer will provide adequate access and credentials required for the assessment of all components or systems listed in the scope.
- Customer will provide remote access prior to and throughout the project if required.
- Customer will have working Internet access available where the work will be performed.
- Customer is responsible for resolving problems outside the SOW that are beyond the control of HBS. These shall include but not be limited to non-Mitel software/firmware bugs, non-Heartland vendor engineering support cases, hardware failures, telecommunication circuits, server issues, desktop issues, the acts or omissions of any third party, or any other occurrence not caused by HBS.
- HBS can assist with these out-of-scope issues through the Change Order process or on a time and materials basis.

Testing, Notification and Change Control

- Customer will provide advanced notification of any network outages or changes during the implementation period.
- Customer will assist with the creation of and perform user acceptance testing and post-migration end-point validations.
- HBS and Customer will provide 48-hour notification of any schedule changes.
- Customers will assist with the design, testing and validation of the project Deliverables.
- Customer and HBS agree that work shall progress when Customer staff is not available to participate.

Milestones & Project Schedule

The project milestones below are utilized to track progress against the Project Plan.

#	Milestone	Project Schedule – 9 Weeks
1	Pre-installation phase including design with customer Internal kickoff Customer kickoff-workbook delivered to customer Review telco Design meeting(s)-including network design Voice workbook complete Network information complete	Weeks 1-3
2	Telco Phase Collection of phone numbers for porting Carrier services orders Porting orders	Weeks 2-5
3	Installation Phase Freeze on changes AD integration Equipment ordered Equipment received Database programming	Weeks 3-7



	Network prepared and equipment onsite Application testing	
4	Cutover Phase Phones placed Training material delivered Cutover meeting to discuss tasks Cutover Post cutover support	Weeks 5-8
5	Post Installation and Project Close Helpdesk contacts provided Project closure	Week 9

Deliverables

The following are the deliverables HBS will provide to Customer (hereinafter referred to as “Deliverables”) for this project:
Any change to the Deliverables listed below will require a Change Order.

#	Deliverables
1	Documentation of the system: Project Workbook
2	Training information: Quick Start User Guide

Will Not Exceed Pricing

This SOW is a Not to Exceed Amount fee. Any additional work required under a Change Order, including Installation Services billed as Time & Material, and Optional Placement Services, shall be billed to Lake County

Service and equipment identified in this SOW do not include any taxes that may be applicable. Any such taxes shall be specified on an invoice as a separate line item.

Lake County agrees to compensate HBS for providing the Deliverables as stated in Quote #309184.

Project Completion

Project will be complete when all Deliverables have been provided to Customer.

Customer will have seven (7) business days to review the Deliverables for the project. If HBS does not receive a written notice of rejection describing the basis for rejection within this period, the Deliverables will be considered accepted.

After the completion of the project, support may be obtained by contacting the HBS Account Manager. Support will be billed at an agreed upon rate for services rendered.

Change Management

Additional products and services beyond the In-Scope deliverables listed above are considered out of scope and require a Change Order executed by the parties before any such work can be performed. Any additions, deletions, or modifications to the Agreement, regardless of change to project value, require a Change Order.



Terms

Binding Agreement. This SOW describes the professional services and/or products, and results to be provided by HBS. Upon execution, this SOW shall be contractually binding on the parties. The HBS Standard Terms and Conditions are also made part of this Agreement.

Purchasing will be made referencing Sourcewell Contract 120122-MBS

Order of Precedence. Any ambiguity or inconsistency between or among the statements of this SOW and the Standard Terms and Conditions shall be resolved by giving priority and precedence in the following order:

- Statement of Work
- Standard Terms and Conditions

Work Hours. All professional services work will be completed during the normal business hours of 8:00 am – 5:00 pm Monday - Friday Central Time. Any work occurring after 5:00 pm or before 8:00 am or on weekends is subject to a bill rate of 1.5 times the normal rate, unless the parties agree otherwise in writing. In the event that any change to the above-stated work hours is required, whether due to shipping or delivery delays or any other reason, the parties shall utilize the Change Order process.

General. No other promises have been made related to this SOW except for those stated in this SOW. This SOW supersedes all other agreements or promises related to this project and SOW. HBS shall not be responsible for any delay caused by the Customer or its vendors or contractors, equipment or shipping delays, or any other occurrence not caused by HBS.

Confidentiality. Each party may have access to confidential information concerning the methodologies, pricing, and business practices of the other. Neither party shall make any use of such information of the other party except in connection with the exercise of its rights and responsibilities under this SOW.

Payment Terms

All hardware and MiCC costs to be paid once delivered to site or AMC License Bank, after acceptance.

50% of Teams to Mitel project fee shall be invoiced upon acceptance.

40% of Teams to Mitel project fee shall be invoiced 60 days after acceptance.

10% of Teams to Mitel project fee shall be invoiced immediately upon completion of project.

All Installation Services shall be invoiced with each accepted Change Order.

The Placement of Phones shall be invoiced upon acceptance of the Change Order.

Approval

An authorized signature below indicates acceptance of all terms of this SOW. The individual signing warrants and represents that the individual is a duly authorized representative with full authority to enter into this Agreement on behalf of the individual's organization.

Teams users back to Mitel-Sheriff plus call reporting (Sourcwell Contract 120122-MBS)

Quote #309184 v9

Prepared For:

Lake County Government
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Date Issued:

10.06.2023

Expires:

11.30.2023

Hardware		Price	Qty	Ext. Price
50008386	MITEL 6930W IP PHONE	\$292.50	204	\$59,670.00
52003600	6905 Wall Mount Bundle	\$83.20	33	\$2,745.60
51305332	MITEL CORDLESS (DECT) HEADSET FOR 6930/6940	\$214.50	20	\$4,290.00
			Subtotal	\$66,705.60

1 year MiCC		Price	Qty	Ext. Price
SYSID: 53316842 PF Sitekey 35966 Lake County Government of Illinois (MiContact Center)				
54006933	CC Advantage Software Assurance Start Date 10/5/2023 End Date 10/4/2024	\$29,407.00	1	\$29,407.00
54006936	CC Re-enlist Penalty SW Assur Start Date 12/17/2022 End Date 1-year from purchase	\$28,718.00	1	\$28,718.00
			Subtotal	\$58,125.00

Teams to Mitel Project		Price	Qty	Ext. Price
HBS-FF-PROJECT	Fixed Fee Project	\$136,452.00	1	\$136,452.00
			Subtotal	\$136,452.00

Installation Services		Price	Qty	Ext. Price
HBS-TM-LABOR	HBS Actual Hourly Labor Rate Installation services, will be invoiced at T&M as it is used as referenced in the change management section.	\$195.00	100	\$19,500.00
			Subtotal	\$19,500.00

Placement of 240 Sheriff's Department Phones	* Optional	Price	Qty	Ext. Price
HBS-FF-PROJECT	Fixed Fee Project Optional add-on to the main project	\$25,010.00	1	\$25,010.00
			* Optional Subtotal	\$25,010.00

Non-Returnable/Non-Refundable Language

Mitel Note:

Customer understands that all orders for Mitel are final when accepted by Mitel. No cancellations, returns, exchanges or refunds are allowed.

Quote Summary		Amount
Hardware		\$66,705.60
1 year MiCC		\$58,125.00
Teams to Mitel Project		\$136,452.00
Installation Services		\$19,500.00
Total:		\$280,782.60

*Optional Expenses		One-Time
Placement of 240 Sheriff's Department Phones		\$25,010.00

"This quote may not include applicable sales tax, shipping, handling and/or delivery charges. Final applicable sales tax, shipping, handling and/or delivery charges are calculated and applied at invoice. The above prices are for hardware/software only, and do not include delivery, setup or installation by Heartland ("HBS") unless otherwise noted. Installation by HBS is available at our regular hourly rates, or pursuant to a prepaid HBSFlex Agreement. This configuration is presented for convenience only. HBS is not responsible for typographical or other errors/omissions regarding prices or other information. Prices and configurations are subject to change without notice. HBS may modify or cancel this quote if the pricing is impacted by a tariff. A 15% restocking fee will be charged on any returned part. Customer is responsible for all costs associated with return of product and a \$25.00 processing fee. No returns are accepted by HBS without prior written approval. This quote expressly limits acceptance to the terms of this quote, and HBS disclaims any additional terms. Customer may issue a purchase order for administrative purposes only. By providing your "E-Signature," you acknowledge that your electronic signature is the legal equivalent of your manual signature, and you warrant that you have express authority to execute this agreement and legally bind your organization to this proposal and all attached documents. Any purchase that the customer makes from HBS is governed by HBS' Standard Terms and Conditions ("ST&Cs") located at <http://www.hbs.net/standard-terms-and-conditions>, which are incorporated herein by reference. The ST&Cs are subject to change. When a new order is placed, the ST&Cs on the above-stated website at that time shall apply. If customer has signed HBS' ST&Cs version 2020.v1.0 or later, or the parties have executed a current master services agreement, the signed agreement shall supersede the version on the website. Certain purchases also require customer to be bound by end user terms and conditions. A list of end user terms and conditions related to various manufacturers and vendors is set forth at <https://www.hbs.net/End-User-Agreements>. Any purchase that customer makes is also governed by the applicable end user terms and conditions, which are incorporated herein by reference. If customer has questions about whether end user terms and conditions apply to a purchase, customer shall contact HBS. Any order(s) that exceeds the credit limit assigned by HBS shall require upfront payment from customer in an amount determined by HBS. HBS shall make this determination at the time of the order, unless customer has previously submitted the required onboarding paperwork. In such event, HBS shall make this determination at the time of quoting. QT.2023.v1.0"

Acceptance

Chicago Illinois Office

Lake County Government

Loretta Rogalny

Signature / Name

10/06/2023

Date

Signature / Name

Initials

Date

IL Service Schedule 2

Schedule to the attached Quote between HBS and the customer ("Customer"). The parties hereby agree as follows:

1. The terms of this Schedule shall govern in the event of a conflict between the terms of the attached Quote and the terms of this Schedule.
2. Pricing. Customer agrees to pay HBS based upon the hourly rates described below. Pricing does not include applicable sales tax which will be charged at time of invoicing.
3. Travel. Travel will be billed to Customer at the rates below based on one-way travel from the closest HBS office.
4. Prepayment. The hourly rates described below only apply to the prepaid HBSFLEX Agreement described in the attached Quote.
5. Expiration. Each HBSFLEX Agreement automatically expires 18 months after the date of invoice for that HBSFLEX Agreement.
6. Additions. Should HBS elect, in its sole discretion, to allow the remaining funds of a previously issued HBSFLEX Agreement to be added onto a new HBSFLEX Agreement, the rate schedule below will apply to all such funds.

SS.2022.V1.0

HOURLY SERVICES BILLING SCHEDULE (time is billed in 15 minute increments)

Engineer Work Role	Hourly Rate
Cabling	\$95
Project Coordinator	\$115
AV Tech Break-Fix Cisco Collaboration I ESRM Coordinator Help Desk Infosec Coordinator I Physical Security Engineer I Point of Sale I	\$125
AV Engineer 2 Cabling 2 Cabling Project Manager 2 Cisco Collaboration 2 Cloud Engineer 2 CRM 2 Enterprise Engineer 2 HBS Data Center 2 Imaging Technician 2 Mitel Collaboration Engineer 2 Network Operations Center 2 O365/SharePoint 2 Physical Security Engineer 2 Project Coordinator/Manager 2 SMB Engineer 2	\$160
AV Engineer 3 Cisco Collaboration 3 Collaboration Project Manager 3 Custom Development 3 D365 Consultant 3 D365 / Modern Work Consultant 3 Enterprise Engineer 3 Imaging Technician 3 Infosec Consultant 3 Mitel Collaboration 3 Network Engineer 3 Network Operations Center 3 O365/SharePoint 3 Physical Security Engineer 3 Project Manager 3 Websites/Kentico 3	\$195
ERP/Dynamics GP 4 BI/Data Analytics/SQL 4 Cisco Collaboration 4 D365 Senior Consultant 4 Enterprise Technical Engineer 4 InfoSec Consultant 4 InfoSec SOC Consultant 4 Project Manager 4	\$215
Applications Architect 5 Cisco Collaboration 5 D365 Custom Dev 5	\$235

D365 Custom Dev 3 Enterprise Principal Engineer 5 InfoSec Consultant 5 ERP/Dynamics GP 5	\$250
Enterprise Principal Engineer 6 Cloud Architect 6 Cloud Architect - InfoSec Consultant 6 Collaboration Architect 6	\$275
InfoSec Consultant 7 InfoSec SOC Consultant 7	\$325
On Call Pager	\$350
After Hours Rate - Before 8am or after 5pm CST - Weekends & Company Recognized Holidays	1.5x Base Rate