

Statement of Work

Lake County

LAKE COUNTY

09-12-2022

Contact Information

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Table of Contents

Confidentiality Agreement	2
Project Overview	3
Project Scope	3
In Scope	3
Out of Scope	4
Assumptions and Dependencies	5
Deliverables	5
Estimated Hours	7
Project Completion	7
Change Management	7
Terms	8
Approval	9

Confidentiality Agreement

Each party to this Agreement 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 Agreement, except as may be necessary to comply with the laws or a court having proper jurisdiction.

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.”

The objective of the Project is to continue migration of legacy Mitel users users to the new Mitel cluster.

This is a multi-phase project and this SOW represents Phase Three service and deliverables.

Phase	Description	Status
Phase One	Physical Assessment	Complete
Phase Two	New Mitel System	In Progress
Phase Three	Migrate Remaining Extension/Lines	Current - Seeking Approval

Phase Three Overview

Phase Three is a continuation of the implementation of the selected Mitel VoIP solution detailed in the Phase Two SOW dated June 20, 2022 and will address the migration of specified numbers across various controllers within the Lake County environment. (See “2022-08-08 Lake County-Mitel Programming Items.xls”). Time frame to be provided at project kickoff.

- Implement a Mitel VoIP solution for up to 320 users using existing Mitel phones for most users.
- Adding a physical Mitel controller and a virtual SIP Mitel Border Gateway (MBG) at EOC/911 Center. SIP trunks will be added to existing servers.
- HBS to provide all new Mitel user and SIP trunk licenses.
- Configuration of users and deployment of Mitel phones.
- New physical controller and utilizing existing ASU equipment at the EOC/911 Center for analog deployment.
- Identifying auto attendant numbers and building new call flows for all sites.
- Customer to order (130) new SIP trunks to support the following. HBS project manager to lead porting efforts with the assistance of Lake County.
 - Tower to support 90 SIP trunks for Juvenile Center, Jail/Waukegan and Tower.
 - EOC/911 Center to support 40 trunks
- Decommissioning of 19 older Mitel controllers.
- Provide a network resource to assist with network changes related to voice.
- This is quoted as a single-phase cutover. If multiple phases we can adjust with a change order.

HBS will provide the following services and material, herein referred to as “Scope”:

Phase Three: In Scope

The following is a breakout of work to be completed by site. Reference “Mitel Network Diagram” attached.

- Software decommissions, shut down, and removal of 19 existing physical Mitel controllers.
 - Grand, North Chicago, Zion, Park City, North Branch, Public Works, Winchester, Belvidere, North Shore, Peterson, South Branch, Workforce, DOT, 911, Juvenile, Midlakes, Jail/Waukegan, Tower, and LC3300
 - Identify call flows and auto attendant numbers with customer’s help.

- Configure and test call flows (5 per site) for 911 Center, Juvenile, Midlakes and County Jail/Waukegan.
- Training of administrative staff and department heads. End user documentation will be included.
- **EOC/911 Center Site:**
 - Adding licensing to support 40 SIP trunks
 - Assistance with porting of numbers from First Comm and Microsoft
 - Configuration of resiliency of SIP trunks and testing
 - Install new physical Mitel 3300 phone controller to support phones, SIP trunks and existing analog ASU units for up to 60 analog ports.
 - Move existing ASU units from current Mitel phone controller to new replacement controller at time of cut over.
- **County Jail Site/Waukegan:**
 - Add, configure and test 24 SIP trunks to the Tower location to support trunks for this site.
 - Add and configure 4 TA7108 devices
 - To support 25 analog devices
 - To support 9 existing analog cordless devices.
 - Creation of approximately 320 user IP phones and deployment of physical phone devices to locations. (Cable or switch port programming/changes will be led by customer with HBS to assist.)
- **Juvenile Site:**
 - Add 20 SIP trunks to Tower location to support this location to replace PRI.
 - Configuration of 25 IP phone devices and deployment of said devices for this location.
 - Install and configure a Streamline units to support 5 supersets to be converted to IP phones.
 - Set up and configure WiFi wireless 5634 IP phone for one user. WiFi specifications to be provided
- **Midlakes Site:**
 - Configuration of 28 IP phone devices and deployment of said devices for this location.

Direct Routing Scope

- Discovery Phase
 - Complete the network discovery and site readiness assessment
 - Complete an inventory of users, extensions, and features
 - Document call flows and user workflows
- AudioCodes SBC Provisioning
 - Configure MS Teams Direct Routing Integration
 - Configure route patterns
 - Configure dial plan normalization
- Microsoft Teams Direct Routing
 - Onsite deployment per Discovery Phase:
 - Configure Site Features
 - Configure dial plan for integration to Mitel
 - Configure User Features for up to 320 users
 - Complete Inbound and Outbound Test Plan
 - Validate 911 CENTER and Notifications
- Update User Coexistence Mode
 - Validate/Migrate up to 320 users to 'Teams Only' Coexistence Mode per the customer-defined migration plan
- Training and Documentation
 - Provide end-user quick reference guides and documentation

- Document all system components and call flows
- Network -80 flexblock hours have been allocated to be used for:
 - Network resource
 - Troubleshooting
 - Changing of the IP Helper
 - Reconfigure ports
 - Deploy new VLANs
 - Assistance with information gathering

Out of Scope

- Connectivity cable.
- Any addition physical phone devices needed (IP or analog) beyond what customer currently has in their existing inventory.
- No physical phone devices will be included by HBS in this project.
- Configuration changes after design is complete and approved.
- Calendar integration.
- Voicemail to e-mail.
- MiCollab client.
- Audio and web conferencing.
- Installing and troubleshooting of 3rd party software.
- Any work or material not specifically identified in this document is not included in this agreement.
- Head end patching in MDF and IDF closets to support IP phones.
- Recording and scripts for auto attendant/call flow greetings for all sites listed in SOW.
- Customer is responsible for coordination of other vendors, carrier or any other third party that might need to be involved.
- Deployment of any applications or features not listed in the project scope
- Installation & Troubleshooting 3rd party software
- Upgrade of any applications not listed above
- Implementation of new features not explicitly outlined above

Assumptions and Dependencies

- Customer to provide virtual server for MBG at EOC/911 Center site for SIP trunks.
- Customer will provide times for outage windows during which the UC applications can be unavailable as the cutover takes place.
- Customer will provide adequate network access and credentials required for the assessment of all components listed in the scope
- Customer will provide a detailed list of all users, phones, and extensions prior to project implementation phase
- Customer will provide detailed call flows for all automated attendants, call queues, and hunt groups prior to the project implementation phase
- Customer will provide a Letter of Authorization (LOA) for Support Contracts
- Customer to provide remote access prior to and throughout the project
- Customer will provide enough space for installing the new equipment
- Customer will allow the Heartland Business Systems engineer to connect their computer to Customer network in order to perform their duties. Heartland Business Systems is willing to allow Customer to examine said notebook for current anti-virus software if needed.

- Customer agrees that Heartland Business Systems will have escorted and supervised access to any new components being installed as a part of this project.
- 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 committed to this effort. This SOW assumes that Customer's subject matter expert, technical resources, and any named resources will be available as scheduled to provide information and access to the HBS team for the duration of the project.
- Customer will provide a single point of contact with decision-making authority to interface with the HBS project manager. This person shall have the authority and is responsible for signing this SOW, any Change Orders, and the Acceptance documents throughout the project.
- Customer is responsible for resolving problems outside the SOW that are beyond the control of HBS (i.e. software bugs, hardware failures, telecommunication circuits, server issues, and desktop issues). HBS can assist with these out of scope issues through the Change Management process.

Deliverables

The following are the deliverables HBS will provide to Customer (herein referred to as "Deliverables") for this Project:

Any change to the Deliverables listed below will require a Change Order.

#	Deliverable
1	Implementation of solution per the "in scope" section.
2	Documentation
3	Training.

Customer Responsibilities

- Work with SIP carriers to order new “in scope” SIP trunks.
- Work with carrier to port existing numbers for included locations and coordinate cut dates.
- Network and cabling changes, additions, troubleshooting and configuration.
- Provide accurate user information to build databases for extension and phone numbers.
- Participate in system and workflow discovery.
- Provide space for staging and building physical equipment.
- Assist with testing, troubleshooting and deployment of IP and analog devices.
- Apply user licensing (Microsoft)
- Provide user and extension lists
- Participate in system and workflow discovery
- Provide room for staging
- Communication of outages
- Assistance with testing and validation

General Assumptions

- All professional services work will be completed during the normal business hours of 8:00am – 5:00pm M-F, local time, unless other arrangements are agreed to. Any time incurred after 5:00pm and before 8:00am will be charge at a rate of 1.5 per hour.
- All travel expenses occurred on this project will be applied to the project hours accordingly.
- Heartland Business Systems staff is available for additional hands-on training after implementation on a time and materials basis.
- Customer will have working Internet access available to the engineer at the location where the work will be performed
- 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 potential dependencies discovered prior to implementation will be communicated to Customer to determine impact.

Estimated Hours

This is an estimate of hours and, by its nature, is a “best guess,” based on industry standards and best practices, HBS’ experience, and your needs as communicated thus far. HBS used input from its most experienced team members to generate this estimate. The pricing is set forth on the attached Quote.

Project Completion

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

Customer will have three (3) business days to review each Deliverable. If HBS is not provided 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.

Additional products and services beyond the In-Scope deliverables listed above are considered out of scope and require a change request approved by the customer before any work can be continued. Any additions/deletions/modifications to the agreement, regardless of modification to project value, require a change request approved by the customer prior to either party performing work.

HBS will submit a formal Change Request for customer approval that documents the out-of-scope work, and any associated costs or schedule changes. When a Change Request is approved and signed by Customer, it becomes a Change Order and is formally considered a part of this Agreement.

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.

- SourceWell Contract #022719-MBS

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

- Statement of Work (SOW)
- Lake County and HBS Standard Terms and Conditions dated November 10, 2021

Work Hours - All professional services work will be completed during the normal business hours of 8:00am – 5:00pm M-F Central Time, unless other arrangements are agreed to. Any unplanned work occurring after 5:00pm or before 8:00am or on weekends is subject to a bill rate of 1.5 times the normal rate.

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.

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.

Lake county Government

Heartland Business Systems, LLC

Authorized Signature

Authorized Signature

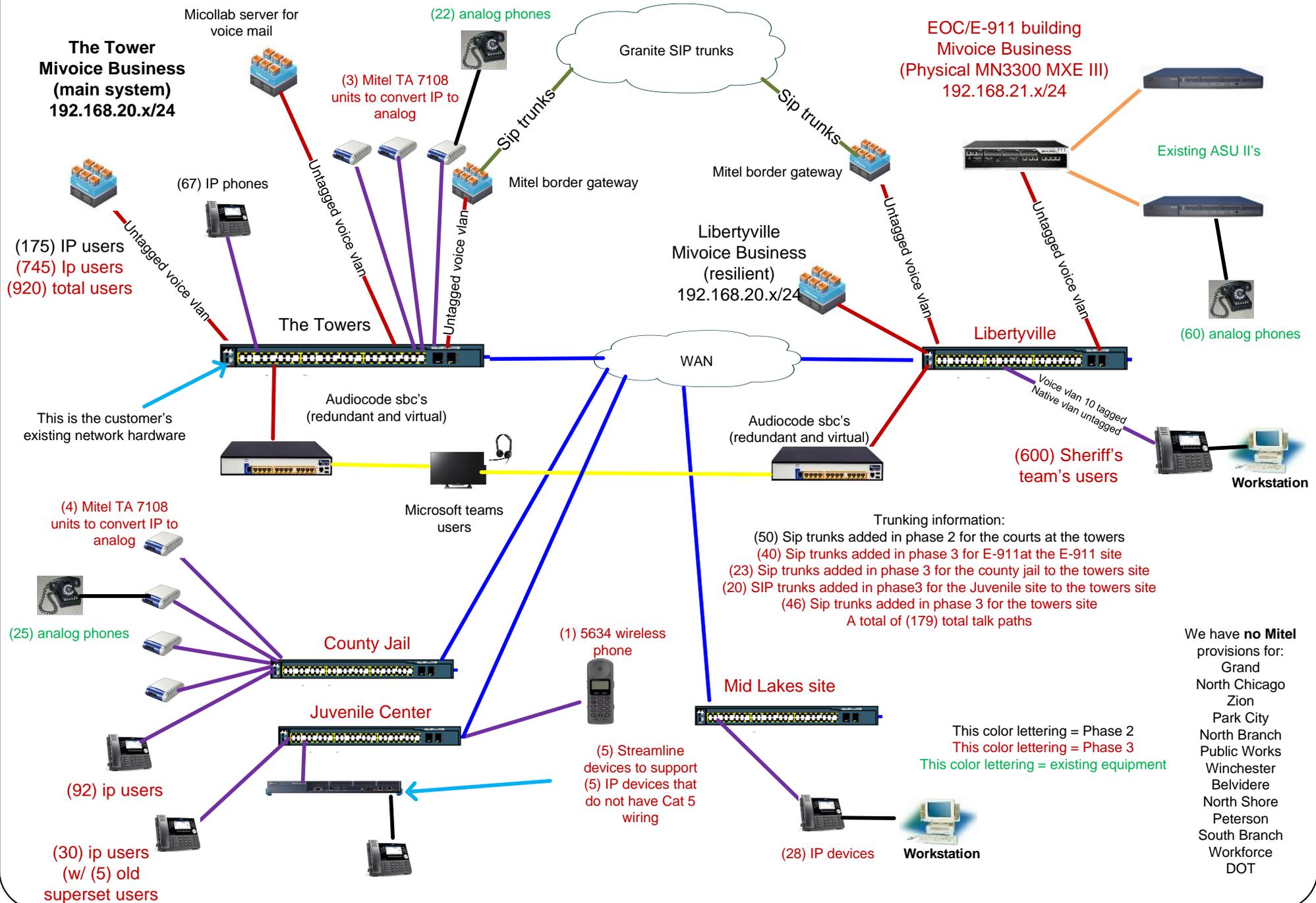
Printed Name / Title

Printed Name / Title

Date

Date

Mitel network Diagram



Mitel with Microsoft Direct Routing

Quote #284572 v2

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Date Issued:

09.14.2022

Expires:

10.24.2022

Mitel Solution	Price	Qty	Ext. Price
e911			
Enterprise Hardware			
50006271 PWR CRD C13 10A 125V - NA Plug	\$10.50	3	\$31.50
50008331 MXe III-L Controller	\$3,300.00	1	\$3,300.00
Enterprise Software			
54004973 MiVoice Business Enterprise S/W for 3300	\$1,800.00	1	\$1,800.00
50006268 3300 MXe III Controller SATA SSD	\$220.00	1	\$220.00
54002701 MiVoice Business License-SINGLE LINE EXT	\$45.00	77	\$3,465.00
Streamline			
52003772 8 port PoLRE kit	\$1,500.00	1	\$1,500.00
52003773 24 port PoLRE kit	\$5,450.00	1	\$5,450.00
Streamline Misc			
51300837 15m male to female system cable	\$90.00	1	\$90.00
Software Assurance			
54009220 SWA Std 1y MiVBus System	\$79.20	1	\$79.20
e911 MBG			
Enterprise Software			
54004491 SIP TRUNKING CHANNEL PROXY	\$30.00	40	\$1,200.00
54004571 Mitel Border Gateway base Software for Industry Standard Server	\$150.00	1	\$150.00
54005400 MiVoice Business SIP Trunks x10	\$540.00	4	\$2,160.00
Software Assurance			
54009229 SWA Std 1y MiV BG System	\$15.76	1	\$15.76
54009230 SWA Std 1y MiV BG SIP Connect	\$3.70	40	\$148.00
e911 Licenses			
54006540 UCCv4.0 Entry User for MiVoice Bus x50	\$5,610.00	1	\$5,610.00
54006539 UCCv4.0 Entry User for MiVoice Bus x1	\$135.00	7	\$945.00

Mitel Solution		Price	Qty	Ext. Price
	Juvenile UCC			
	Enterprise Software			
54006539	UCCv4.0 Entry User for MiVoice Bus x1	\$135.00	25	\$3,375.00
	Juvenile SIP			
	Enterprise Software			
54004491	SIP TRUNKING CHANNEL PROXY	\$30.00	20	\$600.00
54005400	MiVoice Business SIP Trunks x10	\$540.00	2	\$1,080.00
	Juvenile Cordless			
51015423	Mitel 5613/14/24/03/04/34 Charger (not EU)	\$46.00	1	\$46.00
51309245	Mitel 5634 WiFi Handset w /battery & clip	\$387.00	1	\$387.00
	Midlakes			
54006539	UCCv4.0 Entry User for MiVoice Bus x1	\$135.00	28	\$3,780.00
	Jail UCC/SIP			
	Enterprise Software			
54002390	MiVoice Business License - SIP Trunk x1	\$60.00	3	\$180.00
54004491	SIP TRUNKING CHANNEL PROXY	\$30.00	23	\$690.00
54005400	MiVoice Business SIP Trunks x10	\$540.00	2	\$1,080.00
54006539	UCCv4.0 Entry User for MiVoice Bus x1	\$135.00	2	\$270.00
54006540	UCCv4.0 Entry User for MiVoice Bus x50	\$5,610.00	1	\$5,610.00
54006542	UCCv4.0 STND User for MiVoice Bus x1	\$195.00	40	\$7,800.00
	Jail 7108s			
	Enterprise Software			
54002701	MiVoice Business License-SINGLE LINE EXT	\$45.00	30	\$1,350.00
51304961	TA7108 (NA)	\$378.00	7	\$2,646.00
	Tower			
54002701	MiVoice Business License-SINGLE LINE EXT	\$45.00	22	\$990.00
54004491	SIP TRUNKING CHANNEL PROXY	\$30.00	46	\$1,380.00
54005400	MiVoice Business SIP Trunks x10	\$540.00	5	\$2,700.00
51304961	TA7108 (NA)	\$378.00	3	\$1,134.00
	Professional Services			
HBS-FLEX-SERVICES	HBS Professional Services	\$100,368.00	1	\$100,368.00
Subtotal				\$161,630.46

Mediant Virtual Edition SW SBC		Price	Qty	Ext. Price
MSW/LOW/R	Audiocodes : Redundant Mediant SE/VE Low Capacity (up to 250 sessions) Session Border Controller (SBC) product. It is possible to grow to more than 250 sessions in future upgrades only after purchasing either the SW/MSW/L-H or SW/MSW/L-H/R software upgrad	\$0.00	1	\$0.00
ACTS24X7-MSW_S51/YR	ACTS 24X7 PART NUMBER	\$285.00	1	\$285.00
SW/SBC/10S/10-250/R	SBC SESSION LICENSE UPGRADE FOR 10 SESSI	\$840.00	10	\$8,400.00
ACTS24X7-SBC_S91/YR	AudioCodes Customer Technical Support - 1 Year - Warranty - 24 x 7 - Technical	\$142.00	10	\$1,420.00
HBS-FF-PROJECT	HBS Professional Services - Fixed Fee Project	\$15,540.00	1	\$15,540.00
Subtotal				\$25,645.00

Network Assistance		Price	Qty	Ext. Price
HBS-FLEX-SERVICES	HBS Professional Services - Network Assistance	\$22,000.00	1	\$22,000.00
Subtotal				\$22,000.00

Quote Summary	Amount
Mitel Solution	\$161,630.46
Mediant Virtual Edition SW SBC	\$25,645.00
Network Assistance	\$22,000.00
Total:	\$209,275.46

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. 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 2018.v2.0 or later, or the parties have executed a current master services agreement, the signed agreement shall supersede the version on the website. 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.2021.v1.0

Acceptance	
Chicago Illinois Office	Lake County Government
_____ Loretta Rogalny Signature / Name	_____ Signature / Name
_____ 09/14/2022 Date	_____ Initials
_____ Date	_____ Date