



COST PROPOSAL - COPY

AT&T's Response to the State of West Virginia's RFQ # VoIP 13 for Hosted VoIP Services

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West Virginia Purchasing Division



COST PROPOSAL - COPY #VoIP13 Hosted Services

Proposal Validity Period—The information and pricing contained in this proposal is valid until 1) the parties enter into a fully executed binding contract, 2) AT&T timely withdraws the proposal, or 3) the E-Rate filing window closes for the then-current E-Rate Funding Year, whichever first occurs.

Terms and Conditions—Unless otherwise stated herein, this proposal is conditioned upon negotiation of mutually acceptable terms and conditions.

Proposal Pricing—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to AT&T's standard terms and conditions for those products and services and the AT&T E-Rate Rider unless otherwise stated herein. Any changes or variations in the standard terms and conditions, the products/services, length of term, locations, and/or design described herein may result in different pricing.

Providers of Service—Subsidiaries and affiliates of AT&T Inc. provide products and services under the AT&T brand.

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Disclaimer—For purposes of this Proposal, the identification of certain services as "eligible" or "non-eligible" for Universal Service ("E-Rate") funding is not dispositive, nor does it suggest that this or any other services in this Proposal will be deemed eligible for such funding. Any conclusions regarding the eligibility of services for E-Rate funding must be based on several factors, many of which have yet to be determined relative to the proposed services and equipment described herein. Such factors will include, without limitation, the ultimate design configuration of the network, the specific products and services provisioned to operate the network, and the type of customer, and whether the services are used for eligible educational purposes at eligible locations. In its proposal, AT&T will take guidance from the "Eligible Services List" and the specific sections on product and service eligibility on the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") website www.usac.org/sl. This site provides a current listing of eligible products and services, as well as conditionally eligible and ineligible services. This guidance notwithstanding, the final determination of eligibility will be made by the SLD after a review of the customer's E-Rate application for this proposal. If AT&T is awarded the bid for this project, AT&T will provide assistance on the E-Rate application solely on matters relative to the functionality of the services and products which comprise the network. Nevertheless, the responsibility for the E-Rate application is with the customer. AT&T is not responsible for the outcome of the SLD's decision on these matters.

Broadband Internet Access—For information about AT&T's broadband Internet access services, please visit www.att.com/broadbandinfo.



Table of Contents

Cost Proposal..... 1



Cost Proposal

Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should clearly marked.

Vendors should complete the cost sheet below. Failure to complete may result in the disqualification of the vendor's proposal.

VOIP13: Cost Sheet						
A.1) VoIP Solution Call Control:	Cost Per Month	Total Users		Total Monthly Cost	Qty.	Total 1 Year Cost
Basic Package	\$9.93	50		\$496.50	12	\$5,958.00
Standard Package	\$11.99	300		\$3,597.00	12	\$43,164.00
Enhanced Package	\$14.50	150		\$2,175.00	12	\$26,100.00
Total Call Control Monthly Charges						\$75,222.00
A.2) Data Connectivity to Data Center:	L1 Type	L2 Type	Speed	Total Monthly Cost	Qty.	Total 1 Year Cost
Charleston Connection		Ethernet	7 Mbps	\$13,985.00	12	\$167,820.00
Total Data Connectivity Monthly Charge						\$167,820.00
A.3) Additional Monthly Charges:				Total Monthly Cost	Qty.	Total 1 Year Cost
Fee 1-Administration					12	\$0.00
Fee 2-Federal Universal Service				\$2,251.56	12	\$27,018.72
Fee					12	\$0.00
Total Additional Monthly Charges						\$27,018.72
SUBTOTAL:						
A.4) Total Project Monthly Charge (Sum of A.1 + A.2 + A.3 total additional monthly charges)						
						#####

B) One-Time Fees Implementation Services and Miscellaneous Costs and Fees NOTE: All hourly rates quoted must be fully "loaded" to capture all direct and overhead expenses.			
	Cost Per Hour	Estimated Hours	Total
Project Management Services			
Position: Project Manager	\$145.00	100	\$14,500.00
Subtotal		100	\$14,500.00
Network Integration Services			
Position: Network Engineer	\$ 160.00	100	\$16,000.00
Subtotal		100	\$16,000.00
Solution Integration Services			
Position: Solution Architect	\$ 160.00	100	\$16,000.00
Subtotal		100	\$16,000.00
Integration to Contact Center Applications			
Position: Contact Center Specialist	\$ 235.00	100	\$23,500.00
Subtotal		100	\$23,500.00
Integration to Microsoft (MS) Exchange			
Position: Network Engineer	\$ 160.00	100	\$16,000.00
Subtotal		100	\$16,000.00
Circuit Integration			
Position: Account Management	\$ 145.00	100	\$14,500.00
Subtotal		100	\$14,500.00
Other Services			
Position:		100	\$0.00
Subtotal			
Services Total			\$201,000.00

C. Total One Year Cost			
A.1 VoIP Solution Call Control			\$75,222.00
A.2 Data Connectivity to Data Center			\$167,820.00
A.3 Additional Monthly Charges			\$27,018.72
B. One Time Fees			\$201,000.00
TOTAL for Evaluation:			
C. Total One Year Cost = (Total Monthly Charges times 12 months + Total One-Time Fees)			\$471,060.72

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the Agency's discretion.



AT&T Pricing Summary/Notes

As per the State of West Virginia's instructions, the per seat pricing for the UC and Connectivity/Trunking is presented in the spreadsheet format requested. AT&T has provided our standard hourly rates in those tables as well. However, AT&T's typical approach to projects of this magnitude is to provide implementation and labor charges as a line item cost to our customers. The following summarizes these charges for the Scope of Work defined by the State, and detailed descriptions follow on the subsequent pages.

UC Installation: \$40,688.00

UC Integration and Dial Plan Consultation: \$36,000.00

Section A.2 A.2) Data Connectivity to Data Center

Pricing includes the following design components:

- 1. 10M access / 7M port at Charleston and Clarksburg managed MPLS private transport to primary and redundant AT&T UC Data Centers.**
- 2. SIP Trunking service at primary and redundant ATT UC Data Center to include 250 concurrent calls paths.**
- 3. AT&T is delivering Ethernet service on 10/100 base TX interface.**

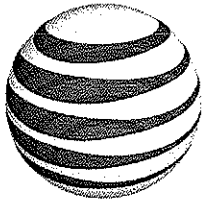
Additional Monthly Charges Section:

- 1. Administrative Fee is included in the UCC charge.**
- 2. The UCC charge is established by the FCC and can change every quarter. As of 1/1/13 the UCC charge is what is listed on the pricing sheet.**
- 3. Prices above exclude any applicable Local, State, or Federal taxes that State of West Virginia is not exempt from.**

UCCX CONTACT CENTER PRICING

One Time Charges	Price
Software 150 Premium Agent Licenses 75 Outbound IVR Ports 150 Quality Manager/CR licenses 1 Premium HA License 150 Unified Communications Manager Enhanced Single User	\$323,009
Equipment/Hardware Servers for the UCCX, QM, HA and CUCM	\$67,198
Installation	\$32,400
One-Time Charges	\$422,607
Estimated Professional Services - Discovery session is needed to finalize all requirements and provide a Statement of Work	\$130,000
Year One Annual Maintenance – Enhanced - Includes UCSS and ESW - Includes SMARTNET	\$92,726
Year Two Annual Maintenance -Enhanced - Includes ESW - Includes SMARTNET	\$50,503.80
Year Three Annual Maintenance – Enhanced - Includes ESW - Includes SMARTNET	\$50,503.80
Training (Optional but recommended) - 35 Cisco Learning Credits - Agent Training – 1 class with maximum of 10 agents - 1 Supervisor Training Class with maximum of 5 students	\$7,500

AT&T does not have an offering for a predictive dialer solution available at this time.



at&t

**Unified Communications Services
with Deployment**

Proposal

For

State of West Virginia

**Prepared by: Rob Moskowitz
AT&T Network Integration
eGBS Tracking #: GBS166247.1
January 23, 2013**

Notice

AT&T is pleased to respond to State of West Virginia's Request for Proposal for the equipment and/or service(s) specified in our proposal. The information supplied herein is proprietary to AT&T and is furnished solely for the internal business use of State of West Virginia. The information presented herein shall not be disclosed outside of State of West Virginia's business and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate this Response, without the express written consent of AT&T. Any existing Non-Disclosure Agreement between the Customer and AT&T governs this response.

Any changes, additions or deletions to the products, services, quantities, revenue commitments, or term of the proposed arrangement may result in changes to the rates, discounts, credits or other terms contained in this proposal. Pricing contained in this proposal is budgetary in nature and based upon preliminary information and assumptions which would require verification with an authorized State of West Virginia's contact. For the price(s) quoted herein, AT&T will provide only the items of equipment and services specifically listed in this response. Any additional equipment or services beyond those listed herein would necessitate a supplementary response, and supplementary charges, from AT&T.

This proposal does not constitute an offer to contract or an acceptance of State of West Virginia's requirements or terms and conditions, notwithstanding any provisions to the contrary stated in any State of West Virginia's requirement documents. Unless otherwise specified in writing by AT&T, this proposal shall expire February 23, 2013. Each party may withdraw from discussions relating to this proposal at any time without liability or further obligation to the other party. Submission of this proposal does not obligate either party to enter a contract of any kind, create legal obligations on the part of either party or obligate either party to pay expenses incurred by the other party.

Any agreement between the parties must be in writing and signed by both parties.

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PART I – AT&T Unified Communications Services (“UC Services”)

1. Introduction

This is a budgetary proposal and Services/Equipment not specifically detailed in this proposal may be considered outside the scope of any Statement of Work attached to this proposal.

Part 1 of this Proposal provides a general solution model and the Scope of Services and deliverables to provide Unified Communications Services to State of West Virginia’s (“Customer”). As part of this project, AT&T will be providing Equipment Procurement as well as Planning, Design, and Implementation Services to deploy the Equipment listed in Appendix A at Customer sites located in the United States of America. This is covered in Part 2 of this Proposal.

2. Scope of Work

2.1 SERVICES

Service	Service Publication	Service Publication Location
AT&T Communications Services (“UC Services”)	AT&T Business Service Guide Website <ul style="list-style-type: none"> • Service Guide Library <ul style="list-style-type: none"> ○ AT&T Unified Communications Services 	http://serviceguidenew.att.com/

3. SOW TERM AND EFFECTIVE DATE

SOW Term	Thirty-six (36) months
SOW Term Start Date	SOW Effective Date

4. EARLY TERMINATION FEE

SOW Early Termination Fee
One month’s Monthly Recurring Charges for UC Service Licenses Monthly Recurring Charges multiplied by the number of months remaining in the SOW Term.

5. ADDITIONAL TERMS AND CONDITIONS

5.1 Customer Affiliates outside of the United States

Activation of the UC Service is contingent upon Customer’s accurate communication to AT&T at the time of ordering of the following information, with respect to each Customer Affiliate in the Project Countries listed in the pricing section below.

- Legal Entity Name
- Appropriate tax identification number or reference
- Registered Address
- Billing Address
- Contact Information (including telephone, fax, e-mail and postal address)

5.2 Emergency Calling Acknowledgement

Customer acknowledges that it has received and understood the advisories concerning the circumstances under which E911 service may not be available, as stated in the Service Guide found at <http://new.serviceguide.att.com>. Such circumstances include, but are not limited to, relocation of the end user’s CPE, use of a non-native or virtual telephone number, failure in the broadband



connection, loss of electrical power, and delays that may occur in updating the Customer's location in the automatic location information database.

5.3 Emergency Calling Outside of the U.S.

The Service is not intended to support/carry emergency calls to hospitals/ medical care units, law enforcement, any other kind of Emergency Service. At or before Service activation, Customer certifies it has and agrees to continuously keep individual business lines and other appropriate facilities with a local service provider or other provider capable of, and responsible for, providing Customer access to emergency dialing services. Customer is responsible to ensure that all calls to these emergency dialing service numbers are routed over appropriate facilities to ensure completion provided by that local service provider, or other provider. Customer agrees to indemnify and defend AT&T from and against any and all third-party claims and related loss, liability, damage and expense, arising from Customer's failure to perform Customer's obligations outlined in this Section.

5.4 Intellectual Property; Grant of License; Limitations of License

a) Scope of Licenses

AT&T grants Customer a limited, non-transferable (except in accordance with authorized assignment of Customer's Agreement), non-sublicensable non-exclusive license, in object code only, to use the UC Service, including the Software provided as a component of the Service, in accordance with this SOW. This license grant is intended to give Customer only a personal, not a property, interest in the UC Service and the Software. All intellectual property and proprietary rights arising by virtue of AT&T's performance of the UC Service, including the provision of Software, are and will be the sole and exclusive property of AT&T, its subcontractor(s) or its supplier(s), and neither ownership nor title to any such property will pass to Customer. The license to use the Software is specifically limited to allow Customer to:

- permit End Users to access and use the licensed Software for the purpose of conducting UC communications, in accordance with the additional Software product rights and limitations set forth herein and in the related user documentation;
- permit End Users to access and use the licensed Software and specific feature and function for the countries defined in AT&T UC Contract, in accordance with the additional Software product rights and limitations set forth herein and in the related user documentation;
- reproduce the Software solely for the purpose of installing and using it in accordance with the additional Software product rights and limitations set forth herein and the related user documentation;
- access, download, use and reproduce the client for installation and use by End Users on any computer owned or controlled by Customer, and authorize any third parties to access, download and use such modules on any computer owned or controlled by such third parties for use only with communications initiated by End Users; and
- make a reasonable number of copies of the related user documentation that accompanies the Software.

b) Limitation of Licenses

Customer may allow Customer Affiliates to use the UC Service pursuant hereto, provided that Customer shall remain responsible for payment and compliance by such Customer Affiliates with the terms hereof, including enforcing restrictions with respect to the number of End Users licensed. The licenses granted hereunder do not authorize Customer (nor may Customer allow any third party, including Customer Affiliates) to: (a) copy, distribute, reproduce, use or allow third party access to the Software except as expressly authorized under the Agreement; (b) decompile, disassemble, reverse engineer, translate, convert or apply any procedure or process to the Software in order to ascertain, derive, and/or appropriate for any reason or purpose, the source code or source listings for the Software or any trade secret information or process contained in the Software; (c) unless approved by AT&T, modify, incorporate into or with other software, or create a derivative work of any part of the Software; (d) use, access or allow access to the Software in any manner to provide

service bureau, time-sharing or other computer services to third parties; (e) disclose the results of any benchmarking of the Software, or use such results for its own competing software development activities, without the prior written consent of AT&T; or (f) resell, sell, offer to sell or otherwise provide for a fee access to the UC Services.

c) Third Party Licenses

The UC Service may incorporate, use, or access software not written or developed by AT&T but, instead, provided by third parties ("Third Party Software"). The license terms associated with any Third Party Software require that AT&T acknowledge those third parties and the license terms. AT&T shall have no liability or responsibility for the operation or performance of the Third Party Software, and shall not be liable for any damages, costs, or expenses, direct or indirect, arising out of the performance or failure to perform of the Third Party Software. Customer agrees that its use of the UC Service is subject to the terms of Third Party Software Notices and/or additional terms and conditions which can be found at http://www.uc.att.com/license_thirdparty.html (generally found in the "About" option in the Software). Customer agrees to the terms of any and all such licenses, including any posted changes to those terms.

i. Intellectual Property Rights

AT&T and its licensors own and will continue to own all rights, title, and interest in the Software and Third Party Software. Customer shall not delete or in any manner alter or obscure the copyright, trademark, and other proprietary rights notices of AT&T and its licensors, which appear on the Software and Third Party Software as delivered to Customer. For the avoidance of doubt, the Software is licensed, not sold.

d) LIMITATIONS ON USE

Customer is prohibited from using the UC Service or downloading Software related to the UC Service in countries where the UC Service is not offered by AT&T. The duty to comply with laws governing the importation and/or use of encryption technology—including the requirement to obtain export, import, and/or use licenses, and on-going reporting obligations—remains solely and exclusively with Customer. Customer shall defend, indemnify, and hold harmless AT&T, AT&T Affiliates, and their respective agents, directors, employees, and officers for any claim arising out of or relating to a the download of Software or use of the UC Service where prohibited by this Section or for failure to comply with a law or regulation governing the importation and/or use of encryption technology provided in connection with the UC Service. AT&T may suspend or terminate the UC Service as necessary or required to comply with applicable law, regulation or order.

SCHEDULE OF CHARGES

Schedule of Charges						
AT&T Unified Communications Services - U.S.						
Service/Feature	Qty	List Price MRC	Discount	Unit MRC	Total MRC	Total MRC Term
Mobile plus PC and Enhanced UC Voice (includes TSC)	1	\$31.99	0.00%	\$31.99	\$31.99	\$1,151.64
PC plus Enhanced UC Voice (includes TSC)	1	\$26.99	0.00%	\$26.99	\$26.99	\$971.64
Mobile plus PC	1	\$11.99	0.00%	\$11.99	\$11.99	\$431.64
PC	1	\$5.99	0.00%	\$5.99	\$5.99	\$215.64
Mobile	1	\$8.99	0.00%	\$8.99	\$8.99	\$323.64
Enhanced UC Voice	150	\$21.99	34.00%	\$14.50	\$2,175.00	\$78,300.00
Standard UC Voice with Voicemail included on promotion	300	\$19.99	40.00%	\$11.99	\$3,597.00	\$129,492.00
Standard UC Voice	1	\$17.99	0.00%	\$17.99	\$17.99	\$647.64
Basic UC Voice	50	\$13.99	29.00%	\$9.93	\$496.50	\$17,874.00
UC Telephony Service Connection (UC TSC) for supported PBX or Legacy PBX	24	\$2.99	0.00%	\$2.99	\$71.76	\$2,583.36
AT&T Connect Named User Add-on	1	\$12.99	0.00%	\$12.99	\$12.99	\$467.64
PC -> PSTN Outbound Calling	1	\$0.50	0.00%	\$0.50	\$0.50	\$18.00
UC Voice – Unified Messaging	1	\$8.99	0.00%	\$8.99	\$8.99	\$323.64
Voice Mail	1	\$6.99	0.00%	\$6.99	\$6.99	\$251.64
AT&T Enhanced UC Voice With Connector for Jabber (Bundled)	1	\$24.99	0.00%	\$24.99	\$24.99	\$899.64
AT&T Enhanced UC Voice With Connector for Lync (Bundled)	1	\$24.99	0.00%	\$24.99	\$24.99	\$899.64
AT&T UC Voice Add-on Connector for Jabber	1	\$3.50	0.00%	\$3.50	\$3.50	\$126.00
AT&T UC Voice Add-on Connector for Lync	1	\$3.50	0.00%	\$3.50	\$3.50	\$126.00
AT&T Enhanced UC Voice with Multi device support integration (up to 10)	1	\$27.99	0.00%	\$27.99	\$27.99	\$1,007.64
AT&T UC Voice Add-on Multi Device Connector for Jabber	1	\$6.00	0.00%	\$6.00	\$6.00	\$216.00
AT&T UC Voice Add-on Multi Device Connector for Lync	1	\$6.00	0.00%	\$6.00	\$6.00	\$216.00
AT&T UC Voice Add-on Connector for IP Communicator	1	\$3.50	0.00%	\$3.50	\$3.50	\$126.00
AT&T Enhanced UC Voice With Connector for IP Communicator (Bundled)	1	\$24.99	0.00%	\$24.99	\$24.99	\$899.64
AT&T UC Voice Add-on Multi Device Connector for IP Communicator	1	\$6.00	0.00%	\$6.00	\$6.00	\$216.00

a. Order Process

A. AT&T Quote

(i) Each time Customer wishes to place an order for the purchase of UC Services, Customer shall provide to AT&T in writing (email is acceptable) the Site address, Customer point of contact for such requirement, the specific UC Services Customer wishes to purchase, and the quantities of such UC Services.

(ii) Upon receipt of the information described in 6.1 A (i) above, AT&T will email Customer a quote which will include the following: the type of Service Components, the quantities, Charges, and other related charges ("AT&T Quote"). Unless Customer places an Order against the AT&T Quote within thirty (30) days from its date, the AT&T Quote will expire.

B. Customer Orders

(i) Any orders to be placed by Customer or Customer Affiliates for the UC Services specified hereunder shall be governed by the terms and conditions hereof and a valid AT&T Quote.

(ii) Orders for UC Services shall be submitted to AT&T in writing (email is acceptable), and shall contain the following required information in order for AT&T to accept and fulfill such order:

- (1) Reference to this NI Pricing Schedule by name and Effective Date, Customer or Customer Affiliate (name, full address, VAT registration number)
- (2) Reference to the applicable AT&T Quote
- (3) Type and quantities of Service Components
- (4) Billing address and Site / installation address

b. Invoicing Terms

Per Appendix A, for UC Services provided in each Project Country, the AT&T Project Country Affiliate will invoice the Customer Project Affiliate in the local currency of the Project Country. AT&T will invoice the Customer monthly in each Project Country.

e) CUSTOMER ROLES AND RESPONSIBILITIES

To manage the activities outlined herein on time and within the pricing provided, Customer assigned roles and responsibilities must be fulfilled effectively. Customer is responsible for the following:

- (a) Assign a Single Point of Contact ("SPOC") as the primary interface for the AT&T Project Manager to work with during the project.
- (b) Coordinate appropriate personnel for conference calls, interviews or to provide information as reasonably requested and applicable by AT&T.
- (c) Participate in meetings and arrange for other relevant business unit personnel be reasonably available for such meetings.
- (d) Review and provide relevant comments (in the form of additional data requirements, preliminary conclusions, or recommended technical architecture) or Subject Matter Experts ("SME") resources from applicable information technology departments or business units to assist in completing AT&T deliverables in a timely manner.
- (e) Keep AT&T informed of any information or changes, which may affect AT&T's performance of UC Services or require a change request in the scope.
- (f) Provide AT&T with reasonable access to Customer premises during Normal Business Hours as needed and shall provide office space to include desks, chairs, as well as access to printers, copiers and phone lines while on-site at no charge. In addition, AT&T may conduct the research and other work from a remote location.
- (g) For each Site to be deployed, provide Local Site Contact name, telephone number, address, and email for both a primary and backup Local Site Contact to facilitate local scheduling issues, Purchased Equipment delivery confirmation, and other Site-specific details. This information is to be provided to the AT&T Project Manager for each Site.
- (h) Gain access for AT&T to sites that are owned/controlled by third parties.
- (i) Provide AT&T, login and password information to all equipment related to the UC Services provided herein, including both basic access and modification access
- (j) *Resume* responsibility for the network infrastructure upon completion of the UC Services provided herein.

f) COMPLIANCE WITH LAWS

Customer shall comply with import and export control laws, conventions and regulations for all equipment, software, or technical information Customer moves or transmits between countries using the UC Services. As between Customer and AT&T, it is Customer's responsibility to comply with the authorizations, licenses and permissions required by the law in the country in which the UC Service is used.

g) LIMITATION OF LIABILITY

The section entitled Limitation of Liability in the NI Pricing Schedule shall not apply to the UC Services provided under this Proposal.

PART 2 – AT&T Deployment Services (“Deployment”)

h) INTRODUCTION

As part of this project, AT&T will be providing Equipment Procurement as well as Planning, Design, and Implementation Services to deploy the Equipment listed in Appendix A at Customer sites located in the United States of America.

i) SCOPE OF SERVICES

AT&T will deploy the equipment listed in Appendix A (“Equipment”) to one (1) Customer site located in the United States of America (“Sites”). Site location(s) can be found in Appendix B. The following products and/or services (“Services”) that are checked “Yes” under the In-Scope column are included in this SOW. Items not checked or are checked “No” under the In-Scope column are not included in this SOW.

Selecting Normal Business Hours (“NBH”) refers to Services quoted 8am to 5pm Monday through Friday local time, excluding AT&T Designated Holidays. Selecting after Normal Business Hours (“aNBH”) refers to Services quoted after 5pm Monday through Friday local time and all day Saturday and Sunday, excluding AT&T Designated Holidays. Services may be quoted with both NBH and aNBH in order to meet the project requirements.

<u>Service Type</u>	<u>In-Scope</u>		<u>Hours Quoted</u>	
			<u>NBH</u>	<u>aNBH</u>
Section13.1 – Project Management	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Section13.2 – Network Design	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Section13.3 – Equipment Procurement	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Section13.4 - Staging	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Section13.5 - Installation	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Section13.6 – Test and Turn-Up	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Section13.7 - Training	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* AT&T reserves the right to utilize subcontractors as necessary.

Pricing for the Services, Equipment and Maintenance provided under this Proposal are specified in the attached Schedule 1: Schedule of Charges.

j) PROJECT OVERVIEW

AT&T proposes UC Voice Services at one (1) customer site to support up to five hundred (500) IP sets as follows:

One site in Charleston, West Virginia (address not provided)

- Install and Configure one (1) new Cisco 3925 SRST router (staging not included)
- Perform the Station Review / Dial Plan Work and complete the Voss form for five hundred (500) Cisco IP phones to be located at one site
- Phone placement for five hundred (500) IP phones (staging not included)
- Integrate with WV current Presence functionality, via a sip trunk between the cluster in AT&T cloud and to the Cisco Presence Server in the State of Virginia Data Center

- Work with SDAC to test and turn up five hundred (500) IP phones after normal business hours (aNBH)
- Provide up to eight (8) hours of Day One Support

Customer will let AT&T know what digits are being used as far as the dial plan and what they are being used for on the Call Manager and AT&T will work around that. If changes on the existing Call Manager need to be made, that is not part of this quote.

k) AT&T RESPONSIBILITIES

AT&T will be responsible for executing the following activities. Activities not expressly included in this SOW are outside the scope of this SOW.

a. Project Management

In support of the Services for this Project, AT&T shall assign a designated AT&T Project Manager ("AT&T Project Manager") to interface directly with the Customer Project Manager.

The AT&T Project Manager's responsibilities are as follows:

- (a) Serve as the primary interface to the Customer organization.
- (b) Coordinate the Site installation priorities and the installation schedules with the Customer Project Manager. The AT&T Project Manager will build a Project timeline draft and submit to the Customer via hardcopy or electronic format. Installation dates may vary if network connectivity is being installed and coordinated as part of this Project. Customer and AT&T will mutually agree to the Project timeline.
- (c) Function as the escalation focal point for issues that may arise under this SOW.
- (d) Provide, at the Customer's written or oral request, status updates as to the progress of the Services provided under this SOW—these updates will be provided via email or telephone conversations.
- (e) Conduct a formal Project kick-off meeting and review the SOW and associated Services. The AT&T Project Manager will work with the Customer to create a communication plan that identifies both AT&T and Customer resources required for the Project.
- (f) Participate and provide weekly status and Project planning meetings as required. The audience for such status meetings may include AT&T personnel, third party vendors or Customer determined team members.
- (g) Develop, manage and track Project schedules and all change control processes. Please reference the Change Control Process section of this SOW.
- (h) Develop and maintain any contact list, communication plan as well as track and monitor prioritized action items and issues list.
- (i) Process and track Equipment procurement orders as required.
- (j) Coordinate schedules and work with AT&T and Customer personnel to determine readiness of each facility for receipt of Services and/or Equipment.
- (k) Manage Test and Turn-up activity, and coordination of network service providers and Equipment provider(s) associated with the Equipment and the network connectivity.

b. Network Design

A Pre-planning Session will be convened with the Customer to discover and share relative information concerning the Project before the work is started. Information discovered during this session will be used during the configuration and testing portions of the Project.

During the Pre-planning Session, AT&T and the Customer's IT staff will review the following items in preparation for the Project:

- Site Review - The Customer Sites will be reviewed, emphasizing server location and power requirements, potential data backup facilities, cut-over requirements set forth by the Customer, WAN and PSTN connectivity..

- Current Network Design - The current network infrastructure and IP addressing scheme will be reviewed for compatibility with the planned IP-Telephony network and adjusted or changed if deemed necessary.

Dial-Plan Design - The Site's current telephony dial-plan will be reviewed for migration or alteration. This includes DID allocation by the PSTN provider.

c. Equipment Procurement

The Customer will procure the Equipment to be used for the Project from AT&T. The Equipment Order List ("EOL") can be found in Appendix A. This Equipment is subject to change based on the final Customer-provided installation Site list and final engineering confirmation. In the event of changes, Customer will inform AT&T in writing of the requested change per the Change Control Process outlined in this SOW. AT&T will process the Equipment orders from the Customer based on the new configuration, and shall invoice Customer for the actual Equipment purchased.

Equipment will be shipped to an AT&T staging facility or Customer site at AT&T's discretion. If applicable, shipping costs from the AT&T staging facility to the Customer Sites are a Customer responsibility. Equipment will be sold to Customer at the prices noted in the attached Schedule 1, Schedule of Charges, based on the list prices in effect on the date that the order is received by AT&T. All Equipment is for use by Customer.

d. Equipment Staging

AT&T will stage all Equipment included in the EOL for the Services provided in this SOW at either an AT&T staging location or Customer Site(s) as follows:

- (a) Unpack Equipment.
- (b) Verify order against EOL.
- (c) Verify configurations per Customer requirements.
- (d) Power on self-test and best practice hardware test.
- (e) Assembly and burn-in of Equipment components.
- (f) Software installation of Equipment operating system.
- (g) Equipment configuration. (If the Customer chooses to provide any Equipment configuration, AT&T must receive it at least ten (10) business days prior to agreed-upon Equipment installation date at the Customer Site).
- (h) Re-package Equipment and ship it to the Customer's Site if applicable. Ground shipping of the integrated Equipment to the installation Site if applicable. Shipping costs are a Customer responsibility.

e. Installation

AT&T will manage the following installation activities:

- (a) Provide Customer all power and environmental requirements for all Equipment in advance of installation.
- (b) Confirm with Customer that any site readiness tasks have been completed and the required circuits are provisioned and operational.
- (c) Verify network configuration with Customer single point of contact prior to on-site installation.
- (d) Unpack, inventory and inspect AT&T provided Equipment at the Customer installation Site.
- (e) Install/rack mount and connect the Equipment into the Customer's existing racks and/or wallboards. Customer must ensure appropriate Equipment racks are located at the agreed upon demarcation points.
- (f) Provide remote technical support for the AT&T on-site engineer during the installation, migration, cutover and implementation testing.
- (g) Configure and install all Equipment listed in Appendix A at Customer Site(s) as described in the Project Overview section of this SOW.
- (h) Troubleshoot and replace hardware failures of new Equipment relating to the installation / upgrade of the AT&T provided product.

f. Test and Turn-up

AT&T will manage the following Test and Turn-Up functions applicable to each Site after the Equipment installation.

- (a) AT&T will test up to six (6) phones per floor to assure proper calling and call routing
- (b) AT&T will test connectivity and call routing with the UC Voice platform
- (c) Test at least one (1) IP phone per defined User Group.
- (d) Test Inbound/Outbound Dialing on DID's/ Trunk Ports.
- (e) Test Dial Plan.
- (f) Test Caller ID.
- (g) Test Long Distance access.
- (h) Test Call Parking features.
- (i) Test Call Transfer features.
- (j) Test 911/9911 on up to three (3) phones.
- (k) Test Automated Attendant functionality and prompts.
- (l) Test voice mail access and retrieval.
- (m) Test Music on Hold functionality.
- (n) Verify at least one (1) phone can forward a call and initiate a 3-way conference in mid-call.

An AT&T engineer will provide on-site Customer support as appropriate for resolution of phone quality and functionality issues. AT&T will provide the following post installation support services ("Day 1 Support") for the Project as follows:

g. Training

(Applicable if checked "Yes" under In Scope column in the Scope of Services section in this SOW). AT&T will provide the following Training during Normal Business Hours:

AT&T will provide the following Training during Normal Business Hours:

One session of Train-the-Trainer training has been included in this quote. This training will be up to four (4) hours in length, and will train up to ten (10) of the customer's personnel how to do the end user training.

End User training has been included and it will be conducted on the Customer premises. Pricing includes up to **zero (0) hours** of end-user training. The training will focus on the following:

- Phone features - Phone controls, transferring calls, conference calls
- Phone settings - Call, message, and personal settings
- Voicemail - Setup, displaying, recording greetings
- Hands-on review and demonstration
- Quick reference handout

Customer must provide a suitable training room at the applicable Sites where AT&T is providing Training as part of the Services provided in this SOW to accommodate up to four (4) students. The room must include Customer supplied White Board, Video Projector, and four (4) IP phones for training. If the Customer does not supply their IP phones, training will be limited to the lesson guide.

l) CUSTOMER RESPONSIBILITIES

For AT&T to successfully implement the activities outlined within this SOW, Customer is responsible for providing the following to ensure the Project is completed on time and within financial limitations:

- (a) Provide Customer Project Manager Identity and contact information. This is the Single Point of Contact ("SPOC") and shall act as the primary interface for the AT&T Project Manager. This individual shall have decision-making authority regarding day-to-day management of the project. This individual shall also be responsible for defining any additional Customer requirements, ensuring Site readiness and implementing any adds, changes or deletions in Equipment and/or facilities for each Site prior to installation of the IP Telephony solution. Customer will promptly notify AT&T if it changes the designated Customer Project Manager.
- (b) Designate a technical point-of-contact that has detailed knowledge of the Customer's network as well as policies utilized.
- (c) Provide authorized personnel on-site during Equipment installation, Test and Turn-up.
- (d) Keep AT&T informed of any information or changes, which may affect AT&T's performance of Services or require a change request in the scope.
- (e) Provide AT&T with reasonable access to Customer premises (including wiring closets) during Normal Business Hours as needed and shall provide office space to include desks, chairs, as well as access to printers, copiers and phone lines while on-site at no charge. In addition, AT&T may conduct the research and other work from a remote location.
- (f) For each Site to be deployed, provide local site contact name, telephone number, address, and email for both a primary and backup local site contact. This is to facilitate local scheduling issues, Equipment delivery confirmation, and other Site-specific details. These individuals are accountable to provide any special Site access clearance, escort, safety training or information required. The local site contact shall interface with other organizations as required. This information is to be provided to the AT&T Project Manager for each Site.
- (g) Provide AT&T Project Manager a minimum of ten (10) business days notice for scheduling Equipment Installations. Cancellation or rescheduling with less than five (5) business days notice may be subject to AT&T's Reschedule/Cancellation Charge set forth in Schedule 1, Schedule of Charges.
- (h) Provide adequate secured storage area on Customer Site for Equipment for the duration of the Project.
- (i) Once the final dial plan design is delivered and agreed upon, Customer will freeze any changes to user information a minimum five (5) days prior to a CallManager configuration. All changes made to the dial plan after CallManager configuration shall be defined as MAC (Move, Add or Change) and additional charges may apply.
- (j) Assume all responsibility for ensuring adequate mechanisms are deployed that conform to all local laws, regulation and code regarding the availability of 911 emergency services from telephone handsets. This obligation may include ensuring system availability, appropriate backup carrier connectivity and implementation of automatic location tracking and reporting, such as those offered by E911. AT&T assumes no responsibility for fulfilling a Customer's legal responsibilities in this area.
- (k) Provide a signature sign-off (see Site Acceptance Form, Appendix A) as concurrence of Site completion for each Site where AT&T has provided Services under this SOW.
- (l) Provide information relative to the legacy phone system, circuits and data equipment including network diagrams listing existing size, capacity, utilization, busy hour voice and data traffic requirements for all current network facilities to be utilized in the IP Telephony solution.
- (m) Provide input to AT&T for the development of CallManager (system, gateway and phone), route plan, dial plan, call flow, and station configurations. In addition provide the relevant IP and subnet mask addressing plan for the proposed IP Telephony solution.
- (n) Identify desired product and station Equipment placement; any rack or cabinet layouts; circuit demarcation locations and specifications; legacy PBX/telephony interface requirements and specifications; and, station features.
- (o) Provide a list of users, security levels and access privileges. Define the CallManager system administration, security policies and any other special requirements to be implemented in the Equipment.
- (p) Identify firewalls expected to pass IP telephony traffic and to identify class of services, toll, station and phone restrictions and requirements for all users
- (q) Provide information to AT&T necessary for QoS configurations for review. If Customer declines a Network Assessment, AT&T will rely entirely on the Customer to provide information such as codec selection, number of simultaneous calls and bandwidth required to support other enterprise applications.

- (r) As specified for each Site, ensure that proper environmental conditions specified by product manufacturer are in place. This includes but is not limited to adequate power and grounding. AT&T shall not proceed with the Equipment installation until Customer has made such modifications and changes as required.
- (s) Assume sole responsibility to make sure that the LAN and possibly the WAN infrastructure will meet and support IP Telephony specifications that provide acceptable IP Telephony quality. Network reconfiguration and/or upgrades of the data network (including LAN/WAN hardware/software) are the responsibility of the Customer. Customers who purchase IP Telephony and/or IP Telephony products need to ensure that their LAN and WAN configurations are adequate to support acceptable IP Telephony communications throughout the network infrastructure.
- (t) Complete all requirements following recommended industry standards for proposed system connectivity to prior to the first installation date:
 - Raceways, boring and cutting, trenching, conduits, variances and rights of way required for installation.
 - Network service (LEC and IXC).
 - Network demarcation.
 - MDF demarcation (includes documentation).
 - Customer private network (e.g. LAN/WAN or privately provided facilities in a campus environment).
 - Provide/implement/deploy/test all structured cabling (Category-5, fiber, etc) and components including but not limited to cabling patch panels and patch cords, power, UPS (optional).
 - Provide hard-wired receptacles for each of the components, power strips and/or uninterruptible power supplies at each Site.
 - Extend demarcation point(s) to the Equipment installation location(s).
- (u) Assume sole responsibility for the condition and/or readiness of Cable Plant or its ability to transport or sustain proper electrical and optical data signals as required by the operational specification requirements for the Equipment. Verify all distance and interference limitations of interface cables to be used and that all necessary cabling, power and grounding is delivered and installed prior to the installation date.
- (v) Update the configurations of those devices and sites that are not identified in this SOW that must communicate to the Equipment deployed as part of the Services provided in this SOW to ensure proper connectivity in addition to installing and verifying the operation of all equipment not provided by AT&T.
- (w) Interface with Customer's network vendors during the installation and testing to make network changes required to make the data/voice network operational. For example: order, install and test all non AT&T data and voice circuits prior to the installation date.
- (x) Assume sole responsibility, unless otherwise stated, for any reprogramming, licensing or configuration necessary to existing legacy telephony systems as necessary to implement this Project.
- (y) Provide remote dial up access or VPN access to the Customer network.
- (z) Provide a monitor, keyboard, mouse and KVM switch to be connected to CallManager servers during the installation process.
- (aa) Provide anti-virus protection for the converged network prior to implementation of IP Telephony solution.
- (bb) Assume sole responsibility for all existing data files and/or file structures, their storage, backup, and recoverability.
- (cc) Removal of Equipment packaging materials/trash.

m) Fees and Charges

- a. AT&T shall provide the Services and Purchased Equipment (see Appendix A) for the Charges stated below. Pricing is valid until February 23, 2013. All applicable sales taxes, excise fees, shipping and travel expenses are the responsibility of Customer and have not been included in the quoted prices below. All prices are in U.S. dollars.

Equipment & Maintenance Charges

Site Name	Equipment (HW/SW) Price	Maintenance Price
	To be provided by the customer	
TOTALS		

AT&T Professional Services Charges for UC Deployment

DESCRIPTION	PRICE
AT&T PROFESSIONAL SERVICES including the following (see below):	
Project Management, Network Design, Equipment Procurement, Staging, Installation, Test & Turn-Up, and Training Services	\$ 40,688.00

In the event that the scope of work changes from the described services in this Proposal or AT&T is requested to perform Services outside of Normal Business Hours, AT&T will bill Customer at a T&M rate shown in table below. All such out of scope matters will be handled via the Change Control process outlined herein.

T&M Hourly Rates for Out-of-Scope Labor:	
NBH ... Normal Business Hours defined as 8am to 5pm Monday through Friday local time, excluding AT&T Designated Holidays	\$155.00
aNBH after Normal Business Hours defined as after 5pm Monday through Friday local time and all day Saturday and Sunday, excluding AT&T Designated Holidays	\$233.00
Additional Charges:	
Expedite Charge; per incident	\$185.00
Re-Schedule or Cancellation Charge; per incident	\$275.00
Site re-visit; assumes two (2) hours on-site min.	\$310.00
Customer not Ready Charge; per incident	\$275.00

Unified Communication Services Monthly Charges

Description	Term	Monthly Recurring Charge
AT&T Unified Communications Services - U.S. (Enhanced UC Voice \$14.50 per seat/150 seats) , (Standard UC Voice \$11.99 per seat/300 seats) , (Basic UC Voice \$9.93 per seat/50 seats) (UC TSC charge \$2.99 per channel /24)	36 Months	\$6,340.26

All applicable sales taxes, excise fees, shipping and travel expenses are the responsibility of Customer and have not been included in the above quoted prices. All prices are in U.S. dollars.



b. Additional Pricing Terms and Conditions

- (a) **Defined Scope.** Pricing is based on the currently defined Scope of Work. Any additions or changes to this SOW will necessitate changes in pricing. Pricing herein assumes no project delays will occur that would require AT&T to stop work. AT&T will not be held financially responsible for project delays outside of its control.
- (b) **Invoicing.** AT&T will invoice the Service Fees upon completion, as defined herein. Purchased Equipment is invoiced upon shipment from AT&T's supplier. AT&T invoices Services monthly and will include any one-time charges or expenses incurred during the previous calendar month.
- (c) **Travel and related Expenses.** Pricing does not include expenses for AT&T travel to Customer's facilities. Standard business expenses (e.g., transportation, food, lodging) incurred by AT&T in connection with delivery of the Services will be billed at cost as a separate line item on Customer's invoice. AT&T personnel will incur travel expenses only after receiving permission from Customer's authorized Project Manager.
- (d) **Time and Material ("T&M") Rate.** In the event that the scope of work changes from the described services in this SOW or AT&T is requested to perform Services outside of Normal Business Hours, AT&T will bill Customer at a T&M rate of two-hundred fifty dollars (\$250.00) per hour per AT&T Consultant for the additional time spent on the change requests. All such out of scope matters will be handled via the Change Control process outlined herein.

n) Engagement Assumptions

This SOW, including but not limited to the rates and charges, is based on the following assumptions. If any of these assumptions are found to be inaccurate or invalid, AT&T shall provide Customer with the changes to the scope, tasks, deliverables or terms and conditions of this SOW via the Change Control Process described in this SOW.

- (a) Customer will assume responsibility for management and maintenance of the Equipment upon completion of the Services provided in this SOW.
- (b) As part of the installation, an overview of the features and configuration will be provided. This overview should not be considered a replacement for formal training delivered by AT&T or an approved training partner. Cisco Learning Partners provide instructor led classes to support in-depth training needs such as report generation or detailed configuration of network Equipment (CallManager, Unity, IPCC, E911, and CiscoWorks). These instructor led classes also prepare the Customer to resolve all future move/add/change requests in support of their end users. The overview provided under this SOW assumes the Customer has attended formal training or understands the technology and has a working knowledge of the components installed.
- (c) Customer will comply with all responsibilities identified in the Customer Responsibilities section herein. In addition, Customer takes full responsibility and liability for the accuracy of all information supplied to AT&T by Customer and/or its representatives upon which AT&T relies on in the performance of this Agreement.
- (d) All changes or amendments to this SOW will be mutually agreed to in writing per the Change Control Process and signed by the authorized representatives of both parties upon final presentation. AT&T will not perform any out of scope changes without prior written authorization and approval from the Customer's authorized contact.
- (e) If applicable, AT&T will demonstrate the installation and operation of client software (for end-user computer) included in Appendix C of this SOW for Customer personnel on one (1) computer. The Customer is responsible for installing client software on all remaining Customer-owned computers requiring the application.
- (f) IP Telephony networks are not ideally suited for transport of the modulated data signals typical of computer modem and fax machine use. Based on device types and network topology, AT&T cannot guarantee reliable transmission rates in excess of 14.4 Kbps for fax and modem services.
- (g) Unless otherwise described within this SOW, no assumptions are made regarding existing power backup systems. Customer should evaluate the impact a power failure may have on end-user abilities to place and receive phone calls, including access to emergency services.

- (h) The correct amount of bandwidth between each server must be provisioned for the expected call volume, type of devices, and number of devices. This bandwidth is in addition to any other bandwidth for other applications sharing the network, including voice and video traffic between the Sites. The bandwidth provisioned must have QoS enabled to provide the prioritization and scheduling for the different classes of traffic. The general rule of thumb for bandwidth is to over-provision and under-subscribe.
- (i) AT&T will not move or de-rack any existing equipment for this Project.
- (j) Quality of Service (QoS) throughout the IP Telephony path by placing only voice in the highest priority queue to ensure voice traffic gets the bandwidth and latency required for effective voice communications is strongly recommended.
- (k) The following services are not covered under this SOW:
- Support or replacement of Equipment that is altered, modified, mishandled, destroyed or damaged by natural causes, or damaged due to a negligent or willful act or omission by Customer or use by Customer other than as specified in the applicable AT&T-supplied documentation.
 - Services, software or hardware required for software or hardware problem resolution resulting from third party products or causes beyond AT&T's control.
 - Services for non-Cisco product or software not identified in this SOW.
 - Any upgrade not identified in this SOW but required to run new or updated software.
 - AT&T is not providing IVR or ACD functionality.
- (l) To successfully implement IP Telephony, Customer's data network must be able to support the demands of voice traffic concurrent with the data demands. The Customer's legacy network must meet the following performance standards for IP Telephony:
- Sufficient bandwidth must exist to support both voice and data traffic.
 - Packet loss should not exceed 1%.
 - WAN links not to exceed 70% utilization during any period.
 - 0 CIR Frame Relay links are not supported.
 - Use of Internet to transport voice is not recommended.
 - Serialization delay for each router interface should be less than 10ms.
 - Bursting above CIR on Frame Relay links is not supported.
 - Switched media (no hubs).
 - Ethernet network 10MB minimum, 100MBs recommended, (no Token Ring).
 - Category-5 cabling minimum (no Category-3 or Coaxial cabling).
 - Adequate bandwidth to support Customer voice, video and data traffic volume demands over the network. Each IP Telephony call can consume up to approximately 80 Kbps of bandwidth.
 - Low end-to-end delay (latency) to ensure a good quality voice conversation (≤ 125 milliseconds recommended).
 - Minimal packet loss to ensure parts of a conversation are not distorted or lost especially during bursty data traffic flows.
 - Low jitter to ensure that the next IP packet can be played at the destination CODEC without requiring large jitter buffers.
 - Separate VLAN's for voice traffic is strongly recommended.

APPENDIX A: EQUIPMENT ORDER LIST (EOL)

To be provided by the customer

APPENDIX B: SITE LIST

TBD



State of West Virginia

UCaaS Dial Plan Design

Project Concept Document

Prepared For:
The State of West Virginia

Prepared By:
AT&T Consulting

Version 1.0
January 23, 2013

Business Objectives

The State of West Virginia is planning to migrate to a hosted IP Telephony solution. In support of this initiative, AT&T is proposing its UC Voice solution. This solution will include integration with the State of West Virginia's existing voice infrastructure. As a result, the State and AT&T need to develop a coordinated dialing plan across UC Voice users (500 users) and existing CUCM users (approximately 7,400). The UC Voice project has the potential to scale to 8500 users.

The connection between the two IP PBX platforms (UC Voice and existing Cisco) will be one or more SIP trunks. The existing Cisco environment also supports a Unified Contact Center eXpress (UCCX) call center of about 120 users and will be leveraged to support a new UCCX solution that AT&T will be implementing in parallel.

Description of Work

The UC Voice Dial Plan Design engagement is intended to provide a consistent and coordinated dialing plan for voice and related services across the systems and sites in the State of West Virginia enterprise. This engagement will be delivered using a structured and phased approach as follows:

- Planning
- Current State Assessment
- Dial Plan Design
- Acceptance of Deliverables
- Engagement Closeout

Planning

During this phase, the customer's business, technical and operational requirements will be gathered and validated. AT&T Consulting will work with other AT&T and State stakeholders to refine requirements, collect discovery information and incorporate the information to provide an initial baseline. The requirements are used to guide the development of the detailed dial plan design for the solution and ensure that direct traceability exists from the ultimate technical decisions back to the stated requirements. Anticipated tasks for the Planning phase include:

- Hold engagement kick off meeting
- Develop success criteria for the engagement
- Identify key contacts and information requirements
- Develop engagement management plan

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- Develop documentation of detailed dial plan design requirements

Current State Assessment

As the foundation for the migration, a current state assessment should be performed for all locations. This assessment will be conducted by AT&T utilizing customer-provided information including detailed network documentation and performance data. This assessment, as priced, provides the following services:

- A voice calling pattern review would be performed to insure integration of the proposed solution with the current dial plan and to provide input into the dial plan development step of the project.
- A high-level traffic analysis (based on customer-provided data) will be conducted to ascertain the amount of trunking that will be required for PSTN traffic and the amount of bandwidth that will be required intra-site calls.
- Telephony supplemental services requirements (i.e. call forwarding, call transfer, conferencing, auto-attendant, etc.) will be investigated and documented.
- When all requirements, the current network status, and gaps have been identified, AT&T will develop a set of dial plan recommendations to support the implementation.

The results of the assessment and reviews described above can then be used to adjust or modify the UCaaS deployment project management plan and technical architecture as required.

Dial Plan Design

Using information collected and developed in the Planning phase, AT&T will develop a coordinated dialing plan between the UC Voice solution, the existing Cisco voice infrastructure and the PSTN. During the Design phase, AT&T will validate the customer requirements and finalize the baseline of existing dial plan constructs. This will provide the basis for AT&T to develop a detailed dial plan design that meets the requirements of the State's agencies and users. The dial plan design will address all configurations to support on-net and off-net voice dialing including supplemental and emergency services and will include, but is not limited to, the following:

- Internal calls.
- Local area code dialing
- National (1+) and International (011+) dialing
- Emergency 911 dialing
- Supplemental services and features, such as call park, etc.

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The State of Virginia will be expected to provide station identification and location information to AT&T for proper Emergency Services design as required. The dial plan design will also address any required routing for internal and PSTN trunking.

Acceptance of Deliverables

Upon acceptance of the final configuration, a copy will go to the State and the UC Voice project technical team for configuring the core call control and application systems. AT&T will then work with the customer to insure that all changes for the Site that have formally accepted their final configurations are closely tracked so that they can be accounted for in the new design. This will provide a control period prior to the change freeze period leading up to the actual conversion activities.

Engagement Closeout

Final documentation will be developed to reflect the dial plan design to be implemented. This documentation may contain, but not is limited to, the following:

- Network design diagrams
- Configuration captures
- Lists of users and devices
- Extension lists
- Troubleshooting resources
- Route plan report
- Gateway voice mail integration configuration

Roles & Responsibilities

The following roles and responsibilities will be provided as part of the UC deployment:

Engagement Manager

- Schedule & manage Consulting resources
- Coordinate meetings
- Address any change requests

Lead UC Consultant

- Collect & review customer data
- Create detailed dial plan design
- Develop numbering plan and associated route patterns
- Develop configuration workbook

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- Facilitate handoff of design package to the AT&T UC Support Team
- Document post-implementation testing results

Deliverables

The following deliverables will be generated as a result of this engagement:

Planning

- Project Management deliverables
 - Project Plan
 - Communications Plan
 - Weekly Status Reports
 - Risk Management Tracking Spreadsheet

Current State Assessment

- Assessment Report

Design

- Detailed Design Plan

Executive Presentation

- This is a one-hour presentation that will be conducted at the end of the project and will outline our findings and the priority recommendations to the appropriate executive leadership.

Services Out of Scope

The following activities are out of scope for this effort but can be provided using the AT&T change control process. AT&T Consulting will not provide as part of this effort:

- Any features, functions, hardware, software or services not specifically stated and detailed as AT&T Consulting deliverables within this PCD are not included

Duration & Price Estimates

The estimated cost for this engagement is \$36,000 excluding travel and related expenses. This project price estimate has been determined by the estimated time required to complete the stated deliverables.

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Assumptions

The assumptions below were used by AT&T Consulting to scope this engagement based on information provided to it by the State of West Virginia. If any of these assumptions prove to be invalid, the parties agree to resolve the situation via the Change Order Process. Notwithstanding the foregoing, neither of the parties is bound to use the Change Order Process in the event of a material breach by the other party.

- The customer is responsible for the remediation of identified gaps in technology.
- AT&T will have the flexibility to set its own work location and hours provided that they don't interfere with the State's business or operations.
- All work will be performed contiguously unless otherwise agreed upon in the project plan.
- The State's other vendors and their personnel will be cooperative and forthcoming with information.
- AT&T's consultants will have access to systems and information necessary to accomplish the deliverables of this engagement. Such access must be directly coordinated with the designated the State's team member(s) in advance of requiring such access.
- Working hours for this engagement will be normal business hours (Monday to Friday, 8AM to 5PM excluding holidays), with the exception of any work that would interfere with DWSD's business or operations such as upgrades to live equipment.
- AT&T Consulting assumes that there will not be any special conditions or restrictions that would affect a productive workday.
- All work will be performed on consecutive workdays unless otherwise agreed upon in the project plan.
- Deliverables will be furnished using Microsoft Office products (Word, Excel, PowerPoint, Project, Visio) as appropriate.

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