

**AMENDMENT NO. 4 TO THE AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND CONVERGEONE**

THIS AMENDMENT TO THE AGREEMENT, entered into this 10 day of June 2025, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and CONVERGEONE, hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, on November 1, 2022, the parties entered into an agreement to provide professional services, hardware, software licensing, and maintenance for the migration of the County's telephony environment to a Voice over Internet Protocol (VoIP) solution for the term of November 1, 2022, through October 31, 2027, for a total amount not to exceed \$8,555,557.40; and

WHEREAS, on March 24, 2023, the parties executed the first Amendment adding clarifying language, additional hardware, and reallocating funds for project needs; and

WHEREAS, on October 31, 2023, the parties executed the second Amendment expanding the terms to define specific project requirements; and

WHEREAS, on March 28, 2024, the third Amendment was executed, adding critical services, and increasing the agreement by \$25,000, for a total amount not to exceed \$8,580,557.40; and

WHEREAS, both parties wish to further amend the agreement to incorporate critical services to improve resiliency, ensure compliance, implement recommended architectural changes, and provide additional staff support services to the County's Telecommunication System Upgrade Project, and to increase the agreement amount by \$742,497.13, for a total amount not to exceed \$9,323,054.53.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Section 3, Payments of the agreement is hereby amended to read as follows:
In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or

quality of the work performed is unacceptable and written notification has been communicated to Contractor. In no event shall County's total fiscal obligation under this Agreement exceed **NINE MILLION THREE HUNDRED TWENTY-THREE THOUSAND FIFTY-FOUR DOLLARS AND FIFTY-THREE CENTS (\$9,323,054.53)**. In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

2. Exhibit B, Revised Pricing Summary (rev. 03/22/2023) is hereby replaced, a copy of which is attached hereto to as Exhibit B, Revised Pricing Summary (rev. 06/10/2025), and incorporated into the agreement by this reference.
3. Exhibit A1- Critical Services is hereby added as a new section to Exhibit A, a copy of which is attached hereto as Exhibit A1- Critical Services, and incorporated into the agreement by this reference as part of Exhibit A.
4. Exhibit B1- Payments and Rates for Critical Services is hereby added as a new section to Exhibit B, a copy of which is attached hereto as Exhibit B1- Payments and Rates for Critical Services, and incorporated into the agreement by this reference as part of Exhibit B.
5. **All other terms and conditions of the agreement between the County and Contractor, dated November 1, 2022, as previously amended, shall remain in full force and effect.**

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

FOR CONTRACTOR: CONVERGEONE



Contractor Signature

05/21/2025
Date

Shane Harper
Contractor Name (please print)

COUNTY OF SAN MATEO

By: 

Resolution No. 081271

President, Board of Supervisors, San Mateo County

Date: June 10, 2025

ATTEST:

By: 

Clerk of Said Board

Exhibit A1
CRITICAL SERVICES

In consideration of the payments set forth in Exhibit B1 and subject to the terms of the Agreement, Contractor shall provide the following services for the County:

Engagement Overview

Contractor to provide the following components that are included for all services provided under agreement.

A. Project Management

- Provide Project Management Services to help the County effectively manage the project and control risks during the deployment
- Implement the Project Management Body of Knowledge (PMBOK) for project delivery. The PMBOK is an adaptable approach that enables technology project success by aligning business and technology goals. Key elements include an iterative delivery process, clear project metrics, proactive risk management, and effective response to change.
- Provide a Project Manager who act as the single point of accountability for all Contractor contract deliverables for the duration of the Project. The Project Manager will be responsible for the following:
 - Guide the County in the implementation and work on a mutually agreed-upon schedule.
 - Conduct internal and joint meetings.
 - Develop a project plan, including activities, milestones, roles, and responsibilities.
 - Schedule and manage required Contractor's resources and partners.
 - Conduct Issue and Risk Management.
 - Provide agenda and meeting notes.
 - Track County and Contractor project deliverables.
 - Manage project closeout process, punch list, and County acceptance.

B. Professional Services Warranty

- Implementation support will be provided for a period of thirty (30) calendar days once the solution is brought into service. If multiple sites or locations are included as part of the solution, all sites or locations will each have their own support period.
- Post-implementation warranty provides the following:
 - Minor changes and/or corrections to the solution that are included in the approved design.
 - Completion of all changes as part of an agreed punch list of actions.
 - Fix or replacement of defective hardware installed by Contractor.

C. Assumptions

- Unless explicitly stated otherwise, all services will be delivered remotely.
- All non-service impacting work described in this scope will be performed during U.S. normal business hours defined as 8:00 AM to 5:00 PM local time; Monday through Friday, excluding Contractor's designated holidays. "Cutover" for the sites will be completed during business hours unless otherwise stated in this scope of work.
- All services, documentation, and project deliverables will be provided in English only.
- All managed services provided in this amendment are to be co-termed to current contract end date of October 31, 2027.
- Install specific software versions agreed upon at the time of project kickoff. Upgrades to the software are not included. Contractor to advise the County if manufacturer requires Contractor to install an upgrade if required by the manufacturer or to resolve a problem.
- Contractor to provide port and protocol matrices as provided by the manufacturers for the equipment that is in this scope.

- VPN access will be provided to Contractor's resources to allow for work to be accomplished remotely when applicable.
- When applicable, Contractor shall apply and secure the required security clearances from the County.
- When applicable, Contractor's resources shall comply to the County's minimum background check requirements.
- Contractor shall comply with all applicable County safety and security policies and procedures.
- County to provide a single point of contact responsible for the following:
 - Understanding the business process impact and technical requirements.
 - Working with Contractor's Project Manager to develop mutually agreed project schedule, including outside of Normal Business Hours test and cutover windows (if applicable).
 - Reasonable notification of schedule and changes for the installation work.
 - Attending all project status meetings.
 - Ensure the availability of appropriate County resources that will:
 - Assist in the development and execution of applicable test plans.
 - Provide accurate documentation for all existing systems and networks.
 - Provide all necessary IP addresses, subnet masks, and default gateways.
 - Provide a qualified Network Administrator with working knowledge of Customer requirements.
 - Provide information on planned changes in the network.
 - Site Preparation
 - Ensure the equipment room is ready, including all electrical, wiring, grounding, lighting, racks, and HVAC required to maintain equipment within operating conditions specified by the equipment manufacturer.
 - Provide required cable/patch panels that meet all requirements for Category 5e, racks, and network connectivity.
 - Accept receipt of equipment and store it in a secure area. Retain shipping documentation, and inventory shipments by box count, and report any apparent external damage to the Contractor's Project Manager.
 - Provide floor plans for equipment room configuration and related locations if applicable.
 - Ensure that the existing County network is configured, connected, and operating within the manufacturer's specifications.
 - County will provide QOS on all their network equipment to the WAN based on the Supplier's guidelines and requirements if carrying voice.
- County is responsible for the following:
 - Underlying data infrastructure including network and virtualization. Systems must be capable of supporting the proposed solution.
 - All communications and scheduling of any contractors or vendors not managed by the Contractor's Project Manager.
 - Verify and arrange the installation of all applicable network connections and provide a functional network for application deployment.
 - For relocation, removal, and disposal of any previously installed County-owned equipment or cabling unless specifically agreed otherwise herein.
 - Having current licensing, maintenance, and support on the components of the servers, database, storage, and network infrastructure including hardware, software (including operating systems), and any associated costs.

- For any operating system patches and anti-virus software installation and support.
- For ensuring the existing network is free of layer 3 protocol and broadcast errors.
- For the cost and acquisition of any 3rd party security certificates necessary for successful deployment.
- For resolving interoperability issues with other vendors not acting as a sub-contractor to Contractor.
- For any firmware updates to re-used circuit packs, media modules, or cards not specifically identified within this engagement.

Detailed Scope of Services

1. Installation of Gateway Appliance at each PBX campus location for analog connections

1.1 Project Location

- Multiple County-Owned Sites

1.2 Voice Gateway Services

- Media gateway configuration: Quantity: 11 devices
 - Review and provide a System Planner document that outlines all of the information needed to implement the solution.
 - Work in collaboration with the County to identify the solution requirements for the Media Gateway(s) configuration within the Communication Manager.
 - Confirm the allocation of DSPs matches the design.
 - Build a single Location and Network Region.
 - Configure the Communication Manager as detailed in the collection forms from the County.
 - Input translations for H.248 Media Gateways and verify the registration.
 - Assist the County with performing system-level testing prior to cutover.
- Gateway benching and staging.

1.3 Appendix A

- For additional details, please refer to Appendix A.

2. Configure Intrado E911 for Compliance

2.1 Project Location

- 455 County Center, Redwood City.

2.2 E911 Integration

This solution provides location, alerting, and reporting functionality, which will be integrated with enhanced 9-1-1 services as a part of the solution. The following outlines the services to be delivered as it relates to E911. Contractor to provide the following:

- Review with the County what is needed to be documented and gathered for device location information.
- Assumes solution includes Intrado ERS for location discovery and ERS for call routing.
- Configure outbound connectivity to Intrado ERS via PSTN routing, not SIP routing. County to supply spreadsheet of all stations and their corresponding ERL.
- Configure up to one (1) ACM's/Survivable cores to integrate with

location discovery server.

- Test proper ERL/ELIN to E911 Anywhere at up to one (1) location.
 - Test up to five (5) ELIN's per location.
 - E911 Anywhere will report what will be transmitted to PSAP, but the call will not route to the PSAP.
 - Unless otherwise stated E911 will be implemented and tested prior to going live.
- Out of Scope: Configuration of SNMP Community strings.

2.3 Avaya Platform Configuration for Intrado E911 Integration

- Configure Session Manager SIP integration to the Sentry server.
 - Administer the following:
 - Domain
 - Location
 - SIP Entry name: "Intrado" for type ELIN server
 - ❖ SIP entity 1: Session Manager; Protocol: TLS; Port 5061
 - ❖ SIP entity 2: SMY "Intrado"; Port 6061
 - Obtain Session Manager SIP entity IP address.
 - Link the ELIN entity.
 - Configure emergency dial pattern
 - Import "Intrado" TLS certificate
- Configure CM user account and crisis alert extension
 - Create a user account on the Communication Manager
 - Create an IP softphone with a Crisis Alert button
 - Configure Crisis Alert
 - Configure an Emergency number
- Enable AES integration for the "Intrado" server
 - Enable DMCC unencrypted port 4722
 - Add user "Intrado" and password
 - Edit the user to enable "Unrestricted Access"
 - Obtain the CM switch connection name and PROCR IP address
 - Exclusions: Failover Testing, Go-Live/Solution Cutover, and First Day of Business.

2.4 County Responsibilities

For E911 Integration:

- Provide PSTN connection with all screening tables removed.
- Only supported voice-ready switches can be used for SNMP discovery.
- Provide required DIDs for 911 call-back (ELIN).
- Provide suitable computers for all alerting consoles in scope.
- Provide by site/building who gets notified and by what method.
- List of locations and buildings with addresses.
- Maintain change control including but not limited to:
 - Subnet Mask changes.
 - Switch IP address.
 - Patch cord changes from switch port to port.

- Fully populate Contractor provided spreadsheet with all data pertaining to switch information for location discovery where each switch is a unique ERL.
- Fully populate Contractor provided spreadsheet with all data pertaining to switch and port information for location discovery where each switch port is a unique ERL.
- Configure any notification groups for onsite notification of 911 calls.
- Fully populate Contractor provided spreadsheet with all data pertaining to subnet/VLAN for location discovery.
- Fully populate Contractor provided spreadsheet with all data pertaining to WAP/BSSID for location discovery.

For Avaya Platform Configuration for Intrado E911 Integration:

- Assist in defining a test plan for options defined in the scope.
- Ensure that the Adjunct Provider or Third-Party System Developers provide technical information required for programming entity links for SM and associated links for AES as well as CM configuration requirements. Including but not limited to Server Names, IP addresses, ports, and protocols. They must provide technical support during turn-up (in-service) for their systems and troubleshooting purposes if required.

3. Migration of VoIP Application from the old Avaya VoIP VMs to the new Nutanix Environment

3.1 Project Location

- 455 County Center, Redwood City.

3.2 Datacenter Consultative Engagement for VMware

Consultative services to move several of the County's Non-Avaya Virtual Machines from one Virtual Infrastructure to another. The consultation will focus on the vMotion of 3 Virtual Machines that are currently operating within the County Virtual Infrastructure.

- Provide 1 remote engineer to work with/meet with and detail the environment and provide remote assistance to the County personnel to execute the movement of the VM's
- It is assumed that all of the VM's support vMotion technologies, and that the Virtual Infrastructures can communicate between one another currently. In the event of an issue with one of the VM's being moved support will defer to the application support maintained by the County.

4. F5 for DNS/AADS Load Balancing

4.1 Project Location

- 455 County Center, Redwood City.

4.2 F5 VM OVA Deployment

- Meetings to discuss requirements for OVA deployment
- Scheduling deployment of VMs
- Configuration of OVA to match requirements for the F5 deployment.

4.3 Security Services

- To install and configure F5 BigIP for DNS load balancing.

- To set up and optimize load balancing for two different DNS names across two locations.
- To ensure high availability, performance, and redundancy in DNS query handling.
- Pre-installation Planning:
 - Asses the current DNS infrastructure and requirements for both DNS names and locations.
 - Develop a network integration plan for the F5 BigIP system, including IP addressing and routing considerations.

4.4 F5 BigIP Installation and Distributed Cloud Configuration

- With the assistance of the County, install/configure the F5 BigIP device (Virtual and F5 Distributed Cloud) for the network environment.
- Initialize and perform basic configuration of the F5 BigIP devices.
- Update the system to the latest stable firmware/software version.

4.5 Configuration for DNS Load Balancing

- Configure the F5 BigIP system for DNS load balancing, including setting up virtual servers, pools, and pool members.
- Define and implement load balancing methods and rules for the two DNS names across the two locations.
- Integrate health monitoring systems to ensure ongoing performance and availability.

4.6 Testing and Validation

- Conduct thorough testing to ensure DNS queries are correctly distributed and balanced across the two locations for both the internal F5 and the Distributed Cloud.
- Validate the configuration for efficiency, redundancy, and fault tolerance.
- Perform stress tests to evaluate system performance under high load conditions.

4.7 Documentation and Training

- Provide comprehensive documentation detailing the F5 BigIP setup, configuration, and any specific rules or policies implemented for both internal and Distributed Cloud.
- Conduct training sessions for the relevant staff members on managing and monitoring the F5 BigIP DNS load balancing setup for both internal and Distributed Cloud.

4.8 Post Installation Support

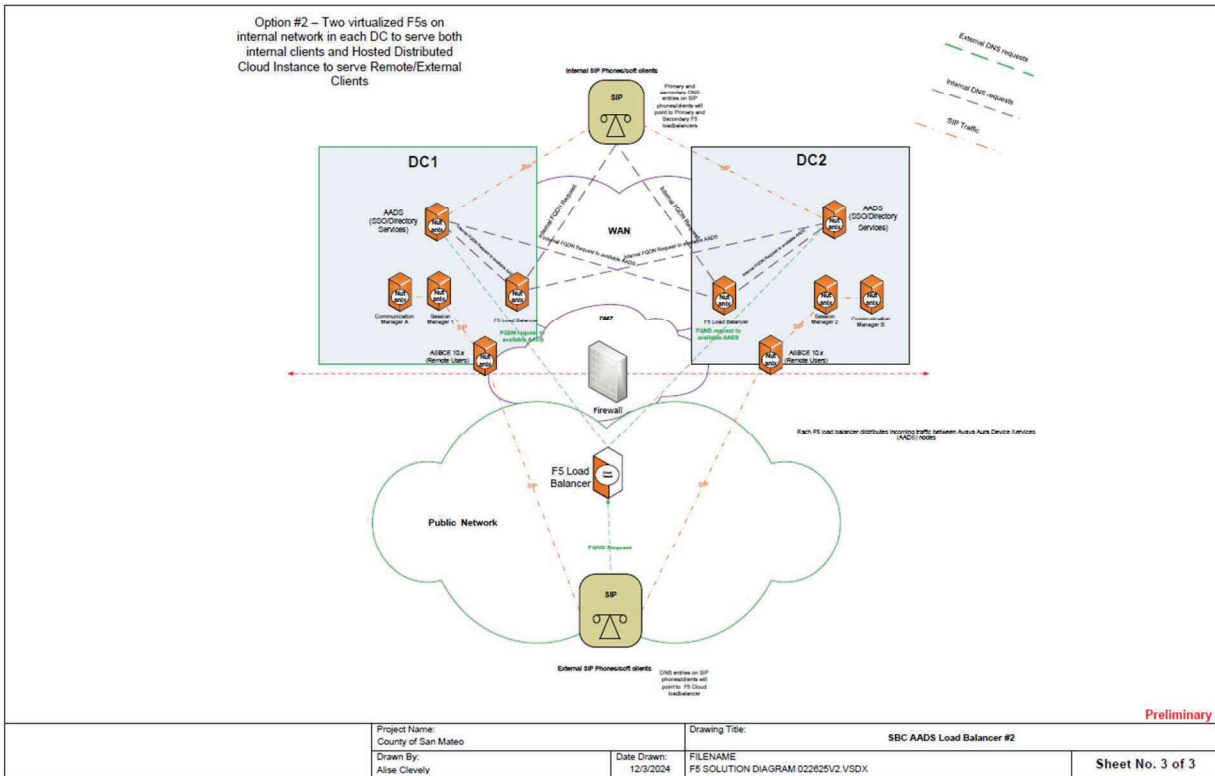
- Provide post-installation support for 30 days to address any operational issues and fine-tune the configuration.

4.9 County Responsibilities

- Provide assistance with naming conventions for the DNS names and any minimal changes to the DNS settings to point to the DNS load balancers. Contractor to assist with changes and recommendations for the DNS changes.
- Setup and own the associated SSL Certificates.

- 4.10 **Assumptions**
- Procurement of F5 BigIP licensing and support, and Distributed Load Balancer license will be purchased by Contractor as part of this solution as indicated in Appendix B.
 - The necessary hardware for F5 BigIP virtualization is available and compatible with the existing network infrastructure.
 - Access to network resources, credentials, and necessary permissions will be provided.
 - There will be minimal disruptions to existing network services during the installation and configuration process.
- 4.11 **Exclusions**
- Procurement or virtualization hardware.
 - Changes to the existing network infrastructure beyond the scope of DNS load balancing setup.
 - There will be minimal disruptions to existing network services during the installation and configuration process.
- 4.12 **Acceptance Criteria**
- This will be considered complete when the F5 BigIP system is fully operational, providing efficient and reliable DNS load balancing for the specified DNS names across two locations, with no significant issues impacting performance or availability for both inside clients and outside clients. Final acceptance shall be subject to written confirmation by the County, which will be provided upon successful delivery and verification of these criteria.
- 4.13 **Appendix B**
- For additional details, please refer to Appendix B.

4.14 High Level Design of Solution



5. API to Automate RSI/CDR DB Update

5.1 Project Location

- 455 County Center, Redwood City.

5.2 CDR Integration with RSI Software.

- Capture data from SMGR and CM and perform the validations and insert, update or delete data in RSI Database tables.
- Further details of what data will be captured from each of the system is mentioned below.
- SMGR
 - Last Name
 - First Name
 - Login Name
 - Phone Extension
 - Endpoint Display Name
 - Department
 - Company
 - Update Timestamp
- CM -Stations
 - Name
 - Extension
 - Room (GI_Account_Code)
 - Update Timestamp

- CM -Other Extensions like VDN, Agent etc.
 - Name (Name| GI_Account_Code)
 - Extension
 - Update Timestamp
- 1 Service will be developed which will be executed at a pre-defined interval and it will connect to SMGR API's and to connect to CM we will use AES SMS or DMCC API's.
- Data Validation Logic
 - Compare system manager with RSI endpoints, add, update, delete with valid GL_code from system manager, County team to provide valid GL_code table to validate any GI_account code before charging RSI endpoints.
 - Retrieve any extensions that doesn't exist in system manager from CM, do the same add, update, delete. The GL_Account code needs to be split from the name field or from the room field (for stations).
- Data to be inserted/updated/deleted/ (soft delete) in RSI Endpoints.
 - Entity: always 0004 in this case
 - Surname: display name
 - First Name:
 - Last Name:
 - Extension:
 - GL_Account Code:
 - Cost:
 - Company
 - Status: Active, deleted
 - Update-timestamp
- Design
- Testing (IT and UAT)
- Production Deployment
- Cross training session for System Handover and knowledge transfer (minimum 1 hour)
- County to provide a Windows Server or a Linux server to deploy the services
- Deliverables: Provide as built document to County

6. Staff Augmentation

- Contractor to provide technical support to accelerate voice infrastructure upgrades and enhancements.
- Contractor to provide support in the following areas.
 - Technical Support & Troubleshooting
 - Diagnose and resolve issues with Avaya phone systems (e.g., Avaya Aura, IP Office, Communication Manager).
 - Troubleshoot VoIP-related problems such as dropped calls, poor call quality, latency, and network configuration issues.

- Monitor system logs and alarms to proactively identify issues.
 - Provide Level 1–3 technical support depending on the organization.
 - Configuration & Administration
 - Configure and manage VoIP endpoints (IP phones, softphones).
 - Set up and administer user accounts, extensions, voicemail, call groups, and hunt groups.
 - Modify call flow settings such as auto-attendants and IVR menus.
 - Documentation & Reporting
 - Maintain accurate documentation of configurations, system changes, and support activities.
 - Generate reports on call metrics, usage, and performance.
 - Assist with audit and compliance efforts as needed.
- Contractor to provide a dedicated support staff
 - Resource Type: Telecom Engineer
 - Frequency: Full Time
 - Minimum of 40 hours per week
 - Duration: 41 weeks with an option to extend
 - Regular Business Hours: Monday-Friday, 8:00 a.m.- 5:00 p.m.
 - Non Business Hours: Anything outside of Monday-Friday, 8:00 a.m. 5:00 p.m. and all-day Saturday.
- Contractor's resource shall email a weekly time report to County's Point of Contact (POC) for approval at the end of each work week. Overtime, Double-time, or holiday hours must be written approved by County prior to work being performed. Additionally, County may require Contractor's resource to track time in the County's time tracking system.

7. MAC (Moves, Adds, and Changes) Services

All MAC classifications are subject to Contractor's technical evaluation and will be reviewed with the County prior to execution. Tasks will not be billed at Complex MAC rates without prior written consent from the County. Complex MAC services will be determined at the time of the request between County and Contractor.

7.1 Simple MAC Services

7.2 Complex MAC Services

7.3 Appendix C & D

- For additional details, please refer to Appendix C & D

8. Microsoft Active Directory Domain Implementation

8.1 Microsoft Identity Manager Discovery and Planning

- Grant Contractor the appropriate access
- Review the existing AD DS Forests/Domains
- Determine DS implementation (Greenfield AD DS or AD LDS)
- Define server(s) requirements
 - Number of servers MIM Servers to deploy
 - Number of SQL Servers to deploy
 - High-Availability Requirements

8.2 Microsoft Identity Manager Implementation

- Provide as-needed guidance to County to build out necessary servers
- Provide as-needed assistance to the County to create defined Active Directory Domain Services/Active Directory Lightweight Directory Services.
- Define and Configure Active Directory prerequisites and requirements, including:
 - OUs (County Responsibility with Contractor guidance)
 - Security Groups (County Responsibility with Contractor guidance)
 - OU / Domain Permissions
 - Required User Attributes
- Create necessary SQL Views (County Responsibility with Contractor guidance).
- Based on the solution Design, configure the following components in Microsoft Identity Manager (MIM):
 - MIM Portal Schema and Metaverse schema to support all object attributes, including any custom attributes for users and/or groups
 - Attribute Precedence
 - Object Deletion Rule(s)
- Perform pre-implementation testing of new configurations to validate synchronization and provisioning behavior.
- Perform pre-implementation testing to validate duplicate object behavior and object deprovisioning.
- Remediate any required objects, rules or other configurations based on initial test results.
- Perform final testing of MIM code/configurations prior to production implementation, including using Object Preview to verify exported data.
- Enable MIM synchronization and provisioning and validate output and behavior works as expected.
- Troubleshoot and adjust configurations based on production output results.

8.3 Project Closeout

At the conclusion of the project, Contractor and County will conduct a project closeout meeting. Below are the items that will be covered in the meeting:

- Review of the project deliverables, major milestones and accomplishments.
- Review of quality results.

- Review of key lessons learned.
- Review of any outstanding issues or County dissatisfaction.
- Discussion of any further steps required by either County or Contractor.

8.4 Out of Scope

- Configuration changes to third-party systems not listed in this amendment.
- Troubleshooting issues related to the core deployments of Active Directory, Exchange, existing Lync/Skype for Business infrastructure, Office 365 tenant, and underlying hardware and storage is out of scope of this amendment and will be billed separately on a time and materials basis.
- Troubleshooting issues related to the network infrastructure is out of scope for this amendment and will be billed separately on a time and materials basis.
- Configuration, firmware updates, or troubleshooting of devices purchased through a vendor other than Contractor.

8.5 Active Directory Deliverables

- Project Plan & Schedule - Describes the project tasks dependencies and timeline for a completion of milestone.

8.6 Microsoft Modern Workplace Specific County Responsibilities

- Verify and complete forms and questionnaires from Contractor consultants or engineers in a timely fashion.
- If requested, provide comprehensive documentation for existing network and system deployments, including physical and logical schematics, prior to service commencement.
- Assist with making changes to Active Directory in a timely manner as requested to facilitate Contractor responsibilities based on agreed upon schedule.
- Provision necessary server(s) in a timely manner as requested to facilitate Contractor responsibilities based on agreed upon schedule.
- Responsible for build-out of Greenfield AD DS and/or Active Directory LDS based on recommendations by Contractor
- A full backup of each existing server in scope, inclusive of all data, configurations, applications, and associate metadata, must be executed prior to the start of this project. The backup should capture the complete state of the server to ensure that, in the event of any unexpected complications, they can be reverted to the pre-project state.
 - Tenant Domain Name: N/A
 - Tenant ID: N/A

8.7 Microsoft Modern Workplace Specific Technical Assumptions

- Microsoft Active Directory is healthy and configured per Microsoft best practice.

9. CMS and Call Flow Training

- A Call Center Elite Subject Matter Expert (SME) will provide training and consultation to County staff on the following topics:
 - Explanation of the various states that Service Desk members use when they login, logout, go on

- breaks/lunch, receive calls, place calls, go on training, help with a mobile appointment, etc.
- Reports like average time spent on a call, number of calls per hour, improperly handled calls, hang ups by folks on hold.
 - How to change the greeting.
 - How to create custom greetings.
 - Creating a custom message to be played while someone is on hold or going through the call tree.
- All training will be done remotely during normal business hours.
 - The County will provide the Contractor with secure, high-speed network access, such as via a Virtual Private Network (VPN).
 - Out of Scope: programing changes or report customization

Appendix A: Installation of a Gateway Appliance at each PBX campus location for analog connections

Solution Summary

COUNTY OF SAN MATEO- Installation of a Gateway Appliance at each PBX campus location for analog connections

Customer: County of San Mateo		Primary Contact: Shawn Yu	
Ship To Address: TBD		Email: syu@smcgov.org	
Bill To Address: 455 County Ctr # 3 rd Floor ISD REDWOOD CITY, CA 94063-1662		Phone: 650-454-9328	
Customer ID: SPSCOUSAN0002		Account Executive: Adam Eisenberg	
Customer PO:		Email: AEisenberg@onec1.com	
		Phone: +14154892145	
Solution Summary	Billing Frequency	Due	Total Project
Software	One-Time	\$0.00	\$0.00
Software	Annual	\$4,623.93	\$14,712.51
Hardware	Per the Agreement	\$33,887.09	\$33,887.09
Professional Services	One-Time	\$24,570.00	\$24,570.00
Managed Services	Prepaid	\$769.00	\$769.00
Managed Services	Monthly	\$267.00	\$9,612.00
Maintenance			
C1S Maintenance	Annual *144 ports x \$1.42=\$204.48 per Month x 36 Months	\$2,453.76*	\$7,361.28
Manufacturer Support*	Annual	\$0.00	\$0.00
Project Subtotal			\$90,911.88
Estimated Tax			\$3,346.35
Estimated Freight			NOT APPLICABLE
Estimated Recycling Fee			NOT APPLICABLE
Project Total			\$94,258.23

Note: All Managed Services provided in this amendment are to be co-termed to current contract end date of October 31, 2027.

Solution Quote

#	Item Number	Description	Term In Months	Qty	Unit Price	Extended Price
<No Custom Group 1 Listed>						
1	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
2	405362641	POWER CORD USA		1	\$10.51	\$10.51
3	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
4	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
5	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
6	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
7	405362641	POWER CORD USA		1	\$10.51	\$10.51
8	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
9	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
10	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
11	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
12	405362641	POWER CORD USA		1	\$10.51	\$10.51
13	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
14	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
15	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
16	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
17	405362641	POWER CORD USA		1	\$10.51	\$10.51
18	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
19	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
20	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
21	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
22	405362641	POWER CORD USA		1	\$10.51	\$10.51
23	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
24	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
25	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
26	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00

27	405362641	POWER CORD USA		1	\$10.51	\$10.51
28	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
29	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
30	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
31	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
32	405362641	POWER CORD USA		1	\$10.51	\$10.51
33	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
34	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
35	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
36	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
37	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
38	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
39	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
40	405362641	POWER CORD USA		1	\$10.51	\$10.51
41	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
42	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
43	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
44	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
45	405362641	POWER CORD USA		1	\$10.51	\$10.51
46	405362641	POWER CORD USA		1	\$10.51	\$10.51
47	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
48	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
49	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50
50	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
51	405362641	POWER CORD USA		1	\$10.51	\$10.51
52	700012909	24 PORT LINE PATCH PANEL		6	\$205.71	\$1,234.29
53	700394703	MM716 ANALOG MEDIA MODULE 24 FXS RHS		6	\$2,057.14	\$12,342.86
54	700460538	EM200 BRANCH EXPANSION UNIT		2	\$514.29	\$1,028.57
55	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,440.00	\$1,440.00
56	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	35	1	\$0.00	\$0.00
57	230142	230142 - SA PARTS NBD SUPT CM SMALL GATEWAY 5YR PREPD	35	1	\$38.21	\$1,337.50

58 193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	1	\$0.00	\$0.00
59 700394661	MM711 ANALOG MEDIA MODULE RHS	2	\$1,662.86	\$3,325.71
60 Professional Services	Professional Services			\$24,570.00

Summary Maintenance Services Order Form

Customer: County of San Mateo	Order#: SO-000913303
Bill To Address: 455 County Ctr #3 rd floor ISD REDWOOD CITY, CA 94063-1662	Date: 5/9/2025
Customer ID: SPSCOUSAN0002	Master Maintenance Agreement #:
Contact: Lusette Okada	Region: West Public Sec
Contact Phone: 650-616-2015	Customer PO:
Account Executive: Adam Eisenberg	
Email: AEisenberg@onec1.com	

Supported Sites Address, City, State, Zip	Sold To	Total Annual Price
TBD		\$5,657.76

The term of this contract is for 42 months.	Total Annual Payment	\$5,657.76
	One Time Payment	\$769.00
	Total Value for this MSO	\$18,969.16
	Quarterly Payment	\$1,414.44
	Prepay	\$769.00

Supported Site Details Appendix

Customer	County of San Mateo	Order #	SO-000913303
Customer ID	SPSCOUSAN0002	Date	5/9/2025

This Supported Site Details Appendix provides an itemized list of the Products and Price for each Supported Site included in the Summary Maintenance Services Order Form. Each Supported Site detail below is considered a separate Order Form under the Agreement.

Site Detail					
Address, City, State, Zip		Sold To	Address Code		Total Annual Price
TBD			SHIP11		\$5,657.76
Qty	Product #	Description	Coverage	Annual Unit Price	Total Annual Price
144	MTC-TDM	MTC TDM PORT	Gold CM5 and above 7x24 Switch Only	\$17.04	\$2,453.76
11	MTC-C1GOLD7X2450	700512173 - G430 MP40 MEDIA GATEWAY GSA	Gold CM5 and above 7x24 Switch Only	\$0.00	\$0.00
1	MS-SRM	Avaya UC		\$3,204.00	\$3,204.00
Total Annual Price					\$5,657.76
One Time Payment (, UC-TRANSITION-MS)					\$769.00
Total Value for Site					\$18,969.16
Quarterly Payment					\$1,414.44

Appendix B: F5 Load Balancer Solution

Solution Summary

COUNTY OF SAN MATEO- F5 for DNS\AADS Load Balancing -OP-000769282

Customer: County of San Mateo	Primary Contact: Shawn Yu
Ship To Address:	Email: syu@smcgov.org
Bill To Address: 455 County Ctr #3 rd floor ISD REDWOOD CITY, CA 94063-1662	Phone: 650-454-9328
Customer ID: SPSCOUSAN0002	Account Executive: Adam Eisenberg
Customer PO:	Email: AEisenberg@onec1.com
	Phone: +14154892145

Solution Summary	Billing Frequency	Due	Total Project
Software	One-Time	\$55,008.00	\$55,008.00
Professional Services	One-Time	\$45,240.00	\$45,240.00
Managed Services	Prepaid	\$723.53	\$723.53
Managed Services	Monthly	\$634.54	\$22,843.26
Maintenance			
Other Maintenance	Prepaid	\$11,378.80	\$11,378.80
Resale Services	Prepaid	\$75,932.23	\$75,932.23
Project Subtotal			\$211,125.82
Estimated Tax			NOT APPLICABLE
Estimated Freight			NOT APPLICABLE
Estimated Recycling Fee			NOT APPLICABLE
Project Total			\$211,125.82

Solution

#	Item Number	Description	Term In Months	Qty	Unit List Price	Extended List	% Disc	Extended Price
Software								
1	F5-V-O-ADN-MSH-PBVIP	F5-V-O-ADN-MSH-PBVIP - Distributed Cloud Mesh Additional Anycast Virtual IP (VIP, /mth) ADN Org Comment: Start Date: 5/12/2024 End Date: 5/11/2027	36	1	\$624.00	\$624.00	0.00%	\$1,916.74
2	F5-BIG-DNS-VE250KV18	BIG-IP VIRTUAL EDITION: DNS LICENSE (GSLB, DNSSEC, ADVANCED ROUTING, 250000 RPS, V12.1.X - V18.X	36	2	\$27,222.30	\$54,444.60	2.49%	\$53,091.26
Professional Services								
3	Professional Services	Professional Services				\$0.00		\$45,240.00
Maintenance								
4	F5-SVC-BIG-PRE-SW102	BIG-IP SERVICE: PREMIUM CAT SW102	36	2	\$4,494.00	\$8,988.00	0.00%	\$11,378.80
Resale Services								
5	F5-V-O-ALL-BASE-PKG	VOLTERRA CLOUD SVCS BASE PACKAGSVCS E ORGANIZATION PACKAGE PER MONTH	36	1	\$2,163.00	\$2,163.00	0.00%	\$75,932.23

Summary Maintenance Services

Customer: County of San Mateo	Order #: SO-000912838
Bill To Address: 455 County Ctr # 3 rd floor-ISD REDWOOD CITY, CA 94063-1662	Date: 3/26/2025
Customer ID: SPSCOUSAN0002	Master Maintenance Agreement #:
Primary Contact: Shawn Yu	Region: West Public Sec
Email: syu@smcgov.org	Customer PO:
Account Executive: Adam Eisenberg	
Email: AEisenberg@onec1.com	

Supported Sites Address, City, State, Zip	Sold To	Total Annual Price
		\$7,614.42

The term of this contract is for 36 months.	Total Annual Payment	\$7,614.42
	One Time Payment	\$723.53
	Total Value for this MSO	\$23,566.79
	Quarterly Payment	\$1,903.61
	Prepay	\$723.53

Supported Site Details Appendix

Customer	County of San Mateo	Order#	SO-000912838
Customer ID	SPSCOUSAN0002	Date	3/26/2025

This Supported Site Details Appendix provides an itemized list of the Products and Price for each Supported Site included in the Summary Maintenance Services Order Form. Each Supported Site detail below is considered a separate Order Form under the Agreement.

Site Detail					
Address, City, State, Zip		Sold To	Address Code		Total Annual Price
			SHIP11		\$7,614.42
Qty	Product #	Description	Coverage	Annual Unit Price	Total Annual Price
1	NETWORK-SRM-MS	Networking Release Management		\$4,109.25	\$4,109.25
1	NETWORK-COMPLEX-MAC-MS	Networking Service Request Fulfillment		\$2,475.57	\$2,475.57
1	NETWORK-FOUNDATION-MS	Networking Foundation		\$1,029.60	\$1,029.60
Total Annual Price					\$7,614.42
One Time Payment (NETWORK-TRANSITION-MS, NETWORK-TRANSITION-MS,)					\$723.53
Total Value for Site					\$23,566.79
Quarterly Payment					\$1,903.61

Appendix C: MAC Rates

Description:	<p>Simple MACs would fall under this:</p> <p>T&M Hourly Remote Rate: \$140.00 (half hour Minimum- billed in 30-minute increments)</p> <p>T&M Overtime Hourly Remote Rate: \$210.00 (Monday – Friday from 5:00 PM – 8:00 AM and all-day Saturday)</p> <p>T&M Overtime Hourly Remote Rate: \$280.00 (Sundays and Holidays)</p> <p>Complex MACs would fall under this:</p> <p>T&M Hourly Remote Complex Rate: \$200.00 (half hour Minimum- billed in 30-minute increments) T&M Hourly Onsite Complex Rates: \$200.00 (1 hour minimum)</p> <p>T&M Overtime Hourly Complex Rate: \$300.00 (Monday – Friday from 5:00 PM – 8:00 AM and all-day Saturday)</p> <p>T&M Overtime Hourly Complex Rate: \$400.00 (Sundays and Holidays) Onsite Trip Charge: \$81.00*</p> <p>T&M Expedited Fee: \$495.00 (fee applies if requesting ticket to be expedited rather than best effort)</p> <p>* For Non-metro areas the trip charge is \$81 for up to 60 miles beyond the Metro area. For any distance over 60 miles beyond the Metro area, the actual travel time to the site from that point is charged at the applicable hourly rate for the time of day (i.e. Normal Business Hours, Standard Overtime, Premium Overtime).</p>
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Appendix D: Professional Services Rates

Contractor's Resources Hourly Professional Service Rates:

<u>Resource Type</u>	<u>Certification Level or Equivalent Experience</u>	<u>Price Rate</u>
Senior Network Engineer	CCIE, CCNP + ACIS or Equivalent	\$321.00
Collaboration/Convergence/C1AS Engineer	ACIS + specialization or Equivalent	\$313.00
Solution Developer	Genesys Cloud Certified Partner (CCP) and/or	\$309.00
Principal Consultant	MCSE + Expert Cert or Equivalent	\$283.00
UC Engineer	ACIS or Equivalent	\$271.00
Program Manager	PMP or Six Sigma Certified	\$268.00
Tier 4 Engineer – Team Lead Architect	CCIE Architect or Equivalent	\$263.00
Strategic Cloud Architect		\$257.00
Managed Services Engineer		\$257.00
Trainer	Genesys Cloud Certified Partner (CCP) and/or	\$257.00
Solution Engineer/Consultant	Genesys Cloud Certified Partner (CCP) and/or Genesys Certified Professional (GCP), Specializations (e.g. Outbound, WFM)	\$257.00
Consultant	MCSE	\$252.00
Senior Project Manager	PMP or Six Sigma Certified, Genesys Cloud Certified Partner (CCP)	\$221.00
Staging Technician	A+ Engineer or Equivalent	\$203.00
Sr. Engineer	MCSA	\$200.00
Tier 2 Engineer – Systems Engineer	CCNP Engineer or Equivalent	\$190.00
Project Manager	PMI, CCMP, or ITIL Certified	\$185.00

Field Technician	A+ Engineer or Equivalent	\$150.00
Junior Engineer		\$140.00
Project Coordinator	PMI, CCMP, or ITIL Certified	\$129.00
Tier 1 Engineer - Sr. Technician	CCNA Engineer or Equivalent	\$119.00
Developer	Offshore Resource	\$100.00
ITLS Technician	A+ Engineer or Equivalent	\$88.00

Appendix E: Updated Device Pricing Solution

Models subject to change based on availability. Pricing to be updated annually and added as separate appendices to this Agreement.

#	Item Number	Description	Term In Months	Qty	Unit Price	Extended Price
VOIP HARDWARE SPARES						
1	412786	S8300 R10.X ESXI R7.X LIC:DS		1	\$0.00	\$0.00
2	352504	SA PREFER SUPT S8300E R10.X ESXI R7.X 3YR AN PREPD	36	1	\$0.00	\$0.00
3	700514337	J100 EXPANSION MODULE 24		1	\$177.48	\$177.48
4	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	36	1	\$0.00	\$0.00
5	230182	SA PARTS 24X7X4 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	36	1	\$31.34	\$1,128.24
6	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
7	Professional Services	Professional Services				\$0.00
8	405362641	POWER CORD USA		1	\$9.64	\$9.64
9	700394661	MM711 ANALOG MEDIA MODULE RHS		1	\$810.00	\$810.00
10	700394703	MM716 ANALOG MEDIA MODULE 24 FXS RHS		1	\$1,096.88	\$1,096.88
11	700395445	120A CSU CABLE 50 FEET RHS		1	\$65.82	\$65.82
12	700439250	MM710B E1/T1 MEDIA MODULE		1	\$759.38	\$759.38
13	700501368	G450 160 CHANNEL DSP DAUGHTER BOARD		1	\$3,240.84	\$3,240.84
14	700506955	G450 MP160 MEDIA GATEWAY		1	\$6,808.75	\$6,808.75
15	700507394	G450 R2 POWER SUPPLY		1	\$646.88	\$646.88
16	700512377	POWER ADAPTER 5V J100/1600 SERIES IP PHONES US LEVEL6		1	\$13.40	\$13.40
17	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE		1	\$0.00	\$0.00
18	405362641	POWER CORD USA		1	\$9.62	\$9.62
19	700512173	G430 MP40 MEDIA GATEWAY GSA		1	\$1,358.44	\$1,358.44
20	700515840	S8300E PRELOADED TAA		1	\$3,525.00	\$3,525.00
21	352341	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R10	36	1	\$0.00	\$0.00

22	230032	SA PARTS 24X7X4 SUPT CM SMALL SERVER 3YR AN PREPD	36	1	\$20.69	\$744.84
23	230152	SA PARTS 24X7X4 SUPT CM SMALL GATEWAY 3YR AN PREPD	36	1	\$26.34	\$948.24
24	700513916	J139 IP PHONE		1	\$131.62	\$131.62
25	700513631	J169/J179 WALLMOUNT KIT		1	\$12.12	\$12.12
26	700394661	MM711 ANALOG MOD GRY RHOS		1	\$1,455.00	\$1,455.00
27	700513191	DECT 3730 HANDSET		1	\$160.42	\$160.42
28	700513194	DECT 3730/3735 PROGRAMMER		1	\$168.54	\$168.54
29	700466261	IP DECT HANDSET BASIC CHRGR UK/NAR/AU		1	\$35.40	\$35.40
30	700513192	DECT 3735 HANDSET		1	\$460.58	\$460.58
31	700513202	DECT 3735 HANDSET BATTERY PK		1	\$21.40	\$21.40
32	700513192M	DECT 3735 HANDSET MTC		1	\$2.70	\$2.70
33	14201-33	AVAYA EHS CORD SUPPORTING AVAY 1400, 9400, 9500, 96X1		1	\$58.00	\$58.00

JABRA

34	25089-989-999	Jabra Evolve2 50 USB-A UC Stereo		1	\$129.60	\$129.60
35	25599-989-999-01	25599-989-999-01 - Jabra Evolve2 55 Link380a UC Stereo		1	\$175.20	\$175.20
36	27599-999-999	EVOLVE2 75-USB-A, MS STEREO BLACK		1	\$262.48	\$262.48
37	9559-553-125	JABRA ENGAGE 65 STEREO		1	\$264.82	\$264.82
38	9559-583-125	JABRA ENGAGE 75 STEREO		1	\$310.91	\$310.91

POLYCOM

39	77Y82AA#ABA	77Y82AA#ABA - SAVI 8220 UC S8220-M C USB-A		1	\$214.30	\$214.30
40	77Y93AA	VOYAGER 4310 UC,V4310-M C USB-A,CS,WW		1	\$119.96	\$119.96
41	7S4B6AA#ABA	W8220-M,SAVI 3IN1,OTH ST, MSFT CERT, 6.0		1	\$264.04	\$264.04
42	85R01AA	APV-63		1	\$50.74	\$50.74
43	8L7F1AA#ABA	SAVI 8445 OFFICE,S8445 -M,CDM,UTT, CONVE		1	\$299.41	\$299.41
44	8L7F2AA#ABA	SAVI 8420 Office S8420 CDM OTH STEREO		1	\$264.04	\$264.04
45	784Q2AA	HL10,US,HANDSET LIFTER,STR. PLUG,W/ACKIT		1	\$64.41	\$64.41

APC

46	SRTL2K2RM1UNC	SMART-UPS SRT LITHIUM-ION 2200VA 120V W/SMARTCONNECT Comment: FREIGHT CHARGES MAY APPLY	1	\$4,947.26	\$4,947.26
47	SRTL3KRM1UNC	SMART-UPS SRT LITHIUM-ION 3000VA 120V WITH SMARTCONNECT Comment: FREIGHT CHARGES MAY APPLY	1	\$6,367.99	\$6,367.99
48	SRTL50RMBP1U-LI	SMART-UPS ULTRA 1U RM LITHIUMION BATTERYPACK Comment: FREIGHT CHARGES MAY APPLY	1	\$3,233.21	\$3,233.21
49	SRTL5KRM2UT	SMART-UPS ULTRA ON-LINE LITHIUM ION 5KVA/5KW 2U RACK/TOWER 208V Comment: FREIGHT CHARGES MAY APPLY	1	\$10,076.11	\$10,076.11
50	AP9627	STEP DOWN TRANSFORMER 208V IN 120V RM 2U OUT W/L5- 20 RECEPTACLES	1	\$856.79	\$856.79
51	SRTL180RM2UBP	SRTL180RM2UBP - SMART-UPS ULTRA ON-LINE LITHIUM ION XBP 180V 2U RACK/TOWER Comment: FREIGHT CHARGES MAY APPLY	1	\$5,569.24	\$5,569.24
52	AP7801B	RACK PDU METERED 120V 20A 1U 8X5-20	1	\$664.74	\$664.74
53	AP7802B	RACK PDU METERED 2U 30A 120V 16 5-20	1	\$1,030.42	\$1,030.42
54	AP9335T	APC TEMPERATURE SENSOR	1	\$112.21	\$112.21

#	Item Number	Description	Term In Months	Qty	Unit Price
Hardware					
55	9653-553-125	Jabra Engage 65 SE Mono		1	\$292.94
56	26599-989-999	Jabra Evolve2 65 Link380a UC Stereo Blk		1	\$263.98
57	GSA4999-823-109	GSA4999-823-109 - Jabra Evolve 20 GSA MS Stereo		1	\$41.51
58	14201-33	LINK Electronic Hook Switch Adapter		1	\$50.06
59	01-0369	GN1000 Remote Handset Lifter		1	\$71.94

Exhibit B1
PAYMENTS AND RATES FOR CRITICAL SERVICES

In consideration of the services provided by Contractor described in Exhibit A1 and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

**Installation of Gateway Appliance at each PBX Campus Location
for Analog Connections : \$94,258.23**

<u>Installation of Gateway Appliance at each PBX Campus Location for Analog Connections</u>	
<u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Project Initiation Activities Completed Deliverables: <ul style="list-style-type: none"> Kick-Off Meeting Completed Project Resource Assignment 	\$7,371.00
Milestone 2: Planning and Design Completed Deliverables: <ul style="list-style-type: none"> Project Plan Design Document 	\$7,371.00
Milestone 3: Customer UAT Handoff Completed Deliverables: <ul style="list-style-type: none"> Installation & Activation Confirmation As-Built Documentation 	\$7,371.00
Milestone 4: Final County Acceptance Completed	\$2,457.00
GRAND TOTAL	\$24,570.00
All milestones listed above will be considered complete upon successful delivery of all associated deliverables as outlined.	

<u>Installation of Gateway Appliance at each PBX Campus Location for Analog Connections</u>	
<u>Software, Hardware, Managed Services, Maintenance</u>	
<u>Description</u>	<u>Amount</u>
Software <ul style="list-style-type: none"> Annual 	\$14,712.51
Hardware <ul style="list-style-type: none"> Shipment of all Hardware Completed County Confirmation of Receipt Initial Hardware Functionality Check (Bench Test) 	\$37,233.44* (inclusive of sales tax)
Managed Services <ul style="list-style-type: none"> One-time 	\$769.00
Managed Services <ul style="list-style-type: none"> Monthly Rate: \$267.00 	\$9,612.00
C1S Maintenance <ul style="list-style-type: none"> Annual Rate: \$2,453.76 	\$7,361.28
GRAND TOTAL	\$69,688.23

Configure Intrado E911 for Compliance: \$23,496.00

<u>Configure Intrado E911 for Compliance</u>	
<u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Project Initiation Activities Completed Deliverables: <ul style="list-style-type: none"> Kick-Off Meeting Completed Project Resource Assignment 	\$7,048.80
Milestone 2: Planning and Design Completed Deliverables: <ul style="list-style-type: none"> Project Plan Design Document 	\$7,048.80
Milestone 3: Customer UAT Handoff Completed Deliverables: <ul style="list-style-type: none"> Installation & Activation Confirmation As-Built Documentation 	\$7,048.80
Milestone 4: Final County Acceptance Completed	\$2,349.60
GRAND TOTAL	\$23,496.00
All milestones listed above will be considered complete upon successful delivery of all associated deliverables as outlined.	

Migration of VoIP Application from the old Avaya VoIP VMs to the new Nutanix Environment: \$2,379.00

<u>Migration of VoIP Application from the old Avaya VoIP VMs to the new Nutanix Environment</u>	
<u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Upon 100% Completion and Final County Acceptance Completed	\$2,379.00

F5 for DNS/AADS Load Balancing: \$211,125.82

<u>F5 for DNS/AADS Load Balancing</u>	
<u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Project Initiation Activities Completed Deliverables: <ul style="list-style-type: none"> Kick-Off Meeting Completed Project Resource Assignment 	\$13,572.00
Milestone 2: Planning and Design Completed Deliverables: <ul style="list-style-type: none"> Project Plan Design Document 	\$13,572.00
Milestone 3: Customer UAT Handoff Completed Deliverables: <ul style="list-style-type: none"> Installation & Activation Confirmation As-Built Documentation 	\$13,572.00
Milestone 4: Final County Acceptance Completed	\$4,524.00
GRAND TOTAL	\$45,240.00
All milestones listed above will be considered complete upon successful delivery of all associated deliverables as outlined.	

<u>F5 for DNS/AADS Load Balancing</u> <u>Software, Managed Services, Maintenance</u>	
<u>Description</u>	<u>Amount</u>
Software	\$55,008.00
• One-time	
Managed Services	\$723.53
• One-time	
Managed Services	\$22,843.26
• Monthly Rate: \$634.54	
Maintenance	\$11,378.80
• One-time	
Resale Services	\$75,932.23
• One-time	
GRAND TOTAL	\$165,885.82

API to Automate RSI/CDR DB Update: \$7,611.00

<u>API to Automate RSI/CDR DB Update</u> <u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Upon 100% Completion and Final County Acceptance Completed	\$7,611.00

Microsoft Active Directory Domain Implementation: \$58,790.00

<u>Microsoft Active Directory Domain Implementation</u> <u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Project Initiation Activities Completed Deliverables:	\$17,637.00
• Kick-Off Meeting Completed	
• Project Resource Assignment	
Milestone 2: Planning and Design Completed Deliverables:	\$17,637.00
• Project Plan	
• Design Document	
Milestone 3: Customer UAT Handoff Completed Deliverables:	\$17,637.00
• Installation & Activation Confirmation	
• As-Built Documentation	
Milestone 4: Final County Acceptance Completed	\$5,879.00
GRAND TOTAL	\$58,790.00
All milestones listed above will be considered complete upon successful delivery of all associated deliverables as outlined.	

CMS and Call Flow Training: \$1,306.00

<u>CMS and Call Flow Training</u>	
<u>Professional Services</u>	
<u>Description</u>	<u>Amount</u>
Milestone 1: Upon 100% Completion and Final County Acceptance	\$1,306.00

Staff Augmentation: \$233,531.08

<u>Staff Augmentation - Professional Services</u>			
County shall pay for staff augmentation services to the Contractor based on the below rate card with County's written pre-approval only. The pricing below represents the Contractor's standard rate and not account for the other professional services indicated in the agreement. Contractor shall invoice the County for actual hours worked in accordance with the rate card below.			
Contractor's Resource Type	Standard Business Rate per hour	Over Time Rate per hour	Double or Holiday Rate per hour
Telecom Engineer	\$140.00	\$210.00	\$280.00

MAC Services: \$110,000.00

<u>MAC Services-Professional Services</u>
County shall pay for MAC services to the Contractor based on the below rate card with County's written pre-approval only. The pricing below represents the Contractor's standard rate and not account for the other professional services indicated in the agreement. Contractor shall invoice the County for actual hours worked in accordance with the rate card below.
Simple MACs would fall under this: T&M Hourly Remote Rate: \$140.00 (half hour Minimum- billed in 30-minute increments) T&M Overtime Hourly Remote Rate: \$210.00 (Monday – Friday from 5:00 PM – 8:00 AM and all-day Saturday) T&M Overtime Hourly Remote Rate: \$280.00 (Sundays and Holidays)
Complex MACs would fall under this: T&M Hourly Remote Complex Rate: \$200.00 (half hour Minimum- billed in 30-minute increments) T&M Hourly Onsite Complex Rates: \$200.00 (1 hour minimum) T&M Overtime Hourly Complex Rate: \$300.00 (Monday – Friday from 5:00 PM – 8:00 AM and all-day Saturday) T&M Overtime Hourly Complex Rate: \$400.00 (Sundays and Holidays) Onsite Trip Charge: \$81.00* T&M Expedited Fee: \$495.00 (fee applies if requesting ticket to be expedited rather than best effort)
* For Non-metro areas the trip charge is \$81 for up to 60 miles beyond the Metro area. For any distance over 60 miles beyond the Metro area, the actual travel time to the site from that point is charged at the applicable hourly rate for the time of day (i.e. Normal Business Hours, Standard Overtime, Premium Overtime)

Contractor's Resources Hourly Professional Service Rates:

<u>Resource Type</u>	<u>Certification Level or Equivalent Experience</u>	<u>Price Rate</u>
Senior Network Engineer	CCIE, CCNP + ACIS or Equivalent	\$321.00
Collaboration/Convergence/C1AS Engineer	ACIS + specialization or Equivalent	\$313.00
Solution Developer	Genesys Cloud Certified Partner (CCP) and/or	\$309.00
Principal Consultant	MCSE + Expert Cert or Equivalent	\$283.00
UC Engineer	ACIS or Equivalent	\$271.00
Program Manager	PMP or Six Sigma Certified	\$268.00
Tier 4 Engineer – Team Lead Architect	CCIE Architect or Equivalent	\$263.00
Strategic Cloud Architect		\$257.00
Managed Services Engineer		\$257.00
Trainer	Genesys Cloud Certified Partner (CCP) and/or	\$257.00
Solution Engineer/Consultant	Genesys Cloud Certified Partner (CCP) and/or Genesys Certified Professional (GCP), Specializations (e.g. Outbound, WFM)	\$257.00
Consultant	MCSE	\$252.00
Senior Project Manager	PMP or Six Sigma Certified, Genesys Cloud Certified Partner (CCP)	\$221.00
Staging Technician	A+ Engineer or Equivalent	\$203.00
Sr. Engineer	MCSA	\$200.00
Tier 2 Engineer – Systems Engineer	CCNP Engineer or Equivalent	\$190.00
Project Manager	PMI, CCMP, or ITIL Certified	\$185.00
Field Technician	A+ Engineer or Equivalent	\$150.00

Junior Engineer		\$140.00
Project Coordinator	PMI, CCMP, or ITIL Certified	\$129.00
Tier 1 Engineer - Sr. Technician	CCNA Engineer or Equivalent	\$119.00
Developer	Offshore Resource	\$100.00
ITLS Technician	A+ Engineer or Equivalent	\$88.00

Invoicing

For Staff Augmentation and MAC Services

For Staff Augmentation and MAC Services, Contractor shall submit invoices on a monthly basis. Prior to submitting the invoices, Contractor shall request email approval/confirmation via email from the County's designated Point of Contact (POC) for the services provided, as documented in the Contractor's resource's monthly time report. Upon receipt of email approval, Contractor shall submit the invoices along with the POC's email confirmation.

Contractor's resource's monthly time report must include the following information, at a minimum:

- Total Hours Worked
- Bill Rate and Total Billed Amount
- Description of tasks/work performed

Additionally, County may require Contractor's resource(s) to track time in the County's time tracking system.

Invoice Submission Requirements

Each invoice submitted shall include, at a minimum, the following information:

- Invoice Number and Date
- Agreement Number and/or Purchase Order Number
- Detailed statement of actual services
- Breakdown of labor, materials, and taxes (when applicable)
- Total amount of invoice

Invoices must be sent to ISD-Vendor-Invoices@smcgov.org. Processing time may be delayed if invoices are not submitted electronically or without email approval/confirmation (Approved Milestone Completion Certificate or Approved Monthly Time Report) from designated County POC.

The County shall submit payment within net thirty (30) days of receipt of invoice, for services rendered conditioned upon the approval of services performed during the billing cycle.

Description	Hardware	Software Subscription	Yearly Support/ Maintenance	Professional Services	Subtotal	Estimated Tax	Total Amount Year 1	Year 2	Year 3	Year 4	Year 5	Total
Avaya Subscription Licensing+ Required Hardware+Phones	\$896,778.49	\$391,211.52	\$6,833.52	\$0.00	\$1,294,823.53	\$88,556.88	\$1,383,380.41	\$363,245.04	\$363,245.04	\$363,245.04	\$363,245.04	\$2,836,360.57
Avaya CMS Server	\$15,023.56	\$0.00	\$1,596.24	\$0.00	\$16,619.80	\$1,483.58	\$18,103.38	\$1,596.24	\$1,596.24	\$1,596.24	\$1,596.24	\$24,488.34
Professional Services												
System Assessment and Telework Integration	\$0.00	\$0.00	\$0.00	\$334,953.90	\$334,953.90	\$0.00	\$334,953.90					
Migration Planning and e911 Design	\$0.00	\$0.00	\$0.00	\$334,953.90	\$334,953.90	\$0.00	\$334,953.90					
Migration from Nortel to Avaya Aura VoIP/SIP	\$0.00	\$0.00	\$0.00	\$334,953.90	\$334,953.90	\$0.00	\$334,953.90					
Final Project Acceptance	\$0.00	\$0.00	\$0.00	\$111,651.30	\$111,651.30	\$0.00	\$111,651.30					
Technical Training	\$0.00	\$0.00	\$0.00	\$140,175.00	\$140,175.00	\$0.00	\$140,175.00					
Total:	\$896,778.49	\$391,211.52	\$8,429.76	\$1,256,688.00	\$2,568,131.33	\$90,040.46	\$2,658,171.79					

Optional	Hardware	Software Subscriptions	Yearly Support/ Maintenance	Professional Services	Subtotal	Estimated Tax	Total Amount Year 1	Year 2	Year 3	Year 4	Year 5	Total
Microsoft Teams Direct Routing	\$0.00	\$0.00	\$0.00	\$123,279.87	\$123,279.87	\$0.00	\$123,279.87	\$0.00	\$0.00			
C1 Conversations: Hosted Omnichannel for Contact Center	\$0.00	\$0.00	\$248,784.08	\$62,230.00	\$311,014.08	\$0.00	\$311,014.08	\$248,784.08	\$248,784.08			
Nutanix Hardware+VMware Licensing	\$109,732.35	\$409,307.04	\$11,111.68	\$31,392.00	\$561,543.07	\$10,836.07	\$572,379.14	\$0.00	\$0.00			
Additional Nutanix (rev. Amendment No. 1)	\$12,270.88	\$36,650.40	\$884.75	\$1,500.00	\$51,306.03	\$1,211.76	\$52,517.79					
Optional Phones, Headsets, Side Cars	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Calero CDR Reporting	\$20,520.00	\$0.00	\$9,761.00	\$6,354.00	\$36,635.00	\$0.00	\$36,635.00	\$9,761.00	\$9,761.00			
Centrical Agent Reporting	\$0.00	\$167,040.00	\$0.00	\$10,000.00	\$167,040.00	\$0.00	\$177,040.00	\$167,040.00	\$167,040.00			
Rebuild 7 Digit Dialing, Dial-Plan	\$0.00	\$0.00	\$0.00	\$8,600.00	\$8,600.00	\$0.00	\$8,600.00	\$0.00	\$0.00			
25 Network Assessments	\$0.00	\$0.00	\$0.00	\$50,000.00	\$50,000.00	\$0.00	\$50,000.00	\$0.00	\$0.00			
Warehouse & Logistics	\$0.00	\$0.00	\$0.00	\$181,452.70	\$181,452.70	\$0.00	\$181,452.70	\$0.00	\$0.00			
End Point Placements & Ewaste	\$0.00	\$0.00	\$0.00	\$266,809.34	\$266,809.34	\$0.00	\$266,809.34	\$0.00	\$0.00			
QoS Implementation	\$0.00	\$0.00	\$0.00	\$202,198.66	\$202,198.66	\$0.00	\$202,198.66	\$0.00	\$0.00			
Nectar Application Monitoring	\$0.00	\$123,772.60	\$0.00	\$27,125.71	\$150,898.31	\$0.00	\$150,898.31	\$123,772.60	\$123,772.60			
MyQ Call Back for Contact Center	\$0.00	\$10,555.32	\$13,324.68	\$21,298.00	\$43,188.00	\$0.00	\$43,188.00	\$23,880.00	\$23,880.00			
SolarWinds Integration	\$0.00	\$0.00	\$0.00	\$6,544.00	\$6,544.00	\$0.00	\$6,544.00	\$0.00	\$0.00			
Managed Services (rev Amendment No. 2 & 3)	\$0.00	\$0.00	\$280,488.00	\$13,728.33	\$294,216.33	\$0.00	\$294,216.33	\$280,488.00	\$280,488.00			
Optional Licenses, Goods, and Services (rev. Amendment No. 1 & 3)	\$0.00	\$0.00	\$0.00	\$194,027.91	\$194,027.91	\$0.00	\$194,027.91	\$0.00	\$0.00			
Contact Center Discovery Consulting	\$0.00	\$0.00	\$0.00	\$84,768.00	\$84,768.00	\$0.00	\$84,768.00	\$0.00	\$0.00			
Cabling Option												
C1 Hourly Rate Card for Change Orders												

Critical Services Per Amendment No. 4	Hardware	Software Subscriptions	Yearly Support/ Maintenance	Professional Services		Estimated Tax			Year 3	Year 4	Year 5	Total
Installation of Gateway Appliance at each PBX campus location for analog connections	\$33,887.09	\$14,712.50		\$25,339.00		\$3,346.36			\$82,942.71	\$5,657.76	\$5,657.76	\$94,258.23
Configure Intrado E911 for compliance				\$23,496.00					\$23,496.00			\$23,496.00
Migration of VoIP Application from the old Avaya VoIP VMs to the new Nutanix Environment				\$2,379.00					\$2,379.00			\$2,379.00
F5 for DNS/AADS Load Balancing		\$130,940.23	\$11,378.80	\$45,963.53					\$195,896.98	\$7,614.42	\$7,614.42	\$211,125.82
API to Automate RSI/CDR DB Update				\$7,611.00					\$7,611.00			\$7,611.00
Microsoft Active Directory Domain Implementation				\$58,790.00					\$58,790.00			\$58,790.00
CMS and Call Flow Training				\$1,306.00					\$1,306.00			\$1,306.00
Staff Augmentation				\$233,531.08					\$233,531.08			\$233,531.08
MAC Services				\$110,000.00					\$110,000.00			\$110,000.00
											Total for Amendment No. 4	\$742,497.13
												New 5 Year Total
							\$5,413,740.92	\$1,218,566.96	\$1,934,519.73	\$378,113.46	\$378,113.46	\$9,323,054.53