

Panola County SOW

Purpose

The Statement of Work (SOW) outlines the scope of work that Optus, Inc. will perform for Panola County . The SOW includes project deliverables, responsibilities, pricing and payment terms, equipment and services summary, warranty and maintenance summary and acceptance criteria.

This SOW includes two appendices:

- Appendix A - SOW Change Form
- Appendix B - SOW Certificate of Acceptance

Project Summary

The SOW has been designed as an outline of the work to be performed for Panola County. The result will be the programming of a Xorcom CXW2000 PBX with 125 IP Phones, 1 each 8FXO/8FXS Gateway and 15 each 2FXS Gateways. This scope will involve working with the customer and service provider to gather necessary programming information.

Optus will stage Xorcom IP Phones at Optus

Optus will perform all system programming and configuration.

Optus will deliver programmed system per the customers specifications.

Programming parameters:

1. 125 IP phones
2. 30 fax's
3. Recording for 25 of the phones in the Sheriff's department
4. Automated attendance for multiple sites.
5. Call accounting CDR data output.

- All service addresses agreed upon in this SOW will be deployed over an agreed-upon time frame not to exceed 3 months from time of execution of the statement of work.

Deliverables

The deliverables for this project are as follows:

- All Portable telephone numbers to be ported by Customer Vendor.

Optus' Responsibilities

Pertaining to the SOW, Optus will be responsible for the following:

- Programming of Xorcom CXW2000 PBX with 125 IP Phones, 1 each 8FXO/8FXS Gateway and 15 each 2FXS gateway devices.
- Program recording parameters for 25 phones
- Program Auto Attendant for multiple sites
- Program SMDI output
- Stage 125 IP Phones
- Provide Admin Training
- Create a punch list of open items and resolve
- Provide Certificate of Acceptance for signoff

Customer Responsibilities

Pertaining to the SOW, Panola County will be responsible for the following:

- Designate a single point of contact for the project.
- Work cooperatively to provide programming criteria
- Confirm delivery of equipment
- Coordinate with telco vendors as necessary for the cutover
- Provide the necessary space and racks for the installation of the hardware (Analog Gateways, Patch Panels for IP Phones)

- Make any necessary LAN WAN configuration changes necessary to support the implementation
- Make any application changes necessary to support the implementation
- Schedule employees for administration and end user training
- Complete the Certificate of Acceptance
- Authorize and agree to any changes to the SOW by signing a 'SOW Change Form'

Assumptions

- All phones and gateways will be delivered to the local service address where the installation will take place
- All cabling for digital phones are CAT5 or better and are terminated on patch panel or has enough slack to be terminated on a data patch panel.
- The parties will rely on the change management process to address any changes, delays, or disruptions in the continuous performance of Optus, Inc.
- All documentation and custom-developed materials provided by Optus, Inc. will be provided the format chosen by Optus, Inc. Panola County may request reasonable format changes.
- Non-service impacting work will be performed during normal business hours. Optus' Inc. standard business hours are 08:00 a.m. to 5:00 p.m. (EST) Monday through Friday, excluding designated holidays
- For remote work, Panola County will provide monitored access to Optus into all systems that Optus, Inc. will be accessing will be required prior to the start of any service activities; a system user ID and password, with appropriate permissions, is required

Exclusions

- Product certification training and installation training, unless stated otherwise
- Professional custom voice talents
- Coordination of telco services (Porting), unless otherwise stated • Moving furniture

Pricing and Payment

In consideration for the equipment and services specified in the Equipment and/or Services lists, Panola County shall remit the total sale price of \$51,151.00 plus applicable sales tax and shipping.

Payment shall be due as indicated in the following payment schedule:

- Note all pricing contingent on SOW acceptance and equipment ordered on or before June 1st.
- If pre-paid labor hours are exceeded, then Optus services will be billable at the standard Optus labor rate of \$135.00 per hour.
 - \$27,575.50 Phone Hardware – Due Net 30 Upon Shipment to Optus for programming
 - \$13,787.75 Professional Services - Due Upon Completion and shipment to customer site
 - \$13787.75 Due upon completion of installation

Warranty and Maintenance Summary

Manufacturer's Warranties as to Equipment

Optus, Inc. provides no separate warranties as to the Equipment but instead only warrants the support and services provided by Optus, Inc. to the extent described herein. Any warranties related to the Equipment itself shall be those provided solely by the manufacturer or supplier thereof Lesser of Manufacturers' Warranty or 12 months following the system cutover.

Optus, Inc. Warranties as to Services

Optus, Inc. warrants all Services will be provided in a commercially reasonable manner. In the event of a breach of said warranty, the only remedy shall be to require Optus to re-perform the Services.

Standard Support and Services Program for Equipment

For a period of ninety (90) days following system cutover, Optus, Inc. shall provide without additional charge to all labor and workmanship necessary to perform any necessary part replacements to the Equipment that are allowed by any manufacturer's or supplier's warranty covering the equipment.

Rodger S. McElane