



Town Council Agenda Report

Date: December 8, 2020 Item No. 18

To: Honorable Mayor and Town Council

Subject: THAT COUNCIL RATIFY THE PURCHASE OF A PHONE SYSTEM UPGRADE AND IMPLEMENTATION SERVICES

From: Douglas Robertson, Town Manager

Submitted by: Brandon Cales, Innovation and Technology Officer
Department of Innovation and Technology

Budgeted Item: Yes No N/A

RECOMMENDED ACTION

That Council ratify the purchase for the Cisco Voice Over Internet Protocol (VOIP) phone system upgrade, licensing, and implementation services to Logicalis, Inc., not-to-exceed the amount of \$125,000.00, and authorize the Town Manager or designee to execute appropriate agreements and documentation.

BACKGROUND

On March 21, 2020, the Town Manager issued Proclamation No. 2020-01 proclaiming the existence of a local emergency relating to the worldwide spread of respiratory illness due to the novel coronavirus known as COVID-19. On March 24, 2020, the Town Council adopted Resolution No. 2020-10, ratifying Proclamation No. 2020-01 and declaring a local emergency.

As with nearly every other agency around the world, technology came to the forefront of operations. The Department of Innovation and Technology (IT) began supporting a remote workforce, in addition to adapting other Town operations that typically required a physical presence. IT deployed approximately 25 laptops to staff with remote access to Town resources for telecommuting purposes; implemented online payments for additional Town systems such as Permits and Code Enforcement; developed an online Community Access geographic information system (GIS) with locations of 'open' businesses and further implemented remote communication tools such as Zoom and Microsoft Teams.

The Town's phone system was originally implemented over 10 years ago and has been out of support for nearly 5 years. With the COVID-19 pandemic, there is an important and

increased need for remote meeting capabilities such as teleconferencing. Likewise, with the increased number of remote workers since March 2020, there is a need for adequate telecommuting capabilities including the functionality for staff to access their Town phone line remotely.

This purchase will upgrade the core hardware and software for the Town's phone system, providing much needed and improved functionality that will better support telecommuting and teleconferencing abilities. New features to the Town will enable remote connections to the phone system, allowing staff to place/receive calls while remote working as if they were at their desk. During the upgrade process, substantial improvements to system configurations will be performed to improve the over-all call quality and experience for both internal and external callers. This purchase will also replace 15 phones that are no longer supported with the new system.

This purchase is authorized under the Town Manager's authority under the Town's Municipal Code section 3.12.270(3). Under this provision the Town Manager may authorize the purchase of materials, supplies, equipment and services in an emergency situation when it is determined that services impacting the public health, safety or welfare would be interrupted if the normal purchasing procedures were followed. Here, the emergency purchase of the phone system upgrade and implementation services allowed for the Town to take advantage of CARES Act funding for the project, thereby lessening the impact on the Town's general fund, which may now be used to positively impact the public health, safety, and welfare. All emergency purchases must be submitted to the Town Council for ratification at the next Council meeting after the purchases were authorized. Emergency purchases are not limited to \$50,000.00 as are open market purchases or informal bids.

FISCAL IMPACT

This purchase will be funded in combination from the Town's PEG Channel Fund (25%), Wastewater Fund (25%), and the CARES Act Coronavirus Relief Fund (CRF) for CITIES and TOWNS (50%), with a 1:1 match as required. The CRF is a new funding program provided by San Bernardino County (SBC) for infrastructure projects. After a complete review of the Town's application for this project, the County of San Bernardino Board of Supervisors has approved funding as provided under the CARES Act Spending Plan approved by the Board of Supervisors. This purchase uses the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum CA #7-14-70-04 contract. There is no impact to the General Fund.

ATTACHMENTS

- A. Quote (hardware/implementation)
- B. Quote (licensing)

**Town of Apple Valley - UC Upgrade
Quotation # 2020-81362v4**

**Prepared By Logicalis for:
Town of Apple Valley**

*To the attention of :
Brandon Cales
Town of Apple Valley
14955 Dale Evans Pkwy
Apple Valley, CA 92307-3061
Tel: (760) 240-7000 x7609
Email: bcales@applevalley.org*

November 10, 2020

Pricing Summary

The following is a price summary of Logicalis' proposed solution.

| Price Summary | Amount |
|-----------------------|--------------------|
| Hardware | \$42,625.42 |
| Hardware Maintenance | \$3,098.88 |
| Software Maintenance | \$649.44 |
| Professional Services | \$32,962.50 |
| Grand Total | \$82,639.71 |

If you're interested in leasing the equipment contained in this Quotation, Logicalis estimates the monthly lease payment to be \$1,179.

This is a budgetary number only based on a 36 month term and subject to credit approval, so please contact your Logicalis Account Executive for full details and a complete leasing quote.

- Payments do not include any applicable sales, rental or use taxes.
- Payments do not include any Logicalis professional services.
- Payments are valid for monthly payment structures only with deferrals 30 days or less.
- Please call for non-monthly payment structures and payment deferrals greater than 30 days.
- All transactions are subject to credit and documentation requirements, review and approval.
- Additional terms may apply.



Logicalis offers a range of services, from helping you define and design a cloud strategy to assisting with server and storage selection for your current environment. We provide a variety of assessments and health checks, perfect for those who need help determining what the next steps are. Find out more at www.us.logicalis.com

To address your most pressing challenges during COVID-19, Logicalis has instituted Rapid Deployment Services designed to support your needs to deploy remote workers, maintain security and infrastructure readiness, and provide supplemental IT staff support. All services are designed to be delivered remotely by a Logicalis Engineer. Find out more at <http://bit.ly/3b6Gnzp>



Ask us about Logicalis Leasing Solutions—a value-added service tailored to our customers. Leasing offers strategic, operational and financial benefits that can help meet your company's goals and get your project funded. Logicalis financing experts work with more than a dozen trusted leasing partners to assist you as our valued customer. We can deliver competitive rates and flexible terms and make the leasing process easy. Learn more today at www.us.logicalis.com/logicalis-financial-services/

Town of Apple Valley - UC Upgrade
Quotation # 2020-81362v4

| Customer Name & Address | Logicalis Account Executive |
|---|---|
| Brandon Cales Town of Apple Valley 14955 Dale Evans Pkwy Apple Valley, CA 92307-3061 (760) 240-7000 x7609 bcales@applevalley.org | Lisa Waelde 391 N. Main Street, Suite 103 Corona, CA 92880 +1 9513932315 lisa.waelde@us.logicalis.com |
| Bill To Address | Ship to Address |
| Town of Apple Valley 14955 Dale Evans Pkwy Apple Valley, CA 92307-3061 | Town of Apple Valley 14955 Dale Evans Pkwy Apple Valley, CA 92307-3061 |

Quotation expiration date: December 4, 2020. Delivery and Implementation expected completion by December 30, 2020. This Quotation adheres to the pricing requirements of the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum CA #7-14-70-04 contract.

| Item | Qty | Part Number | Description | List Price | Discount % | Unit Price | Extended Price |
|-----------------|-----|-------------------|--|-------------|------------|------------|----------------|
| Products | | | | | | | |
| 1 | 2 | BE6M-M5-K9 | Cisco Business Edition 6000M (M5) Appliance; Export Restr SW | \$13,042.00 | 54.55% | \$5,928.18 | \$11,856.36 |
| 2 | 2 | CON-SNTP-BE6MM5K9 | SNTC-24X7X4 Cisco Business Edition 6000M (M5) Applia | \$630.50 | 18.00% | \$517.01 | \$1,034.02 |
| 3 | 2 | BE6K-PSU | Cisco UCS 770W AC Power Supply for Rack Server | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 4 | 2 | BE6K-RAIDCTRLR | Cisco 12G Modular RAID controller with 2GB cache | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 5 | 12 | BE6K-DISK | 300GB 12G SAS 10K RPM SFF HDD | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 6 | 2 | R2XX-RAID5 | Enable RAID 5 Setting | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 7 | 6 | BE6K-RAM | 16GB DDR4-2666-MHz RDIMM/PC4-21300/ single rank/x4/1.2v | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 8 | 2 | BE6K-CPU | 2.2 GHz 4114/85W 10C/ 13.75MB Cache/DDR4 2400MHz | \$0.00 | 0.00% | \$0.00 | \$0.00 |

| Item | Qty | Part Number | Description | List Price | Discount % | Unit Price | Extended Price |
|------|-----|-------------------|--|-------------|------------|------------|----------------|
| 9 | 2 | CAB-9K12A-NA | Power Cord; 125VAC 13A NEMA 5-15 Plug; North America | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 10 | 2 | VMW-VS6-CVSTD-K9 | Embedded License; Cisco Collab Virt. Standard 6.x (2-socket) | \$3,299.00 | 43.18% | \$1,874.43 | \$3,748.86 |
| 11 | 2 | CON-ECMU-VMWVS6CV | SWSS UPGRADES Embedded License; Cisco Collab Virt. Sta | \$396.00 | 18.00% | \$324.72 | \$649.44 |
| 12 | 2 | UCSC-PSU1-770W= | Cisco UCS 770W AC Power Supply for Rack Server | \$803.45 | 60.23% | \$319.56 | \$639.12 |
| 13 | 2 | CAB-9K12A-NA= | Power Cord; 125VAC 13A NEMA 5-15 Plug; North America | \$31.09 | 43.20% | \$17.66 | \$35.32 |
| 14 | 1 | VG310 | Modular 24 FXS Port VoIP Gateway with PVDM3-64 | \$6,190.79 | 46.59% | \$3,306.44 | \$3,306.44 |
| 15 | 1 | CON-SNT-VG310ICV | SNTC-8X5XNBD Cisco VG310 - Modular 24 FXS Port Voice | \$475.00 | 18.00% | \$389.50 | \$389.50 |
| 16 | 1 | SVG3XUK9-15603M | Cisco VG3X0 UNIVERSAL | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 17 | 1 | MEM-CF-256MB | 256MB Compact Flash for Cisco 1900; 2900; 3900 ISR | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 18 | 1 | CAB-AC | AC Power Cord (North America); C13; NEMA 5-15P; 2.1m | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 19 | 1 | PVDM3-64 | 64-channel high-density voice DSP module | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 20 | 1 | HWIC-BLANK | Blank faceplate for HWIC slot on Cisco ISR | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 21 | 1 | SL-VG3X0-IPB-K9 | Cisco VG3X0 IP Base License | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 22 | 1 | SL-VG3X0-UC-K9 | Cisco VG3X0 Unified Communications License | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 23 | 1 | ISR4351-V/K9 | Cisco ISR 4351 UC Bundle; PVDM4-64; UC License | \$14,190.00 | 46.59% | \$7,578.75 | \$7,578.75 |

| Item | Qty | Part Number | Description | List Price | Discount % | Unit Price | Extended Price |
|------|-----|------------------|--|------------|------------|------------|----------------|
| 24 | 1 | CON-SNT-ISR4351V | SNTC-8X5XNBD Cisco ISR 4351 UC Bundle; PVD4-64; UC L | \$1,482.91 | 18.00% | \$1,215.99 | \$1,215.99 |
| 25 | 1 | SL-4350-IPB-K9 | IP Base License for Cisco ISR 4350 Series | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 26 | 1 | SL-4350-UC-K9 | Unified Communication License for Cisco ISR 4350 Series | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 27 | 1 | PVDM4-64U128 | PVDM4 64-channel to 128-channel factory upgrade | \$3,211.20 | 46.59% | \$1,715.07 | \$1,715.07 |
| 28 | 1 | PWR-4450-AC | AC Power Supply for Cisco ISR 4450 and ISR4350 | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 29 | 1 | CAB-AC | AC Power Cord (North America); C13; NEMA 5-15P; 2.1m | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 30 | 1 | POE-COVER-4450 | Cover for empty POE slot on Cisco ISR 4450 | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 31 | 1 | MEM-FLSH-4G | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 32 | 1 | MEM-43-4G | 4G DRAM (1 x 4G) for Cisco ISR 4300 | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 33 | 2 | SM-S-BLANK | Removable faceplate for SM slot on Cisco 2900;3900;4400 ISR | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 34 | 1 | SISR4300UK9-169 | Cisco ISR 4300 Series IOS XE Universal | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 35 | 1 | NIM-4FXO | 4-port Network Interface Module - FXO (Universal) | \$1,003.50 | 46.59% | \$535.95 | \$535.95 |
| 36 | 1 | NIM-BLANK | Blank faceplate for NIM slot on Cisco ISR 4400 | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 37 | 1 | NIM-1MFT-T1/E1 | 1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module | \$1,495.00 | 46.59% | \$798.47 | \$798.47 |
| 38 | 1 | PVDM4-32 | 32-channel DSP module | \$1,705.95 | 46.59% | \$911.14 | \$911.14 |
| 39 | 1 | ISR4331-V/K9 | Cisco ISR 4331 UC Bundle; PVD4-32; UC License | \$5,854.75 | 48.86% | \$2,993.91 | \$2,993.91 |

| Item | Qty | Part Number | Description | List Price | Discount % | Unit Price | Extended Price |
|------------------------------------|-----|------------------|--|-------------|------------|-------------|----------------|
| 40 | 1 | CON-SNT-ISR4331V | SNTC-8X5XNBD Cisco ISR 4331 UC Bundle; PVDM4-32; UC L | \$560.21 | 18.00% | \$459.37 | \$459.37 |
| 41 | 1 | SL-4330-IPB-K9 | IP Base License for Cisco ISR 4330 Series | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 42 | 1 | SL-4330-UC-K9 | Unified Communication License for Cisco ISR 4330 Series | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 43 | 1 | PVDM4-32U128 | PVDM4 32-channel to 128-channel factory upgrade | \$4,816.80 | 43.18% | \$2,736.82 | \$2,736.82 |
| 44 | 1 | PWR-4330-AC | AC Power Supply for Cisco ISR 4330 | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 45 | 1 | CAB-AC | AC Power Cord (North America); C13; NEMA 5-15P; 2.1m | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 46 | 1 | MEM-FLSH-4G | 4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard) | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 47 | 1 | MEM-43-4G | 4G DRAM (1 x 4G) for Cisco ISR 4300 | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 48 | 1 | SM-S-BLANK | Removable faceplate for SM slot on Cisco 2900;3900;4400 ISR | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 49 | 1 | SISR4300UK9-166 | Cisco ISR 4300 Series IOS XE Universal | \$0.00 | 0.00% | \$0.00 | \$0.00 |
| 50 | 1 | NIM-4FXO | 4-port Network Interface Module - FXO (Universal) | \$1,003.50 | 46.59% | \$535.95 | \$535.95 |
| 51 | 1 | NIM-1MFT-T1/E1 | 1 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module | \$1,495.00 | 46.59% | \$798.47 | \$798.47 |
| 52 | 1 | PVDM4-32 | 32-channel DSP module | \$1,705.95 | 46.59% | \$911.14 | \$911.14 |
| 53 | 15 | CP-8841-K9= | Cisco IP Phone 8841 | \$516.80 | 54.55% | \$234.91 | \$3,523.65 |
| <i>Products Subtotal</i> | | | | | | | \$46,373.74 |
| Services - Fixed Fee | | | | | | | |
| 54 | 1 | PS | Project Initiation | \$46,396.88 | 64.48% | \$16,481.25 | \$16,481.25 |
| 55 | 1 | PS | Project Completion | \$46,396.88 | 64.48% | \$16,481.25 | \$16,481.25 |
| <i>Services Fixed Fee Subtotal</i> | | | | | | | \$32,962.50 |

| Grand Total | |
|---------------------------------|--------------------|
| Products and Services Subtotal: | \$79,336.24 |
| Sales Tax (estimated): | \$3,303.47 |
| Grand Total: | \$82,639.71 |

Services Statement of Work

Communication & Network Services - Unified Communications Upgrade Tasks and Activities

- 1 Plan
 - 1.1 Licensing
 - 1.1.1 Acquire new licenses files and order Cisco IPT upgrade software
 - 1.2 Implementation Planning
 - 1.2.1 Acquire new licenses files and order Cisco IPT upgrade software
 - 1.2.2 Gather solution requirements and design for project implementation
 - 1.2.3 Create a high-level timeline
 - 1.2.4 Define implementation details for Cisco IPT implementation
 - 1.2.5 Create a test plan for Cisco IPT implementation
 - 1.2.6 Create a fallback plan for Cisco IPT implementation
 - 1.2.7 Implementation plan creation and technical review
 - 1.2.8 Conduct a Customer review meeting for approval of the implementation plan, test plan and fallback plan
- 2 Upgrade
 - 2.1 Servers
 - 2.1.1 Installation of UCS servers into rack
- 3 Communications Manager Upgrade
 - 3.1 Implementation Configuration
 - 3.1.1 Update IOS on up to (2) voice gateway(s)
 - 3.1.2 Multi-step phone firmware upgrade per 250 phones
 - 3.1.3 Document implementation
 - 3.1.4 Create BAT files for users and phones
 - 3.1.5 Update dial plan based on Logicalis and Cisco best practices
 - 3.1.6 Create BAT files for new phones to replace deprecated models
 - 3.1.7 Migrate licenses to Cisco Smart Account
 - 3.1.8 Confirm database replication between publisher and subscriber
 - 3.1.9 Backup existing environment
 - 3.1.10 Install required upgrade cop files
 - 3.1.11 Upgrade publisher to final version
 - 3.1.12 Upgrade of (2) subscribers
 - 3.2 Physical Device Implementation
 - 3.2.1 Installation of UCS servers into rack
 - 3.3 Appliance Build
 - 3.3.1 Install CUCM publisher on new hardware
 - 3.3.2 Installation of new subscriber
- 4 Unity Connection Upgrade
 - 4.1 Appliance Build
 - 4.1.1 Install CUCN Primary on new hardware
 - 4.1.2 Install CUCN HA server
 - 4.2 Implementation Configuration
 - 4.2.1 Perform COBRAS export on existing system
 - 4.2.2 Perform COBRAS import on the new system
 - 4.2.3 Backup existing environment
 - 4.2.4 Install required upgrade cop files
 - 4.2.5 Upgrade primary to final version
 - 4.2.6 Upgrade subscriber server
 - 4.2.7 Obtaining and Installation of licenses
 - 4.2.8 Document implementation

- 5 Instant Message & Presence Upgrade
 - 5.1 Appliance Build
 - 5.1.1 Install new IM&P publisher
 - 5.2 Implementation Configuration
 - 5.2.1 Manually configure new system via stare and compare
 - 5.2.2 Configure Jabber profiles in CUCM
 - 5.2.3 Installation of subscriber
 - 5.2.4 Backup existing environment
 - 5.2.5 Upgrade publisher to final version
 - 5.2.6 Upgrade subscriber server
- 6 Emergency Responder Upgrade
 - 6.1 Appliance Build
 - 6.1.1 Install new CER Primary server
 - 6.1.2 Install new CER Secondary server
 - 6.2 Implementation Configuration
 - 6.2.1 Export system information
 - 6.2.2 Import system information into new system
 - 6.2.3 Manually configure new system via stare and compare of information not exported
 - 6.2.4 Backup existing environment
 - 6.2.5 Upgrade Primary CER to final version
 - 6.2.6 Upgrade Secondary CER to final version
- 7 InformaCast Paging Upgrade
 - 7.1 Implementation Configuration
 - 7.1.1 Confirm system database
- 8 Validate
 - 8.1 System Cutover
 - 8.1.1 System cutover, afterhours
- 9 Support
 - 9.1 Knowledge Transfer
 - 9.1.1 Provide up to (4) hours of system administrator knowledge transfer
 - 9.2 Support
 - 9.2.1 Provide up to (4) hours of day-1 support either onsite or remote

**Communication & Network Services - Unified Communications Implementation
Tasks and Activities**

- 1 Plan
 - 1.1 Implementation Planning
 - 1.1.1 Implementation plan (DVIP) creation and technical review
- 2 Communications Manager Implementation
 - 2.1 Implementation Configuration
 - 2.1.1 Configure and update IOS on up to (2) voice gateway(s)
 - 2.1.2 Provision up to (2) PRI's
 - 2.1.3 Configure SRST on (2) voice gateways
 - 2.1.4 CUCM configuration per implementation plan
 - 2.2 Physical Device Implementation
 - 2.2.1 Install up to (2) analog central office trunks
 - 2.2.2 Rack (1) analog voice gateway(s) and patch to network
 - 2.2.3 Rack (2) voice gateway(s) and patch to network
- 3 Cisco Instant Messenger and Presence Service Implementation
 - 3.1 Implementation Configuration
 - 3.1.1 Installation of up to (3) Jabber client(s)
 - 3.1.2 Installation of up to (3) Jabber mobile client(s)
- 4 Cisco Emergency Responder Implementation
 - 4.1 Implementation Configuration

- 4.1.1 Integration with 3rd party e911 provider
- 4.1.2 Telco coordination and testing of ERLs
- 5 InformaCast Paging Implementation
 - 5.1 Appliance Build
 - 5.1.1 Base server installation
 - 5.2 Implementation Configuration
 - 5.2.1 Configuration per implementation plan
- 6 Validate
 - 6.1 System Cutover
 - 6.1.1 Turn up and testing of (2) PSTN circuits

Communication & Network Services - Route / Switch

Tasks and Activities

- 1 Implement
 - 1.1 Device Staging
 - 1.1.1 Unbox, power, verify and update IOS on (1) router(s)
 - 1.2 Integrated Services and Advanced Services Routers
 - 1.2.1 Base configuration of (2) (ISR4300) routers per implementation plan

Deliverables

- Implementation Plan
- As Built document with device configuration files
- Device Configuration File
- As Built Document
- Training Material

Project Management

The assigned Logicalis Project Manager will be responsible for providing the following services:

Project Management (Medium Rigor)

Planning

- Project kick-off call agenda & notes
- Project kick-off call facilitation
- Identify project team and define roles & responsibilities
- Resource Scheduling
- Project Work Breakdown Structure (WBS) & Gantt creation
- Supplemental project information management

Execution

- Product tracking, if applicable
- Project status call agenda & notes
- Weekly project status call facilitation
- Weekly project status report, consisting of:
 - 1. Overall Health Status
 - 2. Schedule, Risk & Budget Key Performance Indicator (KPI) Reporting
 - 3. Percentage Complete
 - 4. Project Phase
 - 5. High Level Accomplishments
 - 6. Current Activities / Upcoming Activities
 - 7. Past Due Activities
 - 8. Project Issues
 - 9. Financial & Hours Summary, applicable to T&M projects

- Resource management & allocation
- Project WBS & milestone management
- Project escalations

Monitoring & Controlling

- Project Deliverable review and delivery, as applicable
- Scope management
- Document Project Change Requests (PCRs), if applicable
- Timeline & budget monitoring
- Project performance measurement
- Risk monitoring

Closing

- Project closure call
- Project Closure and Acceptance processing

Terms and Conditions

Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

Terms Applicable for Product Sales

1. To the extent applicable, the terms of the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum CA #7-14-70-04 are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at www.us.logicalis.com/tcsales apply and are incorporated herein by reference.
2. Any variation in quantity or requested delivery may result in price changes.
3. Prices are subject to change without notice in the event the Product's manufacturer/distributor changes the price to Logicalis.
4. Shipping and taxes are added at time of invoice. Shipping charges are subject to handling fees for specifying carriers and same day shipments.
5. Logicalis collaborates with the OEM/distributor to schedule delivery to Customer's loading dock; inside delivery is available upon request and may increase the cost of delivery.
6. To the extent this Quotation includes Cisco Cloud Services, the following link shall apply: www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html. "Cisco Cloud Services" shall mean any of the offerings described on the aforementioned link. If Customer does not issue a purchase order to Logicalis or otherwise accept a Logicalis quotation to renew such Cisco Cloud Services, or does not otherwise provide written notice of non-renewal, at least forty-five (45) days prior to the end of the then-current subscription term thereof, then the Cisco Cloud Services shall automatically renew and Customer agrees to pay Logicalis for such renewed subscription term at the rates charged by Logicalis therefor.

Terms Applicable for Services Sales

1. To the extent applicable, the terms of the NASPO ValuePoint Master Agreement #AR233 (14-19), Cisco Participating Addendum CA #7-14-70-04 are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at www.us.logicalis.com/tcsales apply and are incorporated herein by reference.
2. In the event Customer reschedules delivery of Services within fourteen (14) calendar days of a scheduled delivery date, Logicalis reserves the right to charge Customer \$1600 per day for each scheduled resource, plus any additional travel or other out of pocket expenses incurred as a result of the delay.
3. General customer responsibilities, project assumptions, change management processes, and other terms applicable to the delivery and receipt of services (as applicable to this Quotation), found at us.logicalis.com/gcr, are incorporated herein by reference.

4. Unless otherwise mutually agreed upon, reasonable travel expenses will be tracked separately and billed directly to Customer. Travel expenses will include cost incurred from travel (airfare, rental car, mileage, tolls and lodging). Meals, if any, will be billed at the per diem rate of \$65.

Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:
Town of Apple Valley

Accepted By:
Logicalis, Inc.

| | |
|--------------|--------------|
| _____ | _____ |
| Signature | Signature |
| _____ | _____ |
| Printed Name | Printed Name |
| _____ | _____ |
| Title | Title |
| _____ | _____ |
| Date | Date |

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**Town of Apple Valley - Flex Licensing
Quotation # 2020-101726v1**

**Prepared By Logicalis for:
Town of Apple Valley**

*To the attention of :
Brandon Cales
Town of Apple Valley
14955 Dale Evans Pkwy
Apple Valley, CA 92307-3061
Tel: (760) 240-7000 x7609
Email: bcales@applevalley.org*

November 06, 2020

Pricing Summary

The following is a price summary of Logicalis' proposed solution.

| Price Summary | Amount |
|---------------|-------------|
| Software | \$37,584.00 |



Logicalis offers a range of services, from helping you define and design a cloud strategy to assisting with server and storage selection for your current environment. We provide a variety of assessments and health checks, perfect for those who need help determining what the next steps are. Find out more at www.us.logicalis.com

To address your most pressing challenges during COVID-19, Logicalis has instituted Rapid Deployment Services designed to support your needs to deploy remote workers, maintain security and infrastructure readiness, and provide supplemental IT staff support. All services are designed to be delivered remotely by a Logicalis Engineer. Find out more at <http://bit.ly/3b6Gnzp>

Town of Apple Valley - Flex Licensing
Quotation # 2020-101726v1

| Customer Name & Address | Logicalis Account Executive |
|---|---|
| Brandon Cales Town of Apple Valley 14955 Dale Evans Pkwy Apple Valley, CA 92307-3061 (760) 240-7000 x7609 bcales@applevalley.org | Lisa Waelde 391 N. Main Street, Suite 103 Corona, CA 92880 +1 9513932315 lisa.waelde@us.logicalis.com |
| Bill To Address | Ship to Address |
| Town of Apple Valley 14955 Dale Evans Pkwy Apple Valley, CA 92307-3061 | |

Quotation expiration date: January 31, 2021. Delivery and Implementation expected completion by December 30, 2020.

| Item | Qty | Part Number | Description | Term (Months) | Invoicing Freq. | List Price | Recurring Charge | Extended Price |
|----------------|-----|-------------------|--|---------------|-----------------|------------|------------------|----------------|
| Annuity | | | | | | | | |
| 1 | 1 | A-FLEX-3 | Collaboration Flex Plan 3.0 Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 2 | 1 | SVS-FLEX-SUPT-BAS | Basic Support for Flex Plan Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 3 | 200 | A-FLEX-NUPL-P | NU On-Premises Calling Professional Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$7.00 | \$12,096.00 | \$36,288.00 |
| 4 | 20 | A-FLEX-NUPL-A | NU On-Premises Calling Access Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$2.50 | \$432.00 | \$1,296.00 |
| 5 | 220 | A-FLEX-SRST-E | SRST Endpoints (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 6 | 200 | A-FLEX-P-PRO | Unified Communications Manager Smart License - Pro (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |

| | | | | | | | | |
|-----------------------|------|--------------------|--|----|--------|--------|-------------|-------------|
| 7 | 20 | A-FLEX-P-ACC | Access Smart License (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 8 | 200 | A-FLEX-P-UCXN | Unity Connection Smart License (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 9 | 620 | A-FLEX-P-ER | Emergency Responder Smart License (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 10 | 1 | A-FLEX-SW-12.5-K9 | On-Premises & Partner Hosted Calling SW Bundle v12.5 (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 11 | 200 | A-FLEX-JABBER-ADD | Flex Jabber (1) Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 12 | 200 | A-FLEX-MSG-ENT | Messaging Entitlement Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 13 | 4000 | A-FLEX-FILESTG-ENT | File Storage Entitlement Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| 14 | 200 | A-FLEX-PROPACK-ENT | Pro Pack for Cisco Control Hub Entitlement Est. Start Date: 12-30-2020 Est. End Date: 12-29-2023 | 36 | Annual | \$0.00 | \$0.00 | \$0.00 |
| <i>Annuity Total:</i> | | | | | | | \$12,528.00 | \$37,584.00 |

| Grand Total | |
|---------------------|--------------------|
| Products Subtotal: | \$37,584.00 |
| Grand Total: | \$37,584.00 |

Terms and Conditions

Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

Terms Applicable for Product Sales

1. Logicalis' Terms and Conditions of Sale, found at us.logicalis.com/tcsales, are incorporated herein by reference.
2. Any variation in quantity or requested delivery may result in price changes.
3. Prices are subject to change without notice in the event the Product's manufacturer/distributor changes the price to Logicalis.
4. Shipping and taxes are added at time of invoice. Shipping charges are subject to handling fees for specifying carriers and same day shipments.
5. Logicalis collaborates with the OEM/distributor to schedule delivery to Customer's loading dock; inside delivery is available upon request and may increase the cost of delivery.
6. To the extent this Quotation includes Cisco Cloud Services, the following link shall apply: www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html. "Cisco Cloud Services" shall mean any of the offerings described on the aforementioned link. If Customer does not issue a purchase order to Logicalis or otherwise accept a Logicalis quotation to renew such Cisco Cloud Services, or does not otherwise provide written notice of non-renewal, at least forty-five (45) days prior to the end of the then-current subscription term thereof, then the Cisco Cloud Services shall automatically renew and Customer agrees to pay Logicalis for such renewed subscription term at the rates charged by Logicalis therefor.

Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:
Town of Apple Valley

Accepted By:
Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

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