Augusta Richmond County (ARC)
GVP 9 Migration for PASS-IVR
Statement of Work

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Trapeze™

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Introduction

The purpose of this document is to provide Augusta Richmond County (ARC) with a quote and scope of work for the PASS-IVR Genesys Voice Platform (GVP) 9 migration.

This document outlines the implementation services to be provided by Trapeze, as well as the support required from ARC staff and resources.

Section 1:

Trapeze Professional Services

Personnel

Section 2:

Section 2.1:

To ensure successful completion of this implementation, Trapeze will utilize the following professional services personnel:

- **Project Manager:** The centralized point of contact for the project. The project manager is responsible for coordinating project schedules, deliverables and resources required to deliver the proposed solution as defined in this statement of work.
- **Implementation Consultant(s):** The primary technical point(s) of contact supporting the design, installation, configuration, testing, implementation, and deployment of the Software.
- **Developer(s):** The primary resource(s) responsible for completing all user interface design changes to meet ARC's business needs.

Section 2.2:

Implementation Methodology Overview

This project will be executed in a phased approach, with key activities identified below:

1. Project Kick-Off

2. Development

3. Internal Acceptance Testing

4. Software Installation and Configuration

5. Installation Testing

6. Acceptance Testing

7. Deployment and Closure

Project Implementation Approach

Project Kick-Off

Section 3:

Following contract execution, Trapeze and ARC will hold a remote project kick-off meeting to

Section 3.1:

- Align stakeholders on scope and timelines
- Review roles and responsibilities
- Identify any key risks

Project teams from both Trapeze and ARC are expected to attend the kick-off meeting.

Development

Section 3.2:

Trapeze will provide development services for the migration of the existing ARC PASS-IVR markup to be compatible with GVP9. Additional markup changes such as call flow changes, menu updates and static text changes are not included in this implementation. Should additional changes be required, they will need to be addressed through a change order.

Internal Acceptance Testing

Section 3.3:

Internal Acceptance Testing (IAT) is completed remotely by Trapeze before any software is installed in ARC's environment. During IAT, Trapeze testing specialists will perform unit and regression testing to ensure completeness and accuracy of all standard features. These specialists will also update any automated regression test scripts to expand coverage as needed.

After unit and regression testing is completed, the Trapeze Implementation Consultant(s) run a series of tests in a local environment to ensure that all software is functioning properly against ARC's specific data and configuration. This allows Trapeze to proactively determine any potential data-related issues and ensures that all standard setup and configuration tasks can be performed for ARC.

Section 3.4:

Software Installation and Configuration

Following the completion of Internal Acceptance Testing, Trapeze will work with ARC to remotely install the GVP9 software and configure the PASS-IVR software in ARC's environment.

ARC will be required to complete all hardware installations (including all server configurations) in time for the test environment installation. To assist Trapeze with the installation, ARC will provide remote access (VPN, etc.) to all necessary servers. If remote access is unavailable, Zoom or ARC's preferred secure connection will be used as an alternate method for connecting to the servers.

Windows Server 2016 or 2019

Trapeze requires the GVP9 software to run on a Windows 2016 or 2019 server operating system. All other servers in ARC's organization may run on Windows 2012 or above. ARC will be required to contact their re-seller for Windows Operating System Licensing.

SIP Gateway

Trapeze will be attempting a direct SIP interconnection between ARC's PBX and the GVP server on a best-effort basis. Should the interconnection not be possible within a reasonable time frame estimated as one (1) workday, Trapeze will re-use and reconfigure the existing ARC SIP gateways.

GVP9 Server Backup

Due to the complexity of the GVP9 platform installation, as well as level of effort associated with rebuilding the server, it is essential for ARC to perform a complete disk-image backup of each server environment prior to deployment.

Section 3.5: Installation Testing

Installation Testing will occur after the software has been installed in ARC's environment. This testing is designed to ensure the software is functioning properly within ARC's environment, as well as with third party software, as necessary.

During Installation Testing, ARC will grant Trapeze access to their servers so that Trapeze can perform testing of key software functionality and validate the software is functioning properly in ARC's environment. During Installation Testing Trapeze will validate the following:

- Applications are connected to the appropriate database(s)
- General software functionality is working as designed for PASS-IVR
- All configurations and settings are functioning as expected

Section 3.6: Acceptance Testing

Acceptance Testing involves ARC utilizing the new GVP9 software in the local environment to ensure it responds accurately to user inputs and all features and functions work as expected.

Trapeze will provide remote support to begin the first round of Acceptance Testing activities. ARC will have ten (10) business days in which to perform an initial comprehensive end-to-end round of Acceptance Testing.

All subsequent end-to-end rounds of Acceptance Testing must be completed by ARC in no more than five (5) business days.

Testing Defect Review Tracking and Resolution

During both phases of Acceptance Testing, ARC will document and prioritize any defects encountered throughout the testing period (if any exist). Following the completion of a round of testing, ARC will supply Trapeze with a complete list of all perceived defects, which Trapeze will assess for root cause and resolve where appropriate based on the severity levels defined below.

1. **Critical** – Defect causes failure of critical functionality or critical data and no workaround is available.
    - This can include but is not limited to:
        - System crashing
        - Non-recoverable conditions
        - Data loss or corruption

- Security concerns leading to breach of information and/or misuse, or severely affecting system performance and/or functionality
- Performance defects leading to unavailability or loss of functionality

2. **Major** – Defect partially impairs critical functionality. A workaround is available but difficult to execute.

   o This can include but is not limited to:
   - System crashing or aborting during normal operation of a non-critical flow
   - Missing functionality
   - Inconsistent logic or display of data
   - Slow responsiveness and underperformance of the system
   - Missing security or system patches, minor breach of information

3. **Minor** – Defect impairs non-critical functionality with a satisfactory workaround available.

   o This can include but is not limited to:
   - Minor usability issues such as inconsistent display
   - Tab/shortcut keys not working
   - Missing input validation
   - System recoverable errors

ARC and Trapeze, in collaboration will review the list and identify the priority of each defect and indicate the desired resolution sequence (1 = soonest resolution desired). Trapeze will make every effort to resolve defects of the same severity levels based on sequential order.

At the completion of each round of testing, Trapeze will work remotely to resolve all critical and major defects (if any exist). If an updated software solution is required to resolve the defect(s), Trapeze will provide the updated software encompassing all defect fixes. ARC will be asked to test and validate the software to ensure all defects have been rectified. If further defects are identified, Trapeze will evaluate and work to resolve them, and ARC will be asked to execute another round of Acceptance Testing.

Once ARC confirms that all critical and major defects have been resolved, Acceptance Testing will be considered complete, and the software deemed ready for production use. ARC will be required to sign off on the Acceptance Testing. All minor defects will be transitioned to the Trapeze maintenance and support program, who will provide new software builds addressing post-deployment defects, as necessary.

Section 3.7:

Deployment and Closure

During the deployment activities, Trapeze will decommission the legacy GVP software and re-direct the call flow towards the new GVP9 software in ARC's production environment, so that it can be used to support live operations.

This cutover should be independent of any upgrades that are happening at the current time. For example, the GVP9 migration should be a separate activity entirely, to happen either before or after any current upgrade that is in progress.

Deployment Support

Trapeze will provide remote go-live support for the launch of GVP9 software for up to one (1) week from cut-over into ARC's production environment. ARC can leverage these services during standard business hours to address any non-critical questions or support needs that may arise from using the software to support live operations.

Closure

At the completion of the deployment support period, all ongoing support will be transitioned to and provided through Trapeze's long-term maintenance program. At this time, the project will be considered complete and project closure will be processed.

Responsibilities and Deliverables

Activity	Trapeze Responsibilities	ARC Responsibilities	Deliverables
Project Kick-Off	• Lead project kick-off meeting • Collaborate with ARC in developing project schedule	• Assist in developing project schedule and kick-off presentation • Provide inputs for ARC-led activities	• Kick-off meeting • Kick-off Presentation (MS PowerPoint) • Preliminary project schedule (revised as necessary)
Development	• Migrate markup to be compatible with GVP9	• Consult as required	• Completed GVP9 markup
Internal Acceptance Testing	• Perform Internal Acceptance Testing	• Provide data as necessary	
Software Installation and Configuration	• Install GVP9 software and configure PASS-IVR in ARC's environment	• Complete all hardware installation(s) • Manage servers, databases, backup procedures, database maintenance practices, and Windows environments and security • Install Trapeze pre-requisite software (e.g. ODBC connections, database servers, etc.)	• Installed software in ARC's environment
Installation Testing	• Perform Installation Testing	• Provide technical consulting as required • Provide access to production environment	
Acceptance Testing	• Support ARC during Acceptance Testing	• Perform Acceptance Testing • Complete prioritization of defect(s) • Re-test defect resolutions	• Prioritized defects log • Software releases, as necessary
Deployment and Closure	• Provide remote support for all go-live activities for up-to one (1) week	• Escalate defects to appropriate Trapeze Implementation Consultants • Ensure data accuracy • Confirm connectivity, logins, etc.	• PASS-IVR and GVP9 is operational and functional in ARC's production environment

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Project Duration

This implementation is expected to be completed within four (4) months from the completion of the project kick-off meeting. Trapeze also assumes that each activity (listed in Section 2.2) will commence no more than five (5) business days following the completion of the previous activity.

Section 5:

Following contract execution, a mobilization period will be required to align resources prior to kicking off the project. Trapeze will work to minimize this mobilization period through proactive planning with ARC.

If the length of the project exceeds four (4) months from the kick-off meeting, or any activity does not commence within five (5) business days following the completion of the previous activity, either due to ARC's readiness or resourcing delays, a change order may be required to fund the extension.

If ARC places the project on hold, a Request for Change form will need to be filled in to outline and agree to the terms of the delay, including payment for services rendered to date.

Trapeze requires fourteen (14) days written notice when ARC is ready to resume the project. Trapeze will then require a mobilization period to ramp up the project again, a change order may be required to fund this ramp up.

If the project remains on hold for more than ninety (90) days, Trapeze reserves the right to terminate the project. ARC will have five (5) business days to allow Trapeze onto any required servers to uninstall any software installed as part of this project. Any payments previously invoiced will not be refunded. When ARC is ready to start a new project, it will be rescoped in its entirety through the sales process.

Section 6:   Project Management

Trapeze will provide remote project management support for the entire duration of the project. The Trapeze project manager will be responsible for:

- Successful planning, design, and execution of the project
- Effective stakeholder communication
- Risk mitigation
- Meeting project milestones

The project manager will be the key point of contact for ARC for the duration of the project. Trapeze will also require ARC assign a project manager for this implementation. The two project managers will work together to ensure consistent dialogue is maintained through well-established communication channels.

A successful implementation requires effective and timely communication with all project stakeholders. Trapeze expects the project managers will meet on a bi-weekly basis.

In addition to the responsibilities outlined above, Trapeze project managers will also provide the following key services:

- **Change Management:** If any deliverable(s) will need to be changed mid-project, the project manager will identify the impact of the change and initiate necessary actions to ensure timelines and project costs will be adjusted.

- **Milestone Sign-Offs:** With each completed milestone, ARC will be asked to sign off on the milestone and confirm agreement with project moving forward.

ARC's Resource Requirements

Outlined below are estimated resource allocations to support the implementation and effort defined in this statement of work.

Resource	Resource Allocation	Responsibilities
Project Manager	20% of their time for the full duration of the project	• Coordinate all resources from ARC • Coordinate conference calls and meetings, as required • Coordinate completion of Acceptance Testing • Coordinate ARC activities • Work with the Trapeze project manager to identify risks, issues, and mitigations throughout the project • Coordinate software deployment activities
Subject Matter Experts/End Users (Internal)/Testers	20% of their time for the full duration of the project 50% of their time during Testing	• Participate in the completion of ARC-led activities • Participate in the review of all documentation • Assist with software deployment activities • Execute Acceptance Testing • Record and report any Software defects
System Administrators / IT	25% of their time during software Installation, Testing, and Deployment	• Assist with troubleshooting network or technical issues • Provide access to servers as necessary throughout the project • Maintain system security controls & permissions, user accounts, etc. • Assist with software deployment activities

Project Budget

The following project budget includes all costs required for the PASS-IVR GVP9 migration as outlined in this statement of work.

Item	Description	Cost (USD)
1	Implementation Services	$40,813
	Total Cost	**$40,813**

Payment Milestones

The below payment milestones shall be followed throughout the implementation.

Milestone	Description	Acceptance Criteria	% of Contract Value
1	Project Kick-Off	Completion of the Project Kick-Off meeting	10% of Services
2	Software Installation	Installation of PASS-IVR markup and GVP9 in ARC's environment	30% of Services
3	Acceptance Testing – Round 1	Completion of the initial ten (10) business day Acceptance Testing period	30% of Services
4	Acceptance Testing - Final	Resolution of critical and major defect(s)	20% of Services
5	Deployment Support	Completion of one (1) week of remote go-live support	10% of Services

Project Assumptions

General Pricing Assumptions

Section 9:

Section 9.1:

1. This implementation is a fixed-fee engagement.
2. Pricing does not include any applicable taxes or expenses associated with ARC and any of its resources assigned to the project.
3. Any integration with third party software or systems outside the scope of this project will be the responsibility of ARC.
4. A ARC system administrator will be readily available for all configuration, installation, testing and deployment activities.
5. All documentation and execution of test cases will be the responsibility of ARC.
6. All software will take advantage of the existing Trapeze infrastructure, data sources and software unless otherwise stated.
7. All services will be performed remotely utilizing current production version of the PASS-IVR software.
8. This project should be completed either before, or after, an upgrade activity. There is no scope in this project to address a version change of the Trapeze PASS-IVR software, and the cutover of the GVP migration should not be simultaneous with any ongoing upgrades.
9. The only development work included in this project will be to update the markup to be compatible with GVP9.
10. Text and call flow updates and additional markup customizations are not within the scope of this project.
11. Trapeze requires the GVP9 software to run on a Windows 2016 or 2019 operating system, where this server can be placed on VM Ware.
12. ARC will create a complete disk-image backup at the conclusion of the migration.
13. If the server will need to be rebuilt and ARC has not created a backup, a change order will be required to secure additional installation services.
14. If SIP Trunking cannot be used as expected, ARC will need to use its existing SIP Gateways to interconnect the PBX to the GVP servers.
15. ARC is responsible for all telephony configurations required for the GVP9 migration. This includes any configuration/support of the current PBX system as well as any gateway's that may be used during this deployment.
16. ARC is responsible for the purchase and installation of any required server and workstation hardware and software (servers shall be preconfigured to Trapeze's specifications).
17. Any services or requests that are outside the scope of this implementation will need to be addressed through a change order. Additional costs may apply based on the nature of the change.
18. Pricing is valid until February 29, 2024.

Here for the journey is more than our tagline – It's our commitment to you. Our value is in our ability to address your needs and please your riders. We always strive to do both.

Thank you for taking the time to review this proposal. Please reach out to us with any questions or comments. Your feedback is always appreciated.

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Here for the journey