

Webex Contact Center Migration

Quotation # 2024-181806v3

Prepared By Logicalis for:
Augusta-Richmond County Georgia

*To the attention of :
Reggie Horne
Augusta-Richmond County Georgia
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Pricing Summary

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

Price Summary	Amount
Hardware	\$6,000.00
Professional Services	\$30,451.00
Grand Total	\$36,451.00



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



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.

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Customer Name & Address	Logicalis Account Executive
Reggie Horne Augusta-Richmond County Georgia 360 Bay St Ste 180 Augusta, GA 30901-1566 (706) 821-1571 horne@augustaga.gov	Leslie Kern 3815 River Crossing, STE 50 Indianapolis, IN 46240 +1 3178531924 leslie.kern@us.logicalis.com
Bill To Address	Ship to Address
Augusta-Richmond County Georgia 535 Telfair Street Augusta, GA 30901	Augusta-Richmond County Georgia 535 Telfair Street Augusta, GA 30901

Item	Qty	Part Number	Description	Unit Price	Extended Price
Products					
1	1	CONTINGENCY	CONTINGENCY	\$6,000.00	\$6,000.00
<i>Products Subtotal</i>					\$6,000.00
Logicalis Professional Services - Fixed Fee					
2	1	PS	Project Initiation	\$15,225.50	\$15,225.50
3	1	PS	Configuration Complete	\$12,180.40	\$12,180.40
4	1	PS	Project Completion	\$3,045.10	\$3,045.10
<i>Logicalis Professional Services Fixed Fee Subtotal</i>					\$30,451.00

Grand Total	
Products and Services Subtotal:	\$36,451.00
Grand Total:	\$36,451.00

Solution Summary

Augusta-Richmond County Georgia is requesting assistance from Logicalis Professional Services (PS) with the migration from their on-premises Cisco Unified Contact Center Express (UCCX) platform to the cloud-based Webex Contact Center (WxCC) platform.

Augusta-Richmond County Georgia's current UCCX environment consists of the following:

- 161 Agents
- 34 Supervisors
- 5 Teams
- 7 Entry Points
- 15 Applications
- 16 Contact Service Queues (CSQ)
- 33 Scripts
- 2 Outbound Campaigns

One of the applications that Augusta provides to its customers is a Utilities application. This allows the customer to request information about their account, check balances, and make payments. Augusta uses Enquesta and InvoiceCloud to provide these features. Each service is integrated with UCCX via custom Java modules in two (2) advanced scripts. InvoiceCloud uses Secure Socket Layer (SSL) certificates to secure communications. The Enquesta application also outputs a text file each week that is loaded into the UCCX Outbound Dialer Campaign.

Augusta would also like to take advantage of the Omnichannel features in WxCC and offer Short Message Service (SMS) chat capabilities to its customers in one (1) department. The Logicalis PS engineer will configure Webex Connect and integrate it with WxCC then create the required templates for the SMS chat queues.

Public Switched Telephone Network (PSTN) service will be provided to WxCC with the Bring Your Own PSTN (BYoPSTN) model. Logicalis will configure a Cisco router to function as a voice Point of Presence (vPOP) that will connect the existing PSTN and the Webex Cloud. Existing UCCX entry point Direct Inward Dial (DID) numbers will be pointed towards the vPOP.

Logicalis PS will migrate the existing UCCX environment one-for-one to the WxCC platform. The Logicalis PS engineer will also provide two (2) end-user training sessions, one for agents and one for supervisors, which will function as train-the-trainer sessions. One (1) administrator knowledge transfer session will also be provided by the Logicalis PS engineer. All sessions will be recorded and distributed to Augusta for future reference.

All work performed by the Logicalis PS engineer will be remote.

Professional Services Statement of Work

Communication & Network Services - Webex Contact Center

Tasks and Activities

- 1 Plan
 - 1.1 Implementation Planning
 - 1.1.1 Verify WxCC tenant and licenses
 - 1.1.2 Data gathering meeting with Customer to include network infrastructure, dial plan, voice gateway, migration, training, and cutover planning
 - 1.1.3 Data gathering for site with 101-250 agents
 - 1.1.4 Low Level Design Document (LLD) creation and technical review

- 1.1.5 Conduct a Customer review meeting for approval of the implementation plan, test plan and fallback plan
- 2 Implement
 - 2.1 Implementation Configuration
 - 2.1.1 Configuration of up to (5) teams, including supervisors
 - 2.1.2 Configure up to (16) voice queue(s)
 - 2.1.3 Configure up to (1) WebChat queue(s)
 - 2.1.4 Configure up to (7) entry point(s)
 - 2.1.5 Configure up to (2) outbound campaign(s)
 - 2.1.6 Configure voice gateway for Webex Contact Center vPOP
 - 2.1.7 Configure up to (2) advanced script(s)
 - 2.1.8 Configure directory connector in Customer environment
 - 2.1.9 Configure Webex Control Hub with SSO
 - 2.2 Implementation Scripting
 - 2.2.1 Configure up to (7) basic script(s)
- 3 Support
 - 3.1 Knowledge Transfer
 - 3.1.1 Provide up to (2) end user training classes for up to 15 users per class
 - 3.1.2 Provide up to (2) hours of system administrator knowledge transfer
 - 3.2 Support
 - 3.2.1 Provide up to (4) hours of day-1 support remote
- 4 Validate
 - 4.1 System Cutover
 - 4.1.1 After-hours system cutover
 - 4.1.2 Perform testing following approved test plan

Deliverables

- Implementation Plan
- Informal Recording of Knowledge Transfer

Project Management

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

Project Management (L2)

Planning

- Project kick-off call
- Introduce project team and define roles & responsibilities.
- Resource scheduling
- Creation of Work Breakdown Structure (WBS) and Schedule
- Project Communication Plan

Execution

- Tracking of Products relating to this SOW ordered through Logicalis, if applicable
- Project tasks and schedule management
- Project status meetings up to 5 hours*
- Project status reports, consisting of:
 1. Overall project health & status indicators
 2. Percentage complete
 3. Project Phase
 4. High level accomplishments
 5. Review status of project activities
 6. Project issues & Risk Management Registers
- Resource schedule management
- Point of contact for project escalations, coordination, and communications

Monitoring & Controlling

- Project Deliverables management
- Scope of Services and Project Schedule management
- Document Project Change Requests (PCRs), if applicable
- Labor hours consumption and expenses for T&M engagements
- Project WBS & milestone management
- Ensure customer satisfaction

Closing

- Project closure Deliverables review call with Customer

*If the Project is priced as a Fixed Price, the Price includes up to five (5) cumulative resource hours dedicated for status meetings. Any additional time spent on status meetings in excess of these five (5) hours are considered out of scope. Such additional meetings require a mutually agreed upon PCR. If the Project is priced on a Time and Material basis, then Customer will be billed according to the rates set forth herein.

Professional Services Assumptions / Customer Responsibilities

- Provide remote access to Logicalis PS engineer
- Provide Webex Control Hub access to Logicalis PS engineer
- Provide Cisco router, virtual or physical, with licensing for vPOP
- Provide all WxCC licensing including Outbound Campaign
- Valid support contracts with Enquesta and InvoiceCloud
- Enquesta and InvoiceCloud must be cloud accessible and support REST API
- Logicalis is required by Cisco to be first call support on any Webex Contact Center related problems. Augusta must have active VIT with Logicalis to cover these support calls.

Contiguous Delivery

Logicalis has selected, designed, and quoted the Services to be performed and (as applicable) Deliverables to be provided under this SOW with an understanding that they will be delivered on a contiguous schedule in accordance with the timeline set forth herein. Adherence to this contiguous timeline enables Logicalis to deliver maximal value to Customer in the most timely and efficient manner. Customer acknowledges and agrees that a Project Change Request, setting forth any applicable adjustments to the project timeline and pricing, including but not limited to hourly, recurring, and flat fee pricing (depending on the impact on Logicalis' efficiencies and resource allocations), will need to be made and executed in any of the three (3) following events:

1. Customer requests a change of the SOW timeline or scheduling of Services for convenience; or
2. Customer is the precipitating reason, either by its own action or inaction or that of its contractors, agents, employees, or (as applicable) users of Services performed under this SOW, cause a delay in the performance of Services by Logicalis; or
3. Customer requests a project hold (i.e., a pause in Logicalis' performance of Services).

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.

Terms Applicable for Professional Services Sales

1. Logicalis' Terms and Conditions of Sale, found at us.logicalis.com/tcsales, are incorporated herein by reference.
2. 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.
3. 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:
Augusta-Richmond County Georgia

Accepted By:
Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

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