



We have prepared a quote for you

**Concierge Services for Zoom Phone
Migration**

Quote # 009017
Version 1

Prepared for:

City of Coachella

Jason Stevens
jstevens@coachella.org



Friday, October 04, 2024

City of Coachella
Jason Stevens
1515 6th St
Coachella, CA 92236
jstevens@coachella.org

Jason,

Matrix Networks appreciates the opportunity to prepare the following solution proposal for City of Coachella . We understand the critical role technology plays in the operation, growth, and success of your organization. Matrix Networks is prepared to leverage over 35 years of experience to ensure the solution you have chosen is designed intelligently, deployed successfully, and supported for years to come.

Since its inception, Matrix Networks has built a team of professional technology specialists and account managers dedicated to the highest levels of customer support. We look forward to providing City of Coachella with the same care and sincerely appreciate the opportunity to make a difference in your organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephanie Rahman".

Stephanie Rahman
Client Success Specialist
Matrix Networks

About Matrix Networks

Since 1984, Matrix Networks has been focused on delivering industry leading technology solutions. With almost four decades of experience, Matrix has developed a proven method for selecting, deploying & supporting the business technology solutions our clients depend on. Our close-knit team is passionate about problem solving & delivering solutions that simplify IT management and help our clients maximize their investment. With an unparalleled "Network-first" approach to every solution we deploy, Matrix Networks is in the business of ***Perfecting Connections*** - our success is yours!



Why Matrix Networks Concierge

Network Infrastructure

At Matrix Networks we have a proven track record of 35 years deploying, training, and maintaining best of breed phone systems. Project Management and planning is critical to a successful cloud phone implementation.

Dedicated Project Manager

A trusted and experienced partner from planning, to roll-out, to post installation support. Our Project Managers are trained by the manufacturers on their products and use our unique process to ensure a successful roll-out. Project managers provided by the manufacturer are often over-worked, unavailable, and lack on-site resources to ensure success. We fill the gap between the virtual world they live in and the physical one the rest of us deal with every day.

Connectivity Expertise




Matrix Networks leverages over 35 years of experience evolving with telephony to build network infrastructure designed to handle the unique needs of cloud telephony. Not all data is created equal; it is important you have packet prioritization in place to ensure that voice is being prioritized.



Concierge Deployment

Description	Price	Qty	Ext. Price
76207 Matrix Networks Concierge Base Package Matrix Networks Concierge Deployment Services	\$3,449.00	1	\$3,449.00
76212 Programming per User (for Full Concierge) Per User cost for User Programming, Call Flow Configuration and Testing (for Full Concierge)	\$55.00	120	\$6,600.00
62001 Credit for Unused Mitel Partner Support Credit for Unused Mitel Partner Support	(\$2,037.50)	1	(\$2,037.50)

Concierge Deployment

Description	Price	Qty	Ext. Price
<p>Base Concierge package includes all of the following:</p> <ol style="list-style-type: none"> 1. Dedicated Matrix Networks Project Manager and Network Engineer 2. Weekly PM Meeting 3. User Import and Call Flow Design 4. Configure and Test Core Switch or Firewall 5. Carrier Provisioning/Porting (1 port included) 6. Basic Remote First Day Live Support 7. Network Hardware Review Prior to Install 8. Remote Go Live Phone Test 9. Remote Admin Training 10. Salesperson onsite for First Day Live (subject to availability and location) 11. One Week of Post-Install Phone Support by Dedicated PM/Tech before Transitioning to Support <p>Important: Please note that full User and Call Flow Programming (with Guided Training from your Matrix PM) is the responsibility of the customer unless an upgrade from Guided Concierge to Full Concierge is purchased. See Concierge Implementation Agreement for additional information and full scope of work. <u>Concierge Implementation Agreement is required with this proposal and authorized separately from this proposal.</u></p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div>			
Subtotal:			\$8,011.50

Subtotal: **\$8,011.50**



Optional Add On Concierge Services

Description	Price	Qty	Ext. Price
Select Add-On Concierge services to enhance the implementation experience. Adjust quantities as described and click "Update Options" below to refresh the total amounts.			
76118	\$275.50	1	\$275.50
Extra Weeks of Post Install Phone Support - dedicated access to Matrix Networks Pro-Techs for unlimited phone support for 2 weeks post install. (**note: standard Concierge comes with 1 week of unlimited phone support. Increase quantity to the number of we			
76202	\$15.30	25	\$382.50
Remote Classroom Training - Matrix Networks' PM will provide in-depth remote training for your end users. (**note: increase quantity to the number of end users you would like trained)			
76215	\$162.15	1	\$162.15
Additional Ports (per Port) / International Porting (per #) Additional Phone Number Ports (per Port) / International Porting (per Phone Number) Concierge Base Package includes 1 port			

Subtotal: **\$820.15**

Hardware Add-On Order

Description	Price	Qty	Ext. Price
Equipment will ship to customer to be programmed and installed by customer. Sales tax to be included in the invoice.			
82M88AA	\$155.00	120	\$18,600.00
Polycom Edge E320 IP Desk Phone Polycom Edge E320 IP Desk Phone			

Subtotal: **\$18,600.00**



Concierge Services for Zoom Phone Migration



Prepared by:
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Quote Information:
Quote #: 009017
 Version: 1
 Delivery Date: 10/04/2024
 Expiration Date: 10/28/2024

Quote Summary

Description	Amount
Concierge Deployment	\$8,011.50
Optional Add On Concierge Services	\$820.15
Hardware Add-On Order	\$18,600.00

Total: \$27,431.65

Payment Options

Description	Payments	Interval	Amount
Funding Options			
Payment in Full Prior to Scheduling Project Kickoff	1	One-Time	\$27,431.65

The terms and conditions set forth herein govern clients ordering and use of Services and Equipment provided by Matrix Networks. For complete T&C visit here: www.mtrx.com/terms and select the appropriate T&C to review. Please Note: Final billing amount may change due to applicable sales tax.

Matrix Networks

Signature: 
 Name: Stephanie Rahman
 Title: Client Success Specialist
 Date: 10/04/2024

City of Coachella

Signature: _____
 Name: Jason Stevens
 Date: _____