



# City of Marco Island RingCentral Implementation Assistance Statement of Work

**Prepared for:**

City of Marco Island

**Prepared by:**

Robert Linn

Vertical Communications, Inc.

## Statement of Work Overview

Outlined in the following pages, hereafter referred to as the Statement of Work (SOW), is a clear description of the services that Vertical will provide to City of Marco Island according to the implementation guidelines set forth in this SOW.

Vertical Communications will provide City of Marco Island with the following services at no charge, with the deployment of the RingCentral MVP Solution:

- Remote Data Base Collection
- Remote Design
- Remote Project Management
- At least one onsite Vertical resource to assist with day of Cutover.

Within this SOW, clear guidelines are also defined as to what City of Marco Island's roles and responsibilities are to ensure a successful implementation. Vertical will work closely with City of Marco Island to resolve any implementation issues and to accommodate any changes that need to be made to this SOW.

## General Implementation Guidelines

To ensure a successful implementation per the Schedule of Equipment and Services attached below, Vertical has defined the following general guidelines.

## *Roles, Responsibilities and Requirements*

Over the years, Vertical has a proven history of implementing communications solutions of all sizes and levels of complexity and has carefully honed its services offerings to ensure our deployments are painless and straight forward. A successful implementation depends on how intimately everyone understands the business' goals, processes and environment. This is especially crucial when executed across multiple sites and networks.

Vertical recognizes that all our customers have their own unique set of practices and technology. The Vertical implementation team will seek to uncover these intricacies and align our solution with them so you can realize the full potential of your investment. Our approach to service delivery works because everyone is functioning as one team.

To strengthen this, we strive to ensure that the same Vertical-caliber of standards, quality and processes are upheld by all team members. Upon project commencement, a Vertical Project Manager will present you with Roles, Responsibility and Requirement agreements to ensure we install your solution properly and efficiently.

## ***Project Schedule***

Once City of Marco Island has signed this SOW, Vertical will proceed with scheduling Vertical resources to begin the single-phase implementation (unless otherwise specified as multi-phase). Prior to the start of the implementation, Vertical will meet with representatives from City of Marco Island to develop an Implementation Plan with key milestones for the implementation.

## ***Product Configuration***

Vertical will provide Certified Engineers to perform all work under this SOW to comply with manufacturers recommended implementation procedures and will, prior to cut-over, perform standard test procedures to ensure equipment operates according to manufacturers published specifications.

## ***Completion of Services***

Cut-over will occur once Vertical has completed the implementation per the Implementation Plan.

Vertical is not responsible for the removal, disposal and cleanup of all existing cable, telephony and associated equipment. City of Marco Island Corp can request that Vertical provide this service prior to cut-over at an additional cost to City of Marco Island.

## Services and Deliverables - Vertical Communications, Inc.

Outlined below is a complete description of all services that will be provided by Vertical. All services are based on the Schedule of Equipment and Services attached below in this SOW.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>	<u>Unit Sell</u>	<u>Ext Sell</u>
		<b>Services</b>		
300	V8 USER SP	Remote Professional Install Includes Database Collection design, deployment, project management , and training.	0.00	\$0.00
1	V8 User SP-OS	Onsite Professional install charge per day dep Deployment of at least one Vertical Resource.	\$0.00	\$0.00
		<i>Total for Services</i>		<b>\$0.00</b>

*Pricing excludes taxes and is valid until 01/31/2024*

*The total monthly recurring costs for this quote are \$0.00.*

*The total non-recurring costs including equipment for this quote are \$0.00.*

*Hardware/Software requires 50% up front payment with remaining balance due upon delivery.*

# Investment

We propose hereby to furnish labor - complete in accordance with above specifications – based on the investment option selected.

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements are contingent upon strikes, accidents, or delays beyond our control. Owner must carry fire, tornado and other necessary insurance. Our workers are fully covered by Workman’s Compensation Insurance.

We will have a security interest in all of the Products and related items (which shall remain personal property and not become fixtures) sold and installed to secure the payments by Customer to us of the Purchase Price and any extra charges due us.

**Acceptance of Proposal.** The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

CUSTOMER will be provided a manufacturer’s warranty which extends for the life of the initial Cloud services term contract. This warranty is not extended upon extension of the contract unless explicitly authorized in writing by Vertical Communications or via Support Plan agreement. Reseller and Customers of Reseller shall be required to obtain authorization from Vertical Communications to return any Equipment. Vertical Communications will provide replacement Equipment only if the Equipment is deemed to be defective and covered under the warranty. Vertical Communications will not cover replacement for lost, stolen or modified Equipment. Equipment returned by Reseller and Customers of Reseller that is not covered under warranty may be refused by Vertical Communications, and Reseller and Customers of Reseller will be responsible to pay return shipping charges.

**Vertical Communications, Inc.**

**City of Marco Island**

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Authorized Representative

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Authorized Representative

Robert Linn

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Printed Name

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Printed Name

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Title

Purchasing  
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Title

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Date

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Date



## **Key Requirements – City of Marco Island**

Vertical has defined below key requirements for City of Marco Island to ensure successful implementation per the Schedule of Equipment and Services. They are as follows:

### ***Access to City of Marco Island Site***

City of Marco Island will provide full access to all of City of Marco Island's premises as needed by Vertical to perform its responsibilities under this SOW. Any refusal of access shall relieve Vertical of its obligations as outlined in this SOW and the implementation schedule shall be revised to reflect the delay. City of Marco Island will also provide a suitable work area for Vertical personnel.

### ***Implementation Contact***

City of Marco Island will assign an implementation contact within City of Marco Island for Vertical to contact during the entire implementation phase. Along with the implementation contact, City of Marco Island will also provide Vertical with access any Information Technology (IT) professionals within City of Marco Island who are able to make decisions regarding key LAN/WAN/Telephony issues.

### ***Building Requirements***

In order to ensure the building is suitable for the implementation set forth in this SOW, Vertical requires the following building conditions to be met by City of Marco Island. If these conditions are not met, Vertical is not responsible for any delays in the implementation schedule and is also not responsible for any additional costs incurred to ensure the building is suitable for installation.

### ***Cable Installation Requirements***

City of Marco Island will ensure all cabling infrastructure (including but not limited to conduits, floor ducts, overhead troughs, floor access, drilling holes, monuments, moving equipment and furniture, etc) is suitable for the installation of cable necessary for the implementation outlined in this SOW. City of Marco Island is responsible for any additional costs that may be incurred for the supply and installation of any infrastructure that is required for the cable installation. It is assumed that any existing cable ducts, troughs and/or conduits have sufficient space remaining to install new cabling as required for this implementation.

### ***Asbestos Removal***

City of Marco Island must identify asbestos contaminated areas prior to implementation. Vertical will cease any further work in any areas that Vertical discovers any unknown asbestos while working on the premises. Vertical will

not continue the work until the asbestos is removed and the area is considered environmentally safe to work. Vertical will not be responsible for any impact to the implementation schedule as a result. Changes to the schedule will be made by Vertical and communicated to City of Marco Island.

## ***Power and Environmental Specifications***

Vertical will provide City of Marco Island with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by Vertical that City of Marco Island has adhered to these specifications as well as any local electrical code requirements. City of Marco Island will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications. If City of Marco Island has not met the above, City of Marco Island will assume responsibility for the cost to supply and install any infrastructure required to accommodate the published specifications. Vertical recommends the installation of a UPS providing 60 minutes of standby power. Installation of power conditioning/surge suppression devices for all equipment is highly recommended.

## ***Site Layout***

If available, City of Marco Island will provide Vertical with signed, complete and accurate current floor plans that identify the placement of all desktop devices, voice mailbox users and PCs. If City of Marco Island requests generation of required floor plans by Vertical, Vertical will provide City of Marco Island with additional quote for these services.

## ***Cable Plant and Cross Connect Records***

City of Marco Island's existing cable plant should conform to the EIA-T568B or UL/CSA standards and follow accepted wiring practices. Failure of the cable plant to meet the minimum acceptable requirements may result in a delayed cutover and/or additional expense. City of Marco Island will provide Vertical with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, Vertical may require the purchase of cable "Tone & Testing." Current cable plant and cross connect records will be generated from the tone and testing procedure.

## ***Network Services Verification & Liaison***

All network service relating requirements will be assumed by City of Marco Island to include the ordering and delivery acceptance of any required network services (unless otherwise requested by City of Marco Island.) A delivery date for any new network services to be performed will be documented in the Project Plan once agreed to by all parties (Network Provider, City of Marco Island and Vertical).

Vertical requires up to date Network Service Provider records to include information regarding existing network services and City of Marco Island site and any planned services with expected delivery dates. If these records are

not accurate and Vertical needs to then verify and document existing network services, Vertical will provide an additional quote to City of Marco Island for these additional charges prior to proceeding with the implementation.

## ***Receipt Of Equipment***

Vertical will coordinate equipment delivery with City of Marco Island based on a mutually agreed delivery schedule for all equipment, noting that equipment may be scheduled to arrive on various dates. Once the equipment has arrived at City of Marco Island site, Vertical and City of Marco Island will do an inspection and inventory of all delivered equipment. Any issues will be documented by Vertical. To confirm receipt of all equipment, Vertical will provide at time of delivery a Notice of Equipment Delivery (NED) form which will be signed by the designated contacts for City of Marco Island and Vertical provided there are no issues with the delivery.

Any special access requirements needed to accommodate the delivery are to be made by City of Marco Island. Any costs incurred for required building alterations relating to the equipment installation outlined in this SOW are the responsibility of City of Marco Island.

Once the equipment arrives on City of Marco Island site, City of Marco Island is responsible for all the equipment and for providing secure storage for the equipment.

## ***Training***

Training of endpoints will be provided by Vertical as outlined in the Implementation Plan. Vertical and City of Marco Island will agree on scheduling of these training courses. City of Marco Island is responsible for communicating the scheduled times to their employees. In order to provide adequate training, City of Marco Island is to make available on-site training facilities which should have the proper cable installation for the endpoints needed for training. Vertical will record attendance for each training class and provide that information to City of Marco Island upon completion of training.

## ***City of Marco Island Supplied Equipment***

All City of Marco Island provided servers and client PC's must meet the hardware and software specifications required for all application software purchased. Vertical will provide City of Marco Island with these specifications prior to installation. If the equipment does not meet specifications, Vertical will provide City of Marco Island with the additional charges required to meet specifications. If City of Marco Island intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, City of Marco Island will provide to Vertical any required information regarding the integration between existing and proposed equipment. Vertical is not responsible for any coordination needed with existing equipment vendors.

## ***Remote System Access and Alarm Reporting***

Vertical recommends Remote System Monitoring for better efficiency in performing any diagnostics or database changes. If City of Marco Island would like to take advantage of Remote System Monitoring, City of Marco Island must provide remote system monitoring access to Vertical. This service is an additional charge to City of Marco Island.

## Statement of Work Modifications

City of Marco Island shall communicate to Vertical any changes or modifications requested to this Statement of Work. If Vertical accepts and agrees to the changes, Vertical will modify this SOW or issue a Change Order form with the accepted changes. Vertical will also make modifications to the Schedule of Equipment and Services including pricing to reflect the changes requested for this SOW as well as the Project plan to reflect any changes in the dates and milestones. Vertical will work closely with City of Marco Island to review the changes to ensure minimal impact to projected milestones and cut-over date.

Vertical is not responsible for any delays in the implementation due to changes made by City of Marco Island to this Statement of Work.

## Acceptance of SOW

By City of Marco Island signing the below, City of Marco Island confirms their acceptance of the Terms and Conditions set forth in this Statement of Work and gives Vertical the ability to proceed with the work described in this SOW. In addition, by signing this SOW City of Marco Island acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section of this SOW.

### Vertical Communications, Inc.

### City of Marco Island

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Authorized Representative

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Authorized Representative

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Robert Linn

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Printed Name

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Date

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Date

## Next Steps

Upon acceptance of this SOW, Vertical will initiate the following next steps:

- Contact City of Marco Island to schedule implementation dates and introduce Vertical's Project Manager (if applicable).
- Assign trained and certified technical resources following confirmation of scheduled implementation dates. These resources will ensure successful implementation of the product(s) and solutions as detailed in this SOW.
- Schedule an initial Kick-off Meeting with City of Marco Island. During this meeting, Vertical will introduce the implementation team, work with City of Marco Island to develop a detailed implementation schedule, set project milestones and discuss all aspects of this implementation. The Kick-off will provide an opportunity for Vertical and City of Marco Island to address any outstanding questions or areas of concern.
- Begin implementation according to this statement of work and the agreed implementation schedule.