Professional Services Telephony
Engagement Proposal

Prepared For

Monroe County Community Schools

Project Name

Temporary Administration Building
IPT Initiative

October 28, 2008
Revision 8

Prepared By:

Tom Presley
Solutions Architect

Erik Mosier
Account Manager
Engagement Overview

Monroe County Community Schools Corporation, Bloomington, Indiana (Client) has engaged Matrix Integration L.L.C. (Matrix) to propose a solution and quotation to provide a Cisco IPT solution for the Client’s upcoming move to a Temporary Administration Building.

The business driver of this proposal is to provide telephones and corresponding communications equipment to the Temporary building during the remodel of the existing administrative offices. Presently, the school has an existing Cisco IPT system throughout much of its networking environment. The goal is to provide the Temporary building with the Cisco system in order to ensure that the telephony investment will be able to be transferred back to the remodeled administration building as the remodel is completed.

In addition to the Temporary facility, additional facilities will be brought into the new/expanded system during the move/remodel process.

Matrix Integration is asked to propose an environment that will allow effective emergency service communication via 911 gateways and provide a solution that minimizes the risk of downtime for the administrative staff.

Though inconvenient, the move of the telephone equipment and individual handsets should be performed with minimal interruption of the client’s staff working environment.

Implementation service for Phase 1 (identified within) is being provided within the scope of this proposal. Implementation services for Phases 2, 3, 4 and 5 will be evaluated and quoted under separate project guidelines as the construction timelines of the MCCSC facilities are identified.

Matrix Integration is identifying Phases 2, 3, 4 and 5 initiatives within this proposal to determine the overall scope of the final project but implementation services are NOT fiscally quoted within.

Gateways will be procured for Phases 1, 2, 3, 4 and 5 in order to facilitate programming.
Deliverables

Preparation & Discovery

Much of the preparation and discovery work has already been accomplished via a series of meetings with the client’s key staff members.

Additional departmental meetings were held and further discovery will be accomplished during the weeks prior to the implementation.

Project management and implementation teams have already been selected for the transition by both the client and Matrix.

Team Members:
Karen Portle: MCCSC Project Manager
Mike Satterfield: MCCSC Technical Lead
Barbara Buckner: MCCSC Business Manager, TELCO Relationship Manager
Greg Keller: Matrix Project Manager
Steve Chamblee: Matrix Technical Lead
Dan Fritch: Matrix VP Escalation Manager
Tom Presley: Matrix Solution Architect
Erik Mosier: Matrix Account Manager

Planning

A series of meetings were held with the client’s staff in September, 2008 to determine the best approach to facilitating this project. Several options were discussed and upon completion, a phased approach was determined to provide the least risk for MCCSC and provide the most effective method of transitioning users to the Temporary Administrative Building.

A departmental meeting was held on October 8, 2008 to determine the client’s existing telephone call routing environment. The finalized plan is to provide similar departmental call routing to the client’s existing environment. During the meetings, Matrix staff saw no clear yellow lights to the requests of the client’s staff.

The overall startup of the project will be driven by construction schedules and Telco considerations.

The impacted buildings are:

Existing Administration Building
Temporary Administration Building
New Abel Building
ERC
Existing Abel Building

Due to the complexity of the transitions, it is determined that the project will be done in phases:
Phase 1 – Temporary Administration Building. Phones, programming and gateway provided for the Temporary Admin Building. Phones, gateway and corresponding programming will be provided to the Old Abel Building to provide phone service to the Old Abel Building’s staff during the transition. Phones and programming provided for the ERC (Food Service, Extended Day, and Print Shop)

Phase 2 – Move staff and phones from the Existing Abel Building to the New Abel Building

Phase 3 – New Transportation Facility and remodeled Service Building

Phase 4 – ERC moves to Extended Services Facility

Phase 5 – Move staff and phones to the remodeled Administrative Building.

The final systems routing and call flow will be determined by the Client’s staff and presented to Matrix Integration project teams 14 days in advance of programming initiation. The majority of these route plans have already been established within the discovery meetings held on 10-8. Final call flow will be provided to MCCSC staff by their departments by 10/17 and presented to Matrix project teams as soon as finalized by MCCSC staff.

Additional discussions are being planned around the functionality of the Auto Attendant. Presently there are some considerations being made regarding the validity of daytime Auto Attendant functions. Though required prior to primary programming, these initiatives are not critical to this stage of design but will be required 14 days prior to programming start.

The total project Bill of Materials and Implementation quotations are provided on Matrix Integration’s quote provided under separate cover.

**Design**

The final design will encompass the following:

MCCSC has elected to invest in an additional PRI service to be added to their existing environment. The new PRI will be initially installed in the existing South High School gateway using a resident card for termination. As the project evolves it is the intent to move this new PRI to the remodeled Administration building and terminate on a new card provided within this proposal. The PRI card presently located in the South High School Gateway will be held as a client owned spare.

Cisco 2851 SRST Gateway placed at the Existing Administration Building providing the capability of supporting a planned PRI service, 4 Analog station ports (1 for 911 phone during construction), 4 FXO trunk ports to provide outside connectivity and support for up to 100 IP phones in a remote survivable mode (SRST) in the event that communication is lost with the primary Communications Manager.

Cisco 2811 SRST Gateway placed at the Temporary Administration Building to support the users moved into the facility during remodel of the existing Admin Building. The Gateway will also support 4 Analog trunks and 4 Station Ports in addition to SRST services. This will provide the users with a 911 path and proper address identification for emergency services.

Cisco VG 224 24 Port analog gateway will be placed at the Temporary Admin Building to provide analog station service to the Admin environment.
A new Cisco 2811 SRST Gateway will be initially provided for the Old Abel facility. The plan is to move this Gateway to the new Abel facility upon construction completion of the New Abel building.

This Cisco 2811 SRST Gateway for the Abel Buildings will support 4 Analog Trunks and 4 Analog stations. 911 services will egress the building upon its completion and be identified with the correct address for emergency services.

Upon completion of the existing Admin building remodel, users will move from the Temporary Admin facility taking their existing Cisco telephones, to the remodeled Admin building for reconnection to the system. The Temporary Admin gateway will be taken out of service and moved to the new Transportation facility. Some reprogramming will be required.

OPTION: A paging system for the Admin facility is proposed herein but final determination of the client’s requirements are still being considered.

**Implementation & Operation**

Matrix Integration project team will provide the following implementation services:

**Phase 1 – Temporary Admin Building Deployment**

- Final design review and implementation planning.
- Review mobilization dates and approval of same.
- Acquire and inventory equipment.
- Review call flow and routing provided by MCCSC staff.
- Program 64 Cisco telephones into the existing Callmanager environment.
- Program 64 Users into the existing Unity environment.
- Program Gateway for Existing Admin Building
- Program Gateway for Temporary Admin Building
- Mobilize and deploy Gateway at the Existing Admin facility
- Mobilize and deploy Gateway at the Temporary Admin facility
- Mobilize and deploy Analog Gateway at the Temporary Admin facility
- Integrate analog services (line, fax and handsets)

Note: There are still items under consideration for this proposal that will have little effect on the overall pricing but will impact the final bill of materials. These are: Fiber type and service which will impact the termination card models, paging final decision regarding the license count and type of paging environment.

- Train end users on basic and advanced functions of the handsets. This will be done via 2 classroom days consisting of 3 classes per day – 12 users per class. Receptionist functions at the business office and core receptionist will be trained on an individual basis.
Day one support will be provided by Matrix Integration training person and Matrix Integration engineering staff at both the Temporary Admin facility.

Old Abel & ERC Building Deployment

- Program Abel Gateway

- Program final Abel call flow in existing Communications Manager System.

- Review final call flow with MCCSC staff.

- Mobilize and deploy the 2811 Gateway and phones for the Old Abel facility. Note: This Gateway will be relocated to the New Abel facility upon its construction completion later in the project timeline.

- Integrate analog services (line, fax and handsets)

- Program final ERC call flow in existing Communications Manager System.

- Review final ERC call flow with MCCSC staff.

- Train end users – 1 day, 3 classes including reception as needed.

- Day one support will be provided by Matrix Integration training person and Matrix Integration engineering staff.

- Prepare and schedule Next Phases.
Phase 2 – Move from Old Abel Building to the New Abel Building.

Note: Professional Services for this Phase are NOT included within this proposal

Implementation Schedule

Admin to TAB move scheduled for 11/22 – 11/26/2008

Assumptions/Risks/Disclaimers

Assumptions:

- MCCSC will provide programming services for the ProCurve switching fabric to integrate with the existing fabric at all locations. **NOTE:** This service will be a coordinated effort between the MCCSC Technical Team and Matrix Integration engineering, like our past implementations.
- MCCSC will provide UPS Deployment per Quote and Bill of Materials – TAB, ERC and New Abel.
- MCCSC will mobilize and deploy Telephones at the Temporary Admin facility, ERC, and Abel.
- Client to provide adequate workspace and environment for implementation, including access to working environment.
- Matrix Integration assumes that the client is providing sufficient AC Power and proper receptacles in each of the wiring closets/server locations.
- Primary and Secondary Surge Protection is highly recommended for all phases of this project but is not fiscally provided within the scope of this project.
- This proposal assumes that tested and certified CAT5 cabling is in place, labeled and fully operational with the capability to pass 100 megabit/QoS/POE Standards.
- Connectivity – Fiber and Copper between buildings is the responsibility of the client.
- Unless specified, TELCO equipment, TELCO contract negotiation and DEMARC cleanup are the responsibility of the client.
- Additional troubleshooting, configuration changes or TELCO related issues are not within the scope of this proposal and will be billed at time and material at prevailing rates.
- Unless specifically defined within this proposal, Matrix Integration is not responsible for configuration and integration with the client’s backup/storage environment. Integration with the client’s existing storage environment will be done on a time and material base.
- Client to be responsible for a baseline systems level backup of all impacted data services prior to IPT implementation by Matrix Integration. Matrix Integration cannot be responsible for data loss due to improper or failed backup recovery.
- Client to provide a detailed Dial Plan - Extension lists in a timely manner – 14 days minimum prior to programming - to insure scheduling, & time on task are maintained.
• Client to provide a detailed floor plan of existing and new facilities impacted by this scope.
• Client to provide Access to Department Heads and Branch Managers for Feature Identification.
• The client to be responsible for disposal and abatement of the legacy (existing) telephony equipment.
• Labor Costs are based upon a normal 8x5 weekday implementation and do not include any overtime, weekend or holiday labor.
• Travel times are limited to 2 hours door to door from Jasper, IN to any proposed implementation site.

Risks:
• Matrix Integration cannot be responsible for the client’s existing, legacy switching fabric utilization. Network traffic flow, bandwidth utilization, vulnerability and content monitoring are not included in this engagement. The validity and performance of the IPT Network environment can be adversely affected by random undefined packet flow though the network. It is recommended that a full network assessment, including bandwidth utilization, network vulnerability and network performance monitoring be performed prior to IPT implementation.
• Matrix Integration assumes that the client will maintain sufficient WAN/Wireless bandwidth to support existing and on-going bandwidth needs of the IPT environment. Matrix Integration cannot be responsible for the WAN Data Carrier’s service provisioning or bandwidth delivery. Troubleshooting and consultative services associated with TELCO or Wireless related problems/issues/SLA deficiencies will be billed at time and material based upon Matrix Integration’s prevailing labor rates.
• Labor costs do not include Security modeling, vulnerability assessments or configuration of Intrusion Detection (IDS) or Firewall (PIX) implementation or reconfiguration - labor costs and hardware requirements for these solutions may be included under separate quotation
• Password Protection is vital to the secure implementation of any project. It is the client’s responsibility to keep an active, secure password metric in place. At the completion of any Matrix Integration implementation, all passwords are passed to the owner. It is the owner’s responsibility to change these implementation passwords to the final, client managed, operational passwords.

Disclaimers:
• Paging requirements and programming of same are under consideration at the time of this writing. The client will identify the final design consideration for paging prior to implementation. The content of this proposal does include a zone paging appliance and paging over the Admin phone environment. The client will select the final consideration.
• Proposals containing Unified Messaging solutions do not include optimization of client’s Exchange or Notes services. Matrix Integration L.L.C. will install the solution on the existing platform and insure that there is operational compatibility and operability between the message store and the Unified Messaging environment. However, it is not within this proposal to optimize functionality of the basic Exchange or Notes environment.
• Call Center Configuration and Integration with client’s Call Center/ACD/Business Data Integration will be proposed at a time and material base. Integration of the client’s business practices should be preceded by a deep discovery analysis of the client’s overall needs.
• Discounts, trade-in and promotions offered by hardware and software vendors are time and material sensitive. Should promotional discounts or trade-in of legacy equipment be available at the time of the order, these promotional discounts or bundles will be factored into the final pricing.
• Matrix Integration cannot be responsible for delays caused by Acts of God, Equipment or Software availability/compatibility, or third parties not under the complete fiscal control of Matrix Integration.
• Activities beyond this document’s scope will be handled on a time and materials basis using prevailing Matrix labor rates.

Payment Schedule:
• Implementation Labor will be billed monthly
• Material billed upon receipt at Net – 30
Authorization to Proceed

Client Name: Monoroe County Community Schools

Address: 315 E North Drive
          Bloomington, IN 47401

Project: Admin Office IPT Rollout / Move

Work Order/Engagement #: 80275

Quotes #: AAAQ52417-01

Your (Client) signature confirms agreement to this Engagement Proposal:

Client Authorized Signature: ________________________________
Date: _________________

Purchase Order #: _______________
Matrix Integration, LLC Representative Signature: _________________
Date: _________________

Please fax or mail this form to:

Matrix Integration LLC,
417 Main St.,
Jasper, IN 47546

FAX# 812-634-2573
# QUOTE

**Terms**
Net 30

**Shipping**

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**Corporate Office**
417 Main St.
Jasper, IN 47546
Ph: (812) 634-1550

**Sales Office**
Erik Mosier
301 Hillcrest Court
Springville, IN 47462
Ph: (812) 481-5051
Fax: (812) 481-5060

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## Quote To:
Monroe County Community School Corp
Att: Karen Portle
505 E North Drive
Bloomington, IN 47401
Ph: (812)330-7700

## Ship To:
Monroe County Community School Corp
Att: Karen Portle
505 E North Drive
Bloomington, IN 47401
Ph: (812)330-7700

## Bill To:

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**PRICES ARE SUBJECT TO CHANGE**

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**ORDERING INFORMATION:**

Matrix Integration is a HP ProCurve Elite Partner and a Cisco Partner specialized in IPT, Wireless, & Security. Matrix Integration also is an HP Certified Education Partner (CEP) for K-12 and Higher Education. The State of Indiana recognizes Matrix Integration as both a "Certified Indiana Business" & "Certified Women Business Enterprise".

Please fax or mail your Purchase Order(s) to:

Matrix Integration
Attn: Michelle Keller
417 Main Street
Jasper, IN 47546
FAX: 812-481-5060

Order status and confirmation information:
Michelle Keller, K-12 Inside Sales Coordinator
michelle@matrixintegration.com / 812-481-5075