

Cisco Webex Calling

Contract # 019378

Prepared for:

Prospect Heights School District 23

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Prepared by:

Sentinel Technologies, Inc

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This Appendix A is governed by the Master Services Agreement by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Prospect Heights School District 23 with principal offices at 700 N Schoenbeck Rd Prospect Heights, IL 60070-1231.

Statement of Work

Statement of Work

Executive Summary

Prospect Heights School District 23 has requested a proposal from Sentinel to replace their existing phone system with Webex Calling. The Webex Calling project aims to modernize enterprise communication by implementing a cloud-based telephony solution designed to improve voice communication efficiency, collaboration, and scalability.

Summary of objectives:

- Webex Calling implementation for five (5) locations (green field).
 - o Provisioning and configuration of 200 end-user accounts.
 - o Provisioning and configuration of 12 common area phones.
 - o Provisioning and configuration of Enhanced 911 services.
 - o Configuration of Local Gateway services for interoperability functionality with the legacy PBX system.
 - o Cloud Connected Partner PSTN service.
 - Cisco phones firmware upgrade.
- End-user training.
- Administrative knowledge transfer.
- Documentation.

Solution Description

Webex Calling is a cloud-based enterprise telephony solution offered by Cisco as part of its Webex suite. It provides a comprehensive platform for voice communication and collaboration, designed to replace traditional on-premises PBX systems with a scalable, flexible, and cost-effective cloud solution. Webex Calling integrates seamlessly with Cisco's broader collaboration tools, including Webex Meetings and Webex Messaging, allowing organizations to unify their communication services in a single platform.

Key Features:

- Cloud PBX: Full-featured enterprise-grade PBX services delivered via the cloud, including voicemail, call forwarding, and auto-attendant functionalities.
- **Global PSTN Support**: Flexible calling plans that allow the organization to manage public switched telephone network (PSTN) access in different regions through Cisco or third-party carriers.
- **Mobile and Remote Workforce Enablement**: Webex Calling's mobile app allows users to make and receive calls as though they are in the office, no matter where they are.
- High-Quality Voice: Ensures high-definition voice quality over reliable, secure cloud infrastructure.
- Unified Communications Integration: Seamlessly integrates with Cisco Webex Teams, Meetings, and other



- Statement of Work
 - collaboration tools, creating an all-in-one communications environment.
 - **Centralized Administration**: Simplifies the management of users, locations, and call routing via an intuitive web portal.

Project Methodology

Project Initiation

Sentinel Project Management will coordinate a kick-off meeting to review and approve the Scope of Work provided to the Customer. Customer and Sentinel provided resources will be introduced and their relevant roles for the project discussed. Sentinel Project Management will then coordinate a design meeting between Sentinel Engineers and Customer in order to draft a blueprint of all proposed work which will be provided to the Customer. High level timelines for project milestones will also be identified and discussed.

Design

Sentinel engineers will perform a high-level audit of the Customer's relevant infrastructure. The data collected from this audit will be used to generate a design for the implementation of the solution. Sentinel engineers will inform the Customer of any design requirements that will need to be completed by the Customer's IT staff prior to the start of the next phase (such as provisioning of storage space, acquisitions of licenses, and other essential design components not covered within this document). Upon acceptance of the work as detailed within the blueprint by the Customer, Sentinel engineers and project managers will then coordinate specific dates and times appropriate for accommodating the nature of the work involved (i.e. work which will require outages will be scheduled during appropriate maintenance windows).

Implementation

During the Implementation phase, equipment will be unboxed, burned-in, configured and tested. Unless explicitly stated in this Scope of Work, the staging of equipment will occur at Customer's location. This ensures maximum efficiency and quality while minimizing the disruptions and impacts to the Customer's environment. After the equipment has been staged Sentinel engineers will proceed with the implementation of all items specified within this Scope of Work and further detailed in the Customer approved Design Document.

Cutover and Post Support

Cutover sessions will be scheduled per the details in the scope below. Sentinel engineers will be dedicated to being available for the resolution of any problems or issues that arise during the post support portion of the project.

Project Completion

Upon conclusion of all other phases of work Sentinel's engineers will provide the Customer with updated design documents for the project. Sentinel's project management team will then arrange for a meeting with the Customer to review the status of all project items. If no project items remain open Sentinel's project managers will request that the Customer sign off on the project, thus closing the project at that time.

Project Management

Sentinel will provide a project manager committed to the success of the project. The project manager will be responsible for:



- · Complete success of the project.
- Optimal coordination of all resources.
- Guiding the Customer on aspects of the project they are required to perform.
- · Tracking and reporting of progress.
- Management of agreed to budget issues.
- Management of expected timelines for implementation.
- Changes to the project and communications of changes in writing using a Project Change Form.
- Post installation document gathering, assembly and presentation.
- Post installation project completion agreement and signature.

Project management will ensure complete project success. Communication is the cornerstone of project management and the project manager will be the central communication mechanism for all parties. This will assure all relevant parties are informed about decisions that may affect the success of their component of the solution.

Scope of Work

Design

Webex Calling Design

- Primary Design
 - o Sentinel will analyze the current environment to ensure is ready for infrastructure implementation.
 - Sentinel will engage with the customer team to brainstorm the technical requirements and use case design for the implementation
 - Sentinel will perform a bandwidth and firewall port test (CSCAN) to validate and/or make suggestion on changes to the network to support Webex Calling, Meetings and Contact Center.
 - Sentinel will design a dial plan that leverages E.164 numbering plan unless extension dialing is necessary.
 customer will be responsible for ensuring adequate DIDs are available to support E.164 numbering.
 - Sentinel will develop specific requirements, design, and use case specifications blueprint document based upon customer discussion.
 - Sentinel engineer and project manager will inform the customer of any design requirements that will need to be completed by the customers IT staff prior to the start of the next phase (such as provisioning of storage space, acquisitions of licenses, and other essential design components not covered within this document).
 - Sentinel will develop a suitable migration/cutover plan that includes timelines, dependencies, and applicable vendor coordination. It is expected that the customer will ensure that any supporting vendors are participants in these discussions.
 - o Sentinel will develop a test and acceptance plan to be used for the validation of the solution.
- Qty (4) Additional Location (up to 50 users)
 - Design and planning for additional sites
- Single Sign-On (SSO)
 - Review Webex Callings SSO requirements with the customer to determine which Unique Identifier (UID) will be used. In addition, Sentinel will provide the official Webex Calling SSO integration guide for supported Identity Providers (IdP).
- Qty (5) RedSky E911



- Statement of Work
 - o Review and discuss any applicable E911 configuration(s) including 3rd party E911 services.
- Qty (2) Local Gateway Webex Calling / Legacy PBX Interop
 - o Identify interopetability requirements to support extension dialing between Webex Calling and legacy PBX

Implement

Webex Calling Implementation

- Base Implementation
 - o The base Webex Calling implementation includes the following:
 - o A single location deployment with cloud calling (Cisco or CCP)
 - o Tenant activation and user provisioning with LDAP integration
 - o Up to one hundred (100) seats of activation for handset/softphone
 - o Provisioning/porting assistance for up to one hundred (100) DIDs
 - o Configuration of basic calling features per user (I.e. VM, Fwd, Conf, CallerID, 911)
 - o Up to three (3) basic auto attendants, call gueues, and hunt groups
 - o Up to two (3) ParkGrp, PickGrp, and PagingGrp
 - Admin knowledge transfer
- Qty (5) RedSky E911 Enablement (subscription & dynamic locations excluded)
 - o Provide and configure RedSky E911 services for remote users.
- Additional Basic Hunt Groups (block of 3)
 - o Configure up to three (3) Basic Hunt Groups. (Single DN, Ring Endpoints, End Call)
- Additional Basic Auto Attendants (block of 3)
 - o Configure up to three (3) Basic Auto Attendants. (Single Menu Tier.)
- Single Sign-On (SSO)
 - o Configure SSO in Webex Control Hub to integrate with customers IdP.
- Cloud Connected PSTN
 - o Provision Cloud Connected PSTN service for each location
- User Acceptance Testing (pre-cutover)
 - Execute previously agreed upon Test & Acceptance procedure to validate production-level operation state of the solution

Additional Locations

Implementation and configuration of additional Webex Calling locations.

• Qty (4) - Location(s) with up to 50 users

Local Gateway

Configure and implement local gateway(s) for the following:

- Qty (2) Webex Calling / Legacy PBX Interop
 - Configure supported SBC(s) to provide Local Gateway services to support extension dialing between Webex Calling and legacy PBX

Training

- Qty (5) End-user training
 - Sentinel has included in this proposal approximately two (2) hours of end-user training sessions to cover customers training needs.



Cutover and Post Support

Cutover

Sentinel has provided Engineering and Project Management professional services to support a cutover/migration strategy. The project team will deploy the solution with the number of cutover window(s) listed below. Any additional cutovers, or phased installation work will be added into scope via the change order (PCR) process, and may require additional professional services to complete.

- Prior to any cutover, the Sentinel PM and Lead Engineer on the project will provide a Solution Installation and Cutover Plan which details the following:
- Start time and End time that is targeted for the maintenance window required for the cutover.
- Step by step plan for the work that is to be done prior to the installation, during the installation, and after the installation.
- Task ownership for each of the tasks identified.
- Task duration for each of the tasks identified.
- Back-out plan along with a time frame that identifies when we will initiate the back out plan.
- Test and Acceptance plans to be executed.

Once the cutover/installation plan has been created, the Sentinel Project Team and the Customer will meet to review and approve the plan. Prior to the cutover, a go/no-go call will take place to once again review the cutover plan, and ensure that all stakeholders involved in the cutover are available, and all pre-cutover tasks have been completed successfully in preparation for the maintenance window. If a Customer requests to cancel and reschedule a cutover, rescheduling charges may apply. Any impact to Customer resource schedules as a result of a no-go call, will be Customer responsibility.

• Qty (5) – Cutover sessions.

Post Project Items

- Post Project Documentation
 - Sentinel will provide documentation of the setup including a blueprint design document as well as any available vendor-created administrative and/or best practices guides. In addition, Sentinel will provide knowledge transfer including basic functional overviews of products implemented, demonstrating the normal operations as installed in the customers environment
- Qty (5) Post project Support
 - Sentinel will provide support and troubleshooting after each cutover event to assist with any post-migration. issues encountered. Sentinel has included approximately two (2) hours for remote post-support activities for each cutover event

Out of Scope

Sentinel is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed. Specific examples from this project may be listed below.

• Wireless network readiness assessment (if using wireless phones)



- No formal admin training will be provided. Formal training is defined as training that is used in replacement of an OEM training to obtain or count toward any OEM certification.
- Voicemail messages migration from legacy PBX systems to Webex Calling.
- Decommissioning of legacy PBX systems.
- Decommissioning and disposal of legacy hardware.
- Subscription & dynamic locations & Advanced Alerting setups
- Cascading Hunt Groups.
- Multi-Tier Auto Attendants.
- Network readiness.
- Hardware installation / phone placement.

Customer Responsibilities

To ensure the successful execution of this project, both Sentinel and the customer, acknowledge and agree to the following responsibilities. This section outlines the specific obligations and expectations that the Customer must fulfill throughout the duration of the project or engagement. It is imperative that the Customer's active participation, timely cooperation, and adherence to these responsibilities are vital to achieving the project's objectives and meeting mutually agreed-upon timelines.

- Unless provided as part of this project or otherwise the customer will be responsible for providing any applicable software and licensing necessary to facilitate the migration design. Sentinel will assist wherever possible.
- Customer must provide current phone system exports and user information.
- Customer is responsible for managing changes to feature capabilities within the organization as it pertains to limitations/differences of the Webex Calling system. There may be features being provided by the current collaboration platform that may not be supported by the new systems. As such, the customer will be responsible for understanding these limitations, changes, and managing them accordingly. Feature/functionality outside of those defined in the above scope of work may be subject to additional equipment/add-ons/services cost.
- Ensure IdP/SSO is setup and functional prior to Webex integration.
- Customer will be responsible for the IdP side of the SSO configuration.
- Customer shall maintain all responsibility and bear all liability with regard to its compliance with local, state, and
 federal E911 and NG911 laws in relation to its use of this service. Customer shall indemnify and hold harmless
 Sentinel from any regulatory fines and/or third-party claims to arise out of any related violations with regard to this
 service. Sentinel may provide E911 compliance assistance services for an additional fee if desired by Customer.
- Identifying DIDs to be ported and/or procured PSTN carrier coordination.
- Customer will provide Sentinel engineering resources with Partner Administrator access to the Webex Control Hub tenant to facilitate the deployment.
- The customer is responsible for all client-side application installation and/or upgrade. This includes, but not limited to:
 - Webex application.
 - Microsoft Teams Webex embedded application.
- Customer will ensure their network infrastructure will facilitate Webex Calling, Meetings, and Webex Contact
 Center systems communications. This will include any applicable routing, firewall, DNS, DHCP, NTP, PoE, QoS
 etc. configuration necessary to allow communication to/from the different endpoints involved in the designed
 architecture.
- Customer will be responsible for providing recordings/greetings.
- Customer will be required to participate in all aspect of the execution of the User Acceptance Testing (UAT) procedure.
- Customer will be responsible for identifying suitable cutover date/time.



Key Assumptions

The successful execution of this project is contingent upon a set of key assumptions. These assumptions serve as reference points for the project's planning and execution. It is imperative that these assumptions are understood, acknowledged, and monitored throughout the project to ensure that the project proceeds as intended. Deviations from these assumptions may have an impact on project timelines, costs, and outcomes. The Key Assumptions are as follows:

- Customer will participate in all discovery, design, and implementation meetings.
- Final documentation will be provided at the completion of the project.
- Training will be done remotely via Webex

Documentation and Knowledge Transfer

Sentinel will include:

- Documentation of the setup including a revised Sentinel design doc as well as any available vendor-created administrative and/or best practices guides.
- Knowledge transfer including basic functional overviews of products implemented, demonstrating the normal operations as installed in the Customer's environment.
 - Note that knowledge transfer and functional overviews are not a substitute for formal vendor product Customer Education courses available. Sentinel strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.

Sentinel welcomes Customer to be involved in all aspects of the project life cycle to achieve the highest level of knowledge transfer during the project. While there is no way to guarantee the level of knowledge transfer that will occur, additional time can be added to the staging, installation or testing portions of the project to try and accomplish this need. This request should be scheduled with the Project Manager. If additional time is added for this request, it will be handled through Sentinel's Change Order process.

Customers that seek to get the most out of the knowledge transfer have had a higher degree of success by combining the specific deployment knowledge transfer with formal course training. When the course work is done prior to the project knowledge transfer Sentinel has seen the highest degree of self support post installation. That knowledge transfer and functional overviews are not a substitute for formal vendor product Customer Education courses available. Sentinel strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.

General Assumptions

The following is a list of responsibilities and/or tasks that Sentinel assumes have been completed or reviewed by Customer to the execution of the above-mentioned project. If additional responsibilities are uncovered during the project, Sentinel will make sure that Customer is made aware of any issues promptly to determine resolution.



Product Lead Times

Depending on the technologies quoted, orders may be direct or through distribution. Lead times should be expected to be 8 weeks but can exceed 8 weeks. Should expedited equipment requirements arise, there could be an additional charge to source through a warehousing distribution partner.

Travel Requirements and Cost

Unless specified within the proposal, all travel expenses and time are not included. Travel time shall be invoiced at pre-negotiated rates and expenses plus per diem at actual costs.

3rd Party Integration

Unless noted otherwise, Sentinel assumes no reliance on 3rd Party applications, connections or plug-ins to software deployments and updates as specified in this scope. If during Analysis and Planning any required 3rd Party integration is uncovered, additional hours may be incurred.

Labor Union Requirements

Sentinel has NOT included any parameters for Union workers. Any requirement would require a subcontract arrangement to be determined up front and would increase the cost of deployment.



Webex Calling Lincenses - 5yr

Product Description	Qty	Price	Ext. Price
Solution Subscriptions - Unless explicitly indicated otherwise within this contract, the below absent at least ninety (90) days' notice of cancelation by Customer before the start of the ren Customer must provide Sentinel with at least ninety (90) days' notice of its intention to renew interruption to result from the cessation of services due to Customer's failure to provide timely	ewal term. For subscription s the services and shall hold S	services that do not au	utomatically renew,
Initial Term: 60 Months Requested Start Date: TBD Billing Model: A	nnual Renewal Term :	Requote	
Collaboration Flex Plan 3.0	1	\$0.00	\$0.00
Basic Support for Flex Plan	250	\$0.00	\$0.00
EntW Webex Calling for Education	250	\$355.17	\$88,792.50
Webex Calling Entitlement	300	\$0.00	\$0.00
Webex Calling Common Area Entitlement	125	\$0.00	\$0.00
Prem to Webex Calling / UCM Cloud	250	\$0.00	\$0.00
Messaging Entitlement	300	\$0.00	\$0.00
Pro Pack for Cisco Control Hub Entitlement	300	\$0.00	\$0.00
Cloud Device Registration Entitlement	300	\$0.00	\$0.00
File Storage Entitlement	6000	\$0.00	\$0.00
Education Customer	1	\$0.00	\$0.00
Emergency Response Center Call fee per location search US - USAGE	1	\$50.00	\$50.00
Sentinel ACTS for Cisco Flex	1	\$5,327.55	\$5,327.55
Estimated Annual Price: \$18,824.01			

Subtotal: \$94,170.05

Professional Services

Product Description	Ext Price
Professional Services - Fixed Price	\$50,942.00

Subtotal: \$50,942.00



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Prospect Heights School District 23

700 N Schoenbeck Rd

Prospect Heights, IL 60070-1231

Chris Alms +18478705557 calms@d23.org Contract Information:
Contract # 019378

Version: 7

Delivery Date: 05/29/2025 Expiration Date: 06/26/2025

Quote Summary

Description	Amount
Webex Calling Lincenses - 5yr	\$94,170.05
Professional Services	\$50,942.00

Total: \$145,112.05

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Terms and Conditions

By signing below, Customer agrees that the products and services being purchased through this contract are subject to the Sentinel Technologies Terms and Conditions, as applicable, located at https://sentinel.com/Terms-and-Conditions unless expressly provided herein or otherwise addressed in a separate Agreement between the parties.

Invoice Terms

Labor: Monthly Progress Billing

Subscription/License: At the beginning of the term – Annually

Payment Terms: Net 30

Sentinel Technologies, Inc

Prospect Heights School District 23

Signature:

Name: Robert Lenartowicz Name:

Title: Chief Operating Officer Title:

Date: 05/29/2025 Date: