

Department of Public Works

City Hall
730 Washington Ave.
Racine, WI 53403
262.636.9121 - Public Works
262.636.9191 - Engineering



Richard M. Jones, P.E.
Commissioner of Public Works

Thomas M. Eeg, P.E.
Asst. Comm. of Public Works/Operations

John C. Rooney, P.E.
Asst. Comm. of Public Works/Engineering

October 16, 2009

Ald. Gregory Holding
Chairman, Public Works
and Services Committee
Racine, Wisconsin

Dear Ald. Holding:

Submitted is an agreement from Maron Structure Technologies to implement the installation of the new voicemail system to replace the existing Octel voicemail system.

This Microsoft based voicemail system was the recommended system over Modular Messaging and other voicemail systems in that the license and maintenance cost are lower, there are additional features, and it provides a system usable on any telephone system if we do change in the future. This voicemail system allows messages to be received in your Microsoft Outlook Inbox which simplifies how most employees receive voicemails along with their email.

This contract provides setting up the new voicemail system on the City's servers, moving greetings from the old system to the new and training users in the operation.

This contract wires the new voicemail system to the existing Avaya system and both voicemail systems can be used until all users are trained and set up on the new voicemail system. The old system will be available to retrieve archived messages as long as we deem necessary.

Information Systems did review this system and concur that it is the most beneficial system for the City and they already have planned for the implementation of this system on the new email system.

This proposal is in the not-to-exceed amount of \$22,352.60 with funding available in Account 402.000.5810, Voice Mail Replacement.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Eeg", is written over a large, light blue circular stamp or watermark.

Thomas M. Eeg
Asst. Comm. of Public Works/Operations

TME:das

Paul Horwich

Senior Account Manager

Phone:

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phorwich@structure-tech.com

Maron Structure Technologies, Inc.

3815 N BROOKFIELD RD.

STE104

Brookfield, WI 53045



Customer Name	City of Racine
Customer Address	730 Washington Ave Racine, WI, 53403
Contact Name	Thomas Eeg
Contact Phone	262-636-9121
Contact Fax	
Contact Email	thomas.eeg@cityofracine.org
Date	10/05/2009

QUOTE: Q7678_4
Octal conversion No MWI server

Pricing valid for 15 days. Tax and shipping are **not** included. A purchase order and 50% of the quote value is required to place an order. If this is a first time purchase, a completed new account registration is required

Description	Qty.	MST Unit Price	MST Extended
AudioCodes Gateway			
MEDIANT 600 1 SPAN SIP with Enhanced Software Support Program for one year.	1	\$3,038.71	\$3,038.71
AudioCodes Gateway Sub Total			\$3,038.71
Avaya Hardware			
DS1 INTFC TN464HP RHS 700350259 PP	1	\$2,444.89	\$2,444.89
Avaya Hardware Sub Total			\$2,444.89
Message Waiting Indicator Software and hardware			
ETC MWI User License Qty 580	1	\$2,320.00	\$2,320.00
ETC MWI Server License	1	\$1,500.00	\$1,500.00
DSM-330 Network Media	1	\$299.00	\$299.00
Message Waiting Indicator Software and hardware Sub Total			\$4,119.00
Installation labor per SOW			
MST Labor Fixed Cost	1	\$12,750.00	\$12,750.00
Installation labor per SOW Sub Total			\$12,750.00

Hardware/Software Total	\$9,602.60
Engineer Labor Total	\$12,750.00
Maintenance Total	\$0.00

Total cost	\$22,352.60
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Customer Approval for: Q7678_4 - Octal conversion No MWI server

Signature:

Title:

Date:

PO#:

Maron Structure Technologies, Inc. reserves the right to retain title of all items on the quote until payment has been made in full.

QUOTE: Q7678_4 Page 1 of [1]



Work Order No. 2

This Work Order is for between MST and The City of Racine, dated September, 2009, and describes the work to be performed hereunder. The parties agree as follows:

1. Client location and contact name:

The City of Racine
730 Washington Ave
Racine, WI
Tom Eeg 262-636-9121

2. Estimated Start and Completion Date: Install per customer needs. Anticipated start of configuration is October. Install based on coordination with IT department at the City of Racine.

3. Description of Services and/or Products:

Customer Signs PO/Quote

Equipment Ordered and Complete Equipment Shipment Received

Phase 1 - Information Gathering and Planning

Project Kick-off Meeting – onsite at City of Racine, topics include:

- Introduction of MST team members and roles
- Identification of City of Racine roles and responsibilities
 - Verification of hardware parts list
 - Discussion of communication channels
 - Identification of information to be provided by City of Racine (i.e. IP addressing, Microsoft environment details, etc)
- MST will prepare an initial timeline and tentative dates and those dates and timelines can be adjusted during the PKO meeting

Data Collection – this will immediately follow the PKO Meeting and be scheduled for the remainder of the day to gather information related to the Exchange UM Role:

Data Base Collection

Phase 2 – Install and Configure Avaya T1/E1 Card

- Install Card into Avaya System
- Configure Card to connect to AudioCodes

Phase 3 – Install and Configure AudioCodes Box

- Install AudioCodes Box
- Configure AudioCodes to connect to Avaya

Phase 4 – Configure Unified Messaging/Voice mail

- Install UM Role
 - Data Gathering and Input
 - Design and program system parameters, feature sets and class of service (COS) options.
 - Consult with Customer to explain COS options.
 - Configure UM to connect to Avaya/AudioCodes System
 - MST will Interview and consult with Customer's end-user coordinator.
 - Collect all end-user data.



Input data.

- MST will install all voice mail boxes and test
- MST will show City of Racine IT staff how to add Voice Mail boxes
- MST will consult with Customer to define messaging requirements.
- MST will map out current Voice mail Auto Attendants and prompts
 - Construct Octal tree flow
 - Trace all AA and call routing
 - Summarize all current prompts and recordings
 - Replicate tree system
 - Write new prompts based on MS voice mail options incorporating old options
 - Provide voice over for recording of new prompts
 - Design and create any new required Automated Attendants.
 - City of Racine will assist in rerecording prompts as needed.

Phase 5 – Install MWI (Message Waiting Indicator)

- Install MWI Software
- Configure MWI to work with AudioCodes and Exchange
- Test MWI on random phones

Phase 6 – Training on Exchange 2007 UM, AudioCodes and MWI

Training

Administrator training that will include system basics on the Exchange Server 2007 UM Role, AudioCodes and MWI. Note that this is not a how-to for every Exchange Server 2007 UM, AudioCodes and MWI function, simply the common administration tasks. MST highly recommends that City of Racine administrators enroll in Microsoft Exchange training as needed.

End User training

End User Training shall consist of up to eight 30 minute classes (by department, building or other segmentation as customer requires). We will also provide Outlook voice access Quick start cheat sheets to assist users. We recommend that the City provide one or two people to be designated as an interface for us to funnel questions through after the training is done.

4. Pricing and Performance:

This is a fixed fee project and includes complete execution of the SOW.

Unless set forth otherwise in this Work Order, all services performed will be on a time and materials basis at **\$175/hr** rate. The amount set forth herein is an estimate only, and the actual hours billed to the project may exceed this estimate. This estimate is based upon information provided by Client and MST's experience with similar projects. Client understands and acknowledges that this estimate is subject to change and dependent upon factors including changes in the information provided by Client, assumptions, project scope, Client-provided resources, Client performance of its responsibilities, Client hardware/software environment or any other relevant factors, whether any such changes are within or outside the control of MST or Client. Client acknowledges that any change or inaccuracy in information or delay in performance of obligations may cause delays to the timeframes for the Project.

5. Items to be provided by Client:

Normal access to facilities as needed.

6. Assumptions:

- MWI Server is setup with Windows 2003 SP1 minimum (No Windows 2008 Server)
 - Server hardware is VMWare ESX or Hyper-V or standalone
 - City of Racine to provide the MWI server either as standalone (specifications included) or virtualized.
- Exchange 2007 up and functioning with no errors



- AD needs to be in a healthy state (MST will assess); no broken links or replication
- domain controller replication is good
- no existing DNS errors
- no outstanding errors in event logs for servers
- commands to be run by client and results to be sent to MST engineer to examine/discover errors:
 - o netdiag /v > C:\netdiag.txt
 - o dcdiag /v > C:\dcdiag.txt
 (City of Racine runs commands and resulting log – domaincontroller1-results.zip, can be sent to MST). NOTE: Windows 2003 support tools must be installed prior to running these commands.

7. Additional Terms:

If software Products are provided, such software is subject to the terms set forth in the applicable manufacturer’s end user license agreement (“EULA”) provided with the software Product(s) ordered above (the “Software”). Upon Client’s payment in full of all amounts owed to MST under this SOW, Client receives a license to use such Software subject to the terms of the applicable EULA.

Agreed to between:

Maron Structure Technologies, Inc.

By:
(Signature)

By:
(Signature)

(Print Name)

(Print Name)

Its:
(Title)

Its:
(Title)

Effective Date: