

Statement of Work for

Pinellas County – Genesys Voice Platform and Con- tact Center Modifications

SOW No.: 58193_OP0897423

Date: July 27, 2016

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The UNIFY logo is displayed in a white rectangular box. The word "UNIFY" is written in a bold, sans-serif font. The letters "U", "N", "I", and "F" are black, while the letters "Y" and "Y" are green.

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1. Introduction

This Statement of Work ("SOW") is made by and between Unify Inc. ("Supplier") and Pinellas County ("Customer") effective on the date reflected on the cover page of this SOW ("Effective Date"). This SOW includes the Services that Supplier will provide to Customer, the Supplier's implementation process, responsibilities of the parties and items that are out of scope for this SOW.

The Services specified in this SOW are performed under and governed by the terms and conditions of the State of Maryland Contract No. 060B1400048, ("Contract") and the Schedule A 58193_OP0897423 ("Schedule A"), including exhibits thereto (collectively, "Agreement"). Capitalized terms in this SOW shall have the meanings assigned to them in the Agreement, or as defined herein.

2. Overview

2.1 Project Overview

Customer has an existing Interactive Voice Response (IVR) system which they are looking to replace with the Genesys Voice Portal (GVP) system. Scope of this project includes installation of the licenses, design and development of the self-assisted applications as well as the modifications required to support the new IVR platform with their existing OpenScape Voice (OSV) and OpenScape Contact Center (OSCC). The new self-assisted system will consist of a production and lab environment.

2.2 Products and Services Overview

2.2.1 A complete list of Products and Services that Supplier will provide to Customer is specified in the Schedule A, and summarized in the following table(s). In the event of any inconsistency between the below table(s) and the list of Products and Services in the Schedule A, the list in the Schedule A will prevail.

| Installation Site | Application | Description | License Types | Server or Virtual Machine ("VM") |
|-------------------|-------------|--|---------------------------------------|---|
| Main Site | IVR | Captures, processes, routes, and manages customer interaction type activity. | CIM SS and High Availability (HA) CIM | Customer Provided - Physical or Virtual |
| Main Site | IVR | Resource Management and pre-call routing. | SIP Integration | Customer Provided - Physical or Virtual |
| Main Site | IVR | GVP is a call processing and media services solution. | Genesys Voice Portal | Customer Provided - Physical or Virtual |

| Services | Description |
|------------------------------|---|
| Professional Services | <p>Supplier will provide consulting and technical guidance to assist the Customer with the infrastructure design and implement the solution to be provided under this SOW.</p> <p>Supplier will install the Products within the Customer's provided environment.</p> <p>Supplier to provide design, development services as shown under section 3.2 of this SOW</p> <p>Supplier to provide modifications to the existing OSV and OSCC as shown under section 3.2 of this SOW</p> <p>Supplier to provide:</p> <ul style="list-style-type: none"> • Message recording administration, from customer provided message |

| | |
|-----------------|--|
| | <p>recordings/prompts.</p> <ul style="list-style-type: none"> • User Acceptance Testing (UAT) support (up to 2 weeks maximum) • Backend integration via web services and database (ODBC) <p>Applications to be deployed in DTMF; English only</p> <p>Onsite resource(s) to include the following:</p> <ul style="list-style-type: none"> • Onsite installation (up to 2 days; Travel and Expenses included) • Onsite Design Session (up to 2 days; Travel and Expenses included) <p>Project Management (remote)</p> <p>Post Production Support (2 days, remote)</p> <p>Services will be performed on-site and remotely. As such, Customer will be required to provide remote access to the Supplier project team.</p> |
| Training | <p>The following training courses are provided:</p> <p>Genesys v8.5 Foundation – Virtual training (1 student; 1 day)</p> <p>Composer for Voice Applications – Classroom Training in Daly City, CA (2 students; 4-days; travel and lodging not included)</p> |

3. SOW Scope

3.1. Site List

The following sites are included within the scope of this SOW:

| Site Name | Site Type (Main or Remote) | Address |
|-----------|----------------------------|------------------------------------|
| Florida | Main | 10750 Ulmerton Rd. Largo, FL 33778 |

3.2. Customized Services

Under this SOW, Supplier will provide the following:

- **Design and development for the following self-service applications**
 - Child Support look up Payment History - Look up via case number (6 numeric digits, followed by a process to make a match on two (2) alpha digits). Callers will not be allowed to make payments
 - Payment System - Citations and Justice Case Management, plus "My Florida" County Credit Card System. Will require the collection of citation number and Date of Birth (DOB). Citation numbers are alphanumeric, and alpha characters will be addressed by the "*" key. Utilizes web services for the Justice Management system, HTTPS using a Service Aplet which can be wrapped in a Web Service and the County backend system is accessed via ODBC
 - Utilities History Lookup – Ability for callers to look up their utility bills for water. Payments to be sent off to 3rd party provider. Requires account number validation only (numeric). Utilizes web services.
 - Evacuation Zone Lookup – ODBC Lookup
 - After call survey consisting of up to three (3) questions. Agent will offer the caller if they wish to take a survey, and then transfer them back to the IVR for the survey.
 - Call Processing – Call Processing boxes currently running on Xpressions to be moved over to the IVR

- **Redundant GVP** – Configure Resource Manager SIP connections to assure no single point of failure in the OSV Connections leveraging the Genesys IVR redundancy
- **Modifications to the existing OSV and OSCC are as follows:**
 - Move DID Numbers pointed to IVR for Applications (Up to 15 numbers)
 - Create Hunt groups/routing for IVR Numbers
 - Move Call Processing main numbers to IVR (Up to 10 numbers)
 - If GVP is down, reroute to Xpressions or another determined destination
 - 1 day in-service and 1 day configuration review with Customer staff to understand configuration. Remote – NOT On-site
 - OSCC configuration, if required, for attached data to be populated if needed. Up to 5 days assistance.
- Tasks to support modifications to OSV are as follows:
 - Project Manager –
 - Coordinate efforts with the Pinellas team & Unify IVR team;
 - Meeting attendance;
 - Manage Unify resources to accomplish described tasks.
 - Subject Matter Expert –
 - Move DID numbers pointed to IVR Applications (Up to 15 numbers)
 - Create Hunt groups/routing to IVR numbers
 - Move Call Processing main numbers to IVR (Up to 10 numbers)
 - Back up routing to Xpressions or another determined destination
 - 1 day in-service and 1 day configuration review with Customer staff to understand configuration (Remote)
 - OSCC configuration – in order to integrate and route to OSCC with appropriate data (up to 5 days)

Supplier will provide the Services above within the framework of the Project Assumptions Section listed below in this document.

3.3 Support Documents

The following documents developed for this project will be provided to the Customer during this project.

| Document Name | Document Description | Requires Customer sign-off (Yes or No) |
|---|---|--|
| Supplier Design Document | As set forth in Section 3.2 | Yes |
| Customer Design Workbook or “As Built Document” | The information provided by the Customer required by Supplier to complete its design and implementation obligations under this SOW and as specified on the Schedule A. | Yes |
| Project Milestone Schedule | Estimate timeline of implementation milestone events. | No |
| Supplier Test Plan | Supplier’s standard testing criteria used at cutover to verify connectivity and functionality of installed Products or services. | Yes |
| Acceptance Test Plan | Supplier’s standard testing criteria and any other mutually agreed upon test criteria used to verify the functional operation of installed Products in a production mode after the cutover. | Yes |

3.4 Deliverables

Acceptance for each deliverable will be completed as provided in the table below. For the avoidance of doubt, only the deliverable(s) identified in this Section 3.4 are subject to acceptance under this SOW and the Schedule A. Support documents identified in Section 3.3 above are not considered deliverables for the purpose of this Section 3.4.

| Deliverable Name | Acceptance | Acceptance Criteria |
|---------------------|--|--|
| Product Delivery | Verification by Supplier that the Products have been successfully downloaded and installed on Customer's virtualized or physical server environment. | The Products receive calls and calls successfully go into call flow |
| Solution Cutover | Verification by Supplier of the connectivity and functionality of installed Products. | The Products materially perform in accordance with the Acceptance Test Plan under Section 3.3 |
| Solution Acceptance | Acceptance will be completed in accordance with Section 4 of the OpenScape Products Supplemental Terms (SOPST) Exhibit. | The Products materially perform in accordance with the Supplier Test Plan under Section 3.3 as of the Implementation Date. |

3.5 Exclusions from Scope

The following items are specifically excluded from, and will not be provided by Supplier under, this SOW:

- any work, resource, effort, labor, service, task, activity, function, responsibility, expressly excluded or not explicitly stated in this SOW including but not limited to any goods, products, supplies, equipment, parts, components, assembly, accessory, cable, materials, articles, hardware, firmware, or software, or any hardware or software licenses, other than those specifically described on the Schedule A;
- maintenance Services. Maintenance services provided under the maintenance contract;
- connection test repetition due to problems with third party equipment (such as, but not limited to backend systems, SBCs, gateways, etc.);
- expenses from telecommunication company providers, including data access and telephony systems costs;
- delivery or installation of facility environmental conditions and other equipment needed for installation of the Products included under this SOW;
- any changes to the existing infrastructure or applications other than what is specified as part of this SOW;
- custom application development or business process integration other than what is specified as part of this SOW ;
- any custom reports other than what is specified as part of this SOW; and
- any devices related to the network infrastructure including, but not limited to, network switches, routers, firewalls, appliances, servers, and other network infrastructure components.

4. Project Team Contact Information

| Project Team Contact List | | | | |
|---------------------------|------------------|---------------------------------|-----------------------|-----------------|
| Entity | Name | Title | Role | Phone(s)/E-mail |
| Supplier | Tim Simpson | Account Executive | Sales | 561-923-7075 |
| Supplier | Cindy Pitroff | Account Executive-Inside Sales | Sales | 972-756-4373 |
| Supplier | David Taylor | Systems Engineer | Technical Support | 407-942-2274 |
| Supplier | Leslie Stoltmann | Solutions Consultant | Technical Support | 972-756-4113 |
| Supplier | Rich Alexander | Director; Professional Services | Professional Services | 972-756-4233 |
| Supplier | TBD | Project Manager | Project Manager | |

| | | | | |
|----------|-----|-----------------|-----------------|--|
| Customer | | | Project Owner | |
| Customer | TBD | Project Manager | Project Manager | |

5. Customer Responsibilities

The obligations and responsibilities of Supplier are subject to and conditioned upon the Customer being responsible for and successfully meeting each of the following obligations.

A. The Customer is responsible for:

- participating in the project implementation review process and approving of all necessary documents prior to commencement of the Services;
- participation in all required activities per the project schedule on the schedule's timeline;
- having provided sufficient detail for this SOW to be accurate in describing what is to be delivered. If during the design process new requirements beyond the details of those already discussed are uncovered, Supplier will initiate a Change Request that will result in schedule changes and additional charges;
- obtaining and providing all hardware and software required for the solution proposed herein;
- ensuring that their staff will be able to meet project schedule and technical obligation per agreed to plans;
- providing a high speed, secure, remote access connection between the Customer's network and Supplier's support center to the Supplier's specifications;
- providing network and telecommunications company coordination with the Supplier;
- ensuring that Supplier has all necessary, safe and prompt access (at no charge) to the premises and equipment (whether physical or virtual) at such times as Supplier deems necessary during standard business hours as specified below to perform its obligations under this SOW. Supplier shall not be liable for any delays in performing its obligations or any non-performance of its obligations under this SOW to the extent such obligations and non-performance issues are due to restricted access;;
- ensuring the performance of the Customer's network, including but not limited to any equipment provided by the Customer or a vendor other than Supplier. If the Customer's network or any equipment not provided by Supplier does not meet Supplier's minimum performance requirements, the Customer agrees to promptly remedy the deficiencies. Customer acknowledges that Supplier's performance may be delayed until such time as such deficiencies are remedied;
- providing Supplier team with remote access to all relevant systems (e.g. VPN access) so that the Supplier team can work remotely during the project;
- designating one or more points of contact that has the authority to authorize scope changes, including those that may have financial impact;
- ensuring that the solution is maintained in a suitable environment, as specified by Supplier;
- supplying all physical server images and network appliances for load balancing as described in the approved Supplier Design Document for the GVP redundancy solution;
- supplying all message recordings/prompts to support the self-service applications;
- providing full project management services as established by the Project Management Institute, for resource, communication, scheduling, risk and project integration management. The Customer PM will work with the Unify PA for resources and completion of Unify specific tasks;
- creating, documenting and carrying out the User Acceptance Test Procedures in accordance with the features and functions necessary to insure the system is ready to be placed into production;
- Attending the training classes included within the scope of this project;
- all physical requirements, such as, but not limited to, wiring, connecting and placing of devices, are the sole responsibility of Customer; and
- ensuring that there are no conditions on the premises that may adversely affect Supplier's performance here under, including, but not limited to, asbestos, hazardous materials or concealed conditions.

6. Project Assumptions

Supplier's performance under this SOW, including but not limited to the project schedule, performance levels, charges and pricing, are contingent upon the following assumptions and conditions:

- The project will be completed through final acceptance within four (4) months from the project kickoff. If the project duration exceeds this timeframe due to Customer delay or inability to meet the agreed upon timeline, Customer agrees to process a Change Order to extend the timeframe;
- There will be no multi-phase cutovers; project implementation will be completed in a single phase;
- Work to be completed onsite and remotely; If Customer wishes for additional onsite support, outside of what is defined within the Scope of this project, Customer agrees to process a Change Order for additional onsite services and travel and expenses;

- No changes to the design and/or function of any applications are included other than what is specified as part of this SOW; Supplier technical resources will provide consultative services to Customer in support of the development of Acceptance Test Procedures, and participate in the review of the test process to ensure they are in keeping with the HA solution and application's features, functions and capabilities;
- Supplier Services performed remotely via the established Supplier to Customer SIRA VPN Tunnel access. Customer will make modifications to allow Supplier resources access to the virtual environment;
- Supplier's performance under this SOW will be done during standard business hours of Monday – Friday, 8 am to 5 PM, excluding Supplier holidays; weekend/holiday work will be a change request and subject to additional charges;
- The Customer's site environmental requirements and physical plant requirements, including but not limited to cabling, are in place prior to delivery of Services under this SOW to the relevant Customer site(s);
- Special work rules, such as safety training must be identified by the Customer at the start of the project. Any additional costs resulting from special work rules/certifications/equipment will be paid for by Customer.
- Supplier will be able to work without interruption and, if escorts are required, the Customer will provide an escort at all times so as to not cause delay in the implementation.
- Supplier assumes that the project schedule will be met without overlap of multiple Supplier resources unless otherwise agreed to and dictated by the schedule. Unplanned use of additional resources brought about by Customer schedule changes or mandates will result in a Change Order and additional charges;
- Customer shall review and provide detailed comments to Supplier Design Document in three (3) or less iterations; iterations beyond that, due to lack of clarity or mistakes by Customer or otherwise not due to the fault of Supplier will be subject to a change request and additional charges;
- Acceptance testing will test the functions as described in the Customer Design Workbook. Any additional testing required for any Customer requested changes to functions will result in a change request with schedule and additional charges impact; and
- Project status meetings will occur no more frequently than one (1) session per week and will last no longer than one (1) hour; additional status meetings requested by Customer result in a change request and additional charges. This restriction does not apply to design meetings, which will be performed as required to accomplish the task.

7. Change Orders

Either party may request changes to this SOW. Any changes to this SOW will be documented by Supplier on a Change Order form, which will include a description of the change and its impact on the project, including any impact on costs/charges and schedule. All parties will evaluate the change for approval. Any such changes will not be effective until a Change Order form reflecting the changes has been created, agreed upon and signed by the parties.

Change orders may impact the project schedule and budget. Supplier is not responsible for any delays related to Change Order process.

By the signatures of their duly authorized representatives below, Supplier and Customer, intending to be legally bound, agree to all of the provisions of this SOW as of the Effective Date set forth above.

AGREED TO AND ACKNOWLEDGED BY:

Unify Inc.

Digitally signed by Wilkerson Vernon SENZ00076VI
 DN: email=vernon.wilkerson@unify.com,
 By: cn=Wilkerson Vernon SENZ00076VI
 Date: 2016.09.07 15:25:36 -04'00'

Name: (Print) Vernon Wilkerson

Title: Director, Business Administration

Date: 7 Sep 16

Pinellas County

By:

Name: (Print)

Title:

Date: