EXHIBIT A

STATEMENT OF WORK

Section 1: Overview

The City of Durham will contract with Internetwork Engineering (the Vendor) to provide hardware, software, and professional services to migrate from their current FeatureTel Voice over IP (VOIP) hosted solution to an on premise Cisco Unified Communications and Informacast emergency messaging solution which will be supported through a managed services contract.

Section 2: Scope

A. Hardware/Software

The hardware, software, and maintenance items included in this contract are specified in Exhibit C, lines 1 through 165, with the following headings:

- UCS C240
- Cisco 2951s
- Cisco 2911
- Unified Workstation Licensing
- UC Manager
- Unity Connection
- Emergency Responder
- CCX 9.0
- VMWare
- Voice Gateways
- InformaCast
- InformaCast Mobility
- SmartNet Lines

All Hardware and Software will be procured after the detailed design is approved by City of Durham Chief Information Officer (CIO).

B. Professional Services

The professional services specified in Exhibit C, line 167 are to be provided by the Vendor and will include the following services:

1. Project initiation: Project kickoff, project schedule, and resource assignment.
2. Design: Create and review detailed design, project plan, and test plan.
3. Build: Inventory, stage, configure and install equipment.
4. Test: Implement test plan, report issues, resolve issues, certify system readiness.

5. Migration: Migrate users to new phone system.
6. Migration: Roll out alert system.
7. Project completion: Knowledge transfer, as-built technical documentation, troubleshooting and maintenance documentation, approved punch-list items completed.

A detailed design and project plan will be created and approved by the City of Durham CIO or designee in the Design phase of the project. Each professional service will include signoff by the City of Durham CIO or designee and will constitute a milestone. Each successfully completed milestone will include payment as defined below.

C. Managed Services

The City of Durham will purchase managed services to provide support for the system from the Vendor. These services will include remote monitoring and technical support for the new system purchased and implemented through this contract. Managed services will be renewed annually provided the services continue to align to the needs of the City of Durham. The annual cost of these managed services is included in Exhibit C, line 166. There is a separate managed services contract included in Exhibit D.

Section 3: Milestones for Payment

A. Hardware/Software, Exhibit C lines 1-165, received and accepted – 100%.

B. Professional Services, Exhibit C line 167, corresponding to services defined in Section 2B above:
   1. Project initiation: 25%, for a total of $50,000.
   2. Build: 25%, for a total of $50,000.
   3. Migration (items 5 and 6 in Section 2B): 25%, for a total of $50,000.
   4. Project completion: 25%, for a total of $50,000.

C. Managed Services, Exhibit C line 166, received and accepted – 100%.