AVAYA

Statement of Work
between
Avaya Inc. (Avaya)
and
GOAA (Customer)
for
Certificate Migration & Installation & Dial Plan (APS)
Services quote

Project Code: 21SLE1310
Prepared By: Sagar Hemnani **Email:** shemnani@avaya.com **Phone:** +15132288687
SOW Date Prepared: 18-July-2022 **SOW Version:** V4

Version Control

Date	Version	Change	Author
09-July-2021	V1	Initial	Jack Stasney
30-November-2021	V2	Date Refresh	Jack Stasney
23-June-2022	V3	Date Refresh with Some Correction	Sagar Hemnani
18-July-2022	V4	Removed Travel Time	Sagar Hemnani

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1: Summary

Customer is requesting Avaya to provide an APS services quote for the new Certificates deployment project.
Customer has requested the Certificate Install work to be performed during weekends and or After-hours planned events.
Customer has a Main CPOD & Backup CPOD with Avaya applications installed, up and running.
The Customer will be responsible to cooperate, schedule and help plan the Certificate Install Service events.
The Customer understands there will be outages to be scheduled and planned for ahead of time. This will be agreed to by the Customer and the Avaya Project Team.

Avaya is pleased to present this Statement of Work (SOW) to Customer for the following services (Services) to implement this Project. A detailed description of the following Services is provided in Section 2.
- Security Assurance Certificate Services
- Avaya Aura® Communication Manager Services
- Avaya Aura® Messaging Services
- Avaya Aura® Session and System Manager Services
- Solution Architecture Services

2: Scope of Services

This SOW will be reviewed in detail by the project stakeholders during the Planning and Design Stage to confirm that all project participants are in agreement with the scope of the Services outlined herein. Upon agreement, the project plan will be developed and the Project will proceed to the next Project stage. If Customer and/or Avaya determine the Project schedule or scope of Services requires alteration, the parties will modify the SOW using the Change Management process.

2.1 Security Assurance Certificate Services

2.1.1 Avaya Certificate Migration Services:
- Avaya will perform a 1-time Avaya Certificate Migration Service.
- The Avaya Security Consultant (ASC) will develop a Certificate Migration Plan based on a thorough evaluation of the customers' Avaya infrastructure.
- The migration plan will provide information to migrate the equipment from the current certificates to new Avaya standard or Customer/ Third Party certificates.
- A thorough analysis of software releases, patches, and other parameters will be considered and documented as part of the migration plan.
- Avaya will develop and provide a document with a Certificate Migration Plan to assist Customer's in the procedures and knowledge required to successfully deploy certificates associated with their Avaya equipment.
- Avaya will evaluate up to 68 Avaya Server Instances and 24 G450 Gateways as Indicated below.
- Any changes to Section 2.1.2 will be pursuant to Change Management Process in Section 3.4.

2.1.2 Avaya Certificate Installation and Implementation Services:
An Avaya Security Consultant (ASC) will:
- Create a new Avaya System Manager Certificate Authority if required.
- Create a Certificate Signing Request (CSR) from the Avaya system(s).
- Sign the CSR from Avaya system(s) with Certificate Authority or send CSRs to customer to have 3rd party sign them.
- Convert certificate to format required for the server that they will be installed
- Import the signed server certificate into the Avaya system(s).
- Import the signed Identity certificate into the Avaya system(s).
- Loading of TLS certificates on CM is included.

These tasks will be performed over the following Avaya system(s):
- (8) Avaya POD ESXI Host Compute server instances.
- (6) Avaya POD ESXI Host Storage server instances.
- (2) Avaya POD ESXI Host Orchestration Manager server instances.
- (8) Avaya Aura™ Communication Manager server instances (CM).
- (8) Avaya Appliance Virtualized Platform server instances (AVP).
- (2) Avaya Utility Services server instances.
- (3) Avaya Aura™ System Manager server instances (SMGR).
- (12) Avaya Aura™ Session Manager server instances (SM).
- (3) Avaya Application Enablement Services server instances (AES).
- (1) Avaya Experience portal server instance (AEP).
- (2) Avaya Aura™ Messaging server instances (AAM).
- (1) Avaya Breeze server instance.
- (4) Avaya Session Border Controller server instances (SBC).
- (4) Avaya Meetings/Conferencing Services server instances.
- (1) Avaya Web Gateway server instance.

- (1) Avaya Aura Device Server instances (AADS)*.
- (2) Avaya SLA Mon server instances.
- (24) G450 Gateways

*Please Note: Customer is responsible, and must update, the settings file in the AADS Server with the new Root Certificate provided by Avaya in order to push certificate changes to the phones.

2.1.3 Security Documentation Avaya will produce the following documentation over the course of the Project.

Offer	Document Name	Document Contents
Avaya Security Assurance	Avaya Certificate Migration Services	A report containing the following information: • Links to product documentation • Requirement for CSRs • Procedure for creating and installing certificate for each product.

2.2 Avaya Aura® Communication Manager (CM) Services
- Provide user Dial Plan profile changes for the station programming for the 8000 users stations into the Customer's existing CM System.
- Configuration of TLS Protocol is included.

2.3 Avaya Aura® Messaging (AAM) services
- Provide user Dial Plan profile changes for the 2000 mailboxes into the Customer's existing AAM system.

2.4 Avaya Aura® System Manager (SMGR) services
- Provide user Dial Plan profile changes for 8000 SIP users into the Customer's existing SMGR System.

2.5 Solution Enterprise Architecture (EA) Services
The Avaya EA consultant will meet onsite, for a maximum of 5 consecutive days, with the customer to review & gather the current 4-Digit Dial Plan information and then develop the new 5-Digit Dial Plan.
Deliverables to include:
- CM Dial Plan workbook (Dial plan, UDP, AAR, ARS, Route Patterns, feature access codes, COS, COR, Announcements, VDNs, Agent IDs, Stations, CTI Links and Hunt Groups.)
- CM IP Telephony workbook (Signaling, trunking, IP-Codecs, locations and network region design, IP network MAP, and G-series media gateways)
- System Manager/Session Manager workbook.

3: Project Management and Location(s)
3.1 Avaya Project Management Services
Avaya will appoint a Project Manager at the outset of the project. The Avaya Project Manager will:
- Conduct a Project kickoff meeting to review the Avaya Project objectives per this SOW, change control policy and verify Customer requirements, dates & be the single point of contact for this project.
- Determine, identify and request the Avaya Project resources and develop and maintain a Project schedule.
- Confirm pre-requisites are complete, provide oversight of Avaya activities and act as a facilitator for issue resolution within the scope of this SOW.
- Manage Project changes and confirm the Services are completed.

3.2 Project Stages
Avaya will provide the Services described in this SOW within the following stages of the Project.
1. **Planning Stage:** Project initiation, scope review, identification of the Avaya resources, project schedule.
2. **Avaya APS Services Stage:** As described in Section 2.
3. **Project Completion Stage:** Confirmation that the Project objectives have been met and all Services have been completed.

3.3 Location(s) Services will be performed on systems at the following locations.
Services are remotely delivered unless otherwise stated in the SOW.

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Location Number	Location Name	Address	Work to be Performed
0002690692	GOAA	5979 CARGO ROAD Orlando, FL 32812	• Avaya APS Services

3.4 Change Management Process

The parties will rely on the change management process described below to address any changes and ensure the continuous performance of the Services by Avaya.

- Either party may request changes to this SOW at any time. All change requests will be submitted in writing using Avaya's Change Management Request Approval (CMRA) form.
- Customer and the Avaya Project/Program Manager will review the CMRA form. Any adjustments to the time of performance or the charges for the work to be performed, which result from a change request shall be set forth on the CMRA form and must be approved by both parties.
- Approved changes as reflected in the authorized and executed CMRA form will be incorporated into the SOW and become part of the agreement between the parties, effective from the date either set out in the CMRA form, or where none is stated, the date of its last signature.
- Until such time as any change requested is formally agreed to by the authorized signatories of Avaya and Customer, Avaya shall continue to perform to the terms and scope of this SOW.

4: Assumptions and Exclusions

The price and Avaya's delivery of the Services described in this SOW are based on the following assumptions.

4.1 General Project Assumptions

- **Project Changes:** Notwithstanding anything to the contrary in the Agreement, any Project changes or delays to the schedule will be managed via the Change Management Process.
- **Documentation:** All documentation and custom materials provided by Avaya will be in the format chosen by Avaya.
- **Work Location:** Services will be delivered remotely, unless otherwise indicated in this SOW.
- **Work Hours:** Unless otherwise agreed, Avaya's standard service hours are 08:00 to 17:00 Monday through Friday local time (the time in the time zone of the customer location where services are being provided), excluding Avaya designated holidays. Services will be provided during Avaya's standard service hours.
- **Cutover:** Avaya will notify Customer in advance of each planned cutover; systems may be unavailable during this time.
- **Product Training:** Product training certification (industry-recognized certification or qualifications) and installation training is out of scope.
- **Security Hardening:** Unless otherwise stated in this SOW, system security scans, hardening and remediation are not included in the scope of this project.

4.2 Avaya Aura® Communication Manager

- Installation does not include support for Customer IPv6 network.
- Media encryption feature enablement is not included.

4.3 Avaya Aura® Messaging

- Implementation of multi-site and multi-switch (SWIN) is not included.

4.4 Avaya Aura® Session and System Manager

- Configuration of Software Update Manager (SUM) is not included.

5: Customer Responsibilities

5.1 General Responsibilities

- **Remote Access:** Customer will provide Avaya with remote access via SAL and with logins/passwords to all servers. Access via web conference, VPN or shared desktop will result in additional fees.
- Servers targeted for integration must be attached to a network with no impediments (firewalls) to intercommunication between the devices.
- For voice over Internet protocol (VoIP) solutions, Customer network must support the increased VoIP traffic load.
- Ensure key stakeholders participate in project kickoff meeting.
- Unless otherwise agreed, Customer shall prepare and execute the user acceptance test (UAT) plan.

5.2 Avaya Aura® Communication Manager

- Coordinate network testing date and time and obtain signaling, framing, and network programming information from network vendor.
- Provide site-specific information, such as software networking and trunking requirements.
- Provide range of direct inward dialing (DID), listed directory numbers, and feature access codes.
- Finalize numbering plan.
- Determine connectivity of trunk facilities.
- Load .wav files, if required.
- Ensure there is an internet connection via Avaya Secure Access Link (SAL) or a VPN approved by Avaya Security team for remote access into all Avaya systems. This access is required prior to the start of all work activities.
- Provide, set-up, configure and verify current software revisions for any dynamic host configuration protocol (DHCP), trivial file transfer protocol (TFTP), hypertext transfer protocol (HTTP), lightweight directory access protocol (LDAP) and dynamic name server (DNS) servers.
- Provide LAN connectivity for Internet protocol (IP) stations.
- Download current firmware to the TFTP server.
- Provide a representative to support go-live.

5.3 Avaya Aura® Device Server

- Customer is responsible, and must update, the settings file in the AADS Server with the new Root Certificate provided by Avaya in order to push certificate changes to the phones.

6: Price

6.1 Professional Services Price

The price and expiration date for the scope of services to be provided under this SOW is shown in the associated Professional Services Price document, Configuration ID of CAV0037415 V1.

Travel and Living Expenses

Avaya anticipates that all work will be performed remotely, except for the single onsite visit by the Enterprise Architect referenced in Section 2.5. Travel and living expenses for this one visit have been waived by Avaya up to a maximum amount of $1735.00.

If any additional on-site support becomes necessary as agreed to by the parties, travel and living expenses will be invoiced at cost, and in accordance with the Federal travel policy.
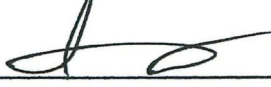
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7: Acknowledgement

Customer Contact	Danny Palakal	Project Code / CAV	21SLE1310 / CAV0043705 V2
Phone	(407) 825-3206	OTN/Case #	0003474838 / 01059803
Email	NA	PUS Quote #	PUS70081QV

This Statement of Work ("SOW") incorporates the terms and provisions of the Avaya Inc (Avaya GSA Contract# GS-35F-0156V) In the event of a conflict between the terms of the Agreement and any attachments or any other documents incorporated herein, the terms of the Avaya GSA Agreement shall control unless explicitly set forth herein to the contrary, and in that case, only with respect to this SOW. This SOW is effective as of the date of last signature (the "Effective Date").
This SOW may not be modified or amended in any way except by a written agreement signed by both parties. Terms capitalized but not defined herein shall have the meaning ascribed to them in the Agreement.

By Customer's signature or electronic authorization of this SOW, Customer acknowledges that it has reviewed and agreed to this SOW and caused this SOW to be executed by its duly authorized representative with the intent to be legally bound, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged by Avaya. The effective date is, in the case where manual signature is required, the date on which the last party signs this SOW, or otherwise the date that Avaya makes available or provides the order confirmation to Customer (both "SOW Effective Date").

GOAA

Signature: _____ Kevin Thibault
Chief Executive Officer
Aug 8 2022 5:30 PM
DocuSign,

Avaya Inc.

Signature: _____

Name: _____

Title: _____

Date: _____

Name: _____ IAN R DIAZ

Title: _____ Named Account Manager

Date: _____ 7/19/2022

Approved as to Form and Legality
this 20 day of July . 20 22
Nelson Mullins Riley & Scarborough, LLP
By _____
Greater Orlando Aviation Authority

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