REQUEST FOR PROPOSALS - TABULATION

Unify Telephony System Maintenance and Support

VENDOR:	Westridge Professional Services, Inc.
Unify Telephony System Maintenance and Support	Annual cost
	$78,112.28

Exceptions: Performance Bond/Letter of Credit pending. Westridge Professional Services, Inc. has performed consistently over the years with previous projects.

Hardware Replacement:

o   This quote does NOT include the costs for hardware replacements, i.e., ECO Server OpenScape 4000 Branches, STMIX's or any other hardware to support the UNIFY Infrastructure. It is strongly recommended that BCC keep a spares kit and WPSI can work with BCC to determine what Hardware should be included in that spares kit to not have an issue with Supply Chain Constraints that may potentially exist.

o   As this is a REMOTE support agreement, Labor to replace the Hardware is covered by this Quote but if the required 2 trips have already been used, then there may be travel charges at the discretion of WPSI, WPSI will ALWAYS discuss any additional charges with BCC before any additional Billable work or charges are incurred.

Addendums:

•   UNIFY Platform Upgrades -the UNIFY SSP portion of the contract covers the licensing upgrades as part of the contract at $0 cost the Labor is NOT covered by either the UNIFY SSP Contract or the WPSI Maintenance contract. All system upgrade Labor, i.e., OSCC V10R4 to V11R1 or 0S4000 VlORl.34.to either VlORl.42 or VIIRO would be scoped on a per project basis.

•   WPSI is not responsible for the installation or termination or testing of any sort of cables or cabling that may be necessary to support the 0S4000 infrastructure and Phones.

•   WPSI is not responsible for the building, deployment, updating firmware or end user testing for any of the end-point devices (phones) attached to 0S4000 infrastructure.

WPSI is only responsible for the configuration of the stations within the appropriate 054000 PBX. WPSI will provide technical guidance to the customers'
team connecting phones to the 0$4000 PBX, WPSI will also provide the latest software/Firmware to the customer.

•   This quote only covers items that are explicitly called out or listed in this quote. Any additional hardware, licensing or services that may be required and not specified in this quote will be handled as a change order to the overall contract.All change orders must be mutually agreed upon in writing by BCC and WPSI before any hardware, software, licensing or services are provided for the changes.

•   WPSI has the First Right to Refusal on all UNIFY changes and additions or expansions to the BCC UNIFY Infrastructure.