

INFORMATION TECHNOLOGY

416 West Fourth Street
Davenport, Iowa 52801-1187

Ph: (563) 328-4100 Fax: (563) 326-8669
www.scottcountyiowa.com



June 19, 2017

To: Mahesh Sharma, County Administrator
From: Matt Hirst, Information Technology Director
Subject: Approval of Telephone Upgrade Project

Bids have been received for the upgrde of the Cisco telephone system utilized by Scott Emergency Communications Center (SECC) and Scott County. Additionally, professional services and hardware are included to facilitate the Scott County Library use of this telephone system.

The Cisco telephone system originally deployed in 2010 provides an administrative phone system at SECC as well as the County and State of Iowa Offices to which the County provides phone service. The system employs current technology including Voice over Internet Protocol (VoIP), Power over Ethernet (PoE) and Unified Communications (UC) as well as provides growth capabilities for the next decade or longer.

The bid summary is as follows:

Company	Scott County Costs	Scott Library Costs	Total
Burwood	\$ 80,730.54	\$ 17,039.20	\$ 97,169.74
One Neck	\$ 86,850.20	\$ 24,236.18	\$ 111,086.38
AOS	\$ 138,976.80	\$ 24,901.53	\$ 163,878.33
McGladrey	\$ 149,738.00	\$ 15,300.00	\$ 165,038.00
Lumenate	\$ 168,568.55	\$ 44,625.76	\$ 213,194.31

It is recommended that the Board authorize the IT Director to sign agreements with Burwood for telephone project hardware and professional services totaling an amount not to exceed \$97,169.74.

Budget dollars are available in the Scott County Capital Improvement Program budgets to fund the cost of this project.

Encl: (4)

QUOTATION

Burwood Group, Inc.
 125 S. Wacker Dr., Suite 2950
 Chicago, IL 60606
 (312) 327-4600



Quoted to:

Sam Samara
 Scott County
 400 W Fourth Street
 Davenport, IA 52801

Ship to:

Scott County
 Sam Samara
 400 W Fourth Street
 Davenport, IA 52801
 PO#

Quote Number:
CHI42368-A

Quote Date:
 6/12/2017

Scott County - Cisco IP Phones 8841, 8851,
 8865 - 03-24-17

Customer ID	Good Through	Payment Terms	Sales Representative
SCOCOU	4/23/2017	Net 30	wjudkins

Here is the quote you requested.

Line #	Qty	Item	Type	Description	Unit Price	Ext. Price
1	21	CP-8841-K9=	HW/SW	Cisco IP Phone 8841	\$247.20	\$5,191.20
2	2	CP-8851-K9=	HW/SW	Cisco IP Phone 8851	\$295.20	\$590.40
3	2	CP-BEKEM=	HW/SW	Cisco IP Phone 8800 Key Expansion Module	\$235.20	\$470.40
4	6	CP-PWR-CUBE-4=	HW/SW	IP Phone power transformer for the 89/9900 phone series	\$31.20	\$187.20
5				SubTotal		\$6,439.20

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SubTotal	\$6,439.20
Sales Tax	\$0.00
Shipping	\$0.00
Total	\$6,439.20

Please contact me if I can be of further assistance.

The Burwood Group, Inc. Standard Terms and Conditions of Sale document shall be a part of this quotation. Upon the purchase of the goods by Buyer, Buyer shall receive the warranty provided by the original manufacturer and Buyer shall rely on the original manufacturer's warranty for any and all defects. To accept this quotation, please FAX or e-mail a Purchase Order to your sales representative. FAX: (312) 327-4601

Approved by: _____ Date: _____ Purchase Order Number: _____

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- 2. PAYMENT AND INVOICING TERMS.** Payment in full of all invoices is due based on the terms printed on the invoice. Invoices for Products are issued upon shipment of Products from the manufacturer. Burwood Group has the right to charge a late payment fee of one and one half percent (1.5%) of the outstanding balance per month for each month, or partial month, any undisputed invoice remains unpaid beyond its due date, provided customer is given notice of delinquency and at least 10 days to cure. Customer will pay any attorney or collection fees incurred by Burwood Group to effect settlement of any undisputed past due invoice.
- 3. SHIPPING AND DELIVERY.** All shipments by Burwood Group are F.O.B. origin or as may be applicable under the International Delivery terms below. Title and risk of loss to Products shall pass to Customer upon delivery to the common carrier. Customer is responsible for all freight, handling and insurance charges which shall be in addition to the price of the Products in the Quote. The carrier is not an agent of Burwood Group and in no event shall Burwood Group have any liability for loss or damage during shipment. Customer shall accept and pay for partial shipments of Products.
- 4. SECURITY INTEREST.** Customer hereby grants and Burwood Group, Inc. retains a security interest in all Products purchased hereunder, and such security interest is released when payment in full is received by Burwood Group, Inc. Burwood Group shall maintain ownership of all products, even if they have been delivered to the Customer, until payment for the order has been fully received and retained.
- 5. RETURN POLICY.** All sales are final other than for Products that do not meet manufacturer specifications or that are not included in the Customer Order. Customer must notify Burwood Group of any damaged or defective Products or discrepancy in shipment quantity or type and request a Return Material Authorization ("RMA") consistent with the manufacturer's return policies. All RMA's issued are valid for the period of time allowed by the manufacturer after which time the RMA will be cancelled. No return of Products will be accepted without an RMA. A credit for properly returned items less any restocking or other related charges imposed by the applicable third party manufacturer or supplier will be entered against the original invoice for the returned items. Products returned due to a shipping error or in accordance with warranty terms are not subject to restocking fees. Customer must ship returned Products prepaid to the specified warehouse location. Burwood Group will reimburse Customer's shipping costs for Products returned due to a shipping error. Returned Products must be in the original shipping cartons, undamaged, unused and unaltered. Opened software is not returnable
- 6. WARRANTY.** All Products and Maintenance purchased hereunder are subject to the warranties provided by the manufacturer. Burwood Group hereby warrants that it has the right to sell these products and transfer to Customer such warranties Burwood Group receives from the applicable manufacturer. Burwood Group, Inc. agrees only to provide/install equipment/materials that are covered by manufacturer's warranties. EXCEPT AS SET FORTH IN THIS PARAGRAPH, ALL PRODUCTS AND MAINTENANCE ARE PROVIDED "AS IS" AND BURWOOD GROUP DISCLAIMS ANY AND ALL WARRANTIES AND REMEDIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, SUITABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE.
- 7. LIMITATION OF LIABILITY.** NOTWITHSTANDING ANYTHING ELSE HEREIN, ALL LIABILITY OF BURWOOD GROUP UNDER THIS AGREEMENT OR OTHERWISE SHALL BE LIMITED TO MONEY PAID TO BURWOOD GROUP UNDER THIS AGREEMENT DURING THE SIX (6) MONTH PERIOD PRECEDING THE EVENT OR CIRCUMSTANCES GIVING RISE TO SUCH LIABILITY AND IN THE CASE OF DAMAGES RELATING TO ANY ALLEGEDLY DEFECTIVE PRODUCT SHALL, UNDER ANY LEGAL OR EQUITABLE THEORY, BE FURTHER LIMITED TO THE PURCHASE PRICE PAID BY CUSTOMER FOR SUCH PRODUCT. IN NO EVENT SHALL BURWOOD GROUP BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOST PROFITS, OR LOST DATA, OR ANY OTHER INDIRECT DAMAGES EVEN IF BURWOOD GROUP HAS BEEN INFORMED OF THE POSSIBILITY THEREOF.
- 8. MAINTENANCE.** Any Maintenance resold by Burwood Group hereunder, including but not limited to Cisco SmartNet, is subject to the terms and conditions for such services identified by the third party provider. Burwood Group is not a party to any such third party terms and conditions.
- 9. SOFTWARE.** Any software delivered under this Agreement is subject to the license terms provided with it. All software license terms are established directly between the Customer and the owner or licensor of the software. Burwood Group is not a party to any such software license and makes no warranties or representations related to the ownership, use or operation of the software. For sales tax purposes, the signed quote or master agreement shall include acceptance of the manufacturer's license agreement.
- 10. SALES AND USE TAX.** Customer is responsible for any sales or use taxes for products/services delivered to locations where Burwood Group does not have nexus or assume collection responsibility. If customer claims an exemption from such taxes, customer shall provide copies of such certification of exemption upon request of the Burwood Group, Inc.

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Sam Samara
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Sam Samara
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Davenport, IA 52801
PO#

Quote Number:
CHI42260-D

Quote Date:
6/12/2017

Scott County_Cisco UC project_3-20-2017

Customer ID	Good Through	Payment Terms	Sales Representative
SCOCOU	4/19/2017	Net 30	wjudkins

Here is the quote you requested.

Line #	Qty	Item	Type	Description	Unit Price	Ext. Price
1	2	BE7M-M4-K9	HW/SW	Cisco Business Edition 7000M Svr (M4), Export Restricted SW	\$12,276.00	\$24,552.00
2	2	CON-ECMU-BE7MM4K9		1 YEAR SMARTNET SWSS UPGRADES Cisco Business Edition 7000M Server, Exp	\$0.00	\$0.00
3	4	CAB-9K12A-NA	HW/SW	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America	\$0.00	\$0.00
4	2	BE7K-SW-10X11X-K9	HW/SW	Media (no lic) for Cisco Collaboration 10.x 11.x	\$0.00	\$0.00
5	2	VMW-VS6-FND-K9	HW/SW	Embedded License, Cisco UC Virt. Foundation 6.x (2-socket)	\$1,199.52	\$2,399.04
6	2	CON-ECMU-VMWVS6FN	Support/Maint	1 YEAR SMARTNET SWSS UPGRADES Embedded License, Cisco UC Virt. Foundat	\$255.00	\$510.00
7	4	CIT2-PCIE-1RJ45	HW/SW	Intel i350 Quad Port 1Gb Adapter	\$0.00	\$0.00
8	24	CIT2-HD300G10K12G	HW/SW	300GB 12G SAS 10K RPM SFF HDD	\$0.00	\$0.00
9	2	CIT2-PCI-1B-240M4	HW/SW	Right PCIe Riser Board (Riser 1) (3 x8) for 6 PCI slots	\$0.00	\$0.00
10	2	CIT2-CPU-E52680D	HW/SW	2.50 GHz E5-2680 v3/120W 12C/30MB Cache/DDR4 2133MHz	\$0.00	\$0.00
11	2	R2XX-RAID5	HW/SW	Enable RAID 5 Setting	\$0.00	\$0.00
12	8	CIT2-MR-1X162RU-A	HW/SW	16GB DDR4-2133-MHz RDIMM/PC4-17000/dual rank/x4/1.2v	\$0.00	\$0.00
13	2	CIT2-MRAID12G	HW/SW	Cisco 12G SAS Modular Raid Controller	\$0.00	\$0.00
14	2	CIT2-MRAID12G-1GB	HW/SW	Cisco 12Gbps SAS 1GB FBWC Cache module (Raid 0/1/5/6)	\$0.00	\$0.00
15	4	CIT2-PSU2V2-1200W	HW/SW	1200W V2 AC Power Supply for 2U C-Series Servers	\$0.00	\$0.00
16				SubTotal		\$27,461.04

Line #	Qty	Item	Type	Description	Unit Price	Ext. Price
17	1	EMRGNCY-RSPNDR	HW/SW	Emergency Responder Electronic or Physical Software Delivery	\$0.00	\$0.00
18	1	CON-ECMU-EMRGNCY	Support/Maint	1 YEAR SMARTNET SWSS UPGRADES EMRGNCY RSPNDR	\$0.00	\$0.00
19	1	ER-NEW-OR-ADDON	License	Not an upgrade	\$0.00	\$0.00
20	1,015	ER11-USR-1	License	EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 11X SYSTEM	\$9.60	\$9,744.00
21	1,015	CON-ECMU-ER11USR1	Support/Maint	1 YEAR SMARTNET SWSS UPGRADES EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 11X	\$1.70	\$1,725.50
22	1	ER11.5-SW-K9	HW/SW	EMRGNCY RSPNDR 11.5 SW NEW	\$0.00	\$0.00
23	1	ER11-PAK	License	EMRGNCY RSPNDR 11.X PAK	\$0.00	\$0.00
24				SubTotal		\$11,469.50

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SubTotal	\$38,930.54
Sales Tax	\$0.00
Shipping	\$0.00
Total	\$38,930.54

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Scott County

UC Upgrade Project (Phase I and II)

Prepared by:

Wayne Judkins
Account Executive

wjudkins@burwood.com
(563) 424-4172

6/12/2017

Version 4.0

Revision History:

1.0 6/12/2017 by Wayne Judkins

Project Approvals

Signatures below represent approval of both parties to execute this Proposal for Services according to the Scope, Deliverables, Approach, Schedule, Assumptions, and Cost described above.

Accepted by:

Scott County

By _____
Authorized Signature

Name (print or type)

Title

On _____
Date

Burwood Group, Inc.

By 
Authorized Signature

Wayne Judkins
Wayne Judkins

Senior Account Executive
Title

On 06-12-2017
Date

Note - Charges and Payments - Daily rates are quoted based on an eight-hour time period for a specific skill level. Invoicing will be based on actual hours incurred, billed at the appropriate daily rate divided by eight hours, not on the estimate provided above. A premium of 30% may be charged for Weekend or Holiday work. Project-required travel and other expenses are invoiced to Customer at cost. These expenses shall be consistent with reasonable and customary levels for a businessperson based on the geographic region, and shall be in accordance with Burwood Group's Travel Guidelines. Burwood Group will maintain expense receipts at our main business location and Customer may request or audit with reasonable notice. Unless otherwise directly stated, these expenses are not included in the pricing stated above. The estimated or budgetary pricing quoted above represents Burwood Group's best estimate of required resources based on our prior experience and information directly or indirectly provided by Customer. Prior to project initiation, both parties will review and mutually agree upon all terms and conditions and the customer will generate a purchase order for the total amounts in this proposal.

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1 Project Background

Scott County would like to upgrade the current Unified Communications platform in addition to adding new capabilities. The current environment consists of legacy MCS servers that are to be replaced with virtual appliances running on Cisco UCS servers. IM / Presence and video conferencing system scheduling capabilities are to be added to the environment.

Burwood Group, Inc. is pleased to present this proposal to Scott County for the UC Upgrade Project. In support of ever-evolving business and technology strategy, we recognize the importance of our customers' requirements and objectives in delivering the full capabilities of technology services effectively and efficiently while balancing several factors, including: high availability, security, cost efficiency, usability and customer service – all within the context of Scott County's business strategy. We are excited about the opportunity and look forward to working with Scott County as a strategic partner.

2 Why Burwood Group?

Given our experience in technology architecture service delivery, we at Burwood Group feel we are well positioned and have the expertise and talent to ensure this project is staffed with individuals who can provide the knowledge and recommendations to allow you to make the right decisions for your organization and to ensure the success of this and subsequent efforts.

Burwood Group, Inc. is uniquely qualified to assist Scott County with the UC Upgrade Project. We have experts that can be leveraged to provide Scott County with first class deliverables that no other organization can match.

Burwood Group prides itself on the strong track record of successful delivery, experiences and key differentiators we have developed while serving a similar client base having comparable needs as Scott County. Our focus is on your success.

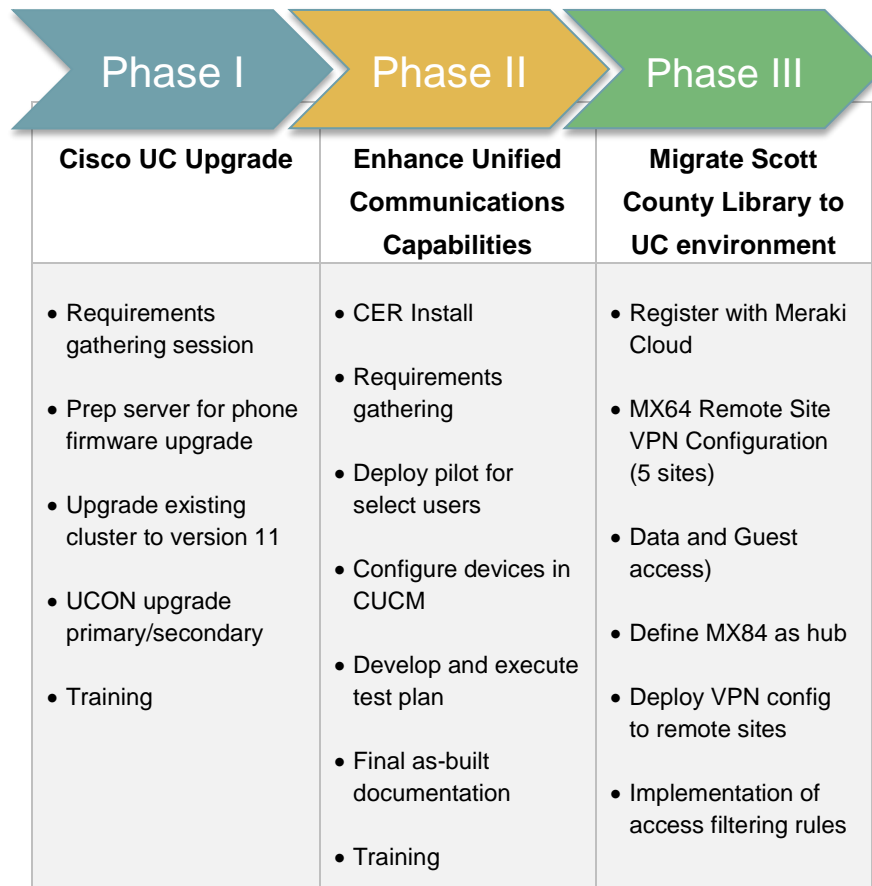
Below is a list of key differentiators Burwood Group focuses on for successful service delivery of your project:

- Program/Project Management
- Proven methodologies
- Strategic alignment
- Successful projects
- Clear communication

3 Scope of Services

3.1 Approach and Deliverables

Burwood Group will apply a phased approach to the UC Upgrade Project. We expect the project to take approximately 8 weeks. Following is a diagram outlining the approach:



We understand the objectives of the UC Upgrade Project are to:

- Upgrade existing Cisco Unified Communications environment to provide better stability and longevity of the platform while enabling new features and capabilities
- Provide and support an integrated IM/Presence and Voice/Video application that will run on Windows, Mac, and mobile devices to further expand Unified Communications

3.2 Phase I

Aligned with the overall approach above, the following tables represent the **scope** of key activities, responsibilities and deliverables in each phase of work:

Step 1. Upgrade existing Cisco UC (3 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverable
Cisco UC Upgrade	<ul style="list-style-type: none"> • Provide necessary IT and business resources to discuss topics identified for discovery and requirements gathering 	<ul style="list-style-type: none"> • Conduct discovery and requirements review via sessions with IT and project team: <ul style="list-style-type: none"> • Review current state of licensing, and ensure necessary files have been retrieved • Review infrastructure requirements to support new virtualized model • Validate phone firmware and gateway versions • Document upgrade timeline and test plan, and review with project team for approval 	<ul style="list-style-type: none"> • Expressway deployment • As-Built documentation • Project status dashboard

Step 1. Upgrade existing Cisco UC (3 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverable
Cisco UC Upgrade	<ul style="list-style-type: none"> • Provide necessary IT resources to assist with installation and configuration of the new UCS servers 	<ul style="list-style-type: none"> • Pre-load and configure phone firmware on current UCM cluster for IT to deploy • Install and configure two (2) Business Edition 7000 hosts with VMware ESXi hypervisor • Deploy Cisco Prime License Manager (PLM) to VMware host • Migrate existing CUCM cluster (1 Publisher and 1 Subscriber) to VMware hosts and upgrade to version 11 • Migrate existing Unity Connection cluster (2 nodes) to VMware hosts and upgrade to version 11 • Upgrade and re-host licenses as required to enable the upgraded UC components • Upgrade SRST for two (2) remote site routers • Verify system backups are running for UCM and Unity Connection • Execute system test plan and troubleshoot any items not functioning as expected • Provide up to eight (8) hours of on-site post upgrade support • Conduct administrator training to cover the new Cisco Prime License Manager system and BE7000 hardware • Weekly status meetings 	<ul style="list-style-type: none"> • Design documentation • Implementation and test plan

3.3 Phase II

Step 2. Enhance Unified Communications Capabilities (3 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverables
Enhance UC Capabilities	<ul style="list-style-type: none"> • Provide OVA requirements • Provide user configuration details required for pilot users • Provide E911 configuration details required for PSAP 	<ul style="list-style-type: none"> • Conduct requirements gathering to understand necessary sizing, integrations, and features to enable • Develop system design for new capabilities being deployed and required integrations into existing systems • Install and configure two (2) server Emergency Responder servers to enable E911 call location identification and on-site emergency call notifications • Install and configure Unified Communications Manager IM & Presence appliance to add capabilities to the existing UC environment • Deploy IM/Presence pilot for up to 20 users • Document implementation and test plan, and review with project team for approval • Enable and verify backups for Presence Server and Emergency Responder systems • Execute system test plan and troubleshoot any items not functioning as expected • Conduct administrator training to cover the new solutions deployed: CER and IM&P Server • Weekly status meetings 	<ul style="list-style-type: none"> • Jabber pilot deployment • Requirements and Design Document • Completed Implementation & Test Plan • Project status dashboard

3.4 Phase III

Step 3. Migrate Scott County Library to UC environment (2 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverables
<p>Insert High-level Phase/Activity Here</p>	<ul style="list-style-type: none"> • Provide necessary IT resources to assist with installation and configuration of the new hardware 	<ul style="list-style-type: none"> • Conduct discovery and requirements gathering with IT and Scott County Library staff • Register with Meraki Cloud and initial IP allocation • Configure in VPN concentrator mode • MX64 Remote Site VPN Configuration (5 sites) • Create VPN templates in the Meraki Controller (data/guest access) • Define MX84 as hub • Deploy VPN config to remote sites • Implementation of access filtering rules • Weekly status meetings 	<ul style="list-style-type: none"> • Project status dashboard

Burwood Group understands that the following items are not within the scope of our responsibilities:

- Upgrade or migration of existing UCCX cluster or CUEAC system
- Deployment of any TelePresence component, including TMS
- Any design/configuration on any application other than what is specifically called out as in scope
- Physical placement of the routers at remote locations
- Network or Firewall Configuration and/or Troubleshooting
- Deployment of MRA or Jabber Guest
- End user training
- Client to rack and stack physical servers
- Operational / Runbook Documentation
- Any design/configuration on any application other than what is specifically called out as in scope
- Procurement or installation of any necessary equipment hardware upgrades
- Configuration changes to or remediation of any voice gateways or software, routers, or network equipment other than what is called in scope
- Troubleshooting of any data or voice circuit issues that are encountered during the project other than what is called out in scope
- Racking or cabling for any part of the solution other than what is called out in scope
- Post cutover support beyond definition as in scope
- Training Assumption - Admin Training - 1, 4-hour training session
- Determine departmental rollout schedule
- Configuration of third-party integrations not specifically called out in scope
- External integrations to IM & Presence
- Scott County to install client on pilot users' desktops (Burwood will install 2 of them)



- Redundant TMS Deployment
- Physical placement of the 881 routers at remote locations
- TMSPE or CMR configuration
- Integration of systems outside of SX20 (4), Expressway-C/E, CUCM
- Scott County to provide windows server and SQL licenses
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- Client to configure Exchange mailboxes
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Any changes to the scope outlined or assistance with other Scott County initiatives will require a separate arrangement. Burwood Group will utilize the Project Change Control Document in Appendix A if changes are required.

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Below is the suggested timing for the project activities outlined in section above. This timeline is illustrative and will be tailored to meet the specific timing requirements of Scott County, including availability of key project team members. Throughout the project, we'll address this timeline as new information or issues emerge.

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Legend:		Workshops or Key Milestone
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Burwood Group project manager and consultants will obtain direction from Sam Samara at Scott County. The Burwood Group team proposed for Scott County is experienced in all aspects of the execution of this project, both technically and from a project management perspective. The team structure represents how our team will work with you and align to your business, technology and technical stakeholders. We are passionate about developing relationships with you as partners through this project, and by teaming at all levels of the project structure, we facilitate enhanced knowledge transfer to enable your ability to sustain the operation after the consultants have gone. Other Burwood Group resources will be utilized as necessary to meet the objectives of this arrangement and to deliver the value expected from our organization. A Burwood Group Project Manager (PM) will act in the capacity of Project team leader and as liaison to your teams project management team lead. In this capacity, the PM is the Burwood Group primary point of contact for day-to-day project activities, issue resolution, escalation, resource management, scope and logistical support for the life of the project. The PM's Burwood team counter-part will be the project technical leader, responsible for executing the technical scope of work. While not all resources may be committed at this time, Burwood Group will work with Scott County to confirm staffing, start dates and timing or key project milestones.

Burwood Group project team:

- Project Manager – Jeff Hurie
- Senior Subject Matter Expert & QA - TBD
- Technical Resource - TBD
- Account Executive – Wayne Judkins
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The following Burwood Group and Scott County roles are critical to the success of the project. Additional subject matter experts may be consulted as needed.

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4 Professional Fees and Expenses

Thank you for our recent conversations and for providing the Burwood Group the opportunity to propose our services. The following sections outline the professional fees for Burwood Group’s participation in UC Upgrade Project.

This project is bid on a fixed price/fixed time basis. The professional fees for this engagement will be **\$41,800.00**.

Burwood Group, Inc. estimates this project will be a duration of **8** weeks. Start date will be mutually agreed to at kick-off upon final approval, readiness, and staffing of this project.

Please note Burwood Group will assign all staff resources as to best-fit the total requirements, and no individual employee is being specifically promised or quoted for this project or specific tasks. Any significant changes to the scope and assumptions outlined above or the anticipated level of effort will require a separate arrangement and additional professional fees.

SERVICES	FEES
Burwood Group Consulting Services for Scott County UC Upgrade Project (Phase I and II)	\$41,800.00
TOTAL (Phase III is a separate contract sold to the Scott County Library)	\$41,800.00

- Scott County will reimburse Burwood Group for all reasonable and necessary business and travel expenses and pass-through costs actually incurred by Burwood Group in the course of performing services at cost without mark-up (“Reimbursable Expenses”)
- A target of 10% of fees will be used as the travel budget. The budget will be monitored by the Project Manager and any changes to the budget will be approved by authorized representatives from Scott County and Burwood Group
- Burwood Group will adhere to Scott County’s policy and procedure regarding travel, expenses and meetings (“Scott County Travel Policy”). If Scott County does not have a travel policy, Burwood Group will adhere to the Burwood Group travel policy

If the project duration extends beyond the agree-upon timeframe from the date of project commencement the project change control process will be executed. Utilizing this change process, Burwood will re-bid the remaining effort to complete the affected work streams. Both parties must approve the change with respect to scope and charges before completion of the work streams.

5 Project Assumptions

In order to prepare this proposal, we have made certain assumptions to cover items that may not have been expressly discussed during conversations with Scott County. Changes to these assumptions may affect the scope and cost of this proposal.

- Regular project management “best practices” will be incorporated throughout the project (e.g., weekly status reporting, issues management, etc.)
- Burwood Group will provide Scott County with a weekly status report, describing work that was performed during the past week, work to be performed the next week, key issues and items for management attention
- Scott County will ensure requirements and other Burwood Group deliverables are reviewed and signed-off in a timely manner by employees of the appropriate level
- Scott County will diligently work with Burwood Group to accomplish signoff within 10 working days of completion and deliverable delivery
- Scott County will align the incentives and objectives of employees and other vendors to cooperate with Burwood Group resources; and will provide the appropriate staffing levels to ensure the success of the project
- Scott County will provide Burwood Group resources office space for staff as needed, and Internet connection, conference rooms for meetings / workshops, and access to building areas necessary to complete this project
- Burwood Group will work with Scott County as needed to define all time sensitive resources for the project before starting the project
- Burwood Group and Scott County will agree on a starting date and end date for this project based on the availability of resources and/or any time sensitive resources
- After the start of the project, any delays caused by Scott County that will impact the project timelines negatively will be charged to Scott County on a time and material basis at a rate of \$220.00 per hour. Burwood will be responsible for documenting the delay and presenting that documentation to Scott County.
- Scott County will designate points of contact within Scott County to act as liaisons and be the primary contacts for issue resolution and logistical support for the life of this project
- Scott County will provide Burwood Group consultants with appropriate access to the systems as necessary to include but not limited to, reviewing configurations, performing design and implementation work
- Burwood may perform work off-site
- Any changes to the requirements in this Proposal for Services (see section 4 Terms and Conditions and Appendix A – Change Control Document)

6 Terms and Conditions of Engagement

Services Payment Procedures

In addition to the terms and conditions of any Master Services Agreement, the services described in this proposal for services will be provided subject to the following terms and conditions. Finance charges of 2% per month may be assessed for past-due accounts.

The invoicing process will be broken down as follows:

INVOICE #	DESCRIPTION
Invoice One	25% of the Fixed Price Cost upon proposal signature
Invoice Two	25% of the Fixed Price Cost after 30 calendar days of project start
Invoice Three	The remaining 50% of the Fixed Price Cost will occur upon completion of the Project. Scott County will diligently work with Burwood Group to accomplish signoff within 10 working days of completion.

- 1.) Acceptance Criteria. The terms for the services invoices are Net 30. The Scott County Project Lead is responsible for final acceptance of the Burwood Group work product within 10 business days of key deliverable(s) delivery, or as specified in the project plan. In the event that the Scott County Project Lead identifies areas where the work product requires additional attention to achieve expectations, the Burwood Group Client Executive and Project Manager will work directly with the team to identify and define a plan of action regarding the affected deliverables. If the Scott County Project Lead does not send written notice to Burwood Group identifying areas where the work product requires additional attention within 10 business days of key deliverable(s) delivery, or as specified in the project plan, the services will be deemed to have been provided in good faith per agreement and with good quality and in full.
- 2.) Change Order Requests. If project duration extends beyond the agreed-upon timeframe from the date of project commencement the project change control process will be executed. Utilizing this change process, Burwood will re-bid the remaining effort to complete the affected work streams. Both parties must approve the change with respect to scope and charges before completion of the work streams.

Either Scott County or Burwood Group may request a change to scope or manner of provision of the Services subject to the following change order process:

- a. All requests for a change to the services shall be submitted using the form listed in Appendix A by the requesting Project Manager (a "Change Order"). Change Orders shall not be required for services that are inherent, necessary or customarily part of the services, required by Burwood Group to meet the Acceptance Criteria.
- b. The Change Order will describe at a reasonable level of detail the change, the rationale for the change and the impact the change may have on the services both if it is accepted and if it is rejected.
- c. The Project Manager will review the Change Order with the client Project Lead and Service Delivery Director/Client Executive either:
 - i. Approve it in writing. Upon such approval, the change will be implemented through a written authorization that may only be signed by the authorized representatives of client and Burwood Group; or
 - ii. Agree in writing to submit the Change Order for further investigation. Such investigation will determine the technical merits and the effect on price, schedule, and other terms and conditions that may result from the implementation of the Change Order.
- d. Client and Burwood Group will then agree to mutually approve or reject the Change Order. If client and Burwood Group do not agree, the parties shall attempt to resolve the disagreement in the manner set forth in the Agreement; or
 - i. Reject it. If rejected, the Change Order will be returned to the requesting Project Manager along with the reason for rejection.

Once agreed to by the parties (and executed by an authorized representative of client and Burwood Group), a Change Order shall be incorporated into and become part of this SOW.

Non-Solicitation

During the period covered by this agreement and extensions thereof; and for 12 months thereafter, Scott County will not directly or indirectly, other than through Burwood Group, Inc. solicit for hire, contract with, engage, or receive the services of, any personnel located by Burwood Group, Inc., unless Scott County agrees to and does pay a fee of 50% of an annualized engagement or hiring salary, or other mutually agreed upon fee, prior to commencement of employment or services other than through Burwood Group, Inc.

Out-of-pocket Expenses

[Have the expense conversation with your client before the PFS signature occurs. Ensure mileage, hotel, and other travel expenses are covered by the client for out of town resources]

Additional out of pocket expenses for travel, accommodations, project supplies, etc., will be billed directly back to Scott County at cost. Burwood understands that all expenses require prior Scott County approval.

Purchase Orders and Remittance Information

Purchase Order Address

Burwood Group, Inc.
125 South Wacker Drive, Suite 2950
Chicago, IL 60606

State Tax ID 2861-2671
Federal Tax ID 36-4180073

Remittance Address

Burwood Group, Inc.
Attn: Accounts Receivable
8582 Solutions Ctr
Chicago, IL 60677-8005

Responses

Any responses or questions regarding this proposal should be directed to:
Wayne Judkins
Burwood Group, Inc.
400 North Main Street, Suite 204
Davenport, IA 52801
wjudkins@burwood.com (563) 424-4172

Invoices

Invoices shall be sent to:
Accounts Payable
Scott County
400 W. Fourth Street
Davenport, IA 52801

Appendix A - Project Change Control Document

REQUEST (COMPLETED BY REQUESTER)	
AUTHOR:	
DATE OF REQUEST:	
CHANGE #:	
TITLE OF CHANGE:	
DESCRIPTION OF CHANGE:	
REASON FOR CHANGE:	
HARDWARE REQUIRED:	
SOFTWARE REQUIRED:	
ACTION REQUIRED:	
TARGET COMPLETION DATE:	
CHANGE REQUESTED BY:	

IMPACT (COMPLETED BY PROJECT MANAGER)	
TIMELINE IMPACT:	
COST IMPACT:	
OVERALL IMPACT:	
PM COMMENTS:	
PROJECT MANAGER (Burwood):	
SERVICE DELIVERY DIRECTOR/CLIENT EXECUTIVE (Burwood):	
(BURWOOD SIGNATURE/DATE):	
CHANGE APPROVER (client):	
(CLIENT SIGNATURE/DATE):	

Instructions: The **Request** portion of this form is to be completely filled out by the requester and delivered to the Project Manager. The Project Manager will research the impact on the project timeline as well as any cost or resource impact and complete the **Impact** portion of this form. The approval authority for the project will then sign the **Approval** portion before any work can take place and return the form to the Project Manager for action. The Project Manager will take appropriate action to implement the approved Change Request, document the change in the **Work Record** portion of this form, and make any required adjustments to the timeline and financials. This completed form will be retained as part of the permanent project file.



Prepared by:

Wayne Judkins
Account Executive

wjudkins@burwood.com
(563) 424-4172

Scott County

UC Upgrade Project Phase III

6/12/2017

Version 4.0

Revision History:

1.0 6/12/2017 by Wayne Judkins

Project Approvals

Signatures below represent approval of both parties to execute this Proposal for Services according to the Scope, Deliverables, Approach, Schedule, Assumptions, and Cost described above.

Accepted by:

Scott County

By _____
Authorized Signature

Name (print or type)

Title

On _____
Date

Burwood Group, Inc.

By 
Authorized Signature

Wayne Judkins
Wayne Judkins

Senior Account Executive
Title

On 06-12-2017
Date

Note - Charges and Payments - Daily rates are quoted based on an eight-hour time period for a specific skill level. Invoicing will be based on actual hours incurred, billed at the appropriate daily rate divided by eight hours, not on the estimate provided above. A premium of 30% may be charged for Weekend or Holiday work. Project-required travel and other expenses are invoiced to Customer at cost. These expenses shall be consistent with reasonable and customary levels for a businessperson based on the geographic region, and shall be in accordance with Burwood Group's Travel Guidelines. Burwood Group will maintain expense receipts at our main business location and Customer may request or audit with reasonable notice. Unless otherwise directly stated, these expenses are not included in the pricing stated above. The estimated or budgetary pricing quoted above represents Burwood Group's best estimate of required resources based on our prior experience and information directly or indirectly provided by Customer. Prior to project initiation, both parties will review and mutually agree upon all terms and conditions and the customer will generate a purchase order for the total amounts in this proposal.

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1 Project Background

Scott County would like to upgrade the current Unified Communications platform in addition to adding new capabilities. The current environment consists of legacy MCS servers that are to be replaced with virtual appliances running on Cisco UCS servers. IM / Presence and video conferencing system scheduling capabilities are to be added to the environment.

Burwood Group, Inc. is pleased to present this proposal to Scott County for the UC Upgrade Project. In support of ever-evolving business and technology strategy, we recognize the importance of our customers' requirements and objectives in delivering the full capabilities of technology services effectively and efficiently while balancing several factors, including: high availability, security, cost efficiency, usability and customer service – all within the context of Scott County's business strategy. We are excited about the opportunity and look forward to working with Scott County as a strategic partner.

2 Why Burwood Group?

Given our experience in technology architecture service delivery, we at Burwood Group feel we are well positioned and have the expertise and talent to ensure this project is staffed with individuals who can provide the knowledge and recommendations to allow you to make the right decisions for your organization and to ensure the success of this and subsequent efforts.

Burwood Group, Inc. is uniquely qualified to assist Scott County with the UC Upgrade Project. We have experts that can be leveraged to provide Scott County with first class deliverables that no other organization can match.

Burwood Group prides itself on the strong track record of successful delivery, experiences and key differentiators we have developed while serving a similar client base having comparable needs as Scott County. Our focus is on your success.

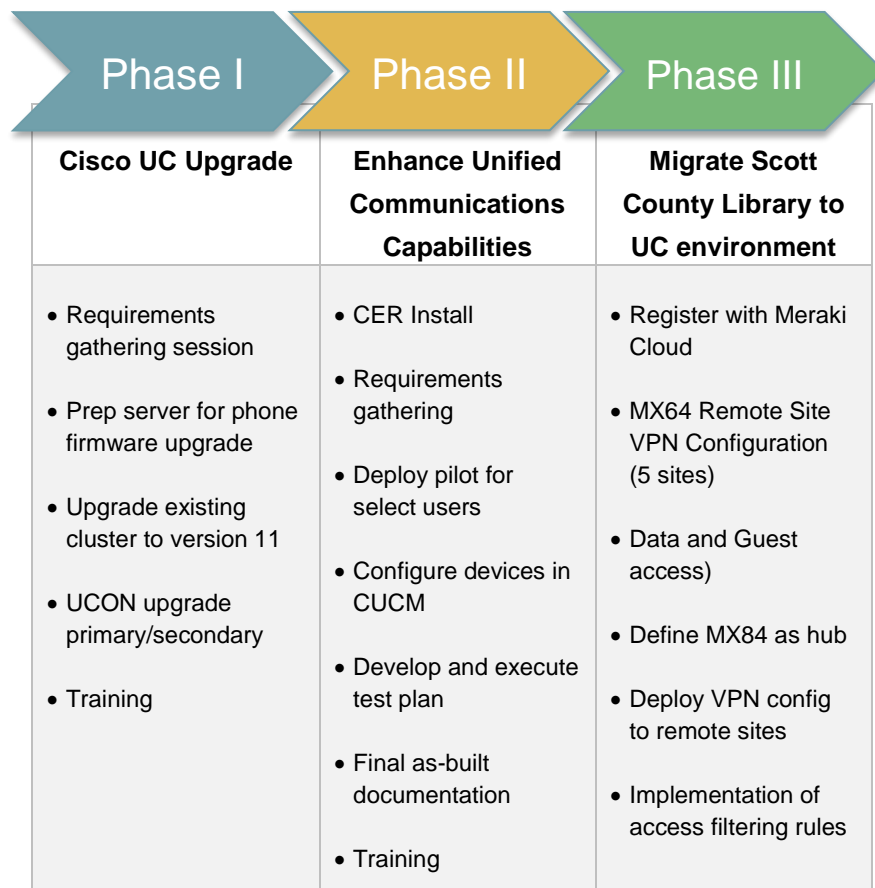
Below is a list of key differentiators Burwood Group focuses on for successful service delivery of your project:

- Program/Project Management
- Proven methodologies
- Strategic alignment
- Successful projects
- Clear communication

3 Scope of Services

3.1 Approach and Deliverables

Burwood Group will apply a phased approach to the UC Upgrade Project. We expect the project to take approximately 8 weeks. Following is a diagram outlining the approach:



We understand the objectives of the UC Upgrade Project are to:

- Upgrade existing Cisco Unified Communications environment to provide better stability and longevity of the platform while enabling new features and capabilities
- Provide and support an integrated IM/Presence and Voice/Video application that will run on Windows, Mac, and mobile devices to further expand Unified Communications

3.2 Phase I

Aligned with the overall approach above, the following tables represent the **scope** of key activities, responsibilities and deliverables in each phase of work:

Step 1. Upgrade existing Cisco UC (3 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverable
Cisco UC Upgrade	<ul style="list-style-type: none"> • Provide necessary IT and business resources to discuss topics identified for discovery and requirements gathering 	<ul style="list-style-type: none"> • Conduct discovery and requirements review via sessions with IT and project team: <ul style="list-style-type: none"> • Review current state of licensing, and ensure necessary files have been retrieved • Review infrastructure requirements to support new virtualized model • Validate phone firmware and gateway versions • Document upgrade timeline and test plan, and review with project team for approval 	<ul style="list-style-type: none"> • Expressway deployment • As-Built documentation • Project status dashboard

Step 1. Upgrade existing Cisco UC (3 Weeks)			
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Cisco UC Upgrade	<ul style="list-style-type: none"> • Provide necessary IT resources to assist with installation and configuration of the new UCS servers 	<ul style="list-style-type: none"> • Pre-load and configure phone firmware on current UCM cluster for IT to deploy • Install and configure two (2) Business Edition 7000 hosts with VMware ESXi hypervisor • Deploy Cisco Prime License Manager (PLM) to VMware host • Migrate existing CUCM cluster (1 Publisher and 1 Subscriber) to VMware hosts and upgrade to version 11 • Migrate existing Unity Connection cluster (2 nodes) to VMware hosts and upgrade to version 11 • Upgrade and re-host licenses as required to enable the upgraded UC components • Upgrade SRST for two (2) remote site routers • Verify system backups are running for UCM and Unity Connection • Execute system test plan and troubleshoot any items not functioning as expected • Provide up to eight (8) hours of on-site post upgrade support • Conduct administrator training to cover the new Cisco Prime License Manager system and BE7000 hardware • Weekly status meetings 	<ul style="list-style-type: none"> • Design documentation • Implementation and test plan

3.3 Phase II

Step 2. Enhance Unified Communications Capabilities (3 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverables
Enhance UC Capabilities	<ul style="list-style-type: none"> • Provide OVA requirements • Provide user configuration details required for pilot users • Provide E911 configuration details required for PSAP 	<ul style="list-style-type: none"> • Conduct requirements gathering to understand necessary sizing, integrations, and features to enable • Develop system design for new capabilities being deployed and required integrations into existing systems • Install and configure two (2) server Emergency Responder servers to enable E911 call location identification and on-site emergency call notifications • Install and configure Unified Communications Manager IM & Presence appliance to add capabilities to the existing UC environment • Deploy IM/Presence pilot for up to 20 users • Document implementation and test plan, and review with project team for approval • Enable and verify backups for Presence Server and Emergency Responder systems • Execute system test plan and troubleshoot any items not functioning as expected • Conduct administrator training to cover the new solutions deployed: CER and IM&P Server • Weekly status meetings 	<ul style="list-style-type: none"> • Jabber pilot deployment • Requirements and Design Document • Completed Implementation & Test Plan • Project status dashboard

3.4 Phase III

Step 3. Migrate Scott County Library to UC environment (2 Weeks)			
Activity	Scott County Responsibilities	Burwood Group Responsibilities	Deliverables
<p>Insert High-level Phase/Activity Here</p>	<ul style="list-style-type: none"> • Provide necessary IT resources to assist with installation and configuration of the new hardware 	<ul style="list-style-type: none"> • Conduct discovery and requirements gathering with IT and Scott County Library staff • Register with Meraki Cloud and initial IP allocation • Configure in VPN concentrator mode • MX64 Remote Site VPN Configuration (5 sites) • Create VPN templates in the Meraki Controller (data/guest access) • Define MX84 as hub • Deploy VPN config to remote sites • Implementation of access filtering rules • Weekly status meetings 	<ul style="list-style-type: none"> • Project status dashboard

Burwood Group understands that the following items are not within the scope of our responsibilities:

- Upgrade or migration of existing UCCX cluster or CUEAC system
- Deployment of any TelePresence component, including TMS
- Any design/configuration on any application other than what is specifically called out as in scope
- Physical placement of the routers at remote locations
- Network or Firewall Configuration and/or Troubleshooting
- Deployment of MRA or Jabber Guest
- End user training
- Client to rack and stack physical servers
- Operational / Runbook Documentation
- Any design/configuration on any application other than what is specifically called out as in scope
- Procurement or installation of any necessary equipment hardware upgrades
- Configuration changes to or remediation of any voice gateways or software, routers, or network equipment other than what is called in scope
- Troubleshooting of any data or voice circuit issues that are encountered during the project other than what is called out in scope
- Racking or cabling for any part of the solution other than what is called out in scope
- Post cutover support beyond definition as in scope
- Training Assumption - Admin Training - 1, 4-hour training session
- Determine departmental rollout schedule
- Configuration of third-party integrations not specifically called out in scope
- External integrations to IM & Presence
- Scott County to install client on pilot users' desktops (Burwood will install 2 of them)



- Redundant TMS Deployment
- Physical placement of the 881 routers at remote locations
- TMSPE or CMR configuration
- Integration of systems outside of SX20 (4), Expressway-C/E, CUCM
- Scott County to provide windows server and SQL licenses
- Scott County to make Exchange configuration changes
- Client to configure Exchange mailboxes
- End-user scheduling training
- Expressway – external connectivity, base configuration, and deployment
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This project is bid on a fixed price/fixed time basis. The professional fees for this engagement will be **\$10,000.00**.

Burwood Group, Inc. estimates this project will be a duration of **8** weeks. Start date will be mutually agreed to at kick-off upon final approval, readiness, and staffing of this project.

Please note Burwood Group will assign all staff resources as to best-fit the total requirements, and no individual employee is being specifically promised or quoted for this project or specific tasks. Any significant changes to the scope and assumptions outlined above or the anticipated level of effort will require a separate arrangement and additional professional fees.

SERVICES	FEES
Scott County Library (Phase III)	\$10,000.00
TOTAL (Phase I and II are sold as a separate proposal)	\$10,000.00

- Scott County will reimburse Burwood Group for all reasonable and necessary business and travel expenses and pass-through costs actually incurred by Burwood Group in the course of performing services at cost without mark-up (“Reimbursable Expenses”)
- A target of 10% of fees will be used as the travel budget. The budget will be monitored by the Project Manager and any changes to the budget will be approved by authorized representatives from Scott County and Burwood Group
- Burwood Group will adhere to Scott County’s policy and procedure regarding travel, expenses and meetings (“Scott County Travel Policy”). If Scott County does not have a travel policy, Burwood Group will adhere to the Burwood Group travel policy

If the project duration extends beyond the agree-upon timeframe from the date of project commencement the project change control process will be executed. Utilizing this change process, Burwood will re-bid the remaining effort to complete the affected work streams. Both parties must approve the change with respect to scope and charges before completion of the work streams.

5 Project Assumptions

In order to prepare this proposal, we have made certain assumptions to cover items that may not have been expressly discussed during conversations with Scott County. Changes to these assumptions may affect the scope and cost of this proposal.

- Regular project management “best practices” will be incorporated throughout the project (e.g., weekly status reporting, issues management, etc.)
- Burwood Group will provide Scott County with a weekly status report, describing work that was performed during the past week, work to be performed the next week, key issues and items for management attention
- Scott County will ensure requirements and other Burwood Group deliverables are reviewed and signed-off in a timely manner by employees of the appropriate level
- Scott County will diligently work with Burwood Group to accomplish signoff within 10 working days of completion and deliverable delivery
- Scott County will align the incentives and objectives of employees and other vendors to cooperate with Burwood Group resources; and will provide the appropriate staffing levels to ensure the success of the project
- Scott County will provide Burwood Group resources office space for staff as needed, and Internet connection, conference rooms for meetings / workshops, and access to building areas necessary to complete this project
- Burwood Group will work with Scott County as needed to define all time sensitive resources for the project before starting the project
- Burwood Group and Scott County will agree on a starting date and end date for this project based on the availability of resources and/or any time sensitive resources
- After the start of the project, any delays caused by Scott County that will impact the project timelines negatively will be charged to Scott County on a time and material basis at a rate of \$220.00 per hour. Burwood will be responsible for documenting the delay and presenting that documentation to Scott County.
- Scott County will designate points of contact within Scott County to act as liaisons and be the primary contacts for issue resolution and logistical support for the life of this project
- Scott County will provide Burwood Group consultants with appropriate access to the systems as necessary to include but not limited to, reviewing configurations, performing design and implementation work
- Burwood may perform work off-site
- Any changes to the requirements in this Proposal for Services (see section 4 Terms and Conditions and Appendix A – Change Control Document)

6 Terms and Conditions of Engagement

Services Payment Procedures

In addition to the terms and conditions of any Master Services Agreement, the services described in this proposal for services will be provided subject to the following terms and conditions. Finance charges of 2% per month may be assessed for past-due accounts.

The invoicing process will be broken down as follows:

INVOICE #	DESCRIPTION
Invoice One	25% of the Fixed Price Cost upon proposal signature
Invoice Two	25% of the Fixed Price Cost after 30 calendar days of project start
Invoice Three	The remaining 50% of the Fixed Price Cost will occur upon completion of the Project. Scott County will diligently work with Burwood Group to accomplish signoff within 10 working days of completion.

- 1.) Acceptance Criteria. The terms for the services invoices are Net 30. The Scott County Project Lead is responsible for final acceptance of the Burwood Group work product within 10 business days of key deliverable(s) delivery, or as specified in the project plan. In the event that the Scott County Project Lead identifies areas where the work product requires additional attention to achieve expectations, the Burwood Group Client Executive and Project Manager will work directly with the team to identify and define a plan of action regarding the affected deliverables. If the Scott County Project Lead does not send written notice to Burwood Group identifying areas where the work product requires additional attention within 10 business days of key deliverable(s) delivery, or as specified in the project plan, the services will be deemed to have been provided in good faith per agreement and with good quality and in full.
- 2.) Change Order Requests. If project duration extends beyond the agreed-upon timeframe from the date of project commencement the project change control process will be executed. Utilizing this change process, Burwood will re-bid the remaining effort to complete the affected work streams. Both parties must approve the change with respect to scope and charges before completion of the work streams.

Either Scott County or Burwood Group may request a change to scope or manner of provision of the Services subject to the following change order process:

- a. All requests for a change to the services shall be submitted using the form listed in Appendix A by the requesting Project Manager (a “Change Order”). Change Orders shall not be required for services that are inherent, necessary or customarily part of the services, required by Burwood Group to meet the Acceptance Criteria.
- b. The Change Order will describe at a reasonable level of detail the change, the rationale for the change and the impact the change may have on the services both if it is accepted and if it is rejected.
- c. The Project Manager will review the Change Order with the client Project Lead and Service Delivery Director/Client Executive either:
 - i. Approve it in writing. Upon such approval, the change will be implemented through a written authorization that may only be signed by the authorized representatives of client and Burwood Group; or
 - ii. Agree in writing to submit the Change Order for further investigation. Such investigation will determine the technical merits and the effect on price, schedule, and other terms and conditions that may result from the implementation of the Change Order.
- d. Client and Burwood Group will then agree to mutually approve or reject the Change Order. If client and Burwood Group do not agree, the parties shall attempt to resolve the disagreement in the manner set forth in the Agreement; or
 - i. Reject it. If rejected, the Change Order will be returned to the requesting Project Manager along with the reason for rejection.

Once agreed to by the parties (and executed by an authorized representative of client and Burwood Group), a Change Order shall be incorporated into and become part of this SOW.

Non-Solicitation

During the period covered by this agreement and extensions thereof; and for 12 months thereafter, Scott County will not directly or indirectly, other than through Burwood Group, Inc. solicit for hire, contract with, engage, or receive the services of, any personnel located by Burwood Group, Inc., unless Scott County agrees to and does pay a fee of 50% of an annualized engagement or hiring salary, or other mutually agreed upon fee, prior to commencement of employment or services other than through Burwood Group, Inc.

Out-of-pocket Expenses

[Have the expense conversation with your client before the PFS signature occurs. Ensure mileage, hotel, and other travel expenses are covered by the client for out of town resources]

Additional out of pocket expenses for travel, accommodations, project supplies, etc., will be billed directly back to Scott County at cost. Burwood understands that all expenses require prior Scott County approval.

Purchase Orders and Remittance Information

Purchase Order Address

Burwood Group, Inc.
125 South Wacker Drive, Suite 2950
Chicago, IL 60606

State Tax ID 2861-2671
Federal Tax ID 36-4180073

Remittance Address

Burwood Group, Inc.
Attn: Accounts Receivable
8582 Solutions Ctr
Chicago, IL 60677-8005

Responses

Any responses or questions regarding this proposal should be directed to:
Wayne Judkins
Burwood Group, Inc.
400 North Main Street, Suite 204
Davenport, IA 52801
wjudkins@burwood.com (563) 424-4172

Invoices

Invoices shall be sent to:
Accounts Payable
Scott County
400 W. Fourth Street
Davenport, IA 52801

Appendix A - Project Change Control Document

REQUEST (COMPLETED BY REQUESTER)	
AUTHOR:	
DATE OF REQUEST:	
CHANGE #:	
TITLE OF CHANGE:	
DESCRIPTION OF CHANGE:	
REASON FOR CHANGE:	
HARDWARE REQUIRED:	
SOFTWARE REQUIRED:	
ACTION REQUIRED:	
TARGET COMPLETION DATE:	
CHANGE REQUESTED BY:	

IMPACT (COMPLETED BY PROJECT MANAGER)	
TIMELINE IMPACT:	
COST IMPACT:	
OVERALL IMPACT:	
PM COMMENTS:	
PROJECT MANAGER (Burwood):	
SERVICE DELIVERY DIRECTOR/CLIENT EXECUTIVE (Burwood):	
(BURWOOD SIGNATURE/DATE):	
CHANGE APPROVER (client):	
(CLIENT SIGNATURE/DATE):	

Instructions: The **Request** portion of this form is to be completely filled out by the requester and delivered to the Project Manager. The Project Manager will research the impact on the project timeline as well as any cost or resource impact and complete the **Impact** portion of this form. The approval authority for the project will then sign the **Approval** portion before any work can take place and return the form to the Project Manager for action. The Project Manager will take appropriate action to implement the approved Change Request, document the change in the **Work Record** portion of this form, and make any required adjustments to the timeline and financials. This completed form will be retained as part of the permanent project file.

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

June 29, 2017

APPROVING TELEPHONE UPGRADE PROJECT

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The authority of the IT Director to sign agreements with Burwood for telephone project hardware and professional services totaling an amount not to exceed \$97,169.74 is hereby approved.

Section 2. This resolution shall take effect immediately.