

RESOLUTION DIRECTING WORK TO OPERATIONS MANAGEMENT INTERNATIONAL/JACOBS

MOTIONED BY: Marotta
SECONDED BY: Guzman

WHEREAS, the North Hudson Sewerage Authority (hereinafter "Authority") is a public body, duly formed under the Sewerage Authorities law, constituting Chapter 138 of the Laws of New Jersey of 1946, as amended (Chapter 14A of Title 40 of the New Jersey Statutes Annotated) and possesses the powers set forth therein; and

WHEREAS, the Authority has contracted with Operations Management International, Inc., Denver, CO. in the amount of \$8,216,474.00 for the operation, maintenance and management of the Authority's sewerage collection and treatment facilities pursuant to the provisions of the Wastewater Treatment Privatization Act, N.J.S.A. 58:27-1 et seq; and

WHEREAS, Operations Management International, Inc., has submitted an out of scope project proposal(Exhibit "A") for additional compensation in the amount of \$38,567.30 related to the Adams Street Administration Building Telephone System Upgrade; and

WHEREAS, the Facilities Review Board has reviewed the proposal and recommends the approval of the requested contract.

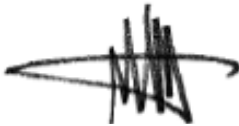
NOW, THEREFORE, BE IT RESOLVED that the Authority hereby authorizes the execution and implementation of said out of scope work project in the amount of \$38,567.30.

DATED: DECEMBER 16, 2021

RECORD OF COMMISSIONERS' VOTE

	YES	NO	ABSENT
Commissioner Kappock	x		
Commissioner Marotta	x		
Commissioner Gardiner	x		
Commissioner Friedrich	x		
Commissioner Guzman	x		
Commissioner Velazquez	x		
Commissioner Barrera			x
Commissioner White	x		

THIS IS TO CERTIFY THAT THIS RESOLUTION WAS DULY ADOPTED BY THE NORTH HUDSON BOARD OF COMMISSIONERS ON DECEMBER 16, 2021.



SECRETARY



Operations & Maintenance
NHSA Project
1600 Adams Street
Hoboken, NJ 07030
T +1.201.795.1411
F +1.201.420.6917
www.jacobs.com

Mr. Fredric J. Pocci, P.E.
Authority Engineer
North Hudson Sewerage Authority
1600 Adams Street
Hoboken, New Jersey 07030

December 2, 2021

Subject: Proposed Out of Scope Project: OMI 2021-03
NHSA Telephone System Replacement and Upgrades

Dear Mr. Pocci,

Operations Management International, Inc. ("JACOBS OMI") is pleased to provide North Hudson Sewerage Authority ("Authority") our proposal for the replacement of the NHSA Telephone System with a modern cloud-based Telephone Contact Center Software System.

Overview:

The telephone system used by the Authority is a primary communication point for customers. The current telephone system was installed in 2013 and is in need of an update. The call volume is more than the current system is capable of handling efficiently, and there is no tracking of customer concerns and resolutions. Jacobs, along with LeafTech (our current Telephone system administrator) organized system demonstrations for NHSA staff. After investigation into several modern cloud-based systems, the Talkdesk Cloud Contact Center Software was determined to be the best system to fit our needs.

The Talkdesk system provides an updated telephone menu system that will be both more customer friendly as well as easier to use for the NHSA staff. It includes voice customer engagement, call routing, and call tracking and reporting. The system will give managers live reports and dashboards which will help to track customer concerns to provide a faster and better response to NHSA customers.

Scope of Services and Specifics:

The project includes coordination with three subcontractors, and is broken down into Procurement and Startup Services, and Monthly Ongoing Costs.

Startup Services includes:

1. LeafTech Consulting – Procurement of the physical telephones and associated equipment.
 - a. 38 Polycom VVX 411 Telephones.

- b. 2 Polycom VVX color expansion modules (for the reception phone).
 - c. 10 Polycom VVX AC Adapters.
 - d. 13 Wireless Headsets
 - e. 1 Grandstream GS-HT802 Analog Telephone Adapter (for conference room phones).
2. Talkdesk Implementation and Startup Services which includes:
- a. Project Communication: Talkdesk will hold weekly project review calls to review the open Talkdesk and Client actions as well as an overall schedule update. At the end of each week, Talkdesk will provide an action plan summary to the key stakeholders of the project.
 - b. Discovery: During the discovery phase, Talkdesk will provide a Discovery Report and Process Flow documents. The Discovery Report and Process Flow documents will provide standard out of the box process flows matched to Client's deployment. At the completion of this phase, Talkdesk will document the solution.
 - c. Configuration: Talkdesk will provide Consulting Services associated with check list items, list of agents, numbers requiring porting and project/task prioritization. The deliverable from the configuration phase will be a completed Implementation Workbook. A solutions consultant will assist in the installation and deployment of the Talkdesk application, the connection of the Talkdesk Electron CTI, and train and assist in the creation and setup of standard automations within the Talkdesk Admin page. Standard configuration includes:
 - i. Purchasing Phone Numbers in Talkdesk
 - ii. Agent Creation and Setup
 - iii. Hours of Operations: Business Hours and Holidays
 - iv. Call Greetings
 - v. Voicemail Settings
 - vi. Routing Settings - If-No-Answer Setup
 - vii. Account Settings (Queue Size, Wait Time, Default Agent Status, Call Recordings, Service Level metrics)
 - viii. Single-Sign-On (SSO) – Salesforce, Google, ADFS, Microsoft, OneLogin, Okta or SAML 2.0
 - ix. Talkdesk will configure one (1) single layer IVR flow with each menu option (options 0-9) routing to a predefined ring group. Assumes intelligent routing, datadip integrations and multi-language support is not required for this implementation. Talkdesk will configure one (1) standard integration as listed in Section VII below.
 - d. Training and Testing: Talkdesk will provide up to three (3) training sessions catering to three (3) personas: Admins, Supervisors, and Agents. One (1) group session will be held per role. Talkdesk will provide:



- i. Guides
 - ii. Talkdesk for Agents guide
 - iii. Talkdesk Agent troubleshooting guide
 - iv. Session Recordings
 - e. Deployment: Talkdesk will provide a go live checklist as well as Solution Consulting support. Post go-live, the Solutions Consultant will stay engaged for up to three weeks prior to transitioning to support.
 - f. In addition to the above, Talkdesk will provide up to six (6) hours of post go live support. At the conclusion of the engagement, Talkdesk will provide Client a Support Handoff document. This document will update Customer Support on the current configuration and provide available resource links.
3. LeafTech Consulting – Remote configuration of telephones and conference phone adapters.
 4. Jacobs Regional Support includes one site visit for three days from our Regional IT Director to oversee setup and implementation of the new telephone system. Time is also included for coordination with the vendors and startup of the new internet service.

Monthly Ongoing Costs includes:

1. Airespring Internet Service. We will be upgrading the fiber-based internet service into the Adams Street Plant. The current system only provides 10 Mbps upload and download speeds. LeafTech has already received price quotes from several companies, and we will be able to reduce our current internet costs by half and upgrade to 1000 MBPS upload and download speeds. The cost also includes the rental of a Fortinet 80F Firewall that Airespring will use to both monitor and protect the network connection to the internet.
2. Talkdesk Contact Center Software Licenses are charged on a monthly basis as a “software as a service” licensing fee. The monthly fee includes Five (5) Talkdesk Pro Licenses, and Thirty Four (34) Back Office Licenses for a 3-year term. The Talkdesk costs also include a flat rate for Inbound and Outbound Calls for a total of 24,000 minutes per month.
3. LeafTech Consulting will continue to provide their support of the system including the Polycom telephones, internet carrier, and Talkdesk products.

Schedule:

Once the project is approved, the project is expected to take approximately 3 months to complete. The exact timeline will need to be finalized, as setup of the internet service will need to be scheduled with the provider. In addition, the telephone system will need to be programmed before it can be deployed. We estimate the total project will take approximately 3 months after approval.

Cost:



JACOBS OMI's proposed cost estimate for the Procurement, Startup, and Implantation of the new Telephone System is \$38,567.30 (Thirty Eight Thousand Five Hundred Sixty Seven Dollars and 30 Cents). This amount is based on the estimated direct costs and includes JACOBS OMI's markup of 15% to cover general and administrative costs, overhead, and profit. The three year cost for the telephone, internet, and software services is \$80,171.28 (Eighty Thousand One Hundred Seventy One Dollars and 28 Cents), or \$26,723.70 per year for a 3-Year Term. There is no markup on the monthly reoccurring costs. For the Telephone Procurement and Startup Services, JACOBS OMI will invoice on a lump sum basis once the equipment is purchased, invoiced, and operational. The reoccurring costs will be invoiced on a monthly basis (\$2,226.98 per month).

The out of scope project costs are in addition to the Agreement's base fee and any other Agreement budget amounts.

PROJECT COSTS – Procurement and Startup	COST (\$)
1 Talkdesk - Implementation and Startup	\$ 12,500.00
2 Polycom VVX411 Telephones and Accessories (hardware)	\$ 11,282.00
3 LeafTech Telephone Configuration and Startup	\$ 2,480.00
4 JACOBS OMI (15% O&P)	\$ 3,939.30
5 JACOBS Regional Support for Installation and Startup	\$ 8,366.00
TOTAL COST	\$ 38,567.30

TOTAL ESTIMATED COST: \$ 38,567.30

PROJECT COSTS – Monthly Ongoing Costs (3-year Term)	COST (\$)
1 Airespring Internet Service - Broadband - 1000 Mbps / 1000 Mbps, and Firewall Rental and Maintenance (cost is split with Jacobs)	\$ 240.23
2 Talkdesk Contact Center Software and Inbound and Outbound Calls.	\$ 1,893.00
3 LeafTech - Phone, Talkdesk, and Internet Service Support	\$ 93.75
TOTAL COST	\$ 2,226.98

TOTAL 3-YEAR COST: \$ 80,171.28 (\$2,226.98 per month for 3 years)

If you are in agreement with this letter, please provide NHTSA Board approval in the form of a signed resolution. JACOBS OMI will proceed with the out of scope services in accordance with the above schedule.



JACOBS OMI appreciates the opportunity to provide these services. If you need additional information or have any questions regarding this letter, please feel free to contact me by phone at 201.795.1411 or by e-mail at Don.Conger@jacobs.com.

Thank you for your consideration regarding this proposed out of scope project.

Regards,

A handwritten signature in black ink, appearing to read "Donald R. Conger III".

Donald R. Conger III, P.E.
Project Director

Cc: Richard Wolff, NHTSA Executive Director
Kevin Dahl, Jacobs OM
Phil Reeve, Jacobs OM

Attachments:

Airespring internet service Proposal Dated 11/10/2021
Talkdesk Proposal Dated 12/06/2021
LeafTech First Year Proposal Dated 10/18/2021
LeafTech Subsequent Years Proposal Dated 10/19/2021

Thank You

for requesting a proposal from AireSpring

Founded in 2001, family owned and operated AireSpring is a leading Provider of Cloud Communications, Managed Connectivity and Managed Security which has earned its stellar reputation by taking service and support to the next level, delivering an award-winning customer experience that far exceeds the industry standards. AireSpring has delivered 20 years of outstanding service to its rapidly rising base of national and global customers, while growing organically and remaining debt free.

As the trusted provider to over 22,000 enterprise locations worldwide, our mission is to help our clients connect and communicate easily. We aim to delight our customers and partners by providing personalized, outstanding service.

AireSpring owns and operates one of the largest SIP Networks in North America, processing nearly 5 billion calls per month, as well as an SD-WAN Global Private Network that covers 6 continents. We solve our customers' complex networking and communication challenges by providing cutting-edge technologies for digital transformation and communications.



AireSpring provides fully managed and connected end-to-end, next-generation solutions for multi-location enterprise customers. Services include: Global Managed SD-WAN, UCaaS, SIP Trunking, MPLS, Disaster Recovery, Managed Security, Business Internet, and traditional voice and data services.

AireSpring has been widely recognized for its managed services and custom engineered network with end-to-end Quality of Service (QoS), including over 30-plus carrier networks and cable providers aggregated to create a unified nationwide network providing more coverage than any other supplier. It all adds up to a seamless single-source solution experience with one bill and one point of contact for AireSpring partners and their customers.



We look forward to earning your business and providing you with the best prices, products and service available.

In this document, you'll find information about AireSpring as well as your personal, customized service proposal.

THE AIRESPRING ADVANTAGE™

Top Ten Reasons to Choose AireSpring

- 1. Award-Winning Products**

We deliver industry-leading cloud, voice and data products, including Managed Connectivity and Cloud Communications solutions that are custom built for the individual needs of your business. AireSpring products have won more than 70 coveted industry awards over the past 20 years.
- 2. Experience and Stability**

AireSpring is an established name in the industry that you can count on for your communications. We've been in business since 2001 as a profitable and debt-free company and currently process over 4.5 billion call records per month.
- 3. Fully Managed Network with QoS**

All the features in the world won't make a difference if your communications services are dependent on a public internet connection beyond your control. Even an SLA (service level agreement) cannot ensure or guarantee quality and reliability, or prevent latency across the public internet, which can result in poor call quality and unreliable service. AireSpring provides service over our fully managed, owned and operated IP network with end-to-end Quality of Service (QoS) for exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime.
- 4. A Single Point of Contact - Eliminate Finger Pointing Between Providers**

All services are delivered by a single vendor on a fully managed network, which allows you to avoid the finger pointing and blame game that occurs when you have cloud communications services delivered by a different vendor than your connectivity.
- 5. Largest Available Coverage Worldwide**

From Somerset, CA to Madill, OK to Moravian Falls, NC to New York City, we cover more locations than anyone else. Our network has the largest combined footprint in the U.S. and we offer local numbers available in over 300 countries worldwide. AireSpring Global Managed SD-WAN eliminates the difficulties associated with managing global networks. Our single-source provider model removes the cost and time required to deal with the array of technologies and business interactions associated with a global SD-WAN.
- 6. Reliable and Diversified Network**

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, allowing you to ensure business continuity.
- 7. Online Access Via our AireCare™ Customer Portal**

Our AireCare online advanced billing reporting portal gives you 24/7 access to review your billing, re-route Toll-Free numbers in real time, manage DIDs and get traffic reports in one place.
- 8. Free 24/7 Proactive Network Monitoring Service**

AireSpring's Managed Connectivity services include free 24/7/365 professional monitoring with the AireNMS network monitoring service. Our Network Operations Center (NOC) proactively monitors your network to pinpoint and fix potential problems before they affect your business.
- 9. Personalized Service**

We back you up with outstanding white glove customer service, featuring one bill and a single point of contact for all your service needs.
- 10. Escalation List Up to Our CEO**

We stand behind our service 100%! In fact, we're so committed to ensuring complete satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.

Contact an AireSpring authorized partner to learn more about our products and experience the AireSpring Advantage today.

WHAT OUR CUSTOMERS SAY

"I was so impressed when I asked for details of the outage. I was given exactly what I needed, Aseem M. did an excellent job, as well as others on the back end. I am moving my voice and data services for 8 locations from a major provider to AireSpring. It was great to see that not only am I going to save money, but the service side is excellent. Very excited to make the move."

Don H.
IT Manager
Sternberg Automotive Group

"The best part about switching to AireSpring was their white-glove customer service. Instead of sending us a couple of Tier 2 or Tier 3 engineers, AireSpring assigned their top engineers to our account, something which was completely unexpected and truly remarkable. I cannot think of any other carrier who would do that."

Jeff E.
IT Administrator
Santa Fe Irrigation District

"The ability to have our phone line ring to our cell through the MaX UC Mobile app helped maximize our ability to service clients. I think the biggest compliment I can give is that I really don't think about the phones anymore. It's just not on my radar. I can honestly say I spend my time focusing on other things."

Blake S.
Vice President
HGi Technologies

"I've been very pleased with AireSpring's MPLS service. The circuits have been very reliable. Anytime we've had a rare service issue, AireSpring support was on top of it and took care of it quickly. They even followed up with us to make sure all was working well. The project coordinator who assisted with the installations was also very helpful and made sure the project went smoothly. Overall, I've been very pleased with AireSpring as our service provider."

Cory S.
Technology Services Manager
Veridian Credit Union

"In every case, Airespring has been an excellent choice for our company. In all phases communication was exceptional. This is customer service which in my opinion and experience is unmatched. Thanks again!"

Kevin B.
Information Technology Manager
Cleveland Petroleum Products, Inc.



"We are grateful for our partnership with AireSpring! One of the best decisions we've made for our organization. Thank you!"

Anne O.
EVP/CFO
Embrace Living Communities

"I told AireSpring's engineers what I wanted, and we had everything we needed for implementation and turn-up without a hitch. I love using the MaX UC Mobile Client. It's amazing when your phone follows you wherever you go. I can even redirect calls to anyone in the office from my cell phone. I've really got no complaints. I would certainly recommend AireSpring's AirePBX Cloud Phone System."

Eric J.
Chief Technology Officer
Commodity Systems Inc.

WHAT OUR CUSTOMERS SAY

"Amy, I want to thank you and your team for assisting me in today's issues... I want you to know that Doug L. and Jesus A. are excellent troubleshooters and keep their calm no matter what. I appreciate folks like that and they are the ones that really put value into AireSpring. The same is true of you, Amy. I appreciate that you assigned getting Doug to drop everything for us. It shows we are not just a source of income to AireSpring, but you understand how important these services are for us. You can rest assured, knowing that I feel good about AireSpring. Hard workers should be reminded how much they are appreciated and how their work ethic has a positive impact on customers."

Johnerick C.
IT Manager
Hunter Buildings

"I just want to extend my thanks to Joseph Q. and the AireSpring team. Your prompt, thorough and professional response in resolving this issue is greatly appreciated."

Peter B.
Sr. Manager, Enterprise Operations
Advance Central Services

"I wanted to tell you about the fantastic job that Stephanie B. did for myself and our company for the past two months leading up to the switch over to AireSpring. She is extremely smart, knowledgeable, willing to go the extra mile, has the patience of a saint with the hundreds of questions we asked her on a regular basis. She worked diligently with myself, our phone vendor and our IT people and went over and above every single time we asked her to do something. She is the true meaning of excellent customer service! The business world needs more people like Stephanie B.!"

Susie R.
Executive Assistant
Mader Southeast

"Thank you. I know you work outside the box for us. I really appreciate it."

John E.
COO
Builders Fence Company, Inc.

"You folks are fantastic. I appreciate your perseverance."

Grey H.
IT Consultant
Extremity Health Care

"I wanted to send a quick note to thank you all (Christina M., Craig R., Kristin L.) for making this happen so quickly. Four weeks from order to install is commendable. I truly appreciate the effort that you all made to make this happen. Many thanks."

Mike W.
Network Administrator
Stantec Consulting Services, Inc.

"I just wanted to thank you for the great job coordinating our project! Thanks for keeping everything in order! Everything is running smoothly!"

Beth R.
CEO
Farmers and Merchants Bank

"Thank you for assisting me in getting these done today. Your team was efficient and we were able to get both of them done quickly."

Thomas James M.
Network Infrastructure and Project Manager
Pratt Industries

"Just a quick thank you to you and your team! I'm truly impressed already with the responsiveness, clarity and the ability to shift gears and we are only 48 hours."

Danny S.
VP Sales
JETPARTSINC.COM

AIRESPRING PARTIAL CUSTOMER LIST

AGRICULTURE

Flint River Mills
Imperial Sprinkler Supply
Ironwood Plastics
Kennicott Brothers
Pacific Tomato Growers
Stihl

AUTOMOTIVE

Various Dealerships*
Aston Martin
BMW
Cadillac
Chevrolet
Ford
Harley-Davidson
Honda
Hyundai
Kia
Lexus
Subaru
Toyota
Volkswagen
Volvo

CALL CENTERS

Client Services
Magellan E-Support Services
SD&A Teleservices
Tel-US Call Center
Tustin Service Call Center

CONSTRUCTION

A. J. Oster
Carlisle Construction Materials
Flagler Construction Equipment
Ideal Steel
Infra-Metals
Irish Construction
JCI Industries
Peerless Products
Reinforced Earth
ThyssenKrupp

EDUCATION

Brenau University Norcross
College of the Redwoods
College of the Siskiyous
EdKey
Faulkner University
Kadima Hebrew Academy
San Francisco Conservatory of Music

ENERGY & UTILITIES

EP Energy
Energy Trust of Oregon
Franklin Energy
Topsail Energy
Xylem

GOVERNMENT & NON-PROFIT

ACLU of Northern California
AIPAC
American Lung Association
Artist Financial
California School Employees Assoc.
California Teachers Association
City of Atwater, CA
City of Borger, Texas
City of Eureka, CA
City of Redding, CA
Daughters of Charity
Easter Seal Society
Howard G. Buffet Foundation
Hubbs-SeaWorld Research
Mental Health Association of NY
Miami-Dade County
National Center for State Courts
Nevada Highway Patrol
Salvation Army
US Fish and Wildlife Service
World Trade Centers Association

HEALTHCARE

Beverly Hills Comp. Cancer
Brookdale Senior Living
Concentra Medical Centers
Ensign Group
Extremity Healthcare
Iroquois Memorial Hospital
Live Well Community Health Center
Medical Facilities of America
Medical Transport Management
Nexion Health Management
Ohio Health
Port Health Services
Press Ganey Associates
Smith Clinic

HOSPITALITY & TRAVEL

AmaWaterways
Best Western
Crowne Plaza
Days Inn
DoubleTree
Embassy Suites Hotel
Hampshire Hotels and Resorts
Hampton Inn
Hilton
Holiday Inn
Hyatt
La Quinta
Marriott
Motel 6
Radisson Hotel
Residence Inn
Sheraton
Sofitel
Tropicana Entertainment

LEGAL, FINANCIAL, BANKING, CONSULTING & INSURANCE

Allied National
American Home Life Insurance
American Momentum Bank
American National Bank
Black Hills Federal Credit Union
Central National Bank
Coast Central Credit Union
Collection Bureau of America
Community First Bank
Legalmatch.com
Peoples Bank
People's Choice Credit Union
Stantec Consulting
The Ticket Clinic
TMP Architecture
United Language Group
Unwin Company
Veridian Credit Union
Wellington State Bank
Wilson Elser
Woodforest National Bank

MANUFACTURING & INDUSTRIAL

Aerofil
American Pipe & Supply
Briggs & Stratton
Duracell
Hytest Safety Shoes
Johnston Industrial Supply
Mississippi Lime
Pratt Industries Inc.
Schafer Industries
Superior Thread Rolling
Western Enterprises
YKK

MARKETING & RESEARCH

Global Data Collection Company
Harris Insights & Analysis
Target Media Partners
Universal Adcom

MEDIA, ARTS & ENTERTAINMENT

Dance Theatre of Harlem
Far East Broadcasting
Grand Prix
InMotion Entertainment Group
Zoco Productions LLC

REAL ESTATE

Berkshire Hathaway Home Svcs.
Coldwell Banker
Keller Williams
Memphis Area Assoc. of Realtors
Tribeca Assoc.

RESTAURANT/FOOD

Ada Coca Cola
Armour-Eckrich Meats
Atlantic Bottling Company
Buffalo Wild Wings Grill & Bar
Cameron's Coffee
Chicken of the Sea
Decopac
Mariana Packing
Southeast Frozen Foods

RETAIL

Barnes & Noble
Bluemercury
Boston Proper
Callaway Golf Interactive
Central Network Retail Group
Golfers' Warehouse
Home Depot
Lilly Pulitzer
Roger Dunn Golf Shops
Soft Surroundings
Storopack
Tanger Outlets
Toms

TECHNOLOGY

Advance Central Services
ADT Systems
Belltower Technologies
CEC
Clarity Mobile Ventures
Computer World Services
Cummins Npower
Dyninno Group
Electronic Merchant Systems
Pratt & Whitney
Samsung
Synergem Technologies
Technologent
Yodel Technologies
XMedius

TELECOMMUNICATIONS

Centrex
L3 Networks
Prime Time Cable

TRANSPORTATION, AVIATION & AEROSPACE

APL Logistics
Armstrong Transfer & Storage Co.
Consolidated Aerospace
Marotta Controls
Nippon Express
Port Logistics Group

Internet Access

Enterprise Class, Flexible and Scalable

Reliable high speed internet connectivity provides the bandwidth your business depends on every day. However, there's more to internet connectivity than just having a high amount of bandwidth. That's why AireSpring offers enterprise class internet access.

AireSpring Internet Access offers the flexibility and scalability to meet the needs of your business both today and in the future. Our nationwide fully managed IP network with 24/7 proactive monitoring delivers internet connectivity you can count on to support your critical applications and ensure your data reaches its destination.



Meet your bandwidth demands today and get the flexibility to support your expansion tomorrow.

FEATURES

- Flexible and scalable internet connectivity at competitive rates
- Variety of access options deliver the bandwidth you need for your business critical applications
- Symmetrical connectivity with dependable and constant data throughput for both up and down stream traffic
- Multiple carriers and diverse network routes provide reliability and security
- Rapid turn up gets you connected quicker

ACCESS OPTIONS

A variety of options let you choose the connectivity that is right for your business.

- Fast Ethernet
- Gigabit Ethernet
- 10 Gigabit Ethernet
- DS1 – 1.5 Mbps, Bonded 3.0 to 12 Mbps
- Ethernet over Copper available in expanded coverage areas
- Wireless
- Broadband
- Satellite
- Fixed Wireless

THE AIRESPRING ADVANTAGE™

Fully Managed Network with QoS

Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).

Eliminate Finger Pointing Between Providers

All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).

Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.

FREE On-Premises Enterprise-Grade Router/Gateway

We provide a fully managed, enterprise-grade router/gateway to manage VoIP and Data traffic, (available with AireSpring Managed Connectivity).

Online Access via our AireCare™ Customer Portal

Our advanced online billing reporting portal provides 24/7 access to your billing and service details.

Free 24/7 Proactive WAN Network Monitoring Service

Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).

Personalized Service

AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.



AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."

Ready to find out more? Contact us at 888-389-2899, email sales@airespring.com, or visit our website at www.airespring.com



AireSpring Fortinet Next Generation Firewall (NGFW)

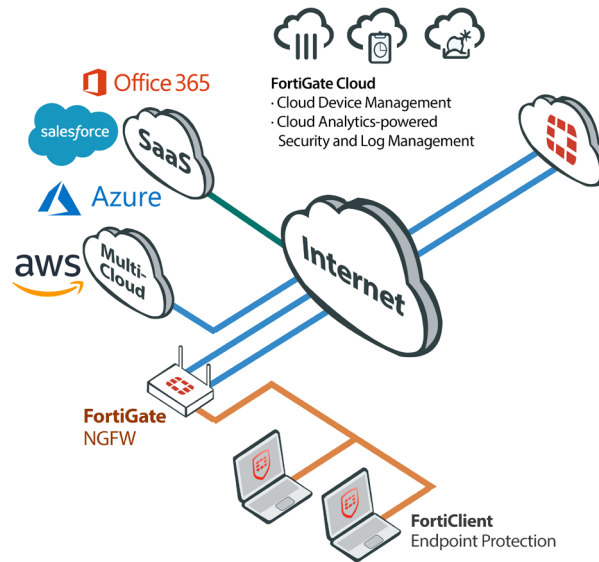
Organizations today are facing an unprecedented environment of deadly and insidious cybersecurity attacks on all fronts. As the threat landscape continues to change daily and rapidly develops more and more sophisticated attack methods, traditional stateful firewalls fall further behind in their ability to protect your company. Stateful firewalls that were installed 3 to 5 years ago, or longer, could be jeopardizing your network putting the financial and intellectual property assets of the organization at risk. Next-generation firewalls (NGFW) granularly filter network traffic to protect an organization from external threats. NGFWs retain some of the traditional features of stateful firewalls such as packet filtering, VPN support, network monitoring, and IP mapping features, but NGFWs also possess deeper inspection capabilities that give them a superior ability to identify attacks, malware, and other threats.

Fortinet’s next-generation firewalls provide organizations with application control, intrusion prevention, and advanced visibility across the network. Fortinet’s NGFWs not only block malware, but also include paths for future updates, giving them the flexibility to evolve with the threat landscape and keep the network secure as new attack vectors arise.



Security	Next Generation Firewall (NGFW)
<ul style="list-style-type: none"> • Antispam - Dual-pass detection technology can dramatically reduce spam volume at the perimeter, giving you unmatched control of email attacks and infections. Advanced anti-spam detection capabilities provide greater protection than standard real-time blacklists. • Antivirus - delivers automated updates that protect against the latest viruses, spyware, and other content-level threats. • Application Control - create policies to allow, deny, or restrict access to applications or entire categories of applications. • Intrusion Prevention System (IPS) – using a comprehensive Library with thousands of signatures, IPS provides the latest defenses against network intrusions by detecting and blocking threats before they reach your network devices. • SSL deep inspection - unlocks encrypted sessions, sees into encrypted packets, finds threats, and blocks them. • Web Filtering- Block and monitor web activities to assist customers with government regulations and enforcement of corporate internet usage policies. 	<ul style="list-style-type: none"> • Reduce the complexity and maximize your ROI by integrating threat protection security capabilities into a single high-performance network security appliance, powered by Fortinet’s Security Processing Unit (SPU) • Full visibility into users, devices, applications across the entire attack surface and consistent security policy enforcement irrespective of asset location • Protect against network exploitable vulnerabilities with industry-validated IPS that offers low latency and optimized network performance • Automatically block threats on decrypted traffic using the Industry’s highest SSL inspection performance, including the latest TLS 1.3 standard with mandated ciphers • Proactively block newly discovered sophisticated attacks in real-time with AI-powered FortiGuard Labs and advanced threat protection services included in the Fortinet Security Fabric

Simplifies Complex Operations with Fully Integrated Security



Feature/Capabilities	Run your own firewall and utilize standard vendor support	Managed Security from AireSpring
Firewall & Security Configuration		
Standard Configuration and setup	X	✓
Turn-key solution delivered to customer's doorstep	X	✓
Network details and topology documentation (dramatically improves customer experience)	X	✓
Multi-engine monitoring, Alerting & Updating	X	✓
Monitoring, Alerting & Updating		
Prevents and detects against known attacks using continuous threat intelligence from AI-powered FortiGuard Labs security services.	X	✓
Proactive Response to Site Down	X	✓
Analysis and updating of firmware, software, and security updates	X	✓
Reporting		
Configurable Network Reports	X	✓
Support		
24x7 support support with firmware updates and hardware replacement	X	✓
Answer product related questions	✓	✓
Answer security related questions	X	✓

Ready to find out more? Contact us at 888-389-2899, email sales@airespring.com, or visit our website at www.airespring.com

MONITOR YOUR NETWORK 24/7/365

And Spot Potential Issues before they Become Problems!



The AireNMS network monitoring service, a key component of the AireSpring Advantage™, lets you rest assured knowing that your WAN network is monitored day and night worldwide by the AireSpring Network Operations Center (NOC). Our proactive monitoring of customers' circuits includes even 3rd party circuits not purchased from AireSpring!

AireNMS makes it easy to spot and track issues thanks to instant operational health monitoring, which reduces the cost and time needed for troubleshooting. The single pane of glass view enables your IT team to view exactly what the AireSpring NOC sees on your WAN network. Best of all, it's included FREE with any AireSpring managed connectivity service.

BENEFITS

The AireNMS network monitoring service provides proactive 24/7/365 real-time WAN monitoring and alerting for AireSpring provided routers and gateways.

Trouble tickets are proactively opened on your behalf in the event of a network issue or alert, often before your IT team is even aware there is a problem.

AireSpring provides consolidated performance reports that let you review live and historical statistics for your router, WAN network, and more all through one easy-to-use web portal. An at-a-glance overview provides the immediate status of your network services, with the ability to drill down into specific areas for more data, while the simple web interface is available from anywhere without having to download and install software.

Contact us at **888-389-2899** or email sales@airespring.com. Visit our website at www.airespring.com.

FEATURES

- ▶ 24/7/365 real-time WAN monitoring by the AireSpring Network Operations Center (NOC).
- ▶ FREE with AireSpring Managed Connectivity.
- ▶ Customizable dashboard.
- ▶ Real-time and historical reports with the ability to drill down into data, including:
 - All interface bandwidth graphs.
 - Interface bandwidth utilization statistics.
 - All interface error graphs.
 - History logs.
 - Live and historical statistics for service/interface management.
 - CPU utilization for Adtran and Cisco routers. Round-trip latency report.
 - Threshold history.
- ▶ Single view of all locations.
- ▶ Real-time email and SMS alerts when transport drops.
- ▶ Troubleshooting tools: ping, traceroute, tcpdump.
- ▶ Tickets proactively opened on behalf of customers in the event of a network alert, often before your IT team is aware of the issue.
- ▶ Proactive monitoring of customers' circuits, even 3rd party circuits not purchased from AireSpring.
- ▶ Access the system from anywhere using only a standard web browser with no software clients to download or install.
- ▶ Outstanding personalized support from AireSpring's world-class network support team.

The AireSpring Advantage™

- **Fully Managed Network with QoS:** Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).
- **Reliable and Diversified Network:** AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.
- **Largest Available Coverage:** We cover more locations than anyone else on our network, with the largest combined footprint.
- **AireCare Online Customer Portal:** Benefit from convenient real-time rerouting and management of Toll-Free numbers and DIDs. Control services with percentage allocation, manual and time-of-day routing. Update switches in real time and easily move traffic between locations, for a key component in disaster recovery. Easily view and manage account billing and payment services, view reports and access online support.
- **Escalation List Up to Our CEO:** We stand behind our services 100 percent! We're so committed to ensuring complete satisfaction that we provide all our customers with an escalation list giving you access all the way up to our CEO.
- **Experience and Stability:** AireSpring is an established name in the industry that you can count on for your communications. We've been around for over 18 years as a profitable and debt-free company and currently process over 4 billion calls per month on our carrier-grade network.
- **Personalized Service:** AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.



AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."

Ready to find out more? Contact us at 888-389-2899,
email sales@airespring.com, or visit our website at www.airespring.com



AireCare

Advanced DID and Toll Free Number Management, Ordering and Routing Portal

AireSpring's online customer portal, AireCare provides you with 24/7/365 access to your essential and mission critical telecommunications services so you can manage your communications needs in real-time. Order additional toll free numbers (TFNs) or DIDs in minutes using AireCare. Quickly set up new service to accommodate tracking for marketing campaigns, assist with new product roll outs, product recall campaigns, emergencies or to improve contact center effectiveness. Make changes to your service as your call volume or business needs change – use features like AireCare's time-of-day and percentage allocation routing to easily view, set, and change the routing for all your toll free numbers and **even your DIDs!**

AireSpring Routing Functionality Includes:

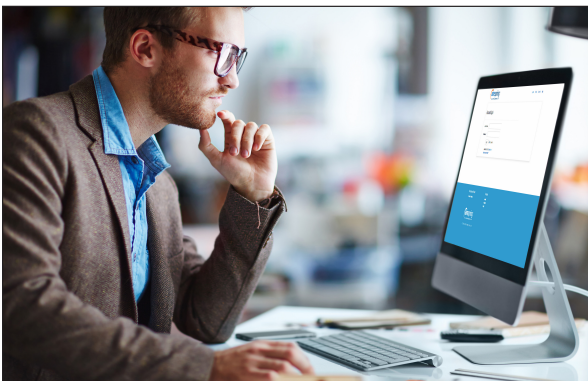
- Time-of-day, day-of-week and holiday routing
- Geographic routing (originating number plan area (NPA), NPA-NXX or 10-digit automatic number)
- Identification (ANI), state or LATA of caller
- Percentage-allocation routing
- Direct termination overflow (DTO) routing
- Trunk Group (DTO) routing
- In-switch overflow trunk (DTO) routing
- Busy-ring-no-answer (BRNA) routing
- Alternate call plan routing

View and download usage reports in .xml or .csv file format, review current rates and other useful information about your account. You can even order TFNs and DIDs via AireCare in real-time.

AireCare is accessible from anywhere via a web browser, allowing routing changes to be made instantly to ensure business continuity, or assist with disaster recovery. Using the AireCare portal, you can easily move traffic between contact centers or other locations to respond to unexpected increases in call volume, holidays and weekend hours, emergencies, or “follow the sun” scheduling. Decide whether to route to each one in turn, or build a schedule that changes with time of day, allowing you to easily and automatically handle repeated changes.

Set up your service quickly and get answers to any questions from our dedicated support team.

To get started using AireCare, visit <https://airecare.airespring.com>



FEATURES & BENEFITS

- **Get New DIDs in the USA and Canada in real-time!**
Edit, change and redirect 24/7 as needed
- **Get New Toll-Free Numbers assigned in minutes!**
Edit, change and redirect 24/7 as needed
- **Real-Time, Sophisticated Routing Functionality:**
Time-of-Day, day-of week and holiday routing, DTO, BRNA, Percentage Allocation plus many more options let you easily move traffic between locations or even trunk groups in real time, to respond to unexpected call volume, emergencies, or other situations – instantly!
- **Unparalleled Control:**
Up to eight routes can be set per number, with the system routing to each one in turn, or build a timed schedule.
- **Call Forwarding:**
Toll Free numbers can be routed to any number, including mobile phone numbers, providing maximum flexibility.
- **Call Detail Records (CDRs):**
CDRs are downloadable and can be exported in .xml or .csv format.
- **AireTXT Integration:**
Full support for our AireTXT service. Send and receive SMS text messages from within the AireCare portal.

The AireSpring Advantage™

- Fully Managed Network with QoS:** Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).
- Eliminate Finger Pointing Between Providers:** All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).
- Largest Available Coverage:** We cover more locations than anyone else on our network, with the largest combined footprint.
- Reliable and Diversified Network:** AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.
- Free 24/7 Proactive WAN Network Monitoring Service:** Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).
- Personalized Service:** AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.
- AireCare Online Customer Portal:** Benefit from convenient real-time rerouting and management of Toll-Free numbers and DIDs. Control services with percentage allocation, manual and time-of-day routing. Update switches in real time and easily move traffic between locations, for a key component in disaster recovery. Easily view and manage account billing and payment services, view reports and access online support.



AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."

Ready to find out more? Contact us at 888-389-2899, email sales@airespring.com, or visit our website at www.airespring.com



Requested Cloud Telecommunications Services Proposal

Specifically Prepared For:

North Hudson Sewage Authority

Presented By:

Kent Krebs
AireSpring

in partnership with:
AireSpring





Internet

Hoboken - 1600 ADAMS ST, HOBOKEN NJ 07030-2304 201-216 (001)

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	Fortinet 80F Firewall - 3-Year Rental Term Fortinet Next Generation, Premises Based Firewall with powerful security features and enterprise-level protection. IPSEC Throughput: 6500 Mb/s Threat Protection Throughput: 900 Mb/s SSL Inspection Throughput: 715 Mb/s Ports: 8x GE RJ45, 2x Shared Port Pairs	\$120.00	\$0.00	\$120.00	\$0.00
1	AireNMS Network Monitoring Service 24/7 network monitoring and alerting for AireSpring provided routers and gateways.	\$50.00	\$0.00	FREE	\$0.00
1	AireCare Customer Portal AireSpring's 24/7 online billing, reporting, and service admin portal.	\$5.00	\$0.00	FREE	\$0.00
Subtotal				\$120.00	\$0.00

Qty	Circuit 1 3-Year Term	Total MRC	Total NRC
1	Broadband - 100 Mbps / 100 Mbps - Loop - Verizon IE	\$274.56	\$0.00
1	Broadband - 100 Mbps / 100 Mbps - Port	\$65.00	\$0.00
1	Fully Managed Router/Gateway - NetVanta 3140	\$35.00	\$0.00

Qty	Circuit 2 3-Year Term	Total MRC	Total NRC
1	Gig Ethernet - 200 Mb/s - Loop - Verizon TLS / AireSpring IP	\$315.91	\$0.00
1	Gig Ethernet - 200 Mb/s - Port	\$590.00	\$0.00
1	Fully Managed Router/Gateway - CISCO 4948	\$40.00	\$0.00

Qty	Circuit 3 3-Year Term	Total MRC	Total NRC
1	Broadband - 500 Mbps / 500 Mbps - Loop - Verizon FTTH	\$142.41	\$0.00
1	Broadband - 500 Mbps / 500 Mbps - Port	\$85.00	\$0.00
1	Fully Managed Router/Gateway - CISCO 4948	\$40.00	\$0.00

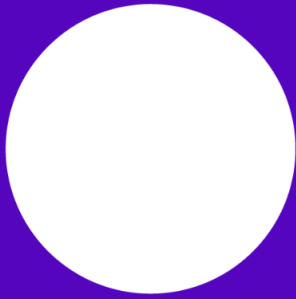
Qty	Circuit 4 3-Year Term	Total MRC	Total NRC
1	Broadband - 1000 Mbps / 1000 Mbps - Loop - Verizon FTTH	\$170.45	\$0.00
1	Broadband - 1000 Mbps / 1000 Mbps - Port	\$150.00	\$0.00

1	Fully Managed Router/Gateway - CISCO 4948	\$40.00	\$0.00
Location Total		\$2,068.33	\$0.00

Total For All Locations

Monthly Fee: \$2,068.33	One-Time Fee: \$0.00
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All orders are subject to engineering, pricing and facilities verification.



:talkdesk®

Implementation & Success Plan

Implementation Statement of Work (SOW)

This Statement of Work (“SOW”) for Professional Services, is entered into between Talkdesk, Inc. (“Talkdesk”) and North Hudson Sewerage Authority (“Client”, “Customer”). This SOW is not a software subscription agreement, nor does it provide Client with user licenses to any Talkdesk applications. The SOW is governed by the Master Subscription Agreement by and between Talkdesk and Client.

“Project” refers to the scope of services, including the performance of all work, activities, and deliverables, set forth in this SOW. “Professional Services” as used herein means Professional Services work rendered by Talkdesk in relation to this SOW. “Go Live” is recognized when one or more agents receive production calls on the Talkdesk Platform.

I. CLIENT: North Hudson Sewerage Authority

II. TERM: The term of this SOW shall commence upon the Start Date defined in the Order Form executed by the parties on or around the date hereof, and continue for up to three (3) weeks after Client’s agents have begun taking/testing calls on the Talkdesk platform.

III. SCOPE OF WORK: This section defines the actual scope of the Professional Services to be delivered by Talkdesk. Any item that goes beyond this scope will require a written change order. To support a successful implementation, Client agrees to provide the required internal project resources to define the rules, workflow, and documents, as well as to provide, in the requested format, the information required to implement the Talkdesk solution.

For the term of the Project, Talkdesk will provide up to (1) Solutions Consultant, to perform the following Professional Services:

- **Project Communication:** Talkdesk will hold weekly project review calls to review the open Talkdesk and Client actions as well as an overall schedule update. At the end of each week, Talkdesk will provide an action plan summary to the key stakeholders of the project.
- **Discovery:** During the discovery phase, Talkdesk will provide a Discovery Report and Process Flow documents. The Discovery Report and Process Flow documents will provide standard out of the box process flows matched to Client’s deployment. At the completion of this phase, Talkdesk will document the solution.
- **Configuration:** Talkdesk will provide Consulting Services associated with check list items, list of agents, numbers requiring porting and project/task prioritization. The deliverable from the configuration phase will be a completed Implementation Workbook.

A solutions consultant will assist in the installation and deployment of the Talkdesk application, the connection of the Talkdesk Electron CTI, and train and assist in the creation and setup of standard automations within the Talkdesk Admin page. Standard configuration includes:

- Purchasing Phone Numbers in Talkdesk
 - Agent Creation and Setup
 - Hours of Operations: Business Hours and Holidays
 - Call Greetings
 - Voicemail Settings
 - Routing Settings - If-No-Answer Setup
 - Account Settings (Queue Size, Wait Time, Default Agent Status, Call Recordings, Service Level metrics)
 - Single-Sign-On (SSO) – Salesforce, Google, ADFS, Microsoft, OneLogin, Okta or SAML 2.0
 - Talkdesk will configure one (1) single layer IVR flow with each menu option (options 0-9) routing to a predefined ring group. Assumes intelligent routing, datadip integrations and multi-language support is not required for this implementation.
Talkdesk will configure one (1) standard integration as listed in Section VII below.
- Training and Testing: Talkdesk will provide up to three (3) training sessions catering to three (3) personas: Admins, Supervisors, and Agents. One (1) group session will be held per role. Talkdesk will provide:
 - Guides
 - Talkdesk for Agents guide
 - Talkdesk Agent troubleshooting guide
 - Session Recordings
 - Deployment: Talkdesk will provide a go live checklist as well as Solution Consulting support. Post go-live, the Solutions Consultant will stay engaged for up to three weeks prior to transitioning to support.

In addition to the above, Talkdesk will provide up to six (6) hours of post go live support. At the conclusion of the engagement, Talkdesk will provide Client a Support Handoff document. This document will update Customer Support on the current configuration and provide available resource links.

IV. OUT OF SCOPE: The following items are out of scope.

- Custom integration work is not included in this SOW. Only Standard integrations described in section VII are in Scope.
- Any work on Talkdesk closed betas, other than providing information needed for self-service where applicable.
- As part of this SOW, Talkdesk will not provide resources to build a custom integration or access Talkdesk APIs. However, Talkdesk will provide documentation and help troubleshoot for issues on Talkdesk side only.

- SIP configuration. Talkdesk will provide set up documentation. Issues pertaining to device, network, and firewall shall be handled by Client.
- Additional services in future, will be covered under a separate SOW agreement.
- Zendesk connector fees, if applicable, are not included in this SOW.

V. ASSUMPTIONS:

- Solutions Consultants and Engagement Management resources will be used to support the project implementation. Talkdesk may use other subcontractors to work on the project as part of this statement of work.
- Any work (custom or configuration) on the non-Talkdesk side of an integration are Client responsibility
- If changes such as triggers and workflows are scoped as part of section III, Client will provide administrator access to the Talkdesk Solutions Consultant such that these solutions can be deployed in a production environment
- This SOW assumes that advanced features requiring the Talkdesk Studio Platform, such as intelligent routing using datadips, multiple business hours per number, links to custom URLs in Agent Softphone, etc. are not required for this implementation.
- Standard Local Presence package (if applicable) is for US based numbers only.
- For Omnichannel, inline screenshots are not yet supported. Maximum attachment file size is limited to 10MB for each file (up to 10 attachments). Email tags must be used for searching emails.
- Standard integrations require a dedicated integration user account configured with the required user permissions.
- Salesforce integrations (if applicable) allow for up to one (1) standard data dip for context in Agent Softphone.
- For standard integrations all phone numbers must be stored in the standard CRM phone fields (no custom fields). Studio IVR datadips require numbers in the e164 format.
- Assumes all required configuration will be completed within the production systems only (i.e. Talkdesk production and CRM production etc). Any sandbox management will require a Change Order to account for the required change management overhead.
- Porting process will be initiated after go-live and can take up to 3 weeks (depending on the region, the losing carrier and/or accuracy of documentation, the porting duration may increase up to 9 weeks). Client will need to maintain the losing carrier until the porting process is complete after go-live.
- Clients needing access to Omnichannel or any App connect products will be required to use the Talkdesk authentication when logging into Talkdesk Main.
- Back Office License functionality (if applicable) leverages Talkdesk Agent Softphone in its current feature set and Agent Softphone will be required for SIP device (Hardphone) control. If SIP devices are required, Client is responsible for providing all hardware, network connectivity and SIP phone configuration.
- All communication and documentation will be delivered in English.

VI. CLIENT COMMITMENTS: The responsibility for the execution of this solution will be shared by Talkdesk and Client staff. All project resources (Talkdesk Professional Services and Client) will be required to attend the project kickoff meeting and perform agreed upon activities throughout the lifecycle of the project.

- Client will commit the necessary resources to the implementation project, including, but not limited to:
 - Business resources to participate in discovery and requirements definition
 - Project Manager to coordinate Client efforts
 - Team Managers for configurations decisions
 - Super Users, who will become Talkdesk experts and train Client's agents
 - IT/Network resources for Quality of Service (QoS) settings
 - System Administrator(s) to coordinate any CRM access requirements from Talkdesk.

Talkdesk is not responsible for, and Client shall not be relieved of any obligation under this SOW due to, any delays caused by failure of Client to comply with this Section VI or otherwise reasonably cooperate with Talkdesk in performance of the Professional Services.

VII. IMPLEMENTATION RESPONSIBILITY SHARING:

Configuration and Setup	Responsible
Compile list of Agents and specific routing needs (incl. extensions) via Talkdesk provided documents	Client
Complete Numbers Porting (if applicable)	Client
Complete Network Test	Client
Confirm Talkdesk recommended Headsets	Client
Enable Talkdesk Chrome extension	Client
Create Account Preferences	Talkdesk
Recommend setup for Numbers, Agents, and Routing	Talkdesk
Download Agent Softphone for all users	Client
Complete adding all agents and assign ring groups	Client
Complete IVR workflow for all phone numbers (Talkdesk to provide guidelines)	Client
Create Greetings and Upload to Talkdesk for all phone numbers (Talkdesk to provide guidelines)	Client
Set up Integrations with out of the box automations for: None	Talkdesk
Fine tune automations. Perform user acceptance testing to match specific needs	Client
Deliver Agent Training	Talkdesk

Porting Process	Responsible
Complete Letter of Authorization	Client
Submit Port Request to Talkdesk	Client
Follow through on submitted port request	Talkdesk

VIII. FEES AND PAYMENT TERMS: The fees and payment terms rendered under this SOW are contained in the Talkdesk Order Form. The Talkdesk Order Form must be signed prior to scheduling any Talkdesk services.

IX. CHANGE ORDERS: Any work outside of the scope of this SOW shall be set forth in either a separate statement of work or as a Change Order to this Statement of Work (a “Change Order”) and shall begin on a date to be mutually agreed upon in writing (email acceptable) by Solution Consultant and Client. All Change Orders are subject to the mutual agreement and discretion of both parties, and will include additional fees as agreed upon by Talkdesk and the Client therein.

[Signatures appear below or on the next page]

CHANGE ORDERS: Any work outside of the scope of this SOW shall be set forth in either a separate statement of work or as a Change Order to this Statement of Work (a “Change Order”) and shall begin on a date to be mutually agreed upon in writing (email acceptable) by Solution Consultant and Client. All Change Orders are subject to mutual agreement and discretion of both parties, and will include additional fees as agreed upon by Talkdesk and the Client therein.

[Signatures appear below or on the next page]

SIGNATURES

By signing this Service Agreement the Client authorizes that it has read it and agrees to its terms. This estimate is valid through December 16, 2021.

Client

_____	December 6, 2021
Signature	Date
Alecia Hurge	Project Manager
Printed Name	Title

Products	Quantity	Per Month Rate	Per Month Total	Year 1 Total	Year 2 Total	Year 3 Total
Talkdesk Professional "Pro" Licenses	5	\$58.50	\$292.50	\$3,510.00	\$3,510.00	\$3,510.00
Backoffice Licenses	34	\$38.25	\$1,300.50	\$15,606.00	\$15,606.00	\$15,606.00
Credit Commit	1		\$300	\$3,600	\$3,600.00	\$3,600.00
*Professional Services Fixed Fee Bundle				\$12,500.00		
			Total Cost	\$35,216.00	\$22,716.00	\$22,716.00

*Professional Services is a fixed fee engagement where 40% is billed upon contract signature, and 60% is billed upon project Go Live

Usage Resources	Per Minute Rate
Inbound Minute - United States - Local	\$0.0125
Inbound Minute - United States - Toll Free	\$0.0150
Outbound Minute - United States - Hawaii	\$0.0125
Outbound Minute - United States & Canada	\$0.0125
Outbound Minute - United States & Canada - Toll Free	\$0.0150

Talkdesk Product Description

Professional "Pro" License	Backoffice License
Voice Customer Engagement Studio & Routing; ACD & IVR Live Reports & Dashboards Explore Reports & Dashboards Scheduled Reports & Dashboards OOB CRM/Helpdesk Integrations Guardian (Standard) Connections Standard (EA) E911 Emergency Services	Unlimited Access per user to: -Desktop -Web -Mobile Includes E911 Emergency Services

LeafTech Consulting, LLC
 Centennial, CO US
 +1 7203198324
 quickbooks@leaftechit.com

Estimate 6616



ADDRESS	SHIP TO	DATE	TOTAL
Doris Alejandro Jacobs- NHSA - Hoboken NJ 1600 Adams St. Hoboken, NJ 07030 US	Doris Alejandro Jacobs- NHSA - Hoboken NJ 1600 Adams St. Hoboken, NJ 07030 US	10/18/2021	\$13,762.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
10/18/2021	Sales FortiWiFi 60F with one year of hardware and software coverage as well as unified threat management (UTM) support. *Does not include LeafTech labor (much like the Allworx coverage is (or was)!)	0	1,228.00	0.00
10/18/2021	Jacobs - NHSA (Out of Scope) FortiWiFi 60F Labor. Initial configuration and troubleshooting.	0	125.00	0.00
10/18/2021	Sales Fortinet 221E APs with one year of hardware and software coverage. *These are PoE ready, and will boot when connected to a standard PoE switch.	0	530.00	0.00
10/18/2021	Jacobs - NHSA (Out of Scope) Labor per FortiAP. 0.5 hours per.	0	125.00	0.00
10/18/2021	Jacobs - NHSA (Out of Scope) Labor to remotely configure Polycomm VVX 411 phone	38	50.00	1,900.00
10/18/2021	Sales Wired headset (3.5mm plug and telephony handset plug)	0	60.00	0.00
10/18/2021	Sales Wireless headset (separate channels for desk phone and computer)	13	200.00	2,600.00
10/18/2021	Sales Grandstream GS-HT802 two port analog to SIP adapter. *Used for the two analog to wireless Polycom 2W conference speakerphones.	1	80.00	80.00
10/18/2021	Jacobs - NHSA (Out of Scope) Configuration of new Grandstream and legacy Audiocodes ATA's to work with TalkDesk telephony solution	4	125.00	500.00
11/04/2021	Sales Polycom VVX 411 phone (new) (8 button programmable phone) (No PoE adapter, uses PoE switch)	38	207.00	7,866.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
11/04/2021	Sales Polycom VVX color expansion module (new) (28 programmable buttons)	2	243.00	486.00
11/04/2021	Sales Polycom VVX AC Adapter (only needed if no PoE - power over Ethernet)	10	33.00	330.00

TOTAL	\$13,762.00
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THANK YOU.

Accepted By

Accepted Date

LeafTech Consulting, LLC
 Centennial, CO US
 +1 7203198324
 quickbooks@leaftechit.com

Estimate 6617



ADDRESS	SHIP TO	DATE	TOTAL
Doris Alejandro Jacobs- NHSA - Hoboken NJ 1600 Adams St. Hoboken, NJ 07030 US	Doris Alejandro Jacobs- NHSA - Hoboken NJ 1600 Adams St. Hoboken, NJ 07030 US	10/19/2021	\$1,125.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
10/18/2021	Sales FortiWiFi 60F yearly of hardware and software coverage as well as unified threat management (UTM) support. *Does not include LeafTech labor (much like the Allworx coverage is (or was)!)	0	484.00	0.00
10/18/2021	Jacobs - NHSA (Out of Scope) LeafTech FortiWiFi 60F Labor. Yearly maintenance and troubleshooting.	0	125.00	0.00
10/18/2021	Sales Fortinet 221E APs yearly of hardware and software coverage. (No charge)	0	48.00	0.00
10/18/2021	Jacobs - NHSA (Out of Scope) Yearly LeafTech maintenance and troubleshooting of Polycom VVX phones.	2	125.00	250.00
10/18/2021	Jacobs - NHSA (Out of Scope) Yearly LeafTech maintenance and troubleshooting of Grandstream and Audiocodes ATA's to work with TalkDesk telephony solution	1	125.00	125.00
10/18/2021	Jacobs - NHSA (Out of Scope) Yearly LeafTech monitoring and troubleshooting of Airespring. This includes managing Airespring if issues occur and communication is less than desired.	5	125.00	625.00
10/18/2021	Jacobs - NHSA (Out of Scope) Yearly monitoring and troubleshooting (as a liason) of TalkDesk products. (TalkDesk has their own support, but LeafTech can help manage issues and changes)	1	125.00	125.00

TOTAL

\$1,125.00

THANK YOU.

Accepted By

Accepted Date