

Quotation ID #AMOS-2016040707

July 15, 2016

Mrs. Michelle M. Torres De Jesús  
 Office of Industrial Tax Exemption

Delivery Term	Payment Terms	Expected Delivery Date	Partial/Full Ship
FOB San Juan	Net 30	3-4 weeks	Full

Investment Table	
Customer	Office of Industrial Tax Exemption ("OITE")
Description	2016 SBC for SIP trunks
ID	AMOS-2016040707

Qty	Description	Unit Price	Extended Price
1	AVAYA COMMUNICATIONS SOLUTION	0.00	0.00
1	CM MODEL ADDITIONS	0.00	0.00
1	ASBCE R6.2 CORE PORTWELL CAD-0208	1,095.00	1,095.00
10	ASBCE R7 STD SVCS LIC 1-500	57.00	570.00
1	PWR CORD USA	11.00	11.00
1	ASBCE R7 SYS SFTW USB	28.00	28.00
1	SA CM MODEL	0.00	0.00
10	SA PREF ASBCE R7 STD 1-500 1YPP	33.00	330.00
10	UPG ADV ASBCE R7 STD 1-500 1YPP	17.00	170.00
		<b>Total</b>	<b>\$2,204.00</b>

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If you have any questions concerning this quote, please contact Mr. Armando Morales at, 787-273-0000 or via email: [amorales@intechxsp.com](mailto:amorales@intechxsp.com).

Otherwise, if you would like to proceed with this engagement, please acknowledge by signing and returning this Quotation to us.

**Intech  
Representative:**

**Customer  
Representative:**

Armando Morales

Name

Name



Signature

Signature

Account Manager

Position

Position

July 15, 2016

Date

Date

**Thank you for your business!**

## SALES TERMS AND CONDITIONS

1. Prices are valid for 30 days.
2. Payment terms are Net30. All payments are to be made in US dollars to Integration Technologies, Corp.
3. Product delivery time from date of order could vary depending on the manufacturer and contingent to stock availability and other situations out of INTECH's control such as: acts of nature, airline and carrier strikes, etc.
4. Intech will process, execute and invoice every item on the Purchase Order provided by Customer. The PO confirms all products that are to be offered, executed and invoiced by Intech as stated above. Any product cancellation of the PO prior to delivery will incur in a 15% restocking fee charge to customer. NO cancellation will be permitted after product delivery from the manufacturer to Intech or to the customer.
5. Unless otherwise stated in proposal, product prices do not include shipping and handling charges, which Intech may quote and bill separately. Any other taxes, fees, duties or governmental charges, however designated (except for taxes on Intech's net income) which may be levied or based on services or on the importation, movement, delivery, use or possession of new or repaired and replacement products (hereafter referred to as "Charges") are exclusive of the prices in this proposal.
6. All standard warranties on hardware and software items are as per the manufacturer's warranty of each product. In these cases, the return of such products to the manufacturer and the delivery of its replacement to the Customer will be the responsibility of the Customer. Product Warranties may be voided if the products have been (i) altered, except by Intech or as otherwise instructed by Intech; or (ii) used in conjunction with another product resulting in defect; or (iii) damaged by improper environment, abuse, misuse, accident or negligence. The Customer is responsible for registering hardware and software components with supplier to validate warranty. This clause does not apply to products under maintenance while such maintenance is active, since the maintenance replaces and extends any such Warranty on such product.
7. Any situation that may arise regarding these components after delivered should be forwarded to Intech's Service Desk at 787-273-0000. For more information on accessing the help desk please browse <http://support.intechpr.com/>.

8. Termination. Either party may terminate this Agreement if (i) the other party becomes insolvent, files or has filed against it a petition of bankruptcy, or ceases doing business; (ii) the other party fails to cure a material breach of this Agreement within 30 days after receipt of written notice of such breach from the party not in default; or (iii) by mutual agreement of both parties. Upon termination of this Agreement by Intech for The Customer's breach or by mutual agreement, Intech may cancel all of The Customer's unfulfilled orders without further obligation to furnish Services. Upon Termination of this Agreement by The Customer for Intech's breach or by mutual agreement, The Customer shall pay to Intech the aggregate undisputed amount of Products and/or Services charges theretofore billed to The Customer in accordance with this Agreement and not previously paid by The Customer, subject to any offsets or reductions arising pursuant to any other provision of this Agreement. If any advanced payments were made by The Customer to Intech, Intech shall return to The Customer that portion of the advanced payment which represents the portion of the work pending completion at the time of the termination.

9. Finance Department Required Information:

Delivery Address:		Billing Address:	
PO / SO #:		PO / SO #:	
Contact Person & Position:		Contact Person & Position:	
Tel. #:	Fax #:	Tel. #:	Fax #:
Email:		Email:	



Proposal for  
2016 Exención Contributiva Additions



Revised July 15, 2016

*Service is our Technology*

July 15, 2016

Lcda. Elizabeth Aponte Rivera  
Directora  
Oficina de Exención Contributiva Industrial  
Edificio Compañía de Fomento Industrial  
Oficina 105, piso 1  
Ave F.D. Roosevelt #355  
Hato Rey, PR 00918

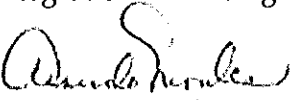
Dear Mrs. Aponte:

As requested PRIDCO (from now on referred to as "Customer"), Integration Technologies Corp. (from now on referred to as "Intech"), is submitting for your evaluation a proposal for 2016 Exencion Contributiva Additions.

Intech's mission is to offer added value to its clients by providing prompt and cost-effective Network, Telephony, Unified Communications, Contact Center, Support and Security solutions based on their individual needs. We partner with technology leaders, which allow both INTECH and our alliance partners to grow synergistically and deliver greater value to mutual clients. This, and a personalized and excellent service, has positioned Intech among the top companies in its field.

We appreciate this opportunity and look forward to establishing a good business relationship between our companies.

Cordially yours,  
Integration Technologies Corp.

  
Armando Morales Perez  
Account Executive

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## WHY INTECH

During the past twenty four years Intech has excelled in delivering effective connectivity solutions to clients throughout Puerto Rico, Caribbean and Latin America. Our proven team of professionals has succeeded in designing, integrating and maintaining the best connectivity technologies required to meet the high standards and stringent quality controls of large organizations in our geographical area.

Intech consists of a group of MIS and Telecommunications professionals with vast experience in their fields. We are recognized as leaders in Puerto Rico in the telecommunications infrastructure area. Our solid background in connectivity and communications, as well as in-depth knowledge of Voice and Data technologies, provides a unique combination that guarantees success in projects like these.

At Intech we have excelled in the Latin America marketplace because of our commitment to service as well as the expertise of our in-house staff. We understand the particular needs of the private and government business sector and as a result we service some of the largest local companies not only with their telecommunications needs but with their business requirements in areas related to technology and integration. We have the expertise and have provided solutions to virtually every business sector including the government, hospitality, banking, insurance, telecommunications and pharmaceutical industry.

Our ability to deliver is proven by our long list of 100% satisfied customers and our sensible, reliable and cost-effective solutions.

We are fully committed with our customers to successfully implement the proposed solutions, in order to have State of the Art Technology.



## PRODUCTS AND SERVICES INVESTMENT

The following components are required to accomplish the requested services:

Investment Table	
Customer	Compañía de Fomento Industrial (PRIDCO)
Description	2016 Exencion Contributiva Rev3-4
ID	AMOS-2016030203

Qty	Description	Unit Price	Extended Price
1	AVAYA COMMUNICATIONS SOLUTION	0.00	0.00
1	CM MODEL ADDITIONS	0.00	0.00
25	AURA FOUNDATION SUITE R6 ADD SW LIC	146.00	3,650.00
25	FOUNDATION SUITE R6SM SIPCONN LIC /E	0.00	0.00
25	FND SUITE UCE R6 ONE-X COMMR6 LIC /E	0.00	0.00
25	FOUNDATION SUITE R6 PS R6 LIC /E	0.00	0.00
25	FND SUITE R6 ONE-XC VIDEO R6 LIC /E	0.00	0.00
25	FOUNDATION SUITE R6 CMM R6 LIC /E	0.00	0.00
10	ASBCE R6.2+ STD SVCS LIC 1-500	55.00	550.00
25	FND SUITE FLARE EXP WINR1 CM6 LIC /E	0.00	0.00
25	FND SUITE 1XC MAC OS R6 LIC /E	0.00	0.00
25	FND SUITE R6 COMM FOR MS-LYNC R6 /E	0.00	0.00
1	SA CM MODEL	0.00	0.00
10	SA PREF ASBCE R6 STD SVCS 1-500 1YPP	7.50	75.00
10	UPG ADV ASBCE R6 STD SVCS 1-500 1YPP	16.00	160.00
25	UPG ADV AURA R6 FND/S 1YPP	13.50	337.50
25	SA PREF AURA R6 FND/S 1YPP	17.00	425.00
1	AVAYA COMMUNICATIONS SOLUTION	0.00	0.00
1	CM MODEL ADDITIONS	0.00	0.00
1	PWR CORD USA	12.00	12.00
1	MM714B ANALOG 4+4 MEDIA MODULE - NON GSA	549.00	549.00
1	G430 MP120 MEDIA GATEWAY NON GSA	1,422.00	1,422.00
1	PWR CORD NA 18AWG 10 Amp AC	7.00	7.00
25	S SERIES RPLCMNT LINE CORD	8.50	212.50
1	1151D1 TERMINAL PWR SUPPLY W/CAT5 CABLE FOR IP PH	31.00	31.00
1	909A UNIVERSAL COUPLER AC/DC	287.00	287.00
1	BUTTON MOD 12B	100.00	100.00
1	IP PHONE 9608G GRY	223.00	223.00
6	IP PHONE 9608G GRY GLOBAL 4 PK	810.00	4,860.00
1	SA CM MODEL	0.00	0.00
1	SA PREF TRKG REMOTE SITE AVAYA AURATM R6	0.00	0.00
1	HP 2920-48G-POE+ Switch	2,561.00	2,561.00

Qty	Description	Unit Price	Extended Price
1	INCLUDED: HP 2920-48G-POE+ Switch U.S. - English localization	0.00	0.00
1	HP 2920 0.5m Stacking Cable	95.00	95.00
1	HP 3y NBD Exch 2900-48G FC SVC	630.00	630.00
1	Please refer to Services SOW for details	3,165.00	3,165.00
1	41 Month - 8x5 Voice Gateway Management Product(s) Covered: 1 - G430 Billing Terms: A single Invoice of \$2613.75 due at the beginning of the contract.	2,613.75	2,613.75
1	41 Month - 8x5 Access Switch Management Product(s) Covered: 1 - Billing Terms: A single Invoice of \$1366.53 due at the beginning of the contract.	1,366.53	1,366.53
<b>Sub-Total</b>			<b>\$23,332.28</b>

Description		2016 PhoneEx Call Accounting Solution	
Qty	Description	Unit Price	Extended Price
1	PhonEX ONE Manager + Traffic	4,535.00	4,535.00
3	PhoneEX One- 2nd level of support for the first year	645.00	1,935.00
1	Installation & Configuration of PhonEX One	2,325.00	2,325.00
1	PhonEX One Training	750.00	750.00
1	8x5 Collaboration Application Management Contract Period: 3 Year(s) Billing Terms: 3 Yearly Invoice(s) of \$600 due at the beginning of each year-period from the beginning of the contract.	1,800.00	1,800.00
<b>Sub-Total</b>			<b>\$11,345.00</b>

**Project Totals:**

	<b>Exencion Contributiva Additions</b>	<b>Sub-Total</b>	<b>\$23,332.28</b>
	<b>PhoneEx Call Accounting</b>	<b>Sub-Total</b>	<b>\$11,345.00</b>
		<b>Total</b>	<b>\$34,677.28</b>

## SERVICES SOW

Our services include:

### Technical Overview

Since PRIDCO acquired the Avaya Aura solution, manufacturer has changed the licensing and it also has launched a major software release.

Previous licensing scheme was Foundation, Mobile and Collaboration; new licensing grouped Foundation and Mobile feature sets in one set now called CORE; Collaboration feature set became POWER.

PRIDCO licensing distribution is as follows: 404 Foundation, 38 Mobile and 34 analogue only. Mobile licenses are uplifted like-for-like to CORE; Foundation licenses must pay an uplift fee (\$35 each).

Since Avaya is still allowing to grow Foundation-based solutions and considering new software release was put in General Availability (GA) just recently, our recommendation is to add new agencies with no change in the core.

As per the current upgrade documentation, existing hardware supports new software; implementation services will only be needed.

Our proposal includes the products and services to add Exencion Contributiva with following requirements:

1. Total of 25 users with IP desk phones.
2. A G430 gateway to connect up to 4 (four) fax machines;
3. Ethernet switch with PoE

Summary of main components included in the proposal is as follows:

- 1) 25 Foundation licenses;
- 2) 10 SIP trunks for additional users
- 3) 4 analogue licenses
- 4) 1 gateways G430
- 5) 25 IP desk phones model 9608G
- 6) 1 Button Expansion module 12B for operator position
- 7) 1 Ethernet HP switches; 48 PoE ports

## Service Phases

The service phases for this project are:

- **Planning and Design** – Intech will develop a design document. The document needs to be reviewed and approved by the customer in order to continue with the rest of the project
- **Staging and Configuration** – Intech will configure and validate main components of the voice communication network functionalities in our staging laboratory area.
- **Deployment** – After the configuration stage, Intech will proceed to install and deploy the solution in the customer premises. Our proposal assumes new offices are interconnected using fiber optic of the same characteristics of the original project. Our proposal includes an increase of 10 SIP trunks to the carrier; PRIDCO may increase SIP trunks as needed.
- **Post-Deployment** – After the deployment Intech will provide a configuration document and a basic knowledge transfer to the customer on the voice system functionalities configured.

## Deliverables

Intech services includes the following deliverables

- **Design Document** – Previous to the configuration and deployment Intech will deliver a design document to the customer. This design document must be reviewed and approved by the customer to proceed with the rest of the project.
- **Configuration Document** – Using the design document as a reference, Intech will develop a configuration document with the final configuration executed on the devices.

## Scope of Work

Intech will execute the following activities

1. Project Coordination
2. Design
  - 2.1. Define Network Requirements
  - 2.2. Dialing plan development and documentation
  - 2.3. IP Scheme and VLAN definition and documentation
  - 2.4. Assets inventory documentation
  - 2.5. Design document development
  - 2.6. MDF/HDF position inventory & documentation
  - 2.7. Validation plan development
3. Staging Configuration
  - 3.1. License Management
  - 3.2. Gateway Staging, where applicable
4. Deployment
  - 4.1. Voice Network Deployment
  - 4.2. Validation and tests
5. Post Deployment
  - 5.1. Basic Knowledge Transfer
  - 5.2. Final Documentation

## Customer Responsibilities

To guarantee the success of the project, Customer should:

- Identify and provide information about the technical personnel required for this project
- Provide access to network devices connecting to the voice network nodes and devices
- Provide existing network IP Scheme, diagrams and information
- Provide access to the areas where the devices will be installed
- Provide secure and restricted remote access to the network for the duration of the project and maintenance contract

### Assumptions

- Customer provides audio recordings for Automated Attendant application and contact treatment.
- Customer provides voice talent if recording will be made directly to the system using a phone set
- WAN is up and running before the deployment starts
- Minimum rack space required 5 RU. Rack space must be available when the deployment starts
- Minimum power outlets is 2
- Minimum switch port is 2
- One entry level server is required for Call Accounting software and it is customer responsibility. Minimum requirements are: Quad-core Intel CPU at 2.2 GHz; 8 GB of RAM; 100 GB of Hard Disk space; DVD optional; 1 Gbps NIC port; Windows Server 2012 R2 STD or Data Center; SQL Server 2012 SP1. Call accounting software can run on virtualized environment; HyperV or vmware.

### Exclusions

- Services do not include any configuration for VPN-less mobile access
- Automated Attendant application does not include any external database access
- Patch cords, electrical wires
- Configuration of customer switches, routers or other network device is not included on the Scope of Work
- Knowledge transfer sessions are based on manufacturer technical documentation; no specific documentation is provided
- Customer is responsible to provide the area for the knowledge transfer sessions including notepads, projector, LAN connections, etc.

## SERVICES EFFORT

The duration of the project, might be determined at the beginning of this project based on all the data gathered from the customer. The sites must be accessible eight hours per day for installation, configuration and testing. This project must not be interrupted.

Anything not explicitly specified in this document is not considered part of this project. Any changes requested will be processed through a Change Order (see below).

## CHANGE ORDER PROCEDURE

If any change to this proposal is needed, Intech will prepare a written description of the agreed change (called a "Change Order"), which both parties must sign before its implementation. The Change Order will describe the change, the rationale for the change, and any impact in scope, schedule and cost, if any.

Depending on the extent and complexity of the requested changes, Intech may charge for the effort required to analyze it. When charges are necessary in order for Intech to analyze a change, Intech will give customer a written estimate and begin the analysis on written authorization.

The terms of a mutually agreed upon Change Order will prevail over those of this proposal or any previous Change Order.

## BILLING TERMS AND GUARANTEES

1. All payments are to be made in US dollars to Integration Technologies, Corp.
2. Payment option:
  - **Net 30 invoice of \$17,338.64, upon delivery of equipment**
  - **Net 60 invoice for \$17,338.64, upon completion of project**
3. Unless otherwise specified, this proposal is valid for 30 days or while supplies last.
4. Intech may not be able to honor these prices if only a subset of the quotation is requested. In such a case, this proposal will not be valid and Intech would have to submit a new proposal.
5. Unless otherwise stated in proposal, prices include all Puerto Rico excise taxes, shipping and handling charges. Any other taxes, fees, duties or governmental charges, however designated (except for taxes on Intech's net income) which may be levied or based on services or on the importation, movement, delivery, use or possession of new or repaired and replacement products (hereafter referred to as "Charges") are exclusive of the prices in this proposal.
6. Unless otherwise stated in this proposal, travel expenses and any other job related expense are not included in the above prices or rates and will be invoiced at the actual, reasonable amount incurred to the Customer, if applicable. Bills will accompany these as evidence. Mileage will be billed at a rate of \$.35 per mile.
7. All standard warranties on hardware and software items are as per the manufacturer's warranty of each product. In these cases, the return of such products to the manufacturer and the delivery of its replacement to the Customer will be the responsibility of the Customer. Product Warranties may be voided if the products have been (i) altered, except by Intech or as otherwise instructed by Intech; or (ii) used in conjunction with another product resulting in defect; or (iii) damaged by improper environment, abuse, misuse, accident or negligence. **The Customer is responsible for registering hardware and software components and/or support contracts with supplier to validate warranty.** This clause does not apply to products under maintenance while such maintenance is active, since the maintenance replaces and extends any such Warranty on such product.
8. Intech guarantees all services for 30 days from the date each individual service is accepted by the Customer. This guarantee applies only to errors and omissions from Intech. Intech warrants that the services will be performed in a professional, workmanlike and timely manner.



9. While a service is being performed, the Customer may not modify the related products or the work in process without proper authorization by Intech until final approval and delivery to the Customer. Otherwise, the Customer will be billed on a time and material basis at Intech's then current fees for damages caused by unauthorized intervention. In this case, any effort put forth by Intech must be previously approved by the Customer.
10. Once any service is approved by Customer, Intech is not responsible for any modifications or additions to the implemented services performed by Customer which may cause any malfunction or performance degradation. Otherwise, the Customer will be billed on a time and material basis for any effort invested by Intech to correct this situation. In this case, any effort put forth by Intech must be previously approved by the customer.
11. Intech assumes no responsibility for any damages resulting from loss of use, data, profit or business, or for any special, indirect, incidental or consequential damages.
12. Any situation that may arise regarding these components after delivered should be forwarded to Intech's Service Desk at 787-273-0000, or via email: [servicedesk@intechxsp.com](mailto:servicedesk@intechxsp.com).

## ASSUMPTIONS

1. The services will be provided at the Customer facilities during regular working hours. (Monday through Friday, from 8am to 5pm), excluding Holidays, on the Metropolitan area.
2. Some activities will require down time. Should any work be performed off regular working hours, this must be approved by Intech prior to its scheduling. Customer must coordinate with Intech's personnel when the down time period will be scheduled and make the corresponding arrangements at the Customer's site.
3. The corresponding accesses to any secured areas should be available.
4. The Customer's "liaison" will be responsible for scheduling any required customer personnel for meetings and/or interviews.
5. All relevant Customer documentation will be made available to the project team when requested.
6. During the project period, any changes made to your system/network required to interface with the solution/services being proposed should be kept to a minimum and be informed to Intech, to take into account in the project implementation. We strongly recommend that these changes be minimized during this period to avoid any changes in scope, which can in turn change prices and duration of project, and to ensure final solution functionality and integrity.
7. The Customer will be responsible for relocating any of the equipment to be serviced, should this be required. Otherwise, Intech cannot be responsible for any loss or damage of equipment during the relocation.
8. We expect that throughout the engagement, the host, network, and servers will be operational and available to the team on all weekdays from 8:00 AM to 8:00 PM, local time. We also anticipate extended hours to be available with reasonable notice.
9. Electrical and environmental conditions are appropriate for project implementation.
10. The entire network infrastructure is in optimal operational state.
11. Customer's Project Manager is responsible for the overall progress of the tasks assigned to Intech personnel. Any extension of time due to Customer's unavailability, system resources unavailability, or unresolved Customer's issues which impact any of the deliverables, will be charged on a time and material basis at a rate of \$125.00.
12. In addition, we assume that all tasks to be done by third parties contracted by Customer will be coordinated by Customer, unless requested to Intech, in which case will be billed on a time and material basis.
13. There will be no delays or additional requirements imposed by any government agency, labor disputes, fires, earthquakes, hurricanes or other acts of God or man, unavoidable casualties or unforeseen. Intech shall not be held liable or penalized for delays caused by such circumstances.

14. During the term of this agreement and for one year thereafter, neither party shall recruit or hire employees of the other party who have been directly involved in the activities covered by this agreement without the other party's prior written consent. In the event that either party hires any of each other's personnel, who are or have been assigned to perform work under this agreement, the hiring party shall pay the other party, within one (1) year of the date of such hiring, an amount equal to twenty-five percent (25%) of the total first year compensation paid to such personnel as a fee for the additional benefit obtained by the hiring party.
15. Termination. Either party may terminate this Agreement if (i) the other party becomes insolvent, files or has filed against it a petition of bankruptcy, or ceases doing business; (ii) the other party fails to cure a material breach of this Agreement within 30 days after receipt of written notice of such breach from the party not in default; or (iii) by mutual agreement of both parties. Upon termination of this Agreement by Intech for The Customer's breach or by mutual agreement, Intech may cancel all of The Customer's unfulfilled orders without further obligation to furnish Services. Upon Termination of this Agreement by The Customer for Intech's breach or by mutual agreement, The Customer shall pay to Intech the aggregate undisputed amount of Products and/or Services charges theretofore billed to The Customer in accordance with this Agreement and not previously paid by The Customer, subject to any offsets or reductions arising pursuant to any other provision of this Agreement. If any advanced payments were made by The Customer to Intech, Intech shall return to The Customer that portion of the advanced payment which represents the portion of the work pending completion at the time of the termination.

## ACCEPTANCE CRITERIA, AND SIGNATURES REQUIRED

We sincerely appreciate this opportunity to be of service. If you have any questions, we will be pleased to discuss them with you.

If you would like us to proceed with this engagement, please acknowledge by signing and returning this proposal to us.

Cordially yours,  
Integration Technologies, Corp.

INTECH Authorized Representative:

CUSTOMER Authorized Representative:

Armando Morales

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name



\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Account Manager

\_\_\_\_\_  
Position

\_\_\_\_\_  
Position

July 15, 2016

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## FINANCE DEPARTMENT REQUIRED INFORMATION

Delivery Address:		Billing Address:	
PO / SO #:		PO / SO #:	
Contact Person & Position:		Contact Person & Position:	
Tel. #:	Fax #:	Tel. #:	Fax #:
Email:		Email:	

## MANAGED SERVICES DESCRIPTION

### 8x5 Base Voice System Management

SKU# INMS0-BVS-085

#### **Service Description:**

Intech offers a comprehensive IP Telephony Management service that is tailored to meet the high demands of modern businesses. This service includes continuous monitoring and remediation support in the case of unforeseen latency or downtime.

**Service Hours:** Monday through Friday from 8:30 am to 5:30 pm

#### **Tasks included within the service:**

- Remote support, troubleshooting, and resolution of incidents (initiated via Phone, Email, Support Portal, Monitoring Alarms). On-site support is provided if required to complete resolution of incidents
- Management of any Vendor's technical support function directly contracted by the Customer and required as part of the incident support, troubleshooting and resolution, keeping track and reporting the vendor's execution and service level agreement compliance with the Customer, if applicable
- Adds/Moves/Changes that do not affect the architecture of the solution
- Root-cause analysis of recurring incidents to identify and take corrective steps to prevent potential future incidents as part of a continual improvement process
- Provides monitoring of Telephony components in real-time and notified via alarms and events when a fault occurs
- The collection of performance data of selected devices and issues early warnings of threshold violations in real time
- Performance Reports and Dashboards
- Collect and monitor VoIP quality information including latency, jitter, packet-loss, MOS Score, R-Factor, trunk and resource monitoring, pbx alarms, and environmental information
- Provides real-time visualization of your VoIP ecosystem - including data infrastructure
- Live call path statistics provides an end-to-end view of problem calls
- Thresholds definition for any VoIP Quality metric across your environment

#### **Tasks exclusive to be performed as Out of Scope Services when requested by customer:**

- Initial Device Implementation, Configuration and Provisioning
- ISP/Circuit Provisioning
- DHCP & DNS support and troubleshooting
- Access to OEM on-site hardware replacement/repair warranty
- Access to OEM telephone support
- Access to OEM software patches and updates

## **8x5 Access Switch Management**

SKU# INMS0-ACSW-085

### **Service Description:**

Comprehensive Network Access Switch Management service tailored to meet the high demands of modern businesses. This service will ensure accelerated connectivity and availability to all critical systems in the network, including back-office systems, and application servers. Includes continuous monitoring and remediation support, providing a rapid response in the case of unforeseen latency or downtime.

**Service Hours:** Monday through Friday from 8:30 am to 5:30 pm

### **Tasks included within the service:**

- Provides monitoring of selected devices in real-time and notified via alarms and events when a fault occurs
- The collection of performance data of selected devices and issues early warnings of threshold violations in real time
- The collection, time-stamping and identification of the configuration of managed devices with immediate notification of changes to the baseline configuration
- Performance Reports and Dashboards (CPU, Memory, Environmental, Interfaces)
- Remote support, troubleshooting, and resolution of incidents (initiated via Phone, Email, Support Portal, Monitoring Alarms). On-site support is provided if required to complete resolution of incidents
- Management of any Vendor's technical support function directly contracted by the Customer and required as part of the incident support, troubleshooting and resolution, keeping track and reporting the vendor's execution and service level agreement compliance with the Customer, if applicable
- Hardware Support. Requires separate OEM on-site hardware replacement/repair warranty, telephone support and software patches and updates contract.
- Adds/Moves/Changes that do not affect the architecture of the solution
- Root-cause analysis of recurring incidents to identify and take corrective steps to prevent potential future incidents as part of a continual improvement process

### **Tasks exclusive to be performed as Out of Scope Services when requested by customer:**

- Initial Device Implementation, Configuration and Provisioning
- ISP/Circuit Provisioning
- DHCP & DNS support and troubleshooting
- Access to OEM on-site hardware replacement/repair warranty
- Access to OEM telephone support

## **8x5 Collaboration Application Management**

SKU# INMS0-COLLAPP-085

### **Service Description:**

Intech offers a comprehensive Collaboration Application Management service that is tailored to meet the high demands of modern businesses. This service includes continuous monitoring and remediation support in the case of unforeseen latency or downtime.

**Service Hours:** Monday through Friday from 8:30 am to 5:30 pm

### **Tasks included within the service:**

- Provides monitoring of real-time monitoring and notification via alarms and events when a fault occurs
- The collection of performance data of devices hosting the application and the application itself including early warnings of threshold violations in real time
- Performance Reports and Dashboards
- Remote support, troubleshooting, and resolution of incidents (initiated via Phone, Email, Support Portal, Monitoring Alarms). On-site support is provided if required to complete resolution of incidents
- Management of any Vendor's technical support function directly contracted by the Customer and required as part of the incident support, troubleshooting and resolution, keeping track and reporting the vendor's execution and service level agreement compliance with the Customer, if applicable
- Adds/Moves/Changes that do not affect the architecture of the solution
- Root-cause analysis of recurring incidents to identify and take corrective steps to prevent potential future incidents as part of a continual improvement process

### **Tasks exclusive to be performed as Out of Scope Services when requested by customer:**

- Configuration and Implementation of the Devices
- Device or Application Provisioning
- ISP/Circuit Provisioning
- DHCP & DNS support and troubleshooting
- Access to OEM on-site hardware replacement/repair warranty
- Access to OEM telephone support
- Access to OEM software patches and updates