



QUOTE

Village of Orland Park

Quote created for
Quote created by

Norm Johnson
Philippe Stapp
CDW-G
120 S Riverside Plaza
Chicago IL 60606
866-551-9995

Item Number/Description	Qty	Price	Contract
2238856/AudiCodes Mediant 1000 MSBG	1	\$1,752.55	NP6
1682466/AudiCodes Mediant 1000 MSBG Spare Parts	1	\$2,431.40	NP6
2125006/AudiCodes M1KB SPARE AC PWR SUP	1	\$348.00	NP6
2407875/AudiCodes REMOTE IMPLEMENTATION SUP	1	\$986.53	NP6
2160325/AudiCodes Direct Vendor Support	1	\$319.95	NP6
2161419/AudiCodes Mediant 1000 Spare Part	1	\$423.64	NP6
1911296/AudiCodes Customer Tech Support	1	\$58.25	NP6
2125205/AudiCodes Customer Support Advance HDW Replacement	1	\$87.88	NP6
1996992/AudiCodes Customer Support Advance Hardware Replacement	1	\$116.52	NP6
1869532/AudiCodes Customer Support Advance Hardware Replacement	1	\$17.77	NP6
SOW Programming in CM	1	\$3,128.16	NP6
SOW Exchange 2010 Unified Messaging Implementation	1	\$7,400.00	NP6
1918296/ Microsoft Exchange 2010 User CAL	316	\$8,648.92	ILS
Total:		\$25,719.57	



SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
CRLT915	0763376	4/25/2012

BILL TO:
VILLAGE OF ORLAND PARK
14700 S RAVINIA AVE

SHIP TO:
VILLAGE OF ORLAND PARK
Attention To: NORM JOHNSON
14700 S RAVINIA AVE

Accounts Payable
ORLAND PARK , IL 60462-3167

ORLAND PARK , IL 60462-3167
Contact: NORM
JOHNSON 708.403.6210

Customer Phone #708.403.6100

Customer P.O. # 24X7 OPTION QUOTE

ACCOUNT MANAGER

SHIPPING METHOD

TERMS

EXEMPTION CERTIFICATE

PHILIPPE STAPP 866.551.9995

DROP SHIP-GROUND

Net 30 Days-Govt
State/Local

E9998-1807-05

QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1	2238856	AUDICODES-MEDIANT 1000B MSBG CHASSI Mfg#: M1KB-MSBG1 Contract: National IPA Technology Solutions 083052-01	1,752.55	1,752.55
1	1682466	AUDICODES MEDIANT 1000 SPARE PART Mfg#: M1K-VM-1SPAN Contract: National IPA Technology Solutions 083052-01	2,431.40	2,431.40
1	2125006	AUDICODES M1KB SPARE AC PWR SUP Mfg#: M1KB-PS-AC Contract: National IPA Technology Solutions 083052-01	348.00	348.00
1	2407875	AUDICODES REMOTE IMPLEMENTATION SUP Mfg#: M800/M1K-REMT-IMPL Contract: National IPA Technology Solutions 083052-01	986.53	986.53
1	2103482	AUDICODES 24X7 CUST TECH SUP Mfg#: ACTS24X7M1KS13YR Contract: National IPA Technology Solutions 083052-01	319.95	319.95
1	1998428	AUDICODES-1YR ANNUAL SUPP CONTRACT Mfg#: ACTS24X7-M1K_S1/YR Contract: National IPA Technology Solutions 083052-01	423.64	423.64
1	2687906	AUDICODES 24X7 CUSTOMER TECH SUP Mfg#: ACTS24X7-M1K_S20/YR Contract: National IPA Technology Solutions 083052-01	58.25	58.25
1	2125205	AUDICODES-ADVANCE HARDWARE RPLMT Mfg#: AHR-M1K_S13/YR Contract: National IPA Technology Solutions 083052-01	87.88	87.88
1	1996992	AUDICODES-SUPPORT SERVICES Mfg#: AHR-M1K_S1/YR Contract: National IPA Technology Solutions 083052-01	116.52	116.52
1	1869532	AUDICODES AHR M1K S20 Mfg#: AHR-M1K_S20/YR Contract: National IPA Technology Solutions 083052-01	17.77	17.77
SUBTOTAL				6,542.49
FREIGHT				0.00
TAX				0.00

US Currency

STATEMENT OF WORK

Project Name:	Programming in CM	Requested By:
Customer Name:	Village of Orland Park	Philippe Stapp 312.705.9399 philsta@cdwg.com
CDW Affiliate:	CDW Government LLC	
Effective Date:	May 2, 2012	Drafted By:
Version:	1.0	Samantha Josefowski

This statement of work (“**Statement of Work**” or “**SOW**”) is made and entered into this May 2, 2012 (the “**Effective Date**”) by and between the undersigned, CDW Government LLC (“**Provider**”, “**Seller**” and “**we**”), and Village of Orland Park (“**Customer**” and “**you**”).

PROJECT DESCRIPTION

PROJECT SCOPE

Provider will:

- Disconnect existing Avaya Modular Messaging system
- Program QSIG on Avaya CM server to allow integration with Customer’s Microsoft messaging system
- Change coverage path(s)

CUSTOMER RESPONSIBILITIES:

- Ensure Microsoft messaging server is correctly installed, configured and licensed.
- Obtain appropriate CAL’s and licensing on Microsoft servers.
- Administer QSIG on Microsoft messaging server to allow integration with Avaya’s CM server.

OUT OF SCOPE

- Microsoft engineering or re-engineering labor
- New feature implementation and programming.
- Exceptional insurance coverage, if required
- Install hardware and implement software in a temporary manner

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule (“**Anticipated Schedule**”) based on Seller’s project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

PROFESSIONAL SERVICES FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller’s performance of work (“**Consultant Fees**”) and any other related costs and fees specified in the Expenses section (“**Expenses**”). Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein.

Seller will invoice for the Total Fees.

CONSULTANT FEES

Consultant Fees hereunder are **FIXED FEES**, meaning that the amount invoiced for the Services will be \$3,128.16 in addition to the amount of any Expenses.

The invoice amount of Consultant Fees will equal the amount of fees applicable to each completed project milestone, as specified in Table 1.

Table 1 – Project Fees

Project Milestones	Percentage of Consultant Fees	Fees
Project Completion	100%	\$3,128.16
Totals	100%	\$3,128.16

EXPENSES

Neither travel time nor direct expenses will be billed for this project.

The parties agree that there will be no travel required for this project.

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the locations specified on the attached Exhibit (“**Customer-Designated Locations**”).

PROJECT-SPECIFIC TERMS

1. Customer is responsible for providing all physical and communications access, privileges, environmental conditions, properly functioning hardware and software, qualified personnel, project details, material information, decisions/directions, and personnel and stakeholder interviews that are reasonably necessary to assist and accommodate Seller’s performance of the Services (“**Customer Components**”).
2. Seller is not responsible for delays in performance directly caused by the unavailability of the Customer Components and will have the right to invoice Customer, with prior written notice, for time Seller personnel is thereby idled or to reassign Seller personnel to work unrelated to this SOW and the services hereunder.
3. Customer will provide in advance and in writing, and Seller will follow, all applicable Customer safety and security rules and procedures.
4. Customer will secure and maintain the confidentiality of all Seller personnel information.
5. When Services are performed at a Customer-Designated Location, the site will be secure; Seller is not responsible for lost or stolen equipment.
6. This SOW can be terminated by either party without cause upon at least fourteen (14) days’ advance written notice.

SOW TERMS AND CONDITIONS

CONTACT PERSON(S)

Each Party will appoint a person to act as that Party's point of contact ("**Contact Person**") as the time for performance nears, and will communicate that person's name and information to the other Party's Contact Person.

The Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available. The Parties' Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

PAYMENT TERMS

Except as otherwise agreed by the Parties, Customer will pay invoices containing amounts authorized by this SOW within thirty (30) days of receipt. Any objections to an invoice must be made to the Seller Contact Person within fifteen (15) days after the invoice date.

EXPIRATION AND TERMINATION

This SOW expires and will be of no force or effect unless it is signed by Customer, transferred in its entirety to Seller so that it is received within thirty (30) days from the date written on its cover page, and then signed by Seller, except as otherwise agreed by Seller.

CHANGE ORDERS

This SOW may be modified or amended only in a writing drafted by Seller, generally in the form provided by Seller and signed by both Customer and Seller ("**Change Order**"). Each Change Order will be of no force or effect until signed by Customer, transferred in its entirety to Seller so that it is received within thirty (30) days from the date on its cover page and then signed by Seller, except as otherwise agreed by Seller.

In the event of a conflict between the terms and conditions set forth in a fully executed Change Order and those set forth in this SOW or a prior fully executed Change Order, the terms and conditions of the most recent fully executed Change Order shall prevail.

MISCELLANEOUS

This SOW shall be governed by Seller's "Terms and Conditions of Product Sales and Service Projects", accessed via the "Terms & Conditions" link at www.cdwg.com (the "**Agreement**"). If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement. References in the Agreement to a SOW or a Work Order apply to this SOW. This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures. This SOW is the proprietary and confidential information of Seller.

SIGNATURES

In acknowledgement that the parties below have read and understood this Statement of Work and agree to be bound by it, each party has caused this Statement of Work to be signed and transferred by its respective authorized representative.

CDW Government LLC

By: _____
signature

Name: _____

Title: _____

Date: _____

Mailing Address:

230 N. Milwaukee Ave.

Vernon Hills, IL 60061

- ☐ A purchase order for payment hereunder is attached.
- ☐ A purchase order is not required for payment hereunder.
- ☐ The following PSM has given approval:

Village of Orland Park

By: _____
signature

Name: _____

Title: _____

Date: _____

Mailing Address:

Street: _____

City/ST/ZIP: _____

Billing Contact:

Street: _____

City/ST/ZIP: _____

120115 Standard

EXHIBIT A.

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations (“**Customer-Designated Locations**”).

Table 2 – Customer-Designated Locations

Location(s)	Service(s)		
Village of Orland Park 15100 Ravinia Ave. Orland Park, IL 60462	☐ Assessment ☐ Configuration ☐ Design	☒ Implementation ☐ Project Management ☐ Staff Augmentation	☐ Support ☐ Training ☒ Custom Work



Statement of Work

Village of Orland Park

Exchange 2010 Unified Messaging
Implementation

CDW Government LLC

Version 1.0

April 4, 2012

Submitted By

Damian Gonzalez
312-705-9512
damigon@cdwg.com

Drafted By

Jeff Stoffel

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This statement of work (“**SOW**”) is made and entered into this April 4, 2012 (the “**SOW Effective Date**”) by and between the undersigned, CDW Government LLC (“**Seller**” and “**we**”), and Village of Orland Park (“**Customer**” and “**you**”).

PROJECT DESCRIPTION

PROJECT SCOPE

Subject to the other provisions of this SOW, Seller will perform the following services:

- Configure the AudioCodes gateway to work with Exchange 2010 Unified Messaging
- Configure Exchange 2010 Unified Messaging (UM) to answer diverted incoming calls
- Configure and validate Outgoing calls from Exchange UM (Play on Phone)
- Configure and validate one auto attendant
- Verify Reverse Number Lookup on missed call notifications and voice mail
- Configure Message Waiting Indicator
- Verify the message waiting on the Avaya desk phone indicates when messages arrive in Exchange Unified Messaging
- Pilot Exchange Unified Messaging with five users
- Provide knowledge transfer on Unified Messaging Configuration

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

ITEM(S) PROVIDED TO CUSTOMER

The following will be provided to Customer by the completion of this project.

Table 1 – Items(s) Provided to Customer

Item	Description	Format
N/A	N/A	N/A

PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule (“**Anticipated Schedule**”) based on Seller’s Project Management Methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

PROFESSIONAL SERVICES FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller personnel’s time (“**Consultant Fees**”) and any other related costs and fees specified in the Expenses section (“**Seller Expenses**”). Unless otherwise specified herein, taxes will be invoiced but are not included in any numbers or calculations provided in this SOW.

Customer will be invoiced for the Total Fees.

Total Fees will be calculated on a TIME AND MATERIALS basis.

CONSULTANT FEES

The invoice amount of Consultant Fees will equal the hours actually worked (“**Consultant Hours**”) times the rate applicable for the consultant (“**Hourly Rate**”) (see Table 2 below).

The Total Estimated Consultant Fees of \$7,400 is merely an *estimate* and does not represent a *fixed fee*. Neither the Estimated Consultant Hours of 40 nor the Estimated Consultant Fees are intended to limit the bounds of what may be requested or required for performance of the Services.

Table 2 – Project Fees

Consultant	Hourly Rate
Senior Engineer	\$185
Project Manager	\$185

The rates presented in Table 2 apply to *scheduled* Services that are performed during Standard Business Hours (meaning 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding holidays). For scheduled Services that are *not* performed during Standard Business Hours, Consultant Fees will be calculated at 150% of the Hourly Rates. For any *unscheduled* (i.e., emergency) Services performed at any time of the day, Consultant Fees will be calculated at 200% of the Hourly Rates.

When Services are performed at any Customer-Designated Location(s) (as defined below), Consultant Hours will be measured in one (1) hour increments with a minimum of four (4) hours billed for each day. When Seller personnel must travel more than two (2) hours a day to work at any Customer-Designated Location(s), there will be a minimum of eight (8) hours billed for each day (less travel time that is invoiced pursuant to the “Seller Expenses” section below).

When Services are performed remotely, time will be calculated in one (1) hour increments with a minimum of one (1) hour each day.

Upon notice to Customer, Seller may adjust the rates above, provided that the rates will remain fixed for at least six (6) months after the SOW Effective Date and then again for at least six (6) months after any subsequent adjustment.

The rates above only apply to Services specified in this SOW as it may be amended by one or more Change Order(s).

EXPENSES

Seller will invoice Customer for Seller's reasonable, direct costs incurred in performance of the Services. Seller Expenses include, but may not be limited to: airfare, lodging, mileage, meals, shipping, lift rentals, photo copies, tolls and parking. Seller will charge actual costs for these expenses. Any projected expenses set forth in this SOW are estimates only.

Travel Time will not be billed to the Customer for this project.

Two (2) weeks' advance notice from Customer is required for any necessary travel by Seller personnel.

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the locations specified on the attached Exhibit ("**Customer-Designated Locations**").

PROJECT-SPECIFIC TERMS

1. Customer is responsible for providing all physical and communications access, privileges, environmental conditions, properly functioning hardware and software, qualified personnel, project details, material information, decisions/directions, and personnel and stakeholder interviews that are reasonably necessary to assist and accommodate Seller's performance of the Services ("**Customer Components**").
2. Seller is not responsible for delays in performance directly caused by the unavailability of the Customer Components and will have the right to invoice Customer, with prior written notice, for time Seller personnel is thereby idled or to reassign Seller personnel to work unrelated to this SOW and the services hereunder.
3. Customer will provide in advance and in writing, and Seller will follow, all applicable Customer safety and security rules and procedures.
4. Customer will secure and maintain the confidentiality of all Seller personnel information.
5. When Services are performed at a Customer-Designated Location, the site will be secure; Seller is not responsible for lost or stolen equipment.
6. This SOW can be terminated by either party without cause upon at least fourteen (14) days' advance written notice.

SOW TERMS AND CONDITIONS

CONTACT PERSON(S)

Each Party will appoint a person to act as that Party's point of contact ("**Contact Person**") as the time for performance nears, and will communicate that person's name and information to the other Party's Contact Person. The Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available.

The Parties' Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

PAYMENT TERMS

Except as otherwise agreed by the Parties, customer will pay invoices containing amounts authorized by this SOW within thirty (30) days of receipt. Any objections to an invoice must be made to the Seller Contact Person within fifteen (15) days after the invoice date.

EXPIRATION AND TERMINATION

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CHANGE ORDERS

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In the event of a conflict between the terms and conditions set forth in a fully-executed Change Order and those set forth in this SOW or a prior fully-executed Change Order, the terms and conditions of the most recent fully-executed Change Order shall prevail.

MISCELLANEOUS AND SIGNATURES

This SOW shall be governed by Seller's "Terms and Conditions of Product Sales and Service Projects", accessed via the "Terms & Conditions" link at www.cdwg.com (the "**Agreement**"). If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement. References in the Agreement to a SOW or a Work Order apply to this SOW. This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures. This SOW is the proprietary and confidential information of Seller.

In acknowledgement that the parties below have read and understood this SOW and agree to be bound by it, each party has caused this SOW to be signed and transferred by its respective authorized representative.

CDW Government LLC

By: _____
signature

Name: _____

Title: _____

Phone: _____

E-mail: _____

Date: _____

Mailing Address:

230 N. Milwaukee Ave.
Vernon Hills, IL 60061

Village of Orland Park

By: _____
signature

Name: _____

Title: _____

Phone: _____

E-mail: _____

Date: _____

Mailing Address:

Street: _____
City/ST/ZIP: _____

Billing Contact: _____

Street: _____
City/ST/ZIP: _____

- ☐ A purchase order for payment under this SOW is attached.
☐ A purchase order is not required for payment under this SOW.

Seller Services Manager _____

110501 Standard

EXHIBIT A.

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations (“**Customer-Designated Locations**”).

Table 3 – Customer-Designated Locations

Location Name	Physical Address	Type(s) of Service(s)
Village of Orland Park	14700 Ravinia Avenue Orland Park 60462	Configuration Implementation



SALES QUOTATION

QUOTE NO.	ACCOUNT NO.	DATE
CRSD502	0763376	5/2/2012

BILL TO:
VILLAGE OF ORLAND PARK
14700 S RAVINIA AVE

SHIP TO:
VILLAGE OF ORLAND PARK
Attention To: DONNA KOUBA
14700 S RAVINIA AVE

Accounts Payable
ORLAND PARK , IL 60462-3167

ORLAND PARK , IL 60462-3167
Contact: NORM
JOHNSON 708.403.6210

Customer Phone #708.403.6100

Customer P.O. # EXCH UCAL QUOTE

ACCOUNT MANAGER		SHIPPING METHOD	TERMS	EXEMPTION CERTIFICATE
PHILIPPE STAPP 866.551.9995		ELECTRONIC DISTRIBUTION	Net 30 Days-Govt State/Local	E9998-1807-05
QTY	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
316	1918296	MS SLD EXCH ENT UCAL W/O SVCS 2010 Mfg#: PGI-00020 Contract: Illinois Microsoft LAR Agreement CMS2595580 Electronic distribution - NO MEDIA	27.37	8,648.92
SUBTOTAL				8,648.92
FREIGHT				0.00
TAX				0.00
				US Currency
TOTAL				8,648.92

CDW Government
230 North Milwaukee Ave.
Vernon Hills, IL 60061
Phone: 847.371.5000

Fax: 312.752.3630

Please remit payment to:
CDW Government
75 Remittance Drive
Suite 1515
Chicago, IL 60675-1515