



STATEMENT OF WORK

**UPGRADE SOFTWARE FROM CM6 TO AVAYA AURA CM 10
WITH G450 GATEWAYS AND VOICE MAIL**

MERRILL / JENNE OMNI PARTNER # 01-125

PREPARED FOR



PREPARED BY:

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AVAYA

Platinum
BUSINESS PARTNER

PROJECT OVERVIEW

This document will serve as the preliminary Statement of Work (SOW), agreement between Merrill & Associates (hereafter referred to as Merrill) and the City of Costa Mesa (hereafter referred to as Client).

Merrill will design, implement, and project manage the successful implementation of the following:

- ***The City of Costa Mesa will provide all Virtual Servers (VMWare) resources for this project.***
- Merrill will Configure and Download software onto Customer (City of Costa Mesa) provided servers.
- Merrill to Configure Avaya Aura CM release 10 Software to mirror Costa Mesa's existing Avaya Release 6 configuration.
- Merrill to upgrade existing Voice Mail to Avaya Mail
- ***Please Note:***
Ensure all users have set up their mailboxes on the current Aura Messaging System. Their name, greeting, and any existing messages in their mailbox will be migrated to the new system.
- *If they do **not** complete this setup, the new system—by default—**does not** include text-to-speech functionality. This means that if a user has not recorded at least their name in their current mailbox, callers sent to voicemail will hear:*
"You have reached mailbox number XXXX" instead of the user's name.
- Merrill to replace the existing G650 Gateways with new G450 Gateways with Media Modules.
- Merrill to upgrade existing (3) Remote Location S8300 LSP processors to Avaya's most current supported S8300E version.
- Merrill will move all existing Analog and Digital sets to the upgraded Platform (Gateways at the CORE).
- Merrill will move all existing City of Costa Mesa T1 Circuits, Analog Lines and Fax Lines in-service at the CORE to the upgraded Avaya Aura Platform.
- Merrill will install and train City of Costa Mesa personal on a new Call Detail Recording (CDR) subscription software Package.
- City of Costa Mesa will now be able to execute up to a Five (5) year fixed rate Software Subscription agreement with CMR10 software.
- City of Costa Mesa will now be able to execute up to a Five (5) year fixed rate Hardware support agreement with the upgraded G450 Gateways and Media Modules.

MATERIAL LIST:

Application	Quantity	Product Description
CORE CDR SOFTWARE	1	MICROCALL CDR SUBSCRIPTION LICENSE YEAR 1 OF A 5 YEAR AGREEMENT
CORE MESSAGING	550	AVAYA MESSAGING UPGRADE R8/R10
CORE GATEWAY POWER CORD	8	POWER CORD USA
CORE ANALOG MODULES	4	MM711 ANALOG MEDIA MODULE RHS
CORE ANALOG MODULES	7	MM716 ANALOG MEDIA MODULE 24 FXS RHS
DIGITAL MEDIA MODULES	19	MM717 24 PORT DCP MEDIA MODULE RHS
CORE BACKBOARD MATERIAL	1	120A CSU CABLE 50 FEET RHS
CORE T1 MEDIA MODULE	1	MM710B E1/T1 MEDIA MODULE
CORE GATEWAY	4	G450 MP160 MEDIA GATEWAY
REDUNDANT POWER SUPPLY	4	G450 R2 POWER SUPPLY
REMOTE LSP PROCESSOR	1	S8300E PRELOADED PROCESSOR
REMOTE LSP PROCESSOR	1	S8300E PRELOADED PROCESSOR
REMOTE LSP PROCESSOR	1	S8300E PRELOADED PROCESSOR

IMPLEMENTATION PLAN

- **Civic Center (Core site)**
 - Upgrade current CM6 to CM10
 - Download OVAs from Avaya website
 - Deploy OVAs on VMware environment at the City of Costa Mesa
 - Configure the following servers:
 - Build & implement CM-A & CM-B Servers on VMware platform
 - Build & implement Session Manager Server on VMware platform
 - Build & implement System Manager Server on VMware platform
 - Build & implement AADS Server on VMware platform
 - Build & implement Diagnostic Server on VMware platform
 - Build & implement Avaya Messaging – Voice Server
 - Build & implement Avaya Messaging – Consolidated Server
 - Integrate all servers with Avaya Communication Manager
 - Download CM translations (database)
 - Modify database to accommodate the CM10 format
 - Upload new database to the new CM10 processors
 - Implement Avaya Messaging
 - Stage and configure G450 gateways at Merrill Lab
 - Upgrade the firmware on the gateways and medial modules
 - Rack G450 gateways at Civic Center
 - Register gateways to new CM10 processor
 - Upgrade firmware on existing remote gateways & media modules
 - Cutover to new CM10 after-hours
 - Register all existing remote gateways to new CM10
 - Provide end-user documents (quick reference guides on voicemail)
 - Provide first day support (Technician on site & remote Engineering)
 - Provide project management, coordination, and installation support
 - Decommission old CM6 servers & G650 cabinets & Avaya ERS switches

- **Remote Access and VPN**
 - For remotely delivered Install Services, Customer will provide a VPN via high-speed Internet connection prior to the start of all Services activities
 - Customer will provide a system user ID and password, with appropriate permissions
 - For remotely delivered Maintenance Services, Customer will provide a VPN via high-speed Internet connection

- **MG 2 – Fire Station 1**
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MG 3 – Fire Station 2**
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MG 4 – Downtown Recreation Center & Fire Station 3**
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MG 5 – Fire Station 4**
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MG 6 – Fire Station 6**
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MG 7 – Police Metro Sub Station**
 - Upgrade LSP to CM10
 - Configure S8300E in lab & replace processor

- Register S8300 processor to new CM10 core
- Change MGC & register to new CM10 core
- Upgrade firmware on G430
- Upgrade firmware on media modules
- Status stations & trunks
- Test phones for inbound, outbound, & voicemail

- **MG 8 – Balearic Community Center**
 - Upgrade LSP to CM10
 - Configure S8300E in lab & replace processor
 - Register S8300 processor to new CM10 core
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MG 9 – Senior Center**
 - Upgrade LSP to CM10
 - Configure S8300E in lab & replace processor
 - Register S8300 processor to new CM10 core
 - Change MGC & register to new CM10 core
 - Upgrade firmware on G430
 - Upgrade firmware on media modules
 - Status stations & trunks
 - Test phones for inbound, outbound, & voicemail

- **MICROCALL CDR**
 - Provide remote Microcall installation via WebEx (or similar) access. Micro-Tel will install and configure the Microcall system remotely with the help of the local Merrill contact.
 - Configure / Assist with Company Directory Imports (if used).
 - Monitor and Test Data Collection – ensure data is being received from all platforms to confirm that it is collected and processed correctly.
 - Configure Data Collection Alarms – notification/alerts if the connection between the CM and Microcall is down. The notifications will be sent out via email.
 - Configure, Test, & Schedule Automated Reports.
 - Configure Toll Fraud Conditions / Call Alerts / Emergency 911 Alerts.
 - Verify that Automatic Backup is configured.
 - Microcall Support Services Group will work with Merrill/City of Costa Mesa administrators as required to set up the reports/alerts/Dashboards.
 - Perform end-user training. We will train all the administrators of the Microcall system AND the managers that will be accessing reports. End-user training sessions will be scheduled and performed via WebEx (or similar).

- Virtual Server Specifications: Avaya Aura**

Core														
Server	OS	Minimum vCPU Speed - MHz	vCPUs Reserved - QTY	vCPU Reservation - MHz	Virtual RAM - GB	Memory Reservation - MB	Storage - GB	VNICs	# IPs	Mgmt VLAN	Voice VLAN #1	Voice VLAN #2*	ESXi	Profile
System Manager	Red Hat Enterprise Linux (Avaya Provided OVA)	2185	6	13110	12	12288	170	1	1	Yes	-		8.0*	2
Session Manager	Red Hat Enterprise Linux (Avaya Provided OVA)	2200	3	3300	5	5132	100	2	2	Yes	Yes		8.0*	1
Communication Manager - A	Red Hat Enterprise Linux (Avaya Provided OVA)	2170	3	6510	5	5120	64	2	2	-	Yes	Yes	8.0*	Duplex
Communication Manager - B	Red Hat Enterprise Linux (Avaya Provided OVA)	2170	3	6510	5	5120	64	2	2	-	Yes	Yes	8.0*	Duplex
Avaya Aura Device Services	Red Hat Enterprise Linux (Avaya Provided OVA)	2100	6	6900	9	9216	250	1	1	Yes	-	-	8.0*	1
Avaya Messaging - Primary Voice Server	Windows Server 2016, 2019 or 2022 (Customer Provided & Licensed)	2200	8	8800	16	12888	500	1	1	-	Yes	-	-	-
Avaya Messaging - Consolidated Server	Windows Server 2016, 2019 or 2022 (Customer Provided & Licensed)	2200	8	8800	16	12888	500	1	1	-	Yes	-	-	-
Diagnostic Server	Red Hat Enterprise Linux (Avaya Provided OVA)	2300	4	4000	8	8192	250	1	1	-	Yes		8.0*	-
			41	57930	76		1898							

- Virtual Server Specifications: Microcall**

Minimum Hardware / Software Requirements

Microcall Requirements	
Processor(s)	at least 4 vCPU's
RAM	at least 16 GB
Operating System	Microsoft Server 2016 - 2022
MS SQL Server	MS SQL Server 2014 - 2022 (including Express versions)
Disk Space App Server	50GB
Disk Space SQL Server	1GB per 250,000 calls in database
Browser	Any HTML5 compatible browser (Chrome, Firefox, Edge, Chromium, Safari, etc.)
Networking	Static IP address

* SQL can be installed locally on the Microcall App Server or you can point Microcall to an existing SQL Server.

Virtual Environment - Virtual machines are supported as long as they meet the minimum specs. Tested VM environments include VMWare ESX/ESXi, MS Hyper-V and Oracle Virtual Box.

- **Price Quote**

Description	Qty	Unit Cost	Ext. Cost
Microcall Subscription Call Detail Recording (CDR) Software	1	\$3,250.00	\$3,250.00
Avaya G450 Gateway(s) & Media Modules	1	\$151,260.72	\$151,260.72
Avaya Tariff Recovery Fee	1	\$5,229.10	\$5,229.10
Hardware / Software Sub-Total			\$159,739.82
Installation Microcall Call Detail Recording (CDR) Software	1	\$2,000.00	\$2,000.00
Installation Voice Message	1	\$13,787.55	\$13,787.55
Installation Avaya G450 Gateway(s) & Upgrade R10 Software	1	\$87,847.32	\$87,847.32
Professional Services Installation Sub-Total			<u>\$103,634.87</u>
Sales Tax @ 7.75%			\$12,379.84
Project Upgrade Total			\$275,754.53

Note 1: Excludes CM10 Software Subscription Renewal. Existing 12 Month Subscription expires 12/25

Note 2: Excludes Hardware Maintenance Support. Existing 12 Month agreement expires 12/25

The U.S. Government has announced new tariffs that increase the cost of certain goods imported into the country. As a result, **effective April 21, 2025**, a new line item will appear on our invoices labeled "Duties Recovery Fee." This fee will cover additional costs resulting from the tariffs. Please note that this fee will not be reflected in Merrill and Associates existing or future quotes – it will only be added when invoices are generated. This is similar to how Freight and Taxes are shown on your invoices today. Importantly, this recovery fee will only be applied while the tariffs remain in effect. You should, however, expect a timing lag when tariffs are removed, to consume existing inventory which has been tariffed but not yet sold.

- **Estimated Recovery Fee as of 9/13/2025**

Qty	Description	Unit Recovery Fee	Ext. Recovery Fee
8	Power Cord	\$1.53	\$12.24
4	MM711	\$157.92	\$631.68
7	MM716	\$126.90	\$888.30
19	MM717	\$147.82	\$2,808.58
1	MM710B	\$126.90	\$126.90
4	G450 R2 Power Supply	\$190.35	\$761.40
Estimated Recovery Fee			\$5,229.10

Acceptance of Proposal for **City of Costa Mesa** dated ():

The signature of an Authorized **City of Costa Mesa** Representative is required for Merrill & Associates. to proceed with the ordering of the material and scheduling of the resources to complete the project.

Authorized Representative- Sign name

Authorized Representative- Print name

Authorized Representative- Title

Date