

**AGREEMENT FOR PBX TELEPHONE SERVICES (VOIP) VIRTUAL UPGRADE**

THIS AGREEMENT FOR PBX TELEPHONE SERVICES (VOIP) VIRTUAL UPGRADE ("Agreement") is entered into by and between the **CITY OF OCALA**, a Florida municipal corporation ("City") and **MORSE COMMUNICATIONS, INC.**, a for-profit corporation duly organized and authorized to do business in the state of Florida (EIN: 59-3542194) ("Contractor").

**WHEREAS**, on June 27, 2024, City issued a Request for Proposals for the provision of services related to the migration of the City's existing servers, associated telephony database, and licensing infrastructure from physical machines to a virtual deployment RFP No.: OFN/240581 (the "Solicitation"); and

**WHEREAS**, One (1) firm responded to the Solicitation and, after review of the submitted proposal by a City review committee, Morse Communications, Inc. was chosen as the intended awardee to provide services related to the PBX telephone services (VOIP) virtual upgrade (the "Project").

**WHEREAS**, Contractor certifies that Contractor is qualified and possesses the required experience and licensure.

**NOW THEREFORE**, in consideration of the foregoing recitals, the following mutual covenants and conditions, and other good and valuable consideration, City and Contractor agree as follows:

1. **RECITALS.** City and Contractor hereby represent, warrant, and agree that the Recitals set forth above are true and correct and are incorporated herein by reference.
2. **CONTRACT DOCUMENTS.** The Contract Documents which comprise the entire understanding between City and Contractor shall only include this Agreement and those documents listed in this section as Exhibits to this Agreement. Each of these documents are incorporated herein by reference for all purposes. If there is a conflict between the terms of this Agreement and the Contract Documents, then the terms of this Agreement shall control, amend, and supersede any conflicting terms contained in the remaining Contract Documents.

A. **Exhibits to Agreement:** The Exhibits to this Agreement are as follows:

Exhibit A: Scope of Work (A-1 through A-3)

Exhibit B: Price Proposal (B-1)

Exhibit C: Contractor Proposal (C-1 through C-28)

If there is a conflict between the individual Exhibits regarding the scope of work to be performed, then any identified inconsistency shall be resolved by giving precedence in the following order: (1) Exhibit A, then (2) Exhibit B, then (3) Exhibit C.

3. **SCOPE OF SERVICES.** Contractor shall provide all materials, labor, supervision, tools, accessories, equipment necessary for Contractor to perform its obligations under this Agreement as set forth in the attached **Exhibit A - Scope of Work** and **Exhibit C - Contractor Proposal**. The Scope of Work and/or pricing under this Agreement may only be adjusted by written amendment executed by both parties.
4. **COMPENSATION.** City shall pay Contractor an amount no greater than **EIGHT HUNDRED TWENTY-ONE THOUSAND, NINE HUNDRED EIGHTY-TWO AND 70/100 DOLLARS (\$821,982.70)** (the "Contract Sum") over the contract term as full and complete compensation for the timely and satisfactory performance of services in accordance with the pricing and frequency detailed in **Exhibit A - Scope of Work** and **Exhibit B - Price Proposal**.

- A. **Price Adjustments.** Prices offered shall remain firm for the initial contract term. Requests for price adjustments may be submitted, in writing, **no later than NINETY (90) DAYS** prior to the expiration of the prior term and must include proper CPI justification or other documentation supporting the adjustment. The City will review the submitted request for price adjustment and render a decision, in its sole discretion, as to whether it is in the best interest of the City to adjust the pricing on the awarded goods or services or reject the adjusted pricing and issue a competitive solicitation. In any event, price increases for renewal terms shall be subject to a maximum negotiated increase of **no more than THREE PERCENT (3%)** annually unless there are mitigating market conditions. The City is under no obligation to renew the contract for an additional term or to accept Contractor's proposed price increases. Contractor must receive written notification from the City confirming that the City has accepted the new prices prior to processing any orders at the new cost. Any orders issued by the City prior to formal approval of a price increase shall not be modified. Any payment of the adjusted price by City does not constitute acceptance of new pricing. Contractors are expected to pass along to the City any and all decreases in pricing on products and services or to keep pricing constant when market conditions warrant no such increases.
- B. **Invoice Submission.** All invoices submitted by Contractor shall include the City Contract Number, an assigned Invoice Number, and an Invoice Date. Contractor shall submit the original invoice through the responsible City Project Manager at: **Ocala Fiber Network, Attn: William Hughes, 3001 NE 21<sup>st</sup> Street, Ocala, Florida 34470**, E-Mail: [whughes@ocalafl.gov](mailto:whughes@ocalafl.gov).
- C. **Payment of Invoices by City.** The City Project Manager must review and approve all invoices prior to payment. City Project Manager's approval shall not be unreasonably withheld, conditioned, or delayed. Payments by City shall be made no later than the time periods established in section 218.735, Florida Statutes.
- D. **Withholding of Payment.** City reserves the right to withhold, in whole or in part, payment for any and all work that: (i) has not been completed by Contractor; (ii) is inadequate or defective and has not been remedied or resolved in a manner satisfactory to the City Project Manager; or (iii) which fails to comply with any term, condition, or other requirement under this Agreement. Any payment withheld shall be released and remitted to Contractor within **THIRTY (30)** calendar days of the Contractor's remedy or resolution of the inadequacy or defect.
- E. **Excess Funds.** If due to mistake or any other reason Contractor receives payment under this Agreement in excess of what is provided for by the Agreement, Contractor shall promptly notify City upon discovery of the receipt of the overpayment. Any overpayment shall be refunded to City within **THIRTY (30)** days of Contractor's receipt of the overpayment or must also include interest calculated from the date of the overpayment at the interest rate for judgments at the highest rate as allowed by law.
- F. **Amounts Due to the City.** Contractor must be current and remain current in all obligations due to the City during the performance of services under this Agreement. Payments to Contractor may be offset by any delinquent amounts due to the City or fees and/or charges owed to the City.
- G. **Tax Exemption.** City is exempt from all federal excise and state sales taxes (State of Florida Consumer's Certification of Exemption 85-8012621655C-9). The City's Employer Identification Number is 59-60000392. Contractor shall not be exempted from paying sales tax to its suppliers

for materials to fulfill contractual obligations with the City, nor will Contractor be authorized to use City's Tax Exemption Number for securing materials listed herein.

5. **TERM OF AGREEMENT.** This Agreement shall become effective and commence on **OCTOBER 2, 2024** and continue in effect for a term of **FIVE (5) YEARS**, through and including **OCTOBER 1, 2029** (the "Term"). This Agreement may be renewed for up to **ONE (1)** additional **TWO (2) YEAR** period for monitoring and support services by written consent between City and Contractor.
6. **TIME FOR PERFORMANCE.** The migration of services to the PBX system shall be completed by Contractor in a manner satisfactory to the City Project Manager no later than **SEPTEMBER 30, 2029**.
7. **FORCE MAJEURE.** Neither party shall be liable for delay, damage, or failure in the performance of any obligation under this Agreement if such delay, damage, or failure is due to causes beyond its reasonable control, including without limitation: fire, flood, strikes and labor disputes, acts of war, acts of nature, terrorism, civil unrest, pandemics, acts or delays in acting of the government of the United States or the several states, judicial orders, decrees or restrictions, or any other like reason which is beyond the control of the respective party ("Force Majeure"). The party affected by any event of force majeure shall use reasonable efforts to remedy, remove, or mitigate such event and the effects thereof with all reasonable dispatch.
  - A. The party affected by force majeure shall provide the other party with full particulars thereof including, but not limited to, the nature, details, and expected duration thereof, as soon as it becomes aware.
  - B. When force majeure circumstances arise, the parties shall negotiate in good faith any modifications of the terms of this Agreement that may be necessary or appropriate in order to arrive at an equitable solution. Contractor performance shall be extended for a number of days equal to the duration of the force majeure. Contractor shall be entitled to an extension of time only and, in no event, shall Contractor be entitled to any increased costs, additional compensation, or damages of any type resulting from such force majeure delays.
8. **INSPECTION AND ACCEPTANCE OF THE WORK.** Contractor shall report its progress to the City Project Manager as set forth herein. All services, work, and materials provided by Contractor under this Agreement shall be provided to the satisfaction and approval of the City Project Manager.
  - A. The City Project Manager shall decide all questions regarding the quality, acceptability, and/or fitness of materials furnished, or workmanship performed, the rate of progress of the work, the interpretation of the plans and specifications, and the acceptable fulfillment of the Agreement, in his or her sole discretion, based upon both the requirements set forth by City and the information provided by Contractor in its Proposal. The authority vested in the City Project Manager pursuant to this paragraph shall be confined to the direction or specification of what is to be performed under this Agreement and shall not extend to the actual execution of the work.
  - B. Neither the City Project Manager's review of Contractor's work nor recommendations made by City Project Manager pursuant to this Agreement will impose on City Project Manager any responsibility to supervise, direct, or control Contractor's work in progress or for the means, methods, techniques, sequences, procedures, or safety precautions or programs incident Contractor's furnishing and performing the work.
9. **TERMINATION AND DEFAULT.** Either party, upon determination that the other party has failed or refused to perform or is otherwise in breach of any obligation or provision under this Agreement or the Contract Document, may give written notice of default to the defaulting party in the manner

specified for the giving of notices herein. Termination of this Agreement by either party for any reason shall have no effect upon the rights or duties accruing to the parties prior to termination.

- A. **Termination by City for Cause.** City shall have the right to terminate this Agreement immediately, in whole or in part, upon the failure of Contractor to carry out any obligation, term, or condition of this Agreement. City's election to terminate the Agreement for default shall be communicated by providing Contractor written notice of termination in the manner specified for the giving of notices herein. Any notice of termination given to Contractor by City shall be effective immediately, unless otherwise provided therein, upon the occurrence of any one or more of the following events:
  - (1) Contractor fails to timely and properly perform any of the services set forth in the specifications of the Agreement;
  - (2) Contractor provides material that does not meet the specifications of the Agreement;
  - (3) Contractor fails to complete the work required within the time stipulated in the Agreement;
  - or
  - (4) Contractor fails to make progress in the performance of the Agreement and/or gives City reason to believe that Contractor cannot or will not perform to the requirements of the Agreement.
- B. **Contractor's Opportunity to Cure Default.** City may, in its sole discretion, provide Contractor with an opportunity to cure the violations set forth in City's notice of default to Contractor. Contractor shall commence to cure the violations immediately and shall diligently and continuously prosecute such cure to completion within a reasonable time as determined by City. If the violations are not corrected within the time determined to be reasonable by City or to the reasonable satisfaction of City, City may, without further notice, declare Contractor to be in breach of this Agreement and pursue all remedies available at law or equity, to include termination of this Agreement without further notice.
- C. **City's Remedies Upon Contractor Default.** In the event that Contractor fails to cure any default under this Agreement within the time period specified in this section, City may pursue any remedies available at law or equity, including, without limitation, the following:
  - (1) City shall be entitled to terminate this Agreement without further notice;
  - (2) City shall be entitled to hire another contractor to complete the required work in accordance with the needs of City;
  - (3) City shall be entitled to recover from Contractor all damages, costs, and attorney's fees arising from Contractor's default prior to termination; and
  - (4) City shall be entitled to recovery from Contractor any actual excess costs by: (i) deduction from any unpaid balances owed to Contractor; or (ii) any other remedy as provided by law.
- D. **Termination for Non-Funding.** In the event that budgeted funds to finance this Agreement are reduced, terminated, or otherwise become unavailable, City may terminate this Agreement upon written notice to Contractor without penalty or expense to City. City shall be the final authority as to the availability of budgeted funds.
- E. **Termination for Convenience.** City reserves the right to terminate this Agreement in whole or in part at any time for the convenience of City without penalty or recourse. The City Project Manager shall provide written notice of the termination. Upon receipt of the notice, Contractor shall immediately discontinue all work as directed in the notice, notify all subcontractors of the effective date of the termination, and minimize all further costs to City including, but not limited to, the placing of any and all orders for materials, facilities, or supplies, in connection with its performance under this Agreement. Contractor shall be entitled to receive compensation solely

for: (1) the actual cost of the work completed in conformity with this Agreement; and/or (2) such other costs incurred by Contractor as permitted under this Agreement and approved by City.

10. **DELAYS AND DAMAGES.** The Contractor agrees to make no claim for extra or additional costs attributable to any delays, inefficiencies, or interference in the performance of this contract occasioned by any act or omission to act by the City except as provided in the Agreement. The Contractor also agrees that any such delay, inefficiency, or interference shall be compensated for solely by an extension of time to complete the performance of the work in accordance with the provision in the standard specification.
11. **PERFORMANCE EVALUATION.** At the end of the contract, City may evaluate Contractor's performance. Any such evaluation will become public record.
12. **NOTICE REGARDING FAILURE TO FULFILL AGREEMENT.** Any Contractor who enters into an Agreement with the City of Ocala and fails to complete the contract term, for any reason, shall be subject to future bidding suspension for a period of **ONE (1)** year and bid debarment for a period of up to **THREE (3)** years for serious contract failures.
13. **CONTRACTOR REPRESENTATIONS.** Contractor expressly represents that:
  - A. Contractor has read and is fully familiar with all of the terms and conditions of this Agreement, the Contract Documents, and other related data and acknowledges that they are sufficient in scope and detail to indicate and convey understanding of all terms and conditions of the work to be performed by Contractor under this Agreement.
  - B. Contractor has disclosed, in writing, all known conflicts, errors, inconsistencies, discrepancies, or omissions discovered by Contractor in the Contract Documents, and that the City's written resolution of same is acceptable to Contractor.
  - C. Contractor is familiar with all local, state, and Federal laws, regulations, and ordinances which may affect cost, progress, or its performance under this Agreement whatsoever.
  - D. **Public Entity Crimes.** Neither Contractor, its parent corporations, subsidiaries, members, shareholders, partners, officers, directors or executives, nor any of its affiliates, contractors, suppliers, subcontractors, or consultants under this Agreement have been placed on the convicted vendor list following a conviction of a public entity crime. Contractor understands that a "public entity crime" as defined in section 287.133(1)(g), Florida Statutes, is "a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States..." Contractor further understands that any person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime: (1) may not submit a bid, proposal, or reply on a contract: (a) to provide any goods or services to a public entity; (b) for the construction or repair of a public building or public work; or (c) for leases of real property to a public entity; (2) may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and (3) may not transact business with any public entity in excess of the threshold amount provided in section 287.017, Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.
14. **CONTRACTOR RESPONSIBILITIES.** Except as otherwise specifically provided for in this Agreement, the following provisions are the responsibility of the Contractor:
  - A. Contractor shall competently and efficiently supervise, inspect, and direct all work to be performed under this Agreement, devoting such attention thereto and applying such skills and expertise as may be necessary to perform the work in accordance with the Contract Documents.

- B. Contractor shall be solely responsible for the means, methods, techniques, sequences, or procedures and safety precautions or programs incident thereto.
  - C. Contractor shall be responsible to see that the finished work complies accurately with the contract and the intent thereof.
  - D. Contractor shall comply with all local, state, and Federal laws, regulations, and ordinances which may affect cost, progress, or its performance under this Agreement, and be responsible for all costs associated with same.
  - E. Contractor shall continue its performance under this Agreement during the pendency of any dispute or disagreement arising out of or relating to this Agreement, except as Contractor and City may otherwise agree in writing.
15. **NO EXCLUSIVITY.** It is expressly understood and agreed by the parties that this is not an exclusive agreement. Nothing in this Agreement shall be construed as creating any exclusive arrangement with Contractor or as prohibit City from either acquiring similar, equal, or like goods and/or services or from executing additional contracts with other entities or sources.
16. **RESPONSIBILITIES OF CITY.** City or its Representative shall issue all communications to Contractor. City has the authority to request changes in the work in accordance with the terms of this Agreement and with the terms in **Exhibit A**. City has the authority to stop work or to suspend any work.
17. **COMMERCIAL AUTO LIABILITY INSURANCE.** Contractor shall procure, maintain, and keep in full force, effect, and good standing for the life of this Agreement a policy of commercial auto liability insurance with a minimum combined single limit of One Million Dollars (\$1,000,000) per occurrence for bodily injury and property damage arising out of Contractor's operations and covering all owned, hired, scheduled, and non-owned automobiles utilized in said operations. If Contractor does not own vehicles, Contractor shall maintain coverage for hired and non-owned automobile liability, which may be satisfied by way of endorsement to Contractor's Commercial General Liability policy or separate Commercial Automobile Liability policy.
18. **GENERAL LIABILITY INSURANCE.** Contractor shall procure and maintain, for the life of this Agreement, commercial general liability insurance with minimum coverage limits not less than:
- A. One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate limit for bodily injury, property damage, and personal and advertising injury; and
  - B. One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate limit for products and completed operations.
  - C. Policy must include coverage for contractual liability and independent contractors.
  - D. Policy must include Additional Insured coverage in favor of the City that is no less restrictive than that afforded under the CG 20 26 04 13 Additional Insured Form.
19. **WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY.** Worker's Compensation insurance shall be provided by Contractor as required by Chapter 440, Florida Statutes, or any other applicable state or federal law, including the U.S. Longshoremén's and Harbor Workers Compensation Act and the Jones Act.
- A. Contractor shall similarly require any and all subcontractors to afford such coverage for all of its employees as required by applicable law.
  - B. Contractor shall waive and shall ensure that Contractor's insurance carrier waives, all subrogation rights against the City of Ocala and its officers, employees, and volunteers for all losses or damages. Contractor's policy shall be endorsed with WC 00 03 13 Waiver of our Right to Recover from Others or its equivalent.

C. Exceptions and exemptions to this Section may be allowed at the discretion of the City’s Risk Manager on a case-by-case basis in accordance with Florida Statutes and shall be evidenced by a separate waiver.

20. **PROFESSIONAL LIABILITY AND/OR ERRORS AND OMISSIONS INSURANCE COVERAGE.**

Consultant shall procure and maintain, for a period of not less than **FIVE (5) YEARS** from the date of acceptance of the work by the City, a policy of professional liability/error and omissions insurance in an amount not less than One Million Dollars (\$1,000,000) per claim.

21. **ADDITIONAL INSURANCE REQUIREMENTS.**

A. Contractor’s insurance coverage shall be primary insurance for all applicable policies. The limits of coverage under each policy maintained by Contractor shall not be interpreted as limiting Contractor’s liability or obligations under this Agreement. City does not in any way represent that these types or amounts of insurance are sufficient or adequate enough to protect Contractor’s interests or liabilities or to protect Contractor from claims that may arise out of or result from the negligent acts, errors, or omissions of Contractor, any of its agents or subcontractors, or for anyone whose negligent act(s) Contractor may be liable.

B. No insurance shall be provided by the City for Contractor under this Agreement and Contractor shall be fully and solely responsible for any costs or expenses incurred as a result of a coverage deductible, co-insurance penalty, or self-insured retention to include any loss not covered because of the operation of such deductible, co-insurance penalty, self-insured retention, or coverage exclusion or limitation.

C. **Certificates of Insurance.** No work shall be commenced by Contractor under this Agreement until the required Certificate of Insurance and endorsements have been provided nor shall Contractor allow any subcontractor to commence work until all similarly required certificates and endorsements of the subcontractor have also been provided. Work shall not continue after expiration (or cancellation) of the Certificate of Insurance and work shall not resume until a new Certificate of Insurance has been provided. **Contractor shall provide evidence of insurance in the form of a valid Certificate of Insurance (binders are unacceptable) prior to the start of work contemplated under this Agreement to: City of Ocala. Attention: Procurement & Contracting Department, Address: 110 SE Watula Avenue, Third Floor, Ocala Florida 34471, E-Mail: [vendors@ocalafl.gov](mailto:vendors@ocalafl.gov).** Contractor’s Certificate of Insurance and required endorsements shall be issued by an agency authorized to do business in the State of Florida with an A.M. Best Rating of A or better. The Certificate of Insurance shall indicate whether coverage is being provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the Certificate of Insurance must show a retroactive date, which shall be the effective date of the initial contract or prior.

D. **City as Additional Insured.** The City of Ocala shall be named as an Additional Insured and Certificate Holder on all liability policies identified in this Section with the exception of Workers’ Compensation, Auto Liability (except when required by Risk Management) and Professional Liability policies. **Workers Compensation policy must contain a Waiver of Subrogation in favor of the City.**

E. **Notice of Cancellation of Insurance.** Contractor’s Certificate of Insurance shall provide **THIRTY (30) DAY** notice of cancellation, **TEN (10) DAY** notice if cancellation is for non-payment of premium. In the event that Contractor’s insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of Contractor to provide the proper notice. Such

notification shall be in writing by registered mail, return receipt requested, and addressed to the certificate holder. Additional copies may be sent to the City of Ocala at [vendors@ocalafl.gov](mailto:vendors@ocalafl.gov).

- F. **Failure to Maintain Coverage.** The insurance policies and coverages set forth above are required and providing proof of and maintaining insurance of the types and with such terms and limits set forth above is a material obligation of Contractor. Contractor's failure to obtain or maintain in full force and effect any insurance coverage required under this Agreement shall constitute material breach of this Agreement.
- G. **Severability of Interests.** Contractor shall arrange for its liability insurance to include or be endorsed to include a severability of interests/cross-liability provision so that the "City of Ocala" (where named as an additional insured) will be treated as if a separate policy were in existence, but without increasing the policy limits.

22. **SAFETY/ENVIRONMENTAL.** Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the Work. Contractor shall make an effort to detect hazardous conditions and shall take prompt action where necessary to avoid accident, injury or property damage. EPA, DEP, OSHA and all other applicable safety laws and ordinances shall be followed as well as American National Standards Institute Safety Standards. Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent damage, injury, or loss to:

- A. All employees on the work and other persons that may be affected thereby;
- B. All work, materials and equipment to be incorporated therein, whether in storage on or off the site; and
- C. Other property at the site or adjacent thereto, including trees, shrubs, lawns, walks, pavements, roadways, structures, and utilities not designated for removal, relocation, or replacement in the course of construction.

All, injury, or loss to any property caused, directly or indirectly, in whole or in part, by Contractor, any subcontractor, or anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, shall be remedied by Contractor. Contractor's duties and responsibilities for the safety and protection of the work shall continue until such time as the work is completed and accepted by City.

23. **NON-DISCRIMINATORY EMPLOYMENT PRACTICES.** During the performance of the contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, marital or domestic partner status, familial status, or veteran status and shall take affirmative action to ensure that an employee or applicant is afforded equal employment opportunities without discrimination. Such action shall be taken with reference to, but not limited to: recruitment, employment, termination, rates of pay or other forms of compensation and selection for training or retraining, including apprenticeship and on-the-job training.

24. **SUBCONTRACTORS.** Nothing in this Agreement shall be construed to create, impose, or give rise to any duty owed by City or its representatives to any subcontractor of Contractor or any other persons or organizations having a direct contract with Contractor, nor shall it create any obligation on the part of City or its representatives to pay or seek payment of any monies to any subcontractor of Contractor or any other persons or organizations having a direct contract with Contractor, except as may otherwise be required by law. City shall not be responsible for the acts or omissions of any Contractor, subcontractor, or of any of their agents or employees. nor shall it create any obligation



on the part of City or its representatives to pay or to seek the payment of any monies to any subcontractor or other person or organization, except as may otherwise be required by law.

25. **EMERGENCIES.** In an emergency affecting the welfare and safety of life or property, Contractor, without special instruction or authorization from the City Project Manager, is hereby permitted, authorized and directed to act at its own discretion to prevent threatened loss or injury. Except in the case of an emergency requiring immediate remedial work, any work performed after regular working hours, on Saturdays, Sundays or legal holidays, shall be performed without additional expense to the City unless such work has been specifically requested and approved by the City Project Manager. Contractor shall be required to provide to the City Project Manager with the names, addresses and telephone numbers of those representatives who can be contacted at any time in case of emergency. Contractor's emergency representatives must be fully authorized and equipped to correct unsafe or excessively inconvenient conditions on short notice by City or public inspectors.
26. **INDEPENDENT CONTRACTOR STATUS.** Contractor acknowledges and agrees that under this Agreement, Contractor and any agent or employee of Contractor shall be deemed at all times to be an independent contractor and shall be wholly responsible for the manner in which it performs the services and work required under this Agreement. Neither Contractor nor its agents or employees shall represent or hold themselves out to be employees of City at any time. Neither Contractor nor its agents or employees shall have employee status with City. Nothing in this Agreement shall constitute or be construed to create any intent on the part of either party to create an agency relationship, partnership, employer-employee relationship, joint venture relationship, or any other relationship which would allow City to exercise control or discretion over the manner or methods employed by Contractor in its performance of its obligations under this Agreement.
27. **ACCESS TO FACILITIES.** City shall provide Contractor with access to all City facilities as is reasonably necessary for Contractor to perform its obligations under this Agreement.
28. **ASSIGNMENT.** Neither party may assign its rights or obligations under this Agreement to any third party without the prior express approval of the other party, which shall not be unreasonably withheld.
29. **RIGHT OF CITY TO TAKE OVER CONTRACT.** Should the work to be performed by Contractor under this Agreement be abandoned, or should Contractor become insolvent, or if Contractor shall assign or sublet the work to be performed hereunder without the written consent of City, the City Project Manager shall have the power and right to hire and acquire additional men and equipment, supply additional material, and perform such work as deemed necessary for the completion of this Agreement. Under these circumstances, all expenses and costs actually incurred by City to accomplish such completion shall be credited to City along with amounts attributable to any other elements of damage and certified by the City Project Manager. The City Project Manager's certification as to the amount of such liability shall be final and conclusive.
30. **PUBLIC RECORDS.** Contractor shall comply with all applicable provisions of the Florida Public Records Act, Chapter 119, Florida Statutes. Specifically, Contractor shall:
  - A. Keep and maintain public records required by the public agency to perform the service.
  - B. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

- C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if Contractor does not transfer the records to the public agency.
- D. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of Contractor or keep and maintain public records required by the public agency to perform the service. If Contractor transfers all public records to the public agency upon completion of the contract, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Contractor keeps and maintains public records upon completion of the contract, Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

**IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: CITY OF OCALA, OFFICE OF THE CITY CLERK; 352-629-8266; E-mail: [clerk@ocalafl.gov](mailto:clerk@ocalafl.gov); City Hall, 110 SE Watula Avenue, Ocala, FL 34471.**

- 31. **AUDIT.** Contractor shall comply and cooperate immediately with any inspections, reviews, investigations, or audits relating to this Agreement as deemed necessary by the Florida Office of the Inspector General, the City's Internal or External auditors or by any other Florida official with proper authority.
- 32. **PUBLICITY.** Contractor shall not use City's name, logo, seal or other likeness in any press release, marketing materials, or other public announcement without City's prior written approval.
- 33. **E-VERIFY.** Pursuant to section 448.095, Contractor shall register with and use the U.S. Department of Homeland Security's ("DHS") E-Verify System, accessible at <https://e-verify.uscis.gov/emp>, to verify the work authorization status of all newly hired employees. Contractor shall obtain affidavits from any and all subcontractors in accordance with paragraph 2(b) of section 448.095, Florida Statutes, and maintain copies of such affidavits for the duration of this Agreement. By entering into this Agreement, Contractor certifies and ensures that it utilizes and will continue to utilize the DHS E-Verify System for the duration of this Agreement and any subsequent renewals of same. Contractor understands that failure to comply with the requirements of this section shall result in the termination of this Agreement and Contractor may lose the ability to be awarded a public contract for a minimum of one (1) year after the date on which the Agreement was terminated. Contractor shall provide a copy of its DHS Memorandum of Understanding upon City's request. Please visit [www.e-verify.gov](http://www.e-verify.gov) for more information regarding the E-Verify System.
- 34. **CONFLICT OF INTEREST.** Contractor is required to have disclosed, with the submission of their bid, the name of any officer, director, or agent who may be employed by the City. Contractor shall further disclose the name of any City employee who owns, directly or indirectly, any interest in Contractor's business or any affiliated business entity. Any additional conflicts of interest that may occur during the contract term must be disclosed to the City of Ocala Procurement Department.

- 35. **WAIVER.** The failure or delay of any party at any time to require performance by another party of any provision of this Agreement, even if known, shall not affect the right of such party to require performance of that provision or to exercise any right, power or remedy hereunder. Any waiver by any party of any breach of any provision of this Agreement should not be construed as a waiver of any continuing or succeeding breach of such provision, a waiver of the provision itself, or a waiver of any right, power or remedy under this Agreement. No notice to or demand on any party in any circumstance shall, of itself, entitle such party to any other or further notice or demand in similar or other circumstances.
- 36. **SEVERABILITY OF ILLEGAL PROVISIONS.** Wherever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under the applicable law. Should any portion of this Agreement be declared invalid for any reason, such declaration shall have no effect upon the remaining portions of this Agreement.
- 37. **INDEMNITY.** Contractor shall indemnify and hold harmless City and its elected officials, employees and volunteers against and from all damages, claims, losses, costs, and expenses, including reasonable attorneys' fees, which City or its elected officials, employees or volunteers may sustain, or which may be asserted against City or its elected officials, employees or volunteers, arising out of the activities contemplated by this Agreement including, without limitation, harm or personal injury to third persons during the term of this Agreement to the extent attributable to the actions of Contractor, its agents, and employees.
- 38. **NO WAIVER OF SOVEREIGN IMMUNITY.** Nothing herein is intended to waive sovereign immunity by the City to which sovereign immunity may be applicable, or of any rights or limits of liability existing under Florida Statute § 768.28. This term shall survive the termination of all performance or obligations under this Agreement and shall be fully binding until any proceeding brought under this Agreement is barred by any applicable statute of limitations.
- 39. **NOTICES.** All notices, certifications or communications required by this Agreement shall be given in writing and shall be deemed delivered when personally served, or when received if by facsimile transmission with a confirming copy mailed by registered or certified mail, postage prepaid, return receipt requested. Notices can be concurrently delivered by e-mail. All notices shall be addressed to the respective parties as follows:

If to Contractor: Morse Communications, Inc.  
Attention: Muhammad Abdullah  
395 East Drive  
Melbourne, Florida 32904  
Phone: 754-345-1470  
E-mail: [mabdullah@morsecom.com](mailto:mabdullah@morsecom.com)

If to City of Ocala: Daphne M. Robinson, Esq., Contracting Officer  
City of Ocala  
110 SE Watula Avenue, 3rd Floor  
Ocala, Florida 34471  
Phone: 352-629-8343  
E-mail: [notices@ocalafl.gov](mailto:notices@ocalafl.gov)

Copy to: William E. Sexton, Esq., City Attorney  
City of Ocala  
110 SE Watula Avenue, 3<sup>rd</sup> Floor  
Ocala, Florida 34471  
Phone: 352-401-3972  
E-mail: [cityattorney@ocalafl.gov](mailto:cityattorney@ocalafl.gov)

40. **ATTORNEYS' FEES.** If any civil action, arbitration or other legal proceeding is brought for the enforcement of this Agreement, or because of an alleged dispute, breach, default or misrepresentation in connection with any provision of this Agreement, the successful or prevailing party shall be entitled to recover reasonable attorneys' fees, sales and use taxes, court costs and all expenses reasonably incurred even if not taxable as court costs (including, without limitation, all such fees, taxes, costs and expenses incident to arbitration, appellate, bankruptcy and post-judgment proceedings), incurred in that civil action, arbitration or legal proceeding, in addition to any other relief to which such party or parties may be entitled. Attorneys' fees shall include, without limitation, paralegal fees, investigative fees, administrative costs, sales and use taxes and all other charges reasonably billed by the attorney to the prevailing party.
41. **JURY WAIVER.** IN ANY CIVIL ACTION, COUNTERCLAIM, OR PROCEEDING, WHETHER AT LAW OR IN EQUITY, WHICH ARISES OUT OF, CONCERNS, OR RELATES TO THIS AGREEMENT, ANY AND ALL TRANSACTIONS CONTEMPLATED HEREUNDER, THE PERFORMANCE HEREOF, OR THE RELATIONSHIP CREATED HEREBY, WHETHER SOUNDING IN CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE, TRIAL SHALL BE TO A COURT OF COMPETENT JURISDICTION AND NOT TO A JURY. EACH PARTY HEREBY IRREVOCABLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY. NEITHER PARTY HAS MADE OR RELIED UPON ANY ORAL REPRESENTATIONS TO OR BY ANY OTHER PARTY REGARDING THE ENFORCEABILITY OF THIS PROVISION. EACH PARTY HAS READ AND UNDERSTANDS THE EFFECT OF THIS JURY WAIVER PROVISION.
42. **GOVERNING LAW.** This Agreement is and shall be deemed to be a contract entered and made pursuant to the laws of the State of Florida and shall in all respects be governed, construed, applied and enforced in accordance with the laws of the State of Florida.
43. **JURISDICTION AND VENUE.** The parties acknowledge that a majority of the negotiations, anticipated performance and execution of this Agreement occurred or shall occur in Marion County, Florida. Any civil action or legal proceeding arising out of or relating to this Agreement shall be brought only in the courts of record of the State of Florida in Marion County or the United States District Court, Middle District of Florida, Ocala Division. Each party consents to the exclusive jurisdiction of such court in any such civil action or legal proceeding and waives any objection to the laying of venue of any such civil action or legal proceeding in such court and/or the right to bring an action or proceeding in any other court. Service of any court paper may be effected on such party by mail, as provided in this Agreement, or in such other manner as may be provided under applicable laws, rules of procedures or local rules.
44. **REFERENCE TO PARTIES.** Each reference herein to the parties shall be deemed to include their successors, assigns, heirs, administrators, and legal representatives, all whom shall be bound by the provisions hereof.

45. **MUTUALITY OF NEGOTIATION.** Contractor and City acknowledge that this Agreement is a result of negotiations between Contractor and City, and the Agreement shall not be construed in favor of, or against, either party because of that party having been more involved in the drafting of the Agreement.
46. **SECTION HEADINGS.** The section headings herein are included for convenience only and shall not be deemed to be a part of this Agreement.
47. **RIGHTS OF THIRD PARTIES.** Nothing in this Agreement, whether express or implied, is intended to confer any rights or remedies under or because of this Agreement on any persons other than the parties hereto and their respective legal representatives, successors and permitted assigns. Nothing in this Agreement is intended to relieve or discharge the obligation or liability of any third persons to any party to this Agreement, nor shall any provision give any third persons any right of subrogation or action over or against any party to this Agreement.
48. **AMENDMENT.** No amendment to this Agreement shall be effective except those agreed to in writing and signed by both parties to this Agreement.
49. **COUNTERPARTS.** This Agreement may be executed in counterparts, each of which shall be an original and all of which shall constitute the same instrument.
50. **ELECTRONIC SIGNATURE(S).** Contractor, if and by offering an electronic signature in any form whatsoever, will accept and agree to be bound by said electronic signature to all terms and conditions of this Agreement. Further, a duplicate or copy of the Agreement that contains a duplicated or non-original signature will be treated the same as an original, signed copy of this original Agreement for all purposes.
51. **ENTIRE AGREEMENT.** This Agreement, including exhibits, (if any) constitutes the entire Agreement between the parties hereto with respect to the subject matter hereof. There are no other representations, warranties, promises, agreements or understandings, oral, written or implied, among the Parties, except to the extent reference is made thereto in this Agreement. No course of prior dealings between the parties and no usage of trade shall be relevant or admissible to supplement, explain, or vary any of the terms of this Agreement. No representations, understandings, or agreements have been made or relied upon in the making of this Agreement other than those specifically set forth herein.
52. **LEGAL AUTHORITY.** Each person signing this Agreement on behalf of either party individually warrants that he or she has full legal power to execute this Agreement on behalf of the party for whom he or she is signing, and to bind and obligate such party with respect to all provisions contained in this Agreement.

**[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK. SIGNATURE PAGE TO FOLLOW.]**



IN WITNESS WHEREOF, the parties have executed this Agreement on

\_\_\_\_\_

**ATTEST:**

**CITY OF OCALA**

\_\_\_\_\_  
Angel B. Jacobs  
City Clerk

\_\_\_\_\_  
Barry Mansfield  
City Council President

**Approved as to form and legality:**

**MORSE COMMUNICATIONS, INC.**

\_\_\_\_\_  
William E. Sexton, Esq.  
City Attorney

\_\_\_\_\_  
By: \_\_\_\_\_  
(Printed Name)

Title: \_\_\_\_\_  
(Title)

**BACKGROUND**

The City has an existing Lucent Alcatel PBX system centrally located with secondary nodes at remote sites which support the telecommunication needs of the City of Ocala. These services include internal/external calling, long distance, voice mail, and Automatic Call Distribution (ACD) / Contact Center Services (CCS). The City is in need of software, hardware, and virtualization upgrades to the PBX system. This will provide the City with enhanced reliability, expanded unified communications capabilities, cost savings for external trunking and a superior contact center solution.

**SCOPE OF SERVICES**

1. Contractor shall provide all labor, tools, equipment, consumables, software, and licenses needed to complete the services outlines herein.
  - A. Install and update virtual environment to OFN's provided hardware (Dell PowerEdge R450 and R440 servers).
  - B. Provide a 64-core on a two-host virtual environment subscription for 60 months.
  - C. Install latest VMware Enterprise Subscription on new OFN hardware (R450).
  - D. Migrate existing applications from old hardware (R440) to new VMware Enterprise environment.
  - E. Upgrade old hardware (R440) to VMware Enterprise and configure as a High Availability cluster with new OFN hardware (R450).
  - F. Contractor shall migrate existing Alcatel-Lucent OXE appliance servers to the virtual environment.
  - G. Contractor shall perform latest software updates to the virtual PBX environment.
    - i. All applications shall be updated to latest Alcatel-Lucent manufacturer release. All applications are within one step of latest release.
      1. Upgrade OMNIPCX 4645 Voicemail to latest release.
      2. Upgrade OMNIPCX Record to latest release.
      3. Upgrade OT fax server to latest release.
      4. Upgrade OT SBC to latest release.
      5. Upgrade CCS/CCA Server to latest release.
      6. Upgrade OmniVista 8770 to latest release.
      7. Upgrade ENS/VNA to latest release.
  - H. Install redundant Session Border Controllers to allow for the sunsetting of OFN's PRI trunks and provide resilient PTSN connectivity via SIP.
  - I. Upgrade the messaging server to provide enhanced voicemail, unified messaging, and auto attendant functionality.
  - J. Provide the latest version of Alcatel-Lucent's contact center and system control center (SCC) with call recording, quality management and soft panel manager.
  - K. Provide enhanced and customizable reporting capabilities for contact center measurables.
  - L. Provide 24/7 remote monitoring of the system following installation.

**PROJECT REQUIREMENTS**

1. Upgrade of all software and firmware associated with providing the enhanced functionality outlined in the scope of work.
2. Installation of a new VMware virtual enterprise environment and migrate existing VMware essentials and applications into enterprise environment.
3. Installation and upgrade of PBX system to the virtual environment.

- 4. Provide approximately 40 SIP trunks and porting of designated numbers.
- 5. Include software and licensing (Broadcom., Alcatel-Lucent)
- 6. Include Alcatel-Lucent manufacturer software maintenance.
  - A. Software maintenance shall include OFN switching equipment as listed below:

Quantity Product/Model	Quantity Product/Model
25 SW1N-OS6465	25 SW1N-OS6465
20 SW1N-OS6860	20 SW1N-OS6860
20 SW1N-OS6900	20 SW1N-OS6900
3 SP1N-OS6900	3 SP1N-OS6900
3 SW1N-OS6865	3 SW1N-OS6865

- B. Include PBX manufacturer maintenance.
- C. Contractor to provide break fix hardware maintenance and 24/7 monitoring of all alarms registered by Alcatel PBX.
- D. Contractor must commit to Service Level Agreement (SLA) listed below:

PRIORITY	DESCRIPTION	RESPONSE TIME	RESOLUTION TIME
Critical	Main Phone system, network, or voicemail down	1 Hour	Same Day
High	Shelf, Remote Site, PRI circuit down	2 Hours	1 Business Day
Medium	Applications (4760, 8770, Fax Server) down	4 Hours	2 Business Days
Low	Moves/Adds/Changes, RMA's, Break/Fix	1 Business Day	3 Business Days

E. **SLA Definitions:**

**Critical:** System down or service affecting outage that immediately affects the operation of customer business and is cause for immediate resolution (work to completion).

**High:** Service affecting outage/issue that affects remote sites and/or trunks and is cause for same day resolution.

**Medium:** Service affecting outage/issue that does not immediately affect the operation of customer business and is cause for 2-business day resolution.

**Low:** Non-service affecting issue or outage that does not affect customer business operations and is cause for 3-business day resolution.

F. Administrator Training:

- i. One-on-one training on the configuration and administration of any new products and services rolled out during this refresh.
- ii. Provide an instructor lead administrator training class on site for up to 5 people covering. Training shall be accomplished in 2-3 business days.
- iii. Group training on the creation, scheduling, and customization of reports.
- iv. Documentation of all training shall be provided to pertinent parties outlined above.



**TIME FOR PERFORMANCE**

1. Final completion of the Project described herein shall be **NO LATER THAN SEPTEMBER 30, 2029.**
2. All service effecting work for this project must be completed in a predetermined maintenance window by the project manager. At no time should this work interfere with the daily work activities of City employees.
3. Contractor must provide schedules for all proposed work to the City for approval. This should include the delivery of materials, services, installation periods, training, and quality assurance activities.
4. All services shall be coordinated with the City Project Manager William Hughes PH: 352-401-6933, E-mail: [WHughes@ocalafl.gov](mailto:WHughes@ocalafl.gov). Contractor must provide a valid telephone number, email, and address to the City Project Manager.

ITEM	DESCRIPTION	UOM	EST QTY	UNIT COST	EXTENDED COST
1	Total cost for migration services to the Lucent Alcatel PBX system as described in <b>RFP#OFN/240581</b>	LS	1	\$391,286.60	<b>\$391,286.60</b>
2	Annual Cost for 24/7 Remote Monitoring	YR	5	\$86,139.22	<b>\$430,696.10</b>
				<b>Total Price:</b>	<b>\$821,982.70</b>



# MORSECOM

EVERYONE & EVERYTHING CONNECTED

EST. 1994

PBX-Virtual Upgrade (VoIP)  
REQUEST FOR PROPOSALS ("RFP") #: OFN/240581

Morse Communications Inc.  
395 East Drive  
Melbourne Florida 32904  
Muhammad Abdullah  
754-345-1470  
[Mabdullah@MORSECOM.com](mailto:Mabdullah@MORSECOM.com)



### 4.3 Organization of Proposal

a) TRANSMITTAL LETTER

- 1) Morse Communications Inc.  
395 East Dr. Melbourne FL. 32904  
321-259-8469  
30 years in business  
100+ staff size

- 2) The individual primarily responsible for overseeing the completion of this project on behalf of Morse Communications Inc. will be:

Muhammad Abdullah – Account Manager  
395 East Dr. Melbourne, FL 32904  
[mabdullah@MORSECOM.com](mailto:mabdullah@MORSECOM.com)  
754-345-1470 Mobile  
407-312-3643 Office

The following individuals will be authorized to make representations for the firm:

Muhammad Abdullah – Account Manager  
395 East Dr. Melbourne, FL 32904  
[mabdullah@MORSECOM.com](mailto:mabdullah@MORSECOM.com)  
754-345-1470 Mobile  
407-312-3643 Office

Manne Strand – National Sales Director  
395 East Dr. Melbourne, FL 32904  
[mstrand@MORSECOM.com](mailto:mstrand@MORSECOM.com)  
407-259-0383 Mobile  
321-259-8469 Office

Don Zdan – Senior Communications Architect  
395 East Dr. Melbourne, FL 32904  
[dzdan@MORSECOM.com](mailto:dzdan@MORSECOM.com)  
708-497-0693 Mobile  
630-333-4927 Office

Stacey Fisher - Client Engagement Manager  
395 East Dr. Melbourne, FL 32904  
[sfisher@MORSECOM.com](mailto:sfisher@MORSECOM.com)  
321-419-7717 Mobile  
321-259-8469 Office

- 3) MORSECOM affirms that we have received, read, and understand all procedures and criteria associated with the upgrade requirements and scope of work. Our submittal represents a complete solution of the items requested within this RFP. We also understand that all terms and conditions contained herein may be incorporated into the resulting contract.

- 4) MORSECOM is best qualified to perform this engagement due to our experience with this similar scope of work within the industry, a dedicated team of professionals, and a proven track record of delivering high-quality solutions. MORSECOM prides itself on our ability to provide reliable services, ensuring client satisfaction and successful project outcomes.

Thank you for considering MORSECOM for this project. We look forward to the opportunity to continue to work with you and demonstrate our commitment to excellence.

MORSECOM understands that this Request is for a five-year period, and as such, will provide individual pricing for each component of the requested work to be performed. OFN (Ocala Fiber Network) may, at its discretion, require work within this Request throughout the term of this contract. This will allow OFN to fund each segment of this project within budget year over year. As we have provided multiple options and phases of this RFP response, we recommend that the software upgrade, SIP, and hardware refresh be bonded for procurement within 2 years and the maintenance contract which will be paid annually, be placed on a separate agreement.

MORSECOM has additionally provided proposals and pricing that may or may not be utilized within this contract. As we look to provide the best recommendation to OFN, it is imperative that we provide options that assist in keeping the Alcatel solution current, up to date, and supported for another 10 years. Our proactive approach to best practices may be reviewed by OFN and accepted or declined based on the best interests of OFN.

Items that are additionally considered by way of recommendation are:

1. Crystal hardware replacement with current Common hardware. This will provide OFN the option to systematically replace any end-of-sale hardware with current Alcatel products and ensure the productive lifespan of the current solution
2. IP refresh. The planned migration of digital and IP sets across OFN can be scheduled in a systematic way over the term of this contract.

We have read and complied with SECTION 2.2 of the RFP and are fully able to support OFN in the requests that have been received.

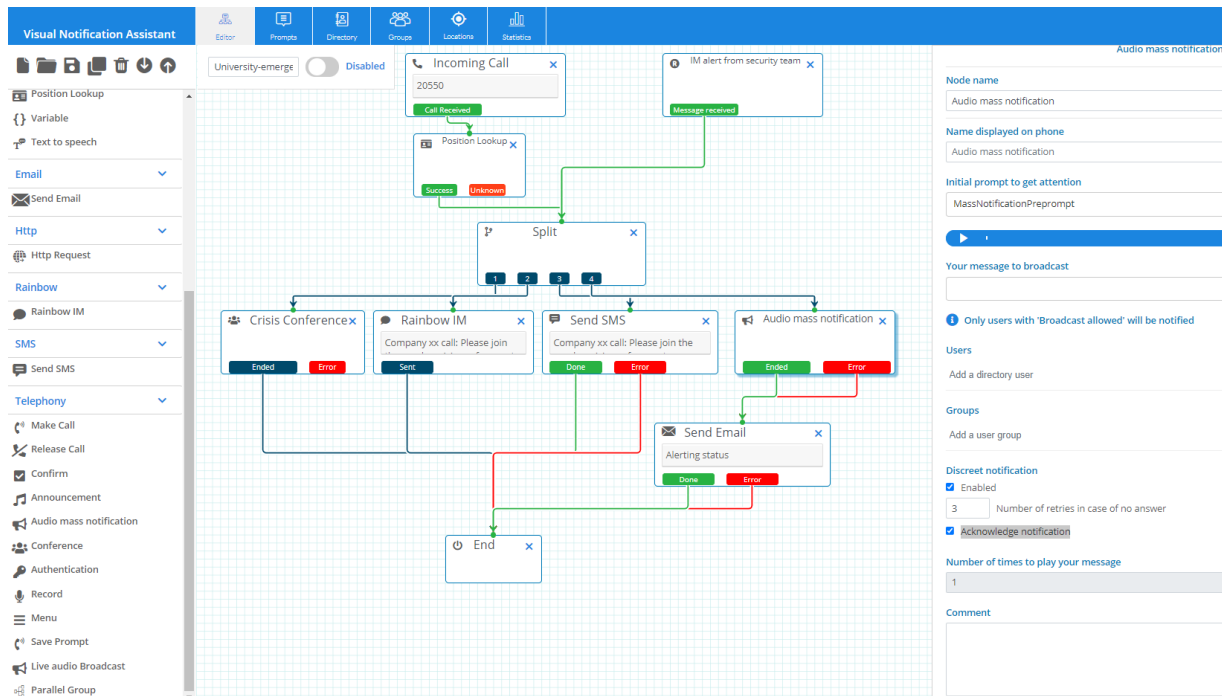
MORSECOM will provide and install the VMware vSphere software on 2 customer-provided hosts and migrate existing applications running on the current VMware Essential platform to the new Enterprise platform. We will be responsible for the upgrade efforts with the following applications, referenced in section 2.2.7.a, from its current version to its latest version. OMNPX 4645, OMNIPCX Record, OT FAX server, OT SBC, CCS/CCA Server, Omni Vista 8770, and ENS/VNA. By updating your communication system, you will strengthen your defense against cyber-attacks with a new hardened Linux operating system, take advantage of new updated applications and features as well as deploy new phones. Optimize your costs by connecting your system to SIP access providers by simply adding licenses.

A highlight of this RFP response is the addition of a Visual Notification Attendant (VNA). This is the next generation of compliance with e911 laws and regulations. VNA will replace the Emergency Notification Solution (ENS).

MORSECOM understands the importance of this migration and has ensured that the next generation will satisfy the requirements of Ocala. Upgrading the soon-to-be end-of-support Emergency Notification System (ENS) to the Alcatel-Lucent Visual Notification Assistant (VNA) provides a simple, flexible, easy-to-install, and intuitive notification system. It is an ideal solution for enterprises across all industries which assures compliance with current legislation such as Ray Baums Act.

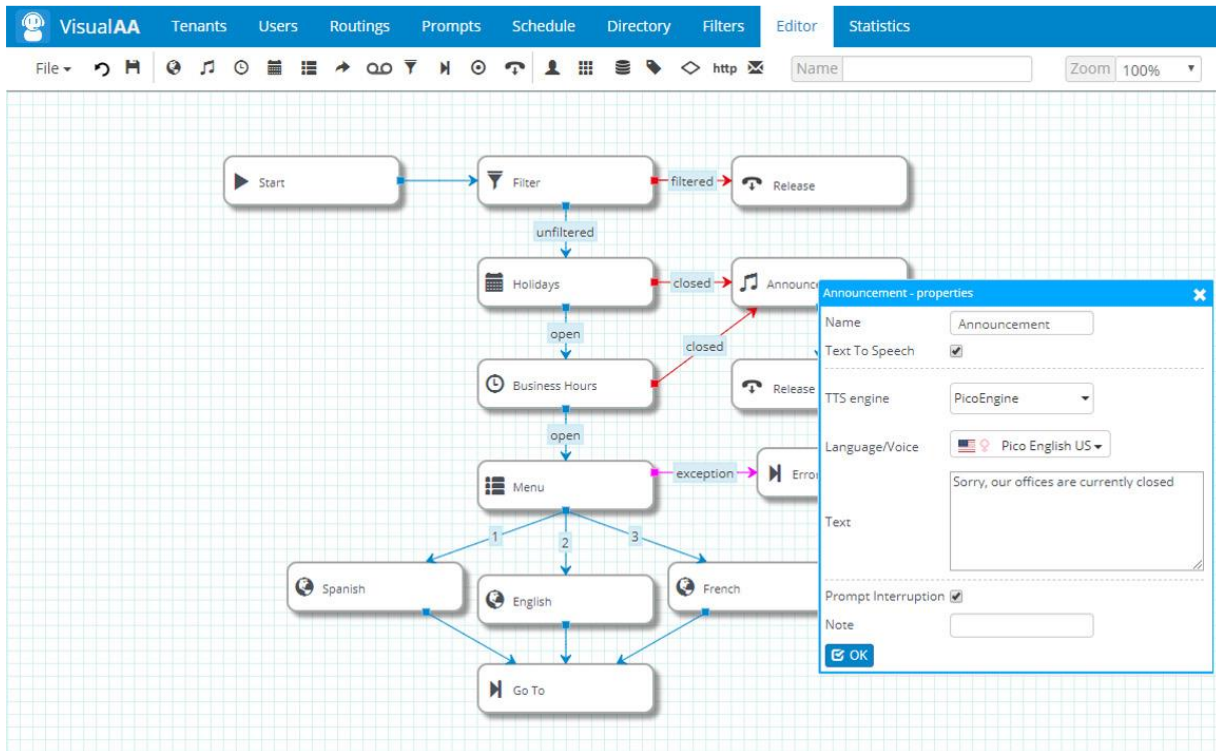
This single-platform solution can be integrated with your Alcatel-Lucent OmniPCX® Enterprise Communication Server, and offers the following features:

- Notification services such as email, text messages, or Alcatel-Lucent Rainbow™ Instant Messaging, besides the Audio Mass Notification services, and the parallel group call
- Conference capabilities that notify and gather people, thus saving time and providing a coordinated response
- Alert/audio broadcast using multicast for ALE IP Desk Phones and one-way conferencing for up to 120 users per group, and for other phones (such as TDM, analog, and DECT...)
- Location capabilities to shorten and adapt the response
- API input/output to connect any third-party application and retrieve variables to use during the flows
- Multiple building blocks to notify in parallel different people using different channel
- Managing users and groups to efficiently reach out to specific or larger group of people



In business, a telephone call is often the first point of contact. By implementing the Visual Automated Attendant (VAA), you will provide a professional image with a virtual receptionist available 24/7, delivering a quality response to your customers. Provide your callers a great service experience by starting with a courteous greeting and routing them directly to employees, departments, or voicemail. The programming interface is intuitive with prompts that can be easily customized plus routing rules that instantly adapt to new business needs. Transform your incoming telephone calls into a sustainable and recurring business relationship. Visual Automated Attendant's advanced

capabilities offer endless opportunities for a personalized routing and greeting experience for your customers.



The **Alcatel-Lucent OpenTouch® Fax Center** offers a significant return on investment (ROI) with reduced costs compared to leading legacy fax server solutions. This scalable, full-featured, software-only Fax over IP (FoIP) solution is ideal for enterprises realigning their business processes and workforce to IP environments. The OpenTouch Fax Center supports mobility and faxing anywhere, anytime. The OpenTouch Fax Center integrates seamlessly with Voice over IP (VoIP) technology and the T.38 fax relay capabilities provided by leading Alcatel-Lucent VoIP gateways. The application enriches unified messaging with faxes as well as e-mail and voice messaging. Alcatel-Lucent Enterprise application partner, OpenText®, completes our fax offer with a fast, secure, and robust IP fax software solution. This solution is a proven market leader in T.38 FoIP, ranked number one for five consecutive years in the global IP fax market while also receiving numerous IP telephony awards.

MORSECOM will provide Ocala Fiber Network with the ability to onboard 40 local SIP trunks to replace 2 PRIs. We have provided the necessary licensing to accomplish this and have provided a proposal for the SIP trunking, porting of numbers, and migration services. Our pricing includes the monthly recurring SIP services.

MORSECOM will upgrade the messaging server and upgrade the Contact Center and System Control Center (SCC) to its latest version. We will provide customizable and enhanced contact center reports. Our team will work with the contact center supervisor to customize and schedule the new reports to ensure the real-time and historical data is providing meaningful metrics to OFN and internal customers.

Our response additionally includes all hardware and software maintenance and includes proactive 24/7 remote monitoring of your entire system after the completion of the installation.

As a consideration to this upgrade, we have proposed migrating from the outdated Crystal hardware, which is End of Sale, to supported Common equipment. This will ensure the continuity of both analog and digital services and extend the longevity of the current solution. Within this option, MORSECOM is providing new IP phones to replace existing digital phones. MORSECOM has worked with the manufacturer, and they have agreed to provide IP licenses for free, to assist in this transition should OFN decide to move forward. Should OFN not wish to take advantage of this, the IP licenses will incur cost. We have provided 532 phones and ***migrating a total of digital and analog licenses to IP to represent 717 IP licenses for free.***

MORSECOM will provide maintenance and support for all voice services and specified data for the next five years. This includes 24/7 support, MORSECOM maintenance, software updates, hardware support, and proactive monitoring. MORSECOM's commitment ensures your infrastructure remains reliable and secure, with minimal disruptions.

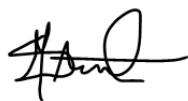
With regards to the requested maintenance on data switches, MORSECOM has included the requested manufacturer pricing for the term with the constraints from the manufacturer on the following items:

- OS6450-48X and OS6450-24XM Manufacturer published end of support date 1/30/2026
- OS6450-U24 Manufacturer end of support date 5/30/2027
- OS6860E-U28 Manufacturer end of support date 2/6/2027
- OS6900-X72 Manufacturer end of support date 6/29/2027
- OS6900-X72 Manufacturer end of support date 6/29/2027

MORSECOM will provide personalized one-on-one training for administrators on configuring and managing new products and services. Additionally, we will conduct an on-site, instructor-led training class for up to five people, completed within 2-3 business days, and offer group training on creating, scheduling, and customizing reports.

We are dedicated to delivering high-quality solutions and services that align with OFN's vision and objectives. MORSECOM pledges to maintain open lines of communication, proactively address any challenges that may arise, and consistently strive for excellence in service delivery. Our commitment to providing exemplary customer service and our track record of success with municipalities across the state of Florida make MORSECOM an ideal partner for Ocala Fiber Network. We are dedicated to meeting your needs now and well into the future. Should OFN desire, we are prepared to serve in any capacity necessary to support its operations effectively. Our team is flexible and adaptable, ready to align with your goals and objectives.

Thank you for considering MORSECOM for this opportunity. We look forward to the possibility of partnering with Ocala Fiber Network and contributing to its continued success.



---

Manne Strand, MORSECOM Director  
395 East Dr. Melbourne, FL 32904  
321.259.8469 Office

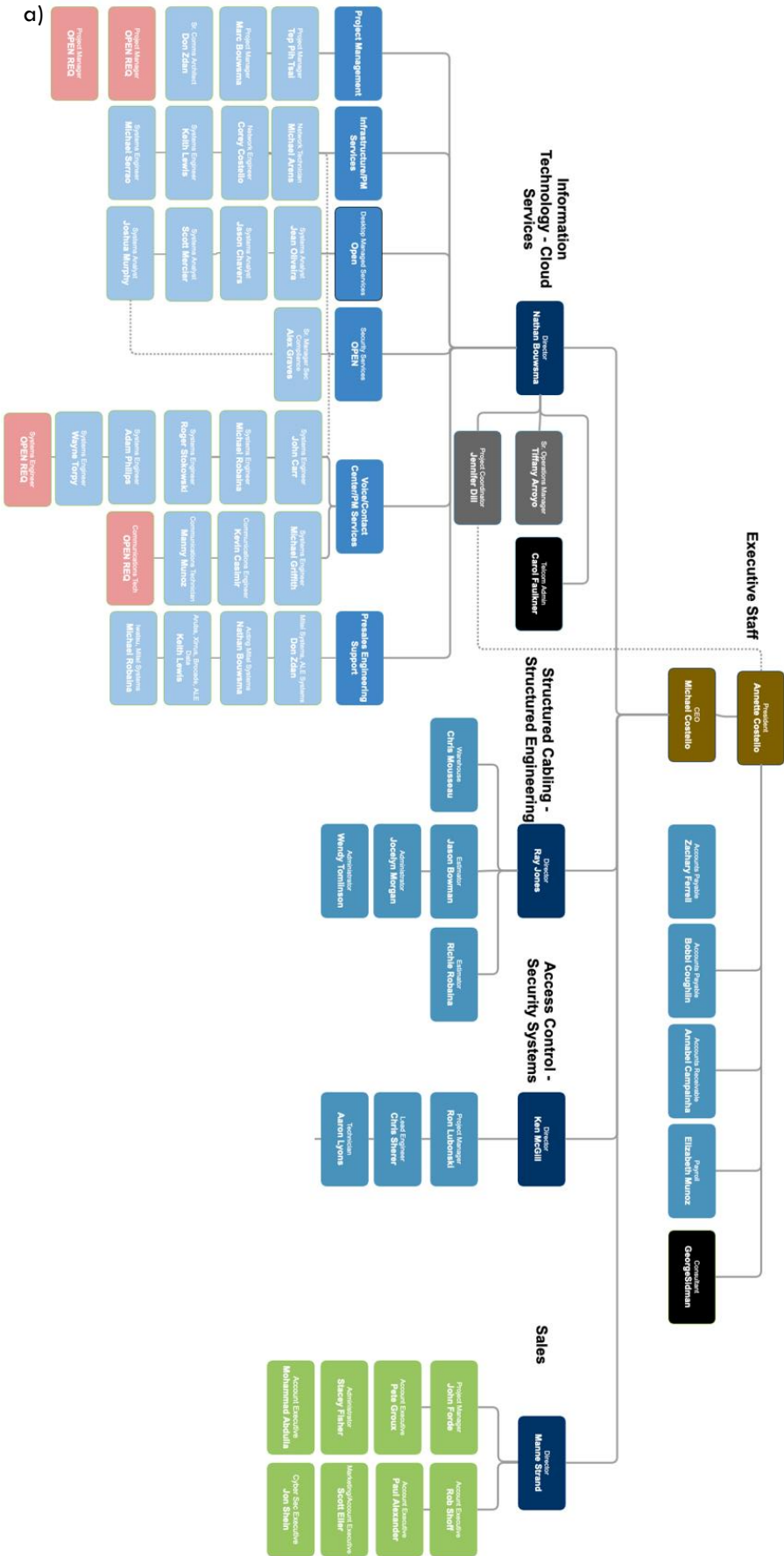


b) TAB 1 – FIRM PROFILE, QUALIFICATIONS, AND AVAILABILITY

1)      Firm Profile

- a) MORSECOM currently has a total of 105 full-time employees. This project will be managed from our MORSECOM headquarters located at 395 East Dr. Melbourne Florida 32904. The staff assigned to the project full-time will be a project manager, a primary and secondary engineer, a certified trainer, the account manager, and the client engagement manager.
- b) MORSECOM will leverage full-time employees and not utilize any subcontractors to fulfill this contract, additional support may be drawn directly from the manufacturer.
- c) MORSECOM does not conduct external quality control reviews, as these processes are typically relevant to auditing or accounting firms. Our business operations do not fall under the purview of requiring such reviews. All engineers assigned to this project will hold the appropriate manufacturer certifications and will have access directly to the respective manufacturer.
- d) MORSECOM has not had any federal or state reviews during the past 5 years.
- e) There have been no state regulatory bodies or professional organizations that have taken any disciplinary actions against MORSECOM in the past 5 years.

2) Partner, Supervisory, and Staff Qualifications and Experience



b) Each of the Key personnel's roles and responsibilities will be described\*:

**Don Zdan- Project Manager**

*Alcatel Qualified Field Professional, Alcatel Certified Field Engineer*

Don has project-managed large campus Alcatel-Lucent upgrades and expansions for the last 10 years. Recent projects include Meritus Hospital in Hagerstown Maryland, Gwinnett County Public Schools in Atlanta Georgia, and Volusia County in Florida.

Don assumes the role of Project Manager at MORSECOM, spearheading the successful implementation and execution of the transition process. With a focus on meticulous planning and execution, Don collaborates closely with the customer to understand specific requirements, develop detailed project plans, and define clear objectives. His expertise ensures seamless coordination and communication throughout the project lifecycle, facilitating a smooth transition for Ocala Fiber Network. Don's dedication to excellence and customer satisfaction underscores MORSECOM's commitment to delivering superior service and achieving project success.

**Roger Stokowski – Primary Engineer**

*Alcatel Qualified Field Professional, Alcatel Certified Field Engineer, Alcatel Certified Systems Engineer, Alcatel Certified Trainer for PCX Systems, Alcatel 4760 OmniVista Administration, Alcatel ACSE 8770 OmniVista Administration and Install, Alcatel ACSE 4635 Voice Mail, Alcatel PWT Wireless Radio Systems, Alcatel Standard Call Center Certification, Alcatel Lucent Rainbow Certification, Alcatel Lucent Fax Server Certification*

Roger has been the primary engineer on projects such as Meritus Hospital, Gwinnett County public schools, Volusia County, and Hilo Hospital located in Hawaii. Roger is additionally an Alcatel certified trainer on system admin, installation, and maintenance of contact center applications.

**John Carr - Engineer**

*AS Networking Technologies, CompTIA A+ Certified since, CompTIA Net+ Certified, Alcatel Certified Field Engineer*

John has been involved in large projects such as Centra Hospital in Lynchburg, Virginia, and Monroe County, Florida.

**Nathan Bouwsma - Director of Technology**

Nathan Bouwsma serves as the Director of Technology, overseeing all IT engineering aspects including the IT help desk, field engineers, pre-sales engineers, installation and maintenance engineers, and project managers. Nathan is based in Melbourne, FL.

**Manne Strand - National Sales Director**

Manne Strand serves as the National Sales Director, responsible for project write-up and development of pricing structures.

**Muhammad Abdullah - Account Manager**

Muhammad Abdullah serves as the Account Manager at MORSECOM, overseeing project pricing and execution of agreements. With a commitment to customer satisfaction, Abdullah serves as the primary point of contact for our valued clients, ensuring that their expectations and needs are not only met but exceeded. He will also conduct regularly scheduled business reviews to ensure ongoing alignment with OFN's objectives and to address any evolving needs or requirements.

**Stacey Fisher- Client Engagement Manager**

As the Client Engagement Manager, Stacey is the client's voice, ensuring feedback is incorporated for a consistently exceptional customer experience. She works closely with internal teams to troubleshoot and solve issues experienced by our partner, with a focus on achieving the highest level of expectations to meet client and company satisfaction.

\*While specific names may change, our commitment to providing dedicated on-site support remains constant.

- c) The project manager will be dedicated to 100% of all phases of this project from beginning to end. MORSECOM will assign a lead engineer who will work on all facets of the project as well. Engineering resources will be finalized at the time of the signing of the contract. It is intended to utilize the people identified within this response but may be subject to change. As a component of this project requires standing up a new virtual environment, the project manager will draw from technical resources within MORSECOM with the proper certifications. The account manager will work with Ocala Fiber Network and project management to ensure timely and complete communications throughout the project. The client engagement manager will also be assigned to all project phases.

3) References and Firm Experience

- a) For the firm that will be assigned responsibility for the engagement, provide a list of the office's engagements. Engagements should be for similar services provided over the last five years. Public agency references are preferred, for each engagement submitted as proof of experience, please identify: 1. Entity; 2. Annual Budget amount; 3. Engagement start and end dates; 4. Summary of work performed; 5. Reference information.

**1. Meritus Health**

**2. \$300,000**

**3. 4/14/2012 – Present**

4. MORSECOM Manages and maintains the Alcatel PBX and Voicemail including the contact center, remote shelves, session border controller, and SIP trunking. MORSECOM has recently assisted Meritus in virtualizing their Alcatel applications, adopting SIP trunking, and sunseting their PRIs. Additionally, Meritus has recently undergone an IP refresh initiative. The Meritus topology for critical communications includes a primary and secondary node for high availability and remote shelves at the edge for site survivability. All projects for Meritus have been provided by MORSECOM with no subcontractors or third parties.
5. Isaiah McCusker - Manager Technical Support Services 301-790-8901  
isaiah.mccusker@meritushealth.com

**1. Gwinnett County Public schools**

**2. \$1,000,000**

**3. 3/18/2013 – present**

4. Maintains more than 145 schools all leveraging Alcatel-Lucent. MORSECOM provides 2 Full-time engineers to assist in managing all moves, adds, changes, and maintenance efforts. MORSECOM has recently completed a consolidation of Node project moving from 99 nodes to 4 centralized nodes. GCPS is currently undergoing an IP refresh project with MORSECOM.
5. Shaun Miles - Director, Enterprise Infrastructure and Network Services 678-301-6557  
shaun.miles@gcpsk12.org

**1. City College of San Francisco**

**2. \$60,000**

**3. 11/06/2014 – Present**

4. MORSECOM has assisted the City College of San Francisco in a hardware refresh. Moving from legacy Crystal hardware to current common hardware. MORSECOM has continued to provide maintenance services to the City College for the past 9 years. We assisted in the adoption of mobility through the deployment of the Alcatel Rainbow Application.
5. Tim Ryan - Network Manager Information Technology Services 415-452-5352  
tryan@ccsf.edu

b) MORSECOM is submitting letters of reference to qualify the level of service provided to all of our clients.

**County of Monroe**  
**The Florida Keys**



BOARD OF COUNTY COMMISSIONERS  
Mayor Om id Rice. District 4  
Mayor Pro Tem Sylvia J. Murphy. District 5  
Danny L. Kolhage, District 1  
George Neugent. District 2  
Heather Carruthers, District 3

To Whom It May Concern,

The Monroe County Board of County Commissioners approved the agreement with Morse Communications to transition to a new telephone system in November of 2017.

In selecting a partner for the project, several solutions were thoroughly evaluated via presentation, conference call, documentation, and demonstration. MorseCom participated in every aspect of evaluation and provided an answer to every inquiry.

Their team is very responsive and communicative. As one could imagine, there were many questions regarding pricing and product information. Responses usually came within hours and provided accurate information to be the basis of sound decisions.

Their team is very knowledgeable about the product. Our project cannot be considered regular, by any means. MorseCom first learned about our organizational needs, then proposed a system, configuration and deployment strategy to fit those needs. As a nimble organization, a few new planning decisions posed a great challenge to the original system design. MorseCom was able to adapt to those choices and still help to create success.

We have deployed about half of the total phones in our project based on our geographic deployment strategy and we anticipate completion in November 2018. Our project is being managed successfully and completely through the many challenges that can occur with multiple constitutional entities. With daily interaction from support and project management, MorseCom has proven to be an excellent business partner, rather than just another vendor.

Based on our experience and their performance, I would highly recommend MorseCom without hesitation as a trusted and valued partner.

Sincerely,

Alan MacEachern  
Director of Information Technology  
Monroe County, FL.



To whom it may concern:

I am pleased to write this letter of recommendation for Morse Communications.

I have been very pleased with their ability to support our needs. They have helped us achieve our short-term goals and they are currently assisting with our long-term planning.

Morse employs very knowledgeable technical staff that have a high level of understanding for technical issues as well as understanding my needs at a business level.

Sincerely,

A handwritten signature in blue ink that reads "Wesley Horne". The signature is written in a cursive style with a large initial "W" and "H".

Wesley Horne IT  
Manager Heritage  
Insurance



**GWINNETT COUNTY  
BOARD OF EDUCATION**  
**Carole C. Boyce**  
*2018 Chairman  
District I*

**Daniel D. Seckinger**  
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District II*

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**Dr. Robert McClure**  
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**J. Alvin Wilbanks**  
*CEO/Superintendent*

**THE MISSION OF  
GWINNETT COUNTY  
PUBLIC SCHOOLS**  
*is to pursue excellence  
in academic knowledge,  
skills, and behavior  
for each student,  
resulting in measured  
improvement against  
local, national, and  
world-class standards.*

To: Whom It May Concern

Re: Morse Communications

Gwinnett County Public Schools has enjoyed a partnership with Morse Communications (MorseCom) for over 13 years. Our engagement with MorseCom includes an enterprise-level telecommunications deployment comprised of PBX, voice mail, fax server, multimedia conferencing, emergency notification services, as well as physical and virtual telephone products. MorseCom provides full support for this engagement via resident and remote engineers. Over the years, we have experienced success in the deployment and upgrading of these systems in new and existing locations throughout our school district.

We have found MorseCom to be a valued business partner presenting unbiased recommendations and providing products and services independent of vendor in order to deliver best-in-class solutions to meet the district’s operational needs. It is on these ideals that I provide a reference and recommendation of MorseCom and welcome the opportunity to discuss our relationship with any organization considering MorseCom.

Sincerely,

Dr. David P. Johnson  
Telecommunications Coordinator



c) MORSECOM typically does not provide Audit Reports, these processes are typically relevant to auditing or accounting firms.

c) TAB 2 –APPROACH AND METHODOLOGY

1) Approach:

a) MORSECOM utilizes a five-stage approach methodology for implementation. Our professional services organization has completed hundreds of implementations, providing us with the experience necessary to deliver high-performance, made to order solutions to our clients effectively and efficiently.

Stage 1 – Analyze

During this stage of the process, using the RFP requirements as a baseline, we will conduct the following:

- Site surveys
- Review of any optional applications available to you
- Identify and determine cutover priorities and criteria
- Gather programming information pertaining to the existing systems (existing dial plan, inter-office dialing criteria, etc.)
- Prepare draft business requirements document/sow based upon RFP requirements and any information gathered from discovery meetings
- Determine scope of deliverables (if different from RFP)

Stage 2 – Design

During this stage of the process, using the RFP requirements as a baseline, we will conduct the following:

- Prepare programming databases
- Correct any items discovered during the analysis phase
- Draft project plans
- Draft training schedules
- Conduct preliminary and final design reviews
- Finalize training and turnover documents

Stage 3 – Build

Once the equipment arrives at MORSECOM, the following activities occur in our headquarters prior to any equipment being shipped to any site:

- Equipment received and inventoried
- All equipment is staged and configured with blank databases
- All database information gathered in the design phase is programmed into the switches
- Factory acceptance testing is conducted (for all main and remote locations)
- Any ancillary platforms/applications are integrated
- As-built documentation is updated
- Finalize system test plan
- Deployment documentation reviewed
- At this time any administration training is usually conducted

Stage 4 – Deploy

After everything has been pre-programmed and tested at our MORSECOM facility, the following steps occur:

- Equipment delivered to respective locations
- Cutover dates coordinated with telco
- Physical installation of equipment occurs
- Networking link with existing switch programmed and tested
- Pre-cutover testing conducted
- End-user training conducted just prior to cutover
- Cutover help desk procedures established
- On-site support before, during, and after the cutover

#### Stage 5 – Support

After successful cutover, the following activities occur:

- Review of any help desk/trouble ticket issues, including resolution
- Final acceptance criteria signed off
- Official handover of updated project documentation
- Official transition to MORSECOM tech support
- Final project debrief occurs
- Satisfaction survey conducted

c) The project can be defined in 7 logical subsets.

- VMWare Upgrades
- PBX Upgrades and Virtualization
- Application Upgrades and Virtualization
- Formalized Training
- Crystal to Common Equipment refresh and Digital to IP refresh
- TDM to SIP Migrations
- Voice and Data Maintenance

VMWare, PBX Upgrades and Applications Upgrades will be completed within one phase. TDM to SIP Migrations to eliminate the PRIs will be handled as a separate phase. Crystal to Common Equipment refresh and Digital to IP refresh can be handled over multiple phases and is a recommendation for OFN to consider. Our intent is to continue this process over the term of the agreement as a continued refresh for critical communications for OFN. Voice and Data Maintenance will commence upon contract award and will run for the term of the agreement.

c) Upon contract award each of the above contractual obligations will be defined with a method of procedure and a detailed project plan. All maintenance services will begin upon award and run for the term of 5 years for both Voice and specified Data.

d) MORSECOM will work with OFN on the detailed project plan to understand any specific requirements set forth by the city.

#### 2) Identification of Anticipated Potential Problems:

MORSECOM's approach to all projects of Analyze, Design, Build, Deploy, Support, is built to mitigate risks throughout the project. A documented project plan approved by both the customer and MORSECOM will be developed for each phase of the scope to ensure that there are no surprises and a positive and predictable outcome for this project.

3) Report Format

Based upon the upgrades Additional functionality will be provided for your customer service group. Below are some sample reports that will be available after the planned upgrades. General report templates are available but can be easily customized to the specifications requested by Ocala Fiber Network. Custom reporting will be reviewed within the training portion of the required scope of work within this RFP

Agent Activity

AgentCrespo Elena (56073)  
From 7:00 to 19:00, the 24 of June 2011

Handled ACD calls (total)	Not handled ACD calls (total)	Non-ACD calls offered (total)	Time assigned to a group and available	Time unavailable	Time in manual wrap-up	Time unavailable	Total time of non-ACD calls	Average time of non-ACD calls	Total time of ACD calls	Average time of ACD call	Total convers about time of inbound ACD calls	Average convers about time of inbound ACD calls	Total convers about time of inbound ACD calls	Average convers about time of inbound ACD calls
7:00-7:15	2	1	00:12:52	00:02:08		00:00:02	00:00:04	00:00:04	00:02:07	00:01:03	00:01:48	00:00:54		
7:15-7:30	1		00:15:00						00:01:24	00:01:24	00:01:07	00:01:07		
7:30-7:45			00:15:00			00:00:14								
7:45-8:00	2		00:15:00						00:03:28	00:01:43	00:03:01	00:01:30		
8:00-8:15	3	1	00:15:00						00:03:08	00:01:02	00:02:48	00:00:55		
8:15-8:30	3	3	00:15:00				00:00:18	00:00:09	00:02:34	00:00:51	00:02:02	00:00:41		
8:30-8:45	6	4	00:11:29	00:03:31		00:00:07	00:00:18	00:00:18	00:09:27	00:01:34	00:03:39	00:01:26		
8:45-9:00	2	2	00:09:30	00:05:30		00:00:20	00:01:12	00:00:36	00:02:02	00:01:01	00:01:33	00:00:47		
9:00-9:15	3		00:09:37	00:05:23		00:00:26			00:04:41	00:01:34	00:03:56	00:01:19		
9:15-9:30	4	1	00:15:00						00:05:24	00:01:21	00:04:48	00:01:11		
9:30-9:45	4	4	00:15:00				00:00:43	00:00:22	00:03:27	00:00:52	00:03:02	00:00:46		
9:45-10:00	2	3	00:15:00				00:04:06	00:02:03	00:04:36	00:02:18	00:03:49	00:01:54		
10:00-10:15	4	1	00:13:06	00:01:54		00:00:04	00:00:11	00:00:11	00:03:30	00:00:52	00:02:55	00:00:44		
10:15-10:30	4	4	00:15:00			00:00:13	00:00:41	00:00:21	00:04:38	00:00:47	00:00:57	00:00:46		
10:30-10:45	3	3	00:11:01	00:03:59		00:00:06	00:00:06	00:00:06	00:01:48	00:00:36	00:01:36	00:00:32		
10:45-11:00	3	3	00:12:38	00:02:22		00:00:18			00:01:27	00:00:29	00:00:56	00:00:19		
11:00-11:15	4	2	00:15:00			00:00:05	00:00:09	00:00:09	00:02:27	00:00:37	00:02:03	00:00:31		
11:15-11:30	2		00:14:50	00:00:10		00:00:13			00:01:06	00:00:33	00:00:48	00:00:24		
11:30-11:45		1	00:15:00											

Agent Activity

AgentCrespo Elena (56073)  
From 7:00 to 19:00, the 24 of June 2011

Handled ACD calls (total)	Not handled ACD calls (total)	Non-ACD calls offered (total)	Time assigned to a group and available	Time unavailable	Time in manual wrap-up	Time unavailable	Total time of non-ACD calls	Average time of non-ACD calls	Total time of ACD calls	Average time of ACD call	Total convers about time of inbound ACD calls	Average convers about time of inbound ACD calls	Total convers about time of inbound ACD calls	Average convers about time of inbound ACD calls
7:00-7:15	2	1	00:12:52	00:02:08		00:00:02	00:00:04	00:00:04	00:02:07	00:01:03	00:01:48	00:00:54		
7:15-7:30	1		00:15:00						00:01:24	00:01:24	00:01:07	00:01:07		
7:30-7:45			00:15:00			00:00:14								
7:45-8:00	2		00:15:00						00:03:28	00:01:43	00:03:01	00:01:30		
8:00-8:15	3	1	00:15:00						00:03:08	00:01:02	00:02:48	00:00:55		
8:15-8:30	3	3	00:15:00				00:00:18	00:00:09	00:02:34	00:00:51	00:02:02	00:00:41		
8:30-8:45	6	4	00:11:29	00:03:31		00:00:07	00:00:18	00:00:18	00:09:27	00:01:34	00:03:39	00:01:26		
8:45-9:00	2	2	00:09:30	00:05:30		00:00:20	00:01:12	00:00:36	00:02:02	00:01:01	00:01:33	00:00:47		
9:00-9:15	3		00:09:37	00:05:23		00:00:26			00:04:41	00:01:34	00:03:56	00:01:19		
9:15-9:30	4	1	00:15:00						00:05:24	00:01:21	00:04:48	00:01:11		
9:30-9:45	4	4	00:15:00				00:00:43	00:00:22	00:03:27	00:00:52	00:03:02	00:00:46		
9:45-10:00	2	3	00:15:00				00:04:06	00:02:03	00:04:36	00:02:18	00:03:49	00:01:54		
10:00-10:15	4	1	00:13:06	00:01:54		00:00:04	00:00:11	00:00:11	00:03:30	00:00:52	00:02:55	00:00:44		
10:15-10:30	4	4	00:15:00			00:00:13	00:00:41	00:00:21	00:04:38	00:00:47	00:00:57	00:00:46		
10:30-10:45	3	3	00:11:01	00:03:59		00:00:06	00:00:06	00:00:06	00:01:48	00:00:36	00:01:36	00:00:32		
10:45-11:00	3	3	00:12:38	00:02:22		00:00:18			00:01:27	00:00:29	00:00:56	00:00:19		
11:00-11:15	4	2	00:15:00			00:00:05	00:00:09	00:00:09	00:02:27	00:00:37	00:02:03	00:00:31		
11:15-11:30	2		00:14:50	00:00:10		00:00:13			00:01:06	00:00:33	00:00:48	00:00:24		
11:30-11:45		1	00:15:00											

Pilot Activity

Pilot : Service I/C (55405)  
From 7:00 to 19:00, the 24 of June 2011

Offered calls (total)	Handled calls (total)	Abandoned calls (total)	Calls rejected due to lack of resources	Redirected calls	Overflow calls (total)	Service level	Efficiency	Average call processing time	Average ringing time	Average waiting time	Longest waiting time	IVR connections (total)
7:00-7:15	2	2				100%	100%	00:00:59	00:00:05			
7:15-7:30	1	1				0%	100%	00:01:12	00:00:12			
7:30-7:45												
7:45-8:00	5	5				80%	100%	00:01:44	00:00:07			
8:00-8:15	7	7				100%	100%	00:01:17	00:00:04			
8:15-8:30	5	4	1			75%	80%	00:05:14	00:00:08	00:00:01		
8:30-8:45	15	15				40%	100%	00:01:32	00:00:06	00:00:28	00:02:48	
8:45-9:00	10	6	1			50%	80%	00:00:47	00:00:07	00:00:15	00:01:03	
9:00-9:15	7	7				43%	100%	00:01:18	00:00:11	00:00:05	00:00:32	
9:15-9:30	11	11				64%	100%	00:01:23	00:00:10			
9:30-9:45	11	10	1			70%	91%	00:02:28	00:00:08	00:00:01		
9:45-10:00	6	6				50%	100%	00:01:20	00:00:11	00:00:08	00:00:45	
10:00-10:15	8	8				63%	100%	00:00:53	00:00:11			
10:15-10:30	18	17	1			59%	94%	00:01:22	00:00:07	00:00:04	00:00:55	
10:30-10:45	13	13				69%	100%	00:02:24	00:00:05	00:00:03	00:00:21	
10:45-11:00	12	12				50%	100%	00:01:18	00:00:13	00:00:05	00:00:39	
11:00-11:15	15	15				87%	100%	00:02:16	00:00:06			
11:15-11:30	10	10				80%	100%	00:03:34	00:00:07			
11:30-11:45	16	15	1			47%	94%	00:05:03	00:00:09	00:00:03	00:00:29	
11:45-11:59	11	11				64%	100%	00:02:30	00:00:08	00:00:00	00:00:02	

**4) Additional Services**

Within the maintenance agreement for voice, MORSECOM provide all software updates and major releases to ensure OFN will be on the latest release of software. This will ensure all security patches are delivered in a timely manner that will deliver secure and reliable communications throughout the city. MORSECOM offers disaster recovery planning, network security, and 24/7 technical support. We also provide unified communications integration, custom reporting, end-user training, and project management services. These additional services aim to enhance the city's strategic objectives and provide added value

**TAB 3 – PRICE PROPOSAL.**

NOTE: MORSECOM has completed the Technology questionnaire and submitted this with our bid response. We have answered this honestly and to the best of our ability. Should Ocala find any items that are in noncompliance with current governing security standards, MORSECOM welcomes a call to clarify and fully explain our internal process. As an organization, we follow NIST standards and extend those practices to our clientele with all service delivery.

MORSECOM is pleased to present our pricing to OFN by way of response to this bid. As a certified Alcatel Lucent partner in good standing, we have leveraged engineering resources from both MORSECOM and ALE to submit a comprehensive and complete bid. MORSECOM is bringing additional value for consideration to OFN on this request by including two areas that may be in the best interest of OFN. The bid requests a complete upgrade. MORSECOM has extended our proposal to include the option to address current hardware within the existing solution that has currently been deemed end-of-support by the manufacturer. This is specific to the Crystal hardware that is currently deployed within the OFN environment. As OFN has requested a five-year plan, and the Crystal hardware will officially be end-of-support in 2028, MORSECOM is recommending addressing this notification by the manufacturer within this bid period of five years. Additionally, MORSECOM has provided an option for telephone set replacement within the five-year period and a migration from current digital to IP phones. We have worked with the manufacturer and have secured, at no cost to Ocala, IP licenses as a replacement for digital licenses for free.

In summary of the pricing, you will find each recommendation are bid requirement itemized as a category. Your current communications environment is a mix of analog, digital, and IP phones throughout the city. The current architecture leverages Crystal hardware to support the high density of analog and digital devices. With the migration of Digital/Analog to IP we will be able to deploy ALE Common Equipment. This will allow the retirement of legacy hardware, reducing the footprint and environmental requirements at the Police Department, Gym, and Complex freeing up much-needed floor space in your server rooms.

MORSECOM and ALE recommend we begin a strategy to migrate to the common hardware platform. This can be a controlled, phased approach to provide a smooth migration along your timelines and budget. This is also a good chance to begin internal audits on deployed equipment to evaluate device usage. This can then determine the exact quantities required. Take advantage of our newly developed and manufactured hardware, designed to take into consideration, the next generation of communication technologies such as SIP+ and new high bandwidth codecs such as G.722 and OPUS. The existing IP and digital sets can be refreshed with the new ALE 300 and keyboard. The manufacturer has provided a path to migrate all existing licensing to IP at a minimal transition charge to protect the investment of OFN.

Below you will find a summary of recommended funding over the term of this contract, 5 years.

Capital	Year 1	Year 2	Year 3	Year 4	Year 5
PBX upgrade	\$ 38,643.00				
IP Refresh	\$ 48,864.20	\$ 48,864.20	\$ 48,864.20	\$ 48,864.20	\$ 48,864.20
VMware	\$ 47,700.00				
Training	\$ 3,000.00				
SIP Trunking	\$ 9,783.00				
Data Maintenance	\$ 47,839.60				
<b>Total</b>	<b>\$ 195,829.80</b>	<b>\$ 48,864.20</b>	<b>\$ 48,864.20</b>	<b>\$ 48,864.20</b>	<b>\$ 48,864.20</b>
Operational - Annual	Year 1	Year 2	Year 3	Year 4	Year 5
Voice Maintenance	\$ 74,643.22	\$ 74,643.22	\$ 74,643.22	\$ 74,643.22	\$ 74,643.22
SIP Trunking	\$ 11,496.00	\$ 11,496.00	\$ 11,496.00	\$ 11,496.00	\$ 11,496.00
<b>Total</b>	<b>\$ 86,139.22</b>	<b>\$ 86,139.22</b>	<b>\$ 86,139.22</b>	<b>\$ 86,139.22</b>	<b>\$ 86,139.22</b>

## VMWARE

### Objective

MorseCom will provide VMware vSphere foundation 5-year Prepaid Commit for a total of 64 Cores. MorseCom will install software on customer-provided hosts and migrate existing applications running on the current Essential platform to the new Enterprise platform. This environment will be leveraged for those elements of the Alcatel PBX.

### Non-Recurring Cost

Services to deliver required infrastructure and applications.

Description	Part	Quant	Unit Price	Cost
VMWARE VSPHERE FOUNDATION-5-YEAR PREPAID COMMIT-PER CORE	VSP-PL-TD-TL-5P-C	1	\$ 43,200.00	\$ 43,200.00
MorseCom ProServ		3	\$ 1,500.00	\$ 4,500.00
<b>Total NRC</b>				<b>\$ 47,700.00</b>

## PBX VIRTUAL UPGRADE

### Objective

Ocala Fiber Network has contracted MORSECOM to perform Upgrades to their existing Alcatel-Lucent OMNIPCX Enterprise solution. MORSECOM will upgrade the OmniPCX generic appliance servers from release 12.2 to release 100.1. In addition, MORSECOM will upgrade the following applications to the latest available releases. Ocala Fiber Network will provide a virtual infrastructure to support the following applications.

- 4645 Voicemail
- OMNIPCX Record
- OT fax server
- OT SBC
- CCS/CCA Server

- OmniVista 8770
- ENS/VNA

MorseCom will provide VMware vSphere foundation 5-year Prepaid Commit for a total of 64 Cores. MorseCom will install software on customer-provided hosts and migrate existing applications running on the current Essential platform to the new Enterprise platform. MORSECOM will provide .ova files for each application, OFN will load these files onto the designated virtual hosts and provide MORSECOM access. ALE will lead the upgrade efforts with the following applications. ENS/VNA, OT FAX SERVER, OmniPCX Record. MORSECOM will lead the upgrade efforts with the primary and secondary PBX, 4645, SBCs, Contact Center, and 8770.

#### Goals

- Upgrade OMNIPCX to release 100.1 to include 4645
- Upgrade OMNIPCX Record to release 2.5
- Upgrade OT Fax Server to release 9.2
- Upgrade OT SBC to release 7.4
- Upgrade CCS/CCA Server to release 10.15
- Upgrade OmniVista 8770 to release 5.1
- Upgrade ENS/VNA to 3.1

Description	OI Code	Qty	Unit Price	Ext. Price
<b>Applications (CC11)</b>				
JAVA RUNTIME ENV. SUPPORT FOR 8770	3BA09105KA	1	\$ 1.00	\$ 1.00
JAVA RUNTIME ENV. SUPPORT FOR CCS/OXE	3BA09105KB	3	\$ 1.00	\$ 3.00
JAVA RUNTIME ENV. SUPPORT FOR OTMS	3BA09105KD	1	\$ 1.00	\$ 1.00
8770 R5.1 UPGRADE SOFTWARE LICENSE	3BA09151KU	1	\$ 1.00	\$ 1.00
4645 VOICE MAIL - 1 USER	3BA09832JA	500	\$ 1.00	\$ 500.00
8770 UPGRADE - FREE OF CHARGE	3BA09933JA	1	\$ 1.00	\$ 1.00
<b>User software licenses (CC40)</b>				
O2G VIRTUALIZATION	3BA09003KA	1	\$ 1.00	\$ 1.00
OXE FREE OF CHARGE UPGRADE	3BA09018JA	1	\$ 1.00	\$ 1.00
SOFTWARE LICENSE OXE PURPLE R100.1	3BA09152KA	1	\$ 1.00	\$ 1.00
OPENTOUCH FAX CENTER R9.2 UPGRADE SWL	3BA09156KU	1	\$ 1.00	\$ 1.00
O2G RELEASE R2.7	3BA09159KA	1	\$ 1.00	\$ 1.00
ABC-F IP TRUNK GROUP ACCESS BYPASS	3BA09183JB	2	\$ 1.00	\$ 2.00
SYSTEM VIRTUALIZATION REDUNDANCY SWL	3BA09511JA	1	\$ 1.00	\$ 1.00
OXE VIRTUALIZATION	3BA09558JA	1	\$ 1.00	\$ 1.00
SIP NETWORK LINK BYPASS	3BA09559AB	139	\$ 1.00	\$ 139.00
OT FAX CENTER FREE SW UPGRADE - 1 USER	3BA09903JA	75	\$ 1.00	\$ 75.00
O2G BASE	3BA09978JA	1	\$ 1.00	\$ 1.00
SYSTEM VIRTUALIZAT. ADDON OXE R12.0+ SWL	3BA09986JA	1	\$ 1.00	\$ 1.00
<b>OEM Software (FF14)</b>				
MIGRATION OTFC WITHIN OTMS TO OTFC 8450	3BA04377AA	1	\$ 1.00	\$ 1.00
OT-SBC R7.4 UPGRADE SOFTWARE LICENSE	3BA09111KU	1	\$ 1.00	\$ 1.00
SUSE LINUX ENT SUPPORT FOR OTMS	3BA09130KE	1	\$ 1.00	\$ 1.00
SUSE LINUX ENT SUPPORT FOR O2G	3BA09130KG	1	\$ 1.00	\$ 1.00
SUSE LINUX ENT SUPPORT FOR VAA	3BA09130KH	1	\$ 1.00	\$ 1.00
SUSE LINUX ENT SUPPORT FOR VNA	3BA09130KJ	1	\$ 1.00	\$ 1.00
OT-SBC UPGRADE - FREE OF CHARGE	3BA09987JA	1	\$ 1.00	\$ 1.00
<b>Vertical and Communications Applications (GG42)</b>				
M**VAA - 1 PORT	3BA09027KC	16	\$ 1.00	\$ 16.00
VNA BROADCAST SERVICE - 1 USER	3BA09035KA	20	\$ 5.00	\$ 100.00
VNA NOTIFICATION AND WORKFLOW	3BA09116KA	1	\$ 1,245.00	\$ 1,245.00
VAA SOFTWARE LICENSE R4.5	3BA09161KA	1	\$ 1.00	\$ 1.00
VNA SOFTWARE LICENSE R3.0	3BA09162KA	1	\$ 1.00	\$ 1.00
ENTERPRISE SPS	3EY10002SA	1	\$ 772.00	\$ 772.00
8770 NETWORK MNGT SPS	3EY14001SA	1	\$ 5.00	\$ 5.00
VAA SPS	3EY18001SA	1	\$ 777.00	\$ 777.00
VNA SPS	3EY19001SA	1	\$ 152.00	\$ 152.00
O2G SPS	3EY23001SA	1	\$ 34.00	\$ 34.00
<b>TOTAL Hardware/Software</b>				<b>\$ 3,842.00</b>
<b>PRO SERV</b>				<b>\$ 34,801.00</b>
<b>TOTAL</b>				<b>\$ 38,643.00</b>

# Crystal IP REFRESH

## Objective

Provide the city of Ocala with a 5-year plan to replace end-of-life hardware and migrate digital phones to IP phones in a planned migration process.

## Goals

Isolate an upgrade path for the Gym, Police Dept, and Complex which are logical nodes of the PBX architecture. Each year MORSECOM will work with the city of Ocala to identify the specific needs of each node and provide an individual proposal for that year's migration based upon budget.

## Project Outline

### Gym

- Migrate 200 digital phones to IP.
- Migrate end-of-support Crystal hardware to supported Common hardware for analog and digital continuity.

### Police dept.

- Migrate 172 digital phones to IP.
- Migrate end-of-support Crystal hardware to supported Common hardware for analog and digital continuity.

### Complex

- Migrate 160 digital phones to IP.
- Migrate end-of-support Crystal hardware to supported Common hardware for analog and digital continuity.

A complete site survey will be required for each site to identify specific cabling needs at each location to support IP communications.



Non-Recurring Cost

Services to plan, configure, deploy, and test the environment.

Description	Part Number	Qty	Unit Price	Sale Price
<b>Voice boards (AA35)</b>				
ARMADA daughter board for 30 additional compression paths	3BA27275AB	4	\$2,021.00	\$8,084.00
Digital Public Access Board - 1 Primary Rate T1 Access	3EH77007AC	4	\$693.00	\$2,772.00
E1-CAS Digital access board for E1 line	3EH77007AD	1	\$693.00	\$693.00
APA8-US Analog trunk access board for 8 trunk lines	3EH77031AD	3	\$306.00	\$918.00
CLIDSP APA daughtercard for local management of CLI signals	3EH77034AB	3	\$46.00	\$138.00
Analog Interfaces Board SLI16-2 : 16 analog interfaces	3EH77092AB	11	\$1,035.00	\$11,385.00
CPU applicative board (GA4 board)	3EH77303AA	3	\$1,582.00	\$4,746.00
<b>Data infrastructure (AA36)</b>				
Generic power cord	3BA03215AA	4	\$11.00	\$44.00
Mounting kit for Rack 3	3EH75001AB	4	\$43.00	\$172.00
Rack box for external batteries 36V	3EH76155AB	4	\$143.00	\$572.00
7AH/12V battery	3EH76156AA	12	\$36.00	\$432.00
Blind slot stiffener (x1)	3EH77312AA	10	\$9.00	\$90.00
<b>Basic packages (AA45)</b>				
IP Media Gateway (GD4/MR3 150W), with 100/240VAC power supply (must be used with external battery and rack)	3BA01023AA	2	\$1,370.00	\$2,740.00
IP Media Gateway (GD4/2xMR3 150W), with 100/240VAC power supply (must be used with external battery and rack)	3BA01025AA	1	\$2,031.00	\$2,031.00
<b>Applications (CC11)</b>				
Java Runtime Environment support integrated in SPS contract for OmniVista 8770	3BA09105KA	1	\$1.00	\$1.00
Java Runtime Environment support integrated in SPS contract for CCS/OmniPCX Enterprise	3BA09105KB	3	\$1.00	\$3.00
OmniVista 8770 release 5.2 upgrade software license	3BA09168KU	1	\$1.00	\$1.00
Alcatel-Lucent A4645 Voice Messaging software license - 1 user (CC11-1)	3BA09832JA	600	\$1.00	\$600.00
OmniVista 8770 upgrade free of charge - User license	3BA09933JA	1	\$1.00	\$1.00

**User software licenses (CC40)**

O2G - OmniPCX Open Gateway - Virtualization	3BA09003KA	1	\$1.00	\$1.00
Free of charge upgrade Stand-Alone	3BA09018JA	1	\$1.00	\$1.00
Upgrade from OT 8450 Fax Server to OpenTouch Fax Center R9.2 software license	3BA09156KU	1	\$1.00	\$1.00
O2G - OmniPCX Open Gateway - Foundation - R2.7 software license	3BA09159KA	1	\$1.00	\$1.00
Alcatel-Lucent OmniPCX Enterprise Purple R101.0 software license	3BA09167KA	1	\$1.00	\$1.00
ABC-F on IP trunk group by-pass license	3BA09183JB	2	\$1.00	\$2.00
Alcatel-Lucent OmniPCX Enterprise virtualization software license for redundancy	3BA09511JA	1	\$1.00	\$1.00
OmniPCX Enterprise Virtualization for tracking	3BA09558JA	1	\$1.00	\$1.00
IP/SIP for free program - 1 digital software license removal	3BA09760FE	532	\$1.00	\$532.00
IP/SIP for free program - 1 analog software license removal	3BA09760FF	185	\$1.00	\$185.00
Migration software license for IP Premium converted - 1 user without set	3BA09846JB	185	\$33.00	\$6,105.00
Migration software license for IP Premium converted - 1 user with set	3BA09846JC	532	\$1.00	\$532.00
Remote Extension Premium license - 1 user (CC40-1)	3BA09852JA	20	\$1.00	\$20.00
Free migration license for 1 user for OpenTouch Fax Center - Fax services software	3BA09903JA	75	\$1.00	\$75.00
O2G - OmniPCX Open Gateway - Foundation license	3BA09978JA	1	\$1.00	\$1.00
Alcatel-Lucent OmniPCX Enterprise virtualization software license for migration to OXE release greater or equal to R12.0	3BA09986JA	1	\$1.00	\$1.00

**IP sets (DD15)**

ALE-300 Dual Gigabit Ethernet Enterprise DeskPhone with Corded Handset, Dual Stack NOE-SIP, 3.5 inch 320x240 color display, HD Audio, 2 USB-C. Ships without Network cable.	3ML27310AA	532	\$270.00	\$143,640.00
ALE-100 Magnetic Alphabetic Keyboard QWERTY for ALE-300/ALE-400/ALE-500 Enterprise DeskPhone	3ML37100DW	532	\$36.00	\$19,152.00
			\$0.00	\$0.00

**OEM Software (FF14)**

OpenTouch SBC -1 SIP Call / SIP Network link pack	3BA00797AA	40	\$53.00	\$2,120.00
Migration from OTMS integrated Fax Server to external OpenTouch Fax Center - for tracking	3BA04377AA	1	\$1.00	\$1.00
OpenTouch SBC -Teams direct-routing (per system)	3BA09109KA	1	\$1,273.00	\$1,273.00
OpenTouch SBC Redundancy -Teams direct-routing (per system)	3BA09110KA	1	\$769.00	\$769.00
OpenTouch SBC R7.4 upgrade software license	3BA09111KU	1	\$1.00	\$1.00
Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for OmniPCX Open Gateway	3BA09130KG	1	\$1.00	\$1.00
Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for Visual Automated Attendant	3BA09130KH	1	\$1.00	\$1.00
Suse Linux Enterprise support integrated into the Solution Premier Service (SPS) contract value for Visual Notification Assistant	3BA09130KJ	1	\$1.00	\$1.00
OpenTouch SBC software redundancy - 1 SIP call	3BA09508JA	40	\$22.00	\$880.00
OpenTouch SBC upgrade software license with valid SPS contract	3BA09987JA	1	\$1.00	\$1.00

**Vertical and Communications Applications (GG42)**

Visual Automated Attendant - 1 port license with valid SPS	3BA09027KC	16	\$2.00	\$32.00
Visual Notification Assistant Mass broadcast - 1 user (GG42-1)	3BA09035KA	20	\$4.00	\$80.00
Visual Notification Assistant - Workflow and Notification Services (GG42-1)	3BA09116KA	1	\$1,162.00	\$1,162.00
Visual Notification Assistant software license R3.0	3BA09162KA	1	\$1.00	\$1.00
Visual Automated Attendant software license R4.6	3BA09169KA	1	\$1.00	\$1.00

<b>Total Equipment and Licensing</b>				<b>\$214,321.00</b>
<b>Total Professional Services</b>				<b>\$30,000.00</b>
<b>Grand Total</b>				<b>\$244,321.00</b>

# SIP TRUNK

## Objective

Provide the City of Ocala with the ability to onboard local SIP trunking to replace 2 PRIs. MORSECOM has provided both the necessary licensing and the SIP trunks for your review.

## Monthly Recurring Costs (60 Months)

Services to deliver required infrastructure and applications.

Description	Quantity	Unit Price	Cost
Unlimited SIP Trunk	40	\$ 23.95	\$ 958.00
<b>Total MRC</b>			<b>\$ 958.00</b>

## Non-Recurring Costs

Services to plan, configure, deploy, and test the environment.

Description	OI Code	Qty	Unit Price	Sale Price
<b>Voice boards (AA35)</b>				
ARMADA DAUGHTER BOARD	3BA27275AB	1	\$2,759.00	\$2,759.00
<b>OEM Software (FF14)</b>				
OT-SBC -1SIP CALL/SIP NWK LINK PACK(OXE)	3BA00797AA	50	\$57.00	\$2,850.00
OT-SBC REDUNDANCY - 1 SIP CALL	3BA09508JA	50	\$23.00	\$1,150.00
<b>Software Support Services (NN02)</b>				
SBC SPS	3EY22001SA	1	\$1,024.00	\$1,024.00
<b>Total Hardware/Software</b>				<b>\$ 7,783.00</b>
<b>Implementation</b>				<b>\$ 2,000.00</b>
<b>TOTAL</b>				<b>\$ 9,783.00</b>

# DATA MAINTENANCE

## Objective

Produce the 5-year maintenance agreement to service the 71 switches OFN requested. With the end of support date approaching numerous switches, purchasing adjustments were introduced to extend support for the full term, along with the end of support date. Otherwise, the full 60-month purchase amount was given. The Terms of this agreement are shared below.

**Non-Recurring Costs**

Services to plan, configure, deploy, and test the environment.

Description	Products	List Price	Months	Qty	Ocala
5 years End Customer Support Software for one OS6465 Includes 24x7 access to technical assistance, software updates and upgrades. Please see Network Essentials document on MyPortal.	SW5N-OS6465	\$259.00	60	25	\$5,899.44
5 years End Customer Support Software for one OS6860 Includes 24x7 access to technical assistance, software updates and upgrades. Please see Network Essentials document on MyPortal.	SW5N-OS6860	\$729.00	60	7	\$4,649.40
5 years End Customer Support Software for one OS6865 Includes 24x7 access to technical assistance, software updates and upgrades. Please see Network Essentials document on MyPortal.	SW5N-OS6865	\$947.00	60	3	\$2,588.47
2 years End Customer Support Software for one OS6860 Includes 24x7 access to technical assistance, software updates and upgrades. Please see Network Essentials document on MyPortal.	SW2N-OS6860- OS6860 -U28 end of support date 2/6/27	\$323.00	27	13	\$4,303.98
2 years End Customer Support Plus for one OS6900 Includes 24x7 access to technical assistance, software updates and upgrades. Includes advanced replacement of faulty equipment. Please see Network Essentials document on MyPortal.	SP2N-OS6900 -OS6860 -X72 end of support date 2/29/27	\$2,441.00	32	3	\$8,896.09
2 years End Customer Support Software for one OS6900 Includes 24x7 access to technical assistance, software updates and upgrades. Please see Network Essentials document on MyPortal.	SW2N-OS6900 - OS6860 -X72 end of support date 2/6/27	\$885.00	32	20	\$21,502.22
<b>Total</b>					<b>\$47,839.60</b>

# ADMIN TRAINING

**Objective**

This training provides hands-on, fundamental working knowledge, of various functions and features of OmniPCX Enterprise, 4645 Voicemail, OmniVista 8770. Standard CCA. OmniPCX Record, OT SBC, and the Fax Server. OFN will have the ability to sit with the trainer and go through the list of questions they have prepared. MORSECOM’s trainer will have access to the system and will be able to navigate, with OFN, for a deeper understanding of concerns and provide hands-on experience of finding solutions.

**Goals**

At the end of the training, the outcome is for OFN to have the ability to handle at least 80% of all Tier 1 level concerns. By the end of Q2, OFN will be able to handle at least 90-95% of tier 1 level concerns with MORSCOM being used on matters of escalation.

**Solution**

Provide support staff overview and training for common applications of the Alcatel 8770 Software.

**Topics**

- OmniVista 8770 Overview
- 8770 Client Login and access

Users Interface

- How to add and remove users
- Changing names and other parameters with and without deleting the user
- Voicemail password changes
- Training on how to access other areas from the user interface.

Configuration Interface

- How to access the OXE and 4645 VM servers for configuration.,
- OXE
  - System
    - General overview of system parameters
  - Translator
    - Numbering plan
    - External Number Routing inbound and outbound
  - Users
    - Overview of User parameters
    - Programming Station related settings.
    - Adding and removing keys
    - Editing station configuration parameters.
  - Groups
  - Speed dial
  - Applications
    - External Voicemail settings
    - CCD related items
    - Other Application related parameters
- 4645 VMS
  - User related 4645 parameters.
  - Voicemail related parameters

Reporting Interface

- General overview.
- Running predefined reports

Scheduling Interface

- Scheduling of Operations
- Automatic Maintenance

Maintenance Interface

- 8770 Data save and restore.
- 8770 Maintenance tools

Q&A

**Non-Recurring Costs**

Services to plan, configure, deploy and test the environment.

Description	Quantity	Unit Price	Cost
2-Day training to be held in the City of Ocala starting at Ocala Fiber Network then transitioning throughout the city at the various Main Distribution Frame (MDFs) and Intermediate Distribution Frames (IDFs) throughout the city. Cost includes trainers overnight stay for 2 nights, transportation and 2 days of onsite services	2	\$ 1,500.00	\$ 3,000.00
<b>Total NRC</b>			<b>\$ 3,000.00</b>

## Voice Maintenance

Prepared for:	Ocala Fiber Network
Contact:	Mel Poole
Email:	<a href="mailto:mpoole@ocala.gov">mpoole@ocala.gov</a>
Phone:	352-401-6900
Date:	8/5/2024
Support Term:	11/1/2024-10/31/2029

24/7 No sets included

	Year 1	Year 2	Year 3	Year 4	Year 5
Total	\$ 74,623.22	\$ 74,623.22	\$ 74,623.22	\$ 74,623.22	\$ 74,623.22

**Notes**

- Includes parts/labor for switch only Alcatel-Lucent equipment includes SLA as per RFP
- Customer to provide remote access.
- Does not include applicable taxes
- Does not include failures due to power surges, lightning, abuse or Acts of God
- Does not include customer requested moves, adds or changes
- Does not include any peripheral components such as application servers or OS, unless otherwise noted
- Payment terms are Annual in advance.
- PO and payment to: apar@morsecom.com or fax to 321-255-0198