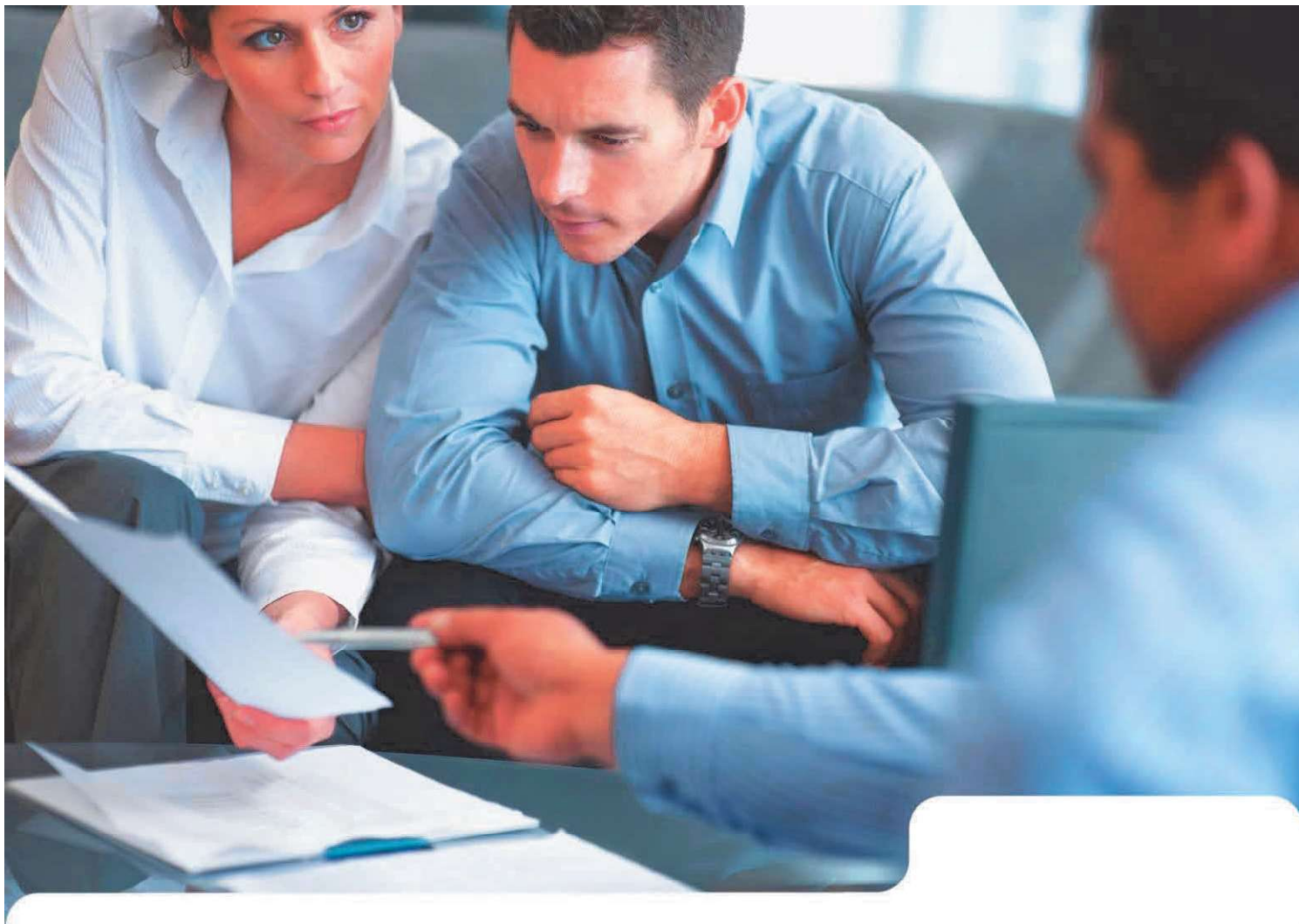


C1 STATEMENT OF WORK



SBC /SIP DEPLOYMENT AND CONFIGURATION (NCPA01-169)

PREPARED FOR: City of Riverside

PREPARED BY: Christina Carter
Account Executive
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Enterprise Architect
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REFERENCE: Opportunity:
OP-000797344

Solution: SO-000929871
Quote(s): QU-000509676

DATE: January 14, 2025





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1. CONFIDENTIALITY NOTICE

THE INFORMATION CONTAINED HEREIN IS CONSIDERED CONFIDENTIAL AND PROPRIETARY, PRODUCED SOLELY FOR THE CUSTOMER IDENTIFIED ABOVE.

This Statement of Work ("SOW") is proprietary to ConvergeOne, Inc. ("C1") and contains C1 Confidential Information. It may not be disclosed in whole or in part without the express written authorization of C1. No portion of this SOW may be duplicated or used for any purpose other than to receive Services or deliverables from C1 described herein.

Notwithstanding anything to the contrary in this Agreement, Confidential Information may be disclosed (i) to the government only as required by law; (ii) to a court pursuant to a court order; (iii) to internal or external legal, financial, or tax advisors under an appropriate nondisclosure obligation; or (iv) in response to a request made under the California Public Records Act (Gov. Code sections 7920.000, et seq.). If the government or a court requires disclosure of Confidential Information, Receiving Party will (i) provide reasonable notice and assistance to Disclosing Party, so that Disclosing Party may object to any such disclosure or file for a protective order, and (ii) disclose only as much of the Confidential Information as is required to comply with the disclosure request. (iv) in response to a request made under the California Public Records Act (Gov. Code sections 7920.000, et seq.)

2. SCOPE OF WORK - TERMS AND CONDITIONS

This Statement of Work or Scope of Work ("SOW") and the applicable Solution Summary (and any documents attached thereto and incorporated therein by reference) (collectively, this "Order") is subject NCPA 01-169 (the "Agreement"). In the event of a conflict between the terms and conditions in the Agreement and this Order, the terms of the Agreement shall control.

The Customer's signature on this Order (or the Customer's issuance of a purchase order in connection with this Order) shall represent the Customer's agreement with each document in this Order.

This Order may include the sales of any of the following to Customer: (a) any hardware, third-party software, and/or Seller software (collectively, "Products"); any installation services, professional services, and/or third-party provided support services that are generally associated with the Products and sold to customers by Seller ("Professional Services"); any Seller-provided vendor management services, software release management



services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications ("Maintenance Services"). For ease of reference only, Professional Services, Managed Services, and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Any dates and/or time intervals listed in this Order are approximate and for planning purposes only. C1 will use commercially reasonable efforts to accommodate any requested dates; provided, however, project milestones will be fully discussed and mutually agreed upon between C1 and Customer after project kickoff.

Products and/or Services not specifically itemized are not provided herein. Any additional applications, technologies, integrations, or other Products and/or Services not specified herein, are not included in this SOW and may result in additional charges at any time during the project.

Unless signed, this Order will be valid for a period of thirty (30) days following the date hereof. Due to rapidly changing prices in the market for third-party Products and/or Services, after the expiration of the foregoing 30-day period, the Seller reserves the right to adjust offerings and/or prices accordingly prior to issuing any new Order(s). Thereafter, this Order will no longer be of any force and effect.

The outline of deliverables for this Order follows below.

3. PROJECT TIMELINE EXPECTATIONS

Approximately 5 business days after signed acceptance of this SOW, C1 will assign a project manager that will make contact and start planning a project kick-off meeting. The project kick-off may not take place immediately. Project start times depend on the availability of C1 and Customer resources.

The expected duration of this project has been budgeted at eight (8) weeks from the time of kick-off to completion. If the project exceeds this timeframe, a project change order may be required to extend the engagement, resulting in additional fees.



4. PROJECT OVERVIEW

Thank you for the opportunity to work with you on the SBC /SIP Deployment and Configuration(NCPA 01-169) project. This document describes the work to be performed during this engagement and covers the assumptions as the basis for this agreement, the responsibilities of C1 personnel, and the responsibilities of the Customer.

4.1. Project Location(s)

Below is a list of the location(s) that are included in this project.

Table 4-1

Site Name	Site Address
3900 Main St	3900 MAIN ST IT RIVERSIDE, CA 92522-0001
10540 Magnolia	10540 MAGNOLIA AVE STE B RIVERSIDE, CA 92505-1897
Lawrence St	3085 Lawrence St RIVERSIDE, CA 92522-0001

5. PROJECT SCOPE OF SERVICES

This section identifies the work that will be performed as part of this project. Below is an initial, high-level list of tasks and assumptions for the project. This schedule may change depending on the Customers business requirements and other factors. Also, depending on the schedule finally agreed upon at the kickoff meeting, the days worked may not be contiguous. C1 will conduct a meeting with the Customer to review and finalize the technical approach, constraints, and project schedule. This meeting is intended to ensure that all parties are working with consistent expectations for the project.

5.1. Avaya Unified Communications

E911

THE CUSTOMER ACKNOWLEDGES THAT THE SELLER SERVICES COVERED BY THIS SOW DO NOT INVOLVE ANY E911/911 SERVICES AND THAT IT IS THE SOLE RESPONSIBILITY OF THE CUSTOMER TO ENSURE CUSTOMER COMPLIANCE WITH ANY REGULATIONS APPLICABLE TO E911/911 SERVICES, INCLUDING BUT NOT LIMITED TO KARIS LAW ACT OF 2017, OR THE APPLICABLE PROVISIONS OF RAY BAUMS ACT.



You further agree that C1 has informed you that the MLTS or hosted IP Telephony system provided under this SOW is capable of being implemented in accordance with the requirements of Kari's *Law* and *Ray Baums Act*, but you have directed C1 not to install the MLTS in compliance with the requirements of the laws. To the extent permitted by applicable law, you hereby indemnify, release, and hold harmless C1 from and against any and all liability relating to or arising from such non-compliance and any acts or omissions of third parties involved in the handling of or response to any 911 call.

Trunking

Table 5-1

Trunking Services	
Number of SIP Circuits	3
SIP trunking Cutovers/Phases	3

CM IP Trunking (SIP and H.323)

C1 Responsibilities:

- Consult with the Customer and configure the following requirements: IP trunks IP Node names, IP Addresses, IP Network Regions, IP-Codecs, and Call Admission Control (CAC).
- Translate and implement the CM requirements, such as Trunk groups, Signal groups, local routing patterns, Uniform Dial Plan (UDP), and off-PBX stations as required.
- Perform testing between the Communication Manager and the supported applications to ensure correct functionality.

Customer Responsibilities:

- Technical information is required for the programming of the integration including server names, IP addresses, ports, and protocol.
- Technical support during turn-up of the circuit and traces of their systems for troubleshooting purposes.

Session Manager (SM/BSM)

Table 5-2

SM Services	
Integration link to Session Border Controller	3

Session Border Controller(SBC)



Table 5-3

SBC Services	
Session Border Controller type	Avaya
SBC (HA) trunk configuration	3
Platform to be installed on (HA) Trunking only	Avaya server

SBC HA

C1 Responsibilities:

- Review SBC network requirements, security requirements, and topology with the Customer.
- Install and configure SBC servers. If deploying on Customer-provided VMware, assist the Customer with the deployment of templates.
- Perform test calls to validate basic call flows through the SBC servers.
- Cutover will be completed in a single phase unless otherwise noted.
- Provide standard configuration and testing of the Session Border Controller for traversal of SIP trunks to a single carrier. Additional troubleshooting beyond the time quoted as part of this scope of work will be billed at our standard T&M rates.

Customer Responsibilities:

- Provide information and configuration for far-end carriers or applications.
- Ensure that any firewall configured between the SBC and internal or external networks is not blocking SIP or RTP traffic per design guidelines.

Subscription Conversion and License Activation

Table 5-4

Licensing Services	
Are the existing license file Subscription	Y
Load License	1

Subscription Licenses

C1 Responsibilities:

- Download purchased license(s).
- Confirm existing license counts via screenshot, printout, or other means as defined by the manufacturer.
- Remotely Install purchased license(s).



- Confirm installed license counts via screenshot, printout, or other means as defined by the manufacturer.
- Provide notification of completion with a screenshot to the Customer when complete.
- This is license activation only; this quote excludes the configuration and/or programming of the intended licensed application or the use thereof.

Customer Responsibilities:

- Provide remote access to all systems acquiring a license
- Installation of RedHat OS if required

Note:

- C1 is not responsible for invalid license files loaded prior to the Engineer loading them. It is assumed all licenses in operation prior are valid, purchased licenses unless otherwise stated by the Customer.

Onsite Installation Services

Servers and Gateways

C1 Responsibilities:

- Unpack, inspect, and inventory hardware.
- Install servers and/or gateways and connect to power and network as provided by the Customer.
- Observe units upon power-up and verify the successful completion of self-test diagnostics.
- Connect required cabling from gateways to wall field within 25 feet. If additional length is required, C1 can provide it at an additional charge.

Customer Responsibilities:

- Provide a ground source (to industry standards) within 25 feet of the equipment installation location.
- Provide power source within 3 feet of equipment installation location.
- Extend all network connections to the equipment being installed.
- Installation of other ancillary equipment such as routers, modems, etc. unless otherwise specified.
- Install, label, and test all in-house wiring prior to installation which may include extensions to IDFs.



Note: Refer to the BOM table above for the wiring services quoted. If it is not listed, it is not included but can be added for an additional charge.

Table 5-5

Installation Services (on-site)	
Server / Gateway Installation	9

Benching and Staging(hardware)

Table 5-6

Hardware Staging Services (remote)	
Number of Physical Servers	9

Note:

Two of the Avaya servers being bench on this project are for a remote worker SBC HA. The tasks for provisioning this RW HA SBC have already been priced on a previous project.

The SOW Table(s) above represents all hardware to be staged by C1. This may be done in a C1 staging facility or remotely using a Customer provided remote connection.

Note: This is service only and does not indicate C1 is supplying the actual hardware. Refer to the quote for any hardware being supplied by C1.

C1 Responsibilities:

- Load, patch and configure servers per IP Data Collection Form, using the information provided by the C1 Engineer and the Customer.
- Register the equipment listed on the IP Data Collection Form.

Customer Responsibilities:

- Work with the C1 Engineer(s) to get the IP Data Collection Form filled out.
- Provide IP addresses & server names for all applications.
- NTP, DNS, Customer domain, registration & sync IP addresses for remote CM servers.

Instructor Led Classes

Table 5-7

Instructor Led Courses	
Session Border Controller Enterprise 10.1	Y



Number of Students	3
--------------------	---

Avaya Session Border Controller Enterprise

Our SBCE course compiles information from many sources to be the most thorough explanation of administering and maintaining the SBCE available by any learning organization. Hands-on labs will have students build and test both SIP Trunking and Remote Worker configurations, along with background information so administrators can evaluate the impact of various options.

Day 1: Overview of SBCE

- Why need an SBCE
- What's new in 10.1
- Architecting the SBCE Solution
- Installing and Configuring the SBCE Software
- Commissioning the SBCE System

Day 2: SIP Trunking

- Administering SIP Trunking
- Troubleshooting the SBCE
- How the SBCE processes Packets

Day 3: Remote Worker

- Administering Remote Worker (Basic)
- Remote Worker (Advanced)
 - Adding Encryption
 - Adding User Agent Restrictions
 - Adding Dual ASMs to Remote Worker

Day 4: Increasing Security & Maintenance

- Additional Security Settings
- Maintaining the SBCE

Failover Testing is Excluded

Cutover (In-Service) Support

Table 5-8

Cutover (In-Service) Support-Applications



Supported Number of Phases of-Cutover In-Service	3
Session Border Controller	Y

Table 5-9

Cutover (In-Service) Support Resources	
Convergence Engineer Hours-Per Phase	2

Go-Live / Solution Cutover

C1 will provide remote support for (three (3)) events of the go-live support (Cutover) based on the applications listed in the above table. Changes to the number of cutover events will be agreed to in advance through the change order process.

First Day of Business Support

Table 5-10

First Day of Business Support Services (FDOB)-Applications	
Supported Number of Phases of-FDOB	3
Session Border Controller	Y

Table 5-11

First Day of Business Resources	
Avaya UC Engineer Hours-Per Phase	2
Convergence Engineer Hours-Per Phase	2

Day 1 launch support will be provided during Normal Business Hours (per the table above) per application per phase, unless otherwise stated in the above (additional resource table), by remote resources for the application listed in the above (First Day of Business Support Services-Applications) table. "Normal Business Hours" is defined as Monday through Friday, 8 am-5 pm local time to the customer location. Should additional support be required, these services will be managed via the Change Management process.

All hours are consecutive

6. PROJECT MANAGEMENT

C1 will provide Project Management Services to help you effectively manage the project and control risks during the deployment. C1 will designate a Project Manager who will act as the single point of accountability for all C1 contract deliverables for the duration of the Project. C1 follows the Project Management Body of Knowledge (PMBOK) for project



delivery. The PMBOK is an adaptable approach that enables technology project success by aligning business and technology goals. Key elements include an iterative delivery process, clear project metrics, proactive risk management, and effective response to change.

6.1. Project Manager

C1 will designate a Project Manager (PM) responsible for overseeing the project. Once the contract is signed and accepted by C1, this individual will act as the Customer's single point of contact for all planning and issues related to solution delivery. The C1 PM will work closely with the Customer to guide the implementation and work on a mutually agreed-upon schedule. The C1 Project Manager is responsible for the following:

- Conduct internal (C1) and joint C1/Customer meetings.
- Develop a project plan, including activities, milestones, roles, and responsibilities.
- Schedule and manage required C1 resources and partners.
- Conduct Issue and Risk Management.
- Provide agenda and meeting notes.
- Track Customer and C1 project deliverables.
- Manage change orders and any associated billing with the Customer.
- Manage project closeout process, punch list, and Customer acceptance.

7. CHANGE ORDER PROCESS

Despite good project planning, design, and review, project plans often require some degree of change at some point. These changes are handled using change order requests, which must be agreed upon by all parties to the contract before such work can be performed.

Either C1 or the Customer may initiate a change order for any deliverable, work requirement, assumption, or dependency that is part of the project. All requests must be in writing and handled by the C1 Project Manager. C1 will review the change and provide pricing as applicable before proceeding. The C1 Project Manager may also engage project team members to assess the impact of the change. Agreed changes must be approved in writing by an authorized representative of the Customer, via email, or modified purchase order.



8. MILESTONE AND/OR PROJECT ACCEPTANCE

Upon completion of the services described in this SOW, C1 shall provide the Customer with an Acceptance Form. Upon delivery of the Acceptance Form, the Customer has (5) working days to review and accept. Failure to respond within the designated 5-day period signifies the completion of the milestone or project. To refuse acceptance, the Customer must both indicate non-acceptance with written notification to C1 within the (5) days period noted above and describe why it was not accepted. C1 shall have up to (10) days after the receipt of such notice to correct the error given it is within C1's scope and control to do so. The period to correct the error may be extended by mutual consent.

9. CUSTOMER RESPONSIBILITIES

Provide a single point of contact that will be responsible for:

- Understanding the business process impact and technical requirements and who has the authority to make binding decisions on the Customer's behalf.
- Working with C1 Project Manager to develop mutually agreed project schedule, including outside of Normal Business Hours test and cutover windows (if applicable).
- Ensuring all Customer responsibilities are completed in accordance with the project schedule.
- Reasonable notification of schedule and changes for the installation work.
- Attending all project status meetings.

Site Preparation:

- Ensure the equipment room is ready, including all electrical, wiring, grounding, lighting, racks, and HVAC required to maintain equipment within operating conditions specified by the equipment manufacturer.
- Provide required cable/patch panels that meet all requirements for Category 5e, racks, and network connectivity.
- Accept receipt of equipment and store it in a secure area. Retain shipping documentation, and inventory shipments by box count, and report any apparent external damage to the C1 Project Manager.
- Provide floor plans for equipment room configuration and related locations if applicable.
- Ensure that the existing Customer network is configured, connected, and operating within the manufacturer's specifications.



- Customers will provide QOS on all their network equipment to the WAN based on the Supplier's guidelines and requirements if carrying voice.

Ensure the availability of appropriate Customer resources that will:

- Assist in the development and execution of applicable test plans.
- Provide accurate documentation for all existing systems and networks.
- Provide all necessary IP addresses, subnet masks, and default gateways.
- Provide a qualified Network Administrator with working knowledge of Customer requirements.
- Provide information on planned changes in the network.

10. PROFESSIONAL SERVICES ASSUMPTIONS

The following assumptions were made to create this Statement of Work. Should any of these assumptions prove to be incorrect or incomplete, C1 may modify the price, scope of work, or milestones. Any such modifications shall be managed by the Change Order Procedure.

10.1. General Assumptions

- Unless explicitly stated otherwise, all services will be delivered remotely
- All non-service impacting work described in this scope will be performed during U.S. normal business hours defined as 8:00 AM to 5:00 PM local time; Monday through Friday, excluding C1 designated holidays. "Cutover" for the sites will be completed during business hours unless otherwise stated in this scope of work.
- The Customer must identify any specific requirements for maintenance windows and change control. The Customer retains overall responsibility for any business process impact and any Customer-internal change management procedures and communications.
- All services, documentation, and project deliverables will be provided in English only.
- C1 will install specific software versions agreed upon at the time of project kickoff. Upgrades to the software are not included in the SOW. C1 may choose to install an upgrade if required by the manufacturer or to resolve a problem.
- The Customer is responsible for the underlying data infrastructure including network and virtualization. Systems must be capable of supporting the proposed solution. C1 can supply consulting and remediation services to ensure successful implementation, if not included in this scope, through a change order and billed at an additional fee.



- The Customer is responsible for all communications and scheduling of any contractors or vendors not managed by the C1 Project Manager.
- Any product or service delivery dates communicated outside of this SOW or the Project Plan, are not to be considered valid or binding.
- If the project extends beyond the timeline specified in the Project Plan due to delays caused by parties other than C1 and its subcontractors, C1 may invoice for service performed to date.
- The Customer is responsible to verify and arrange the installation of all applicable network connections and provide a functional network for application deployment.
- Projects requiring multiple site visits and/or intervals of inactivity between events must be noted as such prior to acceptance of this SOW.
- The Customer is responsible for relocation, removal, and disposal of any previously installed Customer-owned equipment or cabling unless specifically agreed otherwise herein.
- The Customer is responsible to notify C1 if the site requires any specialized access for personnel and/or Union trades for any tasks associated with this SOW. Notification of requirements must take place prior to the quote. Any and all additional costs for post-quote changes or additional site restrictions requiring specialized training or Union Labor shall be chargeable to the Customer.
- The Customer is responsible for managing all 3rd Parties not outlined in this SOW.
- Services not specifically called out in this SOW will be deemed out of scope.
- VPN access will be provided to C1 resources to allow for work to be accomplished remotely when applicable. If unfettered remote access to the Customer network cannot be provided additional charges will be required.

10.2. Technical Assumptions

- Unless specifically called out above, no IP address changes are included in the SOW. If requested, additional charges may apply.
- The Customer is responsible for having current licensing, maintenance, and support on the components of the servers, database, storage, and network infrastructure including hardware, software (including operating systems), and any associated costs.
- The Customer is responsible for any operating system patches and anti-virus software installation and support.
- The Customer is responsible for ensuring the existing network is free of layer 3 protocol and broadcast errors.



- The Customer is responsible for the cost and acquisition of any 3rd party security certificates necessary for successful deployment. C1 can provide services for Security Audits and Certificate deployment which can be billed at an additional fee.
- The Customer is responsible for resolving interoperability issues with other vendors not acting as a sub-contractor to C1.
- The Customer is responsible for any firmware updates to re-used circuit packs, media modules, or cards not specifically identified within this SOW. C1 can provide services for firmware updates through a change order and is billed at an additional fee.
- C1 will provide port and protocol matrices as provided by the manufacturers for the equipment that is in this scope. If additional documentation is required for firewall configuration or security assessments, C1 can provide these services at an additional cost to the Customer upon request.

11. PROFESSIONAL SERVICES WARRANTY

Implementation support will be provided for a period of thirty (30) calendar days once the solution is brought into service. If multiple sites or locations are included as part of the solution, all sites or locations will each have their own support period. Post-implementation warranty provides the following:

- Minor changes and/or corrections to the solution that are included in the approved design based on the SOW.
- Completion of all changes as part of an agreed punch list of actions.
- Fix or replacement of defective hardware installed by C1.

12. PROFESSIONAL SERVICES PRICING AND BILLING SCHEDULE

Billing terms for this project supersede any MSA in place and are only applicable to the services stated in this scope of work. Invoices are due within thirty (30) days from the date of the invoice unless otherwise previously agreed between the Customer and C1 credit department. Any change to the Project Pricing and Payment schedule will be managed through the Change Order procedures specified herein. All stated prices are exclusive of any taxes, fees, duties, or other amounts, however, designated and including without limitation value added and withholding taxes which are levied or based upon such charges, or upon this SOW (other than taxes based on the net income of C1). The Customer shall pay any taxes related to services purchased or licensed pursuant to this SOW or the Customer



shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes shall be billed as a separate item on the invoice.

12.1. Project Price and Milestone Billing Schedule

The fixed fee price for this services engagement is below and will be billed with the following milestone schedule:

Total Price: \$71,079

- Milestone 1 (30%) - Project Initiation - Kick-Off Meeting, Resource Assignment
- Milestone 2 (30%) - Planning and Design - Project Plan, Design
- Milestone 3 (30%) - Customer UAT Handoff
- Milestone 4 (10%) - Final Customer Acceptance of the Project

12.2. Project Expenses:

There are no anticipated project-related expenses expected for this project above the price included in this SOW. In the event that the need for additional expense arises, a Change Order will be presented by the Project Manager for approval by the Customer in advance. C1 will make a reasonable effort to minimize expenses and will ensure sufficient time is built into the project schedule to maximize efficiency when scheduling site visits.



13. CUSTOMER AUTHORIZATION TO PROCEED

The use of signatures on this SOW is to ensure agreement and understanding on project objectives and assumptions, and the work and deliverables to be performed by C1. By signing below, the duly authorized Customer representative signifies their commitment to proceed with the project as described in this SOW.

Customer's Authorized Representative:

Signature

Printed Name

Title

Date

PO Number

Approved as to form:

Debra Cook
Debra Cook (Mar 11, 2025 19:38 PDT)

Certified as to Availability of funds:

Kristin

Attested by:



Date: 2/17/2025
Page #: 1 of 4
Documents #: OP-000797344
SO-000929871
Solution Name: SBC / SIP - (Avaya
Entitlements on physical
appliances)
Customer: City of Riverside

Solution Summary

SBC / SIP - (Avaya Entitlements on physical appliances)

Customer: City of Riverside	Primary Contact: Steve Crunk
Ship To Address: Install Sites	Email: scrunk@riverside.ca.gov
Bill To Address: 3900 MAIN ST IT RIVERSIDE, CA 92522-0001	Phone: 9518265579
Customer ID: CITRIV0001	Account Executive: Chrissy Carter
Customer PO:	Email: CCarter@onec1.com
	Phone: +16517966788

Solution Summary	Billing Frequency	Due	Total Project
Hardware	Per the Agreement	\$41,398.43	\$41,398.43
Professional Services	One-Time	\$71,079.00	\$71,079.00
Maintenance			
Manufacturer Support*	Prepaid	\$8,396.34	\$8,396.34
Project Subtotal			\$120,873.77
Estimated Tax			\$2,686.02
Estimated Freight			\$0.00
Estimated Recycle Fee			NOT INCLUDED
Project Total			\$123,559.79

This Solution Summary summarizes the documents(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Except to the extent otherwise specified in this Order (including any Public Sector Contract identified herein that applies only to particular line items for Products and/or Services), this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "Seller") and Customer; or (ii) if no such applicable agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.onec1.com/agreements>. If Customer's Agreement is a master agreement entered into with one of C1's predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at:



Date: 2/17/2025

Page #: 2 of 4

Documents #: OP-000797344
SO-000929871

Solution Name: SBC / SIP - (Avaya
Entitlements on physical
appliances)

Customer: City of Riverside

<https://www.onec1.com/agreements> . In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement. For avoidance of doubt, references to "Open Market" shall mean line items that are subject to the Agreement specified above (i.e. line items not identified as being subject to a particular Public Sector Contract).

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder. This Order will be valid for a period of thirty (30) days following the date hereof. Thereafter, this Order will no longer be of any force and effect. Due to rapidly changing prices in the market for third party Products and/or Services, after the expiration of the foregoing 30 day period, Seller reserves the right to adjust offerings and/or prices accordingly prior to issuing any new Order(s).

This Order is a configured order and/or contains software.

ACCEPTED BY:

BUYER: _____ DATE: _____ SELLER: _____ DATE: _____

TITLE: _____ TITLE: _____



Date: 2/17/2025
Page #: 3 of 4
Documents #: OP-000797344
SO-000929871
Solution Name: SBC / SIP - (Avaya
Entitlements on physical
appliances)
Customer: City of Riverside

Solution Quote

#	Item Number	Description	Public Sector Contract	Term in months	Qty	Unit List Price	Extended List	% Disc	Unit Price	Extended Price
Hardware										
1	405362641	POWER CORD USA	NCPA 01-114		6	\$23.00	\$138.00	35.48%	\$14.84	\$89.04
2	700519870	ASP 110 DELL R360 MIDRANGE SERVER ASBCE	Open Market		3	\$10,852.19	\$32,556.57	46.25%	\$5,833.05	\$17,499.15
3	405362641	POWER CORD USA	NCPA 01-114		4	\$23.00	\$92.00	35.48%	\$14.84	\$59.36
4	700519870	ASP 110 DELL R360 MIDRANGE SERVER ASBCE	Open Market		2	\$10,852.19	\$21,704.38	46.25%	\$5,833.05	\$11,666.10
5	405362641	POWER CORD USA	NCPA 01-114		4	\$23.00	\$92.00	35.48%	\$14.84	\$59.36
6	700519870	ASP 110 DELL R360 MIDRANGE SERVER ASBCE	Open Market		2	\$10,852.19	\$21,704.38	46.25%	\$5,833.05	\$11,666.10
7	FREIGHT QUOTE	Freight Quote			1	\$359.32	\$359.32	0.00%	\$359.32	\$359.32
Hardware Subtotal:							\$76,646.65			\$41,398.43
Professional Services										
8	TRAIN-AVAYA UC	RT Lab	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$3,248.00	\$3,248.00
9	SERVICES-PROJ MGMT AVAYA	Project Manager	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$12,810.00	\$12,810.00
10	SERVICES-AVAYA UC	Convergence Session Manager Engineer	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$5,267.00	\$5,267.00
11	SERVICES-AVAYA UC	Convergence Session Border Controller Engineer	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$12,768.00	\$12,768.00
12	SERVICES-AVAYA UC	Avaya UC Engineer	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$11,571.00	\$11,571.00
13	EXPENSE-AVAYA UC	AVAYA UC	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$1,200.00	\$1,200.00
14	SERVICES-AVAYA UC	Avaya Training	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$6,922.00	\$6,922.00
15	INSTALL-AVAYA UC	Avaya Technician	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$4,095.00	\$4,095.00
16	SERVICES-AVAYA UC	Avaya Registration Specialist	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$559.00	\$559.00
17	SERVICES-AVAYA UC	Avaya PRC Tech	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$8,649.00	\$8,649.00

CONFIDENTIAL AND PROPRIETARY INFORMATION OF C1



Date: 2/17/2025
Page #: 4 of 4
Documents #: OP-000797344
SO-000929871
Solution Name: SBC / SIP - (Avaya
Entitlements on physical
appliances)
Customer: City of Riverside

18	SERVICES-AVAYA UC	Avaya Convergence Engineer	NCPA 01-169		1	\$0.00	\$0.00	0.00%	\$3,990.00	\$3,990.00
Professional Services Subtotal:							\$0.00			\$71,079.00
Maintenance										
19	255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2- D 3YR AN PREPD	NCPA 01-114	14	3	\$123.75	\$5,197.50	30.77%	\$85.68	\$3,598.43
20	255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2- D 3YR AN PREPD	NCPA 01-114	14	2	\$123.75	\$3,465.00	30.77%	\$85.68	\$2,398.95
21	255853	SA ON-SITE 24X7 SUPT APPL MEDIUM SRV R2- D 3YR AN PREPD	NCPA 01-114	14	2	\$123.75	\$3,465.00	30.77%	\$85.68	\$2,398.95
Maintenance Subtotal:							\$12,127.50			\$8,396.34
Total:							\$88,774.15		\$89,239.02	\$120,873.77