CISILION

Teams Cloud Telephony Proposal for XXXXX

XXX-22-XXXX

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1. Document Control Information

1.1 Version Control

Document Version	Revision Date	Author	Revision Summary	Distribution List(s)
0.1	16/09/2022	Sumit Solomon	Document Creation	A
1.0	16/09/2022	Sumit Solomon	Review and first release	A

1.2 Disclaimer

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Cisilion Limited is registered in England under company number 3902228. Registered office: Cisilion House, Guildford Road, Leatherhead KT22 9UT.

1.3 Validity

This Scope of Work will be issued to the named recipient(s), on or before an agreed date and will be valid for acceptance for a month. Unless otherwise stated, this offer is based on our Cisilion Standard Terms and Conditions.

2. Executive Summary

This statement of work is intended to detail the deliverables, exclusions, high level project plan, prerequisites and assumptions associated with this migration project, covering the following:

- Enable Teams Tenant for Microsoft provided telephony

- Design, build and configure dial plans, call routing rules and policies in Teams tenant.

- Configure Auto Attendants and call queues if required.

- Migrate users from on-prem UC platform to Teams Phone System including number porting.

Cisilion are pleased to report the level of investment that's gone into our offering, and we look forward to hearing your feedback, answering any further questions, and working with you to deliver the service.
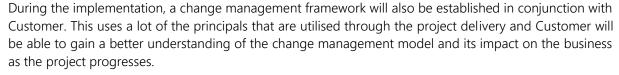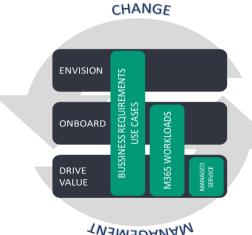
3. The Cisilion Approach

Cisilion's methodology concentrates on the overall vision of Customer in conjunction with their employees work practices to introduce new technologies to bring real change to the business. At a high level Cisilion's approach would be based around the Microsoft deployment model of Envisioning, Deploying and Driving Value. For each of these stages there are underlying themes that would also need to be taken into consideration:

- Business Requirements or Use Cases – These helps set expectations as to how the business/employees need or would like to work. This theme runs through the entire implementation as well as feeding into the change management framework for BAU.

- M365 Workloads – Within the M365 stack there are a number of productivity workloads utilised by the end user, and also a number of infrastructure and management workloads that will need to be taken into consideration with the focus on this engagement with MS Teams.

- Change Management – Cisilion's change management service is designed to ensure that our delivery partnership with CUSTOMERenables them to get the maximum out of the investment and introduce real business transformation.

During the implementation, a change management framework will also be established in conjunction with Customer. This uses a lot of the principals that are utilised through the project delivery and Customer will be able to gain a better understanding of the change management model and its impact on the business as the project progresses.

The Onboarding activities concentrate on deploying the different workloads for Customer's user's base. Some of these workloads are visible to the end user and will have the greatest impact on their opinions of the new technologies whilst others will be applicable to managing the systems and ensuring security. Within the Microsoft eco-system, whilst these may seem independent workstreams; the cohesion between all these different aspects creates a powerful and robust solution for organisations. This is why frameworks, principals and outputs defined within the Envisioning stage will be adhered to across every workload deployed for Customer.

Cisilion's approach would be to split the project into different workloads with a series of Work Packages based around the underlying requirements. These would be overseen by a Programme manager to ensure that frameworks and business cases established within the Envisioning stage are adhered to. Workloads would be delivered as separate Work Packages but could be running alongside other workstreams, but with the underlying frameworks/principals established within the Envisioning stage used to ensure a cohesive delivery framework is established.

4. Engagement Overview

This Statement of Work (SoW) defines, at a high level, the solution being proposed by Cisilion for Customer. It contains information on pricing, scope definition, roles and responsibilities, potential project risks, and technical assumptions. It is not intended as a design document or for project definition.

4.1 Requirements

Business Requirements	Description
BR01	Enable Teams Telephony in the business and migrate XXX users from on-prem UC platform, including DDI porting
BR02	Decommission existing platform

Technical Requirements	Description
TR01	Enable Teams Telephony in the business
TR02	Migrate existing up to 300 users and numbers to Teams
TR03	Enable basic IVR and Call Queue features in Teams

5. Current Environment

This section contains a snapshot of the current environment within the business environment as understood by Cisilion. A full breakdown of the environment information will be gathered during the kick-off workshops.

Category	Description	Information
Identity and Federation	Office 365 Tenant	TBC
	Azure AD Connect	TBC
Infrastructure Services	Exchange Environment	TBC
	Existing UC Platforms	TBC
Locations and Connectivity	Datacentre Information	TBC
	Users	TBC
Telephony	PBX Environment	TBC
	ISDN/SIP Connectivity	TBC
	Incumbent Telephony Provider	TBC
Licensing	Current Microsoft Licensing	TBC

6. Proposed Solution

6.1 Solution Summary

Cisilion are recommending Microsoft Calling Plans to enable telephony in the Microsoft Teams environment.

Teams Telephony solution provided via Microsoft Calling Plans that is fully managed by Microsoft and is hosted in multi-redundant Microsoft data centres around the world and is highly available and resilient by design with a 99.9% SLA. Telephony with Microsoft Calling Plans will be supported by Microsoft end-to-end, including the PSTN connectivity.

Some key benefits of the Microsoft calling plan solution are as follows:

- Microsoft-hosted service that is secure, scalable, and resilient with 99.9% of high availability
- Enables calls, chat, conferencing, and external Telephony in your business
- Seamless integration with your other Microsoft 365 apps and services
- No infrastructure; therefore, no maintenance or engineering resources are required
- Cost-effective
- Supports hybrid workplace
- Simple to manage through existing Teams Admin Centre

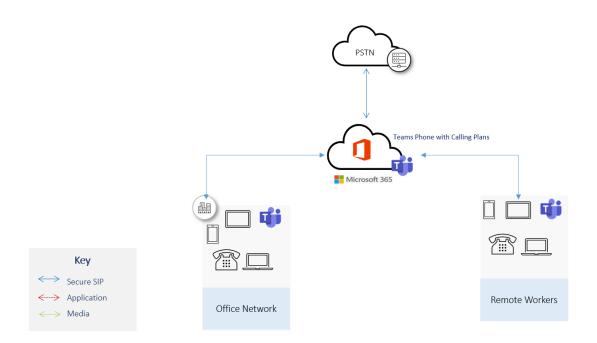### 6.1.1 Microsoft Teams Phone with Calling Plan

Fig. Microsoft Calling Plans

Microsoft Teams Phone with Calling plans illustrated in the figure above is a Microsoft-provided service which covers Licensing and PSTN elements to enable Telephony in SMBs using Microsoft Teams. Teams Phone with calling plan will enable Teams Phone system and Microsoft Telephony features in the business environment.

Teams Phone and Calling Plans are license enabled and, therefore, quick to deploy. Once services are active, Cisilion will complete the Teams tenant configurations to enable Telephony in Teams Tenant. All the users will also be configured for Teams telephony, ready for the switchover from the existing platform.

Microsoft Telephony can be pre-staged in parallel to the current in-production UC platform, and Cisilion will enable the Teams tenant for call routing and related telephony functions. Microsoft also supports number porting. Once the porting request is validated with both Microsoft and the losing carrier number, the port will be completed, and users can start making and receiving calls in Teams.

7. Solution Components

The following section outlines the different components of the overall solution.

7.1 Microsoft Calling Plans

Teams Telephony via Microsoft Calling Plans is a Microsoft hosted and managed telephony service which can be enabled via licensing. The users will need internet access to Telephony via Calling plans. No external integration is required for calling plans as the service is delivered directly via the M365 suite and azure network.

In this option, Microsoft will become the incumbent end-to-end telephony provider for the business.

8. Delivery Overview

In order to provide Customer with an outline approach to conducting this engagement, Cisilion will conduct the following workstreams. These will be delivered in line with the requirement to deploy a fully featured Teams environment and an agreed adoption and training strategy where applicable:

➤ Tenancy Governance and Configuration – to ensure the Tenant is fit for purpose and secure.

➤ Teams Replacement – this will enable the transition from the current solution to MS Teams based on the workloads.

8.1 Office 365 Tenancy Governance and Configuration

This workstream referred to as workstream 1.0 will focus on the objectives to have a workable and secure underlying tenant for Customer from the offset. This workstream is broken down into multiple streams focusing on Teams Governance, and controlled access:

➤ Audit Teams – Configuration and Usage

> Review M365 Tenancy configuration and security settings associated around MS Teams

➤ Author Teams Voice policies and Implementation Plan

> Complete Detailed Teams Voice and Configuration Design for each product or feature being implemented.

> Define the implementation plan and sequencing.

> Review and Ratification of the Design and Plans with Customer

➤ Configuration of M365 Tenancy for MS Teams Enterprise Voice in line with Detailed Configuration Design

➤ Configuration Review and Handover

8.2 Teams Voice

Workstream 2.0 and its underlying activities will focus on the transition of the incumbent to MS Teams. At a high level this will look at the following areas:

➤ Configure Teams service via Calling Plans, including Dial Plans, Voice routes and Auto attendant and call queue configurations.

➤ Assign licensing to the users

➤ Implement:

o Teams voice with Microsoft Calling Plans

➤ Migrate up to 300 users from Incumbent to MS Teams

➤ Configure up to 2 MS Teams Auto Attendants and up to 10 Call Queues if required

9. Deliverables and Acceptance Criteria

The Customer technical project manager will be responsible for agreeing that the described acceptance criteria have been met. Specific acceptance criteria for the project deliverables are described as follows below:

Ref	Milestones\Deliverables	Acceptance Criteria	Responsible Party	Acceptor
1.0	M365 Governance and Tenancy Configuration	Identity is established and configured successfully in the tenancy	Cisilion, Customer	Customer
1.1	Review of the current tenancy and Microsoft Teams configuration as well as security controls	Understanding of the current configured tenancy	Cisilion	Cisilion
1.2	Baseline configuration of Microsoft Teams Voice Policies	Policies are working as expected	Cisilion, Customer	Customer
1.3	Documented baseline configuration	First draft of the as built documentation including current known information	Cisilion, Customer	Customer
2.0	Teams Deployment	Teams EV is successfully rolled out and all required number routing are completed	Cisilion, Customer	Customer
2.1	Design Workshops to cover the Teams, Microsoft Calling Plan	A design document agreed by both Supplier and the Customer	Cisilion	Customer
2.2	Identification of all numbers within the existing Platform	A document containing all DDI information	Cisilion, Customer	Customer
2.3	Guidance on devices such as common area phones or Microsoft Teams Meeting Room devices	Customer can follow the guidance and configure any supported devices they have	Cisilion	Customer
2.4	Training Sessions with the admin users on the management of MS Teams	Customer Admins have received training	Cisilion, Customer	Customer
2.5	Deployment of XXX users and full number porting for XXX Users	Users are successfully working as expected, with call flows going in the desired directions	Cisilion, Customer	Customer
2.6	Up to 2 MS Teams Native Auto Attendants and 10 Call Queue configurations	Auto attendants are able to accept and queue the calls as per Customer call flows.	Cisilion, Customer	Customer

2.7	Project Closure and sign-off	All tasks have been completed and signed off by relevant stakeholders	Cisilion, CUSTOMER	CUSTOMER

9.1 Project Delivery and Migration Strategy

Project Delivery

This project will contain four distinct phases, each with a number of standard activities. Additional phases or activities can be added based on the requirements for the project. The phases are:

➢ Project Initiation – This is the start of the project and includes activities such as the kick-off meeting and the layout of roles and responsibilities.

➢ Design – This phase includes the production of the design as well as the implementation and test plans.

➢ Implementation – This is where the pre-staging and configuration and installation will take place, culminating in system testing and user acceptance testing.

➢ Close down – This phase formally brings the project to a close and finalises documentation, confirms correct handover to the client and/or service centre and checks that all required activities have been completed.

A number of other activities run continually across all phases of the project to deal with change control and reporting.

9.1.1 Project Initiation

Cisilion will set up a project initiation meeting or a call with Customer. The following points will be included on the agenda:

➢ Scope Review: A review of the Scope of Works for any changes that may have arisen during the pre-kick-off period.

➢ Deployment Strategy: A review of the proposed installation strategy to review any changes that may have arisen. This will also include any change freeze requirements.

➢ Monitoring/Controls/Communication: Review and develop the communications plan.

➢ Roles and Responsibilities: Review the responsibilities matrix.

➢ Acceptance Criteria: Review the deliverables and acceptance criteria to allow sign-off and project closure.

➢ Timescales: This will include project milestones and confirm meeting frequency.

➢ Process and Compliance: This will involve a review of any required business processes that Cisilion must adhere to when delivering this project.

9.1.2 Implementation

➢ Staging: The staging of the software will take place on Customer's Office 365 and Azure subscriptions

- ➢ Installation: Installation work will be carried out at the required locations as the project deems. Software will be virtually built on servers provided by the Customer.

- ➢ Configuration: Cisilion will complete the off-site configuration of the solution and prepare to System Acceptance testing.

- ➢ Commissioning: Cisilion will run the System Test Plan to confirm that the installation meets the functionality defined in the HLD. The System Test Plan will be signed off by the engineer completing the testing provided by the Customer. Cisilion will provide remote resource(s) on the first business day after installation and migration.

- ➢ Acceptance: The Customer will provide resources to run User Acceptance Testing to their satisfaction to accept the installation. The UAT document should be signed off following the testing by the Customer.

9.2 Migration Strategy

The migration strategy for this programme has multiple threads; depending on which deployment option the Customer opt for, Cisilion are recommending the following migration advice:

1. Once the Microsoft Calling Plan service is in place, users will be migrated to MS Teams, and in the same schedule, number porting will also be completed.

2. Once migration activities have been completed existing platform can be decommissioned by the current IT partner.

10.Customer Obligations

The customer agrees that the successful performance of this SoW by Cisilion depends upon their complying with the following obligations:

1. Cisilion consultants are provided access to:

    a. Customer's IT Infrastructure team;

    b. Any design or configuration documentation relating the services

    c. The relevant M365 and on-premises UC environments for review and configuration;

2. Customer is committed to:

    a. Working with Cisilion to configure network devices if required;

    b. Ensure quick turn-around times on queries;

    c. Meeting attendance;

    d. Scope change management process;

    e. Managing any interdependencies with other projects;

    f. Providing all required information and accurately identifying design and project constraints;

    g. Designating a backup when the primary Customer PM is not available;

3. Providing a single point of contact to whom all Cisilion communications may be addressed and who has the authority to act on all aspects of the services. Including any undertaking to guarantee continuous supply of any relevant resource and information required to fulfil Customer's obligations under this SoW.

4. Requirements for change to the project scope will be communicated to the Cisilion Account Manager.

5. The customer will provide a copy of the health and safety policy before any site activity occurs. Customer must provide a single point of contact for any health and safety issues related to individual site(s) if any attendance is required.

11. Exclusions, Assumptions and Constraints

11.1 Exclusions

The following activities are considered outside of the scope of Cisilion's activities for this statement of work:

➢ Reconfiguring, redeploying, or changing any firewall or network devices and or any changes within the existing deployment.

➢ Physical phones and meeting room devices.

➢ No pilot for the engagement

➢ Analog and Fax provisioning.

➢ Recording and Contact Centre call flows and deployment.

➢ Attendant console and switchboard configurations and deployments.

➢ Cisilion will provide a single port of numbers and is assumed to be a single contiguous block of numbers if this is not the case additional charges will be incurred for number porting.

➢ No more than 2 auto attendant and up to 10 call queues in total.

➢ The scope is limited to 300 or less users only.

➢ Teams Phone and Calling Plan licensing to be provided by the customer.

➢ Weekend and out of hours work are not included as part of this SoW; apart from number porting activities when numbers are leaving the incumbent providers to chosen provider. These are expected to be out of hours unless Customer explicitly decide to do within working hours and or regulatory/losing telco restrictions from certain providers restrict the winning carrier's ability to port at the chosen times. If Customer require Cisilion to work weekends or out of hours outside of the scope agreed, additional charges will be incurred which would be scoped under the Change Management process detailed within section 11 of this SoW. For clarity working hours are Monday to Friday 09.00am to 5.30pm (UK) excluding UK Public Holidays.

➢ Any items not explicitly called out within this SoW are deemed as out of scope and would require change control which may incur additional cost if required by Customer.

➢ End user communications on the project are expected to be delivered by Customer directly.

➢ Cisilion expects most of the project to be delivered remotely to reduce contact and where on-site attendance is required, Cisilion will work to regulations at the time of attendance when this is required.

11.2 Assumptions

This SoW has been prepared based on the following key assumptions ("Assumptions"). Parties agree that any changes in the Assumptions may result in an adjustment in the rates/ price.

➢ Cisilion will be provided with appropriate access to M365 Tenant.

➢ Customer will be responsible for M365 Identity, AD, on-prem UC, Network and Firewall configurations.

➢ The project will be delivered without interruption or suspension from Customer

➢ Customer accepts nonexclusive access to Cisilion's project team members during the project.

- The project will be delivered as a gated system, the project can be put on hold and resources suspended until the gate controls are met.
    - The gated controls will be based on either major or minor milestones identified within the project plan and if the project is appearing to be blocked or delayed significantly Cisilion will reserve the right to re allocate resources from this project and the project timelines will be put on hold until the delay is mitigated to enable a successful delivery of the project. This will be discussed in advance with Customer's appointed Project Manager and Cisilion's appointed Project Manager to agree on project recommencement.
    - Migration to MS Teams will be done in one schedule.
- Any documentation provided by Cisilion will go through a maximum of one review unless agreed in writing in advance, once the review is delivered by Cisilion it is assumed that the document will be accepted by Customer unless otherwise confirmed in writing within 5 business days upon receipt of the documentation and agreed with the appointed Cisilion project manager.
- Customer's existing UC platform, Active Directory, Exchange Online, Azure and networking environments are supported and in a healthy state, any existing service issues must be raised for consideration in this project. If it is found there are fundamental issues that Cisilion have not been made aware of during the workshops this may impact the efforts and timely delivery of the project and Cisilion would have the ability to invoke the Change Management Process defined within section 8 of this SoW after discussion with Customer's nominated Project Manager.
- The service is provided on a minimum 3-year contract

11.3 Constraint's

The dependencies for project success that fall outside of Cisilion's control are referenced here for the purposes of clarity, expectation, and risk management.

- Customer will provide relevant access to allow Cisilion to audit the existing environment and provide resources on a timely schedule, if there are delays caused by the Customer it will be Customer's responsibility to manage these and any additional efforts will be reviewed against the project change scope management process.

12. Project Governance

12.1 Scope Change

If Customer wishes Cisilion to undertake work not included in this Scope Definition, the Scope Change Management Process can be invoked, as per the Cisilion Terms and Conditions.

It may become necessary to amend this SoW for reasons including, but not limited to, the following:

- ➢ Changes to the scope of work and/or specifications for the Services or deliverables
- ➢ Changes to the project schedule
- ➢ Non-availability of resources which are beyond either party's control
- ➢ The inability of external vendors to provide a functionally suitable product
- ➢ Information that was not known at negotiation and creation of this statement of work comes to light which if known would have affected the quotation
- ➢ Environmental or architectural impediments not previously identified
- ➢ Customer obligations not being met
- ➢ Delays to the project schedule beyond Cisilion's control.

A Change Request may be initiated by either party for any material changes to this SoW.

12.2 Change Management Process

A Change Request can be initiated by either party for any material changes to this SoW.

The Cisilion Project Manager will prepare a change request document describing the nature of the change, the reason for the change, and the effect of the change on the SoW, which may include changes to the project schedule, price and/or deliverables. The Project Managers from both parties will review the proposed change. The parties will evaluate the Change Request and negotiate in good faith the changes to the Services and the additional charges if any. If any are required to be implemented within the Change Request. If both parties agree to implement the Change Request, the appropriate authorised representatives of the parties will sign the Change Request, indicating the acceptance of the changes by the parties prior to the change request being executed.

The customer acknowledges that change requests may have an impact on the project price and schedule. This includes both the impact of performing the change request evaluation and the impact of the change request implementation. The change request may need approval and sign-off from the project senior responsible officer (SRO)

12.3 Change Approval Process

The customer will identify the representative who will be designated as the authorised representative for approving changes to this SoW at the project kick-off.

The Cisilion Project Manager will be designated as the authorised Cisilion representative for approving changes to this SoW.

13. Commercial Summary

13.1 Professional Services

Description	Total Cost (Ex VAT)
Cisilion Microsoft Teams Consultant and Project Manager	$11,599

13.2   Payment Schedule

Cisilion will invoice for the engagement as follows:

Professional Services

- 50% within 30 days of receiving the Purchase Order from the Customer
- 50% Within 30 days of all the numbers being ported to Gamma or Microsoft

Recurring Charges

- Microsoft licensing charges are monthly in advance within 30 days of receiving the purchase order

13.3   Late Cancellation

The Customer technical project sponsor and Customer technical manager will be responsible for agreeing that described acceptance criteria have been met. Specific acceptance criteria for the project deliverables are described as follows:

In the event that the Customer cancels scheduled work with less than 72 hours' notice, Cisilion reserves the right to charge for the consultancy time using the following sliding scale:

#	Notice	Charge
1	48 - 72 hours' notice	25% of the standard day rate
2	24 - 48 hours' notice	50% of the standard day rate
3	Less than 24 hours' notice	100% of the standard day rate

In the event that Cisilion cancels scheduled work with less than 72 hours' notice, the above schedule of charges can be levied against Cisilion and will be credited to the account in the form of service credits.

The above charges shall not be levied in the event of a force majeure incident.

14.   Sign off

If you wish to proceed with this Statement of Work, then please complete the section below and return to Rob Quickenden.

I ....,

Agree with the proposed scope of work specified in this document on behalf of the customer.

Quote Number: Purchase Order Number:	Title: Signature: Date: