



**RingCentral Professional Services  
Statement of Work for Implementation Services**

This RingCentral Professional Services Statement of Work for Professional Services (this "**SOW**") is executed by RingCentral, Inc. ("**RingCentral**"), and City of Smyrna Georgia ("**Customer**") pursuant to, and is subject to, the RingCentral PS Agreement executed by Customer and RingCentral on or about June 21, 2022 (the "**PS Agreement**"). Capitalized terms used in this SOW but not otherwise defined shall have the respective meanings given to them in the PS Agreement.

<b>Customer:</b>	City of Smyrna Georgia
<b>Quote/SOW Number:</b>	U2022-02504714
<b>Labor Cost:</b>	\$23,290.00 USD

**Project Phases:**

**Single Phase Project**

<b>Service Element</b>	<b>Phase</b>	<b>Scope of the Phase</b>	<b>Value</b> <i>(Excluding Taxes and Service Expenses as applicable)</i>	<b>Completion Criteria</b>
MVP Deployment	1	All the Professional Services described in this SOW.	Value of <b>\$16,1400.00 USD</b> Rate of <b>\$60.00 USD</b> per user for <b>269</b> total users as detailed in Appendix B.	Completion of all Professional Services described in this SOW for each User Group. Users that deploy in each month will be invoiced monthly. Any users listed in this SOW that are not deployed will be invoiced at the stated
Admin Training & End User Training	2	Instructor Led Virtual Admin training & End User Training	Fixed Fee of <b>\$1600.00 USD</b>	described in Section 5 of this SOW
Number Porting	3	Additional Number porting assistance up to 350 numbers	Fixed Fee of <b>\$900.00 USD</b>	described in Section 10 of this SOW
Build 91 Voicemail extensions	4	Build 91 Voicemail extensions	Fixed Fee of <b>\$900.00 USD</b>	described in Section 3 of this SOW

**SCANNED**

BY: [Signature] Date: 6/22/22

**APPROVED**

per the City of Smyrna  
Mayor and Council  
Official Meeting Minutes  
Date: July 18, 2022

Cisco Data Extraction	5	Configuration User Data Extraction – (Cisco - CUCM-Platform)	Fixed Fee of \$ 3,750.00 USD	Completion of all Professional Services described in section 3.2 of this SOW.
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The following activities shall be performed in accordance with this Statement of Work and the PS Agreement at the location(s) and for the number of Users and Sites indicated in the attached Appendices:

## 1. General

**1.1. Assignment of a designated Project Manager (“PM”) –** For a period of up to **twelve (12)** Weeks, the RingCentral PM will act as Single Point of Contact for delivery services, following the Project Management Institute (PMI) standard methodology. The RingCentral Project Manager will be responsible for the following activities in connection with this Statement of Work (SOW):

- i. Internal and external kickoff session hosted by RingCentral
- ii. Creation and management of project governance, to include:
  - a. Project plan and Schedule
  - b. Communication plan, resource plan, escalation plan, change plan, test plan
  - c. Action and risk register
- iii. Completing resource assignment and scheduling in alignment with project schedule
- iv. Set up of project documentation and timelines in collaboration with designated Customer Single Point of Contact
- v. Identifying, communicating, and mitigating project risks and issues
- vi. Alignment of scope of services with customer expectations during kickoff
- vii. Developing, reviewing, authorizing, implementing, and managing change requests and interventions (Perform Change Management) to achieve project outputs
- viii. Facilitating and leading regular status update meetings, organize planning sessions and Customer steering committees, as applicable
- ix. Completing scoped migration and go live support; and
- x. Performing closure procedures at the conclusion of project activities.

## 2. RingCentral Office Planning and Design

### 2.1. **RingCentral Planning and Design (“P&D”) and Business Requirements Document (“BRD”)**

- 2.1.1. RingCentral will initiate the Planning and Design process and introduce the Business Requirements Document to the Customer at the beginning of the project and will consist of structured planning activities to **support Up to 20 locations and up to 269 users**. This process will define and capture the project-wide deployment holistically including all sites and users listed in Appendix A.
- 2.1.2. RingCentral has included monthly Planning and Design session(s) with this project delivery. Customer will provide required data over the period defined in Section 1, commencing with the first data collection session, and contribute to the universal design documentation across all lines of business / business units. Additional data collections are available to the customer for further

breakout via change request at an additional expense if data collection needs to take place for additional locations.

2.1.3. Details within the data collection include:

- Customer Site Information to be provided by end client to include full name, email, phone number
- User Upload
- Data collection for End-User and Administrator Training
- Porting data
- Call flow(s)
- Roles and Permissions
- Delivery Overview
- BRD completion
- Go-Live Readiness Report Card

2.1.4. The fully reviewed, site specific BRD is signed off by Customer's Designated Point of Contact and RingCentral's Project Manager prior to moving to deployment.

2.1.5. Material changes to the BRD made after mutual execution and the site build are available to the customer via change request, Section 12 that may include additional fees.

2.1.6. Delay in completing and returning Customer dependent documentation may result in an adjustment of project timeline and may be cause for additional fees.

## 2.2. Network Readiness Assessment

- RingCentral will provide the Customer with one (1) assessment of the Customer's primary Internet Service Provider (ISP) connection to and from RingCentral. This connection will be at the Customer's firewall (edge).
- RingCentral's Network Engineer will provide the following:
  - RingCentral Network Requirements Documentation
  - Satellite installation guide
  - Assistance with software installation
  - Document and share results of network assessment for Customer reference
- Site assessments not completed prior to Go-Live will result in the forfeiture of the assessment for this project.
- Additional network assessments or consultations are available to the Customer via an executed Change Order and will result in additional fees
  - This may include additional ISP links or sites.

## 3. RingCentral Office Build

### 3.1. RingCentral User Interface ("UI") Single Phased Build Out

3.1.1. RingCentral will remotely configure the following interfaces in the system ("UI BuildOut") based on the specifications agreed to between the parties in the BRD.

- Up to 269 users
  - Up to 20 locations
  - Setup to support required Call Flows by site or user groups.
  - Setup Call Queue and Ring Groups
  - Build 91 Voicemail extensions
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## 3.2. Cisco Configuration Extraction

- i. RingCentral will use its extraction tools to guide Customer on how to extract the configuration data from Customer's various devices currently in use
- ii. The configuration data extracted from Customer's Cisco on-prem devices ("Extracted Objects") is listed below:
  - a. User List
  - b. Phone numbers
  - c. Hunt Groups
  - d. Pick-Up Groups
  - e. Call Park
  - f. Call Forwarding
  - g. Simultaneous ring
  - h. Boss Secretary scenario
  - i. Analog extension reports required for port mapping
- iii. RingCentral will provide Customer the -utility details to allow Customer to extract the data to a file.
- iv. Customer will send the file with the details for Extracted Objects to RingCentral.
- v. RingCentral will generate CSV formatted
- vi. RingCentral will provide the Customer with interface access for managing and setting live Notifications for phone calls on their account. The pricing structure for the Notification Services Agreement are as follows:

## 4. RingCentral Delivery Services

### 4.1. Remote Delivery and Go Live Services

- i. RingCentral will provide remote go live services to complete the following:
  - a. Delivery resource during remote Go Live as defined in Appendix A
  - b. Document open issues in action log
  - c. Transition into support services
  - d. Perform closure procedures at the conclusion of project activities
- ii. Customer responsibilities:
  - a. Customer is responsible for handset placement at their locations, if applicable
    - RingCentral will provide instructions and best practices for handset placement, test, and endpoint registration
  - b. Customer is responsible for decommission and disposal of any legacy equipment

## 5. RingCentral Training Services

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### 5.1. RingCentral Online Product Training

- i. The following training resources are available to the customer for learning the RingCentral MVP product
- ii. Standard RingCentral product training includes:
  - a. Get Started videos and quick guides, available at <https://support.ringcentral.com/get-started.html>.
  - b. Online training for users and administrators, available at RingCentral University – [university.ringcentral.com](https://university.ringcentral.com).
  - c. Free Webinars, live and on-demand, available at [go.ringcentral.com/ringcentral-university-webinars.html](https://go.ringcentral.com/ringcentral-university-webinars.html).
- iii. For a list of paid instructor-led training courses offered, and detailed course descriptions, review the Live Training Catalog at [university.ringcentral.com](https://university.ringcentral.com)
- iv. For information on how to purchase additional training (Remote and Onsite Instructor-led Courses), please contact your Account Executive or your Client Partner

### 5.2. Admin Training – RingCentral Professional Services will provide resources to complete the following:

- i. Up to two (2) hours of remote admin training to be provided by a RingCentral University Training Specialist
- ii. Sessions cover the following:
  - a. Building, activating, disabling and deleting users;
  - b. Managing user settings with role, templates, and User groups (if applicable);
  - c. Managing system setup and maintenance via the Admin Portal including phone company info, caller ID, and directory assistance;
  - d. Managing phones and numbers including assisted provisioning;
  - e. Call flow management;
  - f. Reports and call logs; and
  - g. Familiarization with Support/Training/Help resources
- iii. Session recordings are included at no additional cost
- iv. Online, self-service admin training at RingCentral University included at no additional cost
  - h. Webinars & Videos, Getting Started Tutorials, and User Guides
- v. Custom admin training, documentation, and videos available at an additional cost via executed Change Order
- vi. Additional admin sessions are available to the customer via Change Request at an additional charge
- vii. Helpdesk training sessions are available to the customer at an additional cost via executed Change Order
- viii. Customer and RingCentral agree that Professional Services Project Completion Form shall not be withheld by Customer for delays in the delivery of the RingCentral training services

### 5.3. End User Training - RingCentral Professional Services will provide resources to complete the following:

- i. Any combination of the following one (1) hour remote end user training sessions for a total of up to two (2) session to be provided by RingCentral University Training Specialist:
    - a. Standard End User
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- b. Train the Trainer (Standard End User)
  - c. Exec Assistant/Front Desk
  - d. Remote User
- ii. Session recordings included at no additional cost
- iii. Online, self-service end user training at RingCentral University included at no additional cost
  - a. Webinars & Videos, Getting Started Tutorials, and User Guides
- iv. Custom end user training, documentation, and videos available at an additional cost via change request
- v. Additional end user sessions are available to the customer via Change Request at an additional charge
- vi. Customer and RingCentral agree that Professional Services Project Completion Form shall not be withheld by Customer for delays in the delivery of the RingCentral training services

## **6. Handoff Testing**

### **6.1. System Integration Testing (SIT)**

- i. RingCentral will complete System Integration Testing (SIT) following final configuration of RingCentral services prior to handoff to the Customer to start User Acceptance Testing (UAT)

### **6.2. UAT Assumptions**

- i. During UAT, the Customer will designate users to complete application testing in mock real-world scenarios to validate the RingCentral build matches the agreed design documentation
  - ii. Customer will define the UAT scenarios or stories by phase and the mutually agreed criteria is recorded as an Appendix in the design documentation prior to mutual execution as the document of record
    - a. If UAT scenarios are not specified by the Customer, then work is deemed accepted and ready for go live upon notice from RingCentral that the work is complete and ready for testing
  - iii. Customer resources participating in UAT must complete all pre-recorded online training sessions for agent, supervisor, and/or admin related to their job role prior to starting UAT
    - a. RingCentral Implementation Engineer may provide up to one (1) hour of additional guided training to UAT participants, as requested by the Customer, specific to the test criteria
  - iv. The outcome of all UAT scenarios is documented by the Customer in a written format and provided to RingCentral at completion of testing
    - a. Any variation in expected results (errors, flaws, failures, adjustments) are provided in writing to the RingCentral Project Manager for review and resolution
    - b. RingCentral will provide an expected variation resolution date and submit back to the Customer for additional testing
  - v. Upon completion of all UAT scenarios, the Customer will submit final written completion of testing to RingCentral prior to scheduling go live
    - a. RingCentral will append the design document output to include completed UAT criteria in the final published output document
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### **6.3. UAT Constraints**

- i. The Customer and RingCentral will enact a mutual software / code freeze prior to start of SIT and UAT
- ii. Customer shall perform UAT within seven (7) calendar days of application handoff from RingCentral for any Deliverables, unless otherwise mutually agreed by the parties considering the nature or scope of the Deliverable in writing prior to start of testing
- iii. Any Customer changes in software or code following written UAT completion resulting in new application behaviors may result in additional charges to the Customer via Change Request for troubleshooting and issue resolution
- iv. Additional days of UAT support are available to the Customer via Change Request at an additional charge

### **6.4. Project and Phase Acceptance**

- i. Final phase and project acceptance subject to terms and conditions in RingCentral MSA

**7. Optional Services** – During the course of the project, additional services may be ordered by Customer via the Change Order process as described in Section 12, and as per the rates outlined in Appendix E.

**8. Customer Responsibilities** – The Customer, as applicable, is responsible for aspects not specifically included in this Statement of Work. These items include, but are not limited to:

- i. The customers LAN/WAN infrastructure
  - ii. Network minimum requirements for RingCentral as a Service model
    - a. Quality of Service (QoS) configuration
    - b. Firewall or Access Control List (ACL) configuration
    - c. Power over Ethernet (POE) port activation / configuration
  - iii. Configuration and software installation on customer PCs
  - iv. Decommission and disposal of any legacy equipment
  - v. Customizations on individual User endpoints, or phone settings
  - vi. Provide workspace for RingCentral onsite personnel, if applicable
  - vii. Overhead Paging Devices
  - viii. Postage Machines
  - ix. Credit Card or Point of Sale (POS) Machines
  - x. Door buzzer or Automatic Door Controller
  - xi. Third party SIP phones
  - xii. Headsets
  - xiii. Analog Devices
  - xiv. Third party Applications
  - xv. Input Registered E911 Address and location information to Service Web
    - a. This is critical information which is used by first responders in case of an emergency hence customer must ensure that the information they are adding to the Service Web is accurate
    - b. For more information, please refer to Appendix D
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**9. Hours of Operation - Standard Service Hours**

- i. Unless otherwise specified, pricing assumes that Services will be performed between 8:00 AM to 5:00 PM local site time, Monday-Friday, excluding holidays ("Standard Service Hours")
- ii. Work requested and performed outside Standard Services Hours will be subject to overtime charges via executed Change Order

**10. Customer's Telephone Number Porting** - The Customer is responsible for authorizing the telephone number(s) porting to RingCentral. RingCentral shall submit all porting requests to the legacy carrier and ensure that all porting is successful to the RingCentral networks where applicable. This effort pertains to those locations identified in Appendix A. Customer and RingCentral agree that RingCentral is not responsible for the portability of any individual number or group of numbers and the sign-off the Professional Services Project Completion Signoff Document shall not be withheld by Customer for delays in the porting of the numbers.

- i. The RingCentral Project Manager shall manage the submission of port requests and shall coordinate rejections/resubmissions with Customer on a per location basis for up to 90 days from submission
- i. Any additional port rejections after 90 days will be the responsibility of the Customer and their legacy carrier(s), with assistance from RingCentral
- ii. Customer shall provide RingCentral all appropriate Letters of Authorization ("LOA"), billing information, Customer Service Record (CSR) and authorized signer for each location
- iii. Porting submissions will include number mapping to the correct end users on Customer's network
- iv. Additional Number Porting assistance up to 520 numbers

**11. Delays and Changes**

- i. Changes to this SOW shall be made only in a mutually executed written change order between RingCentral and Customer ("Change Order") per the sample attached in Appendix C, outlining the requested change and the effect of such change on the Services, including without limitation the fees and the timeline as determined by mutual agreement of both parties
- ii. Any delays in the performance of consulting services or delivery of deliverables caused by Customer, including without limitation delays in completing and returning Customer documentation required during the P&D or completing the BRD, may result in an adjustment of project timeline and additional fees
- iii. Any changes or additions to the services described in this SOW shall be requested by a Change Order and may result in additional fees

**12. Project Phasing** - The Professional Services may be delivered in one or more phases as set forth in this SOW. This SOW describes the milestones, objectives, Deliverables, Sites, fees, and other components that are included in the scope of each phase ("Project Phases")

- i. Customer agrees that the delivery, installation, testing, acceptance, and payment for the Professional Services rendered under any one Project Phase is not dependent on the delivery, installation, testing, acceptance, and payment for the Professional Services under any other Project Phase
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- ii. Each Project Phase will be billed upon Acceptance, and Payment for each Project Phase is due in full within the applicable payment period agreed between the parties and is non-refundable

IN WITNESS WHEREOF, the Parties have executed this RingCentral Professional Services Statement of Work for Implementation Services below through their duly authorized representatives.

**Customer**

City of Smyrna Georgia

By: Derek Norton

Name: \_\_\_\_\_

Title: Mayor

Date: June 22, 2022



**RingCentral**

RingCentral, Inc.

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

ATTEST:

Heather K. Peacon-Corn

Heather K. Peacon-Corn, City Clerk

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RingCentral Professional Services  
Statement of Work for Professional Services  
Appendix A  
Planning and Design Location

Planning and Design Location Address(s):	Up to # of Users
To be performed remotely	269

RingCentral Professional Services  
Statement of Work for Professional Services  
Appendix B

Site Name	Address				
City of Smyrna	200 VILLAGE GREEN CIR	SMYRNA	GA	30080-3479	
City of Smyrna	100 VILLAGE GREEN CIR	SMYRNA	GA	30080-3478	
City of Smyrna	2190 ATLANTA RD	SMYRNA	GA	30080-1518	
City of Smyrna	2620 ATLANTA RD	SMYRNA	GA	30080-2118	
CITY OF SMYRNA	2620 ATLANTA RD SE	SMYRNA	GA	30080-2118	
City of Smyrna	2646 ATLANTA RD	SMYRNA	GA	30080-2118	
City of Smyrna	2646 ATLANTA RD SE	SMYRNA	GA	30080-2118	
City of Smyrna	2800 KING ST	SMYRNA	GA	30080-3506	
City of Smyrna	2800 KING ST SE	SMYRNA	GA	30080-3506	
City of Smyrna	2825 PARK RD	SMYRNA	GA	30080-2655	
City of Smyrna	2875 ATLANTA RD SE	SMYRNA	GA	30080-3657	
City of Smyrna	3080 ATLANTA RD SE	SMYRNA	GA	30080-8255	
City of Smyrna	3180 ATLANTA RD	SMYRNA	GA	30080-8256	
City of Smyrna	3180 ATLANTA RD SE	SMYRNA	GA	30080-8256	
City of Smyrna	3182 ATLANTA RD	SMYRNA	GA	30080-8256	
City of Smyrna	3475 LAKE DR	SMYRNA	GA	30082-2814	
City of Smyrna	4595 SOUTH COBB DR	SMYRNA	GA	30080-6945	
City of Smyrna	642 CONCORD RD	SMYRNA	GA	30082-2620	
City of Smyrna	750 COOPER LAKE RD	SMYRNA	GA	30082-4711	
City of Smyrna	884 CHURCH ST	SMYRNA	GA	30080-3573	



**RingCentral Professional Services  
Statement of Work for Professional Services  
Appendix C  
Change Order Form for Implementation Services**

This Change Order to the Statement of Work is subject to the Professional Services Agreement (the "PS Agreement") by and between Customer and RingCentral with the Effective Date listed below, establishes a change to the project scope or budget. By executing this Change Order, the parties agree to be bound by the terms and conditions set out in the PS Agreement with respect to the Services to be performed under the PS Agreement and Statement of Work ("SOW") indicated below as modified by this Change Request.

<b>Effective Date of PS Agreement:</b>	<b>Effective Date of SOW:</b>		
<b>Project Name:</b>	<b>Request Date:</b>	<b>PO Number:</b>	<b>Quote Number:</b>
<b>Customer Name:</b>	<b>Requested By:</b>	<b>Requestor Phone:</b>	<b>Requestor email:</b>
<b>Customer Address:</b>			

**Specific Details Explaining the Change:**

**Change 1**

<b><u>Quantity:</u></b>	<b><u>Description:</u></b>	<b><u>Professional Services Cost:</u></b>
<b>Change Order Total:</b>		

**Impact on Project Timeline and Scheduled Delivery Date:**

**Impact on SOW Pricing:**

**BY SIGNING BELOW**, the Parties have each caused this Change Order to be signed and delivered by its duly authorized representative as of the date Customer signs below (the "Effective Date").

**Customer**

**RingCentral**

By:  
Signed: \_\_SAMPLE ONLY\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

By:  
Signed: \_\_SAMPLE ONLY\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



**RingCentral Professional Services  
Statement of Work for Professional Services  
Appendix D**

**Registration of Address and Notification Information – Emergency Dialing.**

Bulk uploading of user data, building extensions, etc. may require input of registered addresses and emergency notification information. By engaging RingCentral for implementation of the Services, Customer agrees to the following:

- I. **Registered Address.** It is Customer's obligation to maintain accurate emergency location information for each Digital Line on its Account. RingCentral will, on Customer's behalf, upload Customer's Users' registered addresses using a list of addresses provided by Customer.
- II. **Emergency Notifications.** For Digital Lines located in the United States, Customer must input and maintain in Service Web a central location for the receipt of emergency notifications generated by its Users placing emergency calls (for further information about this obligation, [click here](#)). RingCentral will, as a part of the upload described in (A) above, also input Customer's emergency notification location, as directed by Customer.
- III. **Customer's Representation and Warranty.** Customer represents and warrants that the registered addresses and emergency notifications location are accurate and acknowledges that any subsequent change to the registered addresses must be carried out by Customer. Customer acknowledges that it may have its own independent legal obligation to ensure the accuracy of the above information and that RingCentral takes no responsibility for the accuracy of the information provided by Customer.

**RingCentral Professional Services**  
**Statement of Work for Professional Services**  
**Appendix E**  
**Optional Services**

<b>Network Assessments</b>	<b>Additional P&amp;D Sessions</b>	<b>Admin Training</b>	<b>User Training</b>	<b>Go Live Support (Onsite)</b>	<b>Training Support (Onsite)</b>
\$1,600	\$1,800 per day / per resource	\$800 per Two-Hour session	\$400 per One-Hour session	\$1,800 per day / resource	\$2,500 per day / resource