

MSRS STATEMENT OF WORK (SOW) ADDENDUM

Date: 12/8/11

Title: MSRS VoIP System Support

Scope of Addendum

The following vendor questions were submitted by the Tuesday, December 6, 2011 deadline:

1. How many phones will need to be monitored in the environment?
We currently have 98 phones in use according to the Call Manager.
2. How many licenses for CUDL standard and CUDL professional do you currently have?
I do not know of any CUDL acronym related to any Cisco product. Here is what we do have for licensing:

Cisco Unified Communications Manager:

- Servers: 2 (ESW and Smartnet)
- Phone License Units: 800

Cisco Unity Connections Messaging:

- Servers: 1 (ESW and Smartnet)
- Mailboxes: 200
- Voice Ports: 24

Cisco Unified Contact Center Express:

- Package: Cisco Unified CCX Premium
- IVR Ports: 150
- CCX Premium Seats: 84
- Quality Manager Seats (Recording): 80
- Agents: Up to 300

Cisco 2921/2911 Routers:

- 4 routers with Call Manager Express or SRST (25 seats each)

3. How many call managers do you currently have?
We have two call managers in a publisher-subscriber environment.
4. Where are the MSRS systems located in the environment?
We own and operate the routers, servers, and related equipment for operation of the phones, call control, voicemail, contact center, IVR, call recording, and PSTN communication. Our servers and routers are located in our own, on-site data center.