Statement of Work

THIS STATEMENT OF WORK ("SOW") is entered into as of the date executed by the contracting entities (the "Effective Date") by and among **HCL America Inc.,** a California Corporation with an office at 2600 Great America Way, Suite 101 & 104, Santa Clara, CA 95054, United States, **HCL Technologies Limited** (hereinafter "**HCLTech**" or "**Contractor**"), and **Oklahoma City Water Utilities Trust**, with offices at 420 W Main St Ste 500, Oklahoma City, OK 73102 (hereinafter "**OCWUT**" or "**Client**").

HCL Technologies Limited hereby appoints HCL America Inc. (being a HCL Technologies Affiliate) as its billing agent to bill and collect all Charges for services performed by HCL Technologies arising under the Statement of Work. OCWUT agrees to such appointment of HCL America Inc. as a billing agent on behalf of HCL Technologies Limited, and payments of Charges by OCWUT to HCL America Inc. acting as HCL Technologies' billing agent shall discharge the obligation of OCWUT to pay such Charges to HCL Technologies.

This **Statement of Work** is an integral part of and annexed as Schedule B to the **Master Services Agreement** signed among HCLTech and OCWUT and date May 19th, 2009 (the "Agreement").

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Statement of Work on the Effective Date.

OCWUT
SEE ATTACHED SIGNATURE PAGE
_____

Name:_____

Title:_____

(Authorized Signatory)

HCL America Inc. & HCL Technologies Limited

_____

Name:_____   Naveen Mehta

Title:_____   Director   13-Feb-24 | 2:24 PM IST

(Authorized Signatory)

DocuSigned by:

Naveen Mehta
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_____

APPROVED by the Trustees and signed by the Chairman of the Oklahoma City Water Utilities Trust this __27TH__ day of___FEBRUARY___, 20__24__.

ATTEST: **OKLAHOMA CITY WATER UTILITIES TRUST**

Amy K. Simpson   _J. O. Couch_
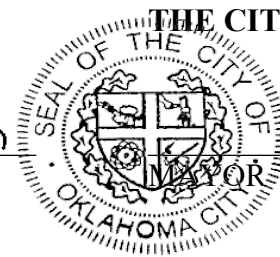SECRETARY   CHAIRMAN

      CONCURRED by the Council and signed by the Mayor of The City of Oklahoma City this __12TH__ day of ___MARCH___, 2024.

ATTEST: **THE CITY OF OKLAHOMA CITY**

Amy K. Simpson   _David Holt_
CITY CLERK   MAYOR

REVIEWED for form and legality.

Craig 3 Keith
ASSISTANT MUNICIPAL COUNSELOR

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1) Project Description

OCWUT has initiated a business transformation program to enhance the User Experience for their users and end-Customers. Through this program, they intent to bring the uniformity of technology platform and business processes to provide consistent customer service experience to their customers via migrating existing On-Premises based Legacy system Cisco Unified Contact Center Express (UCCX) to Cisco Webex Contact Center.

The licensing for Cisco SaaS is provisioned for three years and can be extend the by four more years or to match the timelines with existing support contract signed with HCLTech at OCWUT discretion.

2) Scope of Work

This Scope of Work includes the following activities, which are hereby incorporated into and made a part of this Scope of Work.

Migrate to Cloud Contact Center

HCLTech will deploy a project team for analysis, design, provisioning, configuration, consultation, deployment, and migration of OCWUT users and services from current Cisco Unified Contact Center Express (UCCX) contact center to Cisco Webex Contact Center solution. There are certain activities that HCLTech will perform as part of this project as following:

a) Implement Workforce Management on Cloud and Migrate data

Configuring Workforce Management Suite on Webex Contact Center admin based on the requirement finalized after assessment and Plan & Design phase. Cisco Webex Contact Center Workforce Optimization (WFO) suites includes: - Workforce Management and Analytics.

HCLTech has considered efforts for migrating existing data to Cisco Webex Contact Center Workforce Optimization (WFO). HCLTech has partnered with Calabrio for data migration and implementation of Workforce Optimization (WFO) suite. Below are the activities which will be carried out by Calabrio team during the data migration.

Workforce Management

- Workforce Management (WFM)
    - User Workshop Package
    - BI Consulting & Discovery
    - Workforce Management (WFM) Base Implementation
    - WFM Consulting & Discovery

Data Migration

- Calabrio ONE Cloud Migration

b) Implement New IVR functions with integration with SAP HANA

Configure new IVR flows based on the final flow design mutually agreed and signed off after assessment and Plan & Design phase. IVR call flows would be designed on Cisco Webex Contact Center flow designer

portal. HCLTech understands future IVR flows will leverage data dip with SAP HANA. HCLTech has factored efforts and timelines for SAP HANA data dips in IVR flows.

c) Implement AQM for Voice and Screen Recording

Quality management for voice and screen recording will be configured as a part of Workforce Optimization (WFO) suite configuration on Webex Contact Center admin portal. The call recording and quality management component of Webex Workforce Optimization is a highly scalable voice and screen call recording and quality evaluation solution that supports agents, knowledge workers, and supervisors at any location.

● **Call Recording** enables 100-percent call recording of agents or knowledge workers for compliance and transaction verification and includes on-demand recording and archiving.
● **Quality Management** provides audio and screen call recording, quality evaluations, customizable performance dashboards, and reports

Below are the activities which will be carried out by Calabrio team during AQM implementation.

AQM services

- Advanced Quality Management (AQM)
    - BI Consulting & Discovery
    - AQM User Workshop Package
    - AQM Consulting & Discovery
    - Base Implementation

d) Integrate Cisco Contact Center with S/4 HANA for CTI

HCLTech has considered efforts for integration Cisco Webex Contact Center with SAP HANA. In absences of universal connectors, HCLTech would use exposable APIs and SDK from CISCO to achieve this requirement. HCLTech would require OCWUT assistance to avail exposable APIs from SAP side.

e) Implement Telephony through Cisco Provided Bundled PSTN.

HCLTech understands OCWUT has factored to leverage Cisco Webex Contact Center managed telephony (offered via Cisco Provided Bundled PSTN). OCWUT will port existing DIDs used for contact center to Webex contact center platform.

OCWUT will coordinate with existing telephony service to work on the pre-requisites to port numbers, HCLTech will coordinate on related activities with CISCO to successfully port numbers.

Highlights of the Solution

- OCWUT needs 100 Concurrent agents (70 Premium & 30 Standard) to be configured on Webex Contact Center platform.

- Workforce Optimization (WFO) suite configuration, users are based out of one delivery location within US named: Utilities Customer Service (UCS)

- OCWUT has multiple dialed numbers (DID and Tollfree) accessing IVR flows with two flows.

- Integration with MS teams for presence and SAP Hana.

In Scope	Out of Scope
- Procurement of Webex Contact Center concurrent licenses - 70 Premium Concurrent & 30 Standard Concurrent - Cisco Provided Bundled PSTN as a Telephony for new Webex Contact Center - Discovery, Planning, and Implementation (Configuration/Setup) - Testing services - Agent training and onboarding - User acceptance testing (UAT) support - System cutover and Hypercare - Change management Planning - Integration with SAP Hana On-premises & - MS Teams integration for presence - HCLTech has partnered with Calabrio for implementation of Cisco Workforce Optimization (WFO) suite and data migration of existing WFM.	- Hardware procurement and installation as Cisco Webex Contact Center is a cloud-based solution. - On-premises infrastructure management of Cisco Unified Contact Center Express (UCCX) to ensure availability during migration - Network infrastructure set up beyond general connectivity from Cisco Webex Contact Center Instance - Any third-party integration or customized integration not mentioned in the scope. - Data migration including existing recordings.

Cisco Workforce Optimization (WFO) Suite Implementation Details:

Details: 100 Named Users will be configured as part of this deployment

Effort includes services to migrate the Customer from their legacy Cisco Workforce Optimization (WFO) to Webex Workforce Optimization (WFO) V11.5

HCLTech has partnered with Calabrio for data migration and implementation of Workforce Optimization (WFO) suite.

QM Data from the legacy system, as detailed in section 4, Migration of legacy Calabrio data to new Calabrio system, will be migrated into a new install of Webex Workforce Optimization (WFO) 11.5. This

will be a full QM migration, OCWUT has chosen not to copy the audio files to the new storage location for playback.

In Webex Contact Center 2.0, the ACD IDs will not match those of same users in UCC, so migration will require data manipulation with information provided by OCWUT. To avoid having to do user merging. OCWUT will need to cross-reference OEM users and teams to Webex Contact Center synced users and teams prior to importing data.

OCWUT is migrating from an on-premises Calabrio Teleopti WFM (TWFM) product to Calabrio Cloud WFM. All data will be migrated from the OCWUT's on-premises TWFM database and new Webex CC historical and RTA integrations will be configured in Calabrio Cloud WFM after migration.

Calabrio Professional Services:

Services associated with this migration are:

These services are associated with a **Cloud** Solution:

1. Standard Encryption

2. Single Sign On (SSO)

3. Quality Management (QM)

4. Workforce Management (WFM)

    4.1 Calabrio WFM (Cloud Only)

5. Data Explorer (DX)

6. Integration Type

    6.1 Cisco Webex Contact Center

7. Consulting & Workshops

AQM Service Name	Service Description	Days/Workshops	Quantity
AQM Consulting & Discovery Services, per day	Advanced Quality Management (AQM) Consulting and Discovery services to support Business Requirement Design (BRD), BRD documentation, User Acceptance Testing support, and general consulting. Priced per day.	Day(s)	1
BI Consulting & Discovery Services, per day	Business Intelligence Consulting and Discovery services to support reporting and dashboard discovery and general BI consulting support. Priced per day.	Day(s)	1

AQM Consulting & Discovery Services, per day	AQM Workshop Package, delivered by an AQM consultant, to include up to one (1) day of workshops, plus workshop preparation. Remote, up to 15 users per workshop.	Workshop(s)	1

WFM Service Name	Service Description	Days/Workshops	Quantity
WFM Consulting & Discovery Services, per day	Workforce Management (WFM) Consulting and Discovery services to support Business Requirement Design (BRD), BRD documentation, User Acceptance Testing support, and general consulting. Priced per day.	Day(s)	5
BI Consulting & Discovery Services, per day	Business Intelligence Consulting and Discovery services to support reporting and dashboard discovery and general BI consulting support. Priced per day.	Day(s)	1
WFM User Workshop	WFM Workshop Package, delivered by a WFM consultant, to include up to five (5) days of workshop, plus workshop preparation. Remote, up to 15 users per workshop.	Workshop(s)	1

Migration of legacy Data to new system

1. HCLTech (in collaboration with Calabrio) will perform a new installation of Workforce Optimization (WFO) software**.** If migration services are included, the migration services will begin after the installation of the new system is complete.
2. HCLTech (in collaboration with Calabrio) will perform the data migration during which it will be installed and executed from a customer provided server, a data migration server, within the Workforce Optimization (WFO) environment. The data migration server performs Extract – Transform – Load (ETL) tasks and processing between the legacy Workforce Optimization (WFO) system and the new Workforce Optimization (WFO) system.
3. HCLTech will require a copy of the database to perform migration testing and identify any data issues or corrections required.
4. The legacy Workforce Optimization (WFO) database must be upgraded to a compatible version of legacy software to execute the migration utility. The following options are available to accomplish this:
    a. OCWUT creates a copy of the application database that can be upgraded to the required 9.5 schema and provides a temporary server for the upgrade. HCLTech (in collaboration with Calabrio) will install the required 9.5 version on the temporary server and executes the upgrade
    b. OCWUT creates a copy of the Workforce Optimization (WFO) Database(s) and sends it to HCLTech. HCLTech (in collaboration with Calabrio) will upgrade the Workforce Optimization (WFO) Database(s) to the required 9.5 version in a Calabrio lab

environment, run the migration export, and then send back the data files to the customer for the migration tool data import to the new platform

5. The migration utility will process records from the upgraded copy of the legacy Workforce Optimization (WFO) database, transform that data to fit the new database schema, and then upload it to the new Workforce Optimization (WFO) database.

6. OCWUT will need to provide another, more current, copy of the database just prior to the production migration.

7. OCWUT will provide specific details to HCLTech.

   a. A temporary migration will be required this server is outlined in the server table in Appendix- A.

      i. The following QM data will be migrated from the legacy Workforce Optimization (WFO) system to the new Workforce Optimization (WFO) system
         1. CCR Records
         2. Contact goals
         3. Devices - must sync in new environment first for migration to process successfully.
         4. Evaluations - Evaluation scores and templates are migrated, but evaluation comments are not migrated.
         5. File crypto keystore
         6. CCR media files
         7. CCR metadata
         8. Recording events
         9. Retention policies
         10. Root recordings

      ii. The following is QM data that will not migrate and will be re-created or re-configured
         1. Telephony groups
         2. User roles
         3. Signalling groups
         4. Recording clusters

      iii. The following is QM data that will not migrate and must be re-created or re-configured:
         1. 7.31. Saved reports.
         2. Scheduled reports
         3. QM dashboards

      iv. Workflow Classifiers and Retention
         1. Go forward retention policies will need to be reviewed and new retention policies may need to be created.

      v. Overall retention must be manually set to the oldest record

More Detailed Scope of Work agreed between HCLTech and Calabrio for Workforce Optimization (WFO) Suite Provisioning is included in the Appendix B

Calabrio Deliverable(s)

1. Overall Project and Project Management

 i. Designate a project manager who is the primary point of contact for the Customer.

 ii. Designate an implementation engineer to perform implementation and configuration of the scoped products

 iii. Designate additional resources to assist with the implementation and consulting, as required.

 iv. Host a project kick-off meeting and up to one (1) weekly project status meeting

 v. Host a technical design meeting

 vi. Maintain a project plan and tasks required to implement purchased products

 vii. Create and execute a functional testing plan for deliverables in-scope

 viii. Support Customer's user acceptance testing (UAT) outcomes to include issue tracking, resolution, and re-test activities

 ix. Deliver tenant administration knowledge transfer meetings to identified Customer tenant administrators, up to three (3) hours

 x. Facilitate a support handoff meeting before, or immediately after, the first production go-live event

 xi. Support one (1) production go-live event. If multiple go-lives are Included in the services quote, Calabrio will support additional go-lives as priced.

2. Data Explorer (DX)

 i. Deploy Data Explorer component

 ii. Validate data collection from Workforce Optimization (WFO) database

 iii. Validate population of standard product reports and dashboards

 iv. Provide Business Intelligence (BI) consulting services to support reporting and dashboard discovery and general BI consulting services as detailed in section 3, under "Consulting and Workshops"

3. Quality Management (QM)

 i. Lead QM technical discovery meeting

 ii. Document QM design, per discovery

iii.   Deploy capture/sync application

iv.   Deploy one (1) standard integration to Unified Communication (UC) or Contact Center platform

v.   Confirm Unified Communication (UC) or Contact Center platform data is syncing to AQM

vi.   Configure the users, as purchased

vii.   Configure up to five (5) QM user roles

viii.   Configure up to ten (10) teams

ix.   Configure up to five (5) groups

x.   Configure up to five (5) retention workflows

xi.   Configure up to five (5) evaluation forms

xii.   Configure up to five (5) goals

xiii.   Provide consulting services to support business requirements design, business requirements documentation, User Acceptance Testing (UAT) support, and general consulting services as detailed in section 3, under "Consulting and Workshops"

xiv.   Deliver AQM Workshop(s) as detailed in section 3, under "Consulting and Workshops"

xv.   Additional configuration of user roles, teams, groups, workflows, evaluation forms, and goals may be completed by the Customer, or additional services may be purchased from Calabrio, if required

4. **Workforce Management (WFM)**

i. Lead WFM technical discovery meeting(s)

ii. Document WFM design per discovery meeting(s)

iii. Guide Customer through agent inventory documentation

iv. Guide Customer through technical inventory documentation

v. Migrate the existing Calabrio Teleopti WFM product to Calabrio Cloud WFM. All data will be migrated from on-prem to cloud.

vi. Deploy up to one (1) standard historical data connector for Contact Center platform integration

vii. Deploy up to one (1) real time data connector for Contact Center platform integration, if applicable

viii. "Validate historical data against a specific queue and agent, for a chosen day and interval. If additional validation is needed, additional time can be purchased via a partner/customer approved change order."

ix. Validate capture of real time data, if applicable

x. Provide consulting services to support business requirements design, business requirements documentation, User Acceptance Testing (UAT) support, and general consulting services as detailed in section 3, under "Consulting and Workshops"

xi. Deliver WFM Workshop(s) as detailed in section 3, under "Consulting and Workshops"

xii. If up to one (1) year of historical data is not available within deployed historical connector to the Contact Center platform, complete one (1) import of historical data, as provided by Customer. The data must be provided by the Customer in a Calabrio-approved format. Customer will be responsible for any additional imports.

xiii. Initial WFM configuration will be completed in partnership with the Customer as part of the WFM Workshop Package

3) **Migration Approach**

Representative To-be Architecture.
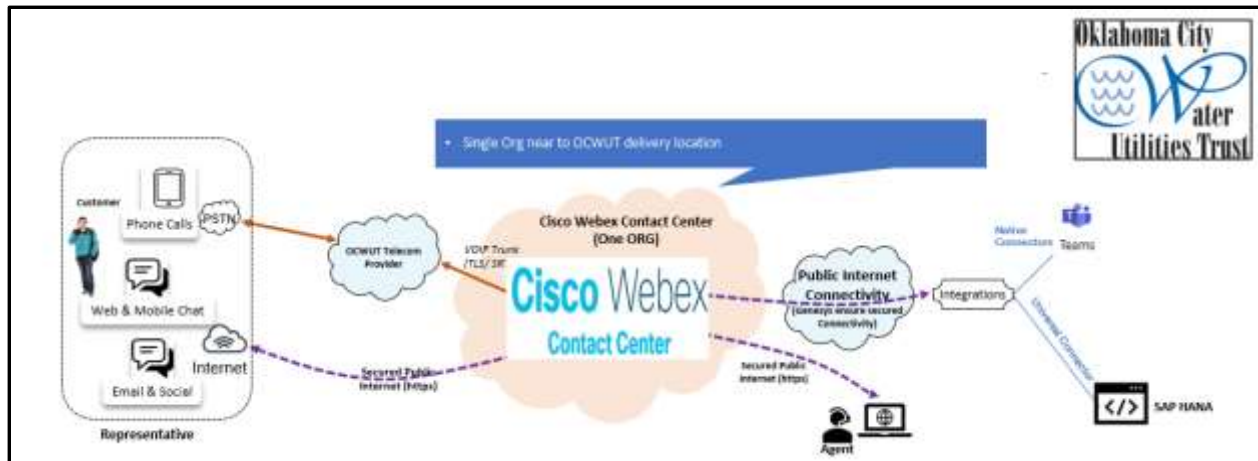
HCLTech has considered a phase wise approach to execute this transformation, these phases are – Pre-Work, Discovery, Plan & Design, deploy (Build + Configure), Testing, Training & UAT, followed by Cutover and Hypercare before getting handed off to day-2 operations for BAU support (BAU Support not factored in the solution).

Indicative Migration Approach
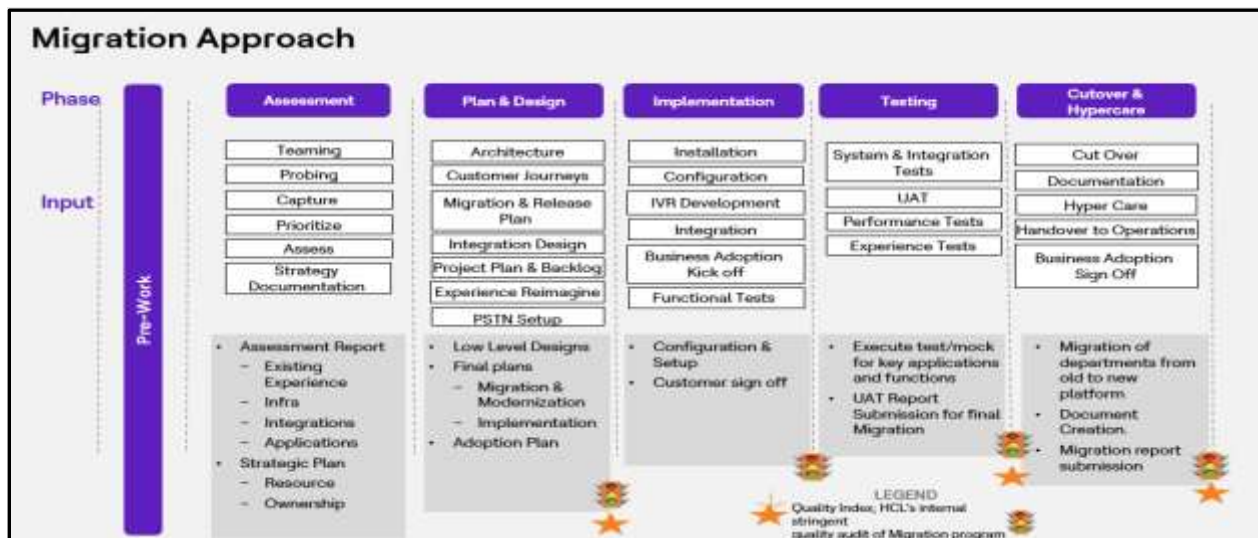
Note:

"Core Team" refers to the 3-5 persons from OCWUT that lead the project from OCWUT side (Project Manager, Technical Leads etc.)

"Project Team" refers to the 5-7 persons from HCLTech who deliver the services presented in this document (unless specifically stated otherwise).

<u>Project methodology</u>

    a. Pre-Work
    b. Assessment, Plan & Design
    c. Implementation (Build + Config)
    d. Testing
    e. UAT
    f. Training & Knowledge Transfer
    g. Cutover
    h. Hypercare
    i. Transition

a. Pre-Work

HCLTech plans to start engagement with OCWUT team on the pre-requisite checklist (details shared in section above), and availability of other critical information like- DID/TFN details, user list, co-ordination checklist for telecom service provider etc. during this phase to ensure timely kick-off and execution of this project.

Pre-Requisites from OCWUT
- Availability of IVR Call flows diagram
- User list
- Coordination with existing telephony service provider on the pre-requisites (in case of no. porting requirements)

Pre-Requisites from HCLTech
- Assignation of resources and governance before kick-off

b. Assessment, Plan & Design

In this Phase, HCLTech' s Project Manager, Solution Architect and team will collect the project requirement in detail. HCLTech' s SPOC will define the communication method, high level deliverables and responsibility defined for each team (all stakeholders).

This Phase will also discover the anticipated risks, scope overrun and roadblocks. Lastly, the project team creates an optional document that helps transition from this Phase to the more technical and detailed Design Phase (Localize Design). This document provides client feedback into many of the ways that the final solution will be implemented.

HCLTech solution architect team will validate the assumptions and readiness of key dependencies. Any significant changes in assumptions may lead to delay in project delivery timeline, effort estimation and non-delivery of the requirement.

HCLTech and OCWUT will jointly identify Key stakeholders, Workshop timings and pre-requisites to kick of the project. Key activities of this phase are,

Key Activities

➢ Understand the AS-IS setup.
➢ US Compliances & regulation adherence
➢ Gather IVR workflows, routing details, agent & supervisor information.
➢ Gather existing Integration architecture for COTS or In-house apps with current platform (If any)
➢ Capture Line of Business information & their current business process
➢ Capture Recording & Reporting details
➢ Identify any additional licensing components for third party integration like SAP, MS Teams

Deliverables

➢ Assessment Report
  o Action Tracker for Deployment
  o Draft LLD (Low Level Design Document)
  o Project Plan
  o RACI Matrix
  o Cut-over plan
  o Document that defines the functionality to be delivered (should refer the requirement document added in appendix)

c. **Implementation (Build + Config)**

- The purpose of this phase is to configure the **Webex Contact Center platform** to ensure that OCWUT architectural & security standards are met, and all functional and technical requirements are addressed.
- HCLTech team will provision all configuration on Telephony (Cisco Provided Bundled PSTN here), People Configuration (Team, Queues, Sites etc.) as discussed and agreed during Plan & Design Phase
- HCLTech team will provision all features of **Workforce Optimization Suite (Workforce Optimization (WFO) Suite)** as agreed during Plan & Design Phase including functionalities like- Quality Monitoring, Workforce Management, Screen recording. HCLTech has partnered Calabrio for implementation of Workforce Optimization (WFO) suite.
- HCLTech will perform all activities associated with the **solution development & integration of Webex Contact Center with SAP Hana** that includes programming, development, scripting, configuring, or customizing of Webex Contact Center. Dependencies for SAP Hana integration is highlighted separately.
- HCLTech will **configure IVR Flows** including enhancements discussed and agreed during Plan & Design Phase.

- HCLTech will configure the **Webex Contact Center solutio**n via following HCLTech provided Design architecture documentation during Plan & Design Phase. Also, all features in scope shall be configured by HCLTech.

Deliverables

Voice Services – (Cisco Provided Bundled PSTN as Telephony Option)

- ➢ Provisioning of one Location
- ➢ Configure Number Plans and Classifications
- ➢ Configure Outbound Routes
- ➢ Testing of overall configuration along with Inbound and Outbound Call testing as defined in the agreed-upon success criteria.

People Configuration

Provide base-line configuration for people and workspaces:

- ▪ Roles
- ▪ ACD Skills
- ▪ Queue Membership
- ▪ Phone set-up and provisioning
- ▪ DID assignment and extensions.

Deliverables:

- ➢ Weekly project development status Report
- ➢ Weekly project configuration progress report

d. Testing

- ➢ HCLTech will perform all unit, system, IVR testing to ensure development is in the lines of the plan designed.
- ➢ HCLTech will handover system to OCWUT nominated users for UAT (user acceptance testing) to confirm that the configuration, converted data, interfaces, and reports meet Customer's business and technical requirements.
- ➢ HCLTech will ensure proper testing is performed to confirm that all CCaaS components work together properly and perform specified functions. This includes interfaces to other applications already in the production environment or being developed by HCLTech or other Third Parties as well as other legacy and business applications within Customer environment.
- ➢ HCLTech will perform Organizational Change Management enabling each stakeholder group to understand and buy into the vision and goals for the Project, understand the impact of change to their roles, and receive the necessary resources/training to adopt the changes. Change management strategies – including training and communications – will be tailored according to

each group's needs. During this stage, HCLTech will also execute the training program, which includes train-the-trainer sessions followed by end-user training.

Deliverables

- ➢ Test cases Template
- ➢ Test Plan
- ➢ Test case results
- ➢ UAT Report

e. UAT

UAT will be executed by OCWUT Business teams and HCLTech will align resources during UAT for any break fix or changes required. Below is UAT activities considered by HCLTech and if OCWUT Business needs to make changes in template, HCLTech will accommodate those changes. List of UAT activities is shared below:

OCWUT UAT PLAN		
Agent State Control		
1	Agent Login through CRMs integrated agent desktop using SSO	Pass Fail
2	Agent Logout	Pass Fail
3	Agent Ready	Pass Fail
4	Agent Not Ready	Pass Fail
Call Control		
5	Answering and terminating a call through Agent Desktop	Pass Fail
6	Making a call through Agent Desktop	Pass Fail
7	Transferring a call through Agent Desktop	Pass Fail
8	Initiating a conference call through Agent Desktop	Pass Fail
9	Route to next available agent on No Answer	Pass Fail
10	Call On-hold and retrieve	Pass Fail
Real Time and Historical Reports (OOB)		
11	Agent login and Logout Report	Pass Fail

12	Agent ACD State Report	Pass Fail
13	Report on Queue	Pass Fail
14	Reporting on Routing Profile	Pass Fail
15	Reporting on TFN/DID	Pass Fail
Supervisor		
16	Supervisor Login through agent desktop	Pass Fail
17	Monitoring an Agent	Pass Fail
18	Barging In	Pass Fail
19	Recording a call	Pass Fail
20	Accessing Team Reports	Pass Fail
Recording		
21	Voice call and Screen Recording	Pass Fail
22	Recording search and play	Pass Fail
23	Download Recording	Pass Fail
General Contact Center		
24	CSQ/ACD Group Test	Pass Fail
25	Agent State Changes with incoming ACD calls	Pass Fail
26	Skills Based Routing (if applicable)	Pass Fail
CALL Routing CONTROL		
27	Given IVR Call flows accurately scripted including holiday schedules, emergency scenarios	Pass Fail
28	After going through IVR, Calls get routed to Agent	Pass Fail
29	Queue whisper alert for Agent	Pass Fail
30	Not Ready Reason Code (if Applicable)	Pass Fail
31	Calling Line ID/Presentation for Outgoing Calls from ACD/Personal Line	Pass Fail
32	Music on Hold for ACD Calls	

f. Training & Knowledge Transfer

HCLTech will provide Training Support to meet OCWUT requirements including:

- ➢ Provide customized training curriculum in the form of guided PowerPoint presentation to supplement instruction in advance of each location rollout during Webex Contact Center implementation.
- ➢ Providing training and knowledge transfer to Supervisors/ Administrator to properly perform basic configurations and support activities; and

- ➢ Transferring knowledge so that Supervisors/ Administrators can perform required Webex Contact Center Operations activities without support or oversight during the Project.
- ➢ Prepare training materials and documentation, help OCWUT trainers to create content for training tool.
- ➢ Work with OCWUT to identify prospective Trainers under train the trainer.
- ➢ Plan and create training materials for train-the-trainer workshops using custom developed content for train-the-trainer SMEs. Perform up to two (2) complete Agent training series, Supervisor training series, WFM training series, QM training series. Sessions to be recorded.
- ➢ Conduct and manage delivery of train-the-trainer workshops.

Deliverable

- ➢ Knowledge Transfer Strategy and Training Plan
- ➢ Knowledge Transfer Plan
- ➢ Knowledge Transfer Documents
- ➢ Training Collaterals - As part of train the trainer, this will entail all the recorded sessions, demos, all the runbooks, HLD, LLD etc. in word, pdf, ppt and excel formats

g. Cutover

Project Team PM and Core Team PM will jointly plan and prepare for go-live activities. On the go-live date, the Project Team and the Core Team will work together to ensure a smooth "switchover" from the OCWUT's current Systems to Cisco Webex Contact Center. These activities may need to be planned and executed during out of business hours (evenings, weekends) to minimize service disruptions for end customers. HCLTech also highlights the requirement of availability of both the system till migration is completed as cut-over will be planned phased wise and AS-IS set up needs to be functional till the last site/team/BU is successfully migrated.

- ➢ Hypercare Plan
- ➢ Site Going Live

h. Hypercare & Transition

HCLTech will perform Hypercare support activities immediately post successful Go-Live of a location/ country. The main purpose of the Hypercare period is to closely monitor customer service, data Integrity

and the smooth functioning of the implemented Webex Contact Center platform. HCLTech will provide elevated level of support to ensure the seamless adoption to the new system.

A detailed Hypercare plan will be submitted in advance and finalized during plan and design phase. Based on understanding.

In case during Plan & Design phase, OCWUT & HCLTech plans to follow a big bang migration approach for all 100 users, HCLTech will align the Hypercare Plan accordingly and will factor two weeks of dedicated Hypercare for migrated users.

The Project Team will be on stand-by after go-live and will ensure one week (during business hours) of hyper care for set of migrated users to handle any unexpected behavior of the platform and/or answer urgent questions.

Transition: The objective of the Transition Phase is to transfer the Webex Contact Center platform knowledge to Application maintenance and Support team for steady state maintenance.

Deliverables

➢ Hand-over to BAU Support
➢ Updated Runbooks

4) Project Timelines

The Services will commence upon the effective date of a OCWUT purchase order entered by the Parties under this SOW, and all Services and Deliverables under this Work Order will be fully completed and delivered to Purchaser as per below mentioned schedule.

Depicted below is the proposed delivery schedule for the project. The entire duration of the project is estimated to be 6 months. The Services and Deliverables under this SOW will be performed or delivered according to the following schedule:

Project Phases			Month1					Month2					Month3				Month4				Month5				Month6		
	W (1-2)	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	W17	W18	W19	W20	W21	W22	W23	W24
Pre-Work	Pre-Work																								
Discovery			Discovery																						
Plan & Design					Plan & Design																				
Deploy (Build + Configuration)						Deploy (Build + Configuration) Telephony Configuration, IVR, ACD, People Configuration, MS Team Integration, SAP HANA, WFO																			
Testing												Testing - Functional, System, Unit													
Training - Train the trainer																	Training								
UAT Support																		UAT Support						
Cutover																								Cutover	
Hypercare																								HC	HC

Phases	Start Week	End Week
Pre-Work	Week (-2)	Week 0
Discovery	Week 1	Week 3
Plan & Design	Week 3	Week 5
Deploy (Build + Configuration)	Week 6	Week 21
Testing	Week 10	Week 21
UAT Support	Week 19	Week 22
Training	Week 17	Week 18
Cutover	Week 23	Week 24
Hypercare	Week 23	Week 24

5) RACI

Discover & Design Phase Activities

Tasks/Activities	OCWUT	HCL
Project Support Tools and System Setup / Confirm Installation	A,C	R,A
Project Governance Structure	R,S	R,A
Create Kick Off Workshop Deck	C	R,A
Create Project Schedule	S	R,A
Provisioning of project Development environment for Design	R,A	S
Create Communication Strategy	R,A	S
Create Release Management Approach	C,S	R,A
Create Organizational Change Management Strategy	R,A	S
Create Training Strategy and Plan	R,A	S
Solution Validation workshop schedule	S, C	R,A
Technical Infrastructure Requirements and Design	S, C	R,A

Stakeholder Analysis	R,A	S
Change Impact Analysis	R,A	S
End User Training Strategy and Plan	R,A	S
Inventory of Gaps	I	R,A
User Access and Security Design Document (incl. Role Mapping)	S	R,A
Security Approach	C,S	R,A
Create Testing Strategy and plan	S, C	R,A
Release plan	C,S	R,A
Communication Activity plan	R,A	S
Integration design strategy	C,S	R,A

Deploy Phase Activities

Tasks/Activities	OCWUT	HCL
Baseline Configuration	C	R, A
Configuration Documentation	I	R,A
Functional / Technical Design Specifications -	C	R,A
System User roles and Authorization Administration	C,S	R,A
Test Plan w/ resources	C	R,A
UAT Test Plan	R,A	S
Approved Integration Test Execution	I	R,A
Cutover Plan	C,S	R,A
End User Training Strategy / Plan	R,A	C,S
End User Training Content	C,S	R,A
Train the Trainer (Prepare Trainers)	S	R,A
End User Training Delivery Enabled	R,A	S
Knowledge Transfer Plan	C	R,A
Production Environment Readiness	R,A	C,S
Conduct Disaster Recovery Test (If conducted)	S, C	R,A
System and Performance Test	S	R,A

Training, UAT, Cutover & Hyper Care Phase Activities

Tasks/Activities	OCWUT	HCL
Conduct UAT	R,A	S
Organization and Production Support Readiness Check	R,A	S
Pre-Go-Live IT Training Delivery	C,S	R,A
Develop Transition Plan	C,I	R,A
Production Cutover Simulation	C	R,A
Production Cutover	R,A	C,S
Hypercare	S	R,A
Post Go Live End Using Training	R,A	I
Project Closure	R,A	C,S

6) <u>Assumptions and Dependencies</u>

General Project Assumptions

HCLTech has used the following assumptions and dependencies in preparing this SOW:

1. OCWUT and HCLTech both will appoint and identify project managers as the SPOC for all project related activities or communications.
2. All Services, materials and communications are assumed to be delivered in English, unless otherwise specifically noted.
3. Subscription of OCWUT users migrating to OCWUT Cisco Webex Contact Center Cloud will be with OCWUT under Cisco Webex Contact Center contract.
4. All estimations are based on current inventory and volumes details mentioned within this SOW and needs to be validated during due diligence to revisit the estimates.
5. All the documentation for Contact Center solution platform is updated and will be leveraged during due diligence process.
6. HCLTech has considered integration of SAP Hana on-premises integration with Cisco Webex Contact Center, SAP Hana on Cloud integration with Cisco Webex Contact Center is considered out of Scope
7. HCLTech will not be responsible for any delays caused by resource constraints, approvals, competing projects from Business end. Any delays resulting in cost implications may require a project change order and/or additional Customer funding.
8. Any efforts for number procurement or number porting are not factored in the overall timelines. This needs to be coordinated with ITSP by OCWUT.

9. OCWUT will provide all necessary access to system & resources for the execution of this project.
10. OCWUT will coordinate with third party vendors required for solution delivery.

Workforce Optimization (WFO) Data Migration and Configuration Assumptions:

7.1.1 Single Sign on requirements

- Calabrio ONE integrates and supports Security Assertion Markup Language (SAML) SSO with identity providers (IdPs) that meet the below requirements. Service Provider (SP) initiated login is supported only for Okta and Active Directory File System (ADFS). See the Calabrio ONE user guide for setup instructions for these IdPs.
- IdP supports SAML 2.0 authentication
- IdP sends an assertion containing user's email address used In Calabrio ONE
- Email address must match the email address used In Calabrio ONE
- IdP signs SAML assertion with SHA1, SHA256, or SHA512 algorithms
- To configure within Calabrio ONE, IdP must provide:
- Issuer ID ("entity ID" in metadata file)
- Single Sign On Uniform Resource Locater (URL) (redirect "location" in metadata)
- IdP Certificate
- IdP Metadata File (provide the above 3 Items or the file)
- Calabrio ONE as the SP will provide:
- Authentication URL
- Entity ID
- Single Sign One URL
- SP Metadata
- Note: Calabrio to provide and load a self-signed cert or customer to provide a signed cert and private key

7.1.2 Secure Socket Layer (SSL) Certificate Requirements

- Calabrio will need an SSL cert In Base 64 format, as a .cer or .crt file, along with the certificate's private key with no password, to install on the Core Server. Below are the requirements for the cert:
- Signature Algorithm: SHA256
- 2048-bit Public Key
- Key Usage: Digital Signature, Key Encipherment
- Enhanced Key Usage: Server Authentication
- Subject Field's Common Name should contain the servers Fully Qualified Domain Name (FQDN) address
- The Subject Alternative Name should contain:
- Server FQDN
- Web Host Domain Name System (DNS) Alias
- with the FIPS module if FIPS is deployed.

7.1.3 Calabrio Cloud

- Unless otherwise directed by Customer and agreed to by Calabrio, Calabrio will use data center location(s) in the United States for Customer's deployment. Customer agrees that it is the sole responsibility of the Customer to comply and adhere to all applicable international regulatory requirements.

7.1.4 Quality Management

- When installed on a thin client server, the Smart Desktop client software supports only soft phones and requires a remote desktop session to capture all user data
- If using the Smart Desktop client software for audio recording, any software on that desktop client that interferes with, redirects, or otherwise hides network traffic will cause the Smart Desktop client software to fail to record
- QM is dependent upon ACD configuration and connectivity. Customer is responsible for providing the appropriate connectivity

7.1.5 Workforce Management

- Any edge server (data server) requires internet access via port 443 to Calabrio's cloud environment
- Any edge server (data server) must connect to Customer's Contact Center platform for historical and real-time feeds
- WFM requires a minimum of one (1) year of historical data to produce accurate forecasts for schedules
- An Integration server (data server) may be required, dependent upon the contact center platform. Refer to the Hardware Requirements & Guidelines section of Appendix A of this SOW.

7.1.6 Cisco Webex Contact Center

- Cisco WebEx Contact Center captures calls that are then uploaded to Workforce Optimization (WFO). All calls are treated as inbound calls.
- Audio Recording decisions are based on the configurations in the Cisco WebEx Contact Center environment
- Some AQM functionality is not available with this integration, including: Live Monitoring and Recording Controls

Dependencies:

Environment Dependencies

a)   Access to Webex Contact Center portal in OCWUT's network for configuration and other action

b)   Project team's access to required environments

c)   Project team's access to the required process documentation

Technical Dependencies

a)   OCWUT network communication with Webex Contact Center and ITSP
b)   Availability of DID/TFNs to be used with IVR flows.
c)   LOI from current ITSP in case of number porting.
d)   Availability of current call flow diagrams, Audio prompts, list of holidays, work schedule, Hour of operations, Queue information, Team information
e)   Admin access of SAP QA, Test environments
f)   Get & Post SAP APIs and endpoints.
g)   All the API will be available in the SAP LAB environment.
h)   Test data will be provided for testing.

Business team Dependencies

a)   Availability of OCWUT's Project Business Teams to validate test scenarios and test results.
b)   Ensure the Business team's inputs for any process related clarifications.

7) Risks/Issues Mitigation and Change Management

Change Management

There will be changes in various processes and methods to access different application and tools in the Webex Contact Center in comparison to how it might be done in the current set up.

Mitigation: Clear documentation of the planned changes and their impact to Business processes. Create a detailed communication and training plan with OCWUT change manager, to ensure connecting the solution (process, systems, ways of working, skills) with the end-users in a compelling way to generate the excitement and energy that will drive adoption. Involve key SME end users to provide process overviews as part of kick-off and adoption KT to all stakeholders and involve key SME end users in decisions that impact their day-to-day operations.

Managing Risk

Impact Assessment

For major risks, HCLTech will perform an impact assessment to evaluate what is the likely impact to the program and provide a detailed description of the impact to the program if this risk occurred.

<u>Contingency Planning</u>

Where appropriate, HCLTech will develop a contingency plan for any major risks. This may take the form of actions or specific tasks to be added to the plan. This contingency plan will be communicated to those involved.

<u>Responsibility</u>

This responsibility should be made clear as early as possible to ensure that either party is aware of their responsibilities or do their best to mitigate these risks.

<u>Monitoring</u>

HCLTech will monitor the Risk Register regularly. Usually this will be done in the program management meetings weekly but should be reviewed no less than once a month. Sort the risks so that the most significant open risks are reviewed first.

The following fields in the Risk Form are used to monitor the risks using a category for determining the status of the risk:

New – newly identified with no mitigation strategy or no contingency plan.

Managed – mitigation strategy and contingency plan in place.

Closed – risk no longer needs monitoring as it will not occur or has occurred.

Person responsible – assign a key individual who is responsible for ensuring that this risk is being managed. If the risk is to be assigned to a team, assign specifically to the team leader rather than the generic team to ensure a single point of responsibility.

Issues Management Process:
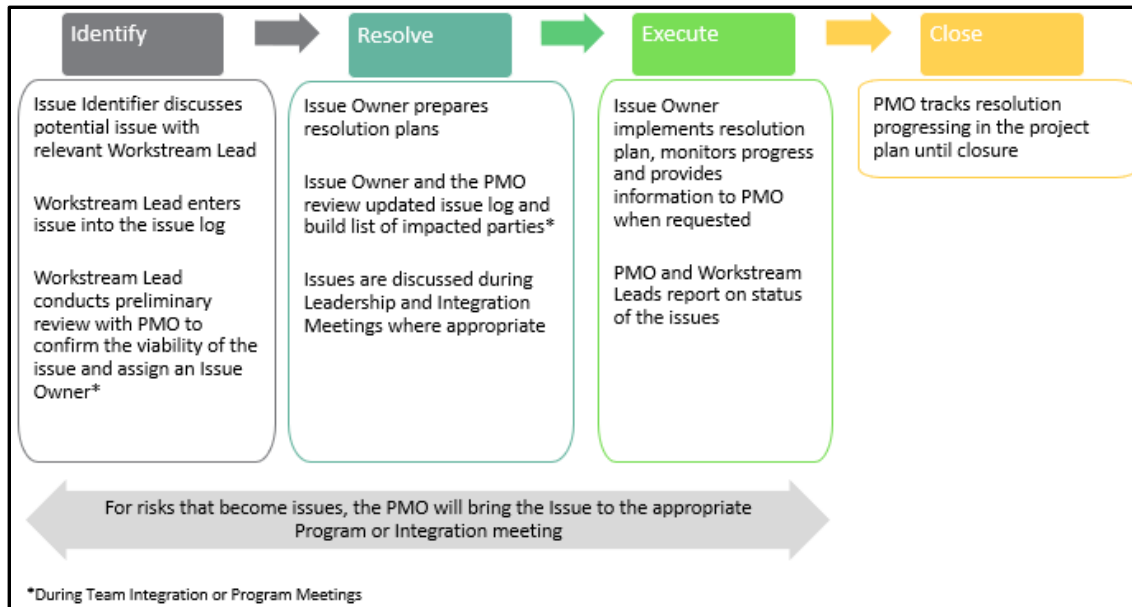
If critical or time sensitive, the Program Management Office (PMO) will investigate the issue and assign a priority, an owner and a due date.

Normal priority issues will be discussed with the Process Team Leaders and the priority and due date are established and updated.

The issue owner is responsible for documenting the issue. This issue owner will typically be the Process Team Leader of the impacted area. The issue owner examines alternatives for the issue and pursues the issue until resolved. The issue owner is responsible for driving resolution.

Issues will be discussed and reviewed at regular program management meetings. The PMO has responsibility to ensure action plans are put into play on a timely basis.

A report of issues will be sent to the program team on a weekly basis by the PMO noting the new and resolved issues. This should not be considered a substitute for direct communication by Issue Owners

Issue Escalation

The Process Team Leaders are the first level in the escalation process. They will leverage their connections and influence with the appropriate OCWUT business process owners as necessary. Special focus will be given to high priority issues, past due issues, or issues with due dates soon.

Issues will be reviewed and discussed during regular meetings with delivery team leads.

The PMO will determine if further escalation is needed to the process owners, Program Leadership, Executive Steering Team, or a subset of the Executive Steering Team. In those cases, the PMO will be responsible for further escalation or to determine the appropriate steps to ensure the issue is resolved.

8) **Project Quality Metrics**

HCLTech Project Manager will assemble a project team that works under the direct supervision of the HCLTech Project Manager, with indirect line responsibility to OCWUT Project Manager.

HCLTech Project Manager will ensure the technical delivery of all Professional Services through the principles of expert project management leadership. HCLTech Project Manager will lead the project team and will work with OCWUT in creating clear direction, efficiency, timely response, and quality outcomes for your project.

A strong element of management is communication, and HCLTech Project Manager will endeavor to keep OCWUT reasonably informed on the project. HCLTech Project Manager will use the project schedule established during the Design Phase to track and report progress in terms of schedule and cost performance.

HCLTech preferred practice is to meet at regular intervals to review the project status. An experienced and skilled HCLTech Project Manager then could review the progress data. This enables the HCLTech Project Manager to identify and evaluate issues or concerns and take corrective action, if necessary, minimizing the downstream impact to the project. Please refer to the Communication Plan for additional detail regarding frequency of meetings. HCLTech Project Manager will serve as the single point of contact for OCWUT project team. Should it become necessary, the Project Manager will be the first point of escalation for technical and administrative issues within the project.

Similarly, OCWUT shall appoint a Project Manager which shall act as the single point of contact for the HCLTech project team. HCLTech accepts a team member role in risk management, as the OCWUT Project Manager accepts a team leadership role. This is important because the OCWUT Project Manager is responsible for the success or failure of the project, where HCLTech is responsible only for the Cisco Webex Contact Center component. A change in role can be accommodated using the Change Control System.

9) **Indicative Personnel Profiles**

HCLTech Personnel. Unless otherwise approved by OCWUT, HCLTech will use the following personnel to perform Services and deliver the Deliverables under this SOW.

Personnel Designation	Description
Project Manager	**Profile Summary:** ✓ Strong people management and leadership skills that resulted in repeated success in delivering solutions through high-performing teams (multi-cultural, multi-geographical and cross-functional teams).

	✓ Ability to collaborate with cross-functional teams (Product Owners, Development teams, Application Owners) to plan and track the projects. ✓ Hands-on experience in Identification of relevant Metrics (Velocity, burn down, Lead time, Cycle time etc.) and helping teams building dashboards in Jira. ✓ Facilitates Agile Ceremonies like sprint planning, daily stand-ups, stakeholder reviews/demos & retrospectives and help the team remove impediments. ✓ Have a working knowledge of various tools and techniques such as Jira/TFS/SharePoint & Confluence ✓ Ability to identify Risks and Issues on projects – helping team for the preparing & implementing mitigation plans. ✓ Experience in leading process improvement initiatives, establishing the processes, tools, techniques for different functional groups. ✓ Coordinating with all people internal/external to the organization ensuring compliance as per standard requirements during audits. **Key Skills:** ✓ Agile Project & Product Management ✓ Coaching & facilitation for process improvement / transformation ✓ Understanding of Quality standards like ISO 9001 & ISO 27001 and CMMI
Solution Architect	**Profile Summary:** ✓ 10-15+ years of IT experience in multiple technologies combined with sound architectural and business vision. With background in Computer Engineering and decade years of experience in multiple on-premises and cloud-based contact centers and allied technology, have successfully led multiple multi-million highly visible strategic initiatives across geographies and verticals. ✓ Strong consulting and solution experience in provisioning next gen cloud contact centers. Well versed with modern cloud contact centers platforms and possesses industry accredited certifications in Cisco on-premises & Cisco Webex Contact center, Genesys Cloud, AWS, etc. Excellent communication and people management skills allows him to establish good rapport with stakeholders and seen as 'Trusted advisor'. ✓ Work closely with Business and Engineering team to define and prioritize requirements, build data strategy to support data, security, and governance. ✓ Partner with customer to provide technology roadmap and leadership, develop Architecture document) defining strategies transform contact centers.

	✓ Responsibilities include Lead and shape strategic conversations related to delivering technology recommendations and solutions while measuring business value and TCO. ✓ Drive presentations to provide a holistic view of solution (platform + services) to clients to see deals through. **Key Skills:** Cisco, Genesys Cloud, Amazon Connect, Nice CXone
Cisco Webex CC SME	**Profile Summary:** ✓ 10+ years' experience in deploying & transforming contact centers. ✓ Plan, design, implementation, configuration of contact centers Experience ✓ Manage product requirements and Go-live activities and Integration of contact centers with CRMs etc. ✓ Communicate with customers, suppliers and support teams from initial requirement gathering, through design & implementation till Hypercare support. ✓ Experience with social media, Chat, Video and (a)synchronous messaging services ✓ Extensive background in the design, installation, and maintenance of call center technologies in both large-scale multi-channel environments and single call center implementations ✓ Experience in Design and implement AI chatbot/ Virtual assist solutions using Genesys Cloud, AWS Lex, Google CCAI etc. **Certifications**: Cisco, Genesys Cloud Professional, Genesys Cloud Associate, AWS professional
IVR Developer	**Profile Summary:** ✓ 15+ years of experience in contact center IVR development and integration domain. ✓ Skilled on Cisco, Genesys – Pure Engage, Pure Cloud, Pure Connect, Genesys Appfoundry products. ✓ Well versed in multi-channel technologies and telephony platforms, with an emphasis on holistic integration of these technologies with IVR, external DB, Nuance and CRM solutions. **Key Skills:** IVR development and Integration
Quality Analyst	**Profile Summary:** ✓ Identify and remedy defects within the production process. ✓ Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved. ✓ Ensure that user expectations are met during the testing process. ✓ Draft quality assurance policies and procedures ✓ Investigate customer complaints and product issues.

	✓ Compile and analyse statistical data. ✓ Testing products, systems, and software to guarantee they are defect-free and fulfil the quality standards of an organization. ✓ Developing and executing test plans to ensure that all objectives are met. ✓ Implementing and monitoring test scripts to assess functionality, reliability, performance and quality of the service or product
Migration Specialist	**Profile Summary:** ✓ 10+ years' experience across Technical, Functional, Project Management and Client Management roles ✓ Expertise in IVR, Platform configuration, CRM application ✓ Requirement gathering and Business Analyst experience. ✓ Agile – Scrum Master & Product Owner experience ✓ Domains worked: Utilities, Telecom, Manufacturing,
Adoption Engineer	**Profile Summary:** ✓ Creating platform training collaterals. ✓ Creating a training plan ✓ Co-ordinating with all stakeholders for the successful execution of training for respective audience ✓ Providing training and knowledge transfer to Supervisors/ Administrator to properly perform basic configurations and support activities; and ✓ Provide customized training curriculum in the form of guided PowerPoint presentation to supplement instruction in advance of each location rollout during CCaaS implementation. ✓ Conduct and manage delivery of train-the-trainer workshops

10) Project Governance
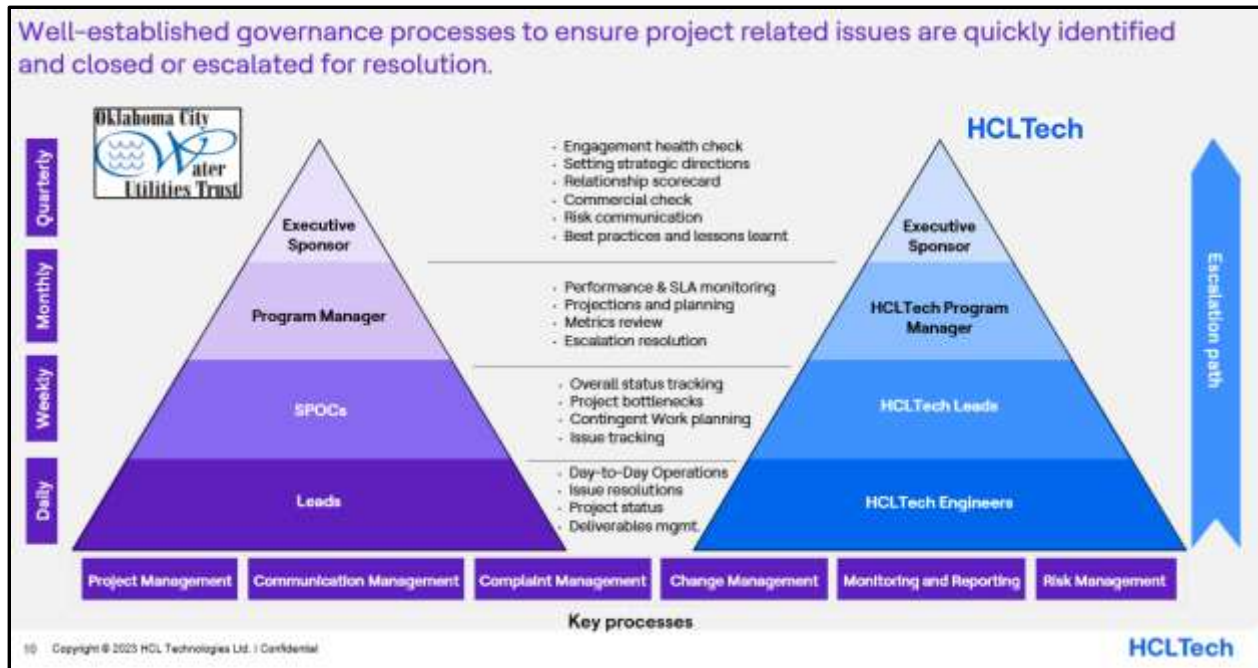
Project Governance will be established to enable strong stakeholder and sponsorship commitment. OCWUT and HCLTech project manager will collaborate to create presentation/update deck for this meeting and the outcomes will be duly recorded and communicated to the larger teams.

Stakeholders for Steering Comm

    a) Project manager from both OCWUT and HCL

    b) OCWUT's Project leadership and HCL's Account leadership

Objective of this steering committee will be:

- Establish a strong governance framework for any potential changes to a proposed solution.

- Setup a strong and collaborative working model with OCWUT and all its partners and advisory groups.

- Risk mitigation towards any potential delay in the project delivery

Cadence

- Need Basis (with regards to any time sensitive Decision making)

11) Rate Card

The resources/skillset required to complete this project is not available in the original contract, HCLTech is providing below rate card of HCLTech Consultants and Cisco services for any development that may come as part of additional scope for this SOW only.

Roles	Level	Hours/day	Location	Rates
Solution Architect	L4	9	Offshore	$ 53.5
Webex CC SME	L3	9	Offshore	$ 41.4
Migration Specialist	L3	9	Offshore	$ 41.4
Quality Analyst	L3	9	Offshore	$ 41.4
Adoption Engineer	L3	9	Offshore	$ 33.5
Project Manager	L4	9	Offshore	$ 47.4
Integration Specialist	L3	9	Offshore	$ 41.4
IVR Developer	L3	9	Offshore	$ 33.5
SAP Device Management consultant	L3	9	Offshore	$ 45.0
ABAP Dev L3	L3	9	Offshore	$ 38.2
ABAP Dev L2	L2	9	Offshore	$ 21.2
SAP integration consultant	L3	9	Offshore	$ 45.0
Solution Architect	L4	9	Onsite	$ 168.1
Webex CC SME	L3	9	Onsite	$ 152.7
Migration Specialist	L3	9	Onsite	$ 152.7
Quality Analyst	L3	9	Onsite	$ 152.7
Adoption Engineer	L3	9	Onsite	$ 131.8
Project Manager	L4	9	Onsite	$ 158.2
Integration Specialist	L3	9	Onsite	$ 152.7
IVR Developer	L3	9	Onsite	$ 131.8
SAP Device Management consultant	L3	9	Onsite	$ 126.8
ABAP Dev L3	L3	9	Onsite	$ 109.2
ABAP Dev L2	L2	9	Onsite	$ 94.8
SAP integration consultant	L3	9	Onsite	$ 126.8

12) Invoicing and Payments

In consideration for the Contractor's provision of the Services, and subject to the provisions of this Contract, OCWUT agrees that it will pay the Fee as follows (all amounts are exclusive of taxes and duties such as VAT, GST, business tax, sales and use tax, service tax, lease tax, custom duty and all similar taxes and duties)

Commercials

HCLTech has identified following as milestones for this engagement as per the proposed timelines.

Project Implementation Charges

Phases	Timing	% Completion	Implementation Charges (USD)
Kickoff	Week 1	10%	$58,731
End Of Discovery, Plan and Design	Week 5	25%	$146,827
End of Deploy (Build + Configuration) and Testing	Week 21	35%	$205,558
End of UAT Support Phase	Week 22	20%	$117,462
End of Hypercare Phase	Week 24	10%	$58,731
Total Implementation Charges by the end of 24 weeks		**100%**	**$ 587,309**

Cisco License Charges

Product	Manufacturing Part	Quantity	MSRP	Start Date	End Date	MSRP Charges
WEBEX CONTACT CENTER PREMIUM LICS CONCURRENT AGENT	A-FLEX-WCC-P-C	30	$ 2,346	15-Mar-24	14-Mar-27	$ 211,140
WEBEX CONTACT CENTER STANDARD LICS CONCURRENT AGENT	A-FLEX-WCC-S-C	70	$ 1,587	15-Mar-24	14-Mar-27	$ 333,270
Workforce Optimization (WFO) BUNDLE NAMED AGENT LICS	A-FLEX-Workforce Optimization (WFO)-NWFB	150	$ 1,725	15-Mar-24	14-Mar-27	$ 776,250
WEBEX CONTACT CENTER PSTN AUDIOLICS TOLL INBOUND	A-FLEX-WEBEX CONTACT CENTER-DID	120	$ 207	15-Mar-24	14-Mar-27	$ 74,520
NU WEBEX CALLING PROFESSIONAL LICS	A-FLEX-NUCL-P	120	$ 172	15-Mar-24	14-Mar-27	$ 62,100
Flex 3.0 for Contact Center	A-FLEX-3-CC	1	$ 0	15-Mar-24	14-Mar-27	$ 0
Basic Support for Flex Plan	SVS-FLEX-SUPT-BAS	1	$ 0	15-Mar-24	14-Mar-27	$ 0

Webex Contact Center Premium Concurrent Agent Overage	A-FLEX-WCC-P-C-O	0	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center Standard Concurrent Agent Overage	A-FLEX-WCC-S-C-O	0	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center Addl IVR Ports Overage	A-FLEX-C-IVR-O	0	$ 0	15-Mar-24	14-Mar-27	$ 0
Workforce Optimization (WFO) Bundle Named Agent Overage	A-FLEX-Workforce Optimization (WFO)-NWFB-O	0	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center Concurrent Premium Agent Entitlement	A-FLEX-P-C-AGT-ENT	30	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center Concurrent Standard Agent Entitlement	A-FLEX-S-C-AGT-ENT	70	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center Additional Cisco IVR Ports Entitlement	A-FLEX-CJIVR-ENT	1	$ 0	15-Mar-24	14-Mar-27	$ 0
Contact Center Addon Entitlement	A-FLEX-ADDON-ENT	1	$ 0	15-Mar-24	14-Mar-27	$ 0
On Prem to Webex Contact Center - Premises Ent	A-FLEX-P-CC	1	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center PSTN Audio Toll Inbound Entitlement	A-FLEX-WCC-DID-ENT	120	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Contact Center PSTN Audio Toll Inbound Overage	A-FLEX-WEBEX CONTACT CENTER-DID-O	0	$ 0	15-Mar-24	14-Mar-27	$ 0
Collaboration Flex Plan 3.0	A-FLEX-3	1	$ 0	15-Mar-24	14-Mar-27	$ 0
Basic Support for Flex Plan	SVS-FLEX-SUPT-BAS	1	$ 0	15-Mar-24	14-Mar-27	$ 0
Webex Calling Entitlement	A-FLEX-C-PRO	120	$ 0	15-Mar-24	14-Mar-27	$ 0
Prem to Webex Calling / UCM Cloud	A-FLEX-P-CALL	120	$ 0	15-Mar-24	14-Mar-27	$ 0
File Storage Entitlement	A-FLEX-FILESTG-ENT	2400	$ 0	15-Mar-24	14-Mar-27	$ 0
Pro Pack for Cisco Control Hub Entitlement	A-FLEX-PROPACK-ENT	120	$ 0	15-Mar-24	14-Mar-27	$ 0
Messaging Named User Entitlement (1)	A-FLEX-MSG-NU-ENT	120	$ 0	15-Mar-24	14-Mar-27	$ 0
Emergency Response Center Call fee per location search US	A-FLEX-ERC	0	$-	15-Mar-24	14-Mar-27	$-
Total MSRP Charges (in USD)						**$ 1,457,280**
Total License charge to OCWUT after HCLTech Discount of 25%						**$ 1,092,960**

The licensing for Cisco SaaS is provisioned for three years and can be extend by four more years or to match the timelines with existing support contract signed with HCLTech at OCWUT discretion.

Except as explicitly permitted under the terms of the relevant end user licenses agreement ("EULA") governing third party IPRs, there shall be no assignment or transfer of any rights in any Third Party IPRs (including any amendments, modifications, or enhancements thereto) pursuant to this Agreement and/or any Statement of Work. The third parties owning such IPRs shall continue to remain the exclusive owner thereof and the grant of license rights to Customer (if any) shall be set out in the relevant EULA.

Cisco License Charges YoY breakup

License	Annual Charges
Year 1	$364,320
Year 2	$364,320
Year 3	$364,320
Total License Charges	**$ 1,092,960**

Additional License Cost (Optional)

Product	Manufacturing Part	MSRP Charges for Y1	MSRP Charges for Y2	MSRP Charges for Y3	Min Quantity
WEBEX CONTACT CENTER PREMIUM LICS CONCURRENT AGENT	A-FLEX-WCC-P-C	$ 2346	$ 2534	$ 2736	10
WEBEX CONTACT CENTER STANDARD LICS CONCURRENT AGENT	A-FLEX-WCC-S-C	$ 1587	$ 1714	$ 1851	10
Workforce Optimization (WFO) BUNDLE NAMED AGENT LICS	A-FLEX-Workforce Optimization (WFO)-NWFB	$ 1725	$ 1863	$ 2012	10
WEBEX CONTACT CENTER PSTN AUDIOLICS TOLL INBOUND	A-FLEX-WEBEX CONTACT CENTER-DID	$ 207	$ 224	$ 241	10
NU WEBEX CALLING PROFESSIONAL LICS	A-FLEX-NUCL-P	$ 173	$ 186	$ 201	10

Pricing Summary

Phase	Charges (in USD)
Project Implementation Charges	$587,316
Cisco License Charges	$1,092,960
HCL TCV	**$1,680,276**
Future Enhancement	$168,028
Total Project	$1,848,304

- Travel is not being planned to deliver this project. Any travel specifically required by the OCWUT will be charged additionally at actuals with not to exceed amount 2% of Project Implementation Charges
- Budget for $168,028 (Future enhancements) has been considered to cover the enhancement/changes discovered during the project. HCL will raise a CR for the changes and will need approval from OCWUT project manager for the same.
- Any additional work outside of the work previously included in the Fixed Price becomes necessary will follow Change Control Procedures, A Change Request will be submitted by the requesting entity (OCWUT or HCL) to the other entity (HCLTech or OCWUT).

Appendix A

Customer Information Questionnaire

System

Primary Contact Integration Vendor	Cisco
CCaaS Type	Webex Contact Center
CCaaS Version	2.0
Current Calabrio Products?	CR/QM WFM
, version number	Cisco Workforce Optimization (WFO) OEM
, user count	100
Describe activity with current system	Migration from v9.5 or Cisco Workforce Optimization (WFO) to Cloud (Single Tenant)

Method for user authentication?	Authenticate via SAML
SAML 2.0 Identity Provider	ADFS

Cloud Tenant

Product Version	Webex Workforce Optimization (WFO) Cloud
Cloud Region	US - United States
Tenant Display Name	Oklahoma City
Default User Interface Language	English (en-us)
Corporate Time Zone	[-0500/-0400] America/New_York (EST/EDT)
ACD/CCaaS Platform Timezone	[-0500/-0400] America/New_York (EST/EDT)
Data Restrictions in Region	None

Recording

Name		Oklahoma City

		Oklahoma City DC
Group Server Location		
Recording calls within the European Union or United Kingdom?	no	no
Recorded Users: QM	100	100
Recorded Users: Total	100	100
Total Named Licensed Users	100	100
Max % Concurrent Recording	90%	90%
Maximum Concurrent Recordings	90	90
Number of unique devices (phones) to be recorded	100	100
Recorded user to phone association		Static. Users map to their device (phone)
Implementation details		Mapping table configured within Calabrio
Remote or at home, recorded users?	yes	Software VPN and softphone
Record agent to agent internal calls?	yes	yes
Live audio monitoring required? (requires On Premise Recorders)	no	no

Audio recording of calls	yes	yes
Average recorded calls per day per user		40
Average call time in seconds		340
Audio recorded calls per day	4,000	4,000
Recorded audio minutes per day	22,667	22,667
Average hours talk time per agent per day		3.8
Recorded audio upload Mbytes/day	21,760	21,760
Work days per month for users		22
Total time to retain audio recordings	6	6
(in months)	months	months
Total Number of Audio recording records	1,144,000	1,144,000

Cloud Storage Audio Format		Low Comp, wav8, stereo
Received Audio Codec		G.711 Stereo
Recorded audio MB per minute		0.96
Audio minutes in Cloud Storage	2,992,000	2,992,000
Storage GB for Audio in Cloud Storage	2,805	2,805

Selective Screen Recording?	yes	yes
% of users targeted for screen recording?		100%
Average selected calls per day per user		40
Include screen recording	yes	yes
Seconds of after call screen recording		30
Avg number of screens per user		2
Recorded screen minutes per day	24,667	24,667
Recorded screen upload per day MB	83,867	83,867
Total Months to keep screen recordings	6	6

Total GB for screen recording in Cloud Storage	10,811	10,811

Total recording Mbytes data upload to Cloud per day	105,627	105,627
Total Recording Cloud Storage GB	13,616	13,616

Are recording users on a VDI (Thin Client)?	no	no

Do you use an outbound dialer?	no	no

Selected recording architecture		CCaaS import
Redundant Recording Required?		no
If desktop recording, staging upload server to consolidate uploads?	no	no

Smart Desktop Recorded Users	100	100
Recorded calls/day	4,000	4,000
Total Contacts / day	4,000	4,000

Recording Pro Services

Is deployment dependent upon other customer event or actions?	no
Will recording need to be paused for sensitive information (PCI)?	no
Need to add custom metadata to recordings?	no
Import calls from an existing non Calabrio recording system?	no
Import text contacts?	no
Advanced Bulk Contact Export included in this system?	no
Any other miscellaneous professional service requirements?	no

WFM

Business Unit Name		Oklahoma City
Type of WFM to be deployed		Calabrio WFM
WFM is centrally managed or multiple BUs with planner teams?		Centrally Managed
Number of Business Units with Independent Planner Teams	1	1
Maximum number of scheduled agents	100	100
Number of forecasters and schedulers in the Planner team	2	2
Number of Super Users (Client Desktop Access) Licenses Required		5

Customer's Primary Country (for cloud hosting location)	US - United States	

Do you require shift bidding?	yes	
Do you require time off synchronization with HRMS	no	

Calabrio WFM	Will Data Export from WFM to S3 be required?	no	
Calabrio WFM	Will SSO be added?	yes	
Calabrio WFM	Additional CC Platform Integrations?	no	
Calabrio WFM	Additional Planner Business Unit Consultancy?	no	

Integrations	Integration Name	Opp Level	Integration Summary	If cloud, requires server in customer network?
Integration #1	Cisco WebEx Contact Center	OL1 / T1	Telephony for historic	Not Required

Additional Notes	The Cisco platform must be configured for data at 15-minute intervals.

Hardware Requirements & Guidelines

Please refer to the product installation guides for the most current hardware/software requirements, or additional specifications. This table lists sizing requirements for the application use based on the Customer Information Questionnaire (CIQ), included above, in Appendix A.

Please note that server specifications detailed below are subject to change due to updates to documentation or best practices.

Note: With custom integrations, additional server specifications may be required. Server specifications may change based upon discovery sessions held after the project kickoff.

Sizing recommendations are subject to change. Sizing recommendations are based on standard use cases and hardware demands. Your system sizing may require tuning for optimal performance based on actual usage.

Edge Data Servers										
Location	Diagram Color	Number of servers	Services Description	Logical Processors (Threads)	RAM GB	OS storage GB	Application storage GB	Working storage GB	Total Storage GB	Operating System
Oklahoma City DC		1	Temp Data Migration Server	4	8	100	100	100	100	Microsoft Server 2019 64 bit, Java JDK, SQL Tools
		Edge Data Servers Total (CPU	RAM	Storage)	4	8	100	100	100	100	

OS Considerations

Customer must acquire the Microsoft® Windows® Server 2019 64-bit Operation System for each Windows server required. Customer must acquire a Red Hat Enterprise Linux (RHEL) support subscription for each RHEL server as required. These required items are not orderable or provided by Calabrio.

VMware Considerations

When utilizing Virtual Machines or VMware environments, the solution requires dedicated hardware and processing for its application. The application can operate in a shared virtual environment, but requires real-time communication, therefore resources may not be over-subscribed.

Appendix – B

This appendix lists out services in scope to be performed by Calabrio which has been discussed and mutually agreed between HCLTech and Calabrio followed by details Statement of Work.

Implement Workforce Management on Cloud and Migrate data

Workforce Management

- o User Workshop Package
- o BI Consulting & Discovery
- o Workforce Management (WFM) Base Implementation
- o WFM Consulting & Discovery

Data Migration

- Calabrio ONE Cloud Migration

AQM implementation

- Advanced Quality Management (AQM)
    - BI Consulting & Discovery
    - AQM User Workshop Package
    - AQM Consulting & Discovery
    - Base Implementation