



## Service Description: Advanced Services – Fixed Price

### Cisco PDI Services for Cisco Instant Connect (IC) – Medium (ASF-ESG-G-PSS-IPM)

This document describes Advanced Services Fixed Price: for the Cisco PDI Services for Cisco Instant Connect (IC) – Medium.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement") If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

#### Cisco PDI Services for Instant Connect (IC) – Medium

## Service Summary

The Cisco PDI Services for Instant Connect (IC) – Medium covers the basic documentation; installation, testing and knowledge transfer of the Instant Connect (IC) platform ("Services"). Services are limited to installation of up to 1 IC server with High Availability (HA), 1 UMS server with HA, up to 2 LMR gateway locations and up to 8 donor radios.

### Deliverables

Project Schedule  
Runbook

### Location of Services

Services are delivered as a combination of remote and on site with maximum of 2 trips with up to 5 days per trip onsite.

### Project Management

#### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities.
- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the Services.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned meetings, resources and timescales.
- Deliver project status report to the Customer on a weekly basis.
- Provide follow on actions, lessons learned, and exception reports (if necessary) upon Services completion.

#### Customer Responsibilities

- Provide the Cisco project manager (PM) with a list of designated personnel roles and responsibilities.
- Ensure that key personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities.
- Identify primary and backup points of contact as authorized site contacts.
- Participate in any scheduled project review meetings or

- conference calls, as required.
- Co-ordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within 2 Business Days of Cisco's request, unless the parties agree to another time period for response.
- Provide an authorized signature for delivery of Cisco Products at Customer location.

### Instant Connect (IC) Documentation

#### **Cisco Responsibilities**

- Conduct a 1 day requirements gathering remote session to understand project requirements, components and desired outcome.
- Prepare and provide Runbook, which includes High Level Design (HLD) drawing, Installation Planning Workbook (IPW), and Acceptance Test Plan (ATP) documentation.

#### **Customer Responsibilities**

- Attend the remote workshop where Customer and Cisco shall mutually agree on any final requirements. Customer must provide Cisco with Customer final requirements before the Runbook can be drafted by Cisco.
- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco prior to or during the remote workshop.
- If requested by Cisco, provide physical and logical network schematics for other network elements that may be necessary for the provision of Services.
- Review the Runbook with Cisco, providing comments and approval.

### System Implementation and Testing

#### **Cisco Responsibilities**

- Install, configure and test Cisco Instant Connect (IC), in accordance with the Installation Planning Workbook. . Activities include up to the following:
  - deploying IC (and UMS) servers;
  - Installation & configuration of ESXi on 2 UCS servers;
  - Deploy and configure the IC and IC HA VM server instances on the above UCS's;
  - Deploy and configure 2 UMS and UMS HA VM server instance on the above UCS;
  - IP phone service integration to CUCM;
  - PSTN dial engine integration to CUCM;
  - SMTP integration to mail service for notifications;
  - confirm licensing for required features on IC server(s);
  - Configuration of two Land Mobile Radio (LMR) gateways and up to 8 donor radios.

- Configuration of Instant Connect (IC) for access to 8 talk groups;
- performing installation of Cisco IC Dispatch Client (IDC) on up to 4 Windows 7/8 PC's.
- Configuration of up to 5 IC handsets.

- Perform user acceptance testing.

#### **Customer Responsibilities**

- Ensure complete preparation of Customer's site, verifying that suitable environmental conditions are met and adequate power is available and tested at least 5 Business Days prior to the implementation.
- Procure E&M cable to interface donor radio, as recommended by Cisco, at least five 5 Business Days prior to the implementation.
- Physically mount Cisco Products in accordance with the Cisco product specification.
- Provide network details and complete the Installation Planning Workbook (IPW) shared by Cisco.
- Ensure network connectivity for all servers and LMR routers.
- Provide any necessary specialist test equipment, as required by Cisco.
- Manage delivery, installation, and configuration of all Customer-provided equipment that is required to work with, or act as part of, the equipment that Cisco is providing.
- Make available any personnel and/or access to End Customer site as necessary for Cisco to perform the implementation and testing.
- Any additional configuration of IC handsets beyond 5.

### Knowledge Transfer

#### **Cisco Responsibilities**

- Provide 1 on site knowledge transfer training session containing topics on the IC design and implementation for 1 Business Day for up to 4 participants. The knowledge transfer may cover some or all of the following content:
  - Administrator knowledge transfer including overview of Cisco IC system, installation and configuration;
  - Operator knowledge transfer including IDC, IP Phone and Instant Connect client deployment and operations.

#### **Customer Responsibilities**

- Work with Cisco to schedule the knowledge transfer session on site.

- Designate up to 4 Customer participants to attend the knowledge transfer session.

#### **General Customer Responsibilities**

- Customer shall assume liability for all Customer-owned equipment for any loss or damage to the equipment during the implementation.
- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within 90 calendar days from issuing a Purchase Order to Cisco for the Services herein.

#### **Invoicing and Completion**

##### **Invoicing**

Services will be invoiced upon completion of the Services.

##### **Completion of Services**

Cisco will provide written notification upon completion of the Services to Customer. The Customer shall within 5 Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the 5 Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.