



TYPE 2 WORK ORDER NCY7-007

CISCO UC ON-PREM PLATFORM TO WEBEX CALLING MULTI-TENANT
MIGRATION

TYPE 2 WORK ORDER NCY7-007

This Type 2 Work Order NCY7-007 (“**Work Order**”) is an attachment and addition to the Managed Services Network, Voice, and Security Agreement dated as of the Reference Date (hereinafter “**Agreement**”) entered into by and between County of Orange (“**County**”) and Science Applications International Corporation (SAIC) (“**Supplier**”) and is incorporated into the Agreement by reference hereof. In the event of conflicting terms between the Agreement and this Work Order, the terms of the Agreement shall prevail and nothing in this Work Order shall modify or amend any provisions of the Agreement (including all components such as Functional Service Areas, Service Level Requirements, Exhibits, etc.) unless such modifications or amendments and the provisions of the Agreement which they modify or amend are specifically identified in this Work Order and are Approved by County. This Work Order includes any attachments hereto. Any capitalized terms not defined in this Work Order shall have the same meanings as used in the Agreement. Changes to this Work Order will be processed in accordance with the Change Control Process as outlined in the Agreement.

All of the tasks, subtasks, Deliverables, goods, and other services required or requested by County below are included as part of the Services. This Work Order provides a description of the nature of the work required, but does not provide an exhaustive list of every task or subtask necessary for completion of this Type 2 Work Order NCY7-007.

1. WORK ORDER NUMBER

NCY7-007

2. EFFECTIVE DATE

This Work Order is effective upon the date it is fully executed by authorized representatives of both Parties.

3. PROJECT NAME

County of Orange Cisco Unified Communications Manager (“**CUCM**”) On-Prem Platform to Cisco Webex Calling (“**WxC**”) Multi-Tenant (“**MT**”) Migration

4. PROJECT SUMMARY

County hereby requests that Supplier provide Services to migrate approximately 16,000 users/devices with approximately 16,000 softphones across 192 County Locations, as documented in Attachment A of Section 20.1 of this Work Order, from the existing CUCM platform to WxC MT.

The migration will utilize a Local Gateway solution using either Cisco Unified Border Element (“**CUBE**”) or Session Boarder Controller (“**SBC**”) for Public Switch Telephone Network (“**PSTN**”) integration and hybrid co-existence for a phased migration approach. The Project includes:

- Setting up Control Hub,
- Azure Active Directory (“**AD**”) Sync and Single Sign-On (“**SSO**”)
- Voicemail migration and integration with M365
- Integrating Cisco Calling with Microsoft Teams
- Configuration of RedSkyE911
- Migrate County from Jabber to Cisco Calling for Microsoft Teams.

5. BUSINESS CASE / BUSINESS OBJECTIVES SUPPORTED

Migrating the existing on-premises CUCM and Unity Connection platforms to Webex Calling Multi-Tenant represents a strategic modernization and cost savings initiative that aligns with today’s cloud-first, hybrid work model. This transition simplifies operations, enhances scalability, and delivers a consistent, secure user experience while future-proofing the County’s communication platform within Cisco’s cloud collaboration ecosystem.

6. CRITICAL SUCCESS FACTORS

6.1. Strong Project Management

Supplier shall manage the Services provided under this Work Order to the project schedule described in Section 10 (Project Schedule), below, and to the results to be achieved by the Services described herein by managing issues, risks, dependencies, and resources in a manner to achieve the project schedule and the results.

6.2. Open Communication and Governance Structure Clearly Defined

Good and open communication must be established early. Governance, the structure of recurring meetings, and the members of recurring meetings must be defined early. Meeting schedules must also be established for the length of the project.

6.3. Executive Leadership Involvement

It is imperative that executive leadership from Supplier and the County be involved in the project governance and meet at regular intervals to discuss the project’s progress and reach agreement on any key decisions that have been escalated to their level.

7. WORK ORDER TYPE

- NRI only Work Order (for Work Orders that do not include BAU elements)
- NRI and BAU combination Work Order (for Work Orders that include both NRI and BAU elements)

As to NRI and BAU combination Work Orders, provide a description of each of the NRI and BAU components of this Work Order:

The NRI components of this Work Order are described in Section 12. The BAU components of this Work Order are the Program and Network technical oversight.

7.1. Targeted Resource Order

- Targeted Resource Order Services

Resource Title	Name	Contact Information	Responsibilities	Location of Services Performance

8. COUNTY SPONSOR, ORIGINATING SERVICE REQUEST, AND COUNTY BUDGET INFO

County Sponsor	KC Roestenberg, Chief Information Officer
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Service Request Number	N/A
County Budget Info	DD10V

9. SUPPLIER ROLES AND RESPONSIBILITIES

Resource Title	Name	Contact Information	Responsibilities
Program Manager	Donald Perrier	Donald.Perrier@saic.com	BAU – Program Management
Deputy Program Manager	Eric Whitten	Eric.Whitten@ocitcs.oc.gov	BAU – Deputy Project Management
Project Manager	Ben Page	Benjamin.C.Page@saic.com	BAU – PMO
Network Manager	Donald Lowe	Donald.Lowe@ocitcs.oc.gov	BAU – Network Management
Project Manager, Senior	TBD	TBD	NRI – Project Management
Network Design Engineer, Senior	TBD	TBD	NRI – Network Design
Site Support Technician, Senior	TBD	TBD	NRI – Site Support Technician
Voice Architect, Senior			NRI – Voice Architect
Voice Engineer, Senior	TBD	TBD	NRI – Voice Engineer
Voice Hardware Specialist, Senior	TBD	TBD	NRI – Voice Hardware Specialist

10. PROJECT SCHEDULE

No.	Task	Start Date	End Date	Duration
1.	Sec. 12.1.1 - Discover, design, and planning Services	1/12/2026	3/13/2026	8 Weeks
2.	Milestone #1 – Sec. 12.1.1.4 – Develop and deliver Low-Level Design Document to the County	1/12/2026	3/13/2026	8 Weeks
3.	Sec. 12.1.2 - Build, integration and initial migration Services	3/16/2026	6/5/2026	12 Weeks
4.	Milestone #2 – Sec. 12.1.2.10 – Phase 0 Migrations Complete	3/16/2026	6/5/2026	12 Weeks
5.	Sec. 12.1.3 - Deployment and migration Services	6/8/2026	1/8/2027	30 Weeks
6.	Milestone #3 – Sec. 12.1.3.5.10 – Phase 1 Migrations Complete	6/8/2026	8/17/2026	10 Week
7.	Milestone #4 – Sec. 12.1.3.5.10 – Phase 2 Migrations Complete	8/19/2026	10/29/2026	10 Weeks

No.	Task	Start Date	End Date	Duration
8.	Milestone #5 – Sec. 12.1.3.5.10 – Phase 3 Migrations Complete	11/1/2026	1/8/2027	10 Weeks

11. PRICING SUMS

PRICING SUMS	
Maximum Project Charges	\$2,222,126
Key Milestone Charges	\$1,444,382
Deliverables At-Risk Amount	\$333,319

12. SERVICES

12.1. Tasks

Supplier shall provide the following Services on a Not to Exceed basis for the CUCM platform to WxC MT migration Project:

12.1.1. Provide Project Management Services to support the following activities:

12.1.1.1. Discover, design, and planning Services as follows:

- 12.1.1.1.1. Conduct a kick-off meeting and the following project management planning activities:
 - 12.1.1.1.1.1. Introduce the project team and review roles and responsibilities for Supplier and County
 - 12.1.1.1.1.2. Review Project objectives and scope of work
 - 12.1.1.1.1.3. Review Project Deliverables and Key Milestones
 - 12.1.1.1.1.4. Identify Acceptance Criteria for Project Milestones
 - 12.1.1.1.1.5. Identify critical Project deadlines
 - 12.1.1.1.1.6. Identify and secure critical dependencies/constraints
 - 12.1.1.1.1.7. Discuss initial Requirements needed by Supplier from County
 - 12.1.1.1.1.8. Discuss remote access to existing Environment
 - 12.1.1.1.1.9. Develop a plan for key or regularly scheduled Project meetings
- 12.1.1.1.2. Coordinate discovery session(s)
- 12.1.1.1.3. Coordinate design session(s)
- 12.1.1.1.4. Coordinate planning session(s)

- 12.1.1.1.5. Coordinate the development of a Low-level Design Document based on the discovery tasks in Sections 12.1.4.3 and submit to the County for review and Approval.
- 12.1.1.1.6. Coordinate and conduct planning session(s)
- 12.1.1.2. Coordinate for the team supporting the build, integration and initial Phase 0 migration Services
- 12.1.1.3. Coordinate for the team performing deployment and migration Services that for each Phase 1 through 3
- 12.1.2. Provide Engineering Services to support the following activities:
 - 12.1.2.1. Discover, design, and planning Services as follows:
 - 12.1.2.1.1. Support a kick-off meeting and the following planning activities:
 - 12.1.2.1.1.1. Introduce the project team and review roles and responsibilities for Supplier and County
 - 12.1.2.1.1.2. Review Project objectives and scope of work
 - 12.1.2.1.1.3. Review Project Deliverables and Key Milestones
 - 12.1.2.1.1.4. Identify Acceptance Criteria for Project Milestones
 - 12.1.2.1.1.5. Identify critical Project deadlines
 - 12.1.2.1.1.6. Identify and secure critical dependencies/constraints
 - 12.1.2.1.1.7. Discuss initial Requirements needed by Supplier from County
 - 12.1.2.1.1.8. Discuss remote access to existing Environment
 - 12.1.2.1.1.9. Develop a plan for key or regularly scheduled Project meetings
 - 12.1.2.1.2. Support discovery session(s)
 - 12.1.2.1.3. Support design session(s)
 - 12.1.2.1.4. Support planning session(s)
 - 12.1.2.1.5. Support the development of a Low-level Design Document based on the discovery tasks in Sections 12.1.4.3 and submit to the County for review and Approval.
 - 12.1.2.1.6. Support planning session(s)
 - 12.1.2.2. Support the build, integration and initial Phase 0 migration Services
 - 12.1.2.3. Support the deployment and migration Services each Phase 1 through 3
 - 12.1.2.4. Support the decommission of desk phones and return to the warehouse for sale or redeployment

- 12.1.3. Provide Site Support Services to support the deployment and migration Services for each Phase 0 through 3

Supplier shall provide the following Services on a Fixed Price basis for the CUCM platform to WxC MT migration Project:

- 12.1.4. Provide discover, design, and planning Services that will consist of the following activities:
- 12.1.4.1. Support a kick-off meeting and the following project management planning activities:
 - 12.1.4.1.1. Support the introduction of the project team and review roles and responsibilities for Supplier and County
 - 12.1.4.1.2. Review Project objectives and scope of work
 - 12.1.4.1.3. Review Project Deliverables and Key Milestones
 - 12.1.4.1.4. Identify Acceptance Criteria for Project Milestones
 - 12.1.4.1.5. Identify critical Project deadlines
 - 12.1.4.1.6. Identify and secure critical dependencies/constraints
 - 12.1.4.1.7. Discuss initial Requirements needed by Supplier from County
 - 12.1.4.1.8. Discuss remote access to existing Environment
 - 12.1.4.1.9. Develop a plan for key or regularly scheduled Project meetings
 - 12.1.4.2. Support discovery session(s) to include the following:
 - 12.1.4.2.1. Inventory of CUCM, SBC/CUBE, voicemail, and Microsoft Office 365 (“**O365**”) integrations.
 - 12.1.4.2.2. Conduct interview sessions with department IT and end user representatives to assess desk phone Requirements, identify end users eligible for soft phone only deployment and determine any additional Voice Services required (e.g., paging, public phones, multi-line, etc.)
 - 12.1.4.2.3. Create user Documentation as needed for user training, as well as any knowledge base (“**KB**”) articles. Current KB articles will be updated for the new System as necessary.
 - 12.1.4.2.4. Update the existing OC-SDD-Voice-Design Document to reflect the new System design.
 - 12.1.4.2.5. Review of existing County Documentation and Visio diagrams
 - 12.1.4.2.6. Verify credentials to access required components
 - 12.1.4.2.7. Identify all third party applications that interface with the on premise Cisco Voice solution and determine the Requirements for their migration to the cloud service
 - 12.1.4.2.8. Validate current Control Hub configuration and determine what changes are needed

- 12.1.4.2.9. Discuss cutover scenarios, migration approach, and phased deployment; and update Attachment A –include the departments at each County Location and the corresponding migration phase (Phases 0 – 5).
- 12.1.4.2.10. Capture Webex Control Hub Org settings including the following characteristics:
 - 12.1.4.2.10.1. County domain
 - 12.1.4.2.10.2. SSO and user provisioning
 - 12.1.4.2.10.3. Licensing and templates
 - 12.1.4.2.10.4. PSTN/Local Gateway (“**LGW**”) and Direct Inward Dials (“**DIDs**”)
 - 12.1.4.2.10.5. Station review
 - 12.1.4.2.10.6. Jabber configuration Instant Messaging and Presence Service (“**IM&P**”) and Call Control
- 12.1.4.3. Support design session(s) to include the following:
 - 12.1.4.3.1. Using existing CUCM and Unity Connection environment details, discuss the migration strategy
 - 12.1.4.3.2. Design plan for migration of PSTN voice gateways/CUBE trunking with Cisco Cloud
 - 12.1.4.3.3. Plan for dialing behaviors (intra-site, inter-site, and PSTN). Standardize on a 10-digit (E.164) dial plan.
 - 12.1.4.3.4. Develop a design and plan for third party applications identified in discovery above
 - 12.1.4.3.5. Develop a strategy for E911 locations and floors including:
 - 12.1.4.3.5.1. DID/Emergency Location Identification Number (“**ELIN**”) planning
 - 12.1.4.3.5.2. Emergency Callback Number (“**ECBN**”) and Emergency Service Access (“**ESA**”)
 - 12.1.4.3.5.3. Wireless Basic Service Set Identifier (“**BSSID**”)/ Link Layer Discovery Protocol (“**LLDP**”) switch/Internet Protocol (“**IP**”) subnet/ Dynamic Fronthaul Gateway (“**DFG**”) Media Access Control (“**MAC**”) association
 - 12.1.4.3.5.4. E911 data Network reconfiguration and RedSky configuration
 - 12.1.4.3.5.5. Notification requirements
 - 12.1.4.3.6. Station review migration planning including details for:
 - 12.1.4.3.6.1. Phones/softphones

- 12.1.4.3.6.2. Voicemail
- 12.1.4.3.6.3. Forwarding
- 12.1.4.3.6.4. Line appearances
- 12.1.4.3.6.5. Overflow
- 12.1.4.3.6.6. Site hours
- 12.1.4.3.6.7. Site holiday schedule
- 12.1.4.3.6.8. AD accounts groups/attributes
- 12.1.4.3.6.9. Users and common workspaces
- 12.1.4.3.7. Identify user interdependencies that can affect cutover grouping (e.g., Shared line, hunt groups) County WAN Voice subnet considerations including Dynamic Host Configuration Protocol (“**DHCP**”) scope and Quality of Service (“**QoS**”) Requirements, as well as Network capacity planning to ensure the Network can support the needs of Webex calling and the local gateways are designed and sized appropriately.
- 12.1.4.3.8. Identify Changes or Updates to Network configurations, bandwidth, and firewall rules.
- 12.1.4.4. Develop a Low-level Design Document based on the discovery tasks in Sections 12.1.1.3 and submit to the County for review and Approval.
- 12.1.4.5. Conduct planning session(s) to include the following:
 - 12.1.4.5.1. Phone inventory and placement
 - 12.1.4.5.2. Schedule of Migrations planning
 - 12.1.4.5.2.1. Update Attachment A of Section 20.1 of this Work Order, with proposed phases based on interviews, departments, site location and other factors determined in Section 12.1.1.2 Discovery and Section 12.1.1.3 design of this Work Order.
 - 12.1.4.5.3. Network Changes
 - 12.1.4.5.3.1. DHCP
 - 12.1.4.5.3.2. Voice Subnets
 - 12.1.4.5.3.3. Routing and QOS changes
 - 12.1.4.5.3.4. Firewall rules
 - 12.1.4.5.3.5. E911 tracking
 - 12.1.4.5.4. Create acceptance test plans for Webex Calling and user acceptance testing (“**UAT**”).
 - 12.1.4.5.5. Admin training discussions for County staff post migrations.
 - 12.1.4.5.6. First day of Service support

- 12.1.4.5.7. Ongoing O&M Services support framework planning.
 - 12.1.4.5.8. Based on the design phase, Supplier shall create the following three (3) different Documents: migration plan, Implementation plan, and a Project plan.
- 12.1.5. Provide build, integration and initial Phase 0 migration Services for the County Locations designated as “Phase 0” in Attachment A of Section 20.1 of this Work Order, that will consist of the following activities:
- 12.1.5.1. Perform WxC MT tenant build and configuration.
 - 12.1.5.2. Identify sites for the initial group.
 - 12.1.5.3. Perform Webex Control Hub configuration.
 - 12.1.5.3.1. Configure initial users
 - 12.1.5.3.2. Upgrade Enterprise to MultiPlatform Phone (“MPP”) firmware for initial phones.
 - 12.1.5.3.3. Configure Auto Attendants and Hunt Groups for the initial County Locations
 - 12.1.5.3.4. Configure user voice mailboxes
 - 12.1.5.3.5. Configure Local Gateways
 - 12.1.5.3.6. Configure e911 configuration and testing for the Initial
 - 12.1.5.3.7. Claim users and domain(s)
 - 12.1.5.3.8. User sync/auth (Azure)
 - 12.1.5.3.9. License templates
 - 12.1.5.3.10. PSTN and LGW configuration with Webex Cloud
 - 12.1.5.3.10.1. LGW configuration to enable dialing between Webex Calling and CUCM.
 - 12.1.5.3.10.2. Validation and testing of extension dialing between two (2) systems (Webex Calling and CUCM and PSTN dialing).
 - 12.1.5.3.10.3. Gateway information gathering
 - 12.1.5.3.10.4. Record the existing configuration of the gateways.
 - 12.1.5.3.10.5. Confirm that available interfaces and functionality on the new gateways match the existing gateways.
 - 12.1.5.3.10.6. Discuss the migration plan for the new gateways.
 - 12.1.5.3.10.7. Create LGW, enabling the new Webex Calling Org to leverage County’s existing PSTN connectivity if applicable.

- 12.1.5.3.10.8. iPhone Operating System (“**IOS**”) upgrade and smart licensing
- 12.1.5.3.10.9. Session Initiation Protocol (“**SIP**”) trunking of the new gateways with Webex Cloud and Control Hub configuration.
- 12.1.5.3.10.10. Execute migration plan for each CUBE/voice gateway, disable existing gateway, and move PSTN/SIP connections.
- 12.1.5.3.10.11. Verify configuration is lined up with hardware.
- 12.1.5.3.10.12. Verify connectivity with Webex Cloud.
- 12.1.5.3.10.13. Verify connectivity with PSTN.
- 12.1.5.4. Perform RedSky tenant request, integration, and configuration to Control Hub.
- 12.1.5.5. Perform endpoint configuration
 - 12.1.5.5.1. Desk Phone firmware migration.
 - 12.1.5.5.2. Analog and voice gateway IOS and configuration template.
- 12.1.5.6. Configure Webex Softphones and Migrate Jabber Calling to Webex application.
 - 12.1.5.6.1. Decouple Jabber softphone from IM&P.
 - 12.1.5.6.2. Remove Client Services Framework (“**CSF**”), Cisco Dual Mode for Android (“**BOT**”), and Cisco Dual Mode for iPhone (“**TCT**”) devices from CUCM.
 - 12.1.5.6.3. Deploy Webex application for softphone registered in Control Hub.
 - 12.1.5.6.4. Package Webex App deployment via Intune or Mobile Device Management (“**MDM**”).
- 12.1.5.7. Setup Cisco Calling for Microsoft Teams
 - 12.1.5.7.1. Control Hub configuration for Microsoft Teams integration.
 - 12.1.5.7.2. Microsoft Teams admin center configuration for Webex application is County’s responsibility.
 - 12.1.5.7.3. Ensure that users are synced from Cloud AD, such as Azure AD, to Control Hub Common Identity (“**CI**”).
- 12.1.5.8. Perform Cisco Calling for Microsoft Teams enablement and user training.
- 12.1.5.9. Perform initial testing and user acceptance
 - 12.1.5.9.1. Cisco Calling with Microsoft Teams (cross launch)
 - 12.1.5.9.2. Webex Calling application from mobile
 - 12.1.5.9.3. Calling with MPP phones (inbound/outbound calling and voicemail)
 - 12.1.5.9.4. Execute calling test plan

- 12.1.5.10. Perform site build and migration
 - 12.1.5.10.1. Import of station review
 - 12.1.5.10.2. Import of E911 tracking information
 - 12.1.5.10.3. Conduct additional testing, review, and user acceptance.
 - 12.1.5.10.4. Decommission and return to the Orange County Data Center warehouse any desk phones that are and/or will no longer be in use.
 - 12.1.5.10.5. Provide first day of Service, onsite support for day one.
- 12.1.6. Provide the following deployment and migration Services that will consist of the following activities for each Phase 1 through 3:
 - 12.1.6.1. Inventory remaining phones per location and match to the most current version of Attachment A in Section 20.1 of this Work Order site list with Phases 1 through 3:
 - 12.1.6.2. Conduct Webex Calling provisioning
 - 12.1.6.2.1. Install MPP firmware on IP phones
 - 12.1.6.2.2. Provision phones in Control Hub
 - 12.1.6.2.3. Assign numbers/DIDs to phones
 - 12.1.6.2.4. Configure calling components (locations and dial plan)
 - 12.1.6.2.5. Configure features
 - 12.1.6.3. Configure auto attendants and hunt groups
 - 12.1.6.3.1. Configure County provided voice recordings or prompts needed for the auto attendants.
 - 12.1.6.4. Perform RedSky configuration and testing
 - 12.1.6.4.1. Setup Locations, Emergency Response Location (“**ERL**”), and ELIN configuration for up to 192 County Locations.
 - 12.1.6.4.2. E911 will be configured and tested for the initial users.
 - 12.1.6.4.3. Assign DIDs to locations based on discovery and design above
 - 12.1.6.5. Perform the following tasks for Phases 1 through 3 cutover events for users to be migrated to the new System:
 - 12.1.6.5.1. Convert phones to MPP firmware
 - 12.1.6.5.2. Configure phones with DIDs
 - 12.1.6.5.3. Complete calling test plan
 - 12.1.6.5.4. For sites with analog voice gateways, migrate the configuration from CUCM to Webex Calling.

- 12.1.6.5.5. For each County Location identified in Attachment A of Section 20.1 of this Work Order: Migrate configuration of existing Cisco routers that have SRST, to Site Survivability for WxC.
 - 12.1.6.5.6. Remote configuration of up to 350 analog and/or basic devices and testing.
 - 12.1.6.5.7. Work with onsite phone placement team to test the existing phones.
 - 12.1.6.5.8. Conduct Train the Trainer user training.
 - 12.1.6.5.9. Roaming during Go Live per the cutover schedule.
 - 12.1.6.5.10. Provide day one of post-cut support per migration event.
 - 12.1.6.5.11. Decommission and return to Orange County Data Center warehouse any desk phones that are and/or will no longer be in use.
 - 12.1.6.5.12. Assist with decommissioning Cisco UC virtual machines and physical appliances, and update CUBE configuration to remove dependencies on on-premises CUCM.
- 12.1.6.6. Configure Voicemail
 - 12.1.6.6.1. End-user portal and phone settings
 - 12.1.6.6.2. Softphones (if required)
 - 12.1.6.7. Conduct Administrative Training
 - 12.1.6.7.1. Provide administrative training for OCIT voice and network engineering staff covering the Webex Control Hub services. Topics to include administration, configuration, reporting, etc.

12.2. Service Level Requirements

N/A

12.3. Training

- 12.3.1. Provide administrative training for OCIT voice and network engineering staff covering the Webex Control Hub services. Topics to include, but not be limited to: administration, configuration, reporting, etc.
- 12.3.2. Conduct Train the Trainer user training in collaboration with County.

12.4. Assets

N/A

12.4.1. Software

N/A

12.4.2. Network Components

N/A

12.4.3. Equipment and Other Assets

N/A

12.4.4. Sunset Activities

<i>No.</i>	<i>Asset Description</i>	<i>Affected Authorized Users</i>	<i>Affected Eligible Customers</i>	<i>Committed Sunset Date</i>	<i>Write-off or Accelerate Depreciation?</i>	<i>Book Value</i>	<i>Annual Cost of Support / Maintenance</i>
1.	N/A						

12.5. Risks and Risk Mitigation

<i>No.</i>	<i>Potential Risk</i>	<i>Mitigation Strategy / Contingency Plan</i>	<i>Probability of Risk (%)</i>	<i>Consequence</i>	<i>Amount at Risk</i>
1.	N/A				

13. ACCEPTANCE**13.1. Acceptance Criteria**

The Acceptance Criteria shall be as described in Section 16 (Deliverables) below as to each Deliverable under this Work Order and pursuant to the terms of the Agreement.

13.2. Acceptance Testing

Unless explicitly provided in this Work Order, the Acceptance Tests shall be as described in this Work Order and as otherwise defined in the Agreement.

13.3. Final Acceptance

Final Acceptance by the County shall be as defined in Section 19.4 (Final Acceptance) of the Agreement.

13.4. Final Acceptance Sign-Off Procedure

N/A

14. PROJECT REPORTS

Provide the following Reports as provided in Exhibit A.1 (Integrated Requirements FSA):

- Weekly Project status Reports (Exhibit A.1 (Integrated Requirements FSA) – Table 3 (Supplier Project Manager Responsibilities))
- Project kickoff event summary Report (Exhibit A.1 (Integrated Requirements FSA) – Table 4 (Project Planning and Project Initiation Responsibilities))
- Project close-out cost and key learning Report (Exhibit A.1 (Integrated Requirements FSA) – Table 6 (Project Close Responsibilities))

- As needed written Reports as may be reasonably requested by County to monitor the status of the Services under this Work Order (Exhibit A.1 (Integrated Requirements FSA) – Table 3 (Supplier Project Manager Responsibilities))
- Other (provide description):
None.

15. ADDITIONAL REQUIREMENTS

This Work Order is premised on the following assumptions. A change in or a failure to satisfy an assumption may require an increase in the Work Order price, a modification to the schedule and/or a change to the Services:

- 15.1. County will provide Supplier with all required hardware, Software, licensing, and support required to complete the Work Order.
- 15.2. County will provide Supplier with all required physical access to all County Locations as required.
- 15.3. County will provide Supplier access to the County key team members needed for the review, configuration and migration.
- 15.4. County will be responsible for signing off on all System Architecture design and telephony user profile/endpoint designs, Nomadic E911 design, and Systems/user acceptance test plan that E911 is functioning.
- 15.5. County will be responsible for upgrading the network bandwidth if needed as validated through <https://cscan.webex.com> to ensure readiness for Webex Cloud.
- 15.6. County is responsible for providing any required user or location information needed to complete the configuration of Nomadic E911 if the information is not available in Cisco Emergency Responder (“CER”).
- 15.7. County is responsible for providing the information needed for ERL to user/device mapping where required and not discoverable from the current configuration.
- 15.8. Plan redundancy testing with Cisco and the County to confirm WebEx solution is working properly during failover.
- 15.9. Supplier shall provide ongoing operational support for sites after they are migrated to the WebEx solution. This support will be in line with Exhibit A.3 (Voice Communications FSA) to the Agreement and all applicable sections of the Agreement defining support Services, Reporting and SLR responsibilities.
- 15.10. Supplier shall seek efficiencies to optimize the Implementation of WebEx to realize cost savings to the County. As efficiencies are identified, the Work Order will be amended, and Milestones and the Key Milestones Payments Table shall be adjusted accordingly to represent the actual level of effort performed.

16. DELIVERABLES

DELIVERABLES					
No.	Deliverable Name	Key Deliverable? (Y/N)	Deliverable Date	Acceptance Criteria	Weighting Factor*
1.	Documentation for Low-Level Design Document	Y	3/13/2026	<ul style="list-style-type: none"> County reviews and Approves Low-Level Design Document 	20%
2.	Updated Migration Sites List Document (Attachment A to Section 20.1 of this Work Order) with Phases and department identifications	Y	3/13/2026	<ul style="list-style-type: none"> County reviews and Approves Updated Migration Site List Document (Attachment A in Section 20.1 of this Work Order) 	20%
3.	Documentation for Telephony user profiles/end point design	Y	6/5/2026	<ul style="list-style-type: none"> County reviews and Approves Telephony user profiles/end point design Document 	20%
4.	E911 Test Plan including testing of the E911 functionality	Y	6/5/2026	<ul style="list-style-type: none"> County reviews and Approves E911 Test Plan 	20%
5.	As-Built Documentation	Y	1/8/2027	<ul style="list-style-type: none"> County reviews and Approves As-Built documentation 	20%

* The sum of this column should equal one-hundred percent (100%).

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17. MILESTONES

MILESTONES									
No.	Milestone Name	Key Milestone? (Y/N)	Milestone Date	Included Deliverables	Key Milestone Allocation (Percentage)*	Key Milestone Allocation (Dollars)	Holdback Amount	Key Milestone Scheduled Duration (Months)	Monthly Key Milestone Payment
1.	Milestone #1 – Sec. 12.1.1.4 – Develop and deliver Low-level Design Document to the County	Y	3/13/2026	▪ Deliverable 1,2	20%	\$444,425.20	\$155,548.82	3	\$96,292.13
2.	Milestone #2 – Sec. 12.1.2.10 – Phase 0 Migrations Complete	Y	6/5/2026	▪ Deliverable 3, 4	20%	\$444,425.20	\$155,548.82	4	\$72,219.10
3.	Milestone #3 – Sec. 12.1.3.5.10 – Phase 1 Migrations Complete	Y	8/17/2026	▪ N/A	20%	\$444,425.20	\$155,548.82	3	\$96,292.13
4.	Milestone #4 – Sec. 12.1.3.5.10 – Phase 2 Migrations Complete	Y	10/29/2026	▪ N/A	20%	\$444,425.20	\$155,548.82	3	\$96,292.13
5.	Milestone #5 – Sec. 12.1.3.5.10 – Phase 3 Migrations Complete	Y	1/8/2027	▪ Deliverable 5	20%	\$444,425.20	\$155,548.82	3	\$96,292.13

* The sum of this column should equal one-hundred percent (100%).

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18. KEY MILESTONES PAYMENTS TABLE

Option 1 – Key Milestones Payments Table

Month No.	Month	Milestone #1 Develop and deliver low-level design document to the County	Milestone #2 Phase 0 Migrations Complete	Milestone #3 Phase 1 Migrations Complete	Milestone #4 Phase 2 Migrations Complete	Milestone #5 Phase 3 Migrations Complete	Total (Monthly Key Milestone Payments)*
Milestone Allocation		20.0%	20.0%	20.0%	20.0%	20.0%	100%
Total Milestone Payments		\$337,588	\$337,588	\$337,588	\$337,588	\$337,588	\$1,687,940
Milestone Duration (Months)		3	4	3	3	3	
Milestone Monthly Payment		\$73,144.07	\$54,858.05	\$73,144.07	\$73,144.07	\$73,144.07	
Milestone Holdback Amount		\$118,155.80	\$118,155.80	\$118,155.80	\$118,155.80	\$118,155.80	
Key Deliverables		See Section 16	See Section 16	See Section 16	See Section 16	See Section 16	Actuals Billed (aside from Holdback Amount)
1	Jan-26	\$73,144.07	\$0.00	\$0.00	\$0.00	\$0.00	\$73,144.07
2	Feb-26	\$73,144.07	\$0.00	\$0.00	\$0.00	\$0.00	\$73,144.07
3	Mar-26	\$73,144.07	\$54,858.05	\$0.00	\$0.00	\$0.00	\$128,002.12
4	Apr-26	\$118,155.80	\$54,858.05	\$0.00	\$0.00	\$0.00	\$54,858.05
5	May-26	\$0.00	\$54,858.05	\$0.00	\$0.00	\$0.00	\$54,858.05
6	Jun-26	\$0.00	\$54,858.05	\$73,144.07	\$0.00	\$0.00	\$128,002.12
7	Jul-26	\$0.00	\$118,155.80	\$73,144.07	\$0.00	\$0.00	\$73,144.07
8	Aug-26	\$0.00	\$0.00	\$73,144.07	\$73,144.07	\$0.00	\$146,288.13
9	Sep-26	\$0.00	\$0.00	\$118,155.80	\$73,144.07	\$0.00	\$73,144.07
10	Oct-26	\$0.00	\$0.00	\$0.00	\$73,144.07	\$0.00	\$73,144.07
11	Nov-26	\$0.00	\$0.00	\$0.00	\$118,155.80	\$73,144.07	\$73,144.07
12	Dec-26	\$0.00	\$0.00	\$0.00	\$0.00	\$73,144.07	\$73,144.07
13	Jan-27	\$0.00	\$0.00	\$0.00	\$0.00	\$73,144.07	\$73,144.07
14	Feb-27	\$0.00	\$0.00	\$0.00	\$0.00	\$118,155.80	
Key Milestone Holdback Amount		Highlighted Above in Yellow	Highlighted Above in Yellow	Highlighted Above in Yellow	Highlighted Above in Yellow	Highlighted Above in Yellow	\$590,779.00
Milestone Totals		\$337,588.00	\$337,588.00	\$337,588.00	\$337,588.00	\$337,588.00	\$1,687,940.00

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Option 2 – Key Milestones Payments Table

Month No.	Month	Milestone #1 Develop and deliver low-level design document to the County	Milestone #2 Phase 0 Migrations Complete	Milestone #3 Phase 1 Migrations Complete	Milestone #4 Phase 2 Migrations Complete	Milestone #5 Phase 3 Migrations Complete	Total (Monthly Key Milestone Payments)*
Milestone Allocation		20.0%	20.0%	20.0%	20.0%	20.0%	100%
Total Milestone Payments		\$106,837	\$106,837	\$106,837	\$106,837	\$106,837	\$534,186
Milestone Duration (Months)		3	4	3	3	3	
Milestone Monthly Payment		\$23,148.06	\$17,361.05	\$23,148.06	\$23,148.06	\$23,148.06	
Milestone Holdback Amount		\$37,393.02	\$37,393.02	\$37,393.02	\$37,393.02	\$37,393.02	
Key Deliverables		See Section 16	See Section 16	See Section 16	See Section 16	See Section 16	Actuals Billed (aside from Holdback Amount)
1	Jan-26	\$23,148.06	\$0.00	\$0.00	\$0.00	\$0.00	\$23,148.06
2	Feb-26	\$23,148.06	\$0.00	\$0.00	\$0.00	\$0.00	\$23,148.06
3	Mar-26	\$23,148.06	\$17,361.05	\$0.00	\$0.00	\$0.00	\$40,509.11
4	Apr-26	\$37,393.02	\$17,361.05	\$0.00	\$0.00	\$0.00	\$17,361.05
5	May-26	\$0.00	\$17,361.05	\$0.00	\$0.00	\$0.00	\$17,361.05
6	Jun-26	\$0.00	\$17,361.05	\$23,148.06	\$0.00	\$0.00	\$40,509.11
7	Jul-26	\$0.00	\$37,393.02	\$23,148.06	\$0.00	\$0.00	\$23,148.06
8	Aug-26	\$0.00	\$0.00	\$23,148.06	\$23,148.06	\$0.00	\$46,296.12
9	Sep-26	\$0.00	\$0.00	\$37,393.02	\$23,148.06	\$0.00	\$23,148.06
10	Oct-26	\$0.00	\$0.00	\$0.00	\$23,148.06	\$0.00	\$23,148.06
11	Nov-26	\$0.00	\$0.00	\$0.00	\$37,393.02	\$23,148.06	\$23,148.06
12	Dec-26	\$0.00	\$0.00	\$0.00	\$0.00	\$23,148.06	\$23,148.06
13	Jan-27	\$0.00	\$0.00	\$0.00	\$0.00	\$23,148.06	\$23,148.06
14	Feb-27	\$0.00	\$0.00	\$0.00	\$0.00	\$37,393.02	
Key Milestone Holdback Amount		Highlighted Above in Yellow	Highlighted Above in Yellow	Highlighted Above in Yellow	Highlighted Above in Yellow	Highlighted Above in Yellow	\$186,965.10
Milestone Totals		\$106,837.20	\$106,837.20	\$106,837.20	\$106,837.20	\$106,837.20	\$534,186.00

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19. INVOICING

19.1. Charges

Option 1 – Fixed Fee

The total Charges to be paid by County to Supplier for the Deliverables and other Services to be provided by Supplier pursuant to this Work Order shall be **\$1,687,940** (the “**Fixed Fee Charges**”). For the avoidance of doubt, Supplier agrees that this is a Fixed Fee arrangement in which Supplier, subject to the other limitations in this Work Order and the Agreement, will provide all services necessary to provide the Services described in this Work Order for the Fixed Fee specified herein, regardless of the actual number of hours required or actually worked by Supplier to provide such Services.

Supplier shall specify the percentage and dollar allocations of the Fixed Fee Charges and estimated hours for each Critical Milestone.

No.	Milestone	Est. Rate	Est. Hours	Est. Proportion	Est. Total
1.	Milestone #1 – Sec. 12.1.1.4 – Develop and deliver Low-level Design Document to the County	N/A	N/A	20%	\$337,588
2.	Milestone #2 – Sec. 12.1.2.10 – Phase 0 Migrations Complete	N/A	N/A	20%	\$337,588
3.	Milestone #3 – Sec. 12.1.3.5.10 – Phase 1 Migrations Complete	N/A	N/A	20%	\$337,588
4.	Milestone #4 – Sec. 12.1.3.5.10 – Phase 2 Migrations Complete	N/A	N/A	20%	\$337,588
5.	Milestone #5 – Sec. 12.1.3.5.10 – Phase 3 Migrations Complete	N/A	N/A	20%	\$337,588
Est. Total Labor			N/A		
Fixed Fee Charges			N/A	100%	\$1,687,940

Option 2 – Not to Exceed

The total Charges to be paid by County to Supplier for the Deliverables and other Services to be provided by Supplier pursuant to this Work Order shall not exceed **\$534,186** (the “**Not To Exceed Price**”), pursuant to the rates or Approved pricing set forth in Exhibit P (Pricing). For the avoidance of doubt, County agrees that this is a Not to Exceed arrangement in which Supplier, subject to the other limitations set forth in this Work Order, will provide the Deliverables and other Services described in this Work Order.

Supplier shall specify the percentage and dollar allocations of the Not To Exceed Charges and estimated hours for each Critical Milestone.

No.	Milestone	Est. Rate	Est. Hours	Est. Proportion	Est. Total
1.	Milestone #1 – Sec. 12.1.1.4 – Develop and deliver Low-level Design Document to the County	N/A	N/A	20%	\$106,837.20

No.	Milestone	Est. Rate	Est. Hours	Est. Proportion	Est. Total
2.	Milestone #2 – Sec. 12.1.2.10 – Phase 0 Migrations Complete	N/A	N/A	20%	\$106,837.20
3.	Milestone #3 – Sec. 12.1.3.5.10 – Phase 1 Migrations Complete	N/A	N/A	20%	\$106,837.20
4.	Milestone #4 – Sec. 12.1.3.5.10 – Phase 2 Migrations Complete	N/A	N/A	20%	\$106,837.20
5.	Milestone #5 – Sec. 12.1.3.5.10 – Phase 3 Migrations Complete	N/A	N/A	20%	\$106,837.20
Est. Total Labor			N/A		
Fixed Fee Charges			N/A	100%	\$534,186

[Option 3 – Time and Materials]

County will be billed on an hourly basis pursuant to the rates and Approved pricing set forth in Exhibit P (Pricing), including the rates for Professional Services under Exhibit P.4 (Supplier Rate Card), based upon the actual hours worked by Supplier Personnel to provide the Services and in accordance with the payment schedule provided below or attached. Supplier estimates that the Charges for all Time and Materials to complete the Services under this Work Order are \$_____. The foregoing represents Supplier’s best, good faith estimate of the Charges required to perform the Services described in this Work Order. In the event it is anticipated that the estimate set forth above will be exceeded, Supplier will provide written notice to County and obtain County’s Approval in advance of incurring such excess cost. County has no obligation with respect to any amounts (1) invoiced by Supplier for work rendered in excess of the above estimate prior to the County’s Approval of additional Charges in excess of Supplier’s estimate, or (2) in excess of the Maximum Project Charges.

Supplier shall specify the percentage and dollar allocations for the Time and Materials estimate and estimated hours for each Critical Milestone by role as provided in the sample below. Supplier’s hourly rates must be consistent with rates set forth under Exhibit P.4 (Supplier Rate Card).

No.	Milestone	Level	Location	Rate	Est. Hours	Est. Proportion	Est. Total
1.							
Est. Total Labor							
Fixed Fee Charges							

[Option 4 – Pass Through Plus Mark-Up]

County will be billed on a Pass Through Plus Mark-Up basis for third party goods and services acquired on behalf of County by Supplier pursuant to the process described under Section 267 (Pass Through Plus Mark-Up) of Exhibit X (Definitions). Supplier estimates that the Charges for all Pass Through Plus Mark-Up

Deliverables and other Services under this Work Order are collectively \$_____. The foregoing represents Supplier’s best, good faith estimate of the Charges required to perform the Services described in this Work Order. In the event it is anticipated that the estimate set forth above will be exceeded, Supplier will provide written notice to County and obtain County’s Approval in advance of incurring such excess cost. County has no obligation with respect to any amounts invoiced by Supplier for work rendered in excess of the above estimate prior to the County’s Approval of additional Charges in excess of Supplier’s estimate.

Supplier shall specify the percentage and dollar allocations for the Pass Through Plus Mark-Up Charges by line item as provided in the sample below. Supplier’s hourly rates must be consistent with rates set forth under Exhibit P.4 (Supplier Rate Card).

No.	Line Item	Quantity	Pass Through Cost (Each)	Pass Through Cost (Total)	Total Including Mark-Up (7%)
1.					
Total Pass Through Plus Mark-Up Charges					

19.2. Invoices

Invoices will be sent to County in accordance with the invoicing Requirements described in Exhibit F (Invoicing Requirements) and Section 21 (Invoices and Payments) of the Agreement.

19.3. Pass Through Expenses

No.	Line Item	Pass Through Expenses
1.		
Total Pass Through Expenses Charges		

20. ATTACHMENTS

20.1. Attachment A: Migration Sites List



21. CHANGES

No changes to this Work Order shall be effective without prior County Approval by the CIO or his or her designee. Any increase in price to a Type 2 Work Order will require written approval from the County’s Board.

22. SUPPLIER PERSONNEL COSTS

Pursuant to Section 9(D) of Exhibit P (Pricing), there shall be no Charges to County under this Work Order for any travel (except for Approved travel pursuant to Section 9(H) of Exhibit P (Pricing)), entertainment,

vacation, sick time, holidays, paid time off, overtime, or other similar costs or expenses in connection with the Supplier Personnel.

23. TERMINATION

Pursuant to Section 25.6 (Termination for Convenience) of the Agreement, County may terminate this Work Order for convenience upon providing Supplier with three (3) Business Days prior written notice. Upon any such termination of this Work Order, County's sole liability shall be the payment of any undisputed Charges incurred through the effective date of termination. For the avoidance of doubt, there shall be no termination fee for County's termination of this Work Order pursuant to Section 25.6 (Termination for Convenience) of the Agreement.

IN WITNESS WHEREOF, the undersigned have caused this Work Order to be duly executed and effective as of the Effective Date.

Science Applications International Corporation (SAIC)

County of Orange

Signature: 
Authorized Representative

Signature: _____
Authorized Representative

Name: Kellam White

Name: KC Roestenberg

Title: Manager, Contracts and Subcontracts

Title: Chief Information Officer

Date: November 20, 2025

Date: _____

APPROVED AS TO FORM

COUNTY COUNSEL



David Obrand, Deputy County Counsel