



## Teams Voice Deployment for City of Round Rock

9/30/2020

**Submitted by:**

Catapult Systems, LLC  
1221 MoPac Expy #350  
Austin, TX 78746

**Submitted to:**

City of Round Rock  
221 E Main St #221  
Round Rock, TX 78664

This Statement of Work (SOW) represents an agreement between City of Round Rock (Client) and Catapult Systems, LLC (Catapult), and is subject to the terms and conditions specified below. The Attachment(s) to this SOW, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOW and the terms of the any Appendices hereto, the terms of the body of this SOW shall prevail.

## Engagement Overview

City of Round Rock requests a highly available direct routing setup to support a multi-phased project to deliver a Teams Voice Implementation with approximately 1000 general users migrating in the 1st phase while maintaining interoperability with the legacy Cisco Call Manage platform. Phase II of the project will support migration of Bridge operator users supporting multi-call scenarios and integration of a Microsoft Teams cloud-based Call Center. The timeline for phase II is contingent upon general availability release of Teams APIs for multi-call handling applications and the cloud-based Call Centers

Phase I includes configuration of current pilot SBC into a highly available production ready environment, configuring Departmental Call routing, Auto attendants/call Queues, end-user Train the Trainer sessions, migration activities, and Post-deployment support, for up to 1000 users.

Phase II covers configurations, deployment, and limited post deployment support of both the Bridge Operator role and Call Center agents up to approximately 32 agents.

Catapult is conducting administrative training, End user train-the-trainer sessions, post deployment support hours, and Catapult assisted creation of Adoption and Communication plans to enhance the migration and adoption experience of City of Round Rock's employee base of Microsoft Teams Voice. Additionally, creation of client specific Teams call quality reporting and administrative coaching provides additional insight and metric driven analysis on Teams user experience and adoption.

The Teams Voice Implementation project has special significance due to the Covid-19 Health Emergency. Work dynamics have changed, and it is apparent that City of Round Rock employees and the citizens that they serve are having significantly higher remote interactions. Thus, the need for a highly available production remote Teams Voice solution is magnified due to supporting the increase in traffic to Call Center and Administrative Work teams.

## Success Criteria

This engagement will be successful when:

1. Engage Microsoft Licensing to enable users for Teams Voice
2. Teams is configured in such a way as to maintain regulatory compliance
3. Teams voice deployment allows for flexibility in Voice for a modern remote workforce

## Solution Concept

City of Round Rock has requested a highly available direct routing setup to support a multi-phased project to deliver a Teams Voice Implementation with approximately 1000 general users migrating in the 1st phase while maintaining interoperability with the legacy Cisco Call Manage platform. Phase II of the project will support migration of Bridge operator users supporting multi-call scenarios and integration of a Microsoft Teams cloud-based Call Center. The timeline for phase II is contingent upon general availability release of Teams APIs for multi-call handling applications and the cloud-based Call Centers

Phase I includes configuration of current pilot SBC into a highly available production ready environment, configuring Departmental Call routing, Auto attendants/call Queues, end-user Train the Trainer sessions, migration activities, and Post-deployment support, for up to 1000 users.

Phase II will cover configurations, deployment, and limited post deployment support of both the Bridge Operator role and Call Center agents up to approximately 32 agents.

## High-Level RoadMap/Approach

### Phase I - General users

Project Kickoff

Deploy and Stabilize

*MS Teams Voice core configuration*

*Direct Routing Configuration - High-Availability*

MS Teams User Migration

*Enablement scripts*

*Porting of DID's*

*User migrations*

*Post migration support*

Knowledge Transfer and Documentation

### Phase II - Bridge Operators and Call Center

Phase Kickoff

Deploy and Stabilize

*MS Teams core configuration*

MS Teams User Migration

*MS Teams Bridge Operator Migration*

*Call Center Pilot Migrations*

*Call Center Migration*

Knowledge Transfer and Documentation

# Scope of Work

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The Catapult team is responsible for the following work items to complete this engagement:

## *Phase I - General users*

### **Project Kickoff**

1. Project kick off meeting to review goals for this deployment
2. Schedule and facilitate an Adoption and Communication workshop with an ACM specialist
3. Create a project plan to further define the approach, design, and timeline for enabling users in MS Teams Voice with Direct Routing
4. Conduct Teams Voice Readiness Assessment (checklist)

### **Deploy and Stabilize**

#### ***MS Teams core configuration***

1. Validate Teams Tenant mode
2. Configure Teams Voice routing policies and tenant settings
3. Configure up to 30 Auto Attendants or Call Queues

#### ***Direct Routing Configuration - High-Availability***

1. Configure SBC for high availability
2. Pair HA secondary SBC device with Primary active
3. Validate and test failover capability

### **MS Teams User Migration**

1. Configure scripts and input files for user enablement
2. Assist the client in completing the required Letter of Authorization (LOA) to port up to ~1000 users' phone numbers' and auto attendant lines from the current carrier to Spectrum for use with Direct Routing to Teams.
3. Assign customer provided Teams voice licensing for up to ~1000 users utilizing Azure Ad group licensing
4. Assign customer provided Teams DIDs for batch of up to ~1000 office production users
5. Provide up to 24 hours of ad-hoc post deployment support to assist IT department

### **Knowledge Transfer and Documentation**

1. Documented functional testing results
2. Detailed Adoption and Change Management plan
3. Up to 4 hours Administrator knowledge transfer covering; Teams system administration, Teams user administration, Teams governance, and Teams troubleshooting
4. Up to 4 hours Train the trainer sessions covering end-user training scenarios (recorded)
5. Provide up to 24 hours of call quality reporting and coaching for internal admins

## *Phase II – Bridge Operators and Call Center*

### **Phase Kickoff**

1. Assess current Call Center API release from Microsoft and validate it is production ready
2. Phase kick off meeting to review goals for this deployment
3. Create a project plan to further define the approach, design, and timeline for enabling users in MS Teams Voice with Direct Routing
4. Cisco Call Center Call routing discovery and working session

## **Deploy and Stabilize**

### ***MS Teams core configuration***

1. Configure up to 2 Auto Attendants and 2 Call Queues to support the Bridge Operators
2. Up to 4 hours Assist in configuring/integrating Teams multi-call application for Bridge Operators
3. Configure integration connection objects with Teams cloud-based Call Center
4. Assist client in configuring Teams cloud-based Call Center call flow and routing
5. Validate configuration of Teams cloud-based Call Center

### **MS Teams User Migrations**

#### ***MS Teams Bridge Operator Migration***

1. Configure scripts and input files for user enablement
2. Assist the client in completing the required Letter of Authorization (LOA) to port up to ~2 users phone numbers' and auto attendant lines from the current carrier to Spectrum for use with Direct Routing to Teams.
3. Assign customer provided Teams voice and audio-conferencing licensing for up to ~2 users utilizing Azure Ad group licensing
4. Assign customer provided Teams licensing for batch of up to ~2 office production users
5. Provide up to 4 hours of ad-hoc post deployment support to assist IT department

#### ***Call Center Pilot Migrations***

1. Configure scripts and input files for user enablement
2. Assist the client in completing the required Letter of Authorization (LOA) to port up to ~4 call center agents phone numbers from the current carrier to Spectrum for use with Direct Routing to Teams.
3. Assign customer provided Teams voice and audio-conferencing licensing for up to ~4 call center agents utilizing Azure Ad group licensing
4. Assign customer provided Teams licensing for batch of up to ~4 office call center agents
5. Enable Teams cloud-based Call Center licensing for batch of up to ~4 office call center agents
6. Provide up to 8 hours of ad-hoc post deployment support to assist IT department

#### ***Call Center Migration***

1. Configure scripts and input files for user enablement
2. Assist the client in completing the required Letter of Authorization (LOA) to port up to ~26 call center agents phone numbers from the current carrier to Spectrum for use with Direct Routing to Teams.
3. Assign customer provided Teams voice and audio-conferencing licensing for up to ~26 call center agents utilizing Azure Ad group licensing
4. Assign customer provided Teams licensing for batch of up to ~26 office call center agents
5. Enable Teams cloud-based Call Center licensing for batch of up to ~26 office call center agents
6. Provide up to 32 hours of ad-hoc post deployment support to assist IT department

### **Knowledge Transfer and Documentation**

1. Documented functional testing results
2. Creation of As-built document detailing configurations and call flow setups of Teams cloud-based Call Center
3. Up to 4 hours Administrator knowledge transfer based upon configurations of the Teams cloud-based Call Center

## Client Participation

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The Client team will participate in this engagement as follows:

1. Coordinate with Client remote resources and staff schedules while adhering to CDC Covid-19 Health Emergency guidelines
2. Provide client resource to configure necessary firewall, network, and Azure Active Directory changes
3. Provide Catapult pertinent information needing to complete the required Letter of Authorization (LOA) to port numbers into Microsoft Phone System
4. Purchase any required licensing prior to project start
5. Provide user account information and user DID's (Direct Inward Dialing) as needed for each batch of migrations to Teams from current active directory attributes
6. Provide detailed Endpoint device management plan information from chosen hardware endpoint device vendor
7. Coordinate with Catapult on phase II multi-call and Call Center application evaluation and proposed work effort
8. Enable access and provide accounts for Catapult consultants as needed to complete the project scope
9. Deploy all hardware endpoint devices in accordance with project plan and timelines
10. Be responsible for any client-side and/or appliance side upgrades, patches, or fixes prior to project start
11. Review and approve engagement deliverables
12. Provide Catapult with a list of the client's Microsoft license subscriptions during the initial project kickoff meeting, or upon license purchase if later
13. Assign Catapult as the Digital Partner of Record (See Appendix A) for each applicable subscription in Microsoft's Customer Portal within 10 days of initial project kickoff meeting, or after license purchase if later. Instructions included in Appendix A

## Out of Scope

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Deliverables and activities that are not identified in the Scope of Work Section of this document are out of scope unless accompanied by an approved Project Change Request.

The following items should be considered with respect to the overall Client objective but are not planned for this engagement:

1. Any Teams workloads not previously stated as in scope
2. Any communication plans outside previously stated plans and OCM components
3. End-User training beyond the specifically scoped Train-the Trainer sessions
4. Integration with any third-party products other than specifically stated as in scope.
5. Any hybrid infrastructure or appliance deployment, such as SBC (Session Border Controller), other than that mentioned in scope.
6. Configuration of any analog devices such as fax machines, door systems, paging systems, etc. not specifically stated as in scope
7. Migration/movement of existing conferencing information from on-premises to Office 365
8. On-premises dial-in conferencing integration/interworking with Microsoft Phone System (not supported by Microsoft)
9. Integration with any UM (Unified Messaging) functionality other than Azure Voicemail (not supported in Microsoft Phone System)
10. Implementation of any point-in-time backup

11. Physical Server Installation – Catapult personnel are not responsible for physical server or SBC device installation, including rack-mounting and installing peripherals such as cards and memory.
12. Server Operating System Installation – Catapult personnel are not responsible for operating system installation and configuration tasks. However, they are responsible for making configuration recommendations and auditing installation to ensure compliance.
13. System Troubleshooting – Catapult personnel are responsible only for system troubleshooting directly related to installation and configuration of Teams and client components.

## Deliverables

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This engagement will produce the following deliverables:

#	Deliverable	Description
1	Adoption and Change Management Plan	Plan detailing necessary aspects of communication during the change process.
2	Teams Readiness Assessment	Excel Workbook evaluation checklist that provides guidance on the evaluation for each item to indicate what should be considered healthy or a potential risk and how to remediate or unblock that element
3	Functional Testing Results Document	Document containing testing results from pilot stage showing delivered Teams workloads are operational at the time of deployment
4	As-built Document	Document of up to 20 pages detailing final call center system configuration. This will include screenshots and notes from the work effort

## Estimating Assumptions

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The overall scope and related work estimate for this engagement were developed based on the following assumptions. Material changes to these assumptions may impact the estimated effort, schedule and fees associated with completing the work:

- Client has workloads underpinning Microsoft Teams enabled in Office 365 tenant currently
- Client is providing necessary telephony infrastructure knowledge to successfully build out new auto attendants and call queues within Microsoft Teams, no further analysis of current telephony environment will be performed by Catapult consultant
- Existing client phone numbers will be ported to the Spectrum Sip trunk for Direct routing use.
- Current delays with telecom providers due to Covid-19 may cause scheduling delays or pauses in the project timeline and are beyond Catapult’s control
- Multi-call handling application integrations and Teams cloud-based Call Center products are contingent upon unreleased Microsoft API and timeline is uncertain for Phase II implementation
- Client will assist in gathering proper operational device management based upon Teams Planning Findings and Recommendations documentation previously provided.
- The client has previously deployed and configured Azure AD connect, or has previously configured Cloud Identity authentication

- Teams multi-call application and Teams cloud-based Call Center training will be supplied by the respective application vendors
- Emergency Location Information is assumed to be provided by SIP carrier based upon CSR service location
- The client owns or will purchase the required Microsoft licensing to support both Teams and the Teams phone system
  - Microsoft Office 365 G5 user licenses or G3 with the following add-on licenses:
    - Microsoft Phone System add-on
    - Microsoft Audio Conferencing add-on
  - Microsoft Virtual User Licenses
- Prerequisite requirements (security clearances, background checks, systems access, awareness training, etc.) have been communicated to Catapult prior to the project kickoff meeting
- Information provided in Client documents and statements used to develop this Statement of Work is assumed to be an accurate representation of the respective subject matter
- Client will provide Catapult consultants with necessary permissions and credentials for accessing the relevant Client systems prior to the project kickoff meeting
- Catapult resources will be engaged on a full-time basis or per the agreed upon project schedule, and work will be completed on consecutive business / working days for the duration of this engagement unless otherwise agreed
- Client key stakeholders will be readily accessible for key decision making throughout the course of the engagement
- The Catapult team may perform portions of the work either at the Client site or remotely depending on the nature of each task
- Hardware and software costs that may be required to complete this engagement are not included in this Statement of Work
- Some work items may be more accurately defined during the engagement. Should we encounter a deviation from the total estimated schedule or effort, a change order will be presented for approval prior to commencement of the associated work
- Client understands the success of this project is dependent upon the participation of Client staff and third-party vendors (if required)
- Client will assume responsibility for management of all vendors not managed by Catapult
- Client will provide details of all relevant policies and standards which may have a bearing on the design, testing or implementation of any new technology
- Upon schedule acceptance, delays due to Client resulting in Catapult resources not being utilized as agreed upon may be invoiced as if resources were utilized in a full-time capacity, unless an otherwise mutual agreement is reached between Catapult and Client

**Task List of Non-Technical Requirements**

1. When Catapult consultants are working with a customer’s **O365** or **D365** or **PowerPlatform**, they must associate Catapult’s Microsoft Partner number (58153) with the customer at the subscription and workload level by submitting a claim through Microsoft’s Partner Center. The customer will receive a notification from Microsoft providing them with the option to deny Catapult’s influence with these technologies
- Catapult will help deploy or adopt the following:

<input type="checkbox"/> Exchange Online	<input type="checkbox"/> Intune
<input type="checkbox"/> Outlook Mobile	<input type="checkbox"/> Azure Active Directory Premium (AADP)

<input type="checkbox"/> SharePoint Online	<input type="checkbox"/> Azure Information Protection (AIP)
<input checked="" type="checkbox"/> Teams	<input type="checkbox"/> Azure Advanced Threat Protection (AATP)
<input type="checkbox"/> Yammer	<input type="checkbox"/> Microsoft Cloud App Security (MCAS)
<input type="checkbox"/> ProPlus	

## Delivery Approach

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### Activity Plan

The table below summarizes the work activities and effort estimates planned for the completion of this engagement. Based on our current work estimates and staffing approach, we expect a total duration of approximately 11 weeks.

Phase	Activity	Schedule weeks
<i>Phase I</i>		
Project Kickoff	Project kick off meeting to review goals for this deployment	Week 1
	Schedule and facilitate an Adoption and Communication workshop with an ACM specialist	
	Create a project plan to further define the approach, design, and timeline for enabling users in MS Teams Voice with Direct Routing	
	Conduct Teams Voice Readiness Assessment (checklist)	
Deploy and Stabilize	Validate Teams Tenant mode	Weeks 1-2
	Configure Teams Voice routing policies and tenant settings	
	Configure up to 30 Auto Attendants or Call Queues	
	Configure SBC for high availability	
	Pair HA secondary SBC device with Primary active	
	Validate and test failover capability	
Teams Users Migrations	Configure scripts and input files for user enablement	Week 3
	Assist the client in completing the required Letter of Authorization (LOA) to port up to ~1000 users' phone numbers' and auto attendant lines from the current carrier to Spectrum for use with Direct Routing to Teams.	
	Assign customer provided Teams voice licensing for up to ~1000 users utilizing Azure Ad group licensing	

	Assign customer provided Teams DIDs for batch of up to ~1000 office production users	
	Provide up to 8 hours of ad-hoc post deployment support to assist IT department	
Knowledge Transfer and Document	Documented functional testing results	Week 4
	Detailed Adoption and Change Management plan	
	Up to 4 hours Administrator knowledge transfer covering; Teams system administration, Teams user administration, Teams governance, and Teams troubleshooting	
	Up to 4 hours Train the trainer sessions covering end-user training scenarios (recorded)	
<i>Phase II</i>		
Phase Kickoff	Assess current Call Center API release from Microsoft and validate it is production ready	Week 5
	Phase kick off meeting to review goals for this deployment	
	Create a project plan to further define the approach, design, and timeline for enabling users in MS Teams Voice with Direct Routing	
	Cisco Call Center Call routing discovery and working session	
Deploy and Stabilize	Configure up to 2 Auto Attendants and 2 Call Queues to support the Bridge Operators	Week 6-7
	Up to 4 hours Assist in configuring/integrating Teams multi-call application for Bridge Operators	
	Configure integration connection objects with Teams cloud-based Call Center	
	Assist client in configuring Teams cloud-based Call Center call flow and routing	
	Validate configuration of Teams cloud-based Call Center	
Teams Bridge Operator Migration	Configure scripts and input files for user enablement	Week 8
	Assist the client in completing the required Letter of Authorization (LOA) to port up to ~2 users phone numbers' and auto attendant lines from the current carrier to Spectrum for use with Direct Routing to Teams.	
	Assign customer provided Teams voice and audio-conferencing licensing for up to ~2 users utilizing Azure Ad group licensing	

	Assign customer provided Teams licensing for batch of up to ~2 office production users	
	Provide up to 4 hours of ad-hoc post deployment support to assist IT department	
Call Center Pilot Migration	Configure scripts and input files for user enablement	Week 9
	Assist the client in completing the required Letter of Authorization (LOA) to port up to ~4 call center agents phone numbers from the current carrier to Spectrum for use with Direct Routing to Teams.	
	Assign customer provided Teams voice and audio-conferencing licensing for up to ~4 call center agents utilizing Azure Ad group licensing	
	Assign customer provided Teams licensing for batch of up to ~4 office call center agents	
	Enable Teams cloud-based Call Center licensing for batch of up to ~4 office call center agents	
	Provide up to 8 hours of ad-hoc post deployment support to assist IT department	
Call Center Migration	Configure scripts and input files for user enablement	Week 10
	Assist the client in completing the required Letter of Authorization (LOA) to port up to ~26 call center agents phone numbers from the current carrier to Spectrum for use with Direct Routing to Teams.	
	Assign customer provided Teams voice and audio-conferencing licensing for up to ~26 call center agents utilizing Azure Ad group licensing	
	Assign customer provided Teams licensing for batch of up to ~26 office call center agents	
	Enable Teams cloud-based Call Center licensing for batch of up to ~26 office call center agents	
	Provide up to 8 hours of ad-hoc post deployment support to assist IT department	
	Documented functional testing results	Week 11

Knowledge Transfer and Document	Creation of As-built document detailing configurations and call flow setups of Teams cloud-based Call Center	
	Up to 4 hours Administrator knowledge transfer based upon configurations of the Teams cloud-based Call Center	
<b>Total</b>		<b>11 weeks</b>

## Staffing

Key Catapult roles are described below, individual Catapult consultants may fulfill one or more roles on this engagement.

Role	Responsibilities
Architectural Technician (MAT)	<ul style="list-style-type: none"> <li>Conduct various workshops and meetings to define, assess, and recommend for Teams deployment</li> <li>Perform Teams Voice Readiness Assessment checklist</li> <li>Configure Teams Core settings and policies</li> <li>Perform pilot enablement for Teams Voice/Audio Conferencing</li> <li>Perform production enablement for Teams Voice/Audio Conferencing</li> <li>Conduct Knowledge Transfer to Teams Administrator</li> <li>Provide Teams Success Kit and User Quick Guides</li> </ul>
<ul style="list-style-type: none"> <li>Engagement Managing (MEM)</li> </ul>	<ul style="list-style-type: none"> <li>Create and maintain the project plan</li> <li>Manage the project to budget</li> <li>Assign tasks to resources</li> <li>Identify and log project risk and issues</li> <li>Create and communicate project status reports</li> <li>Ensure delivery quality and timeliness</li> <li>Manage client deliverables acceptance</li> <li>Primary accountability for quality of delivery, communication and issue resolution</li> <li>Management oversight for status reporting, budget and schedule tracking</li> <li>Strategic business and technology alignment</li> </ul>

## Quality Management

The Catapult team will produce a Quality Plan to identify and define the tasks necessary to ensure that the client's expectations are met. These tasks may include:

- Deliverable acceptance criteria and review cycles
- Schedule for status meetings and status report distribution
- Process and responsibilities for issue escalation and resolution
- Other required quality management steps in each phase of the engagement

- Methods for addressing key Client expectations with respect to the overall engagement objectives

Throughout the engagement, the Catapult team will monitor quality related activities and ensure compliance with the Quality Plan.

## Status Reporting

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The Catapult team will prepare a weekly status report that captures relevant details related to work progress such as project budget, schedule, and issues that require management attention. The Catapult team will conduct a weekly status meeting with the Client team to review the status report and address any issues or activities that require attention.

## Project Closeout Report

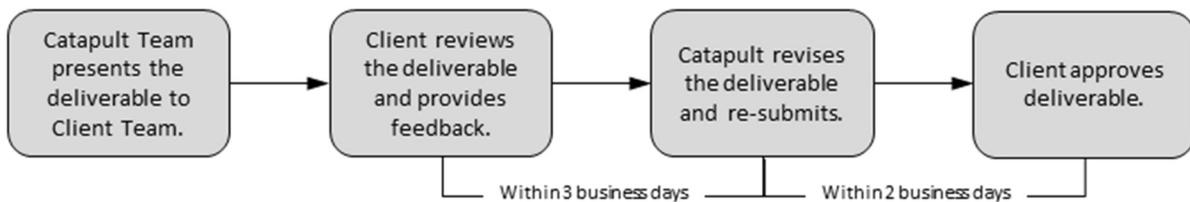
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Upon completion of the engagement, Catapult will provide a project closeout report. This report will include a summary of accepted deliverables, budget and schedule results, open issues and lessons learned.

## Approving Deliverables

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The Catapult and Client teams will jointly execute a deliverable review process as defined in the diagram below:



The effort estimates in this Statement of Work account for one iteration of the approval process shown here. If during the engagement Client requires more iterations of this process, Catapult project management will evaluate the related impact on budget and schedule and execute the change management process as appropriate. If approval or feedback has not been received from the Client within three (3) business days, deliverables will be considered approved and accepted by the Client unless otherwise mutually agreed upon in writing.

## Change Management

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Catapult will notify Client promptly if there is any **material change in scope, schedule, or budget**. Conversely, Client will notify Catapult promptly of any changes in scope or timeline. Any change to the scope will be managed using Catapult Project Change Management process. Under this process, either Catapult or Client may initiate a change request when some change or event has occurred that may impact the scope, schedule, or budget of the project. Client can choose to approve or deny the change request. Catapult will not proceed with work related to the change request until Client has issued formal approval.

Some examples of events that can cause a change request include the following:

- *Change in Technical Scope* – Client decides to include new functionality or capabilities not identified in the initial scope and related work estimates
- *Change in Scope of Work* – Client requests Catapult perform work activities or produce deliverables not originally assigned to the Catapult team
- *Change in Approach* – Material changes in the work approach due to circumstances outside the control of the engagement team (some examples include: Client team members not available as planned, delays in Client tasks or responsibilities, equipment not available as planned.)
- *Change in Schedule* – Material changes in the schedule due to circumstances outside the control of the engagement team

## Professional Fee Schedule

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Catapult will provide the services defined in this SOW on a **time and materials** basis in accordance with the table below. The hours and costs shown below are an estimate only and should not be considered a fixed cost:

Item Description	Quantity	Unit Cost	Total Cost
MS Engagement Managing (MEM)	110	\$184	\$20,240
MS Architectural Technician (MAT)	421	\$195	\$82,095
<b>TOTAL</b>	<b>531</b>		<b>\$102,335</b>

This SOW offer will expire **60 days** from the SOW date listed on the first page unless executed.

Catapult has two (2) contracting vehicles and this SOW relates to the following one:

Microsoft Technical Services (MTS) - Contract #DIR-TSO-3774

By mutual agreement between Client and Catapult and pursuant to current health restrictions,

1. All work is to be performed remotely

## Terms and Conditions

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This SOW is subject to the terms and conditions of current Texas Department of IT Resources (DIR) Microsoft Technical Services (MTS) (Agreement) between Catapult and the State of Texas in effect at the time of signature for this SOW.

**DIR Vendor ID: 174-268-2821-000**

**DIR Contract #: DIR-TSO-3774**

- We will submit invoices according to the terms defined in the current MTS Agreement
- Upon schedule acceptance, cost associated with delays due to Client which result in Catapult resources not being utilized in a full-time capacity, may be invoiced as if resources were utilized in a full-time capacity, unless some other mutual agreement is reached between Catapult and Client

- Capitalized terms not defined in this SOW shall have the meaning ascribed to them in the MTS Agreement
- The term of this SOW is effective beginning upon execution and continues through completion of the engagement

# Acceptance

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City of Round Rock  
221 E Main St #221  
Round Rock, TX 78664

Catapult Systems, LLC  
1221 MoPac Expy #350  
Austin, TX 78746

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

Name:

Title:

Date

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

Name:

Title:

Date

Please acknowledge acceptance of this with signature above.

**Email this signed document to:**

Ashleigh Raymond  
EMAIL: [Ashleigh.Raymond@CatapultSystems.com](mailto:Ashleigh.Raymond@CatapultSystems.com)

## Appendix A – Setting up Catapult as Partner of Record

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### **Assigning Claiming Partner of Record for M365 or D365 or PowerPlatform**

When Catapult consultants are working with a Client's **M365** or **D365** or **PowerPlatform** environment, they must associate Catapult's Microsoft Partner number (**1021570**) with the Client at the subscription and workload level by submitting a claim through Microsoft's Partner Center. The Client will receive a notification from Microsoft providing them with the option to deny Catapult's influence with these technologies. No action is required from Client unless Client chooses to decline the association.