Carousel INDUSTRIES ®

Madison County Board of Supervisors
Avaya Upgrade to CM10

Created By: Jean Elaine Ellis
Created Date: 01/10/2023
Pricing is Based on State of MS RFP 3983 ✷

ASD Parts List

Qty	Term	Part Number	Description	MPG	Unit APL Price	Ext APL Price	Discount	Cust Unit Price	Cust Ext Price	Location
1		185446	AVAYA COMMUNICATIONS SOLUTION	1Z	$0.00	$0.00	0.00%	$0.00	$0.00	Core 2G450s
1		184244	CM S8500 MODEL UPGRADE	2P	$0.00	$0.00	42.00%	$0.00	$0.00	Core 2G450s
2		700501368	G450 160 CHANNEL DSP DAUGHTER BOARD	1P	$6,263.00	$12,526.00	42.00%	$3,632.54	$7,265.08	Core 2G450s
1		232253	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL	1Z	$0.00	$0.00	0.00%	$0.00	$0.00	Core 2G450s
			Subtotal Site Core 2G450s			$12,526.00			$7,265.08	

ASD Parts List

Qty	Term	Part Number	Description	MPG	Unit APL Price	Ext APL Price	Discount	Cust Unit Price	Cust Ext Price	Location
1		185446	AVAYA COMMUNICATIONS SOLUTION	1Z	$0.00	$0.00	0.00%	$0.00	$0.00	CircuitCourt G450
1		184244	CM S8500 MODEL UPGRADE	2P	$0.00	$0.00	42.00%	$0.00	$0.00	CircuitCourt G450
1		700501368	G450 160 CHANNEL DSP DAUGHTER BOARD	1P	$6,263.00	$6,263.00	42.00%	$3,632.54	$3,632.54	CircuitCourt G450
			Subtotal Site CircuitCourt G450			$6,263.00			$3,632.54	
			Product Subtotal			$18,789.00			$10,897.62	
			Carousel Installation						$28,602.38	
			Equipment and Installation						$39,500.00	

Avaya Annual Subscription

Qty	Term	Part Number	Description	MPG	Unit APL Price	Ext APL Price	Discount	Cust Unit Price	Cust Ext Price	Cust Unit Promo	Cust Ext Promo
208	12 of 36	405418	UC CORE LICENSE FIXED SUBS ADJ LP	8S	$7.49	$18,695.04	10.00%	$6.74	$16,825.54	$3.86	$9,634.56
50	12 of 36	405785	UC MESSAGING TRANSCRIPTION LICENSE FIXED SUBS ADJ LF	8S	$1.78	$1,068.00	10.00%	$1.60	$961.20	$0.92	$552.00
			Subtotal Subscription			$19,763.04			$17,786.74		$10,186.56

Statement of Work

for

Madison County Board of Supervisors

Avaya CM 10.1 Upgrade

Proposal Date: January 11, 2023
Opportunity #: 58127

Presented to: Madison County
Presented by: Jean Elaine Ellis
Architected by: Jeremy Folsom

Document Control

REVISIONS			
Ver#	**Date**	**Author**	**Comments**
1.0	01/05/2023	Jeremy Folsom	Solution Overview

Table of Contents

Important Notice

The following statement of work from Carousel Industries of North America, Inc.:

- Is proprietary to Carousel Industries of North America, Inc (Carousel). This material is present for the purpose of evaluating services and may not be disclosed in any manner to anyone other than the addressee and employees or authorized representative.

- Is an scope based on Carousel's understanding of project requirements at the time of this document submission.

All assumptions inherent in this document are based upon the nature of project requirements and goals presented to representatives of Carousel Industries of North America, Inc.

Section 1: Executive Summary

Project Objectives

Madison County Board of Supervisors has requested that Carousel assist in the upgrade of their simplex CM R6 to an Avaya Aura R10.1 Simplex CM. This scope of work will define the extent of Carousel's involvement in the planning, configuration, and deployment of this solution; anything not listed will be considered out of scope and will be treated as a Time and Materials (T&M) change order.

Section 2: Solution Overview

Locations

The solution, services and deliverables within this agreement will be delivered to the following locations:

LOCATION TYPE	LOCATION NAME	ADDRESS	SOLD TO #
Core	Madison County Office Complex	146 W Center St, Canton, MS	4439992
Remote	Madison County Circuit Court	128 W North St, Canton, MS	5388143

Solution Description

Today, Madison County Board of Supervisors has a simplex Avaya Aura Communication Manager (CM) R6.3 on a DL360G7 server with 3 G450 gateways. They are currently using CMM for voicemail. They have Calero VeraSmart for call accounting. Two G450s are installed at the Madison County Office Complex and the third G450 is installed at the Madison County Circuit Court across the street.

This design is to upgrade Madison County's Avaya R6.3 system to the latest R10.1 release and migrate to subscription for their licenses. The Simplex R6.3 CM will be upgraded to a simplex R10.1 CM installed on customer provided VMware. Avaya Aura System Manager (SMGR) R10.1, Avaya Aura Session Manager (SM) R10.1, Avaya Aura Device Services (AADS) R10.1 and Avaya Secure Access Link gateway (SAL) R4 will be installed on customer provided VMware as well.

Avaya Messaging R11 will be installed on customer provided VMware to replace the existing CMM voice messaging system. No messages or greetings will be migrated from CMM. Customer will provide the Windows Server 2012 R2, 2016, or 2019 OS and licenses to support the Avaya Messaging server.

The (3) G450s will remain in place. Firmware will be updated in the G450s and (15) media modules. A 160 DSP channel daughter board will be installed in all (3) existing G450s. The (350) R6 Foundation licenses will be upgraded/migrated to (208) UC Core subscription licenses. There are (50) Mutare EVM licenses for transcription today. With the migration to Avaya Messaging R11, Mutare is no longer supported, so there will be (50) UC Messaging Transcription Subscription licenses added and configured to support voicemail to email transcription for up to 50 users.

All devices will be added to the new SAL 4.

Phases of install

- Carousel will upgrade CM to simplex R10.1 on customer provided VMware
- Carousel will install SMGR, SM, AADS, AM and SAL 4 on customer provided VMware
- Carousel will migrate translations from the existing system to the new system.
- Carousel will upgrade gateway and circuit pack firmware.
- Carousel will install a 160 Channel DSP daughter board in each G450.
- The Customer will provide Windows OS licensing and installation of Windows 2012 R2, 2016 or 2019 for the AM server.
- Carousel will setup Microsoft Graph integration to Microsoft O365 to support voicemail to email for 50 users.
- Customer will install (75) new J179 sets (h.323) to replace digital sets to replace 46xx series IP sets and digital stations
- The Customer will provide VMware.
- Carousel will work with the customer on the implementation of the VMWare servers.
- The Customer will be responsible for station cabling, jacks, power supplies, data racks and UPS.
- The Customer will dispose of old equipment.
- Carousel will provide 4 hours remote FDOB
- All work can be performed during regular business hours, with cutovers to take place afterhours.

VMware Requirements

Virtual Applications	Release	Profile	Supported VMware Releases	Logical vCPUs	Min. CPU Speed MHz	Min. vCPU Res. MHz	Min. Memory Res (GB)	Min. Storage Res (GB)	vNICs	IOPS	Network BW (Mbps)	Multithreading
Madison County DC												
Aura Device Services	10.1.0	Profile1: 2000 SM devices / 1200 AADS devices	6.7, 7.0	6	2.2	6900.0	9.216	250	1			Y
Avaya Messaging (IXM)	11.0.0	Standalone Deployment Instance (SA): Profile1/SA1, 1-1000 users	6.7, 7.0	4	2	8000.0	8	500	1	250		Y
Communication Manager	10.1.0	Simplex1: 2.4K Users	6.7, 7.0	2	2.2	4340.0	4.1	64	2	4		Y
Diagnostic Server	4.0	Server Instance: SAL Gateway	6.7, 7.0	4	2.3	9200.0	8	250	2	1200		Y
Session Manager	10.1.0	Profile1: 2000 devices	6.7, 7.0	3	2.2	3300.0	5.132	100	4			Y
System Manager	10.1.0	Profile2: 250K users / 12 SM / 250 BSM	6.7, 7.0	6	2.2	12600.0	12.228	170	1	44		Y
			Totals for Madison County DC site applications:= 6	25	2.3	44340.0	46.676	1334	11	1498		

Network Diagram

Madison County Board of Supervisors
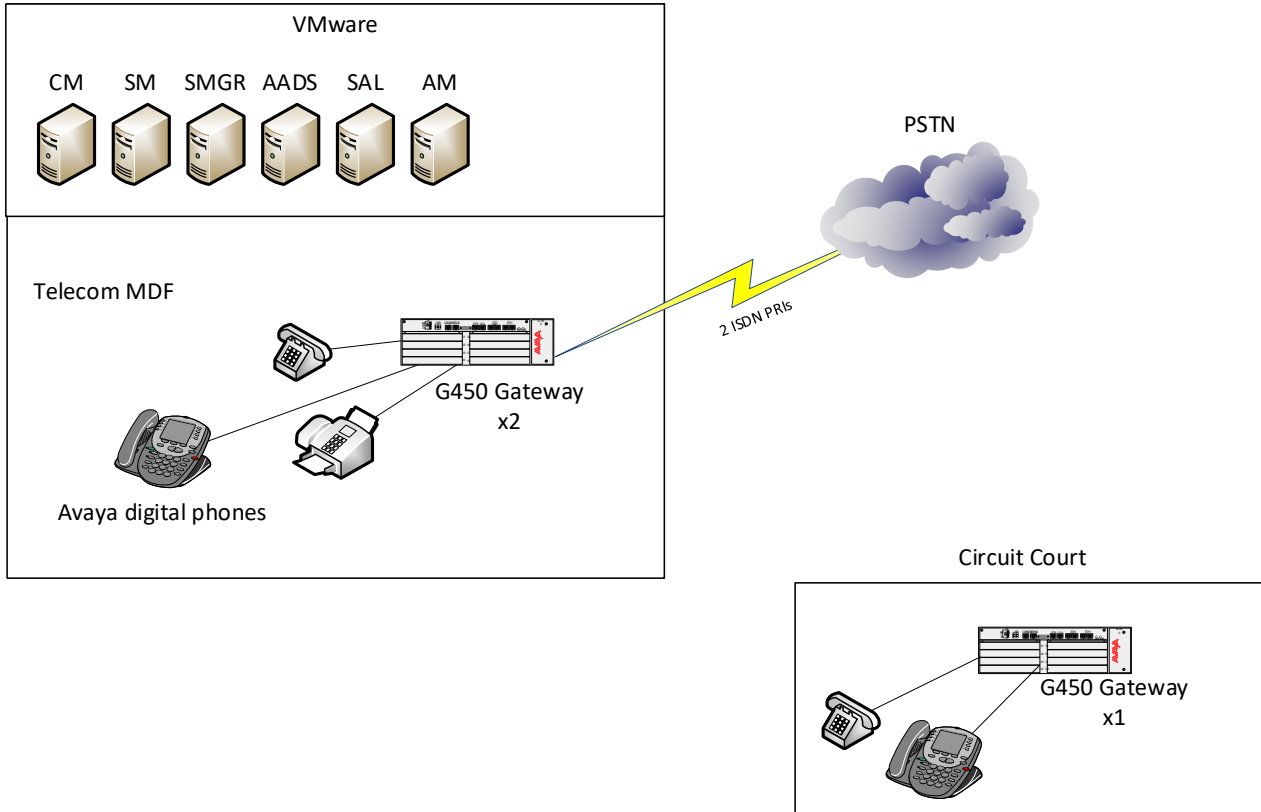
Applications

UC Applications

Messaging

Avaya Messaging R11 will be upgraded in the Core data center for 150 subscribers. Voice Mail to Email integration will be provided for 50 subscribers using Graph integration. The Customer will be responsible for Windows server licensing, installation, and configuration to support the Avaya Messaging VM. Transcription services will be used for the 50 UM users.

Nothing will be migrated from the CMM system. Carousel will configure new mailboxes on the Avaya Messaging R11 system for all of the new users.

Section 3 Description of Services

The price for the services provided in this SOW is $28,602.38.

General Information/Data Gathering

- **Implementation Methodology**
  - This design is configured for a multi-site project as described in this scope of work. Only adjuncts, applications, and locations listed in the Solution Overview will be supported in this statement of work. As a single-phase project, all work will be scheduled and completed in a continuous manner without anticipated time gaps or intervals between project start and completion.
  - All non-disruptive installation labor will be done during regular business hours (Monday-Friday, 8:00 AM – 5:00 PM). Carousel services considered to be service-impacting, such as the cutover, will be performed outside of regular business hour, M-F or Saturday. Any changes that require Sunday or holiday labor will be added via Change Order or as stated within the Solution Overview Section.
    - Project cutover planning is based upon technical scope of the project and Customer business requirements. Additional details regarding the cutover process will be detailed in the Solution Overview section of this document.
      - ✓ The Carousel Project Manager and Carousel Technical Lead will work with the Customer to identify and minimize the service impacting duration.
      - ✓ The Customer is responsible for developing and distributing an emergency communications plan.
    - First Day of Business (FDOB) support will be included in this project as defined in the Solution Overview section of this SOW.
    - Carousel will disconnect existing Carousel-provided equipment as outlined in Solution Overview section of this SOW.
    - The solution being implemented as part of this project will use Avaya's Subscription Licensing which contains the product license requirements for the services subscribed to. This replaces the need to retrieve and deploy perpetual license files to the Customer's WebLM. The Subscription Licenses are automatically deployed to the Customer's R8.1.2(or higher) WebLM by enabling Subscription mode. WebLM will automatically and regularly updates the licenses, maintaining the accuracy of the subscription licenses enabled. As services are configured, downstream products will make the request to WebLM for a license, with WebLM in Subscription mode, the requested product license is provided via the WebLM.
      - ✓ In Avaya's new subscription model, the Customer purchases the Right to Use (RTU) of the software, access to deploy the latest releases when available and Avaya's preferred level of support for a contracted period. The Customer will contract for a quantity of users and/or agents and will have access to a flex allowance of 20% above the committed quantity at no extra fee for the duration of the contract. The subscription is paid for over this fixed term via ongoing OPEX payments, which may be annual in advance, or monthly in advance.

Cabling/De-Install
  - Carousel will reuse existing switch room cabling with the understanding that there are no changes required to the switch room cabling.
  - Carousel will de-install the existing DL360 G7 server at the Madison County Office Complex.
  - Customer will be responsible for disposing of the old equipment.

Session & System Manager

The Avaya Aura® System Manager (SMGR) provides centralized provisioning, maintenance and troubleshooting to simplify and reduce management complexity and solution servicing. It is designed to manage all Avaya Aura components: System Manager is used by administrators who centrally manage multiple Avaya applications and/or systems, such as Communication Manager and Session Manager.

- **System Manager**

  o Carousel will install a new System Manager release 10.1 on customer provided VMware.

- **Session Manager (SM)**
  Avaya Aura® Session Manager is the core of Avaya Aura's Session Initiated Protocol (SIP) based architecture. The Session Manager platform makes it possible to unify media, modes, networks, devices, applications, and real-time, actionable presence across a common infrastructure, creating the web-style on-demand access to services and applications that users increasingly expect from an enterprise communications solution. Carousel will:

  o Carousel will install a new Session Manager release 10.1 on customer provided VMware.

Communication Manager (CM) Upgrade

- **Carousel will:**
  o Provide professional services to upgrade the existing CM from Release 6.3 to Release 10.1.
    ▪ Upgrade CM on Customer provided VMware

Avaya Messaging

- **Avaya Messaging (a.k.a. Avaya Messaging / IX Messaging / Officelinx)**
  o Carousel will provide professional services to implement the Avaya Messaging solution as described in the Solutions Overview section including the following list of deliverables:
  o A single -server Avaya Messaging solution will be installed and configured to provide voice and database services. Avaya Messaging runs on a Windows Server platform – Windows Server 2012 R2, Windows Server 2016 and Windows Server 2019 are supported operating systems for the solution.

- **Carousel Responsibilities**
  o Carousel will upgrade the Avaya Messaging solution with (150) mailboxes.
  o Basic install includes one Unified Messaging integration and a basic custom TUI. Any additional features not listed below are out of scope.
  o Standard Avaya Messaging installs include programming for connectivity to Avaya Communications Manager and Session Manager based on the design.
  o Carousel will provide the telephone user interface (TUI) for all mailboxes. Standard custom TUI includes design and programming of the touchtone interface for end users to retrieve messages. Any custom documentation or prompting is not part of a standard custom TUI build.
  o Graph integration and transcription services will be configured for 50 subscribers as part of this upgrade to support voicemail to email (O365) integration.
- **Customer Responsibilities**
  o Customer is responsible for installing a standard Windows OS and all associated Windows licensing for the voicemail solution.

- o Avaya Messaging Administrators enroll in the administration web-based class offered at www.avaya-learning.com (course 2155W) and complete the assessment (2155T). This will be required by Avaya direct support to open tickets on the Avaya support site for Avaya Messaging.

Avaya Aura Device Services, File Server Functionality (AADS)

- **AADS Deployment**
  - o Upgrade (1) AADS to replicate basic features of a Utility Server to support Avaya H.323/SIP phones.
  - o Planning and Design Stage
    - Review Customer's technical environment.
    - Verify that implementation prerequisites have been met.
    - Consult with Customer to complete IP workbook, which is used to complete AADS implementation workbook.
    - Work with Customer to define required DNS additions.
    - Work with Customer on DHCP changes.
  - o Installation Stage
    - Provide Customer with access to OVA file.
    - Work with Customer to deploy OVA file.
    - Work with Customer to configure network parameters.
    - Work with Customer as needed to install and configure AADS application.
    - Work with Customer as needed to install patches and service packs.
  - o Implementation/Configuration Stage
    - Configure AADS, System Manager, and Session Manager based on IP Workbook and AADS implementation workbook.
    - Load settings files and necessary IP phone firmware files.
  - o Testing Stage
    - Test and ensure basic functionality working as designed.
    - Utility server files will be manually backed up and migrated to the new AADS server.
    - All IP addresses and hostnames/FQDN will be reused.

Security - Certificates

To provide a secure environment, Carousel provides the Avaya utilized standards-based security certificates. Additionally, certificates may specific requirements to comply with industry standard to ensure compatibility and interoperability. Avaya uses the open source EJBCA application as the basis for the System Manager Certificate Authority CA). The System Manager may function as a standalone Certificate Authority or the Customer may elect to issue an Intermediate/Subordinate CA (SubCA) from an Enterprise CA to System Manager.

General Certificate Requirements

- o Avaya applications often utilize hostname validation and Customers may be required to include multiple Subject Alternate Name (SAN) values in the certificates and provide associated DNS entries. While endpoints can have hostname validation disabled, it is highly recommended to ensure all applications have matching DNS entries.
- o The use of SHA-1 certificates has been deprecated. Avaya requires a minimum of SHA-256 and minimum key length of 2048 as defined by the National Institute of Standards and Technology (NIST) Special Publication 800-131A.
- o To ensure interoperability the recommendations of the CA/Browser Forum "Baseline Requirements for the Issuance and Management of Publicly-Trusted Certificates" should be followed. Specifically, relative to validity period in section 6.3.2 of 398 days for any certificate issued after 1 September 2020. Several manufacturers' components will not accept certificates which do not meet the CA/Browser Forum requirements.
- o Customer may be required to provide certificate information such as Country, State/Province, locality, organization, and organizational unit for inclusion in certificate generation.

Carousel Certificates

- Session Manager certificates will be issued by System Manager during the Session Manager registration process. In environments where Customer is deploying Remote Worker, the Public DNS hostname of the Session Border Controller Registration interface will be added to the Subject Alternate Name field of the Session Manager providing the ability to transition from external to internal networks using Split-DNS.

  o Each Communication Manager will be issued certificates from System Manager which include the individual server hostname and the virtual shared address hostname.
  o Each Media Gateway (G430/G450) will be issued a certificate from System Manager. The System Manager root certificate will be added to both the h323reg and salmon trust stores on the gateway.
  o Each Messaging server will be issued a certificate from System Manager.
  o For other applications designated in the Solution Overview, Carousel will implement certificates using System Manager as the certificate authority per the manufacturer recommendations.

Secure Access Link (SAL)

- Carousel will provide professional services to implement a SAL Gateway application including the following:
  o Install SAL Gateway application/software on a customer provided VMware server.
  o Install latest services packs.
  o Acquire, configure, and register SAL Gateway with new Solution Element ID (SEID).
  o Configure the new SAL Gateway server to Avaya's shared SAL concentrator and to allow Carousel access.
  o Configure (8) managed elements as noted in the Solution Overview Section - Managed Elements to alarm to Carousel and Avaya.
  o Test connectivity and alarming of SAL Gateway using Avaya's Health Check tool.

Section 4: Project Assumptions

The Carousel statement of work is based on our current understanding of the project and the assumptions stated below. If during this engagement any of these assumptions prove to be invalid, both parties will agree to execute a change order to revise the scope of this engagement.

Statement of Work Caveats

1. All specific materials, equipment and installation supplies that are to be furnished by Carousel are listed herein (based on the Customers current statement of work).

2. Carousel assumes Madison County Board of Supervisors will provide all required cabling (fiber patch cables, copper patch cables, etc.) to complete the project unless otherwise defined in the scope of work section above.

3. Changes that may affect this SOW must be submitted to this office. Carousel field personnel are not authorized to accept scope changes. Any additions, deletions or changes to this SOW will result in a price adjustment.

4. Carousel assumes all required hardware, equipment, etc. will be on site prior to the arrival of our personnel.

5. Carousel assumes that all hardware/software provided by others has been engineered and installed correctly.

6. Carousel assumes that all hardware/software (not supplied by Carousel) will be in proper working condition.

7. In the event of downtime caused by any of the above referenced items, out-of-box failures, or delays caused by other contractors, if Carousel personnel are not demobilized, normal labor hours (i.e., 8-hour day, 40-hour week) and other direct costs (ODC) will continue to be charged.

8. Carousel will revise the quote, accordingly, based on the results of the site survey at all locations, when applicable.

9. Carousel assumes its personnel will have full access to the proposed site locations, and be allowed use of laptop computers, cell phones, etc.

10. Carousel assumes that no seismic bracing is required on any Customer sites.

11. Carousel assumes that HVAC system in each location is operational and adequate.

12. Carousel assumes that an adequate grounding system (Per OEM telephony/IT system grounding specs) exists at each location.

13. Carousel assumes that adequate power backup systems exist at each location.

14. Carousel assumes that existing carrier circuits will be installed, tested, and working prior to our arrival.

15. Carousel assumes that adequate AC power receptacles will available (for any/all AC powered peripherals) at each location.

16. Carousel assumes that baseline drawings exist for each location.

17. Carousel assumes that remote access will be provided.

18. Carousel pricing is good for 90 days

19. Carousel has made its best effort to design a solution given the general nature of the current scope. Additional discussions with the Madison County will be required to achieve desired outcomes. Any variance to Madison County's current scope of work may result in a price adjustment.

20. Carousel assumes all work will be performed in the Customer's location or remotely, in Carousel offices.

21. Should it be necessary for Carousel personnel to travel to additional sites, travel and expense may need be re-addressed.

22. The project scope is identified in the section "Solution Overview." Should additional tasks outside of this scope be needed, this SOW may need to be re-addressed.

23. Customer resources identified in this SOW will be allocated to the project to ensure a successful project. If the resources are not available, a review of the resource plan may be required to determine the appropriate course of action and impact to the plan, timeline, and budget.

24. All Project Prerequisites are completed prior to commencing with the project.

25. For planning purposes, Carousel commences Project Initiation three (3) weeks after receipt of Customer Purchase Order.

26. All communication and power facilities (e.g., WAN circuits, LAN cabling, power receptacles) that are necessary for this engagement are either currently available or will be provided by the Customer within the agreed upon schedule for this engagement.

27. All required hardware, firmware, and software that are necessary for this engagement are either currently available or will be provided by Customer within the agreed upon schedule for this engagement.

28. Performance issues or application failure due to faulty hardware or improperly configured or faulty software caused by Customer is outside the scope of the application services agreement and will be the responsibility of Customer to remedy. Carousel will make reasonable efforts to work with Customer to troubleshoot and rectify problems.

29. Any delays of more than two (2) hours experienced while a Carousel engineer is on-site due to Customer managed infrastructure or Customer coordinated WAN provider problems may result in additional charges at Carousel's applicable hourly rate schedule.

30. Customer is responsible for all User security-related maintenance activities including account provisioning and de-provisioning.

31. Procurement, installation, and configuration of any equipment involved in the installation, but not provided by Carousel, will be handled by the Customer.

32. Any configuration changes to existing Customer network components not explicitly identified as Carousel responsibility in this Statement of Work will be the Customer responsibility.

33. Equipment: Customer acknowledges that at such time equipment is received either by the Customer or their representative, whether shipped from Carousel, a distribution partner or the manufacturer directly, the duty of care and sole responsibility for maintaining the security of said equipment rests with the Customer.

34. The calendar duration presented in this SOW is based upon a standard 40-hour week and does not take into account holidays, illness, emergency leave, or vacation time. The following holidays will be observed and are not included as Business Days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

• Day after Christmas

General Caveats
Lost Time

35. Delivery: Carousel shall use reasonable efforts to make timely deliveries under this Agreement, however, given the complexities of the Project and Carousel's reliance on Madison County performance and assistance, delivery dates cannot be guaranteed.

36. Notification: Both parties shall cooperate in good faith to avoid events within each other's respective control that would result in Carousel being delayed in performing the Services under the schedule provided for in the SOW, despite Carousel being willing and able to perform the Services in a timely fashion. Any such events, the avoidance of which was within Madison County's reasonable control, shall be lost time events ("Lost Time Events"). By way of example, but not limitation, an unreasonable delay due to a construction schedule or availability of third party hardware, software, or connectivity needed to perform the Services constitutes a Lost Time Event, where Madison County, or Madison County's representative is responsible for the construction schedule or has required said third party hardware, software, or connectivity to be used. Carousel shall immediately notify Madison County of any potential Lost Time Event and provide a reasonable estimate of the corresponding delay ("Lost Time").

37. Effect: The Carousel scheduled commitments under this Agreement, including any delivery of any deliverable or achievement of any milestones, that are dependent upon resolution of the cause of a Lost Time Event shall be extended by the period of the delay caused by the Lost Time Event. Carousel's failure to meet its commitments, which result from a Lost Time Event, shall not constitute a breach of this Agreement by Carousel. In addition, Madison County shall pay Carousel for the lesser of:

    1. The amount of time of the actual delay (up to 8 hours per day), multiplied by the hourly rate of each consultant affected by the Lost Time Event up to a maximum of thirty (30) days, or

    2. If the amount of time estimated to complete particular deliverable affected by the Lost Time Event is less than thirty days, the amount of time of the estimate (up to 8 hours per day) multiplied by the hourly rate of each consultant that would have worked on the affected deliverable.

    Carousel must submit an invoice related to such deliverable or Lost Time Event in accordance with this Agreement. This Section 5 shall apply to a Lost Time Event only if Carousel notifies Madison County promptly after Carousel becomes aware of the Lost Time Event, or if such notice is not possible, as soon thereafter as practicable.

Please visit http://www.Carouselindustries.com/master-agreement/ for terms and conditions in the event the Customer responsibilities of this document are not met there may be additional costs incurred-including, but not limited to:

• Return Trip travel expenses
• Additional Labor resources
• Expediting fees

Change orders ("Change Order") to an Order shall likewise be made on an Order form and designated as a Change Order thereon. Each Order shall specify the terms of payment, and if none are specified, invoices shall be payable within thirty (30) days from the date of an undisputed invoice. Products may be returned only in accordance with the Carousel Return Policy.

Section 5: Acceptance

Terms

Carousel will accept this SOW upon receipt of Customer's signature on this SOW along with a purchase order for the Services and the estimated travel and living expenses set forth in pricing section if applicable.

By signing this SOW customer accepts this SOW as a binding agreement with Carousel and agrees to abide by and accept the terms and conditions set forth herein.

Should there be any conflict between the Master Agreement executed between the State of Mississippi and Carousel Industries on August 29, 2017 and this Statement of Work, the Master Agreement shall prevail.

State of Mississippi, Department of Information
Technology Services, on behalf of Madison County Board of Supervisors

By: _____
Authorized Signature

Printed Name: David C. Johnson

Title: Executive Director

Date: _____

Carousel Industries, Inc.

By: _____
Authorized Signature

Printed Name: Terry Stroud

Title: Regional VP of Sales

Date: _____