

SOLE SOURCE PURCHASE REPORT

To: Purchasing Officer

From: Justin Sample

Date: 10/31/2023

1. Name and address and contact information of supplier:
Ziro Technologies Inc
1010 Sherbrooke St West STE 1820
Montreal, QC H3A2R7
2. Goods and/or services to be purchased: Intelligent Provisioning System for Cisco & Microsoft Communications Systems.
3. Estimated total dollar amount of expenditures pursuant to this request: \$20,824.20 (3 yr total)
4. Term for which goods and/or services will be purchased pursuant to this request (mark only the option which applies):
 - a. _____ 3 _____ **Years**/Months/Weeks/Days (circle one)
 - b. This is a one-time sole source purchase, to be completed within the next fiscal year.
5. Identify the specific circumstances that require a sole source purchase of the goods and/or services requested:
 - a. Brief description of the purpose of the goods or services to be purchased:

Configuration, adds, moves, and changes within the Cisco VoIP telephony system can often be time consuming and susceptible to mistakes. The ZIRO Provisioning tool removes complexity associated with moves, adds, and changes within the Cisco VoIP applications suite. The tool will assist in standardizing operations and business processes. The tool will significantly improve efficiency and accuracy of daily telephony operations.
 - b. Reasons for need of goods and/or services from the specific supplier. Any one reason, by itself, does not necessarily justify a sole source purchase (mark all that apply):
 - i. A diligent inquiry failed to identify any source for the same or similar goods and/or services that will substantially accomplish the same or similar functions to those provided by the source identified above. If so, identify which of the following steps were taken to establish a good-faith review of available alternative sources and provide written justification verifying the actions below were taken (mark all that apply):
 1. Contacted various suppliers of similar goods to discuss alternative options;
 2. Performed product research for potential alternative sources;
 3. Consulted with subject matter experts to identify potential alternative sources;
 4. Other (specifically describe any actions taken, attach additional sheets if necessary):

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(Inability to locate other sources via internet search will not suffice as acceptable due diligence.)

- ii. The goods and/or services offered are unique or proprietary in form, fit, and function. If so, describe the unique or proprietary qualities of the goods and/or services; if available, provide documentation of their unique or proprietary nature, e.g. evidence of patent/copyright/secret processes/limited rights in data (attach additional sheets if necessary):

- iii. Use of goods and/or services from sources other than an Original Equipment Manufacturer will require substantial modification to equipment or systems currently in use, resulting in substantial duplication in cost to the Water Authority that is not expected to be recovered through competition and/or unacceptable delays in fulfilling the Water Authority's requirements. If so, describe the modifications, potential costs, and/or delays associated with making substitute goods and/or services compatible with current equipment or systems (attach additional sheets if necessary):

- iv. The procurement requires a specific supplier of goods or services. If so, identify one or more of the following reasons and provide written justification verifying that the statement below is true:
 - 1. Limited availability of goods or services;
 - 2. Proven quality, accuracy, and/or dependability;
 - 3. Compatibility considerations;
 - 4. Safety considerations;
 - 5. Warranty issues or guarantee of parts performance;
 - 6. During the system design process, several alternatives were evaluated and the current proprietary process was selected;
 - 7. Other (specifically describe any other reasons, attach additional sheets if necessary):

- v. The goods and/or services cannot be purchased by the Water Authority from any other supplier, e.g. the supplier has a protected territory established by the original producer of the goods or services. If so, attach written documentation from the original producer verifying the availability of sources for goods and/or services.

6. Describe the reasons the purchase is in the public's interest (attach additional sheets if necessary):

The Ziro Technologies Inc. tool will assist in standardizing operations and business processes. The tool will significantly improve efficiency and accuracy of daily telephony operations.

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- 7. Attach negotiated cost or fee schedule, as applicable, along with evidence confirming that the price is most advantageous to the Water Authority.

See Attached

Requirement:

At least fifteen days before a sole source contract is awarded, the Central Purchasing Office shall post this notice of intent to award any sole source contracts for goods, services, or construction, on its website.

Any qualified potential contractor may protest an intent to award a sole source procurement to the Central Purchasing Office. The protest shall be submitted in writing within fifteen calendar days of the notice of intent to award a contract being posted by the Central Purchasing Office.

The signature below certifies that this justification is accurate and complete to the best knowledge and belief of the individuals signing:

Requestor's Signature:

Justin Sample 11/7/23 15:08 MST
Title: Date

Signature Acknowledgement from the Division Manager:

Cody R Stinson 11/7/23 16:36 MST
Division Manager Date

Review and Verification by Purchasing Officer:

 11/8/23 08:25 MST
Purchasing Officer Date

Pricing

The licenses are based on users and public space devices configured in Cisco's Unified Communication Manager.

Subscription Pricing (Annual Payment)

SUBSCRIPTION PRICING				
PRODUCT/MODULE	PRODUCT CODE	DESCRIPTION	LICENSE COUNT	PRICING
Manage	SWZR031US	Manage Subscription	500	\$503.00
Automate	SWZR033US	Zero touch automation	Y	\$75.45
Report	SWZR032US	UC environment reporting	Included	\$0
*Support & Maintenance included with Subscription licenses			Monthly:	\$578.45
			Billed Annually:	\$6,941.40

- The subscription price is for a 3-year contract.
- Perpetual Support is only for 1 year and will be renewed every year
- Pricing includes set-up and installation and is valid for 30 days.
- Applicable taxes are not included.

PREPARED FOR

Justin Sample
Network Manager
ABCWUA

ZIRO Provisioning for Cisco UC



PREPARED BY

AM: David Singh
SE: Jean Francois Ladouceur
18-Jul-2022

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Situation Overview

ABCWUA operates a Cisco Unified Communications environment: CUCM, Unity, Webex, UCCX with 1 primary cluster and approximately 500 users / devices. The process for managing day to day operations within Cisco backend applications is difficult and time-consuming leaving experienced technical team members with less time for troubleshooting and projects. By implementing ZIRO Provisioning, ABCWUA can reduce cost and complexity, standardize configurations, and reduce errors when performing moves adds and changes. In addition, ZIRO's ZIRO Provisioning Automation Module and REST API offers many possibilities for 0-touch provisioning and automated ticket processing. There is an amazing opportunity to remove user provisioning from level 1 to 3 and even leverage end users to perform tasks through self-serve.

Proposed Solution and Benefits

ZIRO Provisioning is a revolutionary tool that removes the complexity associated with moves, additions and changes of telephony users within Cisco applications such as Cisco Unified Communication Manager, Unity Connection and IM/Presence server. Our tool brings immediate financial benefits while standardizing operations and business processes. ZIRO Provisioning allows organizations to innovate through automation, optimization and efficiency by enabling any resources to execute daily telephony operations.

Key Benefits

Interactive 360 View

Provide your helpdesk with the simplest user experience possible through an Interactive 360° View. Empower them to easily view and update all services for any given user from a single screen without needing to navigate through different pages or menus.

No Jobs or Templates Required

Provision or deprovision users without fumbling through templates or jobs. All changes are done from the single Interactive 360° View with the click of a button.

Troubleshoot Misconfigurations in Seconds

ZIRO Provisioning provides users with instant feedback for fields that are misconfigured or do not follow your company's standards. This allows you to quickly identify potential issues or misconfigurations and correct them instantly.

Standardization and Consistency

Enforce standardization and constancy throughout your organization via flexible site-based configurations with feedback on services that do not match your company's standard.

ITSM Integration (*ex. ServiceNow*)

Build your own automated workflows or integrate ZIRO Provisioning to an Identity Management or ITSM software such as ServiceNow via the RESTful API.

Dial Plan Management in CUCM and Active Directory (LDAP)

Stop wasting time consulting complicated route plan reports or updating outdated spreadsheets to identify available extensions or DIDs. The ZIRO Provisioning Dial Plan Manager works like an airplane seat selector, showing you all the available & unavailable extensions to easily the next available number to assign. Automatically push those details down to Active Directory (*ex. iPhone / telephoneNumber*) ensuring that your corporate directory is always up-to-date and in sync with your UC environment.

Self-Service

The Self-Serve Portal empowers end users to manage their own services, drastically reducing requests to your helpdesk:

- Voicemail PIN Resets

- Extension Mobility PIN Resets
- Rearrange BLFs and Speed Dials through a Drag n' Drop Interface
- Destination Changes for Call Forward
- Destination Changes for Single Number Reach

Other Noteworthy Features

- **Phone Model Swap** - Swap phone models and migrate existing configuration (including button configurations) within seconds.
- **Agent Provisioning & Skilling** – Setup Agents in UCCX with all necessary configurations (*ex. IPCC extension, skilling, associating app users, call recording options*) through the 360 View within seconds.
- **Automatic Phone Button Template Management** – Make changes to button layouts without having to deal with cumbersome phone button templates.
- **Audit Trail** - Tracks in comprehensive details of all moves, adds, and changes made in your system.
- **Role-based Access Control** – Push MACDs to the frontline to help desk level or even facility managers responsible for dedicated sites, reducing overall tickets and liberating time to work on more valuable projects.
- **Customizable interface** – Customize the ZIRO Provisioning look and feel match your corporate brand colors and have the self-serve page include your logo.

Automation Module

The Automation Module allows your organization to further leverage the power of ZIRO Provisioning to automatically handle multiple provisioning and deprovisioning requests. This **zero-touch automation** means removing all involvement from the helpdesk when provisioning or deprovisioning users.

Proactive Provisioning and Deprovisioning

With Automatic provisioning, ZIRO Provisioning takes a pro-active approach in automatically onboarding any newly activated LDAP user or offboarding any deactivated user. This eliminates any potential miscommunication between different teams (*ex. HR, AD, UC*) and eliminates any potential delays.

The moment a user is added and synchronized to your UC environment; they are automatically provisioned with UC services using the business intelligence in ZIRO PROVISIONING FOR CISCO UC. The moment a user becomes an Inactive LDAP Synchronized User in CUCM, they are automatically identified and deprovisioned.

Bulk Provisioning

The time required for a migration or site deployment in Cisco UC goes from hours to minutes.

ZIRO's bulk provisioning tool allows your engineering team to efficiently build a large number of users in Cisco UC in a single action. By leveraging a single spreadsheet with minimal information, ZIRO PROVISIONING FOR CISCO UC can create primary extensions, voicemails and devices per user in no time at all.

Simple and Powerful ServiceNow Integration through RESTful APIs

The Automation Module includes a REST API that can drastically simplify automated workflows interacting with ZIRO Provisioning. For example, **ServiceNow** catalog items can be automatically processed through workflows that can provision or deprovision end users with a single API call to ZIRO Provisioning.

Control Module – Reporting and Analytics

Gain important insights and extract more value from your UC environment with the Control Module through **reporting and analytics**:

- **Dial Plan Inventory** Identify DID shortages before you run out, order new numbers when and where you need them
- **Deskphone Inventory** - A global inventory of your deskphones and their registration status at your fingertips.
- **Orphaned Device Report** - Identify devices that are no longer in use to free up your unused Cisco licenses.
- **Device Utilization** - See what people are using and better understand the rate of adoption of the various UC services, based Call Detail Reports (CDRs).
- **License Optimizer** – Understand how your licenses are being used and how they can be optimized.
- **Call Logs** – Provides simple and intuitive call logs gathered from your CUCM CDRS
- **Global Directory report** – Easily identify your global directory and quickly identify your misconfigurations by comparing the DIDs in your CUCM against LDAP directory.
- **Custom SQL reporting to CUCM** – Ability to run a custom SQL query against your CUCM, e.g. getting hunt group membership.

Technical Requirements

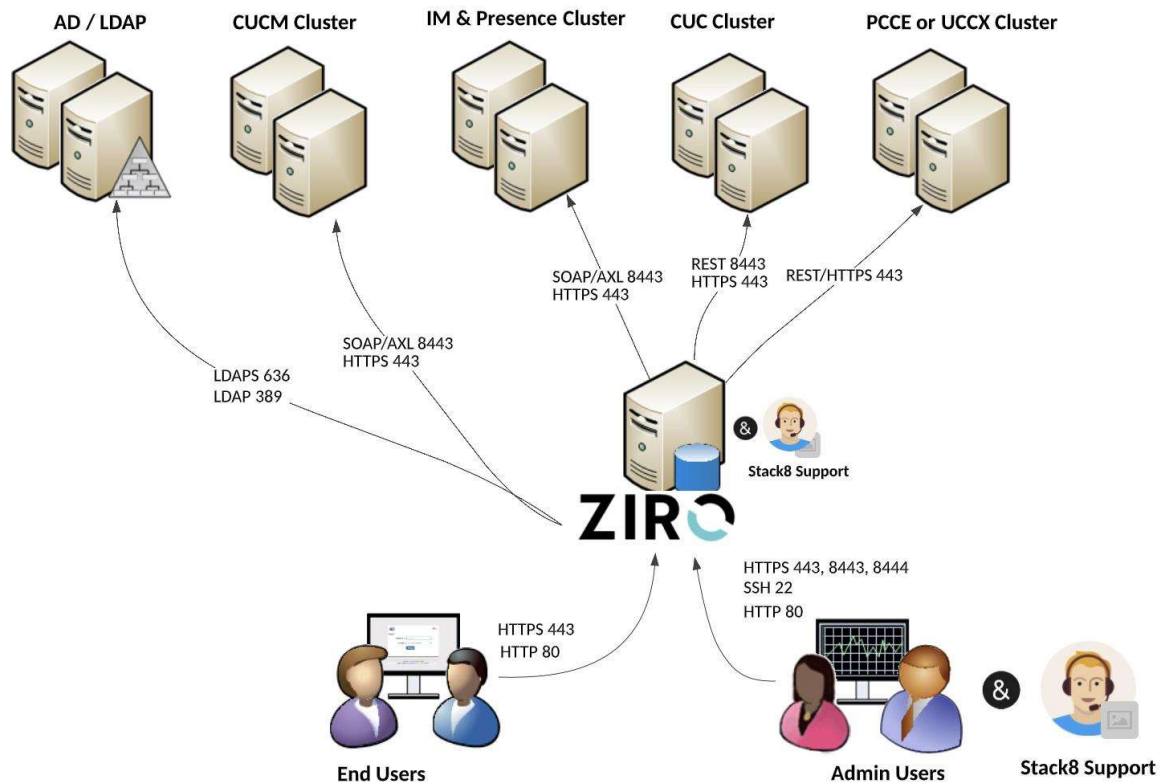
VM Requirements

ZIRO will work with you to install an .ovf image of ZIRO Provisioning on your environment (VMware ESXi version 6.5). The minimal virtualized server requirements (Up to 50,000 endpoints) are:

- 2vCPU
- 8G of RAM
- 120GB of disk space

Network Requirements

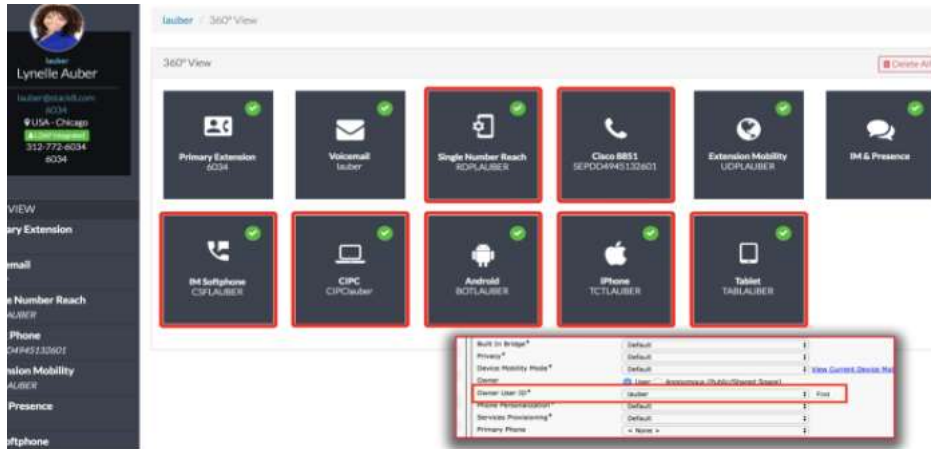
- Remote Access to ZIRO Provisioning via VPN, Citrix or similar.
- Web & SSH Access to ZIRO Provisioning server
- Access to ZIRO Provisioning Applications: CUCM, CUC, CUP/CUCM-IM&P 11.x or above



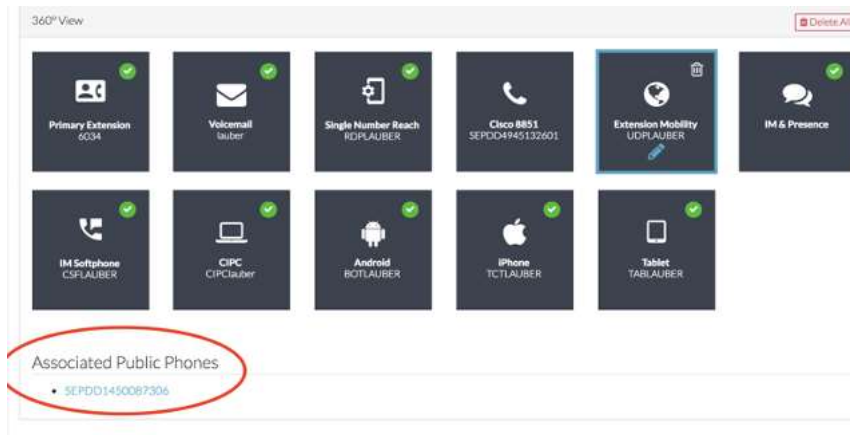
Technical Assumptions

Owner User ID Field

For ZIRO Provisioning to run optimally and provide the best possible experience, a user's devices (ex. Deskphone, Jabber Phones, SNR) must have the **Owner User ID** set to show correctly in the 360° View.

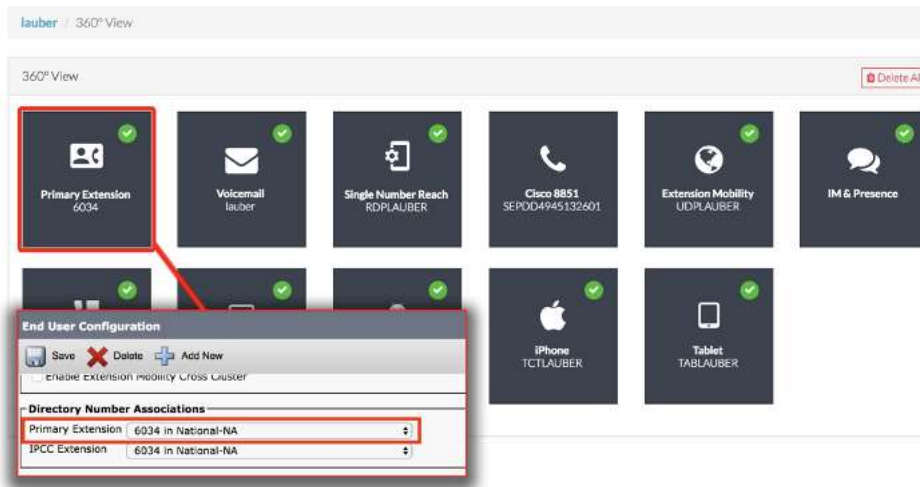


Desk phones associated to an end user without the Owner User ID set are shown as **Associated Public Phones**:

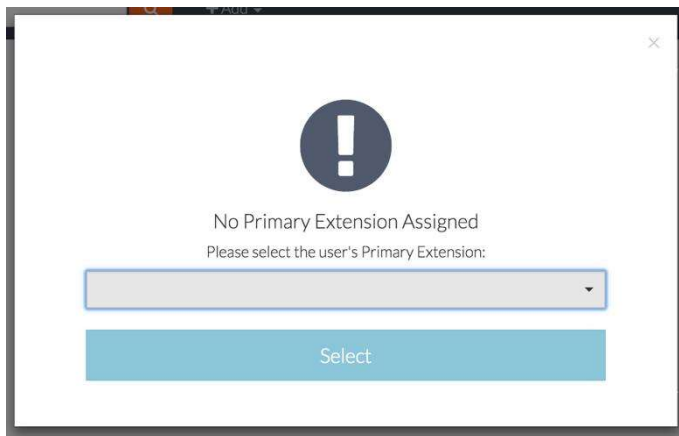


User Primary Extension Field

ZIRO Provisioning displays the user's **Primary Extension** in CUCM as part of the 360° View



If the primary extension is not set, ZIRO Provisioning will load a dialog asking the user to select it upon navigating to the 360° View of the End User



Unique Set of Device Pools per Site

In a typical ZIRO Provisioning configuration, there is a **unique pool per site**. This will allow ZIRO Provisioning to automatically determine the site of the user. It is possible to have multiple device pools (sites) per physical location or city. For example, a site could mean a building floor, wing or campus.

Automation Module Requirements

- **LDAP Users Only** - Only LDAP users can be automatically provisioned or deprovisioned; local users need to be provisioned manually via ZIRO Provisioning.
- **1-Click Provisioning** - Only services that are setup for 1-Click Provisioning in ZIRO Provisioning can be provisioning through Zero-Touch.
- **No Agent Provisioning** – Agent provisioning must be done manually via ZIRO Provisioning.
- **Primary Extension Provisioning** - Only the primary extension gets automatically provisioned.
- **Line 1 Only** - Only line 1 of the devices are automatically provisioned with the user's primary extension.
- **Dial Plan Extensions** - Extensions are set by picking the next available extension from the dial plan group(s) associated to the LDAP filter.
- **New Users Only** - Only users with no services get automatically provisioned, users with some services are ignored.
- **Deprovisioning of 360 View Services** - The automatic deprovisioning will leverage the 360° view to determine the user's primary extension, voicemail and associated devices.

What is included?

License

A license will be provided for a specified number of users and public space devices as described in the pricing section.

Installation & Configuration Review

ZIRO will deploy the application in the customer's environment. The initial configuration performed by ZIRO will include one (1) cluster, three (3) ZIRO Provisioning sites and fifteen (15) DN/DID groups. The deployment will be of the latest official release of the software. Training on admin-specific tasks, such as cluster and site creation, DN/DID management is performed at this stage.

General Training (remotely through Webex):

ZIRO will hold one general training session with up to three (3) system administrators that can be recorded and provided to attendees upon request. The general training is focused on day-to-day MAC operations.

Note: No training material will be developed for this project. Training will be delivered live with ZIRO trainers, using the customer's environment.

Pricing

The licenses are based on users and public space devices configured in Cisco’s Unified Communication Manager.

Subscription Pricing (Annual Payment)

SUBSCRIPTION PRICING				
PRODUCT/MODULE	PRODUCT CODE	DESCRIPTION	LICENSE COUNT	PRICING
Manage	SWZR031US	Manage Subscription	500	\$503.00
Automate	SWZR033US	Zero touch automation	Y	\$75.45
Report	SWZR032US	UC environment reporting	Included	\$0
*Support & Maintenance included with Subscription licenses			Monthly:	\$578.45
			Billed Annually:	\$6,941.40

- The subscription price is for a 3-year contract.
- Perpetual Support is only for 1 year and will be renewed every year
- Pricing includes set-up and installation and is valid for 30 days.
- Applicable taxes are not included.

Contacts

APPROVER CONTACT	Justin Sample Jerry Monjaras
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Software Support & End User License Agreement

ZIRO provides telephone support Monday-Friday from 8am to 5pm ET.
Online access (portal) is available 24x7.

By accepting the fees above, **ABCWUA** agrees to the terms of the End User License & Annual Support & Maintenance Agreements linked below:

[END USER LICENSE AGREEMENT + SUPPORT & MAINTENANCE AGREEMENT](#)



About ZIRO

Ever since we began our journey, we have always believed that people should be able to get what they want – that anything is possible – no BS, no excuses, no surprises.

That approach has never steered us or our clients wrong. In fact, it helped us simplify Cisco UC over the past decade. Today we offer solutions that include Gartner Magic Quadrant leaders like Microsoft, Zoom, and RingCentral just to name a few.

We remain committed as ever to making unified communications hassle-free by helping organizations run their UC infrastructure with the tools they need and the services they want without having to worry about connecting the dots or doing any heavy lifting.

By combining world-class managed services with intuitive provisioning software, we're able to offer best-in-class solutions that mitigate the risk and complexity of finding, buying, implementing, and supporting UC systems no matter the vendor or combination of vendors.

And with a satisfaction rating of 95% and NPS scores well above 70, it's not hard to see why our customers love us so much. Our customers are our biggest fans because we're their biggest fans. That's because unlike VARs or Telcos, we don't merely try to meet expectations, we do whatever it takes to delight and amaze.

You won't find a team more committed to your success.

Scout's honor!

We're ZIRO. We make UC hassle-free.