



# PBX to Teams Integration Proposal

*Dekalb County School District*

Submitted by:

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# 1 Executive Summary

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Layer 3 Communications is a leading professional services integrator in the South, stretching from the Carolinas to West Texas. Organically grown and completely self-funded organization, Layer 3 Communications is comprised of more than 130 employees with eight brick and mortar offices. Our Parent organization, MGT Consulting, is comprised of more than 500 employees with professional consulting and complimentary technology services.

This project involves preparing the current telephony system (Mitel MiVoice Connect) to integrate with Microsoft Teams Phone. Once deployed this will allow users to make and receive DID phone calls using PBX trunks via the Teams app. The migration will include planning, preparation, deployment, and post-deployment phases to ensure a smooth transition with minimal disruption to services.

A detailed explanation of these services and their associated costs is included in this document's "Scope of Work" and "Pricing Table" sections. We are prepared to begin within two weeks of written authorization to proceed. Thank you for your continued interest in MGT Technology/Layer 3 Communications and our products and services. We are pleased to have the opportunity to present this proposal to DCSD for your review.

## 2 Scope of Work

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The following section defines the details of the scope of work to be performed by MGT Technology/Layer 3 Communications on behalf of Dekalb County School District. The steps that follow will provide a structured approach to integrating Mitel MiVoice Connect with Microsoft Teams Phone, ensuring all critical aspects are addressed for a successful deployment.

### 2.1 Phase 1: Planning and Assessment

#### **Current Systems Assessment**

Activities:

- Review existing Mitel MiVoice Connect setup
- Document current telephony infrastructure
- Identify current call flows, users, and features

### 2.2 Phase 2: Preparation

#### **Mitel Connect PBX Configuration**

Activities:

- Set up Mitel PBX environment for Direct Routing
- Apply SIP licensing to Mitel PBX
- Add virtual trunk appliance to VMWare environment
- Configure (300) SIP trunks for Ribbon SBC connectivity

#### **Ribbon SBC Configuration**

Activities:

- Set up Ribbon SBC environment for Direct Routing
- Apply session licensing to Ribbon SBC
- Configure signaling groups and translations

- Integrate Mitel Connect Ribbon SBC

### **Microsoft Teams Phone Configuration**

#### Activities:

- Set up Microsoft 265 environment for Teams Phone
- Configure phone system settings and policies
- Integrate Teams with existing IT infrastructure

### **User and Number Translation Preparation**

#### Activities:

- Plan number translation process
- Gather user information and current phone numbers
- Prepare user accounts for translation

### **Training and Documentation**

#### Activities:

- Develop training materials for end-users and IT staff
- Schedule training sessions (3 total)
- Create comprehensive documentation for Teams Phone setup

## **2.3 Phase 3: Deployment**

### **Pilot Deployment**

#### Activities:

- Migrate a small group of users (10 users during Pilot Phase) to Teams Phone
- Test call functionality and features

- Gather feedback and resolve any issues

### **Full Deployment**

#### Activities:

- Train DCSD IT Staff to execute full migration of target users to Teams Phone
- Train DCSD IT Staff to port user phone numbers to Teams
- Train DCSD IT Staff to monitor deployment progress and address issues in real-time

## 2.4 Phase 4: Post-Deployment

### **Post-Migration Support**

#### Activities:

- Provide remote support for end-users
- Troubleshoot and resolve post-migration issues
- Conduct additional training sessions (as needed, at additional cost per training)

### **MGT Deliverables:**

- Working Teams to Mitel integration
- Documentation and training on Teams user Mitel administration

### **DCSD Deliverables:**

- Remote Access to Mitel Connect and VMWare
- LAN and Public IP address for vTrunk and Ribbon SBC
- SSL Certificates form a Certificate Authority for Ribbon SBC
- Staff with a Microsoft Telephony Administrative Role
- Microsoft E5 or Teams Standard Phone License for each user



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Date: 7/30/2024  
 Valid Until: 8/29/2024  
 Terms: NET 30

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**Teams Integration**

**Microsoft Certified Session Border Controller Licensing**

PART NUMBER	DESCRIPTION	QTY	LIST PRICE	UNIT COST	EXT COST
SBC-SWEEDGE-LIC100SGX	100 SIP SIGNALING SESSIONS W/RTP PROXY MEDIA ENCRYPTION & PARTIAL RTP MEDIA MANIPULATION (IN-BAND MEDIA SERVICES) FOR ON PREMISES-BASED SBC SWE EDGE INSTANCE; NO TRANSCODING	3	\$2,600.00	\$2,600.00	\$7,800.00
SBC-SWEEDGE-BASE	SBC SWE EDGE ON PREMISES SOFTWARE LICENSE	1	\$0.00	\$0.00	\$0.00
SBC-DR-VSBA-LIC	DIRECT ROUTING SBA LICENSE FOR NLL SBC SWE EDGE; SUPPORTS TEAMS USER SURVIVABILITY WHEN CONNECTION TO PHONE SYSTEM IS LOST.	1	\$3,244.20	\$3,244.20	\$3,244.20

**Microsoft Certified Session Border Controller Licensing Subtotal: \$11,044.20**

**Mitel Virtual SIP Trunk Licenses**

PART NUMBER	DESCRIPTION	QTY	LIST PRICE	UNIT COST	EXT COST
SHO-30139	Virtual SIP trunk license. Pack of 50. Enables 50 SIP trunks on a ShoreTel virtual SIP trunk switch.	6	\$4,200.00	\$3,360.00	\$20,160.00

**Mitel Virtual SIP Trunk Licenses Subtotal: \$20,160.00**

**Support**

PART NUMBER	DESCRIPTION	QTY	TERM	LIST PRICE	UNIT COST	EXT COST
RC-EC-E-SWE-EDGE-Q	RIBBON ENTERPRISE SUPPORT, 24X7 RTS, SW DOWNLOADS, SBC SWE EDGE	12	1-yr	\$250.00	\$250.00	\$3,000.00
SHO-94111 W	Partner Support (1 Year, No Phones)	634	1-yr	\$1.67	\$1.59	\$1,008.06

**Support Subtotal: \$4,008.06**

**Professional Services**

PART NUMBER	DESCRIPTION	QTY	LIST PRICE	UNIT COST	EXT COST
L3-VOC-INST	Voice-Installation - Includes staging, physical installation, patching and testing per design documents ( SOW required)	1	\$9,370.00	\$9,370.00	\$9,370.00

**Professional Services Subtotal: \$9,370.00**

<b>Billing Terms</b>	<b>One Time</b>	<b>Total Cost</b>	<b>\$44,582.26</b>
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\* Total cost does not include shipping, handling, insurance and taxes where applicable. This Budgetary Quote is not a contract. It is subject to further Layer 3 Communications internal approvals and is not binding on either party.

*This scope of work requires approval from relevant stakeholders before the commencement of the project. Sign-off indicates agreement with the outlined tasks, deliverables, and timelines.*

Name:

Signature:

Date: