

**STATEMENT OF WORK (SOW)**  
**FOR**  
**HOUSTON INFORMATION TECHNOLOGY**  
**SERVICES**

**Project Name:**  
**Zoom Licence Maintenance**  
**Extension for Contact Centers**

**Technology Category:**  
**Professional Services**

**August 14, 2015**

**Statement of Work (SOW)  
Houston Information Technology Services  
Professional Services**

**1. INTRODUCTION**

This scope of work is to provide extended license maintenance for the Zoom call recording application the City uses on the Cisco contact center platform.

**2. BACKGROUND**

Zoom call recording provides screen and audio recording services for quality assurance and monitoring of the City's contact centers. These services are primarily used by 311, HR, Courts, and PWE UCS.

**3. SCOPE OF SERVICES**

The scope of work includes the maintenance of the Zoom application and licenses.

**4. REQUIREMENTS: IMPLEMENTATION, INSTALLATION AND OR SERVICES**

Solution Components for this maintenance include the following:  
ZOOM CallREC, ScoreCARD, LiveMON & ScreenREC

**5. PROJECT EVENTS AND TASKS**

Maintenance is provided annually.

**6. PERIOD OF PERFORMANCE**

The period that this maintenance covers is annual from the date of the original PO.

**7. INVOICES**

The vendor will invoice the City of Houston once for the entire maintenance period.

**8. DELIVERABLES**

The deliverable for this scope of work is the maintenance services and licenses.

**ACCEPTANCE TESTING**

Not applicable

**9. ACCEPTANCE CRITERIA**

Not applicable

**10. ASSUMPTIONS, PROJECT ROLES AND RESPONSIBILITIES**

Not applicable

**11. REPORTS AND MEETINGS**

Not applicable

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**12. FURNISHED EQUIPMENT AND WORK SPACE**

Not applicable

**13. TRAVEL**

Not applicable

**14. LOCAL MINORITY/WOMEN BUSINESS ENTERPRISE PARTICIPATION:**

Not applicable

**15. PILOTS CONDUCTED:**

Not applicable