

# PROPOSAL QUOTE SHEET

4802 N. Sam Houston Parkway West  
Suite 500  
Houston, TX 77086

281-983-9955 Phone  
281-983-5599 Fax



DIR-TSO-2542

| FBC - 4500 Justice Center Network - OP124610   |  |                |                 |                    |                |
|--|--|----------------|-----------------|--------------------|----------------|
| Client:  | Fort Bend County   | Issue Date:    | 11/15/2017      |                    |                |
| Client Address 1:  | .  | Opportunity #: | OP124610        |                    |                |
| Client Address 2:  | .  | Account Exec:  | Stephanie Clark |                    |                |
| Client City, State, Zip:   | .  | Email          | Email           |                    |                |
| Attn:  | .  | Phone #        | Phone #         |                    |                |
| Phone:   | .  | Version:       | 1.00            |                    |                |
| email:   | .  |                |                 |                    |                |
| Product Number   | Description  | Qty            | List Price      | Unit Price         | Extended Price |
| Section 1 - Hardware (Customer Owned OR NWN Owned [aaS]) and Software (CUSTOMER OWNED ONLY)                  |  |                |                 |                    |                |
| Cisco 4500 Switch  |  |                |                 | \$0.00             | \$ -           |
| WS-C4506-E   | Cat4500 E-Series 6-Slot Chassis, fan, no ps                  | 2              | \$5,245.00      | \$3,094.55         | \$ 6,189.10    |
| C4K-SLOT-CVR-E   | Catalyst 4500 E-Series Family Slot Cover                     | 2              | \$0.00          | \$0.00             | \$ -           |
| C4500E-IPB   | Paper IP Base License  | 2              | \$0.00          | \$0.00             | \$ -           |
| WS-X45-SUP8-E  | Catalyst 4500 E-Series Supervisor 8-E                        | 2              | \$20,995.00     | \$12,387.05        | \$ 24,774.10   |
| PWR-C45-4200ACV  | Catalyst 4500 4200W AC dual input Power Supply (Data + PoE)  | 2              | \$3,145.00      | \$1,855.55         | \$ 3,711.10    |
| CAB-US515P-C19-US  | NEMA 5-15 to IEC-C19 13ft US                                 | 8              | \$0.00          | \$0.00             | \$ -           |
| PWR-C45-4200ACV/2  | Catalyst 4500 4200W AC dual input Power Supply (Data + PoE)  | 2              | \$3,145.00      | \$1,855.55         | \$ 3,711.10    |
| S45EU-S8-37E   | CAT4500e SUP8e Universal Image                               | 2              | \$0.00          | \$0.00             | \$ -           |
| WS-X4748-RJ45V+E   | Catalyst 4500E 48-Port PoE 802.3at 10/100/1000(RJ45)         | 2              | \$9,445.00      | \$5,572.55         | \$ 11,145.10   |
| WS-X4748-RJ45V+E   | Catalyst 4500E 48-Port PoE 802.3at 10/100/1000(RJ45)         | 2              | \$9,445.00      | \$5,572.55         | \$ 11,145.10   |
| WS-X4748-RJ45V+E   | Catalyst 4500E 48-Port PoE 802.3at 10/100/1000(RJ45)         | 2              | \$9,445.00      | \$5,572.55         | \$ 11,145.10   |
| WS-X4748-RJ45V+E   | Catalyst 4500E 48-Port PoE 802.3at 10/100/1000(RJ45)         | 2              | \$9,445.00      | \$5,572.55         | \$ 11,145.10   |
|  |  |                |                 | \$0.00             | \$ -           |
| WS-C4506-E   | Cat4500 E-Series 6-Slot Chassis, fan, no ps                  | 1              | \$5,245.00      | \$3,094.55         | \$ 3,094.55    |
| C4K-SLOT-CVR-E   | Catalyst 4500 E-Series Family Slot Cover                     | 5              | \$0.00          | \$0.00             | \$ -           |
| C4500E-IPB   | Paper IP Base License  | 1              | \$0.00          | \$0.00             | \$ -           |
| WS-X45-SUP8-E  | Catalyst 4500 E-Series Supervisor 8-E                        | 1              | \$20,995.00     | \$12,387.05        | \$ 12,387.05   |
| PWR-C45-4200ACV  | Catalyst 4500 4200W AC dual input Power Supply (Data + PoE)  | 1              | \$3,145.00      | \$1,855.55         | \$ 1,855.55    |
| CAB-US515P-C19-US  | NEMA 5-15 to IEC-C19 13ft US                                 | 4              | \$0.00          | \$0.00             | \$ -           |
| PWR-C45-4200ACV/2  | Catalyst 4500 4200W AC dual input Power Supply (Data + PoE)  | 1              | \$3,145.00      | \$1,855.55         | \$ 1,855.55    |
| S45EU-S8-37E   | CAT4500e SUP8e Universal Image                               | 1              | \$0.00          | \$0.00             | \$ -           |
|  |  |                |                 | \$0.00             | \$ -           |
| Cisco 4510 Core 10GSFP+ Blade  |  |                |                 | \$0.00             | \$ -           |
| WS-X4712-SFP+E=  | Catalyst 4500 E-Series 12-Port 10GbE (SFP+)                  | 1              | \$28,345.00     | \$16,723.55        | \$ 16,723.55   |
| SFP-10G-SR-S=  | 10GBASE-SR SFP Module, Enterprise-Class                      | 12             | \$700.00        | \$413.00           | \$ 4,956.00    |
|  |  |                |                 | \$0.00             | \$ -           |
| Cscso WLC Licensing  |  |                |                 | \$0.00             | \$ -           |
| L-LIC-CT5508-UPG   | Primary SKU for CT5508 upgrade licenses (Delivery via Email) | 1              | \$0.00          | \$0.00             | \$ -           |
| L-LIC-CT5508-5A  | 5 AP Adder License for the 5508 Controller(eDelivery)        | 3              | \$2,495.00      | \$1,472.00         | \$ 4,416.00    |
|  |  |                |                 | \$0.00             | \$ -           |
| Cisco Wireless Access Points   |  |                |                 | \$0.00             | \$ -           |
| AIR-CAP2702I-B-K9  | 802.11ac CAP w/CleanAir; 3x4:3SS; Int Ant; B Reg Domain      | 15             | \$1,095.00      | \$646.05           | \$ 9,690.75    |
| AIR-AP-T-RAIL-R  | Ceiling Grid Clip for Aironet APs - Recessed Mount (Default) | 15             | \$0.00          | \$0.00             | \$ -           |
| AIR-AP-BRACKET-1   | 802.11n AP Low Profile Mounting Bracket (Default)            | 15             | \$0.00          | \$0.00             | \$ -           |
| SWAP2700-CMB-A1-K9   | Cisco 2700 Series Combined Unified and Autonomous (xxxxx) SW | 15             | \$0.00          | \$0.00             | \$ -           |
| S3G4K9W7-15303JD   | Cisco 2700 Series IOS WIRELESS LAN                           | 15             | \$0.00          | \$0.00             | \$ -           |
|  |  |                |                 | \$0.00             | \$ -           |
| APC Rack Mount UPS   |  |                |                 | \$0.00             | \$ -           |
| SRT5KRMXL-5KTF   | APC Smart-UPS SRT 5000VA RM 208V                             | 3              | \$6,835.00      | \$4,200.00         | \$ 12,600.00   |
| AP9631   | UPS Network Management Card 2 with Environmental Monitoring  | 3              | \$668.00        | \$405.00           | \$ 1,215.00    |
|  |  |                |                 |                    |                |
|  |  |                |                 | Section 1 Hardware | \$ 68,794.00   |
| Section 2 - Annual Manufacturing Maintenance OR Software as a Service (SaaS) - [Microsoft / VMware / Citrix] |  |                |                 |                    |                |
| IF SELLING aaS, ALL ITEMS IN THIS SECTION MUST BE ANNUAL PRICING   |  |                |                 | \$0.00             | \$ -           |
| CON-SNTP-C4506E  | SNTP-24X7X4 Cat4500 E-Series 6-Slot Chassis, fan, no         | 2              | \$3,104.00      | \$2,421.00         | \$ 4,842.00    |
| CON-SNTP-C4506E  | SNTP-24X7X4 Cat4500 E-Series 6-Slot Chassis, fan, no         | 1              | \$3,104.00      | \$2,421.00         | \$ 2,421.00    |
| CON-ECMU-LCTUPG  | SWSS UPGRADES Primary SKU for all upgrade options on t       | 1              | \$0.00          | \$0.00             | \$ -           |
| CON-ECMU-LICCT55A  | SWSS UPGRADES 5 AP Adder License for the 5508 Controll       | 3              | \$324.00        | \$252.00           | \$ 756.00      |
| CON-SNT-AIRC702K   | SNTP-8X5XNBD 802.11ac CAP wClean Air, 3x4 3SS,Int Ant        | 15             | \$44.00         | \$34.00            | \$ 510.00      |
|  |  |                |                 | \$0.00             | \$ -           |
|  |  |                |                 | Section 2 Annual   | \$ 8,529.00    |
| Section 3 - Professional Services  |  |                |                 |                    |                |
| NWN Professional Services, as defined in the related Statement of Work Proposal                              |  |                |                 | \$                 | 20,000.00      |
| NBlock   | Pre-paid funds on account for Product or Services purchases  |                |                 | \$                 | -              |
| Section 4 - Optional Products & Services   |  |                |                 |                    |                |
| Subtotal, Optional Items:  |  |                |                 | \$                 | -              |
| Annual Managed Services/nCare Option:  |  |                |                 |                    |                |
| Note: a signed nCare contract is required to establish new services  |  |                |                 | \$                 | -              |
| Subtotals  |  |                |                 |                    |                |

## PROPOSAL QUOTE SHEET

| Product Number   | Description | Qty | List Price | Unit Price               | Extended Price      |
|--|-------------|-----|------------|--------------------------|---------------------|
|  |             |     |            | Hardware and Soft        | \$ 68,794.00        |
|  |             |     |            | Manufacturer's Mail      | \$ 8,529.00         |
|  |             |     |            | nCare Managed Se         | \$ -                |
|  |             |     |            | nCare Enablement         | \$ -                |
|  |             |     |            | Professional Servic      | \$ 20,000.00        |
|  |             |     |            | Optional Products &      | \$ -                |
| <b>Total Project Investment</b>  |             |     |            |                          | <b>\$ 97,323.00</b> |
|  |             |     |            | <b>Estimated Taxes</b>   | <b>\$ -</b>         |
|  |             |     |            | <b>Estimated Shippin</b> | <b>\$ -</b>         |
|  |             |     |            | <b>Estimated Tax on</b>  | <b>\$0.00</b>       |
| <i>Signature:</i>  | _____       |     |            |                          |                     |
| <i>Print Name:</i>   | _____       |     |            |                          |                     |
| <i>Title:</i>  | _____       |     |            |                          |                     |
| <i>Date:</i>   | _____       |     |            |                          |                     |
| <b>Total Project Investment including Taxes &amp; Shipping</b>   |             |     |            |                          | <b>\$ 97,323.00</b> |
| <b>Terms &amp; Conditions</b>  |             |     |            |                          |                     |
| This quote is valid for 30 days from date of issue. Applicable taxes & freight charges will be applied to the final invoice. All other Terms and Conditions are included in the Master Services Agreement or Proposal document. NWN will invoice customer for hardware, software and maintenance upon shipment from Original Equipment Manufacturer. |             |     |            |                          |                     |



Helping Customers Solve Business Problems through Technology

# Network Switching – Justice Center

Proposal and Statement of Work (SOW)

*Prepared for:*

Fort Bend County



- ▶ December 12, 17
- ▶ Stephanie Clark – Account Executive
- ▶ Joel Garza – Solution Architect
- ▶ NWN Corporation  
4802 N. Sam Houston Pkwy W.  
Suite 500  
Houston, TX 77086

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## Statement of Confidentiality

The contents of this document have been developed by NWN Corporation (NWN). NWN considers the contents of this document to be proprietary and business confidential information. This information is to be used only in the performance of its intended use. This document may not be released to another vendor, business partner or contractor without prior written consent from NWN. Additionally, no portion of this document may be communicated, reproduced, copied or distributed without the prior consent of both the Customer and NWN.

## NWN Corporation Summary

NWN is a U.S. based IT Solutions Company that provides sophisticated IT products and consulting solutions to Customers across the country. NWN serves a broad range of industries, including healthcare, manufacturing, media, entertainment, financial services, professional services, education, state and local government. NWN offers a full range of professional services including consulting, design and project management, application development, as well as hardware and software for storage, data center and network operations, and desktop computing. NWN also offers a full menu of customizable managed services with remote 24/7 command center support.

NWN develops and maintains the deep knowledge and experience required to provide effective IT solutions for the industry's most common computing environments. NWN is one of only a handful of IT service companies to hold elite/national partner status with leading IT vendors that include Cisco, Hewlett Packard (HP), Microsoft, VMware, EMC, NetApp and distribution channel partners such as Synnex, Ingram Micro and Arrow. Each of these industry leaders has chosen NWN as one of a small number of "go-to" partners.

NWN holds the highest corporate certifications with Cisco, HP and Microsoft, as well as premier relationships with Intel, Intel Security, VMware, EMC and other best-of-breed partners. Our technical staff of engineers, project managers, consultants and technicians has achieved the top level of vendor certifications necessary for NWN to maintain its elite status with its principal vendor group.

### ***Proposal Summary***

Fort Bend County has engaged NWN to propose professional Services and Project Management to deploy (3) Cisco Catalyst 4500 switches in the New Justice Center that will Tie back to existing Cisco Catalyst 4510

- ▶ (3) Floors of the Justice Center each floor MDF/IDF will contain a Cisco Catalyst 4506 switch
  - ▶ (1) Sup-8E Supervisor Engine Modules
  - ▶ (4) 48 Port POE Ethernet Line cards
  - ▶ (2) Power Supply 4506 Chasses
- ▶ (1) Existing 4510 will need a WS-X4712-SFP+E 10G Blade to accommodate additional 10G Fiber connectivity to each of the (3) floors
- ▶ Rack Only – (3) APC Smart UPS on each of the (3) floors

#### **Solution Technologies:**

- ▶ 3 x Cisco WS-C4506-E switches
- ▶ 3 x APC SRT5KRMXLT UPS'

## ***NWN Solution Practices***

NWN's goal is to deliver a full suite of the most desirable enterprise-class solutions to Customers ranging from Fortune 500 industry leaders to midmarket customers nationally. NWN's suites of solutions are organized into six focused technologies, four service models, and three delivery models:

### NWN Technologies:

- Data Center and Networking
- Collaboration
- End-User Computing and Mobility
- Applications and Data Services
- Security

### NWN Service Models:

- NCare - Managed IT Support, 24 hours a day, 365 days a year
- NForce – Simplified IT Staffing services
- NCloud – Cloud Communications and Infrastructure Services
- NPro – Professional Services

### NWN Delivery Models:

- Cloud (Hosted) IT Services
- On-Premise Solutions
- Hybrid Solutions

## **Why Choose NWN**

NWN recognizes each one of its customers is unique. Each organization has its own objectives, drivers, culture and approach. NWN strives to understand each environment so we can provide proven solutions with our customer's vision in mind. With our experienced solution engineers and proven vendor partnerships, we help our customers achieve their business goals.

When you are looking for a partner you can count on, you need someone who is experienced, certified in the solutions you need, and who approaches your business challenge as if it were their own. NWN partners with customers in a collaborative way, knowing integrity, promises met and a long term approach are vital to solving business problems.

NWN offers information technology solutions designed to solve your business problems. We couple our expert engineering team with the best technologies in the industry to bring you proven solutions designed just for you.

- **Customer Focus and Accountability:** Our team takes on customers' business problems as if they were our own. That means we are accountable for solutions that are sensible, practical, and effective. They are the solutions we would choose for ourselves, and they work.
- **Responsive, Local Service, and Global Reach:** NWN's "down the street" availability means we can drop by when you call. At the same time, we are large enough to resolve a broad range of enterprise issues and agile enough to handle these quickly. Our "follow the sun" approach lets us deliver more results to clients in less time without sacrificing quality or budget.

- **Team Value and Integrity:** Our projects are managed and staffed with seasoned business and technology experts. We are recognized for the quality, commitment and capabilities of our teams. Our employees collaborate so closely with our customers and partners that we become one operating team.
- **Excellence:** NWN relentlessly pursues excellence in the technologies that matter to our customers. You trust us to be the experts, and we take that responsibility to heart. There is no substitute for real-world experience.
- **Commitment:** NWN won't stop until the job is done—the whole job. The results we produce for our customers make us proud of who we are and what we do.

## Professional Services Engineers (NPro)

IT Projects are becoming much more complex and multifaceted as organizations continue to modernize and optimize their operating environments. With the proliferation of cloud and hybrid cloud technologies, IT projects are harder to keep on target than ever. Rigorous project management is essential to ensure consistent communication, quality control, and project agility to accommodate environment changes and dynamic needs.

- **Experienced Project and Implementation Services:** With over 2,000 projects per year, our technology professionals have program and project management expertise, business process analysis, organizational change management, facilitation, and strategic consulting skills. The company has more than 150 engineers, project managers, consultants and technicians, whom have achieved over 750 certifications in the industry leading technologies necessary for NWN to maintain its elite status with its principal vendor group.
- **Best-Practice Implementation Methodology:** NWN Project Managers, many with ITIL v3 and/or PMP certifications, monitor and manage each engagement to ensure consistent delivery and satisfaction with our services. Modeled after industry best practices published by the Project Management Institute (PMI), NWN breaks down each engagement into measurable tasks and milestones to ensure expectations are being met, appropriate resources are being dedicated, and our implementation model is working as desired.
  - Cloud Migration
  - Hybrid Cloud Integration
  - Virtualization Initiatives
  - Infrastructure Installation
  - Infrastructure Moves
  - Security Enhancements
  - Networking Optimization
  - Collaboration Projects

## Our Office Locations

With 13 offices across the U.S., NWN is able to provide customers with the responsiveness and agility of a local consultant, backed by the strength and resources of a global IT solution integrator. NWN has offices in:

- |                  |                  |                  |
|------------------|------------------|------------------|
| ▪ Charlotte, NC  | ▪ Greensboro, NC | ▪ Raleigh, NC    |
| ▪ Cleveland, OH  | ▪ Greenville, SC | ▪ Sacramento, CA |
| ▪ Farmington, CT | ▪ Houston, TX    | ▪ Waltham, MA    |
| ▪ Fresno, CA     | ▪ Mt. Laurel, NJ |                  |
| ▪ Gold River, CA | ▪ Pittsburgh, PA |                  |

## Statement of Work (SOW)

This SOW is associated with the following Bill of Materials (BOM) list:

- ▶ PC-FBC\_CENTRAL\_4500\_Justice\_Center\_OP124610\_r1-0

## Project Success Measures

The following points are captured as the customer's measures as indicators of a successful project:

The following points are captured as the customer's measures as indicators of a successful project:

- ▶ Switching
  - ▶ Installation of new 4506 switches on each of the (3) Floors of the Justice Center
    - ▶ Each 4506 will contain:
      - ▶ (1) WS-X45-SUP8-E – Supervisor Card
      - ▶ (4) WS-4748-RJ45V+E POE 48 Port Blades
      - ▶ (2) PWR-C45-4200ACV 4200W Dual Input Power Supplies
    - ▶ Note: the 3<sup>rd</sup> of Cisco 4506 switch for the Justice Center will re-use (4) WS-X4748-RJ54V+E that FBC has from spares
    - ▶ Each Floor MDF/IDF will have a APC UPS that NWN will install ONLY – FBC will be responsible to configure network cards
  - ▶ Use of existing 4506 configurations as a base for the configuration of the new 4506 switches
    - ▶ Note: adding of additional 10G Blade (WS-X4712-SFP+E) to the 4510 to handle the added capacity of fiber needed to connect the (3) new 4506 switches to each floor of the Justice Center
  - ▶ Any additional changes to application configuration or out-of-scope LAN changes that are necessary as a result of the implementation are considered out of scope and would require hours in addition to those proposed in the estimated time to complete.
  - ▶ Implementation, configuration, and testing of Cisco switches on each of the (3) floors

## Project Management Methodology

An NWN Project Manager will be assigned to this project, utilizing the NWN Project Methodology (*see Appendix B*), to ensure the successful delivery of this initiative as defined in this scope. The following outlines the roles and responsibilities of the NWN Project Manager:

- Act as a single point-of-contact between NWN and Customer
- Ensure thorough project communication with project stakeholders and team members
- Develop & maintain detailed project plan, task plan, schedule & communications plan
- Prepare, distribute & communicate regular status, action item & related project reports
- Manage project scope and respond to change requests
- Define and manage the escalation process
- Conduct project kickoff, status, milestone and review/closure meetings
- Review all Project Documentation and Deliverables
- Oversee knowledge transfer

## 1 - Initiate Phase

The initiate phase of the project is critical to establishing a firm foundation for the launch and delivery of the project. Activities in this phase of the project include:

- Internal kickoff meeting – this meeting involves the NWN Sales Team and the NWN Implementation Team. At this meeting, the entire NWN team is made aware of the Customer's expectations that were set during the Sales process to ensure all communication is translated to the Implementation Team for the on-site work effort.
- External kickoff meeting – this meeting involves the NWN Team and the Customer's Team and usually takes place at the Customer's site. During this meeting, all aspects of the project will be reviewed and established. This includes, but is not limited to: logistics management, roles and responsibilities of all project team members, draft schedule, task plan and work breakdown structure (WBS), communications plan and design and implementation approaches.
- Scheduling for Design Meeting – Initial timeline will be set for overall project. NWN and Customer will work together to identify resources for project and coordinate schedules to complete the Design Phase.
- Create project plan package – the NWN Project Manager will work with the overall team to create a project plan package, schedule, communications plan, project documents and protocols.

### ***Deliverables:***

- Kick off meetings and follow up communications
- Project plan package

## 2 & 3 – Assess / Design Phase

Activities in this phase of the project include:

- Design Meeting – After the kick-off meeting, NWN has a design meeting to discuss the technical aspects of the configuration for the Switches. At the end of this Design meeting, NWN has gathered enough information to create a design document for the installation of the equipment. The design document will include configuration parameters for all the equipment and the requirements by the Customer's IT Staff in order to prepare for the installation. A project time frame (including specific dates) will be created at the end of the Design meeting. The design meeting topics will include:
  - Management Network Design
  - High Availability Design Considerations
  - Logging Design
  - Communication protocols and IP addressing requirements
  - License Requirements and Validation
- Functionality testing procedures – NWN and the customer will prepare a testing document that is the basis for verifying the in-scope functionality of this solution. This will be used during the Execute Phase of the project.

- GATE REVIEW: Design Acceptance – NWN will conduct a design review and acceptance session with the customer to review the design details prior to initiating any production implementation or changes. The customer's acceptance of the design is the approval to move forward in the project.

***Deliverables:***

- Design development meetings
- Test and acceptance procedures
- Detailed design documents

## 4 - Prepare Phase

Activities in this phase of the project include:

- Staging:
  - Equipment Hardware Testing – NWN will stage the new equipment at the NWN facility to ensure there are no problems with the equipment that was shipped from the Manufacturers. Once all the equipment is un-boxed and assembled, NWN will perform burn-in testing to ensure all equipment operates for a set amount of time. If any equipment is found to be faulty, then NWN will return to the equipment to the manufacturer and receive replacement equipment prior to shipping any equipment to the Customer site.
    - Switching Software Staging and Installation
      - Code Revision and Patching
      - Burn-in and testing
      - Configuration Backup and Review
  - Configuration Staging – NWN will initially configure all of the equipment and test the configurations of the equipment at the NWN facility. Once all the equipment has been tested, NWN will re-package all of the equipment for shipment to the Customer site and furnish Customer with a packing slip.
- Pre-production integration – NWN will configure, test and integrate the in-scope solution to the point of production impacting cutover or placement into service. NWN will demonstrate to the customer the functionality of the system to the point possible prior to integrating the solution into the customer's production systems.

***Deliverables:***

- Equipment staged at (NWN or Customer-indicate where) location

## 5 - Execute Phase

Activities in this phase of the project include:

- Hardware Installation – NWN will un-box the Cisco 4506 switches at the Customer site and proceed to install the equipment in the specified areas. Once the equipment is physically installed, NWN will perform the following configurations (not necessarily in this order):

- Rack and Stack Equipment
  - Fort Bend County is responsible for validation/availability of fiber pairs to each of the (3) floors of the Justice Center for connectivity back to the existing Cisco 4510
  - Installation, configuration, and testing
  - Each Floor MDF/IDF will have a APC UPS that NWN will install ONLY – FBC will be responsible to configure network cards
- Conduct Final End User Validation Test Plan
- NWN and the Customer IT Staff will fully test the configurations for each device prior the user migration to the new equipment.
- Configuration Testing – Once configurations are tested and verified, NWN and the Fort Bend County IT Staff will move traffic flow to the new switches to ensure the system resources are reachable as expected. This process will continue on the set schedule that was mutually agreed upon through the established project plan. Finally, NWN will work with Fort Bend County to roll back to the previous state.
- Day 2 Support – NWN will remain on site for help address and diagnose any problems that arise due to the migration to the new equipment. NWN will be able to troubleshoot switching related issues related to the installation and the Customer needs to provide a resource with troubleshooting knowledge for the Customer’s software applications and end user devices. Once the new switches are agreed to be stable by NWN and the Customer IT Staff, NWN will start to finalize the documentation for the project.
- GATE REVIEW: Production readiness acceptance – NWN will review the production cutover and implementation with the customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier Gate Review.

***Deliverables:***

- Equipment delivery and installation
- Production implementation of the solution (cutover date or Phased implementation)
  - Testing in Production
- Gate Review- production implementation acceptance by customer

## 6 - Transition Phase

Activities in this phase of the project include:

- Knowledge Transfer – NWN’s technical team on the project will conduct a solution orientation session and knowledge transfer with the customer’s designated staff. This does not replace manufacturer specific technical training on the specific equipment, but provides a solid overview of how NWN has integrated the solution into the customer’s environment.
- Maintenance contract activation – NWN will review any manufacture’s maintenance contracts purchased as part of this project and ensure those contracts are properly activated.
- Transfer to customer support – NWN will provide final AS Built documentation to the customer on the solution implementation and transition the project to the customer’s technical support staff

- **Project closure meeting** – NWN will conduct a project review, acceptance and closure meeting to close out the project, this will include a review of the scope for completion, BOM deliverables, final documents and customer acceptance and survey documents.

***Deliverables:***

- Knowledge transfer sessions
- Maintenance contract activation and related documents
- Documentation - finalized design and as-built
- Project closure meeting

## **Out of Scope**

***Any area not specifically presented in the Scope section of this proposal is considered outside the scope of this project. Changes to the scope as detailed in this proposal require an estimate review and must be approved by mutual agreement. Additional (or lower) charges may apply to incorporate the requested changes. Changes will not become effective until agreed upon in writing by both the Customer and NWN.***

# Assumptions and Requirements

## General Assumptions

1. This Proposal is only valid for 30 days. At the end of the 30 period, NWN will need to refresh the pricing in this proposal before the Customer decides to execute this contract.
2. The work effort in this proposal assumes a continuous work effort that is established at the beginning of the project based on a project plan. If delays occur in the installation process due to Customer related issues, then a change order will need to address any additional costs that arise due to this delay.
3. NWN is not responsible for configuration changes on any equipment not specifically stated in the above Statement of Work.
4. All NWN work effort will occur during normal business hours (M-F, 9-5). If there is after-hours work that needs to occur, then additional charges will apply.
5. Customer assumes all responsibility for providing the appropriate power for all installed equipment in this proposal. NWN can provide the plug type and desired power connection for each piece of equipment in the proposal. New appliances will need a total of **QTY (12) C19 NEMA 5-15 Plug NA**
6. Customer is responsible for all rack or cabinet hardware (including rack mounting hardware) that is needed to install the new equipment.
7. Customer assumes all responsibility for ensuring enough contiguous rack space for the new equipment to be installed during this project.
8. Customer needs to provide all Fiber Patch Cables between the new network equipment and the fiber patch panels in each network closet. NWN can provide the appropriate connector type for each patch cable if desired by the Customer. (Fiber Cables will be Multimode SMF Patch Cables)
9. Customer needs to provide all Copper Patch Cables between the new network equipment and the copper patch panels in each network closet. NWN assumes RJ45 connectivity for all copper patch cables needed.
10. Customer is responsible for providing all Cable Management (Vertical and Horizontal) in order to correctly route each patch cable from the newly installed network equipment to the appropriate patch panel.
11. Customer must provide access along with safety, security & emergency protocols for NWN staff for all the appropriate areas in the facility in order to complete the work effort included in this proposal.
12. Customer is responsible for all environmental concerns in each network closet that NWN will install new equipment. If equipment problems arise due to excessive heat or water in the network closets, then the Customer is responsible for all equipment replacement costs.
13. Customer must provide free and clear access to the network equipment racks in each network closet.
14. Customer must provide a work area large enough for receipt of all new equipment for this project.
15. Customer must provide outside phone and Internet access for all NWN staff when onsite.
16. Customer must provide a dedicated point of contact for the entirety of this project. This Contact must be available during major steps in the installation process. If the Customer contact is not available during the process and schedules slide due to Customer unavailability, then Customer costs may arise to the delayed schedule.
17. Customer and NWN will mutually agree upon downtime prior to any installation and ensure this downtime is scheduled in advance so the Customer can make appropriate preparations at the facility.
18. Customer must obtain all necessary work permits.
19. Customer must provide adequate parking for the NWN project team at no additional charge to NWN.

20. Customer's responsible for removal of shipping packaging once all the equipment is received at the Customer site.

## LAN/Security Assumptions

21. Customer has given NWN the approximate distances for all fiber that will be used for connectivity in this scope of work. If the Fiber Optic connectors (1Gig or 10Gig) that NWN has quoted in the Bill of Materials for device connectivity need to change based on incorrect distances, then the Customer is responsible for equipment replacement costs.
22. NWN assumes that all the spare fiber that is not currently in use at the Customer facility is terminated and tested for to meet Ethernet specifications. If problems arise due to bad fiber connections, the Customer will assume all costs for correcting the fiber connectivity problem.
23. For new router installations, Telco Circuit Delivery should not affect the scheduling of router installation. If delays occur due to delayed Circuit Delivery, then Customer assumes all related costs or delays in scheduling due to the impacted schedule.
24. All Cat5 or Cat6 LAN cabling will be installed according to BICSI best practices including permanent horizontal cabling specifications.
25. Customer is responsible for defining the air-flow (hot and cold row) requirements for the data center prior to NWN installing any network equipment in the data center. If air-flow requirements change the type of equipment that is required, then the Customer will be responsible for the additional equipment costs.
26. Customer must have ACTIVE Cisco Smartnet contracts on any existing equipment that NWN will be upgrading or updating during this work effort.
27. Customer is responsible for obtaining a valid SSL Certificate Authority for any equipment that is required during the installation work effort.
28. Customer has provided an accurate end-point count for any licensing requirements in the attached Bill of Materials. If there are additional licenses that are required, then there will be an additional cost to the Customer.
29. Circuit provisioning & coordination (if necessary) is the responsibility of the customer with the provisioning 3<sup>rd</sup> party.
30. Customer is responsible for all switch, firewall and router configuration work effort to establish proper connectivity in this scope of work.

## Project Services Financials

NWN is pleased to present the following pricing summary for this project.

### Billing Terms

#### **Fixed Price Professional Services Billing Milestones:**

|                                    |                    |
|------------------------------------|--------------------|
| Milestone/ Initiate & Assess Phase | \$2,175.29         |
| Milestone/ Design Phase            | \$2,774.57         |
| Milestone/ Prepare & Execute Phase | \$12,108.89        |
| Milestone/ Transition Phase        | \$2,941.25         |
| Total Professional Services        | <b>\$20,000.00</b> |

**Note: NWN will bill ACTUAL hours as incurred.**

This Statement of Work ("SOW") is entered into and effective as of the date last executed below (the "SOW Effective Date") and is by and between **NWN Corporation**, a Delaware corporation, having its principal place of business at 4802 N. Sam Houston Pkwy W., Suite 500; Houston, TX ("NWN") and **Fort Bend County** a Texas municipality and is subject to the terms and conditions of that certain **DIR-TSO-2542** Contract (DIR) between the parties. If the parties have not executed a Master Agreement, the terms and conditions attached hereto as Appendix E shall govern and references to the Master Agreement shall be deemed to refer to Appendix E. For purposes of clarification, if the parties have entered into a Master Agreement prior to the SOW Effective Date or thereafter, the terms and conditions of the Master Agreement shall apply in lieu of the terms and conditions set forth in Appendix E. Subject to the terms and conditions contained in the Master Agreement, which are incorporated by reference into this SOW, NWN shall provide the Services set forth herein to Customer for the fees and other payment set forth herein and in the attachments hereto.

Approval and billing of the milestones presented for services will occur at the earlier of the two following events:

- Sign off by the customer/ project sponsor of the milestone (in writing or electronic authorization).
- 10 business days from written or electronic notification by NWN to the customer of completion of the milestone and no written or electronic response by the customer that the milestone is not complete.
- **Please note that failure to sign off on a milestone by either party may result in the postponement of the subsequent milestone's initiation, an increase in hours, and could delay the project.**

#### **Accepted and Agreed by:**

**Fort Bend County**

**NWN Corporation, Inc.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

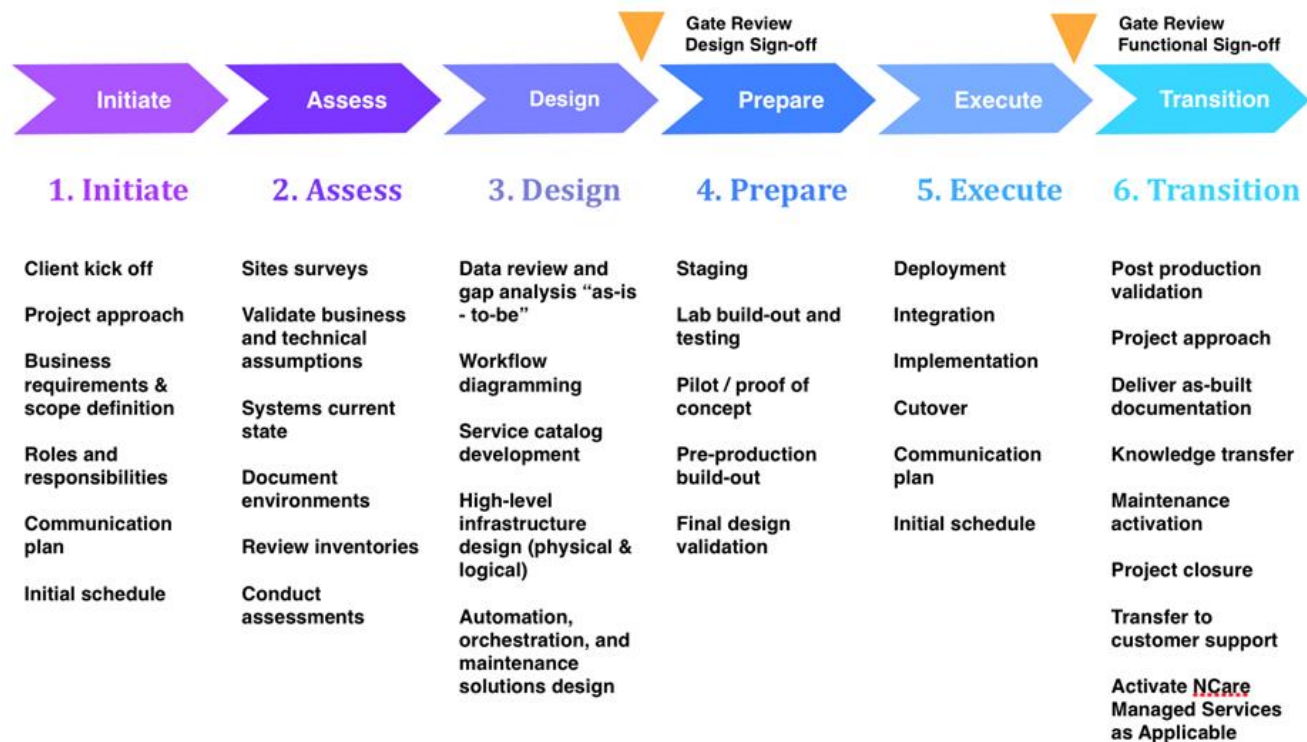
\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

## Attachment 1. Project Delivery Methodology

NWN approaches our customer engagements using a unique integrated methodology. Our solutions matrix allows us to provide engagements and delivered technologies. This approach engages the customer at the point of need for the particular project: at points along the solution lifecycle from business requirements analysis and identification, project concept and definition, assessments, designs, development, implementation and integration to on-going support.



### Project Management Methodology

An NWN Project Manager will be assigned to this project and, utilizing the NWN project methodology, is responsible for ensuring the successful delivery of this initiative as defined in this scope. The NWN Project Manager will provide timely communications, status updates, project timelines and tasks, team activity coordination and issues management and escalation to the project sponsor. The NWN Project Manager will use the appropriate tools necessary to complete the project successfully based on the scope of work for the project.

### Project Change Request

In the event of changes that occur during the project the NWN PM will process a Project Change Request (PCR) to identify the needed change and effects it will have on the project along with funding that may be needed to complete the change. This PCR will be reviewed and agreed to by NWN and client prior to the change being implemented. A sample PCR is included as Attachment 2.

### ***Project Deliverable/Milestone Acceptance***

As phases are completed the Project Deliverables Acceptance document will be revised and discussed during status meetings. Percent complete will be documented and initialed by the client so that recognition for progress can be acknowledged throughout the project. Each project deliverable/milestone, requires mutual acceptance in the form of an executed Milestone/Delivery Acceptance (MA) Form, Attachment 3. This will initiate a billing event while authorizing the projects team to proceed through the agreed upon project plan. At the end of the project, the last MA form will be signed by the project sponsor indicating that the project is complete.

### ***Customer Survey and Publicity Release***

At the conclusion of this engagement, you will be solicited directly via phone by a member of the post-delivery team or asked to complete a Customer Satisfaction survey and Publicity Release Form (Attachments 4 and 5). We look forward to gaining a more detailed understanding of your experience and sharing our experience. This feedback is greatly appreciated and valued by the NWN team.

## Attachment 2. Project Change Request (PCR)

Customer:

NWN Project Manager:

Customer Sponsor:

Date:

|  |
|--|
|  |
|  |
|  |
|  |

### CHANGE REQUEST DETAIL

|                        |              |
|------------------------|--------------|
| Project #:             | Change #:    |
| Requestor:             |              |
| Description of Change: |              |
|                        |              |
| Date of request:       | Date needed: |

### CHANGE ASSESSMENT

|   |  |
|---|--|
| Impacts on schedule, risk, assumptions, resources:    |  |
| Impacts on technology, design, deliverables:          |  |
| Impacts on project budget (Total \$ value of Change): |  |
| SKU #, Description, NRC Value:                        |  |
| SKU #, Description, MRC Value:                        |  |

Quote is Valid for 30 days from Document Date.

### CHANGE APPROVALS

| SIGNATURES  |                 |  |
|---|-----------------|--|
| <input type="checkbox"/> Approve<br><input type="checkbox"/> Deny | Project Manager |  |
| <input type="checkbox"/> Approve<br><input type="checkbox"/> Deny | Project Sponsor |  |

## Attachment 3. Milestone/Acceptance (MA) Form

**Client:**

**Project:**

**NWN Project Manager:**

**Client Sponsor:**

**Date:**

|         |
|---------|
|         |
| [Title] |
|         |
|         |
|         |

### PURPOSE/INTRODUCTION

This document indicates the acceptance by the stated Project Sponsor of the presented and defined key project milestone. The Project Sponsor's acceptance of this item signifies that you understand, approve and validate that this item conforms to all project objectives and deliverables. The Project Sponsor's acceptance further signifies that the Project Manager has authorization process invoicing for the completed milestone and move forward in the project per the approved Schedule. Failure to respond within five (5) business days will constitute acceptance in accordance with the Statement of Work.

### MILESTONE AND INVOICING INFORMATION

| Project Phase(s) | Status   | Date Completed |
|------------------|----------|----------------|
|                  | Complete |                |

### MILESTONE ACCEPTANCE

Please indicate your approval and acceptance of this item in the space provided below:

Accepted by:

Client

Date

NWN Project Manager

Date

## Attachment 4. Customer Satisfaction Survey

|                      |  |
|----------------------|--|
| Customer:            | Survey Date:                                     |
| Project Name & Code: | <input type="radio"/> Survey completed in person |
| Project Start Date:  | <input type="radio"/> Survey completed via email |
| Project End Date:    |  |

NWN is dedicated to providing its Customers with the highest quality of service. To help us in this effort, please take a few minutes to provide feedback on our services.

| Satisfaction Criteria   | 5 = Very Satisfied<br>1 = Very Unsatisfied            |   |    |   |   | Comments<br>(particularly for any scores below "4") |
|---|---|---|----|---|---|---|
|   | 5   | 4 | 3  | 2 | 1   |   |
|   | 1. Rate the quality of the stated deliverables        |   |    |   |   |   |
| 2. How well did the engagement meet the expected project schedule?  |   |   |    |   |   |   |
| 3. How well did the project cost meet the expected budget?  |   |   |    |   |   |   |
| 4. How well did the delivered solution meet the stated scope?   |   |   |    |   |   |   |
| 5. How well were risks and issues communicated?   |   |   |    |   |   |   |
| 6. Rate the level of teamwork displayed by the project team.  |   |   |    |   |   |   |
| 7. Rate the value of the engagement.  |   |   |    |   |   |   |
| 8. Rate your overall experience with NWN.   |   |   |    |   |   |   |
|   | Yes   |   | No |   |   |   |
| 9. Are you willing to serve as a reference?   |   |   |    |   |   |   |
| 10. Would you use NWN again?  |   |   |    |   |   |   |
| 11. Would you support NWN in the creation of a <b>case study</b> * based on this project?   |   |   |    |   | <b>Note:</b> If you answered yes to this question, please complete the attached Publicity Release Form. |   |
| <p>* A case study consists of a high-level overview of the project in a format that can be shared with other Customers seeking similar consulting services. The study may contain a description of your business, the business challenge faced by you before the project, the solution implemented, the project approach, and the business results.</p> |   |   |    |   |   |   |
| Tell us what you liked most about the service we provided:  | What can we do to improve on the service we provided? |   |    |   | Any general comments:   |   |
|   |   |   |    |   |   |   |

## Attachment 5. NWN Publicity Release Form

Thank you for allowing NWN to share some information about our work for you with others. Check the formats below that are acceptable to your organization:

- ☐ Written hardcopy and/or electronic format
- ☐ Video
- ☐ In presentations
- ☐ NWN website(s)
- ☐ Other (specify below)

---

### **Authorized for use:**

- ☐ My Name
- ☐ My Title
- ☐ My Company's Logo

### **"Working Together" Case Study Description**

Upon completion of a project, many of our Customers allow us to publish a case study. A case study consists of a high-level, one to two-page overview of the project in a format that can be shared with other Customers seeking similar consulting services. The study may contain a description of your business, the business challenge faced by you before the project, the solution implemented, the project approach, and the business results.

### **Authorization and Release Information**

- I understand my information as outlined above may be used in connection with publicizing and promoting NWN Corporation.
- I agree that I will make no monetary or other claim against NWN for the use of what is provided.
- I understand that I can provide input on the finished product. I will have final approval on the product(s) and upon my request NWN will stop using some or all of what is mentioned above.

Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Date: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_