



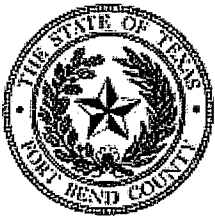
Helping Customers Solve Business Problems through Technology

Microsoft Windows 7 Migration Consulting Services

Proposal and Statement of Work (SOW)
DIR-SDD-1640

Prepared for:

Fort Bend County



- ▷ June 12, 2013
- ▷ Cameron Hales, Solutions Architect
- ▷ NWN Corporation

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NWN Corporation Summary

NWN is a U.S. based IT Solutions Company that provides sophisticated IT products and consulting solutions to clients 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 and EMC, 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, McAfee, 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.

NWN Solution Practices

NWN's goal is to deliver a full suite of the most desirable enterprise-class solutions to clients ranging from Fortune 500 industry leaders to midmarket customers nationally. NWN's suite of solutions includes network infrastructure, data center and virtualization, unified communications and collaboration, end-user computing, IT security, application development, workforce agility and managed services.

These solutions are organized into eight practice areas:

- ▷ NCare Managed Services
- ▷ NCompute Data Center and Virtualization
- ▷ NConnect Collaboration
- ▷ NCore Network Infrastructure
- ▷ NForce Workforce Agility
- ▷ NProtect Security and Compliance
- ▷ NVision Software Solutions Consulting Services
- ▷ NWorkspace Client Computing Lifecycle Management

Proposal Summary

Project overview:

- ▶ Assess the County's current Windows XP to Windows 7 migration plan including the review of the OS image development process and the systems management infrastructure that will be leveraged to facilitate client upgrades. A partial systems refresh and upgrade will also be included.

Solution Technologies:

- ▶ Client Operating Systems and enterprise systems management technologies
 - ▷ Microsoft Windows 7 Enterprise

Investment:

- ▶ Professional Services Investments
Recommended: \$199,171



NWN Corporate Philosophy

NWN helps customers solve business problems through technology. We work with private sector businesses across many industries as well as state, local and educational organizations in the public sector. Our professionals help clients choose the solutions that make the most sense for them, then implement these expertly.

NWN offers a broad range of innovative and cost-effective software and technology solutions and services, from business intelligence and custom application development to technology infrastructure, monitoring and support services. We work with clients to articulate business objectives, put the right process and technology elements in place and make sure these solutions never blink. Each solution is custom-tailored to fit the client's needs.

With so many technology products and services available in the marketplace today, organizations need a trusted advisor to help them identify, develop, implement, and integrate the ones that will make the largest and most measurable impact on business results. NWN is focused on:

Effectiveness. We help our customers streamline operations, drive down costs, and increase speed to value. Our data center and virtualization solutions routinely pay back in months, not years. Financial services, healthcare and education customers who implement and use our business intelligence solutions begin to see operational performance improvements almost immediately. We help clients manage computing assets throughout the lifecycle for total cost of ownership effectiveness.

Dependability. Always-on, ubiquitous communication is no longer optional for successful organizations. And information must get to the right hands at the right time under the most stringent attention to security. NWN's networking and data center solutions, coupled with our security expertise and our 24x7 managed service, give our customers the dependable, resilient capability they need. For our customers, our people are always on as well.

Flexibility. Organizations with new markets to tackle and those with peaks-and-valleys demand need flexibility. NWN provides scalable and on-demand solutions for collaboration, IT infrastructure, and important applications. Our IT staffing service can also provide just-in-time talent for critical projects and temporary needs.

Reach. Organizational silos are a thing of the past. With NWN workflow and data management solutions, our clients get the seamless operations that their customers value. NWN's business intelligence solutions help them tap newly coordinated data, and our robust infrastructure solutions manage the IT traffic expertly behind the scenes. And with front end capabilities such as NWN's video, mobility, and Web portal solutions, the ability to reach citizens, patients, students, sales prospects, partners and colleagues is virtually unlimited.

Innovation. NWN solutions offer insights as well as operational excellence. Our consultants and engineers work shoulder-to-shoulder with clients to solve knotty problems, big and small. When our clients need the newest thing to wow their customers, we join them in the blue sky to find innovative solutions that work.

What Makes NWN Different?

Customer Focus and Accountability. At NWN, we're focused on the customer. Our team takes on the customer's business problem as if it 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.

Our in-depth technology expertise and thorough understanding of customer business processes enable us to deliver world class solutions quickly and cost-effectively. But we don't stop there – NWN can take on the day-to-day accountability for managing and maintaining the solutions we engineer and implement or we can focus on a complete knowledge transfer to ensure our clients' self-reliance. Either way, we take an owner's perspective in everything we do to ensure our customers get the results they were hoping for.

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 to software development blends teams of software engineers across NWN office locations in the U.S. and China. This approach lets us transcend the boundaries of the typical eight-hour workday to deliver more results to clients in less time without sacrificing quality or budget.

Team Values 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.

Our Office Locations

With 14 offices across the U.S. and in Beijing, China, 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:

- ▷ Waltham, MA
- ▷ Farmington, CT
- ▷ Mt. Laurel, NJ
- ▷ Raleigh, NC
- ▷ Charlotte, NC
- ▷ Greensboro, NC
- ▷ Greenville, SC
- ▷ Nashville, TN
- ▷ Birmingham, AL
- ▷ New Orleans, LA
- ▷ Houston, TX
- ▷ Sacramento, CA
- ▷ Fresno, CA
- ▷ Beijing, China

Proposal

Project Overview

Fort Bend County (Client) has engaged NWN to propose a Statement of Work to perform the professional services project defined in this document. Customer wishes to leverage NWN's fully vetted methodology to assist in executing an enterprise-wide migration from Microsoft's Windows XP to Microsoft's Windows 7 client operating system. NWN will engage in the following activities to assist FBC in meeting these objectives:

- ▷ Project objective 1 – Review and validate the County's PC image development methodology
- ▷ Project objective 2 – Review the County's documented deployment plan
 - ▷ Plan for compatible systems
 - ▷ Plan for non-compatible systems
- ▷ Project objective 3 – Review and validate supporting deployment infrastructure
 - ▷ Software
 - ▷ Directory Services
 - ▷ Enterprise Print Management
- ▷ Field Deployment Activities
 - ▷ Deployment of an estimated 500 new client devices
 - ▷ Imaging
 - ▷ Asset management (tagging et al)
 - ▷ Delivery and logistics
 - ▷ User data backup and restore
 - ▷ Field installations / configuration
 - ▷ Chain of custody completion
 - ▷ Decommissioning of legacy devices
 - ▷ Custom Configuration for Power User systems (estimated to be 40)
 - ▷ Includes installation of custom applications
 - ▷ Includes user assistance in application set-ups
 - ▷ Memory upgrades on an estimated 1200 legacy systems
 - ▷ In the field upgrades
 - ▷ Imaging at customer facility
 - ▷ Field installations / configuration
 - ▷ "Day 2" support
 - ▷ End user activity support
 - ▷ Knowledge Transfer

Project success measures

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

- ▷ Success measure 1 – Client approved Windows 7 "golden image"
- ▷ Success measure 2 – Client approved Windows 7 deployment guide
- ▷ Success measure 3 – NWN validation of County's system deployment infrastructure
- ▷ Success measure 4 – Completed installation of 600 Dell client computing devices at designated county locations
- ▷ Success measure 5 – Completed memory installations in designated county client system
- ▷ Success measure 6 – Completed execution of upgrades for 1200 legacy systems
- ▷ Success measure 7 – Complete custom configurations for up to 40 power users

Statement of Work (SOW)

Overview

This is a hybrid project encompassing both consultative and tactical service delivery elements supporting the County's execution of OS migration/upgrade delivery tasks.

Scope Summary

NWN will provide the subject matter expertise necessary to fulfill the documented validation tasks and the resources need to execute designated field delivery activities. A detailed project plan outlining specific deliverables task will be developed.

Project Management

An NWN Project Manager will be assigned to this project, utilizing the NWN project methodology 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 Customer and <Client>
- 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



Image Validation

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 “Golden Image” development and validation of the enterprise systems management infrastructure readiness and configuration. A project time frame (including specific dates) will be created at the end of the Design meeting.
- 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 deployments or changes. The customer's acceptance of the design is the approval to move forward in the project.

Deployment

For the Deployment Phase of this project, we have outlined a two pronged approach for the upgrading of systems. These include:

- Distributed Approach (All upgrades done at users desk from USB drives)
- Centralized Approach (Upgrades completed on location in a lab by a "config-center in a box" method)

Our recommended approach means that larger sites will realize some efficiencies by multi-tasking the upgrades in a central lab. Smaller sites will be completed at the user location with multiple upgrades taking place concurrently, when possible.

Second day support will be provided by NWN Engineers under this model.

Option	Full Imaged of Systems
Image validation	
Image validation, OS review, OS image validation	\$29,500
New Systems (500)	
NWN Image & asset Tag systems	\$10,825
Factory Imaged and Asset Tagged	\$0
Deliver, decom old PC, day 2 support, UAT and Custody	\$21,649
Backup, Restore User Data, setup printing and devices	\$21,649
Total Charges	\$54,123
Unit Price	\$90
Custom Systems (40)	
Custom Systems 40 power users	\$7,216
Unit Price	\$180
Upgraded Systems (1200)	
Lab Provisioning (6 labs)	\$13,830
Memory Upgrades	\$17,319
Re-Image, asset Tag, deliver, decom old PC, day 2 support, UAT	\$62,783
Setup printing and devices	\$14,400
Total Charges	\$108,332
Unit Price	\$90
Grand Totals	\$199,171

Deliverables

Upon completion of each of the area in this section, a Project Acceptance Document (Attachment A) will be presented for sign off to facilitate the milestone billing.

1. Gold Image Validation:

- Review and validate the County's PC image development methodology
- Review the County's documented deployment plan
 - Plan for compatible systems
 - Plan for non-compatible systems
- Review and validate network environmental factors
 - Utility Servers
 - Policies and profile driven configurations
 - Enterprise print management

2. New Systems Imaging, configuration, tagging, delivery, data transfer and set-up

- Deploy the purchased systems (est at 500) with Fort Bend's provided image
- Asset tag each system with a report
- Backup old system "Documents Directory" and restore it to the newly deployed PC
- Configure local devices and printers (best effort) or log any issues discovered
- Decommission old system and complete Chain of Custody Form

3. Upgrade System Actions including memory installation, imaging, data transfer configuration and testing

-
- Upgrade the memory from Fort Bend memory inventory on 1200 systems
- Backup the "Documents Directory"
- Deploy Fort Bends provided image
- Restore the "Documents Directory" to the newly imaged PC
- Configure local devices and printers (best effort) or log any issues discovered
- **Custom System Actions completed**
 - For up to 40 power user systems – defined as those with specialized applications, devices or license keys to be manually configured or transferred: (ie: GIS, Visio, MS Project or other apps not included on the image)
 - NWN will provide user desk-side support to address these item as they become identified
 - The scope discussed limits this activity to 40 or less systems.
 - Day 2 support will be conducted within each phase and knowledge transfer with lessons learned will be documented and provided upon completion of the roll-out.

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 Client and NWN.

Customer requirements & assumptions

Technical/Operational Requirements/Assumptions:

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. The Customer is responsible for software licensing requirements from the vendors. Sometimes license keys are not transferrable or require coordination between the customer and the respective vendor.
5. Customer is responsible for providing a suitable work area to conduct the system upgrade activity. This may be a conference room, lab or vacant room with adequate power and network connectivity.
6. All NWN work effort will occur during normal business hours (M-F, 8-5). If there is after-hours work that needs to occur, then additional charges will apply.
7. Customer assumes all responsibility for providing the appropriate power for all installed equipment in this
8. 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.
9. 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.
10. Customer must provide free and clear access to all required workspaces.
11. Customer must provide a work area large enough for receipt of all new equipment for this project.
12. Customer must provide outside phone and Internet access for all NWN staff when onsite.
13. 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.
14. 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.
15. Customer must obtain all necessary work permits.
16. Customer must provide adequate parking for the NWN project team at no additional charge to NWN.
17. Customer's responsible for removal of shipping packaging once all the equipment is received at the Customer site.

Project Financials

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

Our Billing for Milestones completed

Billing Terms

Professional Services Billing Milestones: DIR-SDD-1640

Pricing for Each Option		
Image Validation	Milestone 1	\$ 29,500.00
Image/Deploy New Systems + custom systems	Milestone 2	\$ 61,339.00
Image/Deploy upgrade systems (1200)	Milestone 3	\$ 108,332.00
		\$0
Total Project Investment		\$ 199,171.00

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 <Your NWN office location HERE> ("NWN") and <Client/Customer Name>, a <Client's state of operation> corporation having its principal place of business at <Customer's address> ("Customer")

Accepted and Agreed by:

Customer Fort Bend County
Robert E. Hebert 6-14-2013
Signature
Name Robert E. Hebert
Title County Judge
Date Approved 5-28-2013

NWN Corporation, Inc.
Sheppard Thomas
Signature
Name Senior Vice President
Title 6/12/2013
Date

Attachment A: Project Deliverable Acceptance (PDA) Form

Client:

NWN Project Manager:

Client Sponsor:

PURPOSE

This acceptance document indicates the acceptance by the stated Project Sponsor of the presented and defined deliverable items, project phase or 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 to move forward in the project per the approved Plan and Schedule.

DELIVERABLE IDENTIFICATION

The following items are presented for deliverable &/or Milestone acceptance:

Deliverable	Status	Client Initials

ACCEPTANCE

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

Accepted by:

Fort Bend County

Client

Robert E. Hebert,
County Judge

Approved 5-28-2013

6-14-2013 Date