



Helping Customers Solve Business Problems through Technology

# Laptop/Desktop Deployment Services

## Proposal and Statement of Work (SOW)

*Prepared for:*

**Fort Bend County**



- ▷ November 14, 2014
- ▷ Account Executive: Stephanie Stites Clark
- ▷ Prepared by: Shawn Wark, Director of Professional Services
- ▷ 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:

- ▶ NWN will provide deployment and migration services to include:
  - ▷ Imaging
  - ▷ Asset tagging/Reporting
  - ▷ Delivery and installation
  - ▷ Move existing equipment to a central location per site
  - ▷ Join to the network
  - ▷ Migrate user profiles

## 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. Client wishes to leverage NWN's fully vetted methodology to assist in deploying new devices into the environment and migrate user profiles from existing devices. NWN will engage in the following activities to assist FBC in meeting these objectives:

- ▷ Project objective 1 – Image devices with a customer provided “gold” image
- ▷ Project objective 2 – Asset tag devices with customer provided asset tags
  - ▷ Provide customer with asset data electronically
- ▷ Project objective 3 – Deliver, distribute and install the new PC's
  - ▷ Relocate existing PC's to a central area per site
  - ▷ Remove and label hard drives and provide to Technology
  - ▷ Remove trash
- ▷ Project objective 4 – Migrate user profiles
  - ▷ Back up existing user profiles
  - ▷ Migrate user profiles to new PC's
    - ▷ “Power users” are users with special software requirements (CAD, Arc GIS etc.) or profiles larger than 20GB's
- ▷ “Day 2” Support will **not** be included in this proposal

## Project success measures

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

- ▷ Success measure 1 – Completed imaging and asset tagging of approximately 350 PC's
- ▷ Success measure 2 – Completed delivery and installation of approximately 350 PC's
- ▷ Success measure 3 – Completed user profile backups of approximately 350 PC's
- ▷ Success measure 4 – Completed relocation of existing equipment to a central location per site
- ▷ Success measure 5 – Completed network configuration of approximately 350 PC's
- ▷ Success measure 6 – Completed migration of the user profiles for approximately 350 PC's
- ▷ Success measure 7 – Completed custom configurations for power users

## Statement of Work (SOW)

### Overview

This is a project encompassing service delivery elements supporting the County's execution of deployment and migration services.

### 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 Client and NWN engineers
- 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



### Imaging Services

Activities in this phase of the project include:

- Imaging – The client will provide the “gold” image to NWN. NWN will deploy the client provided “gold” image at NWN’s facility. NWN will not be responsible for the image or any necessary modifications to the image.
- Asset tagging – The client will provide asset tags. NWN will affix the client provided asset tags and electronically capture the asset data. NWN will provide this data to the client electronically. This data will consist of:
  - Serial Numbers
  - Asset tag numbers
  - Location

## Deployment Services

Activities for this phase of the project include:

- Delivery, distribution and installation of new PC's
- Relocate existing PC to a central location per site
- Remove and label existing hard drives and provide drives to Technology
- Rename and join the PC to the client's network
- Trash removal

## Migration Services

Activities for this phase of the project include:

- Backing up user profiles to an external drive
- Migrating user profiles to the new PC's
- Migrating "power user" profiles to the new PC's

## 2<sup>nd</sup> Day Support

Second day support will not be provided by NWN Engineers under this proposal. These services will be provided in a separate proposal.

## Deliverables

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

### 1. Imaging Services:

- Completed imaging of PC's
- Completed asset tagging of PC's
- Asset data provided electronically

### 2. Deployment Services

- Delivery, distribution and installation of new PC's
- Relocate existing PC to a central location per site
- Remove and label existing hard drives and provide drives to Technology
- Rename and join the PC to the client's network
- Fill out a customer provided chain of custody form
- Trash removal



### 3. Migration Services

- Backing up user profiles to an external drive
- Migrating user profiles to the new PC
- **Custom System Actions completed**
  - Migrate power user systems – defined as those with specialized applications, devices or license keys to be manually configured or transferred: (ie: GIS, Visio, MS Project, other apps not included on the image and profiles 20GB's or larger)

### 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. The customer is responsible for providing a detailed list of quantities by locations, departments and room numbers
6. 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.
7. 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.
8. Customer assumes all responsibility for providing the appropriate power for all installed equipment in this proposal
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 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.
11. Customer must provide free and clear access to all required workspaces.
12. Customer must provide a work area large enough for receipt of all new equipment for this project.
13. Customer must provide access to enough users simultaneously to complete no less than 20 devices a day
14. Customer must provide outside phone and Internet access for all NWN staff when onsite.
15. 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 rise to the delayed schedule.

16. 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.
17. Customer must obtain all necessary work permits.
18. Customer must provide adequate parking for the NWN project team at no additional charge to NWN.
19. 2<sup>nd</sup> day support is not included in this proposal.
20. Pre-site audits are not included in this proposal.
21. Customer must provide completed chain custody forms if required.
22. Customer must provide updated software and licensing for special requirements (power users.)
23. User profiles 20GB and larger will be priced as a power user.

## Project Financials

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

Per Unit Pricing for Each Option		
Image Services		\$20.30 per unit
Deployment Services		\$28.96 per unit
Migration Services		\$109.25 per unit
Migration Services-Power Users		\$141.40 per unit

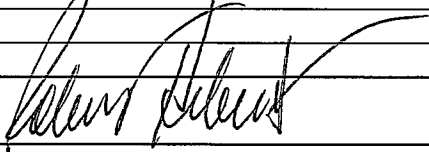
### Billing Terms

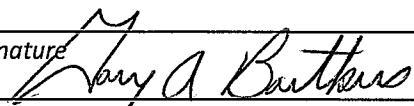
**Professional Services Billing:**

NWN will bill per unit as specific services are completed.

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:

Client
Signature 
Name Robert Hebert
Title County Judge
Date 11-18-14

NWN Corporation, Inc.
Signature 
Name Gary A. Bartkus
Title Senior Vice President
Date 11/14/14

## 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:

_____	_____
Client	Date

**Professional Services Work Order –  
Fort Bend County 2<sup>nd</sup> Day Support / R1.0**




<b>CLIENT INFORMATION</b>		
<u>CUSTOMER NAME</u> Fort Bend County	<u>DATE</u> 10/16/14	
<u>STREET ADDRESS</u> 500 Liberty St	<u>CITY, STATE, ZIP</u> Richmond, Texas 77469	
<u>PERSON REQUESTING PROFESSIONAL SERVICES</u> Clay Elliott	<u>PHONE</u> 281-341-4588	<u>EMAIL ADDRESS</u> Clay.elliott@fortbendcountytexas.gov
<u>NWN ACCOUNT MANAGER</u> Stephanie Stites Clark	<u>PREPARED BY</u> Shawn Wark	
<b>SERVICES REQUESTED</b>		
<b><u>DESCRIPTION OF SERVICES TO BE PERFORMED:</u></b>		
<p>This proposal will provide 2<sup>nd</sup> day support to assist FBC with the desktop issues that may arise from the Laptop/Desktop Deployment Services Project.</p> <p><b><u>Deliverables:</u></b></p> <ul style="list-style-type: none"> <li>• Engineering services for the duration set forth below. Project Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.</li> <li>• Project Coordination will work with project team and client to get project kicked off according to scope above. Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.</li> </ul> <p><b><u>Scope Assumptions:</u></b></p> <ul style="list-style-type: none"> <li>• Customer is responsible for providing access to all systems requested by NWN for completion of the project.</li> <li>• Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.</li> <li>• Customer will provide a primary point of contact for the NWN Project Coordinator.</li> <li>• Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.</li> <li>• NWN will provide knowledge transfer to Customer staff throughout the engagement. Knowledge transfer is not intended to replace formal technical training and certification.</li> </ul>		

**FINANCIALS**

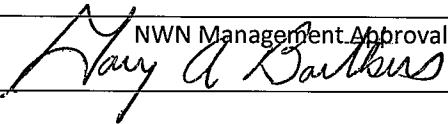
<i>Service Type (select one)</i>	<b>X</b>	Time & Materials		
<i>Payment Type (select one)</i>	<b>X</b>	Purchase Order		
<b>SERVICE TECHNICIAN</b>				
		Estimated Hours = 40		\$25.00/ hour
<b>PROJECT MANAGEMENT SERVICES</b>				
		Estimated Hours = 20		\$185 / hour

NWN will bill ACTUAL hours as incurred and there is a 4-hour minimum charge for all onsite work effort.

CUSTOMER AGREEMENT



Authorized Client Representative Signature & Title *Robert Hebert, County Judge* Date *11-18-14*



NWN Management Approval

Date *11/14/14*

TERMS & CONDITIONS

- The DIR-TSO-2542 Contract (DIR) is in place and serves as the general terms and conditions of these services. This proposal presents the specific details not stated under that agreement.
- The stated Rates are for time spent on the project both on-site and off-site. HOURS WORKED OTHER THAN NWN STANDARD BUSINESS HOURS WILL BE ASSESSED AT AFTER-HOUR RATES (time & half for weekday, double time for weekend after hours). NWN Standard Business Hours are Monday-Friday, 8am-5pm.
- Engagements are based on estimated costs. It is NWN's intention to provide realistic budgetary estimates for Time & Materials projects. The Customer understands that additional effort may be required to complete a Time & Materials project and that the Customer will be invoiced for the actual hours expended.
- If deemed necessary, NWN will sub contract work to a third party expert and will notify customer of such.
- The prices quoted above shall remain valid for a period of thirty (30) days.