Statement of Work for Proposal #9333

Project Work Summary

Santa Rosa City Schools is looking to add to their current Cisco Systems 802.11ac wave 2 ready wireless deployment. The purpose of this project is to help Santa Rosa City Schools to achieve their business outcomes of longevity, ubiquitous wireless, and SBAC readiness, which can also be seen below. Development Group will be installing the equipment in this project, which consists of additional access points. The wireless controllers will consist of Cisco Systems 8540s and the access points will be Cisco Systems 3802Is.

Project Objectives

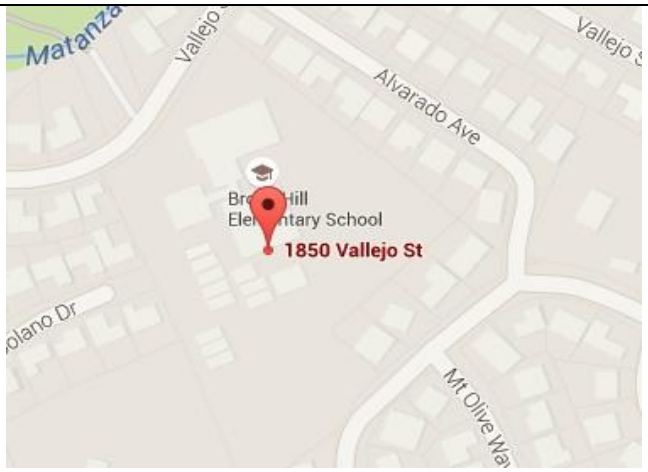
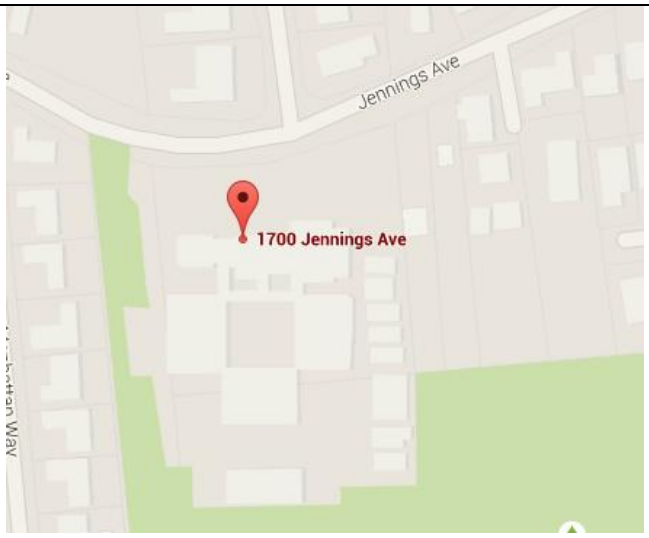
1. Longevity
    - Upgradeable WAPS.
2. Ubiquitous Wireless
    - Adequate wireless coverage for students and staff, allowing for access to information they need where they need it
3. SBAC Readiness
    - It is paramount importance that students are able to test with an excellent connectivity experience.

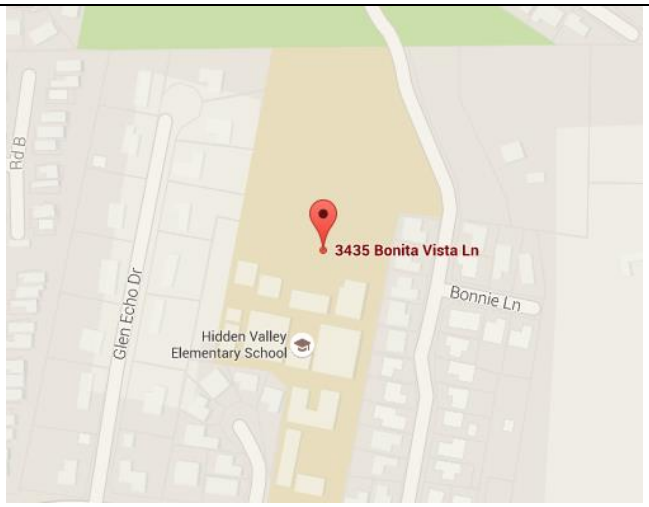
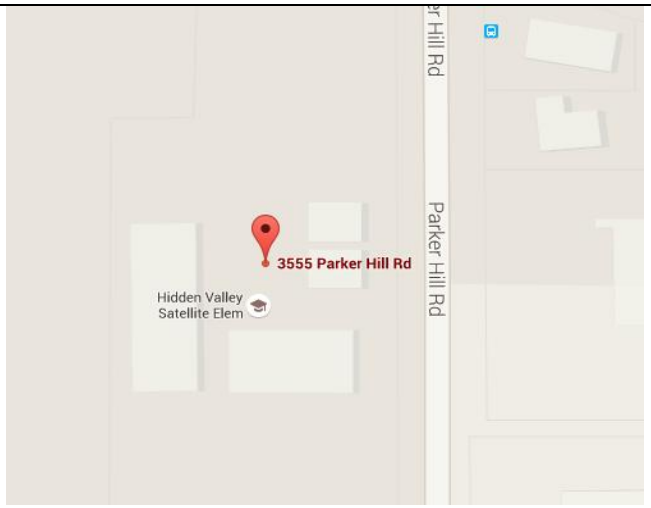
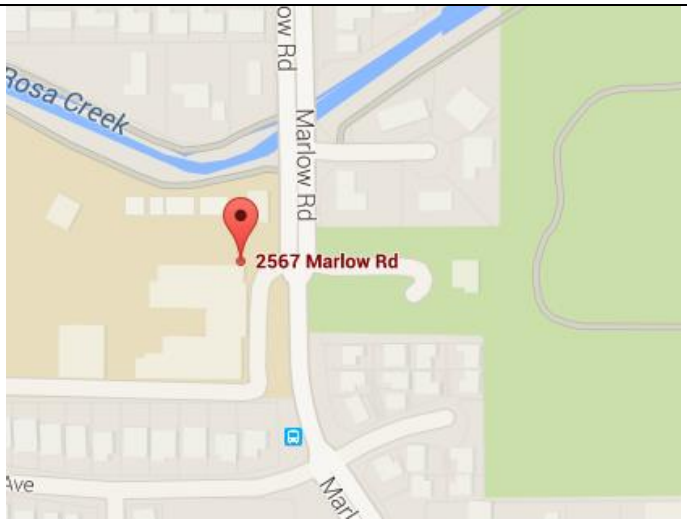
Project Milestones and Payment Schedule

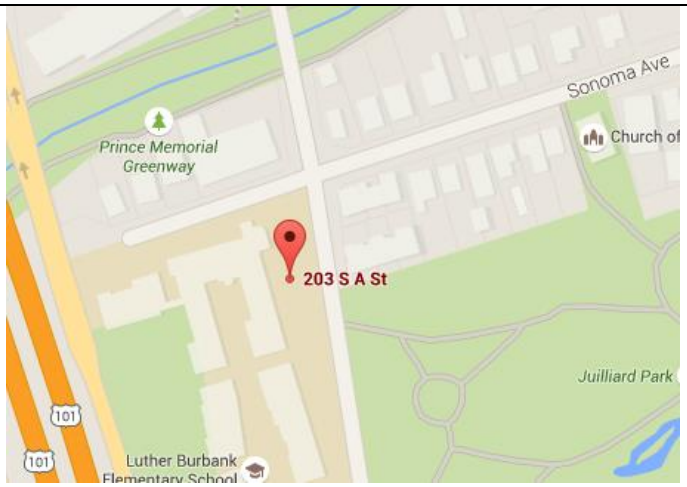
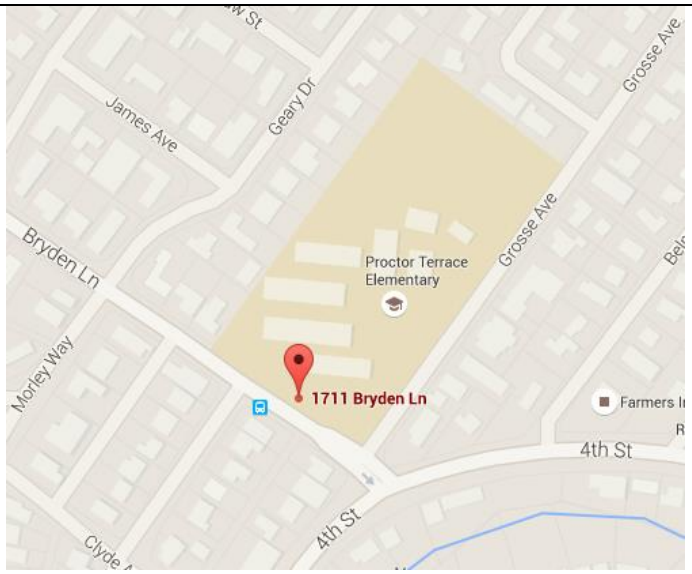
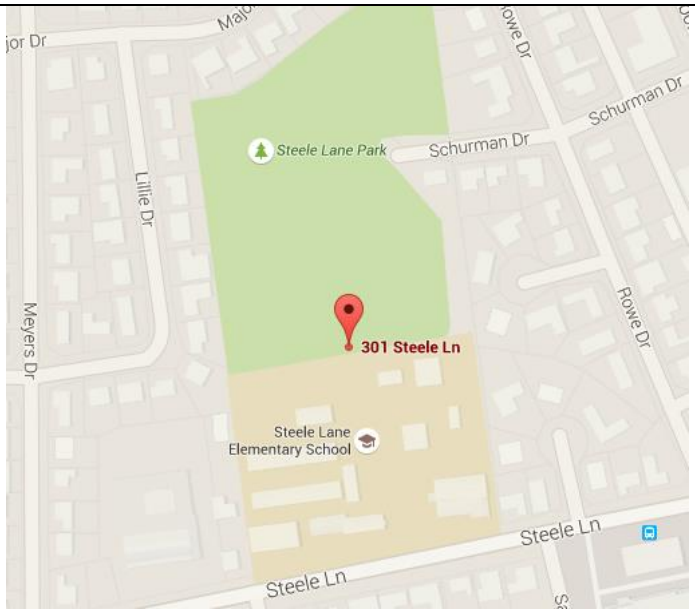
	Milestone	% Complete	Estimated Completion Date
1	Equipment Shipped	100% of product cost	TBD
2	Monthly Progress Billing	TBD	

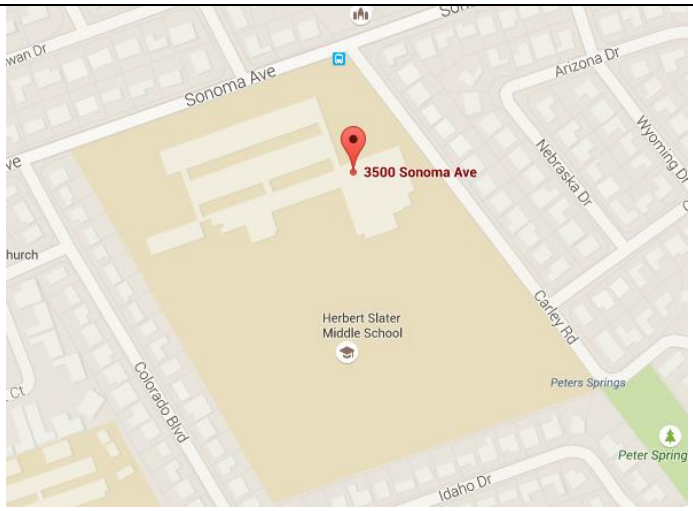
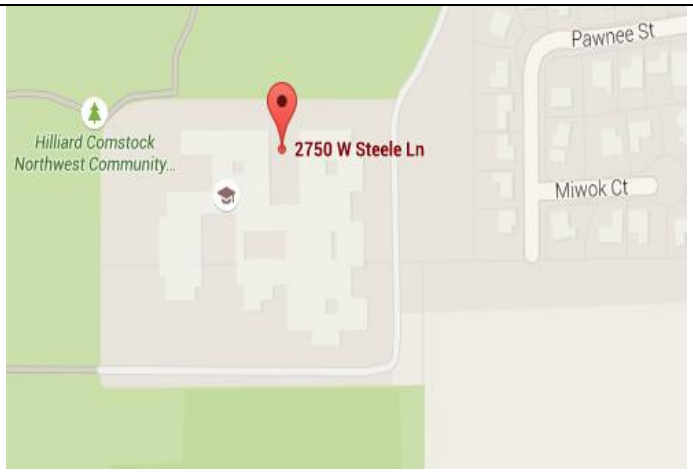
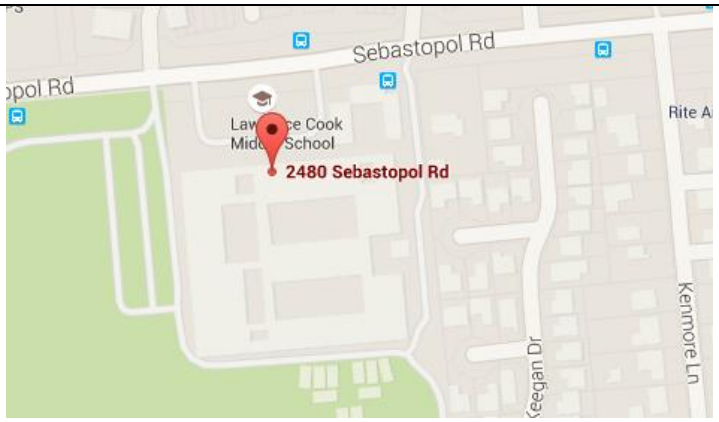
Installation Site Address(es)

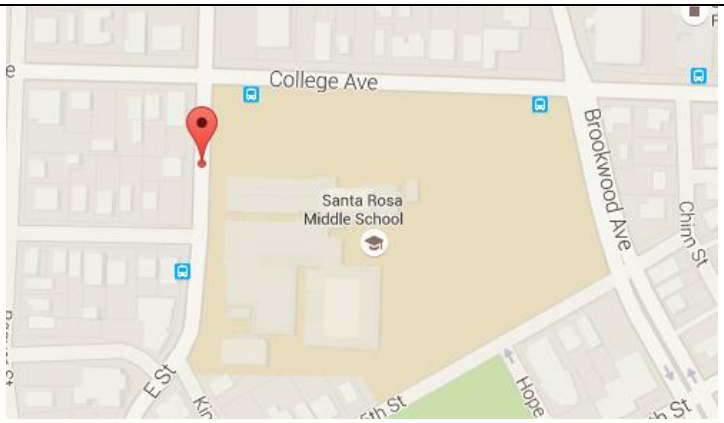
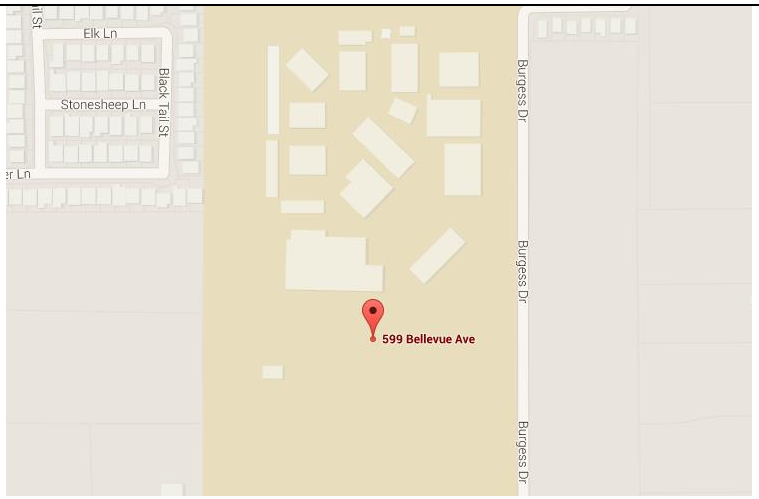
Abraham Lincoln 850 West 9th Street Santa Rosa, CA 95401	

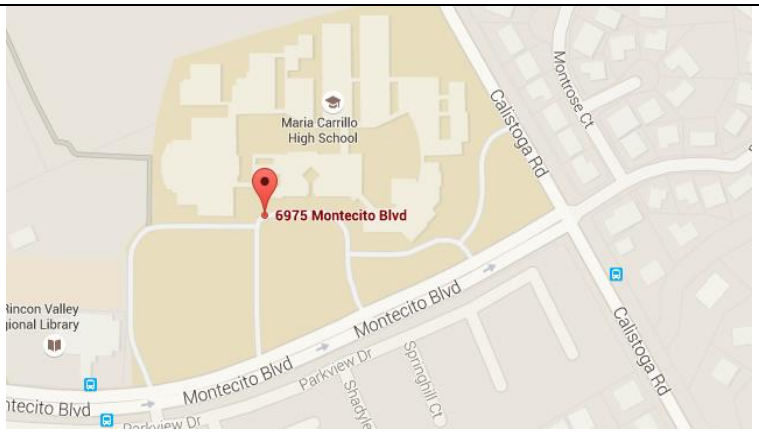
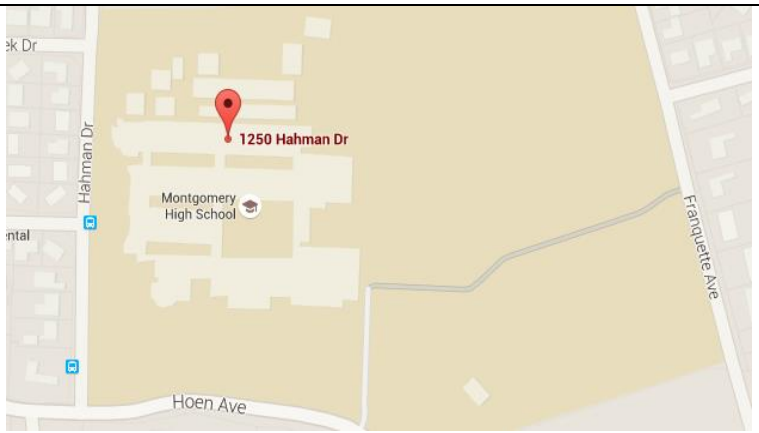
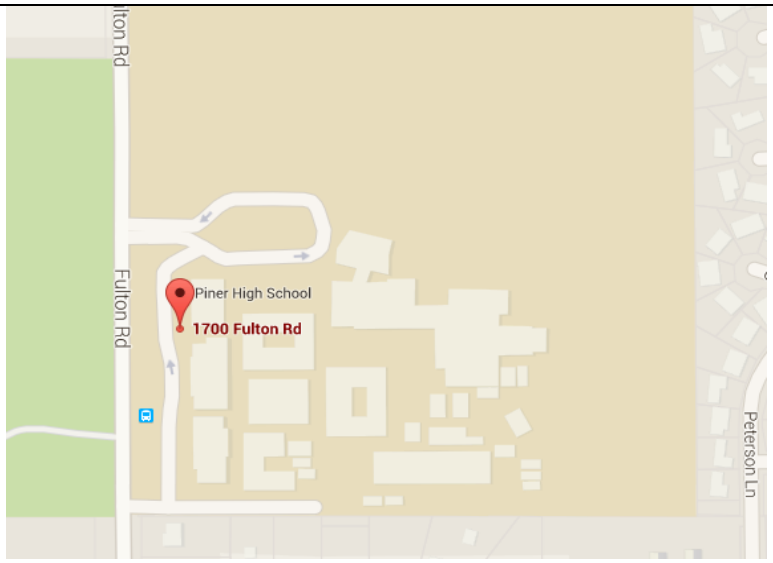
Albert F. Biella 2140 Jennings Avenue Santa Rosa, CA 95401	
Brook Hill 1850 Vallejo Street Santa Rosa, CA 95404	
Helen Lehman 1700 Jennings Avenue Santa Rosa, CA 95401	

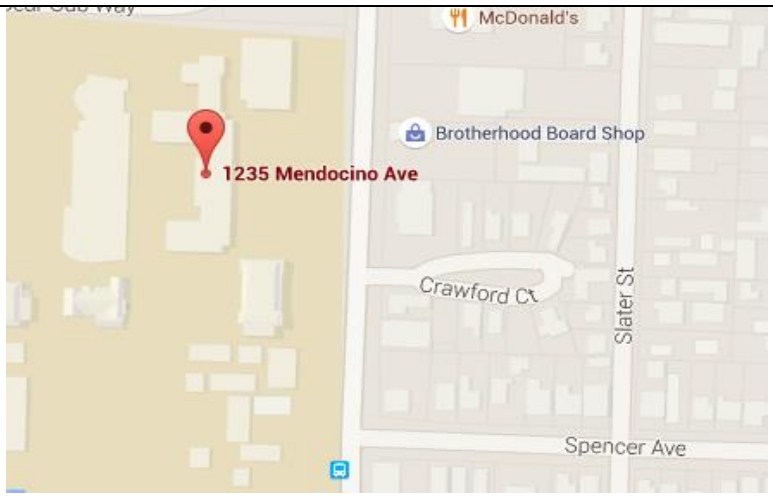
Hidden Valley 3435 Bonita Vista Santa Rosa, CA 95404	
Hidden Valley Satellite 3555 Parker Hill Road Santa Rosa, CA 95404	
James Monroe 2567 Marlow Road Santa Rosa, CA 95403	

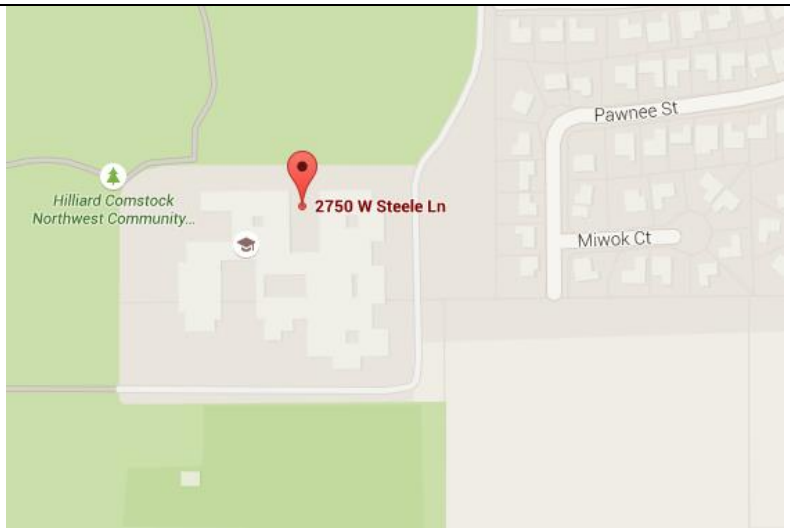
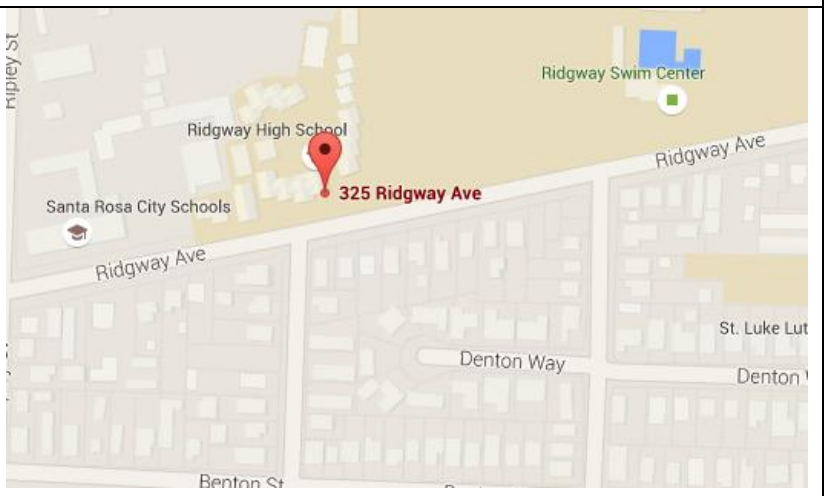
Luther Burbank 203 South A Street Santa Rosa, CA 95401	
Proctor Terrace 1711 Bryden Lane Santa Rosa, CA 95404	
Steele Lane 301 Steele Lane Santa Rosa, CA 95403	

Herbert Slater Middle School 3500 Sonoma Avenue Santa Rosa, CA 95405	
Hilliard Comstock Middle School 2750 West Steele Lane Santa Rosa, CA 95403	
Lawrence Cook Middle School 2480 Sebastopol Road Santa Rosa, CA 95407	

Rincon Valley Middle School 4650 Badger Road Santa Rosa, CA 95409	
Santa Rosa Middle School 500 E Street Santa Rosa, CA 95404	
Elsie Allen High School 599 Bellevue Avenue Santa Rosa, CA 95407	

Maria Carrillo High School 6975 Montecito Blvd Santa Rosa, CA 95409	
Montgomery High School 1250 Hahman Drive Santa Rosa, CA 95405	
Piner High School 1700 Fulton Road Santa Rosa, CA 95403	

Santa Rosa High School 1235 Mendocino Avenue Santa Rosa, CA 95401	
Santa Rosa Accelerated 4650 Badger Road Santa Rosa, CA 95409	
Santa Rosa Charter School for the Arts 756 Humboldt Street Santa Rosa, CA 95404	

Santa Rosa French-American Charter School 1350 Sonoma Avenue Santa Rosa, CA	
Cesar Chavez Language Academy 2750 West Steele Lane Santa Rosa, CA 95403	
Continuation Schools 325 Ridgway Avenue Santa Rosa, CA 95401	

Project Stakeholders

Name	Project Role	Contact Information
Tony Jenkins	Director of Engineering	tjenkins@development-group.net Office: 530-510-4311
Jason Jones	Account Manager	jjones@development-group.net Office: 530-510-4316
Joe Jenkins	K-12 Business Advisor	jjenkins@development-group.net Office: 530-646-3557
Doug Boucher	Project Manager	dboucher@development-group.net Office: 916-812-9660
Eric Stoxen	Lead Field Engineer – Route/Switch	estoxen@development-group.net Office: 530-510-4304
Greg Drake	Lead Field Engineer - Collaboration	gdrake@development-group.net Office: 530-510-4308
Pete Van De Koolwyk	Solutions Architect	petev@development-group.net Office: 530-510-4307
Scott Winsick	Design Architect	swinsick@develeopment-group.net Office: 530-510-4302
Rick Edson	CTO	redson@srcs.k12.ca.us Office: (707) 528-5301 Mobile: (707) 975-1274
Adrian Bica	Director of IT	abica@srcs.k12.ca.us Office: 707-528-5411
Dan Ingram	Network Administrator	dingram@srcs.k12.ca.us Office: 707-528-5411

Development Group, Inc. (the "Company") Responsibilities

Company will install the following equipment:

- Up to six hundred fifteen (615) AIR-CAP3802I-B-K9 Wireless Access Points (WAP). Each WAP will be mounted in the Customer specified location. Company will supply the appropriate wall anchors and fasteners to mount each WAP to either a hard-lid ceiling or suspended ceiling (t-bar) using the included WAP mounting plate and/or t-bar clip. Each WAP will be connected to existing Category 5 (or better) low-voltage cabling.
- Up to one hundred forty-eight (148) AIR-CAP3802E-B-K9 Wireless Access Points (WAP) with five hundred ninety-two (592) AIR-ANT2524DB-R antennas. Each WAP will be mounted in the Customer specified location. Company will supply the appropriate wall anchors and fasteners to mount each WAP to either a hard-lid ceiling or suspended ceiling (t-bar) using the included WAP mounting plate and/or t-bar clip. Each WAP will be connected to existing Category 5 (or better) low-voltage cabling.

Company will perform the following configuration:

GENERAL

- All equipment will be upgraded to the most recent, recommended software prior to delivery and installation. In some cases the software which is recommended by the Company may not be the most current version available from the manufacturer.
- DGI will adjust placement of up to seven hundred (700) AIR-CAP3702I-A-K9 access points already installed for best placement and coverage with the new deployment.

Company will provide the following administration and documentation:

- Provide detailed as-built drawings and documentation which describe the system installation. As-built drawing will include documentation of logical network connections, IP addressing, routing protocols, WAN/telecom circuit information, device serial numbers and/or VLAN information as may be required.
- Test all installed hardware and software for proper operation using a detailed test plan that will be developed jointly by both parties.
- Company will clear all work areas of shipping cartons, packaging and debris created by the Company at the conclusion of each work day.
- Company will register all hardware devices and/or software licenses to any Cisco SMARTnet (or other) maintenance contracts which are included in this project using the CCO IDs which are provided by the Customer.
- Company will de-install and return to the manufacturer all items that have been identified as "trade-in" equipment per the terms of the sales agreement. The Company will not be responsible for removing any low voltage cabling, station cabling, Ethernet patch cords, power cords, UPS(es), PDU(s) or any furniture or fixtures. The Company will invoice the Customer for the difference in the purchase price of the project for any equipment which has not been returned to the Company within thirty (30) days of the end of the project.
- Company will maintain a master task list and schedule of all project milestones and work items. Customer understands and agrees that the master task list and schedule maintained by the Company will be the definitive document set by which the project will be managed.
- Company will conduct regular project status meetings with appropriate project stakeholders, and other interested third-parties, weekly or as otherwise agreed to by both parties. The Company will record meeting minutes, maintain an issues list and list action items for subsequent meetings. Meeting minutes and supporting documentation will be distributed to attendees, project stakeholders and third-parties at the conclusion of each meeting.

Customer Responsibilities

- Provide a Customer representative that will be the primary point of contact for this project and which will be available, at a minimum, to meet weekly with all project stakeholders. The Customer representative must have authorization to incur charges and make decisions which will affect the successful implementation of the project, and must be able to provide or arrange physical access to all areas of the facility(ies) which will receive installed equipment as part of this project.
- Provide accurate scale drawings and/or "blueprints" of the Customer's facility(ies) as may be required for the execution of this Statement of Work.
- Provide all station cabling, Ethernet patch cords, additional necessary power cords and any other necessary cables unless specified explicitly elsewhere in this statement of work or associated proposal(s).
- Security Certificates for Collaboration Servers. Wild card certificates will not be sufficient for video edge servers.
- Deployment of certificate to clients necessary for ISE or CWS content filtering as needed.
- Provide any SSL private and public key if using SSL optimization with WAAS. Without certificate(s), datacenter service(s) cannot be optimized.
- Procurement of any SSL certificate needed to support installation.

- Cisco Energy Manager and LiveAction applications are installed on Windows and will require a valid Windows Server 2008R2 or 2012R2 license.
- Provide laborers to move furniture and fixtures that may be required as part of this project; Company will not move any furniture or fixtures.
- Provide a meeting place appropriate to the size of the audience and content presented (room, furniture, seating, etc.) for all training sessions and/or other presentations which are to be made by the Company.
- Provide all server hardware, storage and operating system licensing not specifically included in this Statement of Work or associated proposal(s).
- Provide any necessary cross connects and/or demarc extensions for all telecom services that may be necessary for this project. The Customer will be responsible for any additional fees resulting therefrom. Customer may optionally request Company to act as the Customer's authorized agent to complete this work at an additional cost.
- Order and/or activate any necessary telecom services and/or features that may be necessary for this project. Customer understands and agrees that they will be solely and completely responsible for the order and/or activation of any telecom services. Customer may optionally request Company to act as the Customer's authorized agent to complete this work at an additional cost.
- Customer understands and agrees to be solely and completely responsible to verify the correctness and proper operation of all emergency telecom services including 911, E911 or CAMA trunks whether or not the services were installed and/or configured by the Company.
- Provide telecommunications relay rack equipment, including but not limited to two-post relay racks, four-post relay racks and/or wall-mounted relay racks or cabinets. Such relay rack equipment will be installed in accordance with applicable local building codes prior to the Company engaging in this Statement of Work.
- If a height exceeding twelve (12) feet is required to install any equipment, a lift will be provided by the Customer.
- All roof and/or exterior wall penetrations are the responsibility of the Customer.
- Provide all electrical circuits, UPS(es), PDU(s) and HVAC required to support active electronic equipment being installed by the Company as part of this project.
- Ensure the relay rack (or racks) in each location is/are engineered to support the weight of all installed equipment.
- Coordinate installation schedules with Company; all work shall be scheduled during normal business hours or scheduled as otherwise specified in this Statement of Work. If non-business hours are required to complete the project beyond those identified in this Statement of Work, overtime charges of 1.5x standard rates will be charged to the Customer as a change order. Changes to the project timeline which are the result of work, or lack thereof, by the Customer and/or Customer's agents may result in additional charges.
- Provide an on-site authorized Customer representative at all times when Company staff is engaged in work at a Customer's facility and/or co-located datacenter space. The on-site Customer representative must be able to provide physical access to all areas of the facility(ies) which will receive installed equipment as part of this project.
- Participate in a per-site and/or per IDF/MDF quality acceptance process with the Company's Project Manager or Program Manager at the conclusion of the project, or in the case of a multi-phase project, at the conclusion of each phase.
- Provide copies of all existing network and related documentation including but not limited to diagrams, templates, documents, spreadsheets, invoices, licenses and databases.
- Provide a list of all IT services and/or applications that will be included in the project test plan including the following information for each:
    - What is the application or service?
    - How is it used by the organization (or users)?
    - What is the business impact of the application or service? Customer will provide a list of all applications and services in the environment; items will be listed in order of the greatest business impact.

  - Who is the application or service owner? What is their contact information?
  - How is the application or service tested? E.g. using a web browser, FTP, login credentials, special software required, etc.
  - What is the expected result of the application tests? E.g. run a report, command output, execute payment transaction, etc.; provide a sample for each expected result.
  - Does the application or service have any dependencies on other IT services or applications? E.g. Active Directory, storage subsystem(s), VMWare, RADIUS, database server(s), etc.
  - Does the application or service have any special network infrastructure requirements? E.g. jumbo frames, MTU, ALCs, firewall configuration, etc.?

- Schedule, coordinate and notify end users of any planned network or facility service interruptions required during the execution of this Statement of Work.
- The Customer shall, at its own cost and expense, obtain all federal, state and local governmental permits, licenses, approvals and other authorizations required with respect to or for the performance of any of the work at its facilities. At such time as the Company begins work on any computer or other system of the Customer, the Customer shall provide the Company all applicable passwords and other information required for the Company to access such systems and perform services thereon or with respect thereto. The furnishing of any such password or other information shall be conclusively deemed to include the authorization and approval of any federal, state or local governmental agency or authority for the Company to access and work on the systems.
- Notify the Company of any defects with the installation services described herein within thirty (30) days after the date of the system cutover. In the event of multiple cutover dates (e.g. multi-site deployment), a thirty (30) day period will apply to the services provided during each individual cutover. Any defects reported by the Customer to the Company beyond thirty (30) days after the conclusion of this project will be deemed to be a separate work effort outside of this SoW and will be undertaken at the direction of the Customer for additional cost.
- Execute changes to any existing IT or facility system which is not specifically included in this Statement of Work but which may be necessary for the successful implementation thereof.

General

- Company reserves the right to assess additional change charges to the Customer for indirect expenses due to missed appointments. This includes the absence of an authorized Customer representative during on-site work. These may also include the associated standby time for Field Engineers, travel time/costs for return visit, and/or additional equipment shipping costs.
- It is the responsibility of the Customer to maintain current backups of all stored data. Company assumes no responsibility and/or liability for the loss of any Customer data.
- All changes to this Statement of Work, whether requested by the Company or the Customer will be via the attached Change Request form.

I authorize the foregoing statement of work and direct the Company to immediately being the fulfillment thereof:

"CUSTOMER"

_____

Change Request Form (Sample)

August 10, 2016

In reference to the "Master Service Agreement" executed between Development Group, Inc., the ("Company"), and _____ the ("Customer"), both parties hereby certify, by the signature of an authorized representative, this Change Request Form will amend and be fully incorporated into the existing Statement of Work (SoW).

1. Change request number for this project:
2. Reason for Change Request:
3. Changes to the SoW:
4. Schedule impact:
5. Cost impact:

SoW / Change Request	Product(s)	Services and/or T&E	Total
Original value of SoW	$	$	$
Value of Change Request #	$	$	$
New value of SoW	$	$	$

6. Purchase order issuance (if applicable): Customer shall issue a written Purchase Order to Company, or shall issue an amendment to its original Purchase Order issued under this SoW, for the total amount of $.

Except as changed herein, all terms and conditions of the SoW remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Request to be fully executed.

"CUSTOMER"

_____

"COMPANY"

Development Group, Inc.

_____

Daniel Lockwood

President

Work Acceptance Certification (Sample)

6/12/2015

Project name: _____

Project number: ####

Project manager: Valerie Jenkins

Customer: _____

Description of the work completed:

☐ Project complete	☐ Phase complete	☐ Major deliverable complete

In reference to the "Master Service Agreement" executed between Development Group, Inc., the ("Company"), and _____ the ("Customer"), both parties hereby certify, by the signature of an authorized representative, that this project, project phase, or major deliverable meets or exceeds the agreed-upon performance standards for scope, quality, schedule and cost. The Customer further agrees that documentation for all relevant security, legal and regulatory requirements have been furnished by the Company and/or have been reviewed by the Customer.

Additional remarks:

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Work Acceptance Certification to be fully executed.

"CUSTOMER"

_____

"COMPANY"

Development Group, Inc.

_____

Daniel Lockwood

President