



ASPIRE

Powering Business Transformation

Network Upgrade

Statement of Work

Prepared For:



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Client:	Township of Union Public Schools
Solution ID:	398377
Revision:	V 1.2.3
Date:	2021-Mar-22

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1 Executive Summary

Township of Union Public Schools (Hereafter "Client") has requested the professional services of Aspire Technology Partners, LLC (Hereafter "Aspire") to assist with the network infrastructure upgrade for ten (10) schools.

In order to successfully assist the Client with this endeavor, Aspire proposes assigning a Project Manager, a Technical Consultant, or other staff resources to work with the Client to achieve their desired goals and objectives for this engagement. The Network Upgrade will be provided to the Client as detailed below.

Aspire's project approach includes a comprehensive implementation methodology, along with structured and repeatable technical processes. We are confident that the approach outlined within this SOW clearly demonstrates that Aspire understands the Client's needs; is highly-qualified to deliver the desired services; has a solid, well-proven approach for performing the work; and is providing reasonable time and effort estimates. Aspire stands out due to our focus on Client satisfaction, commitment to high-quality service, proven experience, Client flexibility, and competitive cost structure.

2 Scope and Approach

Aspire will involve the appropriate stakeholders within the Client and make sure they understand the purpose and importance of each phase. Additionally, Aspire provides opportunity for the stakeholders to review and comment on draft documentation as it is prepared in order to ensure the accuracy and completeness of each phase of this engagement.

Scope

The scope of the project will comprise of the following: network design, staging and install of network infrastructure; production go-live support; provide post deployment support; and project closure documentation.

Install and Configure:

- High School
 - Two (2) Cisco Catalyst 9500 48Y4C Switches
 - Eighteen (18) Cisco Catalyst 9200L-48PXG4X Switches
 - One (1) Cisco Catalyst C9200L-48P-4X Switches
 - Sixteen (16) Cisco Catalyst C9200L-48P-4G Switches
 - One (1) APC SMX2000RMLV2U UPS
 - Six (6) APC SMX2000LVUS UPS
 - Six (6) APC SMX1500RM2UC UPS
- Kawameeh Middle School
 - Two (2) Cisco Catalyst 9500 24Y4C Switches
 - Seven (7) Cisco Catalyst 9200L-48PXG4X Switches
 - Two (2) Cisco Catalyst C9200L-48P-4X Switches

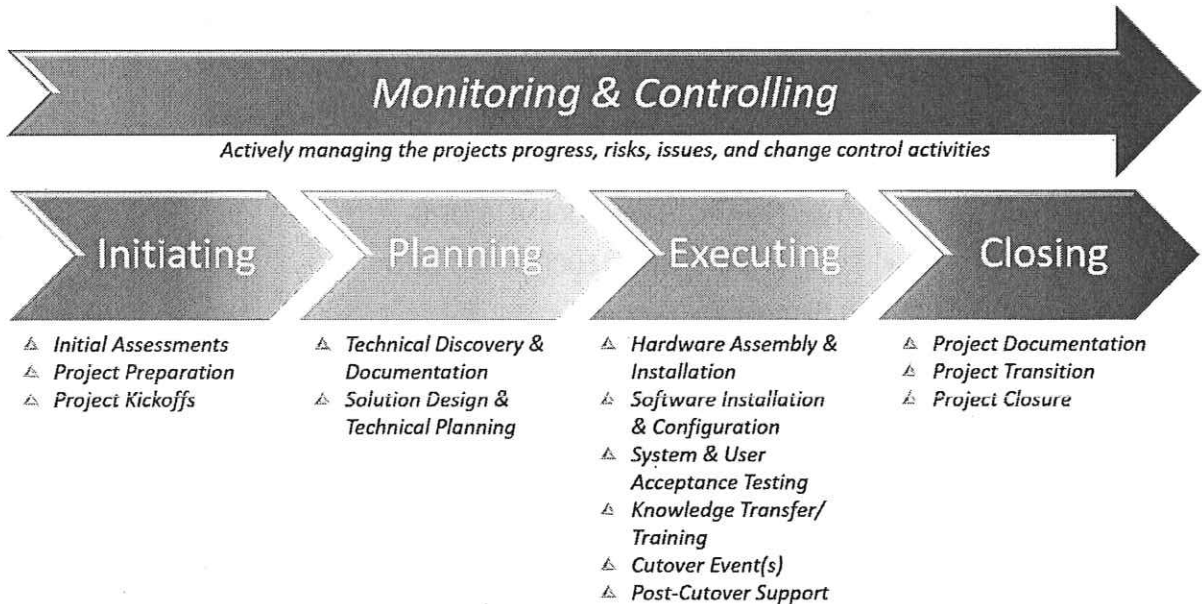
- Four (4) Cisco Catalyst C9200L-48P-4G Switches
- Two (2) APC SMX2000RMLV2U UPS
- Three (3) APC SMX1500RM2UC UPS
- Burnett Middle School
 - Two (2) Cisco Catalyst 9500 24Y4C Switches
 - Eleven (11) Cisco Catalyst 9200L-48PXG4X Switches
 - Three (3) Cisco Catalyst C9200L-48P-4X Switches
 - Three (3) Cisco Catalyst C9200L-48P-4G Switches
 - Three (3) APC SMX2000RMLV2U UPS
 - One (1) APC SMX1500RM2UC UPS
- Caldwell Elementary School
 - Five (5) Cisco Catalyst 9200L-48PXG4X Switches
 - Two (2) Cisco Catalyst C9200L-48P-4X Switches
 - Four (4) Cisco Catalyst C9200L-48P-4G Switches
 - One (1) Cisco Catalyst C9200L-24PXG4X Switches
 - Two (2) APC SMX2000RMLV2U UPS
 - One (1) APC SMX2000LVUS UPS
 - Three (3) APC SMX1500RM2UC UPS
- Washington Elementary School
 - Five (5) Cisco Catalyst 9200L-48PXG4X Switches
 - One (1) Cisco Catalyst C9200L-48P-4X Switches
 - Three (3) Cisco Catalyst C9200L-48P-4G Switches
 - One (1) APC SMX2000RMLV2U UPS
 - Two (2) APC SMX2000LVUS UPS
 - One (1) APC SMX1500RM2UC UPS
- Livingston Elementary School
 - Two (2) Cisco Catalyst 9200L-48PXG4X Switches
 - Three (3) Cisco Catalyst C9200L-48P-4X Switches
 - Two (2) Cisco Catalyst C9200L-48P-4G Switches
 - Two (2) APC SMX2000RMLV2U UPS
 - One (1) APC SMX1500RM2UC UPS
- Connecticut Farms Elementary School
 - Six (6) Cisco Catalyst 9200L-48PXG4X Switches

- Three (3) Cisco Catalyst C9200L-48P-4G Switches
- Two (2) APC SMX2000RMLV2U UPS
- One (1) APC SMX2000LVUS UPS
- Two (2) APC SMX1500RM2UC UPS
- Jefferson Elementary School
 - Six (6) Cisco Catalyst 9200L-48PXG4X Switches
 - Four (4) Cisco Catalyst C9200L-48P-4G Switches
 - One (1) APC SMX2000RMLV2U UPS
 - Two (2) APC SMX2000LVUS UPS
 - One (1) APC SMX1500RM2UC UPS
- Franklin Elementary School
 - Five (5) Cisco Catalyst 9200L-48PXG4X Switches
 - Three (3) Cisco Catalyst C9200L-48P-4G Switches
 - Three (3) One (1) APC SMX2000RMLV2U UPS
- Battle Hill Elementary School
 - Five (5) Cisco Catalyst 9200L-48PXG4X Switches
 - Three (3) Cisco Catalyst C9200L-48P-4G Switches
 - Two (2) APC SMX2000LVUS UPS

Approach

The Aspire Project Manager (PM) will act as the single point of contact, managing all required interactions with the Client and other required vendors for this engagement.

Aspire's recommended project approach consists of the following phases:



2.1 Initiating

During this phase, Aspire focuses on kicking off the project. This will provide the information required to successfully plan and deploy the appropriate solution within the Client environment.

2.1.1 Activities

The following activities would be performed during this phase of the project:

- Define and allocate Aspire project resources
- Conduct Project Kickoff meeting
 - Identify and secure supporting Client resources
 - Define critical success factors to be used as high-level benchmark criteria that must be met at the end of each project phase
 - Identify anticipated delivery dates for specified deliverables and review project milestones
 - Identify known project risks and propose methods to address/minimize their impact
 - Define the Communications Plan
 - Review billing gates

2.1.2 Deliverables

During this phase, Aspire will provide the following deliverable:

- Project Kickoff Presentation

2.2 Planning

During this phase, Aspire focuses on planning and defining the functional and business requirements for the project. This will provide the information required to successfully plan and deploy the appropriate solution within the Client environment. In addition, Aspire will focus on developing detailed design documentation in concert with the Client staff and other engaged vendors.

2.2.1 Activities

The following activities would be performed during this phase of the project:

- Review and collect documentation and configurations from the existing Network Infrastructure remotely via VPN access
NOTE: Full VPN access to the Client's environment is mandatory for successful completion of this project.
- Conduct the following Design Workshops to Collect Business and Technical Requirements:
 - Network Infrastructure Design Workshop to include the following design elements:
 - Core and Distribution Layer Design to include:
 - All network device version/naming specifics
 - All environment VLANs/IP addressing
 - L2/L3 routing and traffic flow
 - All network device interconnection specifics
 - Quality of Service (QoS)
 - Develop and document Solution Design and/or Proposed Network Design to address stated business and technical requirements obtained during the Design Workshops defined above
 - Review, Finalize and Signoff on Solution Designs
 - Develop implementation plans, including contingency plans

2.2.2 Deliverables

During this phase, Aspire will provide the following deliverables:

- Solution Design Document(s)

2.3 Executing

During this phase, Aspire focuses on installing, configuring and testing the solution or provisioned equipment in a non-production environment (if possible) based on the approved design produced in the previous phase. Aspire will then focus on implementation, deployment, knowledge transfer and post-deployment support.

2.3.1 Activities

The following activities will be performed during this phase of the project:

- Define staging and test environment and any additional required equipment and/or licensing
- Prepare staging and testing environment at the following location:
 - Aspire's Staging and Logistics Center at 35 James Way, Eatontown, NJ 07724 (hereafter "Staging Center")
- Receive and inventory all equipment and software shipped to the Staging Center
- Stage equipment in the Staging Center to include:
 - Unpack and inventory all new hardware and software
 - Upgrade firmware / software on all equipment to the latest recommend stable version
 - Register _____ and _____ apply _____ licensing
NOTE: The Client will ensure Cisco Smart Account is active and accessible
 - Establish network interconnections
 - Label devices per Erate guidelines
 - Validate network connectivity and remote management
 - The following Network Infrastructure will be staged and allowed to burn-in for no less than 24 hours:
 - Up to two (2) Cisco C9500-48Y4C 24P Switches
 - Up to four (4) Cisco C9500-24Y4C 24P Switches
 - Up to seventy-two (72) Cisco C9200L-48PXG4X Switches
 - Up to one (1) Cisco C9200L-24PXG4X Switch
 - Up to fourteen (14) Cisco C9200L-48P-4X Switches
 - Up to forty-five (45) Cisco C9200L-48P-4G Switches
 - Develop and apply configuration scripts for all hardware listed above based on the solution designs defined in the prior phase
 - Once staging and testing is complete, Aspire will repack all equipment and ship to the Client installation site(s)

- Review implementation plans with the Client and modify as necessary
- Execute implementation plan during normal business hours
 - The Client or its vendors will be responsible for:
 - Notifying all parties of the implementation plans and schedules
 - Identifying and providing rack space, power and cabling for the equipment
 - Procure all copper and fiber patch cables necessary to complete the installation beyond the quantities listed in this SOW
 - Ensure that all environment and operational requirements (e.g., MDF and IDF are clean; all cabinets and power are installed; fiber infrastructure cabling is terminated and ready to use, etc.) are met prior to commencement of the Implementation Plan
 - Moving/delivering UPS units to the appropriate buildings before deployment
 - Providing required power receptacles for UPS units
 - Aspire will provide onsite deployment services and will be responsible for:
 - Aspire Cabling Team
 - Uninstalling old/non-working UPS units, relocating equipment as needed, and installing new UPS units
 - Providing labor to uninstall old cabinets, install new wall mount racks, and relocate cables and equipment at the following locations:
 - High School
 - Room 118A – Pivoting Adjustable Wall Rack, 32U, 24" D
 - Burnet MS:
 - Room 115 – Pivoting Adjustable Wall Rack, 24U, 24" D
 - Room 215 – Pivoting Adjustable Wall Rack, 24U, 24" D
 - Kawameeh MS
 - MDF – Pivoting Adjustable Wall Rack, 24U, 24" D
 - Room 5 – Pivoting Adjustable Wall Rack, 24U, 24" D
 - Livingston ES
 - MDF – Pivoting Adjustable Wall Rack, 24U, 24" D

- Providing labor to clean up existing cabinets at the following locations:
 - Battle Hill - Art Room Storage Closet
 - High School – Athletic Closet
- All cables will be labeled prior to being de-installed from the old cabinets
- Aspire will make best effort to organize the patch panels and switches so that connectivity can be accomplished with shorter patch cords, which will be provided
- Aspire Digital Architectures Team
 - Unpacking and inventorying all previously staged equipment
 - Executing cutover/go live plan
 - Racking and powering up previously staged switches
 - Completing all cabling (copper patch cables as well as fiber cables) for switch interconnections as well as end user connections based on patching plan
 - Decommissioning and uninstalling replaced equipment
 - Equipment will be unracked and placed in a central location within the building
 - Validating network deployment and ensuring production readiness
- Perform Technology Mentoring and Knowledge Transfer as follows:
 - Perform up to two (2) hours of Technology Mentoring and Knowledge Transfer for Network Infrastructure solutions during one (1) business day
- Provide remote post-deployment support over a one-week period following the go-live date as follows:
 - For the Network Infrastructure, provide up to sixteen (16) hours of remote support

2.3.2 Deliverables

During this phase, Aspire shall provide the following deliverables:

- Receipt and inventory of provisioned equipment

- Licenses applied
- Updated Solution Design Documents, if necessary
- Provisioned equipment operational in production environment

2.4 Closing

During this portion of the engagement, Aspire will focus on closing out the project and transitioning support to the Client or to Aspire's Managed Services group. A closure meeting will be conducted by Aspire's Project Manager to ensure the services have been delivered in accordance within the agreement herein and to obtain the Client's signoff.

2.4.1 Activities

The following activities will be performed during this phase of the project:

- Prepare project closure documentation and diagrams of systems deployed by Aspire
- Conduct final review meeting with the Client for documentation submission, project closure, and signoff
- Prepare and submit final billing

2.4.2 Deliverables

At the completion of the project the following deliverables will be provided:

- Project closure documentation

3 Change Management Process

In the event either party desires to change this SOW, the following procedures will apply:

1. Change requests may be initiated by the Client or by Aspire. The reasons for a change may include, but are not limited to Client requests, regulatory changes, change in technical scope or other technical issues that will have an adverse effect on project budget, timeline or scope.
2. If Aspire determines that the proposed change is within the scope of the project SOW, no further action shall be required under the Change Management Process. The Aspire Project Manager and the Client's Main Point of Contact/Project Manager shall provide the project team with the appropriate direction.
3. If Aspire determines that the proposed change is outside the original scope of the project SOW, the parties shall negotiate in good faith the adjustments and any charges required to implement the change within the project. The proposal shall include a description of the delivery, the schedule impacts to the project, and associated pricing. Aspire may, at its discretion, charge the Client for the costs associated with developing the proposal for the change.
4. If both parties agree to implement the change request, the Aspire Project Manager will create a Change Order for execution by the appropriate authorized representatives of both parties.
5. Where applicable, Purchase Orders representing funds to provide additional services or materials must accompany accepted and signed Change Orders.
6. The Client may choose to close the change request or place the change on hold for later consideration. If the Client chooses to place the change on hold, Aspire reserves the right to revise the proposal as project impacts generally will differ from those identified in the original proposal. The Client's Main Point of Contact/Project Manager and Aspire's Project Manager shall sign-off on disposition of all change requests. All executed change requests will be handled separately from this SOW and as a unique engagement. Once all deliverables associated with the original SOW have been provided to the Client, Aspire reserves the right to close the original project even if a change request is still pending/open.

4 Client Requirements & Assumptions

The following Client requirements must be met throughout the engagement. These requirements facilitate a successful deployment of this project and attainment of the stated activities and deliverables in this SOW. If these requirements are not met, delays and/or additional costs may be incurred by the Client. The costs and project schedule described in this document are based on the following requirements:

1. Aspire considers normal hours of operation as between the hours of 8 AM to 6 PM Eastern time on normal business days (“Business Hours”) excluding weekend days and Aspire observed holidays. Unless expressly stated in Section 2, all work will be performed during normal Business Hours. It is the responsibility of the Client to notify the Aspire Project Manager if after hours or weekend work is desired. This will be subject to the upcharges detailed below and subject to engineer availability:
 - After hours (Mon – Thurs, 6PM – 8AM Eastern)
and Weekends (Fri 6 PM Mon 8AM Eastern) 25%
 - Aspire Holidays (*Based on availability) 50%

Aspire will provide a list of holidays upon request.

2. All onsite services are based on a minimum one-day engagement. Unless otherwise noted in the SOW, a day of service is defined as eight (8) hours per resource delivered during normal Business Hours. All remotely performed services are based on a minimum quarter hour engagement. Requests for service outside of the normal working hours, are subject to the uplifts defined above.
3. Aspire will make best efforts to meet the requested installation date, however, unforeseen circumstances including, but not limited to product availability delays or delays in obtaining required data and technical information necessary to configure equipment may cause a delay in the installation schedule.
4. The Client agrees to notify Aspire at least two (2) business days prior to the scheduled work commencement date if the premises will not be ready for Aspire or if the Client is unable to prepare the premises by the scheduled date of delivery. The Client shall be responsible for any costs associated with such delays. The Client understands that such delays will cause Aspire to reschedule installation at a later date based on availability of Aspire resources.
5. The Client will ensure products covered under this Agreement are insured against loss or damage during the staging process of the project.
6. The Client will be responsible for securing equipment onsite for the duration of the project.

7. If the proposed solution includes circuits (WAN, ISP or PSTN), the following applies:
 - The Client shall order, install and test all circuits specified in the solution design documentation prior to the scheduled implementation date and ensure Telco demarcation circuit identifications are clearly identified and extended to the final connection location.
 - If Section 2 (Scope and Approach) explicitly identifies Aspire as responsible for supporting circuit turnups, testing and ports, Aspire reserves the right to bill for services exceeding four (4) hours per circuit installation.
 - The Client will notify Aspire within two (2) business days if the circuits will not be completely ready by the scheduled implementation date. Implementation will then be rescheduled once circuits are live and tested based on availability of Aspire resources. Any expenses incurred by Aspire will be passed to the Client.
8. During onsite implementations, If the Client does not meet the requirements and the implementation must be rescheduled, the Client will be charged for one (1) business day per resource.
9. Unless otherwise agreed to by the parties, the Client agrees to respond within two (2) business days for the following. Any delays beyond two (2) business days may result in project delays or putting the project on hold.
 - Requests for client information or documentation
 - Requests for review of project deliverables. If no response is received within the specified timeframe, Aspire will assume the documentation is acceptable
10. The Client agrees to provide feedback within five (5) business days of receiving the Project Closure Documentation. If no response is received within the specified timeframe, Aspire will assume the documentation is acceptable and the project will be closed.
11. If a Project is put on hold based on Client request or project requirements not being met by the Client, Aspire reserves the right to bill for any unbilled work performed and/or delays caused by restarting a project that was placed on hold by the Client. The Client understands that such delays will cause Aspire to reschedule the project at a later date based on availability of Aspire resources.
12. Time spent on the project by the Client resources is not included in the costs presented in this SOW.
13. The pricing provided in this SOW shall be valid for up to sixty (60) days from the original date this document was issued. If the contract has not been awarded within the sixty (60) days, pricing is subject to change.
14. Unless explicitly identified in Section 2 (Scope and Approach), this SOW does not include time and material costs for Aspire resources to travel beyond the local service area (Boston, Eastern PA, NJ and NY). If work is required at the Client location(s) outside of the local service area, travel time, in quarter hour increments, will be charged to the Client. Expenses incurred by Aspire in providing services, including but not limited to travel, lodging, if necessary, per diem meals and mileage, will be charged to the Client at Aspire cost.

15. All onsite work will be coordinated with the appointed Client representative before commencement of any onsite activities.
16. It is the responsibility of the Client personnel to notify the Aspire Project Manager if the services being provided have any impact on the Client production environment.
17. The Client agrees to provide Aspire with required Administrative/User access to the computer systems to be configured during this engagement.
18. Aspire reserves the right to determine which of its personnel shall be assigned to perform services. Aspire reserves the right to replace or reassign such personnel during the term of this agreement.
19. Aspire will require a schedule extension of up to thirty (30) days for any personnel change requests made by the Client, unless those personnel change requests are for material delivery failure that resulted in repeated discussions, escalation and eventual request to remove the team member.
20. The Client is responsible for the on-going support and/or enhancements of any work delivered as part of this engagement.
21. So long as Aspire is performing services under this agreement, and for a period of one (1) year thereafter neither party will, except with the other party's prior written approval, solicit or offer employment to the other party's personnel engaged in any efforts under or relating to this agreement.
22. If Aspire will be installing software on the client's behalf, Aspire will require an Authorized individual to assign and authorize Aspire to accept the EULA on the client's behalf.
23. The Client will provide all patch cables (RJ45, Fiber, etc.) required.
24. The Client will designate a main point of contact for the duration of the project. The individual in this role is responsible for resolving and/or escalating issues outside the control of Aspire, identifying the Client support resources for Aspire, and signing off on all Aspire deliverables.
25. The Client will identify and assign client subject matter experts crucial for the execution and completion of the project. The Client subject matter experts will make themselves available for interview, discussions, requirements gathering and deliverable reviews throughout the project.
26. The Client will provide at least one technical contact with system administration responsibilities and the appropriate levels of system access and technical information necessary to perform the services stated in this SOW.
27. The client will provide and coordinate all appropriate Client resources and vendors required to deliver the solution within this SOW.
28. The client will provide and coordinate all support efforts on third-party systems required to be integrated with the solution within this SOW.
29. The Client will be responsible for licensing, hardware and software support contracts for all products and services included within this SOW.
30. The Client will send requests to the Aspire Project Manager to schedule Aspire resources a minimum of one week in advance.

31. The Client will provide and/or be responsible for the necessary facilities and documentation for the implementation including:
- Rack space and power requirements have been properly allocated
 - Racks for all equipment are adequately grounded
 - Adequate air ventilation/cooling of all hardware
 - Electrical power requirements for new and/or re-provisioned equipment including circuits and UPS units have been provided
 - Network requirements for the equipment to be installed as part of this SOW including, but not limited to: IP addressing, VLANs, switch ports, etc.
 - Existing DNS and DHCP server configuration information if applicable
 - All network documentation (Visio Diagrams, Configurations, etc.) available for the current systems and processes
 - Remote network access for authorized Aspire resources to the systems in scope for the duration of the project
32. The Client's network architecture design shall not change between the kickoff and the completion of all services outlined in this SOW.
33. Aspire reserves the right to bill for services delivered to complete assignments outside of this SOW. Aspire will not perform any such services without first obtaining written approval from the authorized Client representative. (See Change Management Process Section) The following are not deemed part of the scope unless otherwise specified in this SOW:
- Any customization of, or labor to install, software (except pre-installed software purchased with the product) on systems not expressly deemed as part of the initiative
 - Support or replacement of product that is altered, modified, mishandled, destroyed or damaged by natural causes or damaged due to a negligent or willful act or omission by the Client or use by the Client other than as specified in the applicable Aspire-supplied documentation
 - Services to resolve incompatibility issues resulting from integration with third-party software/hardware or causes beyond Aspire's control (e.g., System Deficiencies with Cisco firmware/software, UCM, Contact Center Products, etc.)
34. The parties to this proposal response are not agents or legal representatives of each other and have no power or authority to represent, act for, bind or commit each other with respect to any products or services.
35. Any software provided under this SOW is subject to the license terms that are provided with it. All software license terms are established directly between the Client and the owner or licensor of the software. Unless Aspire is identified as the owner or licensor of the software, Aspire is not a party to any such software license and Aspire makes no warranties or representations related to the ownership, use or operation of the software.

36. Any third party maintenance or support services resold by Aspire hereunder, including but not limited to Cisco SMARTNet, are subject to the terms and conditions for such services, as identified by the third party provider. Aspire is not a party to any such third party terms and conditions.

5 Project Fees

All work will be performed on a **project basis**. We will work closely with the Client to make the best business decisions regarding the schedule.

Description	Fees
Network Upgrades	\$163,640.93

***Aspire typically requires 4 - 6 weeks notice after the Client has accepted the SOW to start the project.

Payment terms will be Net 30 days from the date the milestones are met and/or deliverables are received by the Client. Payment schedule will conform to the following schedule:

Milestone Description	Fee (Percent of Total)
Completion of Project Kickoff	30%
Completion of Milestone 1 – Solution Design	30%
Completion of Milestone 2 – First Site Implementation	30%
Completion of Project	10%

The fees provided in this SOW shall be valid for up to sixty (60) days from the original date this SOW was issued. If the contract has not been awarded within sixty (60) days, pricing is subject to change.

If a project is put on hold based on Client request or project requirements not being met by the Client, Aspire reserves the right to invoice for any unbilled work performed up until the date the project was placed on hold.

6 Engagement Acceptance

Signatures on this SOW serve in lieu of a Purchase Order and indicate that the SOW has been accepted and agreed to by Aspire and the Client. The parties hereby acknowledge that they have read and understand this agreement and all attachments hereto and agree to all terms and conditions stated herein.

Accepted and agreed by:

Township of Union Public Schools

Represented by:

Print

Signature

Date

Aspire Technology Partners, LLC.

Represented by:

Print

Signature

Date