

Requisition

Req # 00306037

PO #

Date: 09/15/16

Bill To: x
x

Vendor : 379093
INSIGHT PUBLIC SECTOR, INC.
PO BOX 731072
DALLAS TX 75373-1072

Ship To: INFORMATION TECHNOLOGY DEPARTMENT
100 E. CANO, 4TH FLOOR
EDINBURG TX 78540

Contact: EDNA KIRBY
956-292-7010

Contract No: DIR-TSO 2542

Special Instructions:

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
100.00	HRS	DIR-TSO-2542 EXP. 5-5-2018 AI-56128 9-06-2016 Q080516JS DO NOT DUPLICATE ORDER CO SRVCS HOURLY MAINTENANCE RATE ENTERPRISE NETWORK SERVICES I <u>Account No</u> 6-1100-415-00-200-002-0-336	160.00 <u>Encumbrance</u> 16,000.00 Freight .00 Total	16,000.00 16,000.00

Authorized By: _____

BY ACCEPTING THIS SALES QUOTE, CLIENT AGREES TO THE ATTACHED TERMS AND CONDITIONS WITHOUT MODIFICATION

Insight Public Sector
 6820 South Harl Avenue
 Tempe, A 85283

Account Exec : Steve Capps
 956-661-5878
Steve.Capps@insight.com

Associate AE: Jason Sawyers
 Phone: 480-366-7154
 Fax: 480-760-6232
jsawyers@insight.com



Sales Quote: Q080516JS
 Date: 8/5/2016
 Shipping Terms:
 Payment Terms:
 Sales Quote is valid for 30 days

Buyer: Hidalgo County
 Name: Leo Torres
 Phone: 956.292.7000
 Email: leon.torres3@co.hidalgo.tx.us

Hourly Maintenance
 Texas DIR Contract DIR-ISO-2542

Part Number	Description	Quantity	List Price	Discount	Extended Price
SRVCS	Hourly Maintenance Rate Enterprise Network Services 1	100	285.00	43.86%	16,000.00
	THE TERMS AND CONDITIONS AND RETURN POLICY AND PROCEDURES SET FORTH ON www.insight.com/pages/legal.web# ARE SPECIFICALLY INCORPORATED HEREIN. DIR Pricing located at: http://publishingext.dir.texas.gov/portal/internal/contracts-and-services/Contracts/DIR-ISO-2542%20Appendix%20C%20Pricing%20index%20(per%20Amendment%20).pdf				
TOTAL					\$16,000.00

Handwritten: Pleshette.gates@insight.com
 Aug. 18-19-16
 RED. ~~303924~~
 306037

APPENDIX C TO DIR-TSO-2542 - Amendment #2
05/05/2015

<p>These services are designed to assist with customers with the following types of projects:</p> <ol style="list-style-type: none"> 1) Survey/ Design Services – Includes the discovery, design, architecture review/validation, and readiness assessment. 2) Implementation Services – Includes basic installation and configuration or end-to-end integration and deployment. 3) Optimization – Includes assessing operational environment readiness, identify ways to increase efficiencies throughout the network, and optimize Customer's infrastructure, applications and service management. 4) Remote Management Services – Includes continuous monitoring, incident management, problem management, change management, and utilization and performance reporting that may be on a subscription basis. 5) Technical/Advisory Services – Includes assessing the availability, reliability, security and performance of Customer's existing solutions. 6) Data Communications Architectural Design Services – Developing architectural strategies and roadmaps for transforming Customer's existing network architecture and operations management. 7) Statement of Work (SOW) Services – Customer-specific tasks to be accomplished and/or services to be delivered based on Customer's business and technical requirements. 	<p>Cisco Technical and Advanced Services</p>	<p>Statement of Work Services</p>																																																																		
<p>DIR Customer Discount % from MSRP</p>	<p>EACH/Per Unit</p>	<p>DIR Customer Price</p>																																																																		
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<p>Partner Services</p>	<p>Subject to Cisco's approval and the certifications held by its partners, partners can also offer services such as: Installation/de-installation; Asset Tagging; Staging/Deployment; Image loading; Image Consulting; System and Server Configuration; Rack and Stack Configuration; Maintenance; and Training. Other services may be available</p>																																																																			
<p>Partner Services ***</p>	<p>Not To Exceed (NTE) Hourly Rate</p>	<p>DIR Customer Discount % from MSRP</p>																																																																		
<p>Enterprise Network Services I</p>	<p>\$ 285.00</p>	<p>Not To Exceed (NTE) Hourly Rate</p>																																																																		
<p>Enterprise Network Services II</p>	<p>\$ 325.00</p>	<p>0.00%</p>																																																																		
<p>Enterprise Network Services III</p>	<p>\$ 375.00</p>	<p>0.00%</p>																																																																		
<p>Technician</p>	<p>\$ 180.00</p>	<p>0.00%</p>																																																																		
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<p>Project Manager</p>	<p>\$ 250.00</p>	<p>0.00%</p>																																																																		
<p>Program Manager</p>	<p>\$ 275.00</p>	<p>0.00%</p>																																																																		
<p>*** On behalf of resellers that will be added to the contract as subcontractors, Cisco is providing Not to Exceed (NTE) hourly rates for Partner Services. These rates are valid for the four (4) year term of the contract. Once Cisco adds resellers to the contract, we will solicit resellers for their specific hourly rates, if they wish to provide such services.</p>																																																																				
<p>Cisco Learning Credits</p>	<p>To provide Texas DIR customers with access to training and development on Cisco's products and services, we are pleased to offer Cisco Learning Credits for purchase under the contract. Cisco Learning Credits are available for purchase at \$100 per credit on the U.S. Global Price Lists and sold in packages of 10, 100, 500, and 1500 (Table 10). They can be added to any Cisco hardware, software, or solution purchase and redeemed within one (1) year from activation on the Cisco Learning Credits Management Tool (LCMT). Cisco Learning Credits can be redeemed for high-quality, authorized training from a Cisco Learning Partner or their affiliated organizations, or Cisco Advanced Services Education.</p>																																																																			

Cisco Hardware		PRICING INDEX		CISCO SYSTEMS, INC.		
PRODUCT Category						
	See Cisco Web Page for detail	MSRP COST	EACH/Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco Hardware on Cisco Global Price List	See Cisco Web Page for detail			36.00%	Customer price will be 36.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco Meraki Price List	See Cisco Web Page for detail			36.00%	Customer price will be 36.00% less the then-current List Price as published on Cisco's Meraki Price List	
Cisco is providing its standard warranty term for all new hardware and software purchased under the contract. Customers may purchase Cisco SMARTnet for an increased level of support which provides: 1) Global 24-hour access to experts in the Cisco Technical Assistance Center (TAC), 2) Self-help support through online communities, resources, and tools, 3) Hardware replacement options, including 2-hour, 4-hour and next business day, and 4) Operating System (OS) software updates. Below is pricing for a 1, 3, and 5 year term of service.						
SERVICE Category						
	Manufacturer Part Number	MSRP COST	EACH/Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco SMARTnet for Government (1 Year Term)	See Cisco Web Page for detail			10.00%	Customer price will be 10.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Government (3 Year Term) *	See Cisco Web Page for detail			17.00%	Customer price will be 17.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Government (5 Year Term) *	See Cisco Web Page for detail			21.00%	Customer price will be 21.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Education (1 Year Term)	See Cisco Web Page for detail			25.00%	Customer price will be 25.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Education (3 Year Term) *	See Cisco Web Page for detail			28.00%	Customer price will be 28.00% less the then-current List Price as published on Cisco's Global Price List	
Cisco SMARTnet for Education (5 Year Term) *	See Cisco Web Page for detail			30.00%	Customer price will be 30.00% less the then-current List Price as published on Cisco's Global Price List	
* If a three (3) or five (5) year prepaid term is selected, full payment is made upfront at the beginning of the subscription term. The above discounts do not assume or factor in any applicable finance or interest charges for the prepaid terms. It is the responsibility of the customer to determine the mechanism for funding.						
Cisco Technical and Maintenance Services						
These services provide technical support, flexible hardware coverage, and smart, proactive device diagnostics for hardware.						
SERVICE Category						
	Manufacturer Part Number	MSRP COST	EACH/Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco Technical and Maintenance Services	Please see Exhibit 3 for a complete listing of Cisco Services IDs	See Cisco Web Page for detail		10.00%	Customer price will be 10.00% less the then-current List Price as published on Cisco's Global Price List	

APPENDIX C TO DIR-TSO-2542 - Amendment #2
05/05/2015

OPTIONAL ITEMS	Manufacturer Part Number	EACH/Per Unit	DIR Customer Discount % from MSRP	DIR Customer Price	EACH/Per Unit
Cisco Learning Credits (Qty 10)	TRN-CLC-000	\$ 1,000.00	0.00%	\$	1,000.00
Cisco Learning Credits (Qty 100)	TRN-CLC-001	\$ 10,000.00	0.00%	\$	10,000.00
Cisco Learning Credits (Qty 500)	TRN-CLC-002	\$ 50,000.00	0.00%	\$	50,000.00
Cisco Learning Credits (Qty 1,500)	TRN-CLC-003	\$ 150,000.00	0.00%	\$	150,000.00
VOLUME DISCOUNTS					
Not available					



Cisco Systems, Inc.

Vendor ID
1770059951100

URL

Vendor Website

(<http://www.cisco.com/web/strategy/government/contracts/ExpDate.html#~1>)

HUB Type

Non HUB

E-Rate Qualified

DIR Contract Number

DIR-TSO-2542

Contract Term End Date

5/5/2017

Contract Exp Date

5/5/2018

Contact Cisco Systems, Inc.

Contact

Mimi Farr

(<mailto:mimnguye@cisco.com>)

Phone

(408) 527-2627

Fax

(703) 842-8684

Contact DIR

Contact

Kelly Parker

(<mailto:kelly.parker@dir.texas.gov>)

Phone

(512) 475-1647

Fax

(512) 475-4759

Contract Overview

Cisco Systems offers Cisco branded hardware, networking equipment, servers, data storage solutions, and related services through this contract. This contract is E-Rate qualified. Contracts may be used by state and local government, public education, other public entities in Texas, as well as public entities outside the state. This contract has a number of resellers, many of which are HUB vendors.

Contract Documents

- [DIR-TSO-2542 Contract PDF \(373.51KB\)](#)
(http://publishingext.dir.texas.gov/portal/internal/contracts-and-services/Contracts/DIR-TSO-2542_Contract.pdf)
- [DIR-TSO-2542 Appendix A Standard Terms and Conditions \(per Amendment 3\) PDF \(482.07KB\)](#) (<http://publishingext.dir.texas.gov/portal/internal/contracts-and->

Quote Q080516JS Hidalgo County - IT Dept. Req. #306037

From : Enriqueta Zambrano <enriqueta.zambrano@co.hidalgo.tx.us> Fri, Sep 16, 2016 04:00 PM
 attachments
Subject : Quote Q080516JS Hidalgo County - IT Dept. Req. #306037
To : jsawyers@insight.com
Cc : Edna Kirby <edna.kirby@co.hidalgo.tx.us>, rudy salinas1 <rudy.salinas1@co.hidalgo.tx.us>

Good afternoon Mr. Jason Sawyers,

I am working into getting Commissioner's Court approval on this new agreement between **Insight** and **Hidalgo County** for an additional one hundred (100) hours of service support for the Hidalgo County IT Department. Attached you will find all backup documentation in regards to this agreement.

As part of the process, I am requesting a notarized **HB-1295 Form** for requisition #306037 for 100 hours of service support for the Hidalgo County IT Department.


NOTE: In section three (3) of this form, please add the following: REQ. #306037-100 HOURS OF SERVICE SUPPORT.

I have attached the HB-1295 Info Packet for your review on how to proceed in filing this form.

I appreciate your prompt assistance on this matter.

Sincerely,

Enriqueta Zambrano
Procurement Specialist I
Hidalgo County
Purchasing Department
enriqueta.zambrano@co.hidalgo.tx.us
956-292-7000 ext. 4857

 **Insight req. #306037.pdf**
1 MB

 **HB1295_Info-Packet_Revised.pdf**
719 KB

August 15, 2016

Statement of Work # 19378004

100 HOUR SERVICE SUPPORT

1 PARTIES

"Insight"

Insight Public Sector, Inc.
6820 S. Harl Avenue
Tempe, AZ 85283
Attn: Steven Capps

"Customer"

Hidalgo County
100 E. Cano, 4th Floor
Edinburg, TX 78540
Attn: Renan Ramirez

2 ENTIRE AGREEMENT

This Statement of Work ("SOW") is effective as of the date last signed below ("SOW Effective Date") and subject to the Contract for Cisco Branded Equipment and Related Services, DIR Contract No. DIR-TSO-2542 dated May 5, 2014 (the "Agreement") between Cisco Systems, Inc. and State of Texas Department of Information Resources ("DIR") with Insight as an authorized reseller. This SOW, including the Agreement and all documents either attached or incorporated by reference, make up the entire agreement with respect to the subject matter in this SOW. Terms not defined in this SOW have the meaning attributed to them in the Agreement unless otherwise specified in this SOW.

3 SCOPE OF SERVICES

Insight is pleased to perform the following services ("Services") under the terms and conditions of this SOW.

3.1 Service Description

The following is a high-level description of the Services Insight will provide:

- Provide support services for troubleshooting Cisco ISE hardware

3.1.1 Location

The Services will be performed at the following Customer location(s):

- Edinburg, Texas and remotely

3.1.2 Scope and Approach

Insight will perform the following Services:

- Provide up to 100 hours of professional Services for troubleshooting Cisco ISE hardware
 - Document findings and recommendations

3.2 Deliverables

Deliverables, if any, will be agreed upon by both parties in writing.

3.3 Insight Responsibilities

Insight is responsible for the following:

1. Insight will provide the applicable and necessary labor, maintenance, consultation, and/or materials to perform the Services and provide the Deliverables described in this SOW. For purposes of this SOW, "Deliverables" means any materials produced in the course of performing Services listed or specifically required to be delivered to Customer under this SOW.

3.4 Customer Responsibilities

The estimated duration and associated fees presented in this SOW are based on the following Customer Responsibilities. Should any element(s) of these be lacking during execution of Services, additional time, associated fees, and expenses may be required.

Customer is responsible for the following:

1. Customer will provide a project contact with decision-making authority to support the scope of services described in this SOW and ensure the proper personnel are scheduled to review each completed Service or Deliverable upon notification of completion by Insight.
2. If applicable, Customer will provide site contacts for each Customer location. Each such contact will provide Insight with sufficient detail regarding his/her site, and will coordinate or perform required onsite work, as reasonably requested by Insight and Customer IT, for the duration of the project.
3. Customer will provide Insight the necessary access to internal experts, location(s), critical systems, applications, workspace, and equipment (telephones, faxes, LAN connectivity, printer access, dial-out modem lines, passwords, keys, etc., as applicable) required at each field location to complete the project. Access to Customer systems will be provided to Insight via either onsite direct access or remote/VPN access. If Customer does not allow remote/VPN access to Customer systems and remote work is necessary, then Customer will make local resources available to be utilized by Insight to accommodate for this lack of access. If Customer cannot provide access or local resources, then additional project duration, labor hours, travel expenses, and others costs may be incurred and due to Insight by Customer.
4. Customer will provide the necessary hardware, software, tools, and permits required for the successful completion of the project prior to Insight's arrival. Further, Customer is responsible for all licensing requirements to be compliant per their own agreements.
5. Customer is responsible for all product and material, including distribution and transport of Customer-owned product and material, unless otherwise specified in writing. Product and material is defined as any item purchased, owned and/or provided by Customer (or others) that Insight is required to use for fulfillment of any Services described herein.
6. Customer is responsible for providing adequate and secure onsite storage for all Customer-owned product and material unless otherwise specified in writing.
7. If applicable, Customer will be responsible for: (a) back-up and/or data migration of existing data unless otherwise agreed to by Insight; (b) computer system and network designs; and (c) component selection as it relates to the performance of the computer system and/or the network.
8. Customer is responsible for maintaining physical, electronic, and procedural controls to ensure the confidentiality, integrity, and availability of Customer's information on all applicable Customer computing systems used to store or transmit Customer's information, in accordance with current applicable industry standards and best practices.
9. Customer is responsible for managing and maintaining: (a) reasonable firewalls and, if appropriate, encryption; (b) regular back-ups of Customer's information; and (c) least-privileged-based access controls (including provisioning, de-provisioning, authentication, authorization, and accountability controls).

10. Customer and its employees, contractors, and agents will: (a) cooperate with any reasonable request of Insight, (b) provide input throughout the project and will review progress at review meetings requested by Insight; and (c) provide Insight with access to all of Customer's information, documentation and technology, necessary for Insight to perform the Services, including a list of all Customer and third-party contacts necessary for Insight to do so. Such cooperation, input, access, and license are critical to this project, and Customer's representation at all review meetings is essential. If applicable, Insight is hereby granted and shall have a non-exclusive, royalty-free license, during the term of the Services, to access and use the Customer Technology solely for the purposes of delivering the Services to Customer. "Customer Technology" shall mean any intellectual property owned by Customer that will be used by Insight in performing the Services under this SOW.
11. Customer agrees to hold information designated in writing as confidential or proprietary by Insight in strictest confidence and not to copy, reproduce, sell, assign, license, market, transfer or otherwise disclose such information to third parties or to use such information for any purpose whatsoever, except to perform the Customer's obligations hereunder and except as otherwise permitted by this SOW or applicable Texas law. Nothing herein transfers to Customer any title to or ownership rights in any such information; and, upon written request of Insight, Customer shall promptly return or delete any such information which it has in its possession.

3.5 Resource Team

Project Sponsor, Hidalgo County – Renan Ramirez
Services Account Executive, Insight – Adam Clark
Account Executive, Insight -- Steven Capps
Services Director, Insight -- John Brooks
Services Manager, Insight – David Avila
SOW Prepared by, Insight -- Steve Lopez and Lindsey Cancio

3.6 Change Request Procedure

If an alteration to the scope of work in this SOW, including Deliverables, hours needed to complete work, milestones and related pricing, is identified by either party; it shall be brought to the attention of the other party's management by completing and submitting a Change Request Form, which is incorporated into this SOW as Attachment 1. Each party's respective management will review the form to determine whether a modification to the scope is necessary and what effect the implementation of such change may have on the project. If any such change causes an increase or decrease in the cost or time required for performance of the work, the price and/or delivery schedule shall be equitably adjusted and identified within the Change Request Form. Estimated turn-around time for such determination is 5 days. If both parties mutually agree to implement the change in scope, the Change Request Form will be incorporated into the SOW as an addendum when signed by authorized representatives of both parties. If either party rejects a request for a change in scope or if the parties cannot agree on an adjustment, Insight shall proceed to fulfill its obligations in accordance with this SOW as previously agreed upon.

Note: When the Agreement expires, no Change Requests for additional services will be accepted.

4 SCHEDULE

4.1 Start Date

The project start date will be mutually determined upon receipt of this signed SOW and, if applicable, a valid Purchase Order (PO). A minimum lead time of 20 business days from receipt of both documents may be required for scheduling purposes.

If Customer causes any delays to the delivery start date, which was agreed upon by both parties in writing (email is acceptable), Customer will incur additional fees based upon such delay, including but not limited to, travel expenses already incurred, if any, and/or other equitable relief as a remedy for such delay. The delays and charges will be defined and communicated through the Change Request process described in this SOW.

4.2 Timeframe

Insight will provide up to 100 work-hours of Professional Services on an as-needed basis and is subject to Insight resource availability as determined in Insight's discretion. Customer will notify Insight, in writing, of each Service request. Each Service request will be invoiced for a minimum of either 4 hours for onsite assistance, or 2 hours for telephone assistance. In the event Customer has not utilized the hours by August 31, 2017, any remaining hours will be forfeited.

5 PRICING/INVOICING

5.1 Time and Materials Pricing

This engagement will be billed on a time and materials basis. Costs incurred by Customer will be based on the daily minimum listed in the Pricing Notes below or actual time worked, whichever is greater. Customer will not reimburse Insight for travel expenses, if any are required. Customer will reimburse Insight for any taxes incurred. If Customer believes they are tax-exempt and/or the Services provided are not subject to any taxes, Customer will provide Insight with the proper documentation required by the taxing jurisdiction where the Services are performed.

Charges will be calculated based on the following rates:

Resource Type	Estimated Hours	Hourly Rate	Estimated Price
Senior Consultant	100	\$160.00	\$16,000.00
Total Estimated Amounts	100		\$16,000.00

Note: With the exception of the hourly rate, the table above provides budgetary estimates only.

5.2 Pricing Notes

1. Pricing is valid for 30 days from the date of this SOW.
2. Pricing and estimated time to complete this engagement are based upon Customer providing necessary access to internal experts, location(s), all critical systems, applications, and hardware required to complete the project.
3. Customer acknowledges that cancellation of this engagement may cause Insight to incur non-refundable travel expenses and other costs. Accordingly, if Customer cancels this engagement less than 10 business days, but more than 3 business days prior to the start date of this engagement, Customer shall pay Insight the fees equivalent to 10% of the total cost of this engagement, or \$2,500, whichever is less. If Customer cancels this engagement less than 3 business days prior to the start date of this engagement, Customer shall pay Insight all fees due for this engagement as if it had been fully performed or \$12,500, whichever is less. Such cancellation shall be in writing and shall be effective when received by Insight.
4. Pricing is indicated as a time and materials rate with either a 4-hour minimum (per day) for onsite resources or a 2-hour minimum (per day) for telephone assistance.

5. If an Insight engineer arrives on site per an agreed-upon schedule and is unable to start or complete the project due to any Customer, site, and/or equipment issues, a fee equal to time expended and applicable travel expenses will be incurred. Insight will have 10 business days to schedule the return visit, if required.
6. This SOW assumes Services will be performed over a consecutive timeframe unless otherwise provided herein.
7. Insight is not responsible for delays or repeated tasks caused by factors outside Insight's control. These factors include, but are not limited to, availability of Customer personnel, equipment, and facilities. Customer will compensate Insight for any out-of-scope work requested by Customer on an hourly basis at Insight's standard hourly rates (unless otherwise agreed to in writing by the parties).

5.3 Invoicing

Insight will invoice Customer on a monthly basis for the minimum hours worked or actual hours worked, whichever is greater, plus any taxes incurred (if applicable), and Customer will be required to pay each invoice within 30 days from the date that Customer receives the invoice, per Texas Government Code, chapter 2251.

6 SPECIAL TERMS, CONDITIONS AND ASSUMPTIONS

6.1 Project Kickoff

A project kickoff meeting will be held to review project expectations, discuss IT infrastructure design, discover any possible problems/risks, and formulate an appropriate plan (including a firm engagement schedule and downtimes).

6.2 Business Hours

Work will be performed during normal business hours unless otherwise mutually agreed upon. Normal business hours are defined as an 8-hour day, Monday through Friday, excluding designated Insight Holidays.

6.3 Project-Specific Assumptions

The estimated duration and associated fees presented in this SOW are based on the following assumptions. Should any element(s) of these be lacking during execution of the Services, additional time, associated fees, and expenses may be required.

1. Insight will provide an inventory spreadsheet of product and material pre- and post-installation that will be submitted as part of the Deliverables (if specified in the Deliverables section). However, Insight is NOT responsible for Customer-owned product and material during any phase of the project/program.
2. If applicable, any onsite skills transfer that takes place during this project will not replace the manufacturer's formal system implementation and administration classes.
3. Insight has no obligation to mount, affix, or otherwise fasten any cable, hardware, or other product to any building or structure (inside or outside), and Insight has no obligation to run cable above, under, behind, or through any ceiling, floor, or wall of any building or structure. If such services are requested by Customer, such services may be performed by Insight only to the extent permitted by applicable law and will be subject to a change request for additional services.
4. Each party agrees that personnel will not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside the skill sets and experience of personnel. Personnel have the right to decline a service request if the request falls outside their scope of experience and expertise.
5. This engagement does not include:
 - a. Electrical or cabling services
 - b. Formal user training

6.4 Constraints

Work that is not included in the Scope section is considered to be out of scope. Any out of scope work must be verified and pre-authorized by Insight prior to commencement through the Change Request process.

6.5 Reference

Upon successful completion of the engagement, Insight may use the Project as a reference for external purposes. This may include verbal endorsements, printed advertisements, and other marketing references to prospective customers and third parties. Any reference activity will be mutually agreed upon in writing by Insight and Customer.

6.6 Case Study

Upon successful completion of the engagement, Insight may ask Customer to serve as an account case study for Insight. If Customer agrees, Insight will prepare a marketing release for publication of non-confidential aspects of the Project (to be reviewed in advance by Customer), in conjunction with Customer's name.

By signing below, the undersigned agree they are bound by the terms of this SOW and the Agreement.

INSIGHT

CUSTOMER

By: _____
Authorized Representative

By: _____
Authorized Representative

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

The following section must be completed before this SOW can be processed:

Invoicing Procedures:

1. Method (Customer to select one option below):

Mail Invoice - Hard copy invoice will be mailed to:
Company Full Name: _____
Address: _____
Attention: Accounts Payable or: _____
Accounts Payable Contact: _____
Phone: _____

Email Invoice - Invoice copy will be sent electronically via e-mail to:

2. PO Process (Customer to select one option below):

Customer issues system-generated POs or internal reference numbers for service engagements.

Please fill in the PO Number below and attach a hard copy of the PO to this signed SOW. Note: Services cannot be performed until a hard copy of the PO is received, or Billing Reference is provided.

PO Number: _____

PO Release Number (if applicable): _____

Internal Billing Reference Number/Name: _____

Customer does NOT issue system-generated PO for service engagements. Accordingly, performance of and payment for any Services under this SOW do not require, and are not contingent upon, the issuance of any PO or other similar document.

Attachment 1



CHANGE REQUEST FORM		
CHANGE REQUEST # [INSERT CHANGE REQUEST #]		
Customer	Original Project Name	Original SOW #:
Insight Services Manager	Customer Project Sponsor	Request Date
Purchase Order to Apply to Changes: PO # _____		
<u>Change Request Summary</u>		
Original Scope Task		
Reason for Change		
Description of Change		
Project Schedule		
Project Pricing		
Deliverables		
<u>Signatures</u>		
Insight Authorized Signer:		Date:
Print Name:	Title:	
Customer Authorized Signer:		Date:
Print Name:	Title:	