

October 3, 2016

**Statement of Work # 19736019**

**100 HOUR SERVICE SUPPORT**

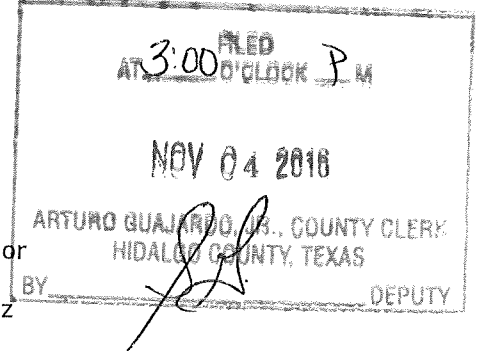
**1 PARTIES**

**"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