



Statement of Work

Project Management for UPS Installation Services

June 1, 2017

Prepared for:
Hidalgo County

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Contact Information

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Netsync Project Manager	TBD		
Netsync Lead Engineer	TBD		

Project Summary

Hidalgo County (or “Client”), located in Edinburg, TX, requested that Netsync Network Solutions (“Netsync”) submit a statement of work (SOW) outlining Client’s upcoming Uninterruptible Power Supply (UPS) Upgrade project to replace aging UPS devices with new UPS devices.

While installation services will be provided by the manufacturer, Netsync will provide project management services to ensure successful execution of the project.

Project Objectives

- Provide project management services for Client’s UPS Upgrade project

Project Scope and Phases

Discovery and Planning

1. Netsync will conduct a business/technical requirements meeting:
 - a. Work to identify key stakeholders, who will participate in developing the definition of requirements for success.
 - b. Identify solution goals, business drivers, and success criteria, which will help to define business requirements.
 - c. Provide a timeline/schedule of activities.

Implementation

Note: Implementation will begin only after Discovery and Planning is 100% complete.

1. Implementation of UPS devices will be provided by the manufacturer.

Project Prerequisites

1. Client will fulfill cabling requirements, if applicable. (Netsync will coordinate.)
2. Client will provide Netsync all necessary hardware and information on current environment.
3. Client will provide Netsync local and remote administrative credentials (root access) to all equipment to be assessed during the process of this SOW.
4. Client will make available authorized personnel during the project with a working knowledge of existing network infrastructure for facility access, questions, and clarification of issues.
5. Client will provide Netsync access to all work locations, along with safety, access, security, and emergency protocols.
6. Client will obtain all necessary work permits.
7. Client will provide a work area for Netsync to use, as needed, during on-site activities to include internet and public phone access.
8. Client will provide parking passes and adequate parking for the Netsync project team.
9. Client will comply with all physical and environmental requirements per vendor specifications.

Project Management

Netsync approaches all projects using standard Project Management Institute (PMI) methodologies and processes. Depending on the size of the project and agreements between parties, a Project Manager (PM) is either assigned by Netsync or provided by Client.

Should a Netsync PM be assigned, a project kickoff conference call or meeting will be held with Client, the PM, the Account Manager (AM), and assigned resource(s) to ensure each party is in alignment with all aspects of this SOW. When applicable, the PM will also perform the following project management activities throughout the engagement to ensure Client expectations are consistently met and the project is delivered on time and within the established budget:

- Create the Project Plan.
- Ensure that accurate and timely status updates, action items, and scheduled tasks are received by the assigned resource(s) and uploaded as entries to the applicable Netsync SharePoint project portal. The PM will ensure status information clearly reaches Client to also include supplemental budget and milestone updates.
- Manage the Notes-Status-Issues Log portal web part and ensure timely updates.
- Lead recurring project status meetings with Client and the Netsync project team to communicate overall progress.
- Oversee a quality assurance review of documentation-based deliverables before providing to Client.

Project Updates

- Client will receive email alerts indicating an update has been made to the Notes-Status-Issues Log portal web part for the following communication entry types:
 - Meeting Notes
 - Engineering Status Update(s)
 - Issue tracking
- If Client wishes not to use the Netsync SharePoint project portal, then Client has the option to request direct email correspondence from the Netsync PM for all communication and updates.

Project Scope Change Requests

Netsync is fully committed to completing this project on time and within the established budget. All scope changes and out-of-scope (OOS) requests must be clearly communicated to the AM or PM before those changes or requests are acted on or performed by the assigned resource(s). The following outlines the scope change or OOS request procedure:

1. Client will notify the AM or PM regarding the requested change, add, or move.
2. The PM will submit a Change Request (CR).
3. The assigned Netsync Lead Engineer will verify the technical accuracy of the CR.
4. The PM will submit the CR to Client for subsequent approval and sign-off.
5. Client will return a signed copy of the CR to either the AM or PM.

All other terms within the original SOW, in addition to the signed CR, will remain intact.

Project Documentation

Netsync will provide Client the following documentation:

Included (Yes/No)	Document Type	Owner	Description	Frequency
Project Management Documentation				
Yes	Microsoft Project Plan	PM and Senior Lead Engineer	Task list and timeline of project work activities and scoped deliverables; may or may not require a formal Gantt chart	Once
Yes	Status Entry	PM and Senior Lead Engineer	Summary of technical accomplished, outstanding, and planned activities	Log entry, as needed
Yes	Issues Log Entry	PM and Senior Lead Engineer	List of tracking issues, action items, reminders, or questions	Log entry, as needed
Yes	Meeting Notes Entry	PM	Recap directly following a meeting outlining status, issues, and events discussed	Log entry, as needed
Closeout Documentation				
No	As-Built	Engineer	Post-implementation technical documentation of new configuration(s) and applicable support information	Once
No	Network	Engineer	Visio diagram(s) illustrating current/post-implementation design	Once

Project Risks and Assumptions

1. Client will participate in all design and planning sessions and be prepared to sign off on all milestones.
2. Client will provide Netsync with full access to the relevant functional, technical, and business resources with adequate skills and knowledge to support the performance of services.
3. Multiple outages may occur due to the nature of this project; however, they will all occur at scheduled and approved times.
4. Client delays to provide Netsync the necessary data to accomplish each task may result in timeline changes.
5. Netsync is not responsible for project delays caused by other vendors and/or manufacturing issues that may impede progress and/or closure of Netsync SOW deliverables.
6. If Client requires a copy of Netsync's standard Certificate of Insurance (COI) with Client-added endorsements, then it should allow up to 10 business days for delivery.
7. Anything not specifically stated in this document is outside the scope of this SOW.

Service Level Agreement

Hours of Operation

- Standard hours of operation are **8:00 AM to 5:00 PM Central Time Monday through Friday**. Netsync understands that due to the nature of the industry and work performed, after-hours and weekend availability are often required. In the event Netsync resources are required to perform work outside of the standard hours of operation, agreed-upon work windows will be discussed and subsequently documented via email. A Client project stakeholder or technical contact must be either on location or on call during the agreed-upon after-hours and/or weekend work window(s).

Agreed By

By signature below, Client and Netsync acknowledge and agree to this statement of work (SOW).

Client Contact Signature

Netsync Contact Signature

Printed Name

Printed Name

Title

Title

Hidalgo County

Netsync Network Solutions

Company Name

Company Name

Date

Date

About Netsync Network Solutions

Netsync Network Solutions is a HUB-certified, minority-owned, value-added reseller (VAR), specializing in collaboration and unified communications, data center and cloud, network infrastructure, wireless and mobility, physical and network security, end-user computing and VDI, optical/WAN, managed services, and staffing solutions. Based in Houston, with sales and engineering assets in Austin, Dallas, El Paso, McAllen, and San Antonio, Texas, Netsync uses a true business consultative approach to determine clients' requirements and architects innovative and synergistic IT solutions to meet clients' needs. Holding the most prestigious industry certifications, our highly skilled and seasoned engineering team is available 24 hours a day, 7 days a week.

Netsync's primary objective is to protect clients' current investments, while helping them achieve expected growth. This approach has earned Netsync various customer service excellence awards and recognition as a progressive partner that introduces the newest, best-of-breed products and solutions to clients.

As a Cisco Gold and Master Collaboration Partner, an HP and Intel Platinum Partner, and holding certifications and specializations from many of the industry's top best-of-breed manufacturers, Netsync has built its reputation serving the public sector/SLED market, most notably K-12. In recent years, Netsync's growing enterprise division has diversified the company's client base by tackling large-scale and complex projects in industry verticals, such as energy, healthcare, retail, and finance.

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