



statement of work

North Slope Borough School District
Wainwright Branch Implementation Services

November 20, 2017

V 1.0

SOW #: 171157803



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Contents

1	Statement of Work Prepared For	4
2	GCSIT Contacts.....	4
3	Project Scope	4
3.1	Introduction	4
3.2	Project Overview.....	5
3.3	Project Goals	5
3.4	Project Management (PM).....	5
3.4.1	Risk Management	6
3.4.2	Issue Management.....	6
3.4.3	Project Metrics Process.....	6
3.5	Project Tasks	7
3.6	Out of Scope Services.....	7
3.7	Project Location	8
3.8	Deliverables.....	8
3.9	Project Completion	8
3.10	Product Opportunities	9
3.11	Pricing Schedule	9
4	Assumptions and Notices	10
5	Customer Project Roles	10
6	Responsibilities	11
6.1	GCSIT Responsibilities	11
6.2	North Slope Borough School District Responsibilities	11
7	Terms & Conditions	12
7.1	Services	12
7.2	Change Control Procedures	12
7.2.1	Customer Initiated Change Requests.....	12
7.2.2	GCSIT Initiated Change Requests	13
7.3	Rates and Limitations.....	13
7.4	Confidential Information.....	13
7.5	Non-Solicitation	13
7.6	Proposal Time Limit	13

NSBSD - Wainwright Branch Implementation Services - 171157803

7.7 Invoicing and Payment Terms..... 13
7.8 Initiating Contract 14
7.9 Cancellation Fee..... 14
8 Disclaimer 14
9 Approval to Proceed 15

1 Statement of Work Prepared For

Customer	Contact
North Slope Borough School District P.O. Box 169 Barrow, AK 99723	Everett Haimes Director of Information Technology (907) 852-9632 everett.haimes@nsbsd.org

2 GCSIT Contacts

Team Role	Name	Title	Phone	Email
Director of Engineering	Tom Bohn	Director of Engineering, Networking	(907) 264-6502	tom.bohn@gcsit.com
Director of Sales	Ryan Bergstrom	Director of Sales	(907) 830-4492	rbergstrom@gcsit.com
Field Engineer	Jeff Read	Sr. Solutions Engineer	(907) 264-6505	jread@gcsit.com
Field Engineer	Nick Byrd	Sr. Solutions Engineer	(907) 264-6504	nbyrd@gcsit.com
Opportunity Owner	Jenson Isham	Chief Technology Officer	(206) 734-9690	jisham@gcsit.com
Services Coordinator	Rob Billideau	Services Coordinator	866-424-2766 x 2241	rbillideau@gcsit.com

3 Project Scope

3.1 Introduction

This Statement of Work (SOW) defines the services that GCSIT will deliver to North Slope Borough School District. Each of the parties' responsibilities is defined to provide a clear understanding of the scope of services to be delivered.

The pricing submitted with the SOW appreciates the Services and Responsibilities described in the scope of work. GCSIT will work hard to ensure that we meet your schedule requirements. However, actual project dates will be subject to availability of materials and resources and North Slope Borough School District's attention to its responsibilities.

3.2 Project Overview

NSBSD engaged GCSIT Solutions for the design, development, configuration/build out and deployment of its Cisco Unified Communications/Collaboration service core (located in Barrow/Utqiagvik). That project included a proof of concept design developed and targeted for the Wainwright village NSBSD facilities.

During deployment of the UC service core, NSBSD notified GCSIT that its Wainwright site facilities' production telephony system had failed. While Wainwright had been nominated as first site for deployment in the anticipated UC Phase II project activities, deployment support services that had been scoped there have been broken out into this SOW.

This SOW defines services which aim at placement of a net new Cisco UC voice system platform in service in Wainwright on an emergency priority basis.

3.3 Project Goals

Goal	Description
Priority Restoration of Wainwright NSBSD Facility Telephony Systems	Turn up (on a priority basis) of production Cisco Unified Communications/Collaboration infrastructure in Wainwright NSBSD facilities - replacement of failed system(s) at Wainwright site, integration to UC service core in Barrow via IP WAN.

3.4 Project Management (PM)

Project Management tasks have carefully been chosen to complement the complexity of this project. PM efforts are designed to provide the right amount of oversight to ensure success while minimizing project management costs.

This project is classified by GCSIT as a mid-level effort requiring moderate PM oversight and management. Therefore the PM will:

- Set it up
- Kick it off, usually with a conference call to review scope, approach, milestone schedule and procedures.
- Schedule the engineer(s)
- Manage the budget
- Manage a milestone schedule
- Manage risk and issues
- Provide regular client status and project metrics – meeting or email delivery
- Track the deliverables
- Track completion
- Close the project

The following paragraphs describe the processes with which the GCSIT Project Management team handles these items:

3.4.1 Risk Management

The GCSIT Project Team will work to identify and mitigate risks both before project execution and throughout the life of the project. An initial risk log will be incorporated into the project Statement of Work with mitigation actions identified. The PM will keep North Slope Borough School District informed as to the status of any risk becoming realized and of the status of each mitigation action. GCSIT will work to ensure no risk realizes itself, and should one become unavoidable, will attempt to resolve it without impact to project budget or schedule. Should an issue impact either of these areas, the PM will work with North Slope Borough School District to implement a project change order.

ID	Date Raised	Risk Description	Likelihood	Impact	Severity	Owner	Mitigating Action	Contingent Action	Progress on Actions	Status
1	Pre-project	Lack of credentials to access systems may delay project significantly	Low	High	Medium	PM	Ensure credentials are obtained before project kickoff	Escalate to client POC		

Figure 1: Risk Mitigation Log

3.4.2 Issue Management

The GCSIT Project Team will work to identify and resolve issues as they present themselves during the course of the project. The PM will maintain an issue log, manage each issue through resolution and report status of all issues regularly. GCSIT will attempt to resolve each issue without impact to project budget or schedule. Should an issue impact either of these areas, the PM will work with North Slope Borough School District to implement a project change order.

ID	Issue	Impact	Assigned to	Status
1				

Figure 2: Issue Log

3.4.3 Project Metrics Process

The GCSIT Project Team will coordinate with North Slope Borough School District to identify the set of project metrics desired, and to determine on what periodicity the metrics should be built and delivered. These metrics may include:

- Work progress and plans
- Financial status
- Issue Logs
- Risk Mitigation Logs
- Schedule Status

3.5 Project Tasks

1. Project Launch Workshop

GCSIT will conduct a pre-engagement project launch workshop with Customer to initiate the project. Topics to be discussed include the following:

- Review of project scope and objectives
- Project timelines, scheduling, and logistics
- Identification of key customer project team members with whom GCSIT resources will collaborate to accomplish the tasks defined in this SOW
- Identify and agree to key activity execution dates
- Prerequisites and other preparations, including remote system access (credentials).

2. Base Deployment Prep Services

- Rigorous & structured testing (tshoot/tune as required) of as-built AIN PoC call routing (artifact of UC Project Phase 1)
- PSTN gateway build
- PRI turn-up with NSBSD/Telco
- Provision (65) Users/Phones

3. Advanced Deployment Services

- Overall site testing (post IP handset distribution) and configuration tuning
- Application/service integrations
- Emergency Responder
- Paging

4. Documentation

- Develop user-facing documentation
- Update master system as-built documentation

5. Project Close Out

Review of project completion details, transition to operations, customer acceptance & access credentials closure.

3.6 Out of Scope Services

Topic	Description
Remediation of Current IT Environment	Any configuration, functionality, or other issues that exist in the current IT environment that require remediation prior to or during the project described in this document will be considered out of scope unless explicitly described above.
Unexpected Issues	Any issues encountered which lead to unavoidable delays or an increase in work are considered out of scope to this project.

NSBSD - Wainwright Branch Implementation Services - 171157803

Any services that are not specifically listed in this SOW are considered Out-of-Scope and may incur additional charges.

Out-of-Scope is defined as, but not limited to, the following:

- Any work requested by Customer to be performed during off-hours is considered premium/overtime, unless specifically provided within this SOW.
- Additional site visits required by implementation personnel as a result of changes in Customer requirements or other site readiness issues are out of scope and will incur additional travel costs, if applicable.

3.7 Project Location

Remote

3.8 Deliverables

- **Documentation:**
 - Wainwright specific as-built documents
 - Updates to master NSBSD system-wide documentation

Acceptance Criteria: Customer acceptance & sign off

- **Functioning Site UC Platform(s):**
 - Tested/verified functional PSTN gateway system
 - Tested/verified IP WAN integration of PSTN gateway
 - Tested/verified IP handset fleet (specific to Wainwright NSBSD facilities)
 - Tested/verified core UC features (dialtone/voicemail)
 - Tested/verified applications/feature integrations:
 - Emergency Responder
 - Paging

Acceptance Criteria: Customer acceptance & sign off

3.9 Project Completion

Exceptions to the project acceptance may be made at project completion, but must be approved in writing by both Customer and GCSIT.

Project completion is confirmed and ready for close out once GCSIT obtains Customer sign-off and satisfaction confirmation.

3.10 Product Opportunities

Opportunity Name	Account Name	Amount
NSBSD - Remote Site Cisco VoIP NASPO - 170756207	North Slope Borough School District	\$122,896.00
Total Amount		\$122,896.00

Note: The dollar amounts in the product opportunities are separate pricing from the SOW and are not represented in the estimated total hours or amount.

3.11 Pricing Schedule

The following pricing includes all services outlined in the scope of work. The pricing summary is specific to the tasks listed in the Scope and is based upon reasonable assumptions about the environment. Should additional work be required beyond the original scope of work, the original bid may need to be re-evaluated and a change order may be required.

Role	Rate	Estimated Units	Estimated Cost
Design, Architecture, and Specialized Consulting	\$250.00	3	\$750.00
Enterprise Engineering, Level III	\$225.00	79	\$17,775.00
Project Management	\$150.00	24	\$3,600.00
Services Coordination	\$125.00	5	\$625.00
Total Estimate		111	\$22,750.00

Note: All stated prices are in U.S. dollars and exclusive of any taxes, fees and duties or other amounts, however designated, and including without limitation value added and withholding taxes which are levied or based upon such charges or upon this SOW. All time is charged in increments of 15 minutes.

4 Assumptions and Notices

The project time estimates and associated fees quoted within this Statement of Work are based on the following assumptions and responsibilities. Should any element(s) of these be lacking during execution of services, additional time and associated fees and expenses may be required to complete this Statement of Work.

- GCSIT has made every attempt to accurately estimate time required to successfully complete the project. Customer acknowledges all listed assumptions and responsibilities and agrees that should these be violated, if impediments or complications arise or if changes in scope are requested or required, the length of the project and associated price could be impacted.
- GCSIT is not responsible for delays caused by failures, including but not limited to, failures caused by systems, personnel or environmental causes or in using incorrect or insufficient data provided by Customer or Client.
- GCSIT will not guarantee a resource earlier than four (4) weeks after receiving this entire signed SOW and Customer Purchase Order. If Customer requests that GCSIT resource(s) be deployed sooner, an expedite fee may apply.
- All Project requests and changes must be communicated and negotiated through the GCSIT Project Management (PM) process in writing.

GCSIT Deployment Engineers are specifically instructed not to accept Customer requests outside of the pre-determined SOW that have not been documented and communicated to them through the GCSIT PM.

- GCSIT will hold no responsibility for any changes made *after* releasing the system to Customer. If any errors occur from Customer changes, a Change Order must be written for associated labor and travel to correct the problems.
- In the event the Customer delays the progression of the implementation, GCSIT will not guarantee that Engineers will be available to re-deploy immediately upon customer's declared readiness to proceed. Should this occur, resources will be scheduled to resume during their next available open time slot.

5 Customer Project Roles

Role	Name	Description	Involvement
Project Sponsor	Everett Haimes	This individual will review and approve all key issues that require management decisions.	Main POC and customer sponsor of project work. Availability to contact required through all phases of project.

6 Responsibilities

6.1 GCSIT Responsibilities

- **Provide professional, knowledgeable and qualified staff to deliver Services** as described in this Statement of Work.
- **Deliver all documentation to Customer** within ten (10) business days after the completion of the "Project Tasks" listed in section 3.

6.2 North Slope Borough School District Responsibilities

Customer understands that the pricing for this project assumes the following responsibilities are met. Should any element of these be lacking during execution of services, additional time and associated fees and expenses may be required to complete this SOW:

- **Designate a single point of contact** to whom all GCSIT communications may be addressed and who has the authority to act on all aspects of the services throughout the duration of the project. The contact shall be available during normal hours of business (Monday through Friday, 8:00am to 5:00pm local time, excluding holidays).
- **Supply access information and credentials** to the Engineer(s) for all existing equipment that needs to be configured or may need to be modified.
- **Grant access to building(s) and room(s)** as necessary to complete the Services and supply GCSIT project resource(s) with a professional workspace, network access and internet access to provide the Services.
- **Grant adequate and reasonable access to network, servers, and end-user's PCs** where necessary.
 - If such access requires authorization and provisioning, Customer shall inform GCSIT in advance and shall supply the necessary administrative usernames and passwords to the GCSIT project resource(s).
- **Provide all hardware and/or software and licensing** required to perform the Services, including ensuring that all wiring, hardware, and software required to perform the Services are in working order.
- **Confirm site readiness** including, but not limited to, circuits, cabling, power, cooling and rack space.
- **Provide GCSIT**, in writing, notification of any restrictions or requirements regarding use of personal equipment in advance of the commencement of the project.
- **Specify physical and logical network topology** for Customer existing network infrastructure and identify connectivity requirements for other network-attached equipment.
- (If applicable to the project scope.) **Install and verify the operation of all external communications equipment not provided by GCSIT** (equipment not included in GCSIT-provided quote); this equipment will be installed, tested, and operational prior to GCSIT's arrival at Customer site.

NSBSD - Wainwright Branch Implementation Services - 171157803

- **Provide all cabling** (i.e. infrastructure, patch, and workstation) required to complete the installation that is not included with the project equipment or listed on GCSIT quote; cabling will be delivered to and/or installed at the installation site prior to the arrival of the GCSIT installation time.
- (If applicable to the project scope.) **Ensure that all circuits have been labeled by Customer** in a manner that identifies with what component of network equipment it is to be used.
- **Loading dock access for receiving equipment**, verifying that all equipment, supplies and materials have been received and are on-site, in good condition, and available before the installation kick-off date.
- **Coordinate access to a secure area** for staging and configuration.
- **Ensure adequate power** to terminate the equipment.
- **Provide disposal services** to remove boxes and packing materials.

Customer must provide and complete all Customer responsibilities outlined in this section.

GCSIT is qualified to provide most of these services listed above upon request. A quote for these services could be provided as a separate SOW as needed.

IF North Slope Borough School District HAS NOT COMPLETED THE ABOVE CUSTOMER RESPONSIBILITIES, PRIOR TO THE GCSIT RESOURCE(S) ARRIVING ON SITE THIS CAN BE ADDRESSED WITH THE FOLLOWING:

- If the customer elects to perform the “Customer Responsibilities” and they are not completed prior to the GCSIT project resource(s) arriving onsite, and GCSIT is unable to reschedule the project resource(s), GCSIT reserves the right to charge for the scheduled hours the resource(s) were to work as well as any additional fees associated to travel rescheduling.
- If the customer elects to utilize the GCSIT project resource(s) to complete any of the required “Customer Responsibilities” as described in section 4.2 of the SOW, the customer must submit a “Project Change Request” as outlined in section 5.2 of the SOW.

7 Terms & Conditions

7.1 Services

Services may be performed by GCSIT or individuals or organizations employed by or under contract with GCSIT, at the discretion of GCSIT.

7.2 Change Control Procedures

Both GCSIT and North Slope Borough School District may request changes in or additions to the work being provided under the scope of this SOW.

7.2.1 Customer Initiated Change Requests

Customer Change Requests may be initiated via written notification to the GCSIT Professional Services Project Management system by email to the PM or engagementmgmt@gcsit.com.

GCSIT will comply, to the extent feasible, with such requested changes.

Should, GCSIT determine that such changes cause an increase or decrease in the cost of or time required for performance of the work, GCSIT will advise Customer thereof and process a Change Order.

Customer requested changes shall not become effective, until agreed upon and executed by GCSIT and Customer has signed the Change Order form.

GCSIT will begin work in response to Customer's Change Request upon receipt of Customer Signed Addendum to the SOW and a valid Purchase Order, if applicable.

7.2.2 GCSIT Initiated Change Requests

Should it become necessary to modify project scope or budget due to unforeseen issues, disproven assumptions or other events outside the control of GCSIT staff, GCSIT will initiate a Change Order and submit it to the Customer POC for signature. The Change Order will include:

- GCSIT Project ID
- Change request number
- Reasons for change request
- Changes to the SOW
- Schedule impact
- Cost impact

GCSIT reserves the right to cease work, should it be at or over budget, until a signed Change Order is received.

7.3 Rates and Limitations

Pricing estimates for this project include consulting services and associated travel and expenses. If travel is disrupted by extenuating circumstances, the customer will be responsible for additional charges for lodging and travel.

7.4 Confidential Information

GCSIT and Customer mutually agree to limit disclosure of each other's confidential information solely to employees or agents who need to know such information. All such information remains the property of the party initially disclosing such information. All documents, records, notebooks and other material shall be returned to the owner of the confidential information upon request.

7.5 Non-Solicitation

Neither party shall hire or solicit any employee of the other party until twelve (12) months have elapsed from the date GCSIT and any partner company last performed services under this agreement.

7.6 Proposal Time Limit

The hourly rates, fees, terms and conditions offered in this statement of work are effective for thirty (30) business days from the date of this Statement of Work.

7.7 Invoicing and Payment Terms

GCSIT will invoice Customer monthly for completed work or milestones and at project completion. Payment terms are Net 30.

7.8 Initiating Contract

To initiate this contract, GCSIT requires the following:

- A signed copy of this statement of work and a Purchase Order.

7.9 Cancellation Fee

Should North Slope Borough School District terminate this SOW without cause, GCSIT reserves the right to charge, and the Customer agrees to pay, a cancellation fee as described below:

- All expenses incurred by GCSIT as a result of efforts expended directly against satisfying this SOW up to the point-in-time when notice of termination has been communicated, including materials, services, travel expenses, software licensing and Agency Fee (defined as a referral fee as a percentage of the total non-prorated labor fees associated with the full scope of work);
- In addition, if cancelled within ten (10) business days prior to scheduled work to be performed on the project, a cancellation charge of either \$2,500 or 30% of the total project price may be invoiced, whichever is less;
- In addition, if cancelled less than three (3) business days prior to scheduled work to be performed on the project, a cancellation charge of \$5,000 or 50% of the total fees will be invoiced, whichever is less.

8 Disclaimer

THE FOLLOWING IS A DISCLAIMER OF WARRANTIES, LIMITATION OF LIABILITY AND LIMITATION OF ACTIONS.

GCSIT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, FOR ITS SERVICES OR ANY RELATED DELIVERABLES, ALL OF WHICH WILL BE PROVIDED AS-IS, WITH ALL FAULTS. GCSIT SPECIFICALLY DISCLAIMS (A) THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, (B) ANY WARRANTY THAT GCSIT SERVICES OR ANY RELATED DELIVERABLES WILL BE ERROR-FREE OR WILL OPERATE WITHOUT INTERRUPTION AND (C) ANY WARRANTY THAT GCSIT SERVICES OR ANY RELATED DELIVERABLES WILL RESULT IN ANY ECONOMIC ADVANTAGE, INCREASE IN PROFITS OR REDUCTION IN COSTS.

GCSIT WILL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF ANY DATA, PROGRAMS, WARRANTIES, ANTICIPATED PROFITS OR OTHER BENEFITS) THAT RESULT FROM USE OF, RELIANCE UPON OR INABILITY TO USE ITS SERVICES OR ANY RELATED DELIVERABLES, REGARDLESS OF (1) WHETHER OR NOT GCSIT HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES AND (2) WHETHER SUCH DAMAGES ARE BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY OTHER THEORY OR FORM OF ACTION.

If for any reason, by operation of law or otherwise, any of the foregoing disclaimer of warranties and limitation of liability is ineffective, the parties hereby expressly agree that IN NO EVENT SHALL GCSIT'S CUMULATIVE LIABILITY TO CUSTOMER IN RELATION TO THIS AGREEMENT AND THE TRANSACTIONS CONTEMPLATED HEREBY EXCEED A SUM EQUAL TO THE TOTAL COMPENSATION ACTUALLY PAID TO GCSIT UNDER THIS AGREEMENT.

Neither party shall have the right to institute any action nor proceeding arising out of any of the transactions contemplated by this Agreement, regardless of the form of such action or proceeding, later than one year after such transactions occurs.

9 Approval to Proceed

The undersigned parties each understand and agree that this SOW accurately sets forth the services that GCSIT will provide for North Slope Borough School District.

Following receipt of signed Agreement and Customer's Purchase Order (if applicable), a GCSIT Services Coordinator will contact Customer to discuss next steps. GCSIT requires a minimum of four (4) weeks' notice to begin project implementation from date of receipt of signed Contract Agreement and Customer's Purchase Order.

IN WITNESS HEREOF, this Agreement has been executed by the parties hereto through their duly authorized representatives as of the Effective Date.

North Slope Borough School District

GCSIT

Signature

Signature

Title

Title

Date

Date

Customer Primary Point of Contact for Project:

Name: _____

Title: _____

Office Phone: _____ Mobile Phone: _____

Email Address: _____

***IF SIGNED SOW IS NOT ACCOMPANIED BY A PURCHASE ORDER – information below is necessary to start the work.**

Customer Bill to Address: _____

Customer A/P Representative: _____

Customer A/P Representative Email: _____

Reference Number for invoicing: _____