Statement of Work

On Premises Collaboration Solution

June 23, 2021

This Statement of Work (SOW) is made and entered into between Network Integration Company Partners, Inc. hereinafter referred to as "NIC Partners" and **City of Chula Vista**, hereinafter referred to as "CUSTOMER". This SOW defines the services and deliverables that NIC Partners shall provide to the Customer under the terms of the Agreement ("Services"). The terms of this SOW are limited to the scope of this document and shall not be applicable to any other SOW, which may be executed and attached to this Agreement. Acceptance of this proposal is subject to the standard NIC Partners Terms and Conditions attached herewith.

Prepared For:	Prepared By:	Account Manager:
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TABLE OF CONTENTS

PROJECT OVERVIEW

The purpose of this project is to replace the City of Chula Vista's existing phone system with Cisco Collaboration system. The On Premises system will include the following components: Communications Manager (CUCM) for Call Control, Unity Connection (CUC) for voicemail, Emergency Responder (CER) for E911 notifications, Informacast for paging, and Cisco WebEx Teams for meetings and client endpoints.

PROJECT SPECIFICATIONS

Cisco Collaboration (VoIP) Solution

General Information and Common Tasks

1.   Conduct an assessment of the City of Chula Vista USD network to ensure readiness for Unified Communications applications. The assessment will include:
   a. Review of network topology
   b. Review of hardware devices and associated software versions
   c. Quality of service
   d. Circuit/link utilization
   e. Port availability, as required
   f. Review of voice circuits and their installation locations, as required

2.   NICP will conduct up to 2 interviews with representatives from organizational departments to gather information needed to prepare a Unified Communications system design. Each interview will last up to one (1) hour. Items for discussion include:
   a. Dial plan
   b. Call routing
   c. IP addressing
   d. Server naming convention
   e. PSTN access
   f. Voicemail configuration

3.   Complete pre-build design document based on manufacturer best practices
4.   Meet with City of Chula Vista USD personnel to review and gain acceptance of design
5.   Update project plan as necessary
6.   Migration, Test and Acceptance
   o   Plan cutover sequence of events and times
   o   Move system(s) into production at the planned time
   o   Test and verify the following:
      ▪ PSTN dialing
      ▪ Emergency (911) dialing
      ▪ Calling features
      ▪ Hunt group routing
      ▪ Voice mail
      ▪ System failover and failback

Post-Implementation Support

- Provide up to 4 hour(s) of post-implementation support on the first business day following implementation at each site, for a total of 40 hours. If systems migration is to take place in multiple events, total post-implementation support hours may be split so that support is provided after each migration event.

Administrative Knowledge Transfer

- Up to 4 hour(s) of basic system administrator training will be delivered on a single business day. This training will be delivered by an NICP Engineer or Consultant on a schedule mutually agreed upon by NICP and City of Chula Vista USD.
- Training will be based on the following. The agenda can be customized, but must be mutually agreed upon by City of Chula Vista USD and NICP.
  - Overview of features and functionality
  - How to access devices
  - Basic system administration
  - How to obtain support for applications

Documentation

- Accepted pre-build design
- Solution diagram
- Completed test and acceptance document
- Final system configuration(s)
- Project management documentation

End User Training

NICP will provide training for City of Chula Vista USD's end users in a train-the-trainer format. Up to (10) one-hour sessions will be held for up to fifteen (15) users per session, 1 for each campus. NICP will provide phone and voicemail user guides for the end users. Each session will cover the following topics:

 Introduction to Cisco IP Phones

- Button layout:
  - Icons and LCD display
  - Directories, Settings, Information, and Services buttons
  - Mute, Speaker, and Headset buttons
  - Methods to make a call
  - Message waiting indicator
- Business functions:
  - Hold and resume
  - Parking a call
  - Transferring a call
  - Ad-hoc conference calling

- o Group pickup phone forwarding (if configured)
- Using directories:
  - o Placed calls directory
  - o Missed calls directory
  - o Received calls directory
  - o Corporate directory
  - o Personal directory
- Customizing the phone:
  - o Changing ring volume settings
  - o Changing speaker volume settings
  - o Changing LCD contrast
  - o Changing ringer type
  - o Saving settings
  - o Setting up speed dials via a web browser
- Voicemail:
  - o Checking voicemail from your phone
  - o Checking voicemail from other phones or outside the office
  - o Default message playback options and keys (ff, rew, pause, etc.)
  - o Setting up your Unity Connection voicemail account
  - o Modifying your Unity Connection subscriber options from your phone
  - o Modifying your Unity Connection subscriber options from a web browser
- CER
  - o Set address and location information in User window

Phone Deployment

- Configure up to 1656 IP phones in the Unified Communications Manager environment based on specifications documented in the pre-build design.
- Deploy up to 1656 IP phones on end user desks and/or conference locations
- Work with Chula Vista to discover hunt groups required and configure

Server and Network Infrastructure

- UCS Server Installation
  - o Rack mount up to 2 server(s) in customer-provided rack space using manufacturer approved processes
  - o Initialize UCS servers
  - o Perform basic server configuration
  - o Configure CIMC interface for out-of-band management
  - o Configure the VMware Operating System on up to 2 Cisco Business Edition 6000 or 7000 servers using manufacturer approved configuration settings

CallManager/UCM

- Install one (1) CUCM publisher using manufacturer approved processes on supported ESXi virtual machines using manufacturer best practices
  - o Install 1 CUCM subscriber(s) using manufacturer approved processes on supported ESXi virtual machines using manufacturer best practices

- Configure CUCM dial plan based on the specifications documented in the pre-build design
- Configure LDAP integration with a single City of Chula Vista USD Active Directory domain based on the specifications documented in the pre-build design

Voicemail/Unity Connection

- Install up to 2 OS and Unity Connection application(s) using manufacturer approved processes on supported ESXi virtual machine(s) using manufacturer best practices
- Configure Cisco Unity Connection based on the specifications documented in the pre-build design
- Create up to 1600 end user mailboxes on the Unity Connection cluster based on the specifications documented in the pre-build design.
- Create up to 10 call handlers on the Unity Connection cluster based on the specifications documented in the pre-build design
- Configure high availability failover on the Unity Connection cluster
- Configure integration between Unity Connection and a single LDAP directory (one domain only)

Emergency Responder (CER)

- Install up to 1 Cisco Emergency Responder OS and application(s) using manufacturer approved processes on supported ESXi virtual machines using manufacturer best practices
- Configure Cisco Emergency Responder based on the specifications documented in the pre-build design
- Configure up to 1 CER subscriber(s) using manufacturer approved processes on supported ESXi virtual machine(s) using manufacturer best practices
- Configure up to 1600 Emergency Response Location(s) in the CER application using location addresses provided by City of Chula Vista

Voice Gateways

- Rack mount the two Cisco ISR router(s) in customer-provided rack space using manufacturer approved processes. (City of Chula Vista is responsible for providing power and running network cables to gateway)
- Configure the two Cisco ISR router(s) in CUCM and configure IOS settings to support voice traffic as defined in the specifications documented in the pre-build design
- Work with the SIP provider to establish and test connections to the SIP circuits on these 2 routers
- Configure existing ISR Routers (20) for survivable remote-site telephony (SRST)
- NICP will connect existing POTS lines at each site into the FXO/FXS card on each router

DNA Configuration

- Configure new VN on DNA GUI
- Create new IP pool on DNA GUI for new VN
- Create any needed SGTs that will exist within the VN
- Go to provision page on DNA GUI, click on newly created VN
- Assign new IP pool to new VN
- Review configuration pushed by DNA on the fabric Borders
- Configure corresponding vrfs on Fusion Router
- Update SGT policies
- Configure ports to support voice VNs (thru DNA GUI)

Singlewire InformaCast

- Gather information from City of Chula Vista personnel needed to create a pre-build design for Cisco Paging Server
- Complete prebuild design document based on manufacturer best practices
- Meet with City of Chula Vista personnel to review and gain acceptance of design
- Update project plan as necessary
- NICP will perform the following tasks to implement Advanced Server:
  - Account provisioning and activation of licenses. NICP will also work with the customer to set up the cloud portal and get admin access.
  - InformaCast Advanced Server (On-site Virtual Server)
    - Link server to the Call Manager System
  - User adds
    - Build out up to (1600) Users in the system.
  - Distribution lists
    - Configure up to (3) recipient groups to receive notifications at the City Hall and Police Dept facilities
      - Configure recipient groups who share the same set of permissions into security groups
  - Device Groups
    - Configure up to (3) device groups to receive notifications at the City Hall and Police Dept facilities
  - Notification templates (Lockdown, Earthquakes, Fire drills)
    - Configure up to (3) notification templates
      - These include Message Templates / Notification Profiles and Confirmation requests and the Scenarios
  - Testing
    - Initiate test plan to include test notification template messages and a drill to make sure they are going out to the correct recipients.
  - Training
    - Provide up to 4 hours of training for system admin users in a virtual classroom

WebEx Teams Integration

- Provision the WebEx control hub for the City of Chula Vista
- Deploy and configure set of Expressway C and E virtual appliances to connect WebEx cloud with the on-premises call manager platform
- Configure Hybrid calendar service to connect City of Chula Vista's email platform with WebEx meetings.
- NICP will set up a connector on the Expressways to synchronize the WebEx Teams user directory with City of Chula Vista's active directory services.

- Conduct up to two (2) hours of training for administrators of Cisco Expressways
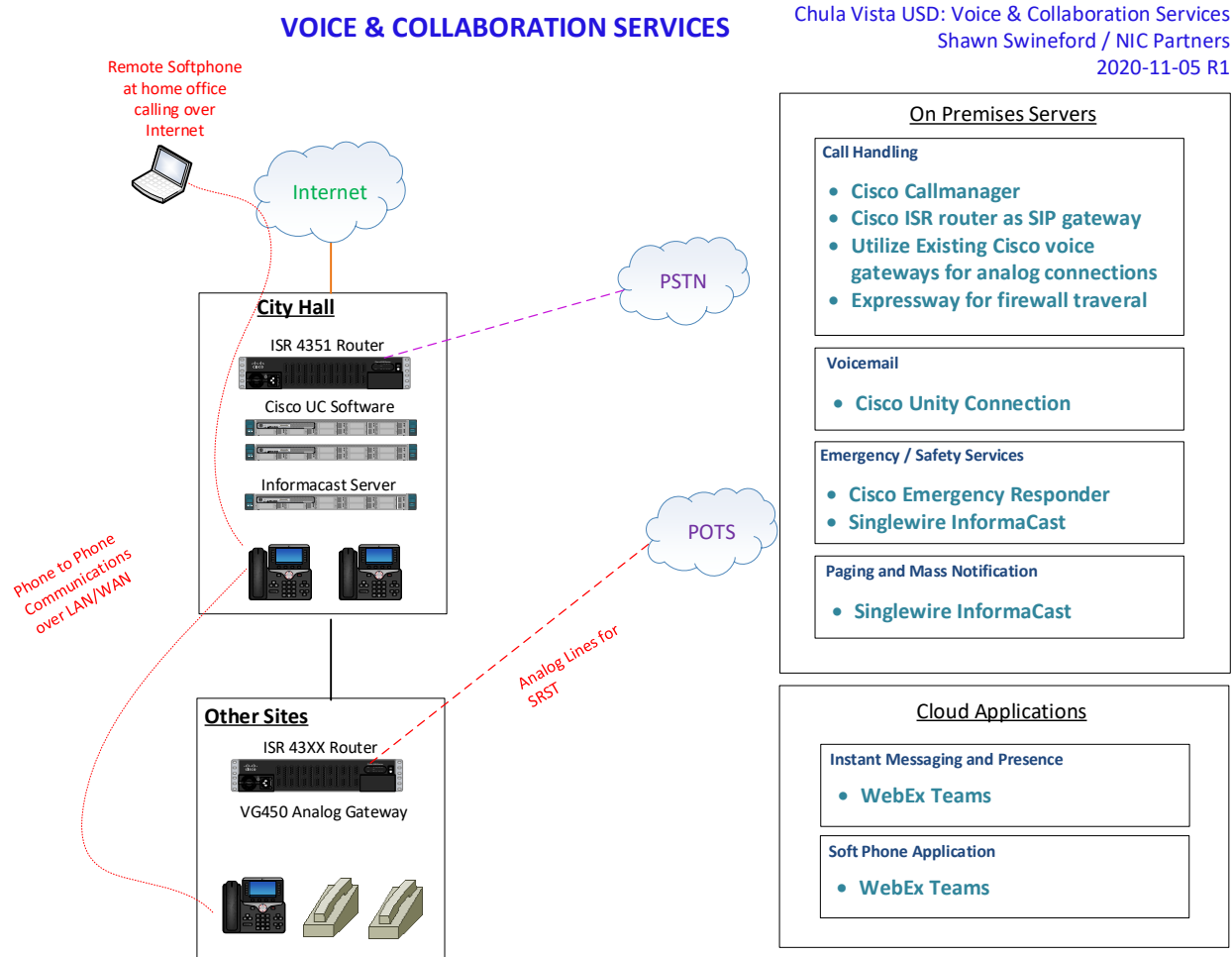
DUO Integration

- DUO integration to be provided by DUO professional services

DOCUMENTATION AND TRAINING

- Accepted pre-build design
- Solution diagram
- Completed test and acceptance document
- Final system configuration(s)
- Project management documentation

PROJECT DESIGN

This diagram is meant to serve as a preliminary discussion point for the low level design.

VOICE & COLLABORATION SERVICES

Chula Vista USD: Voice & Collaboration Services
Shawn Swineford / NIC Partners
2020-11-05 R1

Remote Softphone at home office calling over Internet

Internet

PSTN

POTS

City Hall

ISR 4351 Router

Cisco UC Software

Informacast Server

Phone to Phone Communications over LAN/WAN

Analog Lines for SRST

Other Sites

ISR 43XX Router

VG450 Analog Gateway

On Premises Servers

Call Handling

- **Cisco Callmanager**
- **Cisco ISR router as SIP gateway**
- **Utilize Existing Cisco voice gateways for analog connections**
- **Expressway for firewall traveral**

Voicemail

- **Cisco Unity Connection**

Emergency / Safety Services

- **Cisco Emergency Responder**
- **Singlewire InformaCast**

Paging and Mass Notification

- **Singlewire InformaCast**

Cloud Applications

Instant Messaging and Presence

- **WebEx Teams**

Soft Phone Application

- **WebEx Teams**

PROJECT CONSTRAINTS

- All work shall be performed in a way that does not impact the learning environment. Service cutovers may be performed after-hours or during pre-defined maintenance windows.

PROJECT ASSUMPTIONS AND EXCLUSIONS

- Unless otherwise indicated in this document, it is assumed that all NIC Partners Technicians working on 'public works' projects shall work the 'first shift'. This implies that the Technician(s) shall work no more than (8) consecutive hours, exclusive of meal period, between the hours of 6:00am through 5:00pm, Monday through Friday.
    - o NIC Partners will be able to accommodate the Customer in performing work outside of these hours if needed. Doing so, however, may require a change order as California's prevailing wage laws dictate differential pay for 2nd shift, 3rd shift, overtime, and holidays.

- City of Chula Vista shall be responsible for the configuration of multicast routing within their network environment. This is required for Singlewire paging functionality.

- City of Chula Vista will be responsible for any configurations on firewall to ensure functionality of InformaCast Advanced Server and Cisco MRA. Recommended firewall port configurations will be provided as part of the prerequisites.

- DUO implementation will be performed by DUO professional services. If DUO professional services are unavailable, NICP can implement DUO as a change order to the project.

REVISION NOTES

Initial SoW – SS – 11/18/20
Revision – GM – 6/23/21 – Replaced Fusion with Advanced Server

STAKEHOLDERS, ROLES & RESPONSIBILITIES

Project Team Contacts				
NAME	COMPANY	ROLE	PHONE	EMAIL
Edward Chew	City Of Chula Vista	IT Director	619-691-5013	echew@chulavistaca.gov
Matt Robbart	NIC Partners	Sr. Account Manager	909-257-2733	mrobbart@nicpartnersinc.com
Greg Mantooth	NIC Partners	Engineering Manager	909-919-2830	gmantooth@nicpartnersinc.com

TIMELINE

The actual project timeline will be agreed upon during the Project Planning phase.

CUSTOMER RESPONSIBILITIES

If the project is to be successful, Customer must commit to the following general obligations unless specifically specified otherwise in this SOW:

1. Provide approved purchase orders in a timely manner, to ensure that hardware and software (if required) will be obtained before the commencement of any phase where needed.

2. Appoint a lead technical resource that will be the point of contact for all technical questions.

3. Meet with the NIC Partners Engineer(s) to provide adequate input into the design requirements.

4. Ensure that adequate physical access to project locations (rooms, equipment, and wall jacks) be afforded to NIC Partners personnel such that they can complete the integration and design work in a timely manner.

5. Provide security clearance and access to facilities, as required. This includes badges, passwords, access cards, and parking privileges. Access shall be granted to servers and/or desktop PCs when required to accomplish the goals of the project.

6. Ensure customer-provided wiring is in place and functioning per manufacturer specifications.

7. Customer is responsible for all cabling and cross-connecting of wires needed to complete any of the project tasks unless otherwise specified in the statement of work.

8. Customer is responsible for providing patch cords for all newly installed equipment, unless new cables are indicated in the bill-of-materials. IP Phones come with a single patch cord out of the box.

9. Configuration outside of the requirements for the product being installed will not be performed unless explicitly stated in the 'Project Specifications' section of this document. NIC Partners and the customer must agree jointly on a configuration change and document that change as a Change Order to the project.

10. Customer shall provide the necessary power (voltage/AMPs/receptacle form factor) and access to power sources for all equipment being installed unless otherwise specified in the statement of work.

11. If customer-provided racks/enclosures are used, sufficient space must be afforded to fit new the equipment. If the new equipment will not fit in existing racks/enclosures, a change order may be issued by NIC Partners, which may potentially result in additional labor and/or cost.

12. Customer shall provide adequate cooling for all equipment being installed with this project. Most equipment is rated for a maximum temperature of 104°F.

13. Customer is responsible for the installation and configuration of software on end-users' PCs/Macs/Chromebooks/etc (unless indicated otherwise in the 'Project Specifications' section of this document.

14. Customer shall ensure accuracy of data/information supplied to NIC Partners.

15. For VoIP projects, the Customer shall provide NIC Partners with appropriate extensions, specific codes and zone information for paging.

16. Customer shall provide a complete list of any required usernames and logon IDs where needed.

17. Customer shall assist in the development and validation of test plans required for project closeout.

18. Customer is responsible for all system backups upon project completion.

19. Customer shall provide adequate training facilities if end-user training is included in the project.

20. Customer understands that training on any NIC Partners-installed hardware or software is not provided unless specifically written in Project Specifications section of this SOW.

21. Customer understands that change orders issued after project commencement will be evaluated for impact to the project and may result in the need for additional time and cost.

ACCEPTANCE CRITERIA

NIC Partners will determine, in conjunction with the customer at the customer kickoff meeting, what the acceptance criteria will be for this project to enable a successful completion to the satisfaction of both NIC Partners and Customer. These criteria are used to demonstrate the successful installation and operation of the required services for Customer and this project within the scope of this Statement of Work.

During this project, NIC Partners may request that you initial and date each criterion to signify acceptance. Upon successful completion of all tests, NIC Partners will provide Customer with a Project Completion Form. Customer agrees to promptly sign the Project Completion Form to confirm the completion of the project described in this Statement of Work. Please see **Appendix C - Completion Certificate** at the end of this document.

If additional work other than that listed in this SOW Project Specifications is required, NIC Partners reserves the right to document and incorporate a Change Order to this Statement of Work. Please see **Appendix B - Change Order Request Form**, at the end of this document.

PROJECT PRICING

Please refer to NICP Quote 41765 and 42349

PAYMENT SCHEDULE

NIC Partners will bill 100% of equipment and materials upon receipt and 25% of labor upon execution of contract. Additional labor invoices shall be submitted once a month for labor performed during that month.

CANCELLATION OF CONTRACT

A 30-day notice must be given in writing for all cancellation or change in personnel requests. If the customer requests a new project lead/consultant, NIC Partners will work to fill that role as soon as possible within that 30-day period.

If the customer cancels the contract after work has been performed, customer is liable for services completed to date. Customer agrees to pay for the amount of services rendered.

PROPOSAL ACCEPTANCE / CHANGE MANAGEMENT PROCEDURES

After both parties sign this Statement of Work document, no change to the statement of work shall be entertained by either party unless both parties agree to and sign a completed Change Order Request (Appendix B).

Engineering support not specified in this Statement of Work is billable at published hourly rates. Any delays caused by the customer's equipment, facility, personnel, or network provider shall be billed on a time and materials basis in one-hour minimums. Services provided do not include troubleshooting problems related to existing network infrastructures. NIC Partners is not liable for configurations or integration work not performed by NIC Partners.

AGREEMENT PROVISIONS: This agreement includes the attached terms and conditions and any amendments which have been signed by both parties.

Network Integration Company Partners, Inc.   **City of Chula Vista**

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

STANDARD TERMS AND CONDITIONS

PAYMENT TERMS: NIC Partners will bill 100% of equipment and materials upon receipt and 25% of labor upon execution of contract. Additional labor invoices shall be submitted once a month for labor performed during that month. A late payment charge of 1 ½ % per month (18% annually) may be applied to amounts outstanding ten days (10) days after the date of the statement.

EQUIPMENT PAYMENT TERMS: Established accounts, Educational Institutions and Government Agencies are net 30 days. All others are 'payment in full' prior to shipping. Customer agrees to pay finance charge on all overdue balances.

INTEREST: If payment is not received by NIC PARTNERS within 30 calendar days of the invoice date, the Customer shall pay as interest an additional charge of 1 ½% (or the maximum allowable by law, whichever is lower) of the PAST DUE amount per month. Payment thereafter shall first be applied to accrued interest and then to the unpaid principal.

TAXES: Prices shown may not include all sales or other taxes imposed on the sale of goods and services. Taxes now or hereafter imposed upon sales or shipments shall be added to the purchase price. Buyer agrees to reimburse Seller for any such tax or provide Seller with acceptable tax exemption.

COLLECTION COSTS: In the event legal action is necessary to enforce the payment provisions of this Agreement, NIC PARTNERS shall be entitled to collect from the Customer any judgment or settlement sums due, reasonable attorneys' fees, court costs and expenses incurred by NIC PARTNERS in connection therewith and, in addition, the reasonable value of NIC PARTNERS time and expenses spent in connection with such collection action, computed at NIC PARTNERS prevailing fee schedule and expense policies.

SUSPENSION OF SERVICES: If the Customer fails to make payments when due or otherwise is in breach of this Agreement, NIC PARTNERS may suspend performance of services upon five (5) calendar days' notice to the Customer. NIC PARTNERS shall have no liability whatsoever to the Customer for any costs or damages as a result of such suspension caused by any breach of this Agreement by the Customer.

TERMINATION OF SERVICES: If the Customer fails to make payment to NIC PARTNERS in accordance with the payment terms herein, this shall constitute a material breach of this Agreement and shall be cause for termination by NIC PARTNERS.

SET-OFFS, BACKCHARGES, DISCOUNTS: Payment of invoices is in no case subject to unilateral discounting or set-offs by the Customer, and payment is due regardless of suspension or termination of this Agreement by either party.

INDEMNITY AND INSURANCE: Each party shall be responsible for and hold the other party harmless from any loss sustained by such party relating to death, bodily injury, or damage to tangible physical property which is caused by the negligent acts or omissions of the party's agents or employees. NIC PARTNERS shall obtain and keep in force at all times liability insurance coverage for bodily injury, death, and property damage in an amount not less than One Million Dollars ($1,000,000.00)

BOND: Costs of Performance and Payment bond is not included. If required, NIC PARTNERS shall furnish Customer, in a form satisfactory to Customer, full and duly executed Performance and Payment Bonds, underwritten by a surety or sureties satisfactory to the Customer, in the full amount of this Agreement. The cost of such bonds is to be paid directly by Customer.

ARBITRATION: All claims, disputes, and other matters in question arising out of, or relating to, this Contract or the breach thereof, shall be decided by arbitration in accordance with the Construction Industry Arbitration Rules of the American Arbitration Association then obtaining unless the parties mutually agree otherwise. This agreement to arbitrate shall be specifically enforceable under the prevailing arbitration law. The award rendered by the arbitrators shall be final, and judgment may be entered upon it in accordance with applicable law in any court having jurisdiction thereof. Notice of the demand for arbitration shall be filed in writing with the other party and with the American Arbitration Association. The demand for arbitration shall be made within a reasonable time after the claim, dispute, or other matter in question has arisen, but in no event shall it be made after substantial completion of the project for which this Contract is awarded.

LIABILITY: NIC PARTNERS shall not, in any event be liable to customer for incidental or consequential damages, including without limitation, lost business, profit or unavailability of all or part of the system. The pricing granted elsewhere in this agreement is based upon and is in partial consideration for this limitation on remedies.

WARRANTY (Limited): NIC PARTNERS warrants the products installed under this agreement against defects in material and workmanship from a period of one year from project completion. NIC PARTNERS shall repair or replace defective product during the warranty period with new or

like new parts. Returned product becomes the property of NIC PARTNERS when replaced. This warranty is void if installed product is abused, misused or altered. This warranty is exclusive and is Customer's only remedy. Without limiting the generality of the foregoing limitations and disclaimers, while the system is not designed, sold, or intended to be used to detect, intercept, transmit or record oral or other communications of any kind, NIC PARTNERS cannot control how the system and its components are used and, accordingly, NIC PARTNERS does not warrant or represent, expressly or implicitly, that use of the software, licensed materials derived there from will comply and conform to the requirements of Federal, State and or Local statutes, ordinances and laws, or that the use of the system will not violate the privacy rights of the third parties. You shall be solely responsible for using the system you the system in full compliance with applicable law and the rights of third persons. Further, regardless of any prior statements, representations, or course of dealings by any NIC PARTNERS representatives, NIC PARTNERS does not warrant or represent, expressly or implicitly, that the software, licensed materials, or use of any of the same will: result in the prevention of crime or hostile enemy action, apprehension or conviction of any perpetrator of any crime, military prosecution of any enemy force, or detection or neutralization of any criminal, combatant or threat; prevent any loss, death, injury, or damage to property due to the discharge of a firearm or other weapon; in all cases detect and plot the location of all firearm discharges within the designated coverage area; the supplied network will remain in operation at all times or under all conditions. Any and all warranties, express or implied, of fitness for high risk purposes requiring fail-safe performance are hereby expressly disclaimed. You and NIC PARTNERS each acknowledge and agree that the software, license materials, and the system are not consumer goods, and are not intended for sale to or use by or for personal, family or household use.

OWNERSHIP: NIC Partners shall retain ownership of all materials supplied until the customer takes possession of the materials at their facilities. Upon receipt the customer assumes the risks and ownership of all materials. NIC Partners has the right to restore ownership of the materials to NIC Partners if the customer fails to pay for the materials under the terms of the contract. Once ownership has been restored to NIC Partners due to non-payment, NIC Partners may retrieve from the Customer's premises any material supplied where payment has not

been tendered. The Uniform Commercial Code of California shall govern this sale and this order shall not be assignable but shall bind the representative and successors of the parties and their benefits.

LIENS: Seller may file a lien within 90 days after furnishing labor, materials, or services to a project as long as preliminary lien notice is sent to Buyer under the provisions of the Construction Lien Law of the state where services are rendered. The lien notice is no way intended to reflect the financial stability of the Buyer, but simply advises the Buyer of Seller's rights to file the lien if required.

RETURNS: Credit may be allowed for goods returned with prior approval. A deduction may be made from credits issued to cover the cost of handling and restocking charges.

DELAYS: Seller is not responsible for delays in delivery or installation occasioned by acts of God or other circumstances over which the Seller has no control.

MISCELLANEOUS: This Agreement constitutes the entire understanding of the parties with respect to the subject matter of this Agreement and merges all prior communications, representations, and agreements. This Agreement may be modified only by a written agreement signed by the parties. If any provision of this Agreement is held to be unenforceable for any reason, such provision shall be reformed only to the extent necessary to make it enforceable. This Agreement shall be construed under the laws of the state where services are rendered, excluding rules regarding conflicts of law.

SPECIAL CIRCUMSTANCES / COVID-19: Contractor shall not be held liable for any impacts, delays, labor overruns, material overruns and/or cost overruns related to its Work stemming from the current flu epidemic, and/or COVID-19 (Coronavirus epidemic) as defined by the United States Centers for Disease Control and Prevention. Contractor may be entitled to a reasonable change order for any time and costs incurred due to said epidemic(s). As an example, if NIC Partners technicians are scheduled to be on-site for 8 hours and are sent home after 4 hours due to COVID-related campus closures, NIC Partners may consider issuing a change order for the 4 remaining hours. No change orders shall be issued without discussion and agreement between the NICP Project Manager and the Customer.

APPENDIX A – PROJECT APPROACH

NIC Partners will provide the following services in a phased or milestone approach to ensure the most accurate and successful deployment of product and services for the project. There are three distinct phases that make this project, which are outlined below. NIC Partners will provide project coordination on behalf of the customer to help ensure a successful deployment.

The NIC Partners approach includes a dedicated Project Manager who will work with the Customer in prioritizing and developing a project plan with agreed timelines, payment milestones, and completion criteria. The Project Manager will work with the Customer to develop a communications plan which outlines the communications process expected by the Customer throughout the project lifecycle. The Project Manager will conduct weekly status meetings (or as required) with the customer to address progress of the project and to resolve any outstanding issues before moving on to new tasks or phases. Our experienced Project Manager will become the single point of contact for the project in all its phases and will provide a consistent communication link with identified Customer employees. All work will be scaled to be within the scope as stated herein.

> Phase 1: Project Planning and Design
> Phase 2: Project Implementation, Cutovers and Testing
> Phase 3: Project Documentation and Closeout

Phase 1: Project Planning and Design
Objectives & Scope
1) NIC Partners Project Management will work with the customer to plan and design the required management type components to successfully implement the proposed solution(s). NIC Partners will include the following (where applicable):
   a) High-level project schedule
   b) Develop the project phase and or milestone sign-off forms
   c) Develop the payment schedule (tie to Project phases, equipment list and/or WBS)
   d) Develop the project equipment transmittal form requirements

2) NIC Partners Project Management will work with the customer to plan and design for the physical component requirements to successfully implement the proposed solution(s). NIC Partners will include the following (where applicable):
   a) Customer site and or location staging requirements
   b) Review the physical locations and options for power and network connectivity
   c) Identify and determine of method of access for project teams and staff to project sites

3) NIC Partners Project Management will work with the customer to plan and design for the logical component requirements to successfully implement the proposed solution(s). NIC Partners will plan for the following (where applicable):
   a) Equipment Information Sheet requirements (EIS)
      i) Asset tag requirements
      ii) Special labeling requirements
   b) Design requirements
   c) IP and Naming convention requirements
   d) Security access plans (usernames, passwords, ACS integration, etc.)

    e) Quality of Service requirements (QoS)
    f) Backup systems and or policies

4) NIC Partners Project Management will work with the customer to plan and design for the testing component requirements to successfully implement the proposed solution(s). NIC Partners will include the following for NIC Partners provided equipment (where applicable):
    a) Physical and logical testing plan
    b) Testing and site completion plan documents
    c) Customer specific application testing, if specified in this SOW Project Specifications

Deliverables (if applicable to the project)
    Items outlined in the "Objectives & Scope" section above
    a) Project Management documents
        i) Project Schedules
        ii) Payment schedules
    b) Physical Planning and Design documents
        i) Sample site survey reports
        ii) Badges and or key requirements
    c) Logical Planning and Design documents
        i) EIS sample document
        ii) Visio planned designs (one high-level page for new network designs)
        iii) IP and Naming convention sample document
        iv) Dial Plans sample document (required for Voice projects only)
        v) Obtain any required asset tags
        vi) Sample labels if needed
    d) Testing Plans
        i) Testing plan and site completion sign form

Phase 2: Project Implementation, Testing and Cutovers
Objectives & Scope
1) This section should include project and or site-specific information to deploy the equipment to and in the customer's site and network along with testing and sign-off documents (where applicable).
    a) Oversight of NIC Partners Engineering Deployment Procedures
    b) Customer-specific requirements as outlined in the Planning and Design phase above
    c) Time and location for delivery of equipment, along with customer-required signatures and approvals
    d) Install and test all equipment per NIC Partners testing plan and project or site-specific testing plan as developed in the Planning and Design phase
2) Project and/or site-specific cut-over requirements as outlined from the Planning and Design phase (where applicable)

Assumptions and Exclusions
1) See Customer Responsibilities section above.

Deliverables (if applicable to the project)
1) Signed equipment transmittal(s)
2) Signed site-specific, or project testing and sign off form, if required
3) Signed customer retired equipment form, if required
4) Signed Notification of Completion

Phase 3: Project Documentation and Closeout
Deliverables (if applicable to the project)
1) Completed Equipment Information Sheets (EIS)
   a) Make, model, IP address, MAC address, access (ID, password), and required information
   b) Physical design documentation; NIC Partners will update customer-provided electronic 2D drawings for cabling projects, where required. NIC Partners will document one page per location that will show location of NIC Partners-provided main components (Surveillance, Access Control, Cable Runs)
   c) NIC Partners can create a new CAD drawing, at additional costs to the project
2) NIC Partners will provide the customer with only basic configurations in printed and electronic format, where possible. Note that installation instructions, how-to user guides, training guides and the like are not provided unless specifically included in this SOW Project Specifications. NIC Partners will assist in providing access to applicable vendor-provided online documentation
3) Provide all required maintenance and warranty information

APPENDIX B - CHANGE ORDER REQUEST

In reference to the section titled Change Management Procedures of the above referenced Statement of Work between Network Integration Company Partners, Inc. (NIC Partners) and City of Chula Vista, both parties hereby certify, by the signature of an authorized representative, that this Change Order shall amend and be fully incorporated into the existing Statement of Work (SOW).

Change Order Number:

1. **Reason for Change Request:**

2. **Changes to SOW:**

3. **Impact (cost, schedule):**

4. **Purchase Order Issuance (If applicable):**

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Order Request to be fully executed.

Submitted by: **Acknowledged and Agreed:**

Network Integration Company Partners, Inc.   **City of Chula Vista**

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

APPENDIX C - COMPLETION CERTIFICATE (SAMPLE)

NOTICE OF COMPLETION

Network Integration Company Partners, Inc. (NIC Partners) does hereby notify City of Chula Vista that all work performed under the statement of work specified under the below listed purchase order has been completed in accordance with standards and regulations governing such work. This work is ready for your review and as such NIC Partners does hereby request authorization to invoice the full amount as stated in the PO listed below to include any applicable retention percentages, for all work performed.

Customer: City of Chula Vista
Project Name: On Premises Collaboration Solution
Job Number:
Customer PO:

As an authorized representative of the above listed customer, I do hereby affirm all work has been inspected for thoroughness and compliance and has been completed.

1. Customer agrees that the project can be billed complete.

Inspected By:

Name: _____   Title: _____
          Customer Authorized Representative

Signature: _____   Date: _____
          Customer Authorized Representative

As an authorized representative of the above listed customer, I do hereby authorize Network Integration Company Partners, Inc., (NIC Partners) to invoice 100% of the above listed PO for the work performed at the above listed facility. By signing I do hereby acknowledge this project as accepted as delivered in accordance with the statement of work applicable to this project.

Authorized By:

Name: _____   Title: _____
          Customer Authorized Representative

Signature: _____   Date: _____
          Customer Authorized Representative