

MEETING DATE: 10/13/08

AGENDA ITEM: **Approval of professional services agreement with Epoch Universal (Irvine, CA) for network analysis and documentation services.**

ATTACHMENTS

		<u>Pages</u>
1	Forsyth Proposal	1-10
2.	AT&T Consulting Proposal	11-16
3.	Epoch Universal Proposal	17-20



City of Culver City Network Assessment Statement of Work

ID 649263

V2.

Revision Date: 08/04/08

A. General Terms

This Statement of Work ("SOW"), with an effective date August 4, 2008 ("Effective Date"), issued pursuant to the terms and conditions stated herein, is by and between **Forsythe Solutions Group, Inc.**, an Illinois corporation with a place of business at 7770 Frontage Road, Skokie, Illinois 60077 ("Forsythe") and **City of Culver City**, with an address of 9770 Culver Blvd. P.O. Box 507 Culver City, CA 90232-0507 ("Client").

Work Location

9770 Culver Blvd.

P.O. Box 507

Culver City, CA 90232-0507

Contact: John H. Richo, CIO.

Phone: 310-253-5950

Email: john.richo@culvercity.org

Bill to Location:

9770 Culver Blvd.

P.O. Box 507

Culver City, CA 90232-0507

Contact: John H. Richo, CIO.

Phone: 310-253-5950

Email: john.richo@culvercity.org

Project Start Date:

TBD

Project End Date: 30 days after project starts or sooner.

Project Personnel:

Solution Architect – Henry Dinh - Cisco Routing and Switching Network Specialty.

Project Duration:

10 Business days.

Professional Services Fee: \$24,500.00

Expenses included in price.

B. Description of Services

2. Project Overview

Forsythe is pleased to present City of Culver City ("Culver City"), with this Statement of Work, SOW, to perform a two weeks onsite network assessment ("The Project"). The network Assessment Project is highly recommended in preparation for Culver City upcoming Cisco VOIP deployment. The network assessment project will cover Cisco routers and switches networking devices.

Work will be done onsite at 9770 Culver Blvd. Culver City, CA 90232.

Locations included in this Project are:

1. City of Culver City, City Hall.
2. City of Culver City, Police Department building next to City Hall.
3. Up to 6 other remote City offices within the City of Culver City area.

Estimated project start date is 08/05/08.

Forsythe will provide one Solution Architect with Cisco Routing and Switching Specialty.

Project duration is 10 business days, 2 weeks.

3. Project Tasks

All tasks listed are applied to Cisco routers and switches. Forsythe will perform the following tasks as part of the Project:

1. Discuss and review business objectives and requirements of the current network, with particular focus on City of Culver City upcoming VOIP preparation.
2. Discuss and review current network drawings.
3. Discuss and review of the current network architecture and topology.
4. Review Cisco routers and switches configurations.
5. Review hardware and software revisions.
6. Review and validate current layer-1 physical network layout.
7. Review and validate layer-2 VLANS switching designs and configurations.
8. Review and validate layer-3 routing designs and configurations.
9. Audit and document IP addresses, subnets, and VLAN information.
10. Review network performance, bandwidth allocation/deployment, and capacity planning.
11. Review City of Culver City Fiber and WAN network connectivity for locations outlined in section 2.
12. Review Failover and redundancy configurations.
13. Review of past network problems and issues history.
14. Review network security configurations apply to Cisco routers and switches.
15. Make recommendations as necessary in preparation for Cisco VOIP deployment project.

4. Project Deliverables

Forsythe will provide the following deliverables as part of this engagement:

1. A detail network drawing from core, distribution, and access layers for locations included in this Project.
2. A network report with specifics of the findings related to tasks outlined in the Project Tasks section.
3. Gaps and risks analysis as applicable.
4. Provide short term and long term roadmap and best practices for improvements.
5. Presentation of the findings on the last day of the two weeks engagement.

5. Project Assumptions

This project and the approach described herein are based on the following set of assumptions, which if incorrect or modified may result in a change in time and/or fees:

- The project will progress at a steady paced over the duration described in this SOW. If the project is put on hold, and/or delayed due to client business / budget issues, organizational change, delayed client tasks on the project plan, or a vendor product problem that is beyond Forsythe's control, then Forsythe may issue a Change Request per the Change Management Process, which may necessitate additional time and/or fees.
- Client decisions will be made in one (1) business day on a regular basis and project management communication will occur on a daily basis. If decisions are regularly delayed or excessive project communication is required, then Forsythe may issue a Change Request per the Change Management Process, which may necessitate additional time and/or fees.

6. Project Responsibilities

Each party's obligations and responsibilities for providing information and performing the necessary tasks to facilitate the success of this Project are outlined below:

Forsythe

- Forsythe consultants consider all Client information as sensitive and confidential and will carefully handle all documentation and information that is provided
- Forsythe will be responsible for identifying when any subject-specific knowledge is necessary from Client and notify Client in writing that such information and/or resources is required
- Forsythe consultants will notify Client of any known project risks or situations that may adversely impact the Project in order to determine ways to manage such impact which could include cost, timeline, and/or scope modifications

Client

- Client will provide access to personnel as necessary throughout the Project
- Client will provide a readily accessible point of contact for identifying and scheduling key personnel in a timely manner

- Client is responsible for providing the necessary, requested information and resources to Forsythe according to the time plan agreed to during the Project initiation meeting, and during all reports on the current status of the Project.
- Client acknowledges that the quality and accuracy of the deliverables are dependent upon the accuracy, completeness, and timeliness of the information provided by its personnel to Forsythe consultants.
- Forsythe consultant will be partially reliant on Client's technical staff to complete identified tasks. Client's inability to provide this staff may affect the completion of tasks and/or Deliverables, which may result in Forsythe utilizing its Change Management process.
- Client will provide on-site workspace, phone, and Internet access for Forsythe personnel at no additional cost to Forsythe.
- Forsythe consultant will only provide engineering technical expertise and knowledge to assess and resolve current IPT/IPCC system issues. All related hardware, software, related applications, and system accessories are to be provided by Client.
- Client is to ensure all applicable system hardware and software is covered and current with Cisco Smartnet and Software Application Support and Upgrade. Failure to have active Cisco Smartnet contracts may delay Forsythe consultant ability to diagnose and perform corrective actions. Additional cost and fees may be imposed as a result.
- Final acceptance of Project Deliverables is required within five days of satisfactory Deliverables submission.

7. Project Resources

Forsythe will provide the following resources in support of the Project:

Role	High-Level Responsibilities
a) Project Sponsor Emilya Svadjian (part-time)	• Overall accountability for the Forsythe work effort • Ensure alignment of Client goals with the Project work effort • Support overall project management functions including schedule, cost, and issue management • Serve as primary client contact for scheduling and information dissemination
b) Solution Architect c) Henry Dinh (full-time)	• Execution of project tasks and deliverables.

In addition, Client will provide the following resources in support of the Project:

Role	High-Level Responsibilities
a) Project Sponsor	• Overall accountability for the Project within Client • Ensure alignment of Client goals with the Project work effort

Role	High-Level Responsibilities
b) Project Manager – as required	• Support overall project management functions including schedule, cost, and issue management • Serve as primary client contact for scheduling and information dissemination • Facilitate interview and meeting scheduling • Gather and provide required information • Provide organization and cultural insight to streamline project process
d) Technical Resource(s)	• Provides knowledge and information on Client's environment • Performs Project activities as directed

8. Project Change Management

Changes to the scope of the Project will only occur with the written consent of both parties in a documented change control form.

Note: Some Project changes may necessitate additional Client funding for increases in time and cost due, while other Project changes may impact scope but not necessarily time and cost.

Forsythe will use its Change Management process to identify, communicate and obtain approval for any changes outside of the original Project scope. Forsythe's Change Management process is as follows:

- Any changes to the scope of the Project, including changes necessitated by Client or Forsythe, will be reviewed and submitted in writing in a change control form. The change control form will then be mutually assessed and agreed to (in writing) by both parties. The Forsythe Project Contact will respond within Forty-Eight (48) hours with a document that includes the effect of the requested change on scheduling and cost.
- Client and Forsythe will target a goal of no more than forty-eight (48) hours to reach agreement to the appropriate course of action on an open change control item.
- If within the targeted forty-eight (48) hour period, agreement on changes cannot be reached between Client and Forsythe, both parties will work together to adhere to the original Project scope.

9. Project Professional Fees

This Statement of Work is a fixed price plus expenses arrangement.

Client agrees to pay Forsythe for Professional Services according to the following invoicing schedule:

- 100% at completion of this project.

Expenses are included in price.

Professional Services	Price
Onsite Cisco network assessment – 2 weeks.	\$24,500.00
Professional Fee Total:	\$24,500.00

This SOW is an offer by Forsythe to perform the Services defined herein for the Fee amount stated. This offer is valid for thirty (30) days. If Client does not indicate its acceptance of the offer contained herein by having a duly authorized representative affix his/her signature to this SOW, Forsythe has the unilateral right to revoke its offer. If this SOW is signed by Client, but services under the SOW do not commence within ninety (90) days after Client's duly authorized representative affixes his/her signature to this SOW, Forsythe may terminate this SOW with no further obligation to Client. If Forsythe revokes or terminates an SOW, Forsythe may revise the Fees, project personnel, schedules and/or Deliverables stated herein.

Client agrees to pay Forsythe the fees and expenses, if any, as stated herein. Client shall pay all personal property, sales, use and other taxes, excluding taxes based on Forsythe's net income, that are imposed as a result of services performed under this SOW. Client will pay all such fees, expenses, and applicable taxes within thirty (30) days of the receipt of Forsythe's invoice. Late payments on undisputed amounts shall bear interest at one and a quarter percent (1.25%) per month or the highest rate permitted under law, whichever is greater.

Payment of an invoice and/or Client's approval of a time sheet or other document reflecting work performed shall constitute Client's acceptance and approval of all such work.

Standard business hours are 8 a.m. to 5 p.m. Monday - Friday.

C. Terms and Conditions

All materials or reports, expressed in a tangible medium, uniquely and specifically designed or developed by Forsythe for Client under this SOW (the "Deliverables") shall be deemed to be "work made for hire" belonging exclusively to Client. To the extent that Forsythe utilizes any of its pre-existing intellectual property in connection with the performance of Services hereunder, such pre-existing intellectual property shall remain the property of Forsythe.

Client shall not, without the express written consent of Forsythe, solicit for employment or employ, directly or indirectly, any employee or subcontractor of Forsythe, introduced by virtue of the Services performed hereunder, during the term of this SOW and for a one (1) year period following termination of this SOW.

Each party shall indemnify, defend and hold harmless the other party and such party's shareholders, directors, officers, employees, representatives, agents, successors and assigns and shall pay any and all damages, costs and expenses (including attorneys' fees) incurred by the indemnified party as a result of, or arising out of, claims, suits or demands of third parties for loss of life, personal injury and/or damage to real or tangible personal property, to the extent such loss or damage is caused by the gross negligence or willful misconduct of the indemnifying party.

Forsythe represents and warrants that it shall perform the Services required under this Agreement and any SOW in accordance with industry standards and practices generally applicable to such Services. In the event Client gives Forsythe written notice of non-compliance within ten (10) days of Forsythe furnishing a non-compliant Deliverable, Forsythe's sole and exclusive obligation shall be to promptly correct or re-perform the Services producing such non-compliant Deliverable. FORSYTHE MAKES NO OTHER EXPRESS OR IMPLIED REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE SERVICES OR DELIVERABLES. FORSYTHE DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

FORSYTHE'S TOTAL LIABILITY TO CLIENT OR TO ANY THIRD PARTY UNDER THIS SOW IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CLIENT UNDER THIS SOW FOR THE SERVICES THAT GAVE RISE TO SUCH LIABILITY. FORSYTHE SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL OR SIMILAR DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, LOSS OF REVENUES, LOSS OF DATA, OR FOR COVER AND THE LIKE, EVEN IF FORSYTHE HAS BEEN ADVISED OF THE LIKELIHOOD OF THE OCCURRENCE OF SUCH DAMAGES.

The terms of the confidentiality agreement between the parties are incorporated herein by reference. If the parties have not executed such an agreement, the terms of Forsythe's standard Mutual Non-Disclosure Agreement are hereby incorporated.

This SOW shall be governed by and enforced in accordance with the laws of the State of Illinois (excluding Illinois' conflict of law provisions). Any suit or proceeding arising from or relating in any way to the subject matter of this Agreement shall be brought only in the courts, state and federal, located in the County of Cook, State of Illinois.

D. Acceptance

IN WITNESS WHEREOF, the parties to this SOW through their duly authorized representatives as of the Effective Date.

Agreed and Accepted:
Forsythe Solutions Group, Inc.

By: _____
Name: _____
Title: _____
Date: _____

Agreed and Accepted:
City of Culver City

By: _____
Name: _____
Title: _____
Date: _____

Appendix A – Change Request Form

Client Name:	Project ID:	Project Name:
Project Manager:	Requested By:	Date Requested:
Change Number:		
Change Short Title:		

Customer Request

Reason for the Requested Change

--

Description of the Requested Change

--

Work Estimate for Investigating the Requested Change

--

Approval to Investigate the Requested Change

	Client	Forsythe Solutions Group, Inc.
Name:		
Title:		
Date:		
Comments:		
Signature:		

Impact of Request**Scope of the Requested Change**

--

Resources Needed for the Requested Change

--

Work Estimate for Performing the Requested Change

--

Cost of the Requested Change

--

Schedule Impact of the Requested Change

--

Description of the Project Impact Due to the Requested Change

--

Approval to Perform the Requested Change

	Client	Forsythe Solutions Group, Inc.
Name:		
Title:		
Date:		
Comments:		
Signature:		

Attachment 2

Vendor: AT&T Consulting
Customer: City of Culver City
SOW Number: 2709-01-2496
SOW Name: IPT Readiness Assessment
Date of Submission: 8-13-2008
Primary Work Site: 9770 Culver Boulevard
Culver City CA 90232

This Statement of Work (SOW) constitutes an offer by AT&T Consulting to perform the services described herein. This offer shall be deemed withdrawn by AT&T Consulting if not signed and returned by Culver City within 30 days from the date of submission shown above.

This SOW may only be modified by a written Change Order executed by the parties hereto.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed. Each party warrants and represents that its respective signatories whose signatures appear below have been and are on the date of signature duly authorized to execute this SOW.

AUTHORIZED SIGNATURE
City of Culver City

Signature

Name Printed

Title

Date

ACCEPTANCE SIGNATURE
AT&T Consulting

Signature

Name Printed

Title

Date

FOR AT&T Consulting INTERNAL USE ONLY

AT&T UID

Initials

Introduction

AT&T Consulting, a wholly-owned subsidiary of AT&T, is pleased to provide this IPT Readiness Assessment project *Scope of Work* to Culver City.

1. Description of Work

AT&T Consulting is pleased to offer this Project Concept Document in support of Culver City's desire to assess the current readiness of its network to support IP Telephony.

This engagement will perform an assessment of the current infrastructure, network services, and environment to baseline where Culver City's network is today and any remediation steps that would be required before the migration.

Program focus areas will include:

- A review and assessment of the current network infrastructure
- Recommendations regarding the suitability of IP Telephony
 - Equipment considerations
 - Network considerations
- Recommendations for cabling
- Recommendations for power and cooling

AT&T Consulting will use our defined methodology to gather business requirements and assess the current environment. AT&T will use the gathered information to develop recommendations that will enable the deployment of IP Telephony within the Culver City environment. The engagement will include the following steps:

- 1) Information Gathering and Business Requirements
 - Review all relevant Culver City's documentation including, but not limited to, current LAN and WAN network architecture and diagrams
 - Review network infrastructure and transport technologies
 - Review data equipment
 - Assess capacity planning considerations
 - Gather business requirements as represented by IT Department stakeholders
 - Conduct a closet-by-closet site survey at 14 city locations. Survey will record the following information:
 - (a) Device types
 - (b) Open rack space
 - (c) Power availability (15 amp plugs, 20 amp plugs, etc.)
 - (d) Cooling
 - (e) Open ports
 - (f) Power Over Ethernet availability
 - (g) Cable plant observations
 - (h) General observations
 - (i) Digital photos will be taken at each closet/data room
- 2) Gap Analysis Creation
 - Review industry best practices as they relate to Culver City's IP Telephony goals.
 - Develop a Gap Analysis that compares Culver City's existing infrastructure with what it will need to support IP Telephony.
- 3) Develop Remediation Recommendations
 - Document recommended network requirements
 - Document power, cooling and cabling requirements and considerations for each closet
 - Document system-wide infrastructure requirements

CONFIDENTIAL INFORMATION

This agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.

2. Deliverables

The AT&T Consulting Engineer will provide the following project deliverables as part to the IP Telephony Readiness Assessment.

1. Site Survey data:

- Completed information sheet/template for each closet and location visited
- Digital photo record of each closet and location visited

2. IP Telephony Readiness Assessment Recommendation Report. At a minimum, the report will address the following:

- Executive Summary
- Business and Technical Requirements
- Current State Observations, Analysis and Review
- Site Specific Recommendations

3. Executive Presentation: This is a one-hour presentation that will be conducted at the end of the project and will outline AT&T Consulting findings and priority recommendations to the appropriate management.

3. Approach

AT&T Consulting will sponsor a *Project Kick-Off* meeting to: review this SOW, obtain any information required from Culver City but not yet received, and discuss working arrangements not defined in this SOW. Each party will designate a Single Point of Contact (SPOC) that has the authority to represent such party and has decision-making authority for most matters. All material communications should be conducted through the SPOCs. Such communications should either be in writing or summed up in writing. However, it is recognized that for the sake of efficiency, there will need to be direct communications between AT&T Consulting team member(s) and various Culver City employees. Any conversations that may have a material outcome on the success of the engagement are required to be documented and sent to the SPOCs. AT&T Consulting and Culver City will establish a mutually agreeable working schedule and delivery plan as the first phase of this engagement. At the conclusion of the engagement, AT&T Consulting will conduct an executive presentation to review the final deliverables and discuss next steps.

4. Charges and Expenses

The total time estimated is not to exceed 80 hours, and will occur over the course of approximately a two (2) week timeframe.

The rate structure for this engagement is:

Resource	Charge
One (1) Senior IPT Consultant	\$18,000

This Scope of Work authorizes AT&T to bill Culver City up to a maximum of \$18,000. This is not a fixed price engagement. Culver City will be billed based upon hours worked. Estimates may change once the project has begun. Should additional time be required past the specified duration, a *Change Order* will be presented for approval. No work will continue past the original estimated time without Culver City signature on the *Change Order* approving the additional time.

The above charge excludes travel and related expenses.

5. Assumptions

AT&T Consulting has identified the following assumptions in being able to complete this engagement as defined in the *Description of Change(s)* section.

- AT&T will perform the work during the normal business hours of the Culver City unless otherwise agreed upon. Monday thru Friday, excluding holidays from 8:00 AM to 5:00 PM PST.

CONFIDENTIAL INFORMATION

This agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.

- Culver City must designate a Project Single Point of Contact whose charter includes primary responsibility of the project as well as the management authority to make decisions regarding the commitment and allocation of Culver City resources to this project.
- Culver City will provide timely access to people and information including (but not limited to) the following areas:
 - Operations personnel knowledgeable of system and network administration and problem resolution flow.
 - Applications knowledgeable personnel for the applications that will be running on the systems.
 - Management personnel who are knowledgeable of the architecture of the project to resolve issues that occur during the project. These people shall be designated in advance and be readily available to the AT&T consultants. To the extent possible, meetings will be scheduled in advance. However, access on an ad hoc basis may be necessary as work proceeds.
- Provide appropriate work areas for AT&T consultants when they are onsite. This includes a quiet work area; telephone access, printer access, Internet access, and fax access.
- Provide all necessary security access to the locations where the work is to be delivered.
- AT&T assumes that there will not be any special conditions or restrictions that would affect a productive workday.
- All work will be performed contiguously unless otherwise agreed upon.
- Culver City personnel and vendors will be cooperative and forthcoming with information.
- AT&T's consultants will have access to systems, hardware, computer rooms, wiring closets, etc. that are necessary to accomplish the deliverables of this engagement.

6. Escalation Process

Both parties agree to use the following escalation process when a situation arises that either party feels could jeopardize the overall success of the engagement. Either party may initiate the escalation process, by contacting the named individual at the top of the table. If the initiating party feels that the situation hasn't been adequately resolved; isn't being resolved quickly enough; or is of sufficient magnitude to cause significant damage to the overall relationship, they may proceed along the escalation path, as they deem appropriate. Initiation of this process is restricted to the individuals that are named in the escalation path for their party.

Name	Phone
Bob Julien Manager, Professional Services	949-395-6736
Christian Madsen Director, Professional Services	213-422-0748
Mike Brooks Business Development Manager	213-743-6027

7. Change Order Process

The parties agree that this SOW may be amended by a *Change Order*, prepared by AT&T Consulting, for one or more of the following reasons:

- The identification of any risk that might jeopardize the successful completion of the project.
- The invalidation of any of the *Assumptions*.
- Changes in the *Description of Work* or deliverables requested by Culver City and agreed to by AT&T Consulting.

CONFIDENTIAL INFORMATION

This agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.

- Delays caused by factors outside of AT&T Consulting's control.
- The occurrence of any other event or the discovery of any other information that affects AT&T Consulting's ability to perform the engagement as specified herein.
- Any other mutually agreeable reason.

The remedy to any of the above may include changes to: the composition of the engagement team, duration, delivery schedule, pricing, scope of the engagement and/or deliverables. Culver City will obtain the necessary approvals, signatures and, if required, a purchase order for any additional costs. Culver City will return the signed form to AT&T Consulting who will countersign the form, distribute it to the appropriate parties and file it in the Project Notebook. Whenever there is a conflict between the terms of a fully executed *Change Order* and those in this SOW, or a previous fully executed *Change Order*, the terms of the most recent fully executed *Change Order* shall prevail.

CONFIDENTIAL INFORMATION

This agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.

8. Engagement Contacts

Mike Brooks
Business Development Manager
1150 South Olive
Room 1600
Los Angeles, CA, 90015
mike.brooks@att.com
213-743-6027

Bob Julien
Manager, Professional Services
1150 South Olive
Room 1600
Los Angeles, CA, 90015
bob.julien@att.com
949-395-6736

Christian Madsen
Director, Professional Services
1150 South Olive
Room 1600
Los Angeles, CA, 90015
christian.madsen@att.com
213-422-0748

CONFIDENTIAL INFORMATION

This agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.

Attachment 3



Epoch Universal

Statement of Work

for

Network and Documentation Services
For
City of Culver City

August 26, 2008

Executive Summary

City of Culver City has requested assistance with the documentation of their data network infrastructure.

Cost to City of Culver City for the services described will be: \$10,668.17

Project Scope

Epoch Universal will perform the following services and activities described below. These services, activities, and responsibilities characterize the full set of documentation, training & support deliverables for this project, thus constituting the working agreement between Epoch Universal and City of Culver City.

Summary scope includes:

1. Epoch Universal will work with City of Culver City in gathering information of the following Cisco equipment located across 13 locations:
 - i. One (1) Cisco Catalyst 4500
 - ii. One (1) Cisco ASA 5520
 - iii. Two (2) Cisco Catalyst 3560
 - iv. Eight (8) Cisco Catalyst 2950
 - v. One (1) Cisco Catalyst 2900
2. Cisco equipment information is to include the following:
 - i. Configuration information
 - ii. Routing information
 - iii. VLAN information
 - iv. Connection to other networking equipment
3. Epoch Universal will work with City of Culver City in gathering information of the following non-Cisco equipment located across 13 locations:
 - i. Three (3) Sonicwall Firewall devices
 - ii. Twenty five (25) Nortel Bay Stack 350-24T
 - iii. One (1) Nortel Bay Stack 350-12T
 - iv. Nine (9) Nortel Bay Stack 350F
 - v. One (1) 3Com Super Stack
 - vi. One (1) NetGear DS108
4. Non-Cisco equipment information is to include the following:
 - i. Configuration information (if available)
 - ii. Connection to other networking equipment
5. Epoch Universal will be responsible for collecting port map information on the main Cisco 4500 switch.
6. Epoch Universal will be responsible for collecting port map information on the server switch at City Hall.
7. Epoch Universal will be responsible for collecting port map information on the server switch at the Police Department.
8. Epoch Universal will be responsible for the creation of a network information spreadsheet to include the following information:
 - i. Equipment manufacturer
 - ii. Equipment model number
 - iii. Equipment serial number
 - iv. Equipment location
9. Epoch Universal will be responsible for the creation of 3 main visio network diagrams as follows:
 - i. City of Culver City Network
 - ii. City of Culver City – City Hall Network
 - iii. City of Culver City – Police Department Network
10. Epoch Universal will be responsible for the creation of individual visio network diagrams for Cisco equipment and Sonicwall firewalls.

11. Epoch Universal will link the spreadsheet and the individual visio network diagrams to allow for updating of the data in the visios.

Customer Responsibilities

1. Provide access to all installation locations and equipment being documented.
2. Provide on-site support personnel for liaison assistance during information gathering in a timely manner
3. Provide all existing User, IP and Network Information of the equipment.

General Assumptions

1. Resources from other Epoch Universal offices and/or subcontractors will be utilized, as needed, to provide a full scope of technical expertise. Additional charges to Customer may apply for items not specifically provided for in this SOW.
2. Epoch Universal is not responsible for the performance or quality of third-party vendors.
3. Resources and staffing from the Customer and Epoch Universal must be committed for the duration of the project.
4. Requests for support or services beyond this Statement of Work require written approval by the Customer and acceptance by the Epoch Universal Project Manager.
5. If the project extends beyond the timeline specified in the Project Plan due to delays caused by parties other than Epoch Universal and its subcontractors, additional charges may apply.
6. Engineering changes made by the Customer after project initiation may affect the agreed-upon project schedule and will require a project review to determine impact and schedule requirements.
7. Customer will ensure the following are identified, furnished, and/or visibly marked for easy identification by the Epoch Universal engineer, if applicable:
 - a. Equipment manufacturer tags

Project Control

To effectively determine the degree to which the project plan is being met, the Epoch Universal Project Manager will follow a plan to control and manage the project through a communication plan, change control, and variance management.

As part of the communication plan the Epoch Universal PM and the Customer will jointly establish the time and frequency for status meetings (or conference calls), document meeting results, and distribute meeting notes, including action items. For effective scheduling and cost control, progress measurements will start as the project begins and continually utilized throughout to measure the performance of the Customer project. The project roadmap provides a baseline from which to judge progress, comparing planned activities, in-progress activities, and the actual completion of those activities. The PM will identify variances to plan and take action to correct or limit its impact on the project.

The Epoch Universal PM will utilize a change control strategy to identify and document changes to the original scope. The PM will screen and assess the impact of the change on the project timelines, obtain client approval, implement the change if required, and maintain a log of all change requests and their treatment. Any agreed-to changes will be reflected in the project plan.

SITE NOT READY

If operational functionality cannot be established because Customer responsibilities were not met or non-Epoch Universal vendors have not met their responsibilities (unless under an Agency Agreement), the client shall incur additional charges, and these will be agreed through a managed change order process.

Schedule of Payments

Customer Responsibilities for a non-Lease contract:

Professional Services will be invoiced 50% upon signature and the remaining as (WIP) Work in Progress. If (WIP) is the payment method then we will progress invoice on the 10th and 25th of each month and payment is due upon receipt of invoice.

Signatures below constitute agreement that the above services and activities fully describe the project deliverables and working agreement between City of Culver City and Epoch Universal.

Acknowledged for City of Culver City

Client Signature

Date: _____

Epoch Universal

Date: _____