



Statement of Work

Lewis County

Lewis County - Unity 480XT All Flash

Prepared for: Lewis County
Project: Lewis County - Unity 480XT All Flash
Quote Number: CERQ86570

1/28/2020

PID:
00029819

Implementation Services Statement of Work (SOW) for Lewis County

Date:

1/19/2020

Services Performed By:

Cerium Networks
14240 Interurban Ave. S
Seattle, WA 98168

Services Performed For:

Lewis County
351 NW North St.
Chehalis, WA 98532

Cerium Quote Number:

CERQ86570

Cerium Representative:

Todd Jones
(425)492-8746

Customer Contact:

Jeremy Mannikko
(360) 740-3347

Project ID Number (PID):

00029819

1.0 Introduction

This statement of work (SOW) is an attachment to Order No. [CERQ86570](#) ("Order") and is entered by and between Cerium Networks, (hereinafter referred to as Cerium) and Lewis County (hereinafter referred to as Client). This SOW, when executed by both undersigned parties, together with the other documents, annexes or exhibits attached hereto or incorporated herein by reference, constitutes the complete contractual agreement between the undersigned parties with respect to the deliverables and/or services described herein.

1.1 Modifications

No verbal statements by Cerium or other party shall constitute a modification of this SOW or representation that additional or different services will be performed. Services not written within this SOW are not assumed and will not be performed unless defined within this document. See Project Management section within this SOW for the formal change order process.

In the event of a conflict between the Order, this SOW and any other Attachments, the following order of precedence shall apply: i) Order, ii) the SOW, and then iii) the Attachments (if any).

1.2 Contract Return Date

Cerium recognizes project completions timelines are important to Client. Project timelines will be established during project kick off based on fully executed contract package return dates. A fully executed contract package must be received before any resources are assigned to the work identified in this SOW. The Contract Package includes the Cerium Sales Order, Customer Purchase Order, Signed SOW and Signed Support Agreement (if applicable).

This SOW will become invalid if not accepted on or before 3/19/2020

2.0 Scope

2.1 Solution

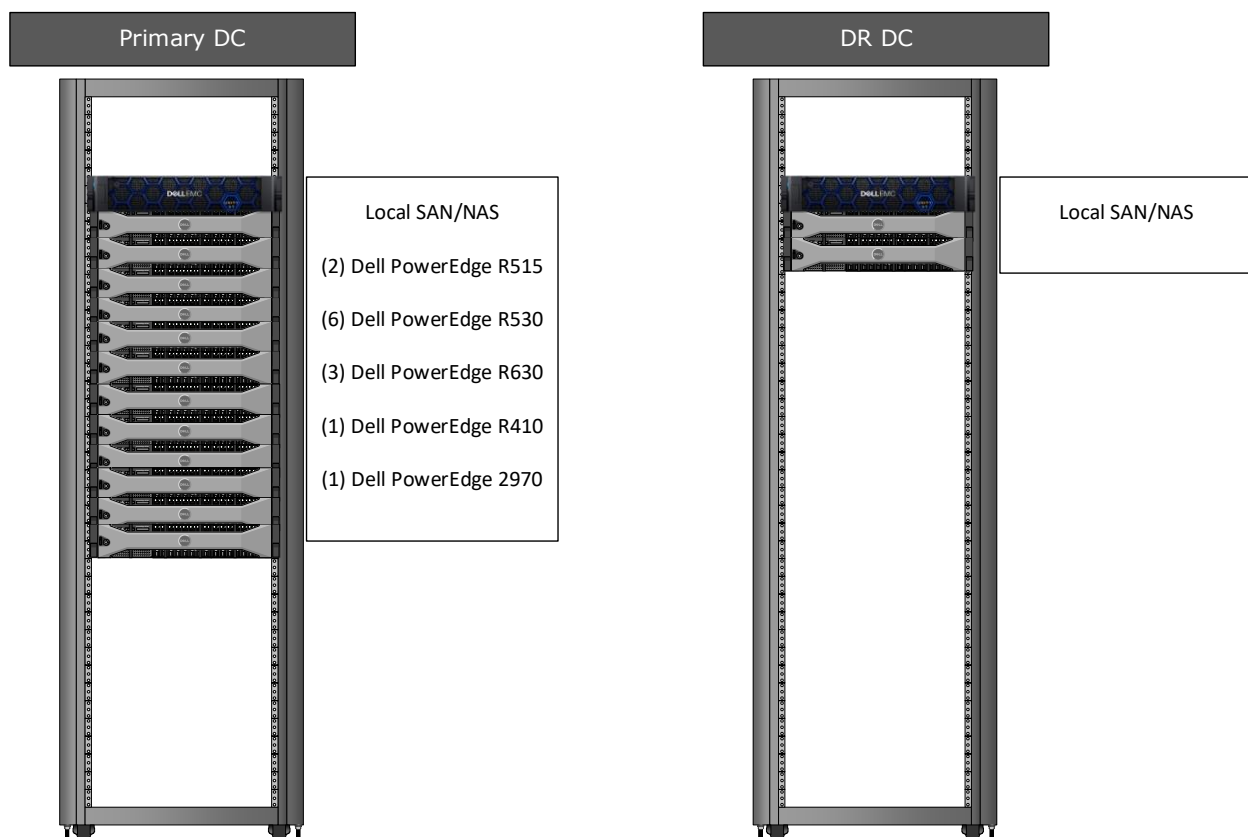
Client has engaged Cerium to install and deploy (2) Unity 480XT arrays consisting of (18) 3.84TB drives in each array. The solution includes deployment services (detailed in section 5.1) as well as 36 months hardware/software maintenance/support.

2.1.1 Hardware and Software

Cerium will provide only the hardware and software, including quantities, specifically listed within the Sales Order(s). Any hardware or software not expressly listed within the Sales Order is not included as a part of the project.

In the event the manufacturer recommends an amended or “patched” version of its software to resolve problematic feature/functionality, Cerium can perform this work at current time and material rates.

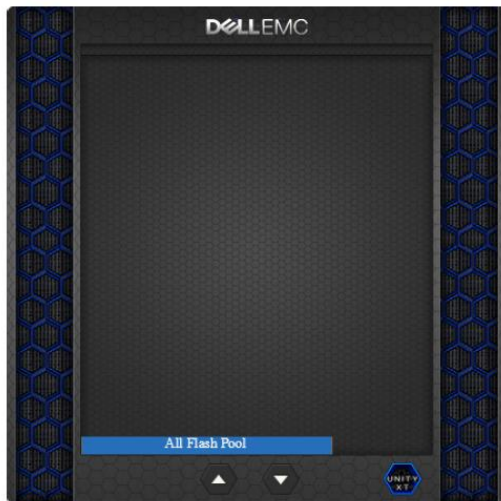
2.1.2 Current Client Environment



2.1.3 Proposed Solution

Following is a description of the project design based on planning sessions completed by Cerium and Client. The design is subject to change during the project based on evolving Client requirements.

(2) Unity 480XT arrays consisting of (18) 3.84TB drives in each array. The solution includes deployment services (detailed in section 5.1) as well as 36 months hardware/software maintenance/support.



General Information

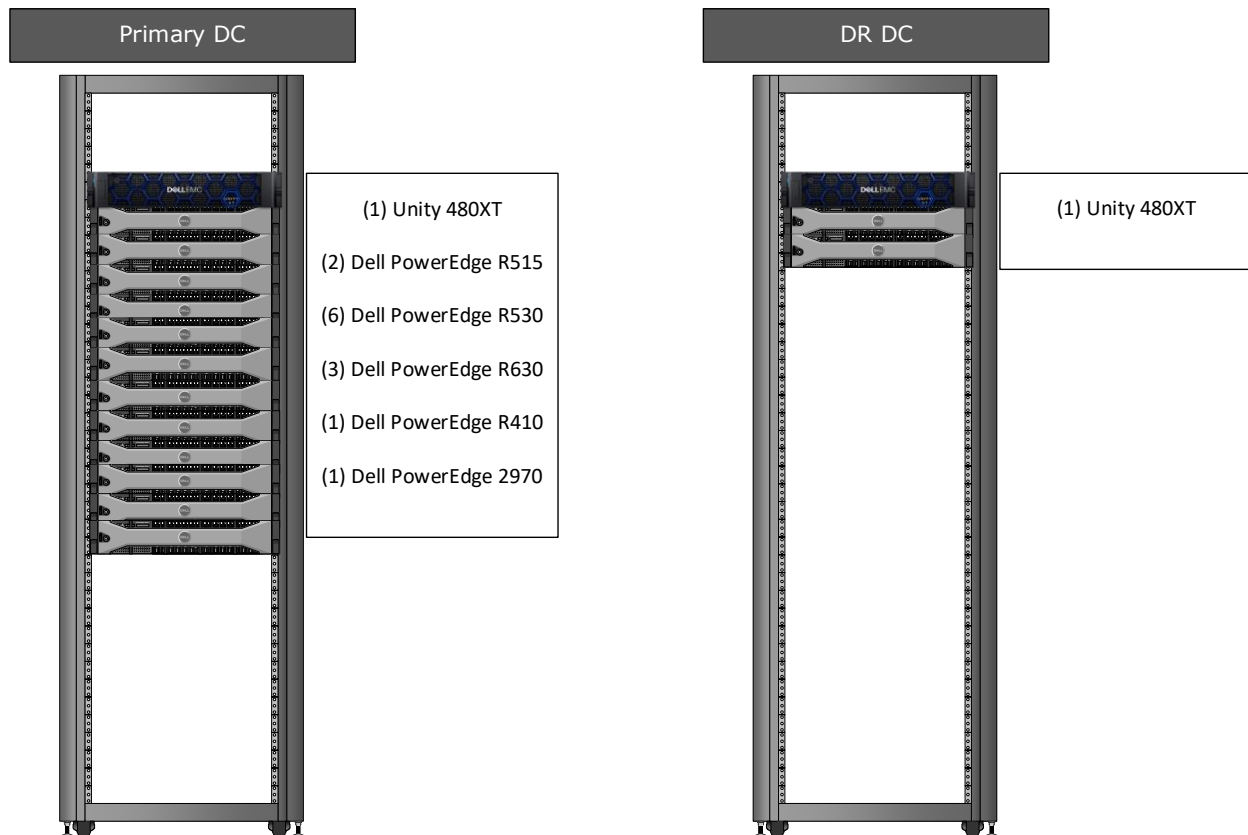
Model Number	Unity XT 480F	Usable Capacity	51.21 TB
Raw Capacity	62.86 TB	Total Drive Count	18
Unit Count	2 U	Workload	80% Read - 20% Write
IOPS	58800	Effective Capacity	153.63 TB
Block Size	32K	Configuration Type	New Solution

System Tier Information

Flash	Count	SAS	Count	NL-SAS	Count
3.84TB FLASH 4	18				
Total	18		0		0
Usable Capacity	51.21 TB		0.00 TB		0.00 TB

2.1.4 Solution Diagram

The following diagram provides a high-level depiction of the project architecture based on planning sessions completed by Cerium and Client. The architecture is subject to change during the project based on evolving Client requirements.



2.2 Locations

All Cerium supplied hardware and software will be delivered to, and services will be performed at the following Client location(s):

Prod & DR – Chehalis, WA

2.3 Assumptions and Considerations

The success of the project defined in this SOW is partially based on the assumptions and considerations outlined in this section. All changes to the outlined assumptions and considerations should be documented and agreed up on prior to the agreement of this SOW. Any changes to assumptions and considerations after the agreement resulting in changes to software, hardware, or related services will be addressed through the Section – Engagement Standards – Change Management.

2.4 Exclusions

The following components of the proposed solution are out of scope and therefore will not be implemented as part of this SOW. Any functionality listed as an exclusion that is desired or required for this project should be addressed prior to agreement to this SOW. Any changes the listed exclusions after the agreement resulting in changes to software, hardware, or related services will be addressed through the defined change management procedure in section 6.1 of this SOW.

3.0 Client Responsibilities

Delivery of our services depends upon, among other things, the following:

- Customer involvement in all aspects of the services
- Customer ability to provide accurate and complete information, as needed
- Customer timely and effective completion of the responsibilities, as identified herein
- The accuracy and completeness of the assumptions, identified below
- Timely decisions and approvals by Customer management

In addition to any Customer activities identified elsewhere in this SOW, the Customer will perform or provide the following:

- Provide Data LAN drop connectivity, patch panels, and patch cords.
- Provide the IP addresses for the equipment being connected to the network. Also provide the Gateway, subnet mask, Ethernet ports and Ethernet cables for these connections. Additional optional information regarding the existing environment, such as DNS services, NTP services, TFTP services, may be used if supplied.
- Provide a Network Topology map of the existing network. This Topology map should include IP addresses, Gateways, VLANs, and VPNs on local area network. Cerium Networks recommends the network map be kept on file as a reference to assist Cerium Support engineers during trouble resolution.

- Provide timely access for Cerium Networks personnel to all site locations.
- Reserve space in existing data racks/cabinets or provide new data racks/cabinets as needed to meet environmental requirements for the hardware purchased on the Cerium Networks Sales Order.
- Provide remote access via VPN (preferred) or dialup, using available Internet connectivity. Cerium supports multiple VPN and dialup remote-access mechanisms. Details for remote access will be determined during the Project Kickoff.

Timely delivery of our services depends upon, among other things, the prompt and effective completion of the responsibilities identified herein. Any delay in performance of Client responsibilities may result in additional charges and/or delays completing the project. Additional charges and/or delays will be handled in accordance with Section 5.1 Change Management.

3.1 Client Engagement Responsibilities

To ensure the success of this project, Client will adhere to the following engagement guidelines:

- Participate in all aspects and phases of the project

3.2 Client Point of Contact

Prior to the project kickoff, Client will designate a Client Point of Contact to whom all communication relative to the project will be addressed. Client Point of Contact responsibilities include:

- Serve as the interface between Cerium and all Client personnel participating, in or affected by, the project
- Work with Cerium project manager to manage project plans, schedules, etc.
- Attend and actively participate in all mutually scheduled required project meetings
- Assist Cerium project manager scheduling and coordinating Client resources
- Coordinate Client vendors, subcontractors, and local exchange carrier interactions
- Provide Cerium with information or documentation required to complete the project
- Provide access to the systems required to complete the project
- Help resolve or escalate issues encountered during the project

3.3 Client Environment Readiness

Proper network and infrastructure planning are essential for ensuring timely completion of the Project. Client responsibilities for ensuring environment readiness include:

- Ensure all network requirements communicated by Cerium are met or exceeded
- Ensure all hardware and software related to this engagement are at current or supported maintenance levels

Cerium anticipates a successful outcome for this project; however, despite our best efforts, occasionally we encounter unforeseen issues within the Client's environment that impact the project that are outside of our control. This is possible with any software-based solution that integrates into a larger environment. Should we experience an issue on this project related to: network issues, Active Directory issues, software incompatibilities, PSTN, WAN or Internet Carrier issues, Cerium can support you and resolve such issues on a time and material basis. Any issues that fall into this category will be communicated to you by the Cerium Project team for your approval.

4.0 Program Management

4.1 Project Management – Standard

Standard Project Management is designed for implementations where full Project Management is required and 2 or fewer solutions are being implemented. All project management services are performed remotely but onsite meetings can be added as desired.

The Cerium Networks Project Manager will become the primary point of contact for all issues related to the solution deployment. The project manager will perform the following tasks as part of the project implementation:

- Review and understand the SOW and the business goals of the customer
- Make preliminary contact with the customer and review next steps
- Create a detailed project plan
- Hold a remote project kickoff meeting with the customer and Cerium project team
- Place equipment order and provide order status and delivery information to the customer
- Schedule and manage Cerium resources
- Manage any change orders incorporated into the project
 - Hold a limited amount of remote status calls with the customer and Cerium - implementation team*
- Coordinate the project logistics between the customer and Cerium
- Remotely manage the project implementation
- Up to one (1) day of remote management of project cutover activities
- Provide status updates of first day of business support activities
- Comply with customer-provided Change Management policies
- Conduct one (1) remote meeting to facilitate handoff to Cerium support
- Project closure and customer sign off

4.1.1 Cerium Deliverables for Standard Project Management

The following are the Cerium deliverables for Standard Project Management:

- Make preliminary contact with customer to review next steps
- Provide technical requirements and data collection forms and review for accuracy
- Provide relevant project planning documentation to include:
 - A project contact list
 - Detailed and product specific data collection forms
 - Kickoff meeting agenda and minutes
 - A detailed and mutually agreed upon project plan
 - Status meeting agenda and minutes
 - A training management plan and schedule as applicable
 - Solution and equipment test plans
- Provide customer with basic handoff package to include:
 - A project description and summary document
 - As built diagrams
 - All warranty and support information
 - A post install punch list if punch list items exist

4.1.2 Customer Responsibilities for Standard Project Management

The following are the customer responsibilities for Standard Project Management:

- Ensure necessary network requirements
- Manage the collection of data using Cerium provided data collection forms
- Coordinate and ensure technical requirement compliance
- Provide information and guidance on customer Change Management policies
- Assist Cerium PM with scheduling and coordinating customer resources
- Provide any Cerium requested documentation or information
- Provide any necessary access to customer systems
- Attend and actively participate in all mutually scheduled required project meetings
- Comply with mutually agreed upon project schedule
- Coordinate all customer vendors, subcontractors and LEC/carrier interactions

4.1.3 Project Kickoff

The Cerium Project Manager will be responsible for planning, coordinating and facilitating the project kickoff meeting.

The project kickoff meeting will include the following agenda items:

- Introduce the team members.
- Review Project Team member roles and responsibilities.
- Review product capabilities and architecture.
- Present the approach, processes and procedures associated with the project.
- Review the preliminary project plan.
- Schedule team status meetings as required and mutually agreed to.
- Review project deliverables.
- Review proposed solution.
- Review knowledge transfer process.
- Discuss Pre-configuration or staging requirements
- Review equipment room environmental requirements
- Site installation
- If applicable, schedule a Pre-Test of customer provided network.

4.1.4 Project Plan

The Cerium Project Manager will develop a project plan. The project plan will define tasks, responsibility for completing tasks, and the project timeline. The preliminary project plan will be reviewed and any changes will be mutually agreed to during the project kickoff meeting. The project plan will be updated as part of the ongoing project status meetings.

4.1.5 Project Control Activities

During the course of the project the Project Manager will manage all project activities to include:

- Managing the project plan
- Managing project risks
- Holding status meetings
- Reporting project status to the project team
- Managing project change orders
- Validating the collected information and requirements from the customer
- Managing the installation and configuration to include hardware, software, and services

4.1.6 Project Cutover Activities

The Cerium Project Manager will remotely manage the cutover activities and ensure that any issues that may arise are identified, documented, and addressed.

5.0 Cerium Services

5.1 Engineering Services

The following is a list of services to be performed by the Cerium Networks engineer:

IMPLEMENTATION FOR DELL EMC UNITY

Project Scope CERUM NETWORKS personnel or authorized agents shall work closely with Client's staff to perform the services specified below ("Services"), subject to the Client satisfying the "Client Responsibilities" detailed in this document. This service includes the following components (not to exceed the listed values):

During this part of the service, CERUM NETWORKS:

Unity Standard Deployment

- Obtains and reviews Client's requirements and plans implementation of Dell EMC Unity.
- Conducts meeting to review implementation plan and validates that site and equipment are ready for installation.
- Performs planning and design for Dell EMC Unity installation and implementation.
- Performs pre-installation validation comparing the equipment against Configuration Worksheet including licenses, software on a service laptop or management station, and tools required for installation.
- Installs the Dell EMC Unity system including attaching to the Client's power and IP network, powering up, and validating that the system is online.
- Configures Service Processor Management Interface, registers the system, installs licenses, upgrades software if required, adds DNS and NTP information, adds support credentials, and configures Secure Remote Services.
- Verifies the installation and configuration results by running a system health report.
- Validates that the equipment is on site at the appropriate location with power and cable requirements met.
- Reviews implementation details with the Client and validates that Dell EMC Unity is ready, required licenses are installed, connectivity from storage to hosts, and Secure Remote Services are setup.
- Configures (2) hosts to connect to array
- Configures (1) file system
- Validates connectivity from storage to hosts.
- Validates hosts' access to the provisioned storage volumes.
- Validates sufficient amount of capacity availability to configure file storage.

- Performs the tests in the Test Plan.
- Coordinates project closeout, review, and sign-off.
- Conducts a basic Knowledge Transfer.

6.0 Engagement Standards

6.1 Change Management

Cerium is committed to meeting and exceeding our Client's expectations delivering the contracted services defined within this fixed price SOW. If any of the following conditions are discovered during the project, a time and materials change order will be required to remedy the situation:

- Additional work efforts to support an expanded scope such as, but not limited to, additional locations and/or end users, additional solution feature activation, and/or overall solutions
- Unexpected Client environment constraints or issues
- The Client's WAN and LAN network environment having issues discovered during deployment that require troubleshooting.
- Extended timelines, project delays, design changes, extra desired work, or other unforeseen circumstances that cause a project to exceed its original scope.

The Cerium project manager will work with the appropriate resources to scope the change requirements and provide a change order for your review and execution. Time and material change orders will include work effort estimates. Cerium will make every effort to continue the current project to mitigate the impact of the project schedule while any change order is in process.

6.2 Service Hours

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

6.3 Travel and Living Expenses

Travel charges are not anticipated for this project. Should travel be required, Travel expenses will be billed as actual for services performed onsite. Travel includes all that apply to airfare, hotel, meal per diem, car rental, mileage, and parking.

6.4 Rescheduling, Cancelling and Delay of Services

This project outlined in this Statement of Work duration will be outlined in the project plan delivered at project kickoff. Should the duration of the project exceed this original estimate, whether due to Client requirements, third party delay or facilities readiness, Cerium reserves the right to adjust the services scope and fees to account for the expanded duration of the project.

While Cerium understands that at times rescheduling a project because of unforeseen delays with other vendors, materials, facilities, etc. is unavoidable, it does represent an increased cost to Cerium. For that reason, each Client requested delay without written notice to Cerium at least 2 weeks prior to the scheduled work, may result in a change order to the project equaling the greater of the two options below:

- A change order equal to 50% of the scheduled resource hours assigned to the project that are being rescheduled due to Client request
- A change order of \$1800

Multiple or recurring requests for rescheduling, with or without notice to Cerium, will result in a change order to the project equaling the greater of the two options above.

6.5 Project Closure and Solution Acceptance

Cerium will seek acceptance from Lewis County for the implementation and document any remaining action items to be completed via the Project Closure Form. The project Closure form will be submitted within one business day after system cutover or production go-live of the solution. Lewis County will have up to 2 business days to review and respond to the project Closure form, and if written acceptance or dispute of acceptance is not received, Cerium will deem the implementation as “accepted” without exception.

The Solution Acceptance Criteria include:

- The equipment, servers or devices to be implemented as parts of the solution or system have been installed, tested, and have passed the basic system or solution functionality tests as defined in the Test Plan
- Solution functions are available at cutover with minimal impact to the users and without major issues
- “Major issues” are defined as the following:
 - Issues affecting business-critical features or functionality of the solution, which preclude the Client from conducting regular business use of the system
 - Issues affecting more than 25% of the end user population
- The solution or system is put into production use by the Client for two consecutive business days

6.6 Project Invoicing

Unless specifically stated otherwise in the Client signed terms and conditions, milestone invoicing may be initiated by completion of any of the following conditions:

- Receipt of equipment, licenses, software or other material
- Completion of any major milestones as defined in the project plan
- Completion of any other milestone as agreed upon by the Client and documented in the Cerium project plan

7.0 Post Implementation Support

7.1 Cerium Support Center

Lewis County may contact Cerium in a variety of ways, such as:

- a) Calling Cerium at 1-800-217-0933
- b) Email: csc@ceriumnetworks.com
- c) Web Site www.ceriumnetworks.com

Within 2 hours a response is sent to Lewis County via phone or email containing a case ID #, and contact information for the Cerium associate responsible to resolve your request.

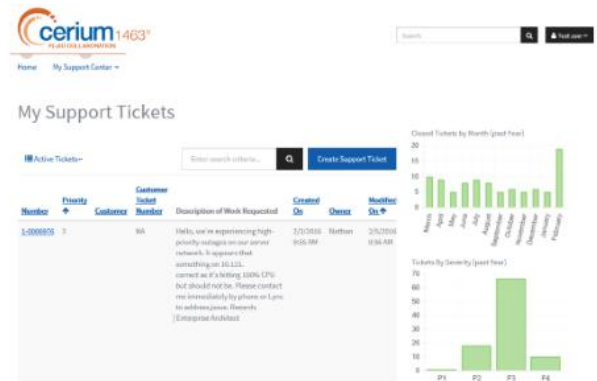
Case ID information includes:

(Company Name)
(Contact) Name of customer contact calling with support issue.
Nature of request
Status of request / SLA

7.2 Cerium Support Web Portal

Our current Cerium support customers, when engaged with Cerium on an active case, may visit the Cerium support portal for real-time status updates and escalation contact information. After the case has been closed, return to the portal for historical and statistical information on all trouble tickets and service orders submitted.

The Cerium Support Web Portal is a self-service tool that is leveraged to provide another effective channel of communications with our active support customers.



8.0 Signature Authorization

YOUR SIGNATURE BELOW ACKNOWLEDGES THAT YOU HAVE READ, UNDERSTAND AND AGREE TO ALL SECTIONS OF THE STATEMENT OF WORK, INCLUDING DEPENDENCIES.

X

Customer Signature

X

Cerium Networks Signature

Printed Name

Printed Name

Title

Title

Date

Date

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