

**City of Coppel**

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QUOTE NUMBER**OP-0039026-1****Quote Date:**

8/13/2020

RFQ:**Contract:****OPEN MARKET****Quote Name:** OP-0039026

Red River is monitoring the current health and economic environment as it relates to our supply chain. The lead times on this quote are based on the most current information available and are subject to change as the situation evolves.

THANK YOU FOR YOUR INTEREST.

We are pleased to provide you with the following quote per your request. If you need additional services for ongoing product support, please contact us.

YOUR ACCOUNT TEAM**Curtis Joachim**

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LEAD TIME	SHIP VIA	F.O.B.	TERMS
30 DAYS ARO	GRD SHIP	FOB Destination	UPON RECPT

LINE #	ITEM #	DESCRIPTION	QTY	PRICE	EXT. PRICE
1	RRPS-PROJ-FFP	RED RIVER RED RIVER PROJECT FFP	1	\$25,000.00	\$25,000.00
All Travel & Expenses Included					
TOTAL				\$25,000.00	

WE WELCOME YOUR FEEDBACK.

Please complete our customer survey at redriver.com/customer-survey.

Attention Contracting Domestic Orders placed against this quote may be subject to state sales tax (if applicable) unless your organization's tax exemption certificate for the appropriate state(s) is included in your order. This quote is provided IAE FAR Part 13, 14, or 15. This quote is valid for 30 days unless otherwise noted within this quote. For terms and conditions please visit: [Terms and Conditions](#)

REMIT TO:

Red River Managed Services, LLC
PO Box 786622
Philadelphia, PA 19178-6622

Red River

Response To:

City of Coppel (CoC)

Cisco Equipment Upgrade Project

Statement of Work – Quote OP-0039026

August 10, 2020



Submitted By:

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NON-DISCLOSURE STATEMENT

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THE INFORMATION AND SOLUTION PROPOSED ARE CONSIDERED TO BE UNIQUE
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CUSTOMER MANAGEMENT

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1.0 EXECUTIVE SUMMARY

City of Coppel (CoC) "A Family Community For a Lifetime" is a thriving community nestled in the northwest portion of Dallas County and southern Denton County, Texas. Coppel's 14.9 square miles are bounded by the cities of Grapevine, Lewisville, Flower Mound, Carrollton and Irving. Coppel also surrounds on three sides a non-contiguous portion of the City of Dallas. DFW International Airport has property within the city limits of Coppel in the southwest portion of the city.

Established in 1995, Red River is a Technology Transformation IT solutions provider with Corporate Headquarters in Claremont, NH, and Federal Headquarters in the Washington, DC metro area. We support customers in the commercial, civilian, military, healthcare, and education markets worldwide. We provide a wide range of capabilities and cutting-edge IT solutions designed to solve current challenges, optimize available assets, and help make meaningful IT investments that align with the strategic goals of our customers. Key solution areas include Data Center, Network Infrastructure, Storage, Software Development, and Mobility. We provide Consulting Services along with Supply Chain Management and Professional, Managed, and Support Services to maximize process improvements and cost savings. Our technology expertise and mission-critical experience help our customers optimize their business processes and extend the value of their IT investments.

2.0 PROJECT OVERVIEW

City of Coppel (CoC) , hereafter referred to as Client, is a Red River Managed Services (RRMS) customer with Cisco equipment that has been announced End of Life and must be upgraded to supported models:

<u>Cisco Product</u>	<u>Last Date of Support</u>
Catalyst C2950G Ethernet switch	December 30, 2011
Catalyst 3560G Ethernet switches	January 31, 2018
Catalyst 3750G Ethernet switches	January 31, 2018
Catalyst 2960S Ethernet switches	November 30, 2020
Catalyst 3560C Compact switches	October 31, 2021
Cisco 3945 G2 Integrated Services Router	December 31, 2022*

*Cisco SmartNet support ends on January 27, 2021.

The Last Date of Support (LDoS) is the last date to receive applicable service and support. After this date all support services for the product are unavailable and the product becomes obsolete. The product should be replaced prior to the LDoS.

The following Ethernet switches have been identified as End of Life. The list below shows the proposed upgraded switch model based on the existing switch:

<u>Location</u>	<u>Reference Name</u>	<u>End of Life Switch</u>	<u>Proposed Upgrade</u>
265 Parkway	265PKWY-3570G	WS-C3750G-48PS-S	C9200L-48P-4X-A
Justice Center	JC-2960S-48	WS-C2960S-48FPS-L	C9200L-48P-4X-E

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**City of Coppell (CoC)
Cisco Equipment Upgrade Project**

Quote No. OP-0039026

Town Center*	CoC-TC-SW02	WS-C2960S-24TS-L	WS-C2960X-24PDL
Fire Station 1	CoC-FS1-AS-01	WS-C2960S-24PS-L	C9200L-24P-4X-E
Fire Station 1	CoC-FS1-02	WS-C3750G-48PS-S	C9200L-48P-4X-A
Fire Station 1	FA-3560	WS-C3560G-48PS-S	C9200L-48P-4X-A
Fire Station 2	CoC-FS2-02	WS-C3750G-48PS-S	C9200L-48P-4X-A
Fire Station 3	CoC-FS3-2960S-48	WS-C2960S-48FPD-L	C9200L-48P-4X-E
Fire Station 3	CoC-FS3-3750G-48-SW2	WS-C2960S-48FPD-L	C9200L-48P-4X-E
Service Center	CoC-SC-02	WS-C2960S-24PS-L	C9200L-24P-4X-E
Service Center	CoC-SC-04	WS-C3560CG-8PC-S	WS-C3560CX-8PC-S
The Core	CoC-AQC-01	WS-C3560G-48TS-S	C9200L-48P-4X-A
The Core	CoC-AQC-02	WS-C2960S-24PS-L	C9200L-24P-4X-E
The Core	CoC-AQC-03	WS-C2960S-48FPD-L	C9200L-48P-4X-E
The Core	CoC-AQC-08	WS-C3560CG-8PC-S	WS-C3560CX-8PC-S
Rolling Oaks Memorial Center	CoC-CEM-TEN-01	WS-C2960S-24PS-L	C9200L-24P-4X-E
Animal Services	CoC-AS-C2960S-SW01	Catalyst 2960S-24PS-L	C9200L-24P-4X-E
Grapevine Springs Community Center	CoC-GSCC-SW03	WS-C3560CG-8PC-S	WS-C3560CX-8PC-S
Biodiversity Education Center	COC-BARN-SW01	WS-C3560CG-12PC-S	WS-C3560CX-12PC-S
Biodiversity Education Center	CoC-CON-SW01	WS-C2960S-24PS-L	C9200L-24P-4X-E

*Must be Catalyst 2960X to retain stack.

In addition, these 2 Ethernet switches in the Service Center are End of Life and no longer in-use and will be decommissioned:

<u>Location</u>	<u>Reference Name</u>	<u>End of Life Switch</u>	<u>Proposed Upgrade</u>
Service Center	CoC-SC-03	WS-C2950G-48-EI	NONE
Service Center	Sign Shop	WS-C2955S-12	NONE

The Cisco Catalyst WS-C2955S-12 switch in the Service Center Sign Shop will be decommissioned and the Client will self-install another unmanaged Ethernet switch.

- Ethernet switch upgrades are 1 for 1 for End of Life switches.
- Reuse the Cisco fiber SFPs and fiber patch cables.
- Reuse 19-inch rack space, patch cables, and UPS power.

The Cisco 3945 G2 Integrated Services Router Last Date of Support (LDoS) is December 31, 2022. However, the Cisco SmartNet subscription ends on January 27, 2021. It is used for the Internet connections in Town Center and will be upgraded to a new Cisco 4431 Integrated Services Router.

This project is service affecting and will require Professional Services outside normal business hours for the downtime required to upgrade the End of Life Ethernet switches. The assigned project engineer(s) will perform as much work as possible during normal business hours.

3.0 PROJECT SCOPE

To achieve the objectives listed above, Red River proposes the following tasks:

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Project Tasks:

1. Project Kickoff
2. Discovery
3. Installation & Configurations
4. Final Testing & Acceptance
5. Project Close

3.1 PROJECT KICKOFF

The project kickoff is designed to identify key personnel, review expectations, and establish a high-level project plan. The project manager will introduce the assigned project engineer(s) and work with the Client to set dates for key milestones, such as the on-site visit and cutover.

- Confirm project expectations and set milestone dates.
- Discuss Catalyst switch upgrades as listed above.
 - Reuse/move existing fiber SFPs and fiber patch cables.
- Discuss project timeline and maintenance window(s) required for cutover.
 - Determine maintenance windows required for Catalyst Ethernet switch cutovers.
- Coordinate milestone dates, including required site visit.

3.2 DISCOVERY

For the Discovery phase, the current switches and uplink ports will be reviewed to determine the new configurations required for the upgraded Catalyst switches. The Cisco 3945 G2 Integrated Services Router used for the Internet connections in Town Center will be reviewed for the upgrade.

The project engineer(s) will gather the information required to validate prerequisites, develop new configurations, and provide a detailed project plan.

- Review the provided list of Catalyst switch upgrades.
 - Validate existing uplinks/fiber connections required.
- Develop new Catalyst switch configurations
- Review Cisco 3945 G2 Integrated Services Router configuration.
 - Upgrade to Cisco ISR4431
- Provide detailed project plan with scheduled maintenance window(s) required for downtime.

3.3 INSTALLATION & CONFIGURATION

The project engineer(s) will configure the new equipment, install and connect on-site at the listed locations, and reuse/connect uplinks, including fiber optics during the Installation & Configuration phase.

A maintenance window(s) will be scheduled for the downtime required to install the upgraded Ethernet switches. The project engineer(s) will test to ensure the network is operational after each maintenance window.

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- Preconfigure the following Cisco Catalyst switches:
 - (5) Catalyst 9200L 24-port PoE+, 4 x 10G with Network Essentials
 - (4) Catalyst 9200L 48-port PoE+, 4 x 10G with Network Essentials
 - (5) Catalyst 9200L 48-port PoE+, 4 x 10G with Network Advantage
 - Catalyst 2960-X 24 GigE PoE 370W, 2 x 10G SFP+ with LAN Base
 - Includes Stacking Kit to retain stack with existing Catalyst 2960X.
 - (3) Cisco Catalyst 3560-CX 8 Port PoE IP Base
 - (2) Cisco Catalyst 3560-CX 12 Port PoE IP Base
 - Cisco ISR 4431 (4GE,3NIM,8G FLASH,4G DRAM,IPB)
 - Apply latest IOS versions.
 - Load base configurations.
 - Test and burn-in on bench.
 - Pack equipment for delivery to Client site.
- Install and connect upgraded Ethernet switches at the following locations:

265 Parkway	265PKWY-3570G	WS-C3750G-48PS-S	C9200L-48P-4X-A
Justice Center	JC-2960S-48	WS-C2960S-48FPS-L	C9200L-48P-4X-E
Town Center*	CoC-TC-SW02	WS-C2960S-24TS-L	WS-C2960X-24PDL
Fire Station 1	CoC-FS1-AS-01	WS-C2960S-24PS-L	C9200L-24P-4X-E
Fire Station 1	CoC-FS1-02	WS-C3750G-48PS-S	C9200L-48P-4X-A
Fire Station 1	FA-3560	WS-C3560G-48PS-S	C9200L-48P-4X-A
Fire Station 2	CoC-FS2-02	WS-C3750G-48PS-S	C9200L-48P-4X-A
Fire Station 3	CoC-FS3-2960S-48	WS-C2960S-48FPD-L	C9200L-48P-4X-E
Fire Station 3	CoC-FS3-3750G-48-SW2	WS-C2960S-48FPD-L	C9200L-48P-4X-E
Service Center	CoC-SC-02	WS-C2960S-24PS-L	C9200L-24P-4X-E
Service Center	CoC-SC-04	WS-C3560CG-8PC-S	WS-C3560CX-8PC-S
The Core	CoC-AQC-01	WS-C3560G-48TS-S	C9200L-48P-4X-A
The Core	CoC-AQC-02	WS-C2960S-24PS-L	C9200L-48P-4X-E
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Animal Services	CoC-AS-C2960S-SW01	Catalyst 2960S-24PS-L	C9200L-24P-4X-E
Grapevine Springs Community Center	CoC-GSCC-SW03	WS-C3560CG-8PC-S	WS-C3560CX-8PC-S
Biodiversity Education Center	COC-BARN-SW01	WS-C3560CG-12PC-S	WS-C3560CX-12PC-S
Biodiversity Education Center	CoC-CON-SW01	WS-C2960S-24PS-L	C9200L-24P-4X-E

TOTAL 20

*Must be Catalyst 2960X to stack with existing 2960X.

- Finalize new Catalyst switch configurations.
- Install and connect new Cisco ISR4431 to replace Cisco 3945 G2 Integrated Services Router.
 - Internet connections in Town Center.
 - Retain circuit configurations.
- Test and confirm systems ready.
- Inform staff of upcoming network interruptions.

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3.4 FINAL TESTING & ACCEPTANCE

The installation will be finalized, tested to ensure proper operation, and the new equipment placed into production.

The project engineer(s) will be available during normal business hours to assist in the remediation of any issues related to the project.

- Cutover new Catalyst switches.
 - Move patch cables, including fiber patch cables and SFPs.
- Cutover new Cisco ISR4431 Internet router.
 - Move Internet connections and patch cables.
 - Decommission old Cisco 3945 G2 ISR.
- Final test and validate proper network operation.
- Decommission the following old out of service Cisco switches:

<u>Location</u>	<u>End of Life Switch</u>
265 Parkway	WS-C3750G-48PS-S
Justice Center	WS-C2960S-48FPS-L
Town Center	WS-C2960S-24TS-L
Fire Station 1	WS-C2960S-24PS-L
Fire Station 1	WS-C3750G-48PS-S
Fire Station 1	WS-C3560G-48PS-S
Fire Station 2	WS-C3750G-48PS-S
Fire Station 3	WS-C2960S-48FPD-L
Fire Station 3	WS-C2960S-48FPD-L
Service Center	WS-C2960S-24PS-L
Service Center	WS-C3560CG-8PC-S
The Core	WS-C3560G-48TS-S
The Core	WS-C2960S-24PS-L
The Core	WS-C2960S-48FPD-L
The Core	WS-C3560CG-8PC-S
Rolling Oaks Memorial Center	WS-C2960S-24PS-L
Animal Services	Catalyst 2960S-24PS-L
Grapevine Springs Community Center	WS-C3560CG-8PC-S
Biodiversity Education Center	WS-C3560CG-12PC-S
Biodiversity Education Center	WS-C2960S-24PS-L

TOTAL 20

- Assist users during normal business hours.
- Update project engineer(s) with any anomalous activity.
- Project acceptance.
 - Present sign off that the network and systems are working properly.
- Schedule project close meeting.

3.5 PROJECT CLOSE

The project close phase is designed to allow both parties to review the project and accept completion. The Client will be afforded an opportunity to discuss the project, documentation, and

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validate objectives have been completed.

- Update As-Built documentation and RRMS systems.
- Conduct closeout meeting and review project objectives.
- Close project and generate closeout report.
- Provide feedback on project deliverables.

customer to support effective project closure.

4.0 PROJECT DELIVERABLES

- The fully implemented solution defined within this SOW:
 - Detailed Design and Implementation documentation.
 - Implementation of 15 catalyst switches at the locations described in this document
 - Decommission of 17 preexisting switches as described in this document
- Test and Acceptance Document
- Final Configuration Documentation (Revise As-Built documentation)

5.0 TASKS THAT ARE OUT OF SCOPE

The following tasks are excluded from the project (A quote for this work can be provided if desired):

- Red River is responsible for performing only the Services expressly specified in this SOW. All other services, tasks and activities are considered out of scope.
- Any 3rd party integrations.
- Removal and proper recycling of decommissioned gear.
 - Backup of data or configuration files for decommissioned gear.
- Cable reorganization or cleanup

6.0 PROJECT MANAGEMENT

6.1 RED RIVER'S PROJECT TEAM

A dedicated Project Team is assigned and available throughout the lifecycle of the project. This includes an Account Executive, the Inside Account Team, a Lead Engineer, and a Project Manager. We will add technical and administrative resources as necessary to complete the project successfully. Below is a description of the project team:

- **Account Executive (AE):** The AE is responsible for the overall satisfaction of the customer's business requirements. It is the job of the AE to be intimately aware of the customer's business goals, needs, and challenges.
- **Inside Account Team:** This team consists of dedicated sales personnel that are available every day to provide hardware quotes as well as a variety of other pre-sales activities.
- **Project Manager (PM):** Every project that Red River is involved in is assigned a PM. The PM is the primary interface to the customer. They are responsible for providing the

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customer with status updates, promptly communicating project risks, and verifying that technical resources have what they need to successfully deliver the solution.

- **Lead Engineer:** When a customer engages Red River to provide a service, whether it is a design, installation, or simply a consulting project, a Lead Engineer provides senior technical guidance for the Delivery Team. The Lead Engineer makes certain the right resource is applied to the right task and the right tasks are done at the right time, and in effect, is the Foreman of the Red River Delivery Team.
- **Other Resources:** Red River has a pool of technical and administrative resources that are applied at any time at the direction of the Lead Engineer or PM. This includes installation technicians, Professional Trainers, Technical writers, etc.

The combined expertise of the PM and engineers involved are used to effectively manage an engagement of this complexity and importance. While the PM functions as the primary interface for the customer, the engineering team applies experience and lessons learned from similar projects and has ultimate responsibility for customer satisfaction and adherence to project deliverables, and meeting customer's expectations.

6.2 PROJECT MANAGEMENT APPROACH

The Red River Project Team provides a tailored Project Management approach based on Project Management Institute (PMI) concepts and agile methodology to deliver solutions successfully. Team members have professional certifications to include but are not limited to the following: PMI-PgMP, PMI-PMP, PMI-RMP, PMI-ACP, CSM, CSPO, ITIL, and Six Sigma.

Red River engages our customers using our proven five-phased project management approach—INITIATING, PLANNING, EXECUTING, VALIDATING, and CLOSING. The Red River Project Team collaborates with customers to kick-off the project through **Initiating and Planning** the current IT infrastructure implementation approach and understand the operational challenges and mission-critical goals. Our engineers work directly with the customer's technical staff for **Executing** awarded solutions and services. We use customer-approved design document deliverables to verify custom solutions and services deployed specifically meet or exceed the stated requirements of the intended solution and will help the Agency achieve their primary IT goals. Once the Red River Project Team has implemented the solution, we engage the customer in **Validating** the solution through testing within the customer environment. In **Closing**, we provide the customer acceptance documentation to substantiate and support stated milestones and objectives are met, the solution operates as designed, and the project is ready for final acceptance.

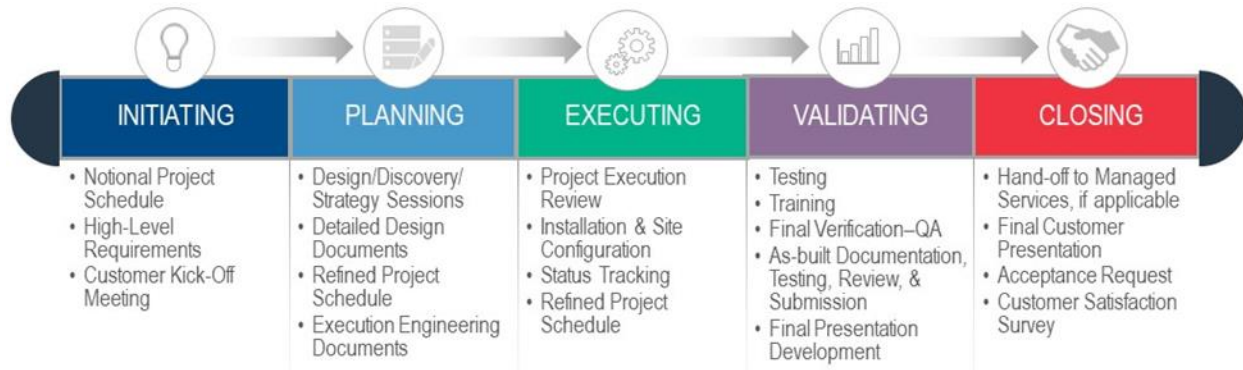


Figure 1: Red River's Proven Project Management Approach

Initiating and Planning Phase: This phase forms the foundation to achieve success for the entire effort. Red River uses proven processes and extensive experience to address aspects of the project management lifecycle and project execution plans from cradle to grave. The Lead Engineer works closely with the customer or end user to explain solution requirements based on site survey findings, including recommended areas for improvement. Red River develops design documentation and presents it to the customer for approval. After the Planning Phase, we provide a detailed list of the activities and deliverables to the customer.

Execution Phase: This phase represents the specific implementation activities (onsite and remote level work) that deliver the approved solution at the designated locations for the effort. Once deployed, Red River will stage the solution for the next phase of operations.

Validating Phase: This phase represents activities necessary to certify the installed solution. This can include end-to-end system testing and final User Acceptance testing for the proposed solution. The Validating phase confirms that the solution is complete and technically compliant with all stated requirements and defined performance standards.

Closing Phase: This phase represents the final phase of the designated project effort. During this phase, Red River performs a top to bottom review of all project requirements, verifies all final deliverables are complete, and the Customer and Red River mutually agree all stated requirements have been satisfied.

6.2.1 KICK-OFF MEETING

Upon contract award, Red River's PM sets up an initial Kick-Off meeting with the customer to discuss the approach and plan for the project. This meeting focuses on gathering information to establish the project stakeholder register, define all stakeholder roles, and begin the data gathering to complete and submit the initial project plan baseline, the Project Management Plan, and the requirements for scheduling and completing the necessary site evaluations. The PM also establishes project tracking and accountability within the suite of software tools Red River employs to enhance visibility and tracking of all project activities from procurement to resource scheduling and financial accountability.

6.2.2 PROJECT MANAGEMENT PLAN

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The Project Management Plan is the document that details and outlines the specifics of the project, including scope, schedule, communication, cost, quality, risk, and staffing, and the management and control of each of these project facets. This document is updated based on any project changes that occur that impact the specifications set forth. The primary uses of the project plan are to document planning assumptions and decisions, facilitate communication among stakeholders, and document approved scope, cost, and schedule baselines. Upon contract award, Red River will develop additional details of the project plan to document the overall planning, monitoring, and implementing activities in close collaboration with the customer, stakeholders, and decision makers.

The following aspects of Project Management are defined in the Initiating and Planning Phases and are included in the Project Management Plan:

Scope Management: Managing and controlling scope changes are necessary and critical to supporting accurate configuration management of the final solution. Specific processes for managing scope challenges are defined and documented, and upon completion will become an integral part of the overarching Project Management Plan.

Change Management: Changes to the scope, SOW, or deliverables may be requested by the primary points of contact from each party in written form. Parties will review the requests and consult with each other on the acceptance of the changes and what the impact to pricing or schedule will be. If changes are accepted an amendment to the SOW will be made once signed by both parties.

Communications Management: All reports, updates, and communications relating to the project effort will originate from or are routed through the PM. The PM will be accountable for tracking any open items, addressing any issues and risks with the necessary resources so that project requirements and deliverables are met on time. Specific communication channel requirements are defined and distribution lists for the necessary deliverables are established and documented.

Schedule Management: The PM will create and have a baseline schedule approved. This serves as the final schedule management document for the project. Maintaining compliance with the approved baseline schedule for the project serves to safeguard cost and scope constraints remain on track and are not detrimental to project success. Start and finish dates for task efforts are accurately documented and will reflect any schedule risks that may be present.

Risk Management: The Red River PM is responsible for working with the team facilitating risk identification and mitigation strategies. The Risk Management Plan will clearly define associated project risks and define appropriate mitigation strategies for each risk that could materialize during project execution. The Risk Management Plan includes the creation of a risk register that identifies risks, determined triggers, and accountable parties for the mitigation strategy implementation and the level of impact for the associated risk.

Quality Management, Quality Assurance/Quality Control: The PM has the responsibility for coordinating with the team to ensuring the Red River quality principles are maintained and for managing the quality processes, while the Lead Engineer is the technical representative charged

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with ensuring quality control processes are followed. The system design documents are created in full collaboration with the customer and the team to safeguard tenets of quality assurance are maintained throughout development. Any instances of quality challenges or non-conformity to specifications or requirements are brought to the attention of the PM who initiates the appropriate corrective action processes as defined within the Red River Quality Management System doctrine. Red River maintains an ISO 9001:2015 certification.

7.0 ASSUMPTIONS

7.1 PROJECT ASSUMPTIONS

- Red River reserves the right to use Subcontractors.
- Red River engineers will be provided remote access to the Client environment to perform the tasks outlined in the SOW.
- Red River reserves the right to accomplish reasonable tasks remotely.
- Red River and Client will work to complete work within the proposed schedule. If Client is unable to complete work for a specific task, or for the project in general, within the specified time, every effort will be made to adjust the proposed timeline. However, in doing so, Red River reserves the right to produce a change order that must be signed for the effort to continue when there is incurred overhead as the result of communication, project management, engineering time, or any other billed time on behalf of Client.

7.2 CUSTOMER RESPONSIBILITIES

- Designate a single point of contact to whom all communications may be addressed and who has the authority to act on all aspects of the services.
- Provide confirmation to execute a scheduled activity to the Red River Project Manager, before the Red River team is dispatched.
- Reasonable access to all customer sites and facilities, including where applicable, computer equipment, telecom equipment, facilities, workspace and telephone for Red River's use during the project.
- Adequate secured storage areas on City of Coppell (CoC) sites for Red River equipment for the duration of the project.
- Provide all data cabling and fiber connections, including patch cables and fiber patch cables.
- Provide 19-inch rack space and UPS power.
- Digital Security Certificates from a Certificate Authority (CA) of your choice, if required.
 - Certificate Signing Request (CSR) will be provided by the project engineer.

8.0 PRICING TERMS AND CONDITIONS

- Red River reserves the right to partial invoice for services based on milestones outlines in section Project Milestones.
- Project Milestones are contingent on successful completion of tasks by both City of Coppell (CoC) and Red River. Red River will not be held to pre-discussed milestones if

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City of Coppel (CoC) fails to complete tasks as pre-determined. Red River reserves the right to invoice for work completed due to customer project delays.

- All project pricing is based on performance during normal business hours Monday through Friday, 8:00am to 5:00pm local time unless outlined in the Statement of Work.
 - Time that is required outside of normal business hours beyond service cutovers may require a change order detailing the work to be completed and any associated costs.
- Red River reserves the right to invoice the hardware upon delivery.
- Red River will deploy a resource as soon as available.
- Payment Terms are based on Customer Credit reference and will be determined by Red River Finance.
- If at any time during the project, tasks are identified that are outside of the outlined tasks, Red River will issue a change order to accommodate those changes. A quote will be submitted to the customer outlining additional tasks and increased costs. These are subject to customer approval.
- Travel, if required, will be billed in accordance with GSA Per-Diem rates and billed on actual expenses incurred plus handling.
- See Attached Quote for all other Terms and Conditions.

9.0 APPROVAL TO PROCEED WITH PROJECT

The pricing for work to be completed in the document previously defined is a ***firm fixed price engagement*** based on the information gathered and milestones as outlined. Red River is pleased to offer the services described in the above SOW on the attached Quote Number: **OP-0039026**

Red River reserves the right to invoice based on milestone completion as defined in the milestone payment schedule below:

Milestone	Percentage	Invoice Upon
Hardware	100.00%	Delivery
Planning/Design	25.00%	Order
Execution	50.00%	Milestone
Validation	15.00%	Milestone
Closure	10.00%	Acceptance
Travel	100.00%	As Incurred

The undersigned parties each understand and agree that this SOW, *Cisco Equipment Upgrade Project*, accurately sets forth the services that Red River will provide for Customer.

Following receipt of signed Contract Agreement and the Customer's Purchase Order, a Red River Project Manager will contact City of Coppell (CoC) to discuss next steps. Red River requires a minimum of two (2) weeks' notice to begin project implementation from date of receipt of signed Contract Agreement and Customer's Purchase Order.

CUSTOMER CONTACT NAME:

CUSTOMER CONTACT TITLE:

CUSTOMER PHONE NUMBER:

CUSTOMER EMAIL ADDRESS:

PROJECT SITE ADDRESS:

(Signature)

(Print Name)

Date

City of Coppell (CoC)

** A signed copy can be emailed or Faxed to 603.448.8844 and be accompanied with a Purchase order.

9.1 PROJECT COMPLETION AND ACCEPTANCE

Upon completion of project milestones on the deployment the Red River assigned Project manager will notify the customer point of contact we are at the completion stage. Once milestones have been completed, they will submit an acceptance worksheet for signature and approval. After notification of completion Red River will assume acceptance after seventy-two (72) hours unless we have been alerted that there are any defects or missed milestones.