



Statement of Work for County Courthouse Wellness Center

SOW No. WTX-0695e

7/14/2021

Customer

El Paso County
500 E San Antonio
Suite 403
El Paso, TX 79901
Attention: Suzi Esquivel
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Pivot Technology Services Corp. d/b/a Computacenter

6025 The Corners Parkway, Ste 100
Norcross, GA 30092

Region 19 Contract #16-7210

STATEMENT OF WORK

This SOW is governed by the Region 19 Contract #16-7210 for the purchase of products and services

El Paso County ("**Customer**") hereby engages Pivot Technology Services Corp. d/b/a Computacenter ("**Supplier**") to perform the services specified herein (the "**Services**") within this Statement of Work (the "SOW").

TECHNICAL SUMMARY

Supplier will perform a Meraki Pre-Installation RF Design Site Survey of the Customer's facility in preparation for the deployment of a new Wireless Network. Once the new Meraki Access Points are installed, the Supplier will assist with the configuration of the Meraki Access Points via the Dashboard. Once the new Wireless Network is operational, the Supplier will return to perform a Post-Installation Validation Site Survey. Activities include:

- Using Ekahau Site Survey Pro, Sidekick Module, and test Access Points to conduct the WiFi RF design site survey, and to identify sources of Non-WiFi interference that may be adversely affecting the wireless network.
 - Test access points, and potentially external antennas, will be utilized throughout the survey. The test access point and antenna will be temporarily placed at each potential location in an effort closely mimic the final RF design. Real-time data will be captured from the test access point at each potential placement location. Photos of each location will be taken for final documentation.
 - Note: This process may vary depending on facility type and structure.
- RF design will be built to industry-standard requirement metrics for data, voice, or location based wireless networks.

- Preparing the assessment deliverable to include all findings, design requirement metrics utilized, detailed AP placement and mounting plans, expected performance and coverage heat maps, and Bill-of-Materials.
- Configuring the new Wireless Network.
- Performing a Post-Installation Validation Site Survey

The consultant will present the deliverable and review findings with the Customer at the closure of the project.

ASSUMPTIONS

This SOW is based on the information currently available to Supplier. Based on our current knowledge, the parties have identified the assumptions set forth below in “**Project Assumptions**” and “**Technical Assumptions**”. If any of these assumptions are invalidated or materially modified during the Project or if Customer wishes to make any changes to the Project, the parties will execute a Change Order to adjust the activities and estimates in this SOW.

GENERAL PROJECT ASSUMPTIONS

- Customer will appoint a project sponsor to oversee the direction of this project. The appointed project sponsor will have decision-making authority over all aspects of the project, including facilitating commitment of Customer resources and employees, decisions regarding scope management, and issue or conflict resolution.
- Customer understands the success of this project is dependent on the participation of Customer employees: attending facilitated workshops, sharing information, and collecting data as needed to support project activities. Customer understands the need to review interim and final deliverables and report acceptance or discrepancy to Supplier according to the project schedule set forth at the project kickoff.
- Customer will provide adequate, co-located workspace for the engagement participants (both Supplier and Customer resources) with the appropriate system level access.
- Customer will provide network connectivity and Internet access to Supplier as needed.
- Customer will provide elevated network and system credentials prior to arrival.
- Any service, process, product or procedure that is not explicitly and clearly stated in this SOW is outside the scope of the Project.
- This SOW is based on discussions with the Customer and does not take into account any changes to the environment made by the Customer or any third parties since its writing. If a significant change has occurred during this period, a Change Order may be required.

TECHNICAL PROJECT ASSUMPTIONS

- Work will be performed during normal business hours.
- All survey work is expected to be performed onsite. All configuration work is expected to be performed remotely.

- Customer IT staff will be required to work closely with the Supplier Engineer during the Planning phase. Customer is responsible for providing site floor plans and accurate access point placement floor plans of each site to Supplier. The following formats will be accepted: DWG, PDF, JPEG, PNG, BMP. Each floor plan must be accurately named for easy navigation. Information regarding traffic, application and usage types also to be provided by customer. Floor plans to be readied for Ekahau Survey software during the Planning phase.
- Full facilities access to all defined Wi-Fi coverage areas is required. Customer is required to provide an onsite point-of-contact to accompany the Supplier Engineer for the duration of survey, facilitating access to all areas necessary for the survey; this includes notifying all personnel and any other individuals in the area who may be impacted (in person or via email ahead of survey). If special protective clothing/gear is required in some areas it is expected that the customer will provide the Supplier Engineer(s) with said clothing/gear in a timely manner. If a man-lift is required for high-ceiling or outdoor surveys the customer is expected to provide an appropriate lift or one will be rented, with rental costs billed with project expenses.
- The Supplier Engineer will conduct an RF Spectrum Analysis to better determine sources of interference throughout the environment. Any sources of interference discovered will be detailed in the survey results and analysis document. However, the location of any interference source(s) will not be physically located.
- Deliverable will include survey results, detailed RF analysis and suggestions based upon findings from the survey, proposed AP placement, proposed equipment BoM.
- The use of test access points and equipment is required during the Pre-Installation survey. This will include a tripod, access points, PoE+ battery, and assorted cabling.
- Includes El Paso County Wellness Center (See Floor Plan and Google Earth Image)
- No lifts are required, everything will be reachable with a 10' ladder.
- Meraki Access Point configuration will be performed remotely.

PROJECT OUTLINE

The project will consist of the following tasks as outlined in the phase below.

i. Project Initiation & Planning (Estimate 1-Day)

1. Conduct a kick-off meeting with Customer's team to review the Project Plan
2. Review the SOW, establish mutual expectations for delivery of this service, and agree on roles and responsibilities
3. Review project methodology, including milestones, communications, risk and issue tracking, action items, and reporting
4. Discuss Customer goals and survey requirements and develop schedule for conducting the assessment.

ii. Review and Analysis – Phase 1 (Estimate 1-Days)

1. Perform a pre-installation site survey of facilities with Ekahau Site Survey Pro and Sidekick Module
 - a) Conduct RF Active Surveys
 - b) Conduct RF Spectrum Analysis
 2. Compile RF design survey documentation.
- iii. **Configuration and Final RF Review – Phase 2 (Estimate 1-Days)**
1. Provision and map access points in Meraki Dashboard
 2. Conduct Post Validation site survey
 - a) Compile post-installation survey documentation.
- iv. **Results Review and Project Closeout (Estimate 1-Day)**
1. Deliver results and final analysis documentation and review with Customer
 2. Present Customer Acknowledgement and obtain signoff

EXCLUSIONS

- Remediation of existing issues
- Implementation of configuration changes to any network device, software or system not defined in the SoW.

FEES AND EXPENSES

1 SERVICES BILLING

Services will be invoiced on a Fixed Price basis, upon completion of each milestone.

Fixed Price, Multiple Milestones

Billing Milestone	Description	Amount
Phase 1	Survey	\$5,110.00
Phase 2	Post Site Survey	\$5,710.00
TOTAL		\$10,820.00

2 EXPENSES BILLING

- Travel expenses have been included in the engagement pricing.

AUTHORIZATION AND ACCEPTANCE

By signing below, both Supplier and the Customer agree to the Terms and Conditions of this SOW and Region 19 Contract #16-7210

Pivot Technology Services Corp.
d/b/a Computacenter

El Paso County

Signature: _____

Name: _____

Title: _____

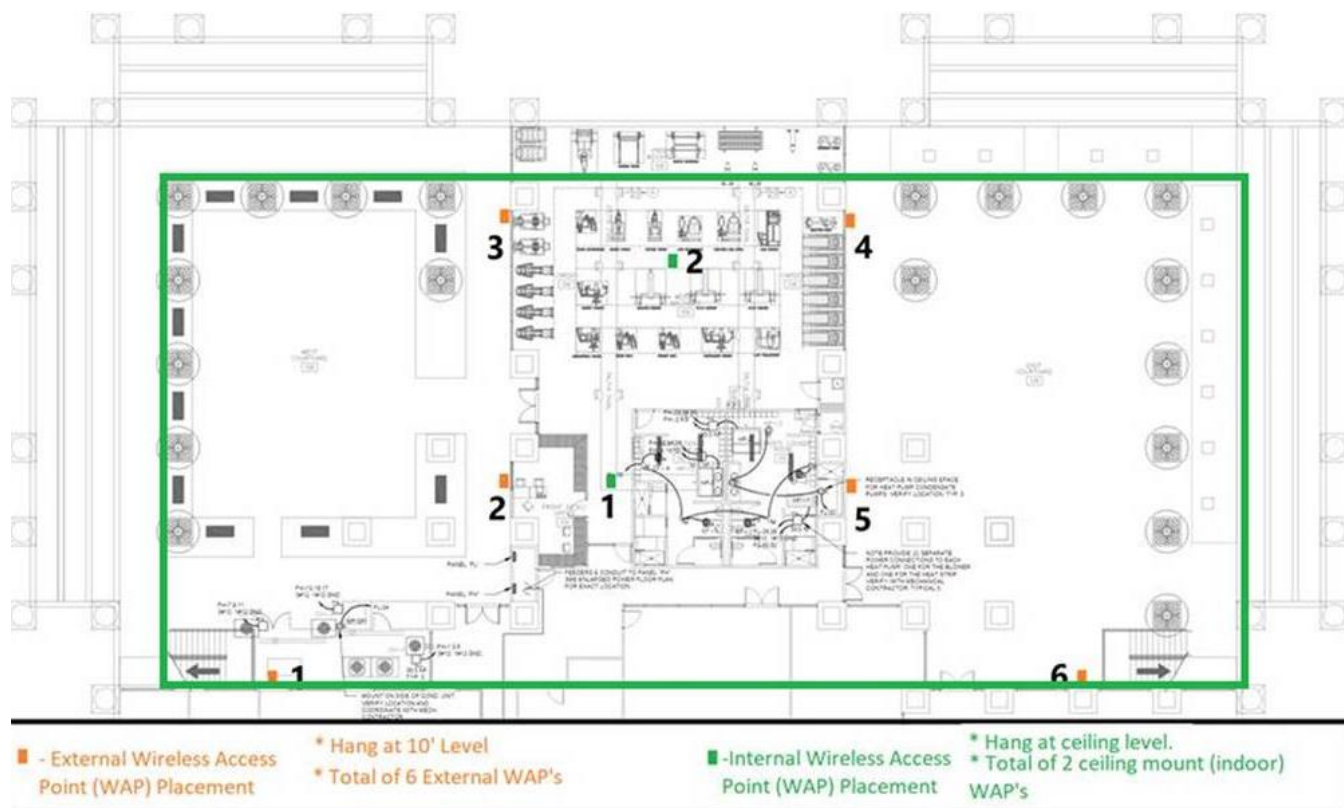
Date: _____

Signature: _____
 Name: _____
 Title: _____
 Date: _____

Upon execution, please submit signed document to PSOperations@pivotts.com

FLOOR PLANS

Floor Plan



Aerial

