



Statement of Work

OUI Managed Services, Inc.
 Professional & Technical Services
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Statement of Work Prepared By	
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Phone #:	678-245-8715
Date:	X/XX/XXXX
Quote Version (A, B, C, ...Z):	A

Business Partner		End User	
BP Name:	*** SAMPLE ***	Customer Name:	*** PARTNER DEMO KIT 1B ***
Contact Name:		Contact Name:	
Address:	<input type="text"/>	Address:	
City:		City:	
State:		State:	
ZIP:	<input type="text"/>	ZIP:	
Email id:		Email id:	<input type="text"/>
Contact #s:		Contact #s:	<input type="text"/>

Schedule Resources - Time Requirement

All services are to be scheduled with a minimum of (2) weeks lead time, however less than (2) weeks lead time may be possible and a best effort will be given to meet the desired dates. An OUI project coordinator will notify the Business Partner if the time frame will require additional fees based on services/support requirements.

End User Services/Support Location(s)	
Main Location	
Address:	<input type="text"/>
Contact:	<input type="text"/>
Phone:	<input type="text"/>
Email id:	<input type="text"/>
Enter additional locations and contacts below	
<input type="text"/>	<input type="text"/>

Services Summary

Professional Services – Radvision (Scopia) Implementation for the below:

- **(2) SCOPIA XT5000**
- **SCOPIA ELITE 5105 Bundle**

Quote Details & Work to be Performed

Remote Project Coordination:

- Participation on (1) Initial kick-off call to confirm the SOW and requirements
- Resource scheduling support and coordination
- Single point of contact
- Does not include formal project plan

(2) XT5000 – On-site Engineer will be responsible for the following:

- Participate in 1 kickoff call with the customer to confirm the scope of work and customer requirements
- Discuss IP address requirements.
- Inventory and unpack hardware
- Install the Codec on customer provided shelf or credenza
- Connect customer provided network cable required for the Codec and connect to local AC Power.
- Install the Camera on customer provided shelf
- Connect camera to the codec using the supplied camera cable
- Configuration of Codec for use on the customer's network.
- Installation of a single customer provided flat panel monitor (up to 55") and mount
- Connect the flat panel monitor to customer provided local AC Power
- Connect Codec unit to flat panel monitors using the supplied HDMI
- Connect Mic Pod to codec unit using the supplied cable
- Retrieve and load licenses if required.
- Testing calls to and from other H.323 endpoints
- Includes up to 2 days on-site for installation, configuration, and training.

Elite 5110 Bundle – On-site Engineer will be responsible for the following:

- Participate in 1 kickoff call with the customer to confirm the scope of work and customer requirements
- Discuss IP address requirements. Inventory and unpack hardware
- Install the Elite MCU and the Scopia Desktop Server into a customer provided standard 19" rack.
- Connect customer provided network cables required for the MCU and Scopia Desktop and connect to local AC Power.
- Configuration of Elite MCU for use on the customer's network.
- Configuration of the Scopia Desktop Server for use on the customer's network.

- Installation of iView Suite
- Retrieve and load the additional licenses if required
- Basic Administration orientation for the customer on setting up MCU service profiles and call preferences
- Basic Administration orientation on setting up Scopia Desktop preferences and management of desktop and mobile connectivity
- Basic Administration orientation on setting up iView and ECS Gatekeeper preferences, Virtual Room management, endpoint registrations, and call control.
- Basic Administration orientation on use of local iView directory, or integration with Active Directory or LDAP.
- Testing calls to and from a local endpoint to the Bridge and the Scopia Desktop Server.
- Includes up to 2 consecutive days onsite for installation and configuration.
- Does not include integration to customer's PBX or other external applications (Lync, Exchange, Lotus Notes, etc). These items can be added for additional charges.

Pathfinder - Onsite Engineer will be responsible for the following:

- Participate in 1 kickoff call with the customer to confirm the scope of work and customer requirements
- Discuss IP address requirements.
- Inventory and unpack hardware
- Install the Pathfinder Server into a customer provided standard 19" rack.
- Connect customer provided network cables required for the Pathfinder Server and connect to local AC Power.
- Configuration of Pathfinder Server for use on the customer's network.
- Configuration of Pathfinder server in iView
- Retrieve and load the additional licenses if required
- Basic Administration orientation for the customer on setting up Pathfinder preferences
- Configuration of Pathfinder Client/Clients if desired
- Basic Administration orientation for the customer on setting up Pathfinder Client preferences is deployed
- Testing calls to and from external and internal endpoints and MCU if applicable
- Includes up to 1 day for installation and training

Customer Responsibilities

- Stand up and configure Windows server/servers for iView and Scopia Desktop based on the specifications outlined in the Site Readiness form
- Provide dedicated IP address, subnet mask, and gateway for the MCU. (Elite 51xx requires 1 IP address, Elite 52xx requires 2)
- Provide dedicated IP address, subnet mask, and gateway for the iView/ECS server
- Provide dedicated IP address, subnet mask, and gateway for the Scopia Desktop server (iView and Scopia Desktop can be deployed on the same server with 1 IP address depending upon the configuration and customer requirements)
- Configuration of firewall for all devices that require external access
- Provide A Record for Scopia Desktop server
- Provide dedicated IP address, subnet mask, and gateway for the Codec.
- Customer to ensure Network and Power are installed for the Codec and Flat Panel prior to technician arriving onsite.
- Assumes codec and camera are to be installed within the standard distance of the camera cable

supplied with the system. (5 meters for the XT1200, 2.5 meters for the XT4200 & XT5000)

- Assumes basic cable routing between the codec and flat panel monitor in standard wall cavities. (No advanced cabling through ceilings or plenum air spaces.)
- Assumes basic cable routing between the codec and mic pod in standard wall cavities or existing conduit. (No advanced cabling through ceilings, plenum air spaces, floors. Does not include any floor core drills)
- Provide dedicated IP address, subnet mask, and gateway for the Pathfinder Server. (1 IP address for Single NIC deployments, 2 IP addresses for Dual NIC deployments)
- Configuration of firewall for external access
- Provide A Record and DNS SRV records if desired.
- Complete and return all pre-installation documents 2 weeks prior to scheduled installation date.
- Must provide 2 weeks advance notice of installation date for travel arrangements.

Remote IP Video Assessment Engineer is responsible for the below:

- Participate in Video Assessment kickoff call
- Review roles, responsibilities and timelines
- Discuss the proposed video solution
- Determine the video simulation parameters
- Review network topology, proposed video solution, and data specs.
- Determine number and location of required test agent computers.
- Provide instructions and troubleshooting support for agent installation.
- Verify agent connectivity, perform health check on agents.
- Determine test design and agent pairing to best match proposed IP video solution.
- Perform 2-hour preliminary and ramp up testing.
- Launch 24 hour final test.
- Generate report detailing test results.
- Conclusion call with engineer
- Single point of contact for the project
- Included for 1 site with up to 50 endpoints.

Statement of Work Addendum

N/A

Project Budget/Quote Total

Enter total budget cost below for quote details & work to be performed. This quote for services is given in good faith and is valid for **60 days from 3/21/2013**

Payment Terms: Project invoices are due upon receipt from Partner Services-OUI Managed Services Inc., to Business Partner, unless prior negotiations with ScanSource Reseller Financial Services (RFS) Department.

Advance Payment: Purchase order greater than \$50,000.00 will require an advance payment before scheduling. Payment must be received prior to commencement of project kickoff. Please remit advance payment to OUI Managed Services Inc., 250 Scientific Drive, Suite 300, Norcross, GA. 30092, Attn: Anthony Hogan.

Demo Installation Total: \$ 13,000.00
(Optional) Video Assessment Total: \$ 1,448.00

Business Partner/End User Responsibilities

1. Premises access arrangements
2. Provide on-site contact that has authority to make decisions related to implementation/deployment
3. Network readiness (i.e., Internet Access, VLANs, DHCP, etc.)
4. Remote high speed/VPN access
5. Applicable wiring in place and toning/testing, tagging and labeling
6. Ensure that the DMARC has been extended and the wiring tested to the equipment room where the equipment will be installed
7. Applicable IP addresses, subnet mask, default gateway
8. Design assurance
9. Equipment room/environmental readiness
10. Installation materials (i.e., wiring, racks, p panels, cords, jacks, cabling, Amphenol tails, punch blocks, cabling peripherals, etc.)
11. Any escalations to Avaya Tier 3 or Tier 4 involving software/hardware malfunctions

General Statement Assumptions

1. The Quote/Statement of Work (SOW) within this Partner Services Agreement contains a summary description of the services to be performed by Partner Services or its subcontractors.
2. Site and system preparations are responsibility of Business Partner.
3. Any changes to the Statement of Work, additional out of scope services and rescheduling of dates/time experienced under this engagement shall be subject to Partner Services-OUI Managed Services Inc standard time and material rates. No oral statements by from Business Partner or other party shall constitute an official modification of statement of work. All SOW changes shall be requested in writing and accepted/rejected by Partner Services-OUI Managed Services Inc in writing.
4. Any missing, dead on arrival (DOA), unrelated equipment and network unavailability may require additional visit(s), which will be billed at normal T & M rates, plus a visit charge per occurrence with associated travel cost.
5. Overtime and emergency hours: Evening, Saturday and/or weeknight emergencies will be billed at the overtime rate of 1.5 multiple with a two-hour minimum. Sunday and holidays will be billed at the overtime rate of 2 times multiple of the applicable hourly rate with two hour minimum.
6. Travel to end user site will occur on first scheduled day of engagement. If previous day travel is necessary, an extra travel day charge will be incurred.
7. All travel charges included in this SOW assume 15-day notice from point of scheduling unless otherwise firm quoted in advance of Purchase Order receipt. Any schedule changes to travel reservations due to Business Partner rescheduling (for any reason) will result in additional charges that are the responsibility of the Business Partner. All date changes to already scheduled projects must be received in writing and are subject to a re-quote of all applicable charges.

Standard Terms & Conditions

By agreeing to these standard terms & conditions your statutory rights are not affected

1. Purchase orders that remain outstanding and un-paid for after date of invoice, can incur an extra charge of 1.5% each month culminating at a total 18% of the outstanding invoice amount. Partner Services-OUI Managed Services, Inc reserves the right to refuse to undertake any further work from Business Partner, including work in progress, until all outstanding invoices are paid in full.
2. Returned checks will incur an additional fee of \$25.00 per check.
3. Cancellation of purchase order may be made by telephone, or email. However, following initial cancellation request Partner Services-OUI Managed Services, Inc. will require formal written notification from the Business Partner. Afterwards, the Business Partner will be invoiced for all work completed over and above the initial payment made at the time of Statement of Work acceptance/authorization, if applicable.
4. Business Partner is responsible for design specification that ensures services viability/operability before accepting quotation from Partner Services-OUI Managed Services, Inc. If assistance from Partner Services-OUI Managed Services, Inc with design assurance, Business Partner will incur additional fees charged at T&M rates.
5. Partner Services-OUI Managed Services, Inc will perform services/support in a professional and workmanlike manner. We will use reasonable efforts to complete services/support in accordance with the project agreement set forth in the statement of work, subject to the fulfillment by the End User/Business Partner of its responsibilities as set forth in this agreement.
6. Site and hardware/software install preparations are assumed the responsibility of the End User/Business Partner. Partner Services-OUI Managed Services, Inc Project Management/Project Coordination will forward specific requirements and responsibilities related to agreed to services/support implementation /deployment after a signed acceptance/authorization agreement has been submitted and work has been scheduled
7. This SOW applies to services/support shown in quote details and work to be performed section *only*. Any other services/support identified under this Agreement must be reflected in a separate statement of work (SOW) agreement or statement of work (SOW) addendum with additional applicable fees.
8. This SOW services/support is to be performed during consecutive days/timeframe unless otherwise noted in quote details and work to be performed section, shown above.
9. A copy of the SOW estimate/quote is to be signed and dated by the Business Partner manually (cursive or print) or digitally to indicate acceptance and should be returned to Partner Services-OUI Managed Services, Inc. As well as, the Business Partner may send an official Purchase Order # (PO#) in reply to the estimate/quote which binds the End User to accept Partner Services-OUI Managed Services, Inc terms and conditions. No work on a statement of work (SOW) will commence until receipt of a signature and associated PO# has been received by Partner Services-OUI Managed Services, Inc.
10. Project prices are valid for 60 days from the date of the SOW acceptance/authorization. Partner Services-OUI Managed Services, Inc may re-negotiate prices after 60 days from original acceptance/authorization, if services/support has not been scheduled.
11. Partner Services-OUI will provide two (2) hours of services/support with Avaya escalations to Avaya Tier 3 or Tier 4 involving software/hardware malfunctions caused by Avaya and/or End User. After two hours of service/support, Business Partner/End User will incur charges from Partner Services-OUI Managed Services Inc billed at T&M hourly rate (\$150.00) and applicable travel expenses per allocated resource.

Statement of Work Acceptance & Authorization

By accepting/authorizing this OUI-SOW agreement, you agree to all stipulations shown above.

Terms and conditions of this professional services agreement apply in full to services/support provided under this Statement of Work. The Business Partner shown below acting with proper authority has executed this statement of work agreement.

Business Partner

Name

Title

\$

Amount Approved

Telephone #

Email ID

Date Accepted & Authorized

PO #/Ver. (A, B, C...Z)

Requested Due Date

Please complete and return signed SOW Acceptance & Authorization via email, orderentry@partnerservicesinc.com, or fax, (770) 447-9019, to Partner Services-OUI Managed Services Inc.