

Attachment B to Master Services Agreement

STATEMENT OF WORK (SOW)

BETWEEN THE CITY OF AURORA, ILLINOIS AND SCIENTEL SOLUTIONS, LLC

Network Managed Services

This is Attachment B to the **Master Services Agreement** (MSA), dated as of _____, between **the City of Aurora, Illinois** (hereinafter the “**City**”); and Scientel Solutions, LLC having a business address of 2021 N. Eola Road, Aurora, IL 60502 (hereinafter the “**Scientel**”) known collectively, the “**Parties**” and each, a “**Party**”.

This SOW is entered into pursuant to and subject to the provisions of the **Master Services Agreement** (MSA), dated _____ (the “**SOW Effective Date**”), by and between the **City** and **Scientel** (as amended, modified or supplemented through the SOW Effective Date, the “**Master Services Agreement**” or “**MSA**”), the terms of which, except as may be expressly modified or excluded herein, are incorporated herein by reference.

Scope of Work

The City of Aurora's Network Infrastructure consists primarily of City owned hardware and a maintenance contract through Cisco SmartNet. Internal IT teams monitor and manage the infrastructure with external support when there are critical issues. The hardware is primarily Cisco consisting of ~350 items including servers, switches, controllers, telepresence and more. Some maintenance contracts have reached the end of life and the city would retire or replace items as needed. The remainder of maintenance items end support between February and April of 2021. The City has identified items to retain and which to replace, including target items for a planned replacement. Some of the replacements will be with “off the shelf” models that do not require maintenance support.

Scientel will partner with the City's internal team to manage day to day issues, provide coverage during events, and support proactive replacement and management of the infrastructure. The City's team will work with Scientel to ensure that all activities covered. Scientel will deliver services consisting of but not limited to:

- Monitoring, alerting and performance analysis for infrastructure equipment, applications and services related to Local Area Network, Wide Area Network and Wireless Network
- Network Optimization, including managed registration for Wireless network
- Performance Testing
- Carrier Troubleshooting
- Upgrades for network hardware and software Service strategy,
- Aid in design and configuration of network resources
- Maintenance of network hardware and firmware
- Infrastructure Planning and determination of new hardware
- In accordance with established Service Level Agreements, the selected vendor will manage enterprise networking equipment, issues that include integration, troubleshooting, monitoring and health checks, technical support, software updates, RMA, road mapping and lifecycle management. The vendor would be responsible for any new or replacement hardware during the engagement.
- The initial hardware planning and replacement would occur at the beginning of the contract.

Scientel Solutions will create a co-managed relationship with the City by providing support, maintenance and monitoring services on Day One of the contract being awarded. With this co-managed agreement, Scientel will act as an extension of the City's IT department, providing highly skilled engineers and support staff covering capacity planning, network design services, SLA reporting, break-fix, and 24x7x365 active monitoring. The overall objective of program is to ensure the network will perform at its peak functionality will reducing the operating costs for the City of Aurora.

Support and Maintenance Overview: *Scientel will monitor and respond to alarms, trend for capacity and potential network errors. By taking proactive measures issues will be mitigated before they become service impacting.*

Scientel's annual preventative maintenance procedures will ensure the network is equipped with proper software and firmware updates, preventing security and operational issues. Life Cycle Management tracking will assist in proper budget planning and prevent end of life equipment residing in the network, unsupported.

Dispatch Scope of Work: *Scientel will provide incident management through dispatch service as set forth herein. Scientel maintains contact with the on-site technician until system restoral and the incident is closed. Scientel will continuously track and manage incidents from creation to close through an automated incident tracking process. This incident management allows for Scientel to provide incident activity reports. On-site infrastructure response provides for on-site technician response by Scientel. Scientel will respond to the customer location based on pre-defined severity levels set forth in the Response Timetable in order to restore the System.*

Maintenance Windows: *Scientel Solutions will work with the City to develop and create a maintenance window where network maintenance can be performed on a regular basis when it is required. Forms and*

communication structure will be created to assure proper notification for the announcement of all phases of the maintenance window.

Preventative Scope of Work: Network preventative maintenance will provide an operation test and alignment on the customer's infrastructure equipment to ensure the infrastructure meets original manufacturer's specifications, as set forth in the applicable attached exhibits twice a year. Network preventative maintenance will be performed during standard business days and hours.

Engineering Tools and Capacity Planning: Included in this statement of work and pricing will allow for optimal capacity planning and utilization of the network.

Design & Professional Services: Network design services are included in the price of the offering to the City under Additional Services. Aside from maintaining and supporting the network, discussions and planning that would maximize network capabilities and reduce costs are crucial.

Network Upgrades: Scientel will work with the City infrastructure staff to coordinate and plan any network upgrades. This will include all required coordination and capacity planning based on agreed network expansion. Each area of the network will be analyzed to assure that equipment sizing is met. Coordination with Scientel's NOC will assure proper handoff from implementation, monitoring, and maintenance. Additionally, we will work with the City to ensure we meet the City's goals in its re-design of the city's end of life Cisco infrastructure.

Pricing

The term of work under this SOW will be for 3 years with a mutual options for a fourth and fifth year, with pricing per year set out below. Additional equipment may not be ordered after the second year of this contract unless the parties have agreed to exercise the option to extend the contract for a fifth year, in which case additional equipment may be ordered in the second year of this contract.

Year 1 Pricing	Year 2 Pricing	Year 3 Pricing	Total 3 Year Pricing	Year 4 Pricing	Year 5 Pricing	Total 5 Year Pricing
\$350,000.00	\$360,500.00	\$371,315.00	\$1,081,815.00	\$382,454.45	\$393,928.08	\$1,858,197.53

		Implementation Pricing	Year 1 Annual Pricing	Assumptions / Notes
1	Additional 50 device support (200 - 250 Total Devices)		\$350,000	Additional 50 Units at no cost to the City of Aurora
2	Additional 51 devices to 100 devices (251 - 300 total devices)		\$445,000	Plus 3% for each subsequent year

3	Additional 101 devices to 200 devices (301 - 400 total devices)		\$600,000	Plus 3% for each subsequent year
4	Additional 201 devices to 300 devices (401 - 501 total devices)		\$740,000	Plus 3% for each subsequent year
5	Removal of up to 50 devices (100 - 150 Total Devices)		\$262,500	Plus 3% for each subsequent year
6	Server/Switch Installation	\$4,250.00	\$ -	
7	Executive Manager	\$275.00	\$ -	
8	Sr. Program Manager	\$175.00	\$ -	
9	Program Manager	\$150.00	\$ -	
10	RF Engineering Manager	\$175.00	\$ -	
11	RF Engineer	\$150.00	\$ -	
12	RF Technician	\$100.00	\$ -	
13	Network Engineer	\$150.00	\$ -	
14	Network Technician	\$100.00	\$ -	
15	Construction Manager	\$110.00	\$ -	
16	Construction Supervisor	\$85.00	\$ -	
17	Civil/Mechanical Engineer	\$150.00	\$ -	
18	Electrical Engineer	\$150.00	\$ -	
19	CAD - Wireless Designer	\$70.00	\$ -	
20	Site Acquisition Manager	\$150.00	\$ -	
21	Site Acquisition Specialist	\$110.00	\$ -	
22	Administrator/Scheduler	\$50.00	\$ -	
23	Logistics Manager	\$50.00	\$ -	

As referenced in Section 5b of the RFP Response, *"Pricing for the Scientel contracts and terms were completed using the H-GAC pricing contract. Scientel's H-GAC pricing contract can be found at <https://www.hgacbuy.org/contracts/documents/CW10-19/Scientel-Wireless.pdf>"* As such, any additional pricing that is not explicitly listed in SOW 2 of this document, but listed in the H-GAC contract can be utilized by the City of Aurora.