

other necessary rights required to receive the services as delineated in this Contract. The terms of any Required Consent with any third party will be consistent with the terms of this Contract. IBM will pay for any vendor fees required to obtain all IBM Required Consents.

4. If any Required Consent is not obtained, the El Paso ISD and IBM will cooperate with each other in achieving a reasonable alternative arrangement for the El Paso ISD to continue to process its work with as minimal interference to its business operations as is reasonable until such Required Consent is obtained.

3.7 Data Privacy

EPISD agrees to allow IBM and entities within its Enterprise to store and use EPISD contact information, including names, phone numbers, and e-mail addresses, anywhere IBM does business. IBM will process such information only in connection with our business relationship, and IBM reserves the right to provide such information to entities within its Enterprise, and its contractors, Business Partners and assignees performing services under this SOW, for uses consistent with their collective business activities, including communicating with EPISD (for example, for processing orders, for promotions, and for market research).

4.0 DELIVERABLES/DOCUMENTATION

The following items will be delivered to El Paso ISD under this Statement of Work. See Appendix A, "Deliverable Guidelines" for a description of each deliverable. Deliverable materials are Type II; there are no Type I deliverable materials.

- Monthly Status Report
- Email Planning Summary Report
- Email Server Configuration Document
- Email software licenses

5.0 SCHEDULE

The Services will be performed during the period specified between the project estimated start date and the estimated end date in this SOW. The following is provided for planning purposes.

5.1 Project Dates

- Estimated Start Date – July 1, 2002.
- End Date – June 30, 2003

5.2 Project Delays

IBM will not be responsible for delays or additional requirements imposed by any El Paso Independent School District agencies or unforeseen conditions such as delays in the progress of the project by your acts or neglect or the acts or neglect of your employees or separate contractors employed by you, by changes ordered in the project not caused by the fault of IBM, by labor disputes, fire, unusual delays in transportation, adverse weather conditions not reasonably anticipatable, unavoidable casualties or other causes beyond IBM's control or by another cause which you and IBM agree is justifiable, the contract time shall be reasonably extended and the charges adjusted, if necessary, by Change Authorization.

6.0 COMPLETION CRITERIA

IBM shall have fulfilled its obligations under this Statement of Work when any one of the following occurs:

- IBM accomplishes the IBM tasks described in section 2.0, "IBM Responsibilities."
- El Paso ISD or IBM terminates the Project in accordance with the provisions of the IBM Customer Agreement.
- The End Date for this SOW is reached.

7.0 CHARGES

TOTAL CHARGES: \$1,478,867

IBM will submit invoices per the payment schedule as stated below.

Total charges for the work specified herein: \$1,478,867, which includes travel and living expenses. State and local taxes are not included.

IBM understands that the decision to implement this project is contingent upon award to the District of funding under the E-Rate program. IBM will not begin work on this project without written notification from EPISD that funding has been approved and that work should begin. If such notification has not been received by December 31, 2002, at IBM's option, IBM may terminate this Statement of Work or implement an extension of this Statement of Work, as well as changes in pricing or other terms and conditions as may be required, via the Project Change Control Procedure outlined in Appendix B.

E-Rate Invoicing: Prior to commencing work, IBM requires 1) a fully signed contract signature sheet; 2) a P.O. in the amount that the E-Rate program is not funding (e.g. non-discounted portion of the eligible costs plus the non-eligible costs), and; 3) a copy of the USAC's Funding Commitment Decision Letter.

As a service to the school, IBM will perform dual billing per E-Rate terms and conditions. First, IBM will invoice the school monthly, as work is completed, for the 'non-discounted' portion of the ELIGIBLE items and for any non-ELIGIBLE items. Secondly, under separate invoice, IBM will invoice the E-Rate FCC Snowe-Rockefeller administration for the remaining discounted portion of the ELIGIBLE items. Payment is due as specified in the invoice.

Please note that although IBM will bill the school for the 'non-discounted' portion and other charges not eligible under the E-Rate program, the school assumes responsibility for the entire contract services charge. Notwithstanding any other provision, the District has the right to terminate this agreement for business reasons if written termination notice is given to IBM prior to any work being performed or service provided.

Excluded from the Services Charge are items involving, but not limited to; repairs to the Location for correcting existing code deficiencies, painting, asbestos removal, plumbing, heating and ventilation, air conditioning work, etc.

IBM Service Provider Identification Number (SPIN): 143005607

IBM reserves a purchase money security interest in the Machines until IBM receives payment of the amounts due. You authorize IBM to prepare and file a financing statement to perfect its purchase money security interest in all Machines you order and IBM delivers under this Statement of Work.

7.1 Payment Schedule

IBM will invoice El Paso ISD and the SLD monthly for services provided and materials delivered during that month. Payment is due upon receipt of invoice by the El Paso ISD Accounts Payable Department.

8.0 PROJECT WARRANTY

Warranty for IBM Machines

For each IBM Machine, IBM warrants that it:

1. is free from defects in materials and workmanship; and
2. conforms to its Specifications.

The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. During the warranty period, IBM provides repair and exchange Service for the Machine, without charge, under the type of Service IBM designates for the Machine.

If a Machine does not function as warranted during the warranty period and IBM is unable to either 1) make it do so, or 2) replace it with one that is at least functionally equivalent, you may return it to IBM and your money will be refunded.

Additional terms regarding Service for Machines during and after the warranty period are contained in Part 5 of the ICA.

Warranty for IBM Programs

For each warranted IBM Program, IBM warrants that when it is used in the Specified Operating Environment, it will conform to its Specifications.

The warranty period for a Program expires when its Program Services are no longer available. During the warranty period, IBM provides defect-related Program Services without charge. Program Services are available for a warranted Program for at least one year following its general availability.

If a Program does not function as warranted during the first year after you obtain your license and IBM is unable to make it do so, you may return the Program and your money will be refunded. To be eligible, you must have obtained your license while Program Services (regardless of the remaining duration) were available for it. Additional terms regarding Program Services are contained in Part 4 of the ICA.

Warranty for IBM Services

For each IBM Service, IBM warrants that IBM performs it:

1. using reasonable care and skill; and
2. according to its current description (including any completion criteria) contained in this Agreement, an Attachment, or a Transaction Document.

Warranty for Systems

Where IBM provides Products to you as a system, IBM warrants that they are compatible and will operate with one another. This warranty is in addition to IBM's other applicable warranties.

8.1 Extent of Warranty

If a Machine is subject to federal or state consumer warranty laws, IBM's statement of limited warranty included with the Machine applies in place of these Machine warranties.

The warranties stated above will not apply to the extent there has been misuse, accident, modification, unsuitable physical or operating environment, operation in other than the Specified Operating Environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. With respect to Machines, the warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

8.2 Items Not Covered by Warranty

IBM does not warrant uninterrupted or error-free operation of a Product or Service or that IBM will correct all defects.

IBM will identify IBM Products that it does not warrant.

Unless IBM specifies otherwise, it provides Materials, non-IBM Products, and non-IBM Services **WITHOUT WARRANTIES OF ANY KIND**. However, non-IBM manufacturers, suppliers, or publishers may provide their own warranties to you

APPENDIX A: DELIVERABLES/DOCUMENTATION GUIDELINES

A.1 Monthly Status Reports

Purpose: IBM will provide Status Reports monthly during the project to describe the activities during the reporting period. Significant accomplishments, milestones and problems will be described.

Delivery: One (1) hard copy will be delivered to the EPISD Project Manager.

Content: The report will consist of the following, as appropriate:

- Activities performed during the reporting period
- Activities planned for the next reporting period
- Project change control summary
- Problems, concerns, and recommendations

A.2 Email Planning Summary Report

Purpose: IBM will provide the Email Planning Summary Report at the completion of the Email Installation Planning task to summarize the results of the planning for Email installation.

Delivery: One (1) hard copy will be delivered to the EPISD Project Manager within five (5) working days following the reporting period.

A.3 Email Server Configuration Document

Purpose: IBM will provide this document upon completion of the Email Deployment task.

Delivery: One (1) hard copy of the Email Server Configuration Documentation will be delivered to the EPISD Project Manager

A.4 Email Software Licenses

Purpose: IBM will provide Email software to connect EPISD staff and faculty.

Delivery: IBM will deliver 8000 Email software licenses to EPISD at the completion of this SOW.

APPENDIX B: PROJECT CHANGE CONTROL PROCEDURE

The following provides a detailed process to follow if a change to the Agreement, or to this SOW is required.

A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the Project. Either party may issue a PCR.

The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party. Both the IBM and the El Paso ISD Project Managers will review the proposed change and approve it for further investigation or reject it. IBM will notify El Paso ISD of any charges, which will be due to IBM, which are associated with such investigation. If the investigation is authorized, the IBM and the El Paso ISD Project Managers will sign the PCR, constituting approval by El Paso ISD to fund and pay IBM for the PCR investigation charges and for IBM to invoice El Paso ISD for such charges. The investigation will determine the effect that the implementation of the PCR will have on price, schedule, and other terms and conditions of the Agreement or this SOW.

A written Change Authorization and/or Project Change Request must be signed by both Parties to authorize investigation of the proposed changes when such investigations are required. To authorize implementation of the investigated changes, a written Change Authorization to the contract, or a PCR again in the space indicated, must be signed by both Parties.

APPENDIX C: EQUIPMENT AND OPERATIONAL SOFTWARE

IBM will supply the Email software and associated documentation in accordance with the terms and conditions of this SOW.



APPENDIX D: SIGNATURE PAGE

IBM (we) will provide, and EPISD (you) agree to accept, IBM Services (Services) for "IBM Statement of Work for Email" under the terms and conditions of the IBM Customer Agreement and this Statement of Work. For Scope of Services, Completion Criteria, Charges and other applicable terms refer to the "IBM Statement of Work for for Email", dated January 17, 2002.

IBM is aware of the District's reliance on an outside source of funding (Universal Service Fund) to execute on the implementation tasks described in this SOW. Should EPISD not receive the requested funding for E-rate 5 or should EPISD receive only partial funding, IBM will work with EPISD to incorporate those portions of E-rate 5 funding that can be accomplished based upon available funding. It is specifically understood by IBM and EPISD that no E-rate 5 activity will occur prior to IBM's receipt from EPISD of written authorization to proceed. It is understood by EPISD and IBM that this SOW and its associated pricing is based upon IBM receiving written approval from EPISD to proceed with E-rate 5 no later than December 30, 2002. In the event this approval is not received by this date, IBM reserves the right to restructure the SOW to incorporate on those tasks that can be successfully completed by IBM prior to June 30, 2003. This proposal will remain valid through December 31, 2002.

Total Charges for the work specified herein: \$1,478,867, which includes travel and living expenses. Applicable taxes are not included and are the responsibility of EPISD. Both of us agree that the complete agreement between us regarding these Services will consist of 1) this Statement of Work and 2) the IBM Customer Agreement (or any equivalent agreement signed by both of us).

Agreed to:

El Paso ISD

By *Jack S. Johnston*
(Authorized Signature)

Name JACK S. JOHNSTON

Date 1-16-02

Customer Number 2716257 _____

El Paso Independent School District
6531 Boeing Dr.

El Paso, TX 79925

Project name or identifier EPISD – Email Services

Start Date: July 1, 2002

Agreed to

International Business Machines Corporation

By *Michael Pratt*
(Authorized Signature)

Name MICHAEL PRATT

Date 1-16-02

IBM Customer Agreement No. BN8C298

IBM Office Address:

4487 N. Mesa, Suite 200

El Paso, TX 79902

El Paso ISD---EMAIL

End Date: June 30, 2003

Projected projects for Rd 5
EPISD

<u>Project</u>	<u>DCI Sell Price</u>	<u>IBM Uplift*</u>	<u>IBM Enhancements*</u>	<u>Total Est Cost of Project</u>
ISP Renewal Maintenance**	?	?	Help Desk etc.	?
Cabling	\$ 4,000,000.00			
Network Electronics	\$ 4,452,760.00			
Wireless Project	\$ 2,900,400.00			
Web & File Server Upgrade	\$ 1,250,000.00			
Video Project Expansion	?	?	?	?
Learning Village Expansion	?	?	?	?
Lotus Notes Expansion(Admin Email)	?	?	?	?
Library Web Access Project	\$ 580,000.00			
	\$ 14,856,550.00			

* Columns to be blanked to
customer

**Includes SLA, Smartnet

EL PASO INDEPENDENT SCHOOL DISTRICT

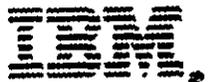
IBM Statement of Work for USF Technical Support



Prepared for

EPISD

January 17, 2002



IBM Global Services
El Paso, Texas

The information in this proposal shall not be disclosed outside the El Paso ISD organization and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal, provided that if a contract is awarded to IBM as a result of or in connection with the submission of this proposal, El Paso ISD shall have the right to duplicate, use, or disclose the information to the extent provided by the contract. This restriction does not limit the right of El Paso ISD to use information contained in the proposal if it is obtained from another source without restriction.

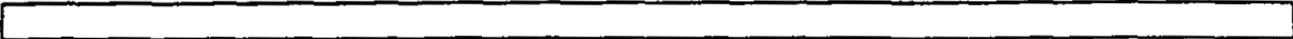


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1.0 EXECUTIVE OVERVIEW

The EI Paso ISD (EPISD) has committed to implement a strategic vision that delivers a superior education environment to its students. IBM's proposal is to provide technical support to EPISD. IBM has provided EPISD with a set of assumptions used in this response to provide further definition of our approach. For a detailed explanation of our compliance, please reference the "Solution Overview" and "IBM Response" sections.

The team IBM has assembled is uniquely and exceptionally qualified to assist EPISD to maximize the E-rate eligible components of EPISD's technical support services. With our proven E-rate track record, IBM offers EPISD a dependable and capable partner for Year 5 E-rate.

Our proposed solution plays into the district's long-term *vision*: to be a leader in instructional technology. Elements of EPISD's technological vision as represented

- Infrastructure support for new instructional applications
- Limited two-way and interactive video
- Internet-based access and applications
- Video group equipment

The guiding principles of our solution are:

- Ability to deliver instructional content to classrooms, desktops, & students
- Scalability/modularity
- Availability
- Maintainability
- Industry-leading, dependable, long-term supportable video hardware

Commitment to service and customer satisfaction

IBM takes great pride in being recognized as a leader in delivering high customer satisfaction across all areas of our business. IBM has demonstrated repeatedly and consistently that our core competency of delivering large, multi-element, complex infrastructure and program management projects results in industry leading customer satisfaction year after year.

IBM's commitment to quality assurance and customer satisfaction is second to none. This commitment is backed by a mature service and support system, developed in over 60 years of business:

- International recognition of our quality processes through ISO 9001 registration
- Internal quality measures that provide ongoing analysis of processes and personnel
- Continual assessment of customer satisfaction
- Corrective and preventive procedures for identifying and resolving problems
- Customer satisfaction programs that empower employees to meet customer needs

- Global quality commitment

IBM's well-earned reputation for dependability, reliability, and commitment is unmatched.

Extensive K-12 knowledge and experience

IBM is actively involved in the Schools and Library Division (SLD) E-rate program, both as an industry participant in the development of the fund, and in assisting hundreds of small, medium, and large urban school districts to implement technology plans with E-rate discounts. IBM provides consulting, strategic planning, design, implementation, and program management services for school districts, including several members of the Council of Great City Schools. The IBM Global Education K-12 web site (<http://www.solutions.ibm.com/k12>) includes SLD program information, news, tips, customer testimonials and references, and pertinent support materials. Our core team of SLD subject matter experts provides EPISD with knowledge and experience drawn from hundreds of IBM personnel and subcontractors who are leveraging SLD today. IBM's knowledge and experience in K-12 education is the collective accumulation of thousands of hours of hands-on involvement between IBMers and the schools they work with across the country, including EPISD.

We have experience at Memphis City Schools, Cleveland Municipal School District, Gallup McKinley County School District and many other E-rate funded school projects. In addition, we are very familiar with the work and the team at EPISD.

IBM's extensive experience in delivering large, complex implementation projects, coupled with our subject matter knowledge of K-12 education, the SLD program, and the El Paso ISD, offers EPISD a unique advantage in seeking and securing SLD E-rate funding.

Experience in managing large, complex projects

IBM is the largest IT Services company in the world based on our strength of capability and our accountability for the success of the projects we have been engaged to deliver. IBM is usually contracted to be a Systems Integrator, or General Contractor, for the implementation of a technology project.

Specific examples of our experience include large projects such as the Memphis City Schools, Gwinnett County Schools, New York City Board of Education, Cleveland Municipal School District and Edison Schools.

National and global reach, organization structure, processes and presence

To fulfill on EPISD's needs in Technical Support, IBM brings extensive company resources, subcontractors, existing Systems Integration processes and procedures, and the financial strength required to be responsible for this engagement during the E-rate approval and payment processes.

IBM has been working with numerous school districts across the country on large, medium and small projects for internal connections implementation. In pricing these projects, IBM has learned through our experience that projects need to be priced as not to exceed prices, rather than minimum prices. We understand that once the 471 application(s) have been made to the SLD that there are no change orders to increase funding allowed. This puts additional pressure on the district, and on a responsible vendor, to provide pricing that ensures the project can be completed, with the services and products defined, on time and within the

budget defined through the 471 application. IBM believes that by assuring the district that we can complete the services defined in our response at the price point we've identified, well in advance of when services will actually be delivered, and with significant unknowns, we try to position ourselves as the lowest AND MOST RESPONSIBLE respondent to the district's needs. We recognize this does not always lead to IBM being the lowest priced respondent at first pass of the responses. We've witnessed districts selecting the lowest respondent for services and then be told, once the project has started, that they can't complete the project without additional funds. This puts the district in a position of a) coming up with additional district funds, or b) having the project not be completed. IBM's position is to price the original scope fairly, accurately, and with an appropriate amount of risk so the district is protected, the project is protected, and IBM's ability to deliver the services the district requires is not compromised.

IBM has agreements in place with national, regional, and local contractors and equipment providers who are ready to perform defined tasks and responsibilities at EPISD. In reviewing our references, you will see how IBM has leveraged this breadth, depth, and reach to perform similar responsibilities for companies and education institutions across the country.

Superior technology skills

IBM Global Services has deployed technical support solutions similar in size and complexity that would meet EPISD's requirements. IBM brings to this project the mix of Cisco and Network Specialists necessary to deliver the design, planning, testing, and implementation support defined.

Commitment to open standards and multi-vendor solution perspectives

IBM Global Services has deployed extensive solutions for education and commercial clients to solve a wide range of business and instructional requirements. In each case, one of the most important requirements has been for the solutions to support industry-recognized standards and to be completely open and nonproprietary. The industry-standard requirement gives clients access to the greatest amount of technical skills and talent, the best investment protection available, and maximum flexibility to work with any and all vendors / suppliers of technology to meet their requirements. IBM Global Services is completely vendor-neutral when it comes to selection of products and services to meet our clients' needs.

Technical Support Overview

Your organization depends on system and network availability. Lost system time translates directly into higher operating costs and loss of responsiveness. Many times, loss of service can reflect directly on Technology Information Services. Efficient service is a necessity. Dedicated, technically superior service is critical to maintain productivity. IBM proposes to offer the technical support outlined in the following pages through the IBM Global Services group. IBM Global Services is real people solving real problems that help you make sense of technology and help ensure that the business solution you want is the one you get. Our people provide assessment, strategy, design, implementation and operational services to help you manage your distributed network distributed, desktop and network environments. We also offer performance optimization, capacity planning, testing services, help desk, and a complete set of services for technical support. Our expertise and proven methodologies can help you manage your education environment, improve operation and performance and

achieve your availability objectives so that education is delivered more effectively and efficiently in your district.

IBM Global Services is offering a Total Technical Support customized services solution in this proposal for El Paso ISD that can supplement EPISD's IT organization by taking on the operational technical support tasks. The Technical Support solution provides an operational support plan that is linked directly to your business imperatives. IBM provides the people, the processes and the tools to keep your district in peak performance mode. As the largest services organization in the world, IBM has an extensive amount of experience working with complex, multifaceted projects. Our success stems from our capability and accountability for the success of the projects we have been engaged in. This is true for large engagements and complete system projects, and includes significant experience in the Technical Support Office model not only in corporate environments, but also specifically in education environments.

In our experience, specifically in large projects such as the State of Ohio School Net Plus project, Memphis City Schools Technology Business Partnership project, Gwinnett County Schools Strategic Technology Partnership project, Austin Independent School District Infrastructure project, Clark County School District (Las Vegas, NV), to name a few. The Technical Support Office model, like the one proposed for EPISD, is most useful when:

- Complex dependencies exist
- Rigorous quality standards need to be applied
- Time frames are critical
- State-of-the-art technical support functions are used
- Large or disparate groups of people are involved, highlighting the requirement for effective communications
- Multiple funding sources are involved (including government funding such as USF)
- Total costs are expected to be high due to the creation and maintenance of an increasingly complex network that integrates older, existing networks with a new state-of-the-art network
- There are numerous sub-processes which require coordination and the application of consistent planning and delivery standards
- Technology expertise at the implementation organization/site is limited
- There is a wide range of technology readiness and requirements within each organization/site
- Multiple communications vendors/sub-contractors may be selected to provide technical support goods/services
- There are both budgetary and skill constraints within the overseeing organization
- There is a desire to aggregate the buying power of a number of disparate organizations

The key challenges for any large multi-faceted project are that it completes on time, stays within budget and results in a high quality product that satisfies the user. IBM is committed to achieving these objectives for El Paso ISD, and will do this by implementing a strong technical support project coordination approach. We believe the Technical Support Office approach which we have used successfully in each of the references, is uniquely well suited to support



and deliver the solutions required by El Paso ISD in a cohesive and well-managed environment.

With IBM responsible for maintaining a Technical Support Office and overall coordination of the project, EPISD's highly skilled team can be used more effectively, ensuring that the schools are using the technology to its maximum effectiveness. IBM will work with EPISD existing Help Desk personnel meeting on a regularly scheduled basis (and as needed) to discuss overall progress, concerns, and to plan improvements to the project as a whole. The Technical Support Office will be placed in the Help Desk Center area already designated at EPISD.

2.0 STATEMENT OF WORK

Introduction

This section defines the Scope of Work to be accomplished by IBM under the terms and conditions of the *IBM Customer Agreement ("Agreement")*. The tasks to be performed by IBM are defined and an estimated schedule is provided. In addition, the responsibilities of El Paso Independent School District (EPISD) are listed.

Changes to this Statement of Work will be processed in accordance with the procedure described in "Appendix A, Project Change Control Procedure".

The investigation and the implementation of changes may result in modifications to the Estimated Schedule, Charges, and/or other terms of the *Agreement*.

During the 2001-2002 school year, IBM implemented a Technical Support Office (TSO) for the network infrastructure and web-enabled environment. EPISD requires on-going services to operate the TSO during the 2002-2003 school year.

IBM will continue to staff the TSO with:

IBM Overall Project Manager - Overall responsibility for the Technical Support Office. This resource will establish a framework for project communications, reporting, procedural, and contracted activity. Coordination of the execution of the Work Plan staffing requirements, staff coordination, client and project communications is also included in the responsibilities.

IBM Technical Support Office Administrative Support - This resource will provide documentation to the EPISD team and IBM project team, assist in coordination of schedules, customized invoicing requirements, and generate working reports, as needed.

IBM Dispatch / Level One Call-in Support - This resource will be the initial point of contact and the first to receive calls for incoming EPISD requests. Problem logging, first level troubleshooting and support, warm transfer to level two support functions and dispatch of on-site technical resources for network problem resolution, as required.

IBM Level Two Advanced Technical Support - This type of resource will act as backup resource for dispatch / level one resources, provide second level advanced technical support for end EPISD users. Additionally, these resources may transfer more technical support issues to more advanced technically skilled /level three resources and / or dispatch of on-site technical resources for network problem resolution. This resource can provide telephone or on-site technical support.

IBM Level Three Advanced Technical Support - This type of resource functions as an extension of level one and level two technical support resources. This resource will be highly skilled in networking, connectivity and network operating system methodologies and provide both telephone and on-site support, as required to support EPISD's network service level expectations.

IBM Field Technical Support - The primary responsibility of this type of resource is to provide on-site network problem diagnosis and resolution. Specifically, this resource will be skilled in



EPISD installed network related products and communications software, as well as Cisco products and the installed EPISD environment.

Extended Field Technical Support - These resources function as an extension of TSO and IBM Field Technical Support. They will take direction from IBM Project Management to support EPISD. On-site telephone support includes network, , telecommunications, and web maintenance. On-site dispatched technicians provide software and network maintenance support coverage including , Networks, T1 network connectivity throughout the school district and end-to-end connectivity.

IBM believes the aforementioned services represent our core competencies, and we look forward to helping EPISD support its network.

The following are incorporated in and made part of this Statement of Work:

- Appendix A - Project Change Control Procedure
- Appendix B - Technical Support Function Implementation Estimated Timeline
- Appendix C - Signature Document

2.1 Project Scope

The Scope of this project includes assistance with the following activities relating to the El Paso ISD (EPISD) Technical Support Office (TSO) functions, including:

1. IBM Project Management of the Technical Support Office
2. Site and Connectivity Networking services support
3. Network infrastructure support
4. Local Area Network (LAN) technical support, including network hardware
5. Technical Support procedures supporting networking systems and maintenance, including design, installation, implementation, and customization of network functions.
6. Dedicated technical resources for network technical support

2.2 Key Assumptions

This Statement of Work, including charges and schedule estimates, is based on the key assumptions documented within this section. Any changes to these assumptions or other assumptions listed within this SOW, will be processed in accordance with the Project Change Control Procedure in Appendix A.

1. IBM will provide suitable office space for the Technical Support Office (TSO). Desk space, telephones, LAN connections and storage space to properly support the Scope of Work (SOW) should be made available prior to IBM's initiation of the support scoped in this SOW.
2. IBM will utilize existing warranties and extended warranties on IBM, OEM, and networking equipment. This SOW does not include extended warranties on IBM, OEM, or networking

equipment. IBM will provide diagnosis and necessary parts for IBM hardware under warranty as related to network support.

3. This Response contains products that are not manufactured by IBM. All non-IBM products must comply with IBM's safety standards. Should IBM deem that any of the proposed non-IBM products do not meet IBM's safety standards, IBM reserves the right to substitute alternative products as available at equal or better quality subject to EPISD coordination.
4. The Technical Support Office (TSO) will operate in extended hours 7AM through 10 PM, Monday through Friday. The TSO will not operate weekends and holidays
5. The IBM Overall TSO Project Manager will be responsible for all project communications related to this scope of work.
6. Travel required to support this SOW is included and will not be charged separately.
7. IBM staffing assumptions are based on this Statement of Work. EPISD will make available appropriate EPISD resources for interaction, feedback, advise so as to allow IBM's ability to respond to scope requirements efficiently as the environment changes over the course of this Statement of Work.
8. EPISD will continue to allow the IBM TSO access to and usage of the environment established for E-rate 4 Maintenance Service Office activities.
9. IBM may utilize subcontractors.
10. Up to 400 servers will be supported.
11. Up to 3,000 network components (hubs, switches and routers) will be supported.
12. Up to 13,000 network nodes will be supported.
13. NT, Novell, and UNIX Server OS will be supported.
14. The current version, and one previous release, of network software, will be supported.
15. Infrastructure and Web enablement tasks funded in E-Rate Round 4 are complete.
16. Level 1 will support up to 3,000 calls a month.

2.3 IBM Responsibilities

The IBM Technical Support Office (TSO), is proposed to include the following types of functionality:

- Overall Project Manager
- Technical Support Office Administration Support
- Dispatch/Level One Call-in Support
- Level Two Advanced Technical Support
- Level Three Advanced Technical Support
- Unix/RISC Networking Technical Support
- Cisco Networking Technical Support
- Field Technician Network Support

- Extended Field Technician Network Support
- Video Support
- Web Access Support

2.3.1 Technical Support Office Project Management

The Technical Support Project Office will be a single point of contact for EPISD contractual concerns. Specific to this project, the Project Manager (with the EPISD-assigned project focal point) will establish a framework of documentation through project communications, reports, procedures, and contracted activity. This individual will be dedicated to EPISD for the life of the project. The Project Manager will review work processes, IBM effectiveness, response time, and customer satisfaction on a monthly basis with the EPISD Project Manager.

Technical Support Office (TSO) – Overall Project Office

IBM will provide an overall Project Manager to provide coordination for execution of telephone assistance, service coordination of problem tickets, administrative tasks, and manage technical support provided. The technical support team will be housed in office space, provided by IBM. IBM's technical support project team (and supporting team members) will be available for meetings relating to this project. Meetings are expected to accomplish (and may not be limited to) the following:

- Create documentation and procedures
- Scheduling and long range planning
- Project reviews and process improvements, on all projects
- Changes in procedures and documentation

All personnel attending meetings will be prepared to discuss the project, and review technical support issues as deemed appropriate.

The IBM team will consist of personnel (with the necessary technical and administrative skills) to perform the duties outlined below.

Specific to Project tracking, reporting and documenting the Project Office will;

1. Measure, track, document, and evaluate progress
2. Resolve issues with the EPISD Project Manager
3. Review project tasks, schedules, and resources and make changes or additions, as appropriate
4. Conduct regularly scheduled meetings with the project team to review project status
5. Review the project progress with the EPISD Project Manager
6. Prepare status reports
7. Administer the project change control procedure
8. Review and analyze project change requests, and
9. Review the work products being produced by the project team.

The Project Manager will coordinate the following activities of the technical support project:

1. **Project Communication.** This includes coordination with EPISD buildings, communication of schedules, and interaction with EPISD internal functional areas
2. **Coordinate and manage necessary resources to deliver services to EPISD specifically related to the EPISD's technical support requirements.**
3. **Act as escalation point of contact for any issues raised as a result of delivery support.**
4. **Coordinate the establishment of the project environment.**
5. **Maintain a Project change control log.**
6. **Develop a Project status-reporting plan.**
7. **Prepare materials for EPISD project update status meetings.**

Completion Criteria

This task is complete when the tasks under "IBM Responsibilities" have been completed including the delivery of any deliverable materials.

Deliverables/Documentation:

1. **Monthly Status Report/Issues List**
2. **Updates to Monthly Technical Support Office (TSO) Activity Report**
3. **Maintaining Technical Support Office Operational Procedures**

2.3.2 Call-in and Dispatch of Technical Support (multiple levels)

The Technical Support Office will provide a single point of contact for call-in, dispatch, help desk functions, and technical support for EPISD personnel as related to support of the EPISD network. This service will use resources that are highly skilled in networking, connectivity, operating system methodologies, and Cisco hardware and configuration support. Both telephone and on-site support will be provided. The Technical Support Office will

- **Take incoming calls from EPISD users**
- **Learn/understand/support EPISD hardware and operational configurations**
- **Serve as initial point of contact for support, technical support and problem resolution**
- **Provide support Monday - Friday, 7:00-10:00, 52 weeks per year, excluding holidays**
- **Provide tracking and logging of problems**
- **Prioritize problems calls and dispatched support**
- **Maintain Technical Support Office operational procedures**
- **Initiate a Problem Management Record to document service outages. Record, analyze, and report on calls received by the TSO.**

- Interface with and coordinate problem determination and resolution with EPISD's appropriate support personnel and third party services providers
- Perform periodic problem reviews for root cause analysis and, in conjunction with EPISD, establish appropriate measures to prevent recurring incidents
- Hold internal status meetings
- Schedule technician activities
- Accept incoming support related calls from end users
- Perform initial problem determination
- Perform appropriate level of technical support
- Dispatch support resources, as necessary
- Work with EPISD to develop documentation related to proper networking operations.
- Distribute technical documentation for technicians
- Provide technical resources with a consistent level of support, including appropriate documentation, throughout project duration
- Attend process improvement meetings
- Provide a monthly TSO activity report
- Provide systems support for servers, switches, routers, video equipment, web access servers, and other network components
- Provide "ownership to resolution" of all network problem calls, monitor and report on the progress of problem resolution (through the monthly TSO activity report), confirm resolution of the problem with the end user, and log final resolution.
- Prioritize problem resolution in accordance with documentation developed by IBM and agreed to by EPISD.
- Provide system status messages appropriate
- Monitor problem status to facilitate problem closure
- Provide problem diagnosis and levels one/dispatch call-in support, level two/advanced network technical support, and level three/advanced network technical support
- Coordinate problem resolution with escalation to appropriate skill level technical resources toward problem resolution goals
- Maintain documentation of problem and 'own' problem resolution for in-scope activities, defined as:
 - Intel servers
 - RS 6000 servers
 - End to end network connectivity up to workstation support related to the network interface card (NIC)