



STATEMENT OF WORK

Project Name:	[REDACTED]	Seller Representative:
Customer Name:	LAKE COUNTY	Damian Gonzalez
CDW Affiliate:	CDW Government LLC	+1 (312) 705-9512 damigon@cdwg.com
Date:	May 21, 2024	Solution Architect:
Drafted By	Meagan Bostek	Eric Marchewitz

This statement of work (“**Statement of Work**” or “**SOW**”) is made and entered into on the last date that this SOW is fully executed as set forth below (“**SOW Effective Date**”) by and between the undersigned, CDW Government LLC (“**Provider,**” and “**Seller,**”) and LAKE COUNTY (“**Customer,**” and “**Client,**”).

This SOW shall be governed by the OMNIA – [REDACTED] between CDW Government LLC and [REDACTED] dated May 1, 2023, as amended (the “**Agreement**”). If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement.

PROJECT DESCRIPTION

PROJECT SCOPE

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. Cut-over services, will be done after hours as needed with the [REDACTED]. Other installation professional services will be completed remotely unless onsite time is requested. The professional services engagement includes:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

SUGGESTED TIMELINE:

Timeline for Lake County	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
[REDACTED]	X	X						
[REDACTED]	X	X						
[REDACTED]			X					
[REDACTED]			X					
[REDACTED]				X				
[REDACTED]				X	X			
[REDACTED]					X			
[REDACTED]					X	X		
[REDACTED]							X	
[REDACTED]							X	
[REDACTED]								X
[REDACTED]								X
[REDACTED]								
[REDACTED]								

PROJECT OVERVIEW

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED] lone

APPROACH

Provider will follow a phased approach to deliver the services shown above. The following phases will be utilized to achieve the objective stated above.

PROJECT KICK-OFF MEETING

Provider will begin with a project kick-off meeting with Customer core project team. The kick-off meeting will last approximately one hour and will include:

- Introductions of Customer and Provider team members
- Establishment of roles and the scheduling of the first engineering discovery session
- Knowledge transfer and review of your company and vision

- Review of Customer-provided information and clarification of questions
- Review of goals for the project

DISCOVERY AND REQUIREMENTS GATHERING

During the discovery and requirements gathering phase, Provider will work with Customer to identify pertinent information that will drive the design and implementation [REDACTED]. During this phase, Provider will work with key Customer project stakeholders to:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

PLANNING AND DESIGN

During the Planning and Design phase, Provider will work with customer to design [REDACTED] and plan the [REDACTED]. This phase may include but not limited to the following items:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

IMPLEMENTATION AND TESTING

Customer and Provider will implement [REDACTED] to satisfy the requirements and design that were discussed in the Discovery phase of the project. This phase may include but not limited to the following items:

- [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

- [REDACTED]
- [REDACTED]

HEALTH CHECK

The goal of the health check is to identify [REDACTED] y.

During the [REDACTED] health check, Provider will leverage its experience [REDACTED] to help Customer avoid potential issues. Provider will review Customer's [REDACTED] and make recommendations on design or configuration changes that are needed to improve [REDACTED]. The [REDACTED] health check may include but not limited to the following items:

- [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
 - [REDACTED]
- [REDACTED]

CUTOVER AND FIRST DAY SUPPORT

- Cutover - Provider will work with Customer to move [REDACTED] into production. The [REDACTED] cutover will take place during a scheduled maintenance period. Once the cutover is complete Provider will work with Customer to test [REDACTED] for proper operations. In addition, Provider will assist Customer with required application testing to validate [REDACTED].
- First Day of Support - On the first product day following the cutover, Provider will provide day one support to assist Customer with any issues that may be present. Provider will review configurations and make modifications to the [REDACTED] configuration as needed to account for Customer's unique environment.
- [REDACTED]

KNOWLEDGE TRANSFER AND DOCUMENTATION

Provider will provide up to (4) hour(s) of basic knowledge transfer [REDACTED]. Topics included are operational tasks, configuring policies, and generating reports. Provider will also review services/items provided created during the project.

PROJECT CLOSURE

Provider project team will participate in a project closure meeting where the project history will be reviewed and the final project documentation will be delivered to Customer.

CUSTOMER RESPONSIBILITIES

Customer is responsible for the following:

-
1. Providing Provider with appropriate physical and/or network access to perform tasks defined in this SOW.
 2. Providing all change control procedures, notifications and maintenance windows that are necessary for the performance of this project.
 3. Providing a resource who is familiar with the existing [REDACTED].
 4. Providing any hardware, software, and/or certificates that are required for installation.
 5. [REDACTED]
 6. [REDACTED]
 7. Coordinate racking, cabling, and powering of all equipment. Customer to verify there is adequate power, UPS, rack space, and network connectivity for the devices included on the bill of materials.
 8. [REDACTED]
 9. [REDACTED]
 10. [REDACTED]

PROJECT ASSUMPTIONS

This SOW is based on the following assumptions.

1. Provider will review initial low-level design with Customer. After mutual agreement, Customer will sign off on acceptance of the design. Any subsequent changes to the design can be made by requesting a Change Order. Provider implementation of the Change Order may be billed at additional cost on a Time and Materials basis.
2. [REDACTED]
3. Work is to be performed remotely with onsite services unless expressly requested by Customer.
4. Additional service hours may be required as a result of changes or other unforeseen complexities as determined during the project.

OUT OF SCOPE

Tasks outside this SOW include, but are not limited to:

1. Training documentation
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]

-
5. [REDACTED]
 6. [REDACTED]

PROJECT SCOPE

Provider will provide professional services related [REDACTED]. The professional services engagement includes:

- [REDACTED]

APPROACH

Provider will follow a phased approach to deliver the services shown above. The following phases will be utilized to achieve the objective stated above.

PROJECT KICK-OFF MEETING

Provider will begin with a project kick-off meeting with Customer core project team. The kick-off meeting will last approximately one hour and will include:

- Introductions of Customer and Provider team members
- Establishment of roles and the scheduling of the first engineering discovery session
- Knowledge transfer and review of your company and vision along with defining test populations for Customer devices
- Review of Customer-provided information and clarification of questions
- Review of goals for the project

DISCOVERY AND REQUIREMENTS GATHERING

During the discovery and requirements gathering phase, Provider will work with Customer to identify pertinent information that will drive the design and implementation of [REDACTED]. During this phase, Provider will work with key Customer project stakeholders to:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

PLANNING AND DESIGN

During the Planning and Design phase, Provider will work with Customer to design [REDACTED]. This phase may include but is not limited to the following items:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

IMPLEMENTATION AND TESTING

Customer and Provider will implement [REDACTED] to satisfy the requirements and design that were discussed in the Discovery phase of the project. This phase may include but is not limited to the following items:

- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

CUTOVER AND FIRST-DAY SUPPORT

- Cutover - Provider will work with Customer to move [REDACTED]. Once the cutover is complete, Provider will work with Customer to test the solution for proper operations. In addition, Provider will assist Customer with required application testing to validate [REDACTED] and configurations.
- First Day of Support - On the first product day following the cutover, Provider will provide day (1) support to assist Customer with any issues that may be present. Provider will review configurations and make modifications to the configuration as needed to account for Customer’s unique environment.

KNOWLEDGE TRANSFER

[REDACTED]
[REDACTED]
[REDACTED]

PROJECT CLOSURE

Provider project team will participate in a project closure meeting where the project history will be reviewed and the final project documentation will be delivered to Customer.

CUSTOMER RESPONSIBILITIES

1. Providing Provider staff with appropriate physical and/or network access to perform tasks defined in this SOW.
2. Providing all change control procedures, notifications, and maintenance windows that are necessary for the performance of this project.
3. Providing a resource who is familiar with the existing [REDACTED].
4. Providing any hardware, software, and/or certificates that are required for installation.
5. [REDACTED]
6. [REDACTED]
7. [REDACTED]
8. [REDACTED]
9. [REDACTED]

PROJECT ASSUMPTIONS

1. Provider will review initial low-level design with Customer. After mutual agreement, Customer will sign off on acceptance of the design. Any subsequent changes to the design can be made by requesting a Change Order. Provider implementation of the Change Order may be billed at additional cost on a Time and Materials basis.

- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]

- 4. Training documentation is not part of this project.
- 5. Work is to be performed remotely unless requested by Customer.
- 6. Additional service hours may be required as a result of changes or other unforeseen complexities as determined during the project.
- 7. Service Connections will be configured and implemented during normal business. A Change Order may be needed if this work must be completed during after-hours.

OUT OF SCOPE

Tasks outside this SOW include, but are not limited to:

- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]
- █ [REDACTED]

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

ITEM(S) PROVIDED TO CUSTOMER

Table 1 – Item(s) Provided to Customer

Item	Description	Format
Health Check Findings Report	A document that records the findings identified during the [REDACTED] health check and potential solutions to verify importation and cleanup of existing [REDACTED]	PDF
[REDACTED] Deployment Instructions & Documentation	A document that details user access and usage for the [REDACTED] cut-over.	PDF
Design and Deployment Document	A document that outlines the [REDACTED] design and deployment details.	PDF
[REDACTED]	[REDACTED]	Visio
Migration Plan	A document that details the [REDACTED] migration plan.	PDF

GENERAL RESPONSIBILITIES AND ASSUMPTIONS

- Customer is responsible for providing all access that is reasonably necessary to assist and accommodate Seller's performance of the Services.
- Customer will provide in advance and in writing, and Seller will follow, all applicable Customer's facility's safety and [REDACTED] and procedures.
- Customer is responsible for [REDACTED] at all Customer-Designated Locations; Seller is not responsible for lost or stolen equipment, other than solely as a result of Seller's gross negligence and willful misconduct.
- This SOW can be terminated by either party without cause upon at least fourteen (14) days' advance written notice.

PROJECT MANAGEMENT

Seller will assign a project management resource to perform the following activities during the project:

- 1. Kickoff Meeting**
 - Coordinate and facilitate kickoff meeting
 - Review SOW including project objectives, schedule, and logistics
 - Identify and confirm project participants
 - Discuss project prerequisites
 - Create and distribute escalation and contact lists
- 2. Project Schedule or Plan**
 - Create a project plan that details the schedule and resources assigned to the project. The schedule should align with the estimated project duration as established in the Project Scheduling section.
 - Monitor project scope and expectations
 - Identify and manage project risks
 - Monitor the status and progress of the project and the quality of items provided
 - Communicate at regular intervals as agreed upon
 - Ensure project timelines, dependencies, budgets, and closure are met within the project lifecycle
- 3. Status Meetings and Reports**
 - Status meetings will be conducted on a regular cadence schedule to proactively identify any issues that may arise in order to mitigate risk
 - Scheduling will be based on agreement with stakeholders, the estimated project duration, and budget available
 - Seller and Customer will discuss action items, tasks completed, tasks outstanding, risks, issues, key decisions, and conduct a budget review
 - The project management resource will document and distribute meeting notes and/or action items for all meetings, and will act as the main POC to Customer, if requested
- 4. Change Management**
 - When a change to a project occurs, the Seller's project change control process will be utilized
 - The project management resource will facilitate any necessary change order(s) and administrative task(s) as necessary
- 5. Project Closure**
 - Once verbal scope completion is confirmed, a written Project Closure Acceptance will be provided for client to formally acknowledge
 - If desired, the project team will meet to recap, answer any questions, and address project transition activities and next steps

CONTACT PERSONS

Each Party will appoint a person to act as that Party's point of contact ("**Contact Person**") as the time for performance nears and will communicate that person's name and information to the other Party's Contact Person.

Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available. The Parties' Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

CHANGE MANAGEMENT

This SOW may be modified or amended only in a writing signed by both Customer and Seller, generally in the form provided by Seller ("**Change Order**"). Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

In the event of a conflict between the terms and conditions set forth in a fully executed Change Order and those set forth in this SOW or a prior fully executed Change Order, the terms and conditions of the most recent fully executed Change Order shall prevail.

PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule ("**Anticipated Schedule**") based on Seller's project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

The following scheduling scenarios that trigger delays and durations to extend beyond what's been planned may require a Change Order:

- Site preparation, such as power, cabling, physical access, system access, hardware/software issues, etc. must be completed in a timely manner.
- Project tasks delegated to Customer PMs/Engineers/Techs/Management/Resources must be completed in a timely manner. For example, in the event a project's prioritization is demoted, and Customer resources are reallocated causing the project's schedule to extend on account of experiencing interruptions to its momentum requiring complete stop(s) and start(s).
- External projects/dependencies that may have significant impact on the timeline, schedule and deliverables. It is Seller's assumption that every reasonable attempt will be made to mitigate such situations.

TOTAL FEES

The total fees due and payable under this SOW ("**Total Fees**") include both fees for Seller's performance of work ("**Services Fees**") and any other related costs and fees specified in the Expenses section ("**Expenses**").

Seller will invoice for Total Fees. Customer will pay invoices containing amounts authorized by this SOW in accordance with the terms of the Agreement. Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein. The pricing included in this SOW expires and will be of no force or effect unless it is signed by Customer and Seller within thirty (30) days from the Date list on the SOW, except as otherwise agreed by Seller. Any

objections to an invoice must be communicated to the Seller Contact Person within fifteen (15) days after receipt of the invoice.

SERVICES FEES

Services Fees hereunder are FIXED FEES, meaning that the amount invoiced for the Services will be \$72,668.00.

The invoiced amount of Services Fees will equal the amount of fees applicable to each completed project milestone (see Table below).

Milestone	Percentage	Fee
Invoice Upon Signed SOW	50%	\$36,334.00
Invoice Upon Completed Work	50%	\$36,334.00
Subtotal	100%	\$72,668.00
Totals		\$62,668.00

EXPENSES

When Seller's personnel are located more than 45 miles from the Customer-Designated location, travel charges will apply. Seller will invoice Customer for the time Seller's personnel spend traveling to and/or from the Customer-Designated Location(s) (or otherwise, as necessary) at a rate of \$125/hour. Seller will make efforts to schedule appropriate personnel from Seller's offices located nearest to the Customer-Designated Location(s) in order to minimize such expenses. Seller's ability to do so may depend on various factors (e.g., specialized project skills needed, personnel availability, and changes to, or challenges inherent in, the Anticipated Schedule).

Direct expenses will not be billed for this project.

TRAVEL NOTICE

Two (2) weeks' advance notice from Customer is required for any necessary travel by Seller personnel.

CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations ("Customer-Designated Locations")

Location	Address
Lake County	18 N County St., Waukegan, IL 60085

SIGNATURES

In acknowledgement that the parties below have read and understood this Statement of Work and agree to be bound by it, each party has caused this Statement of Work to be signed and transferred by its respective authorized representative.

This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any Change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures.

CDW Government LLC

LAKE COUNTY

By: _____

By: _____

Name: Services Contracts Manager

Name: _____

Title: Services Contract Manager

Title: _____

Date: _____

Date: _____

Mailing Address:

Mailing Address:

200 N. Milwaukee Ave.

18 N COUNTY ST FL 8, ACCOUNTS PAYABL

Vernon Hills, IL 60061

WAUKEGAN, IL 60085-4304