

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Chief Executive Office

BOARD AGENDA # *B-12

Urgent Routine

AGENDA DATE May 22, 2012

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Award the Strategic Business Technology Data Center Infrastructure Management System Components Package to Sacramento Computer Power, Inc. for the Strategic Business Technology Server Room Project

STAFF RECOMMENDATIONS:

1. Approve the award of the Strategic Business Technology Data Center infrastructure management system components package to Sacramento Computer Power, Inc. of Sacramento, California for the lump sum amount not to exceed \$297,693.
2. Authorize the Project Manager to issue a notice to proceed contingent upon proper receipt of insurance.

FISCAL IMPACT:

The objectives for the Strategic Business Technology (SBT) Server Room Relocation Project are to ensure that the data center and server room functions are protected and to ensure business continuity in time of an emergency.

On May 15, 2012, the Board of Supervisors approved a total project budget of \$1,798,969 to complete the SBT Data Center Server Room. At that time, the Board of Supervisors directed staff to return on May 22, 2012, to award a contract for the SBT data center infrastructure management system components package. (Continued on Page 2)

BOARD ACTION AS FOLLOWS:

No. 2012-247

On motion of Supervisor Monteith, Seconded by Supervisor Withrow
and approved by the following vote,

Ayes: Supervisors: Chiesa, Withrow, Monteith, De Martini, and Chairman O'Brien

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) x Approved as recommended

2) _____ Denied

3) _____ Approved as amended

4) _____ Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

FISCAL IMPACT: (Continued)

There is no additional fiscal impact associated with today's recommended action as the approved Project Budget has funding for the recommended equipment package.

DISCUSSION:

Background

The Strategic Business Technology Department maintains a data center that houses the core County Information Technology systems, such as the County website, Oracle Financial Management System and PeopleSoft Human Resource Management System. In addition to enterprise systems, the County SBT Data Center houses many of the County departments' servers. Due to continued growth, the current facility is at capacity and can no longer provide space for additional servers or network infrastructure equipment.

On May 15, 2012, the Board of Supervisors approved the award of the construction contract for Bid Package 3 for the Strategic Business Technology Data Center Server Room Improvements at 3705 Oakdale Road to Cheek Construction Management, Inc. of Ceres, California, for the lump sum amount not to exceed \$626,322. At that time, the Board also approved the contract for the back-up generator package to ES, Inc. of Stockton, California, for the lump sum amount not to exceed \$250,962.

At that time, the Board of Supervisors directed staff to return on May 22, 2012, to award a contract for the SBT data center infrastructure management system components (equipment) package.

Today's Recommended Actions

The Project Manager recommends the Board of Supervisors approve the following two actions:

- 1. Approve the award of the contract for the data center infrastructure management system components package to Sacramento Computer Power, Inc. of Sacramento, California for the lump sum amount not to exceed \$297,693.***

This action will approve a direct purchase contract for the data center infrastructure management system components package to Sacramento Computer Power, Inc. of Sacramento, California. On March 8, 2012, three proposals were received: from Sacramento Computer Power of Sacramento, California, OM Office Supply of Mechanicsburg, Pennsylvania, and CompuCom of Dallas, Texas for the infrastructure management system components package. In strict accordance with the Request for

Approval to Award the Data Center Infrastructure Management System Component Package to Sacramento Computer Power, Inc. for the Strategic Business Technology Server Room Project
Page 3

Proposals process, the proposals were evaluated by Capital Projects and SBT staff, and were evaluated on the proposer's ability to meet technical requirements and on pricing. The bids received on March 8, 2012, ranged from \$281,002 to \$297,693. The highest ranked proposer, CompuCom Inc. of Dallas, Texas submitted pricing of \$293,585, however, would not agree to execute the County's contract as presented, particularly on the matter of critical warranties. As a result the second ranked proposer, who has fully agreed to all contract and warranty terms is recommended for this award.

At this time, the Project Manager is recommending the Board of Supervisors approve a direct purchase contract for the data center infrastructure management system components packages to Sacramento Computer Power, Inc. of Sacramento, California, the second highest ranked proposer for the lump sum amount not to exceed \$297,693. Existing appropriations in the approved Project Budget will be sufficient to fund the difference of \$4,108 between the highest and second ranked proposers. With the Board of Supervisors approval of this contract, the project budget remains unchanged as previously approved by the Board of Supervisors at \$1,798,969 to complete the SBT Data Center Server Room improvements at 3705 Oakdale Road.

2. Authorize the Project Manager to issue a notice to proceed contingent upon proper receipt of proper insurance.

This action will authorize the Project Manager to issue a notice to proceed to Sacramento Computer Power, Inc. contingent upon providing the County with proper receipt of insurance.

Schedule

The expected construction duration is six months, with completion expected in the Winter 2012.

POLICY ISSUES:

Approval of this matter supports the Board priorities of A Safe Community, A Healthy Community, and Efficient Delivery of Public Services by back-up power and emergency fire suppression to core server functions maintained during an emergency.

STAFFING IMPACT:

Current Chief Executive Office staff working with Strategic Business Technology and Stanislaus Regional 911 staff will continue to implement the project.

CONTACT PERSON:

Patricia Hill Thomas, Chief Operations Officer. Telephone: 209-525-6333

**AGREEMENT
FOR
INDEPENDENT CONTRACTOR SERVICES**

This Agreement for Independent Contractor Services (the "Agreement") is made and entered into by and between the County of Stanislaus ("County") and Sacramento Computer Power, Inc. ("Contractor") as of July 17, 2012.

Recitals

WHEREAS, the County has a need for services involving Uninterruptable Power Supply and Monitoring System for the Strategic Business Technology Server Room; and

WHEREAS, the Contractor is specially trained, experienced and competent to perform and has agreed to provide such services;

NOW, THEREFORE, in consideration of the mutual promises, covenants, terms and conditions hereinafter contained, the parties hereby agree as follows:

Terms and Conditions

1) **Scope of Work**

a) The Contractor shall furnish to the County upon execution of this Agreement or receipt of the County's written authorization to proceed, those services and work set forth in **Exhibit A**, attached hereto and, by this reference, made a part hereof.

b) All documents, drawings and written work product prepared or produced by the Contractor under this Agreement, including without limitation electronic data files, are the property of the Contractor; provided, however, the County shall have the right to reproduce, publish and use all such work, or any part thereof, in any manner and for any purposes whatsoever and to authorize others to do so. If any such work is copyrightable, the Contractor may copyright the same, except that, as to any work which is copyrighted by the Contractor, the County reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, and use such work, or any part thereof, and to authorize others to do so.

c) Services and work provided by the Contractor at the County's request under this Agreement will be performed in a timely manner consistent with the requirements and standards established by applicable federal, state and County laws, ordinances, regulations and resolutions, and in accordance with a schedule of work set forth in Exhibit A. If there is no schedule, the hours and times for completion of said services and work are to be set by the Contractor; provided, however, that such schedule is subject to review by and concurrence of the County.

2) **Consideration**

a) County shall pay Contractor as set forth in Exhibit A.

b) Except as expressly provided in Exhibit A of this Agreement, Contractor shall not be entitled to nor receive from County any additional consideration, compensation, salary, wages or other type of remuneration for services rendered under this Agreement. Specifically, Contractor shall not be entitled by virtue of this Agreement to consideration in the form of overtime, health insurance benefits, retirement benefits, disability retirement benefits, sick leave, vacation time, paid holidays or other paid leaves of absence of any type or kind whatsoever.

c) County will not withhold any Federal or State income taxes or Social Security tax from any payments made by County to Contractor under the terms and conditions of this Agreement. Payment of all taxes and other assessments on such sums is the sole responsibility of Contractor. County has no responsibility or liability for payment of Contractor's taxes or assessments.

d) Pursuant to Penal Code section 484b and to Business and Professions Code section 7108.5, the Contractor must apply all funds and progress payments received by the Contractor from the County for payment of services, labor, materials or equipment to pay for such services, labor, materials or equipment. Pursuant to Civil Code section 1479, the Contractor shall direct or otherwise manifest the Contractor's intention and desire that payments made by the Contractor to subcontractors, suppliers and material men shall be applied to retire and extinguish the debts or obligations resulting from the performance of this Agreement.

3) Term

a) The term of this Agreement shall be from the date of approval of this Agreement until completion of the agreed upon services unless sooner terminated as provided below or unless some other method or time of termination is listed in Exhibit A.

b) Should either party default in the performance of this Agreement or materially breach any of its provisions, the other party, at that party's option, may terminate this Agreement by giving written notification to the other party.

c) This Agreement shall terminate automatically on the occurrence of (a) bankruptcy or insolvency of either party, (b) sale of Contractor's business, (c) cancellation of insurance required under the terms of this Agreement, and (d) if, for any reason, Contractor ceases to be licensed or otherwise authorized to do business in the State of California, and the Contractor fails to remedy such defect or defects within thirty (30) days of receipt of notice of such defect or defects.

d) The County may terminate this agreement upon 30 days prior written notice to the Contractor. Termination of this Agreement shall not affect the County's obligation to pay for all fees earned and reasonable costs necessarily incurred by the Contractor as provided in Paragraph 2 herein, subject to any applicable setoffs.

4) Required Licenses, Certificates and Permits

Any licenses, certificates or permits required by the federal, state, county or municipal governments for Contractor to provide the services and work described in Exhibit A must be procured by Contractor and be valid at the time Contractor enters into this Agreement. Further, during the term of this Agreement, Contractor must maintain such licenses, certificates and permits in full force and effect. Licenses, certificates and permits may include but are not limited to driver's licenses, professional licenses or certificates and business licenses. Such licenses, certificates and permits will be procured and maintained in force by Contractor at no expense to the County.

5) Office Space, Supplies, Equipment, Etc.

Unless otherwise provided in Exhibit A, Contractor shall provide such office space, supplies, equipment, vehicles, reference materials and telephone service as is necessary for Contractor to provide the services identified in Exhibit A to this Agreement. County is not obligated to reimburse or pay Contractor for any expense or cost incurred by Contractor in procuring or maintaining such items. Responsibility for the costs and expenses incurred by Contractor in providing and maintaining such items is the sole responsibility and obligation of Contractor.

6) Insurance

a) Contractor shall take out, and maintain during the life of this Agreement, insurance policies with coverage at least as broad as follows:

i) General Liability. Comprehensive general liability insurance covering bodily injury, personal injury, property damage, products and completed operations with limits of no less than One Million Dollars (\$1,000,000) per incident or occurrence. If Commercial General Liability Insurance or other form with a general

aggregate limit is used, either the general aggregate limit shall apply separately to any act or omission by Contractor under this Agreement or the general aggregate limit shall be twice the required occurrence limit.

ii) Automobile Liability Insurance. If the Contractor or the Contractor's officers, employees, agents, representatives or subcontractors utilize a motor vehicle in performing any of the work or services under this Agreement, owned/non-owned automobile liability insurance providing combined single limits covering bodily injury, property damage and transportation related pollution liability with limits of no less than One Million Dollars (\$1,000,000) per incident or occurrence.

iii) Workers' Compensation Insurance. Workers' Compensation insurance as required by the California Labor Code. In signing this contract, the Contractor certifies under section 1861 of the Labor Code that the Contractor is aware of the provisions of section 3700 of the Labor Code which requires every employer to be insured against liability for workmen's compensation or to undertake self-insurance in accordance with the provisions of that code, and that the Contractor will comply with such provisions before commencing the performance of the work of this Agreement.

b) Any deductibles, self-insured retentions or named insureds must be declared in writing and approved by County. At the option of the County, either: (a) the insurer shall reduce or eliminate such deductibles, self-insured retentions or named insureds, or (b) the Contractor shall provide a bond, cash, letter of credit, guaranty or other security satisfactory to the County guaranteeing payment of the self-insured retention or deductible and payment of any and all costs, losses, related investigations, claim administration and defense expenses. The County, in its sole discretion, may waive the requirement to reduce or eliminate deductibles or self-insured retentions, in which case, the Contractor agrees that it will be responsible for and pay any self-insured retention or deductible and will pay any and all costs, losses, related investigations, claim administration and defense expenses related to or arising out of the Contractor's defense and indemnification obligations as set forth in this Agreement.

c) The Contractor shall obtain a specific endorsement to all required insurance policies, except Workers' Compensation insurance, naming Stanislaus County, its officers, officials, agents, employees, and volunteers as additional insureds regarding: (a) liability arising from or in connection with the performance or omission to perform any term or condition of this Agreement by or on behalf of the Contractor, including the insured's general supervision of its subcontractors; (b) services, products and completed operations of the Contractor; (c) premises owned, occupied or used by the Contractor; and (d) automobiles owned, leased, hired or borrowed by the Contractor. For Workers' Compensation insurance, the insurance carrier shall agree to waive all rights of subrogation against Stanislaus County, its officers, officials, agents, employees and volunteers for losses arising from the performance of or the omission to perform any term or condition of this Agreement by the Contractor.

d) The Contractor's insurance coverage shall be primary insurance regarding the County and County's officers, officials and employees. Any insurance or self-insurance maintained by the County or County's officers, officials and employees shall be excess of the Contractor's insurance and shall not contribute with Contractor's insurance.

e) Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the County or its officers, officials, employees or volunteers.

f) The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

g) Each insurance policy required by this section shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party except after thirty (30) days' prior written notice has been given to County. The Contractor shall promptly notify, or cause the insurance carrier to promptly notify, the County of any change in the insurance policy or policies required under this Agreement, including, without limitation, any reduction in coverage or in limits of the required policy or policies.

h) Insurance shall be placed with California admitted insurers (licensed to do business in California) with a current rating by Best's Key Rating Guide acceptable to the County; provided, however, that if no California admitted insurance company provides the required insurance, it is acceptable to provide the required insurance through a United States domiciled carrier that meets the required Best's rating and that is listed on the current List of Eligible Surplus Line Insurers maintained by the California Department of Insurance. A Best's rating of at least A-VII shall be acceptable to the County; lesser ratings must be approved in writing by the County.

i) Contractor shall require that all of its subcontractors are subject to the insurance and indemnity requirements stated herein, or shall include all subcontractors as additional insureds under its insurance policies.

j) At least ten (10) days prior to the date the Contractor begins performance of its obligations under this Agreement, Contractor shall furnish County with certificates of insurance, and with original endorsements, showing coverage required by this Agreement, including, without limitation, those that verify coverage for subcontractors of the Contractor. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements shall be received and, in County's sole and absolute discretion, approved by County. County reserves the right to require complete copies of all required insurance policies and endorsements, at any time.

k) The limits of insurance described herein shall not limit the liability of the Contractor and Contractor's officers, employees, agents, representatives or subcontractors.

7) Defense and Indemnification

a) To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County and its agents, officers and employees from and against all claims, damages, losses, judgments, liabilities, expenses and other costs, including litigation costs and attorneys' fees, arising out of, resulting from, or in connection with the performance of this Agreement by the Contractor or Contractor's officers, employees, agents, representatives or subcontractors and resulting in or attributable to personal injury, death, or damage or destruction to tangible or intangible property, including the loss of use; provided, however, such indemnification shall not extend to or cover loss, damage or expense arising from the sole negligence or willful misconduct of the County or its agents, officers and employees.

b) Contractor's obligation to defend, indemnify and hold the County and its agents, officers and employees harmless under the provisions of this paragraph is not limited to or restricted by any requirement in this Agreement for Contractor to procure and maintain a policy of insurance.

8) Status of Contractor

a) All acts of Contractor and its officers, employees, agents, representatives, subcontractors and all others acting on behalf of Contractor relating to the performance of this Agreement, shall be performed as independent contractors and not as agents, officers or employees of County. Contractor, by virtue of this Agreement, has no authority to bind or incur any obligation on behalf of County. Except as expressly provided in Exhibit A, Contractor has no authority or responsibility to exercise any rights or power vested in the County. No agent, officer or employee of the County is to be considered an employee of Contractor. It is understood by both Contractor and County that this Agreement shall not be construed or considered under any circumstances to create an employer-employee relationship or a joint venture.

b) At all times during the term of this Agreement, the Contractor and its officers, employees, agents, representatives or subcontractors are, and shall represent and conduct themselves as, independent contractors and not employees of County.

c) Contractor shall determine the method, details and means of performing the work and services to be provided by Contractor under this Agreement. Contractor shall be responsible to County

only for the requirements and results specified in this Agreement and, except as expressly provided in this Agreement, shall not be subjected to County's control with respect to the physical action or activities of Contractor in fulfillment of this Agreement. Contractor has control over the manner and means of performing the services under this Agreement. Contractor is permitted to provide services to others during the same period service is provided to County under this Agreement. If necessary, Contractor has the responsibility for employing other persons or firms to assist Contractor in fulfilling the terms and obligations under this Agreement.

d) If in the performance of this Agreement any third persons are employed by Contractor, such persons shall be entirely and exclusively under the direction, supervision and control of Contractor. All terms of employment including hours, wages, working conditions, discipline, hiring and discharging or any other term of employment or requirements of law shall be determined by the Contractor.

e) It is understood and agreed that as an independent Contractor and not an employee of County, the Contractor and the Contractor's officers, employees, agents, representatives or subcontractors do not have any entitlement as a County employee, and do not have the right to act on behalf of the County in any capacity whatsoever as an agent, or to bind the County to any obligation whatsoever.

f) It is further understood and agreed that Contractor must issue W-2 forms or other forms as required by law for income and employment tax purposes for all of Contractor's assigned personnel under the terms and conditions of this Agreement.

g) As an independent Contractor, Contractor hereby indemnifies and holds County harmless from any and all claims that may be made against County based upon any contention by any third party that an employer-employee relationship exists by reason of this Agreement.

9) Records and Audit

a) Contractor shall prepare and maintain all writings, documents and records prepared or compiled in connection with the performance of this Agreement for a minimum of four (4) years from the termination or completion of this Agreement. This includes any handwriting, typewriting, printing, photostatic, photographing and every other means of recording upon any tangible thing, any form of communication or representation including letters, words, pictures, sounds or symbols or any combination thereof.

b) Any authorized representative of County shall have access to any writings as defined above for the purposes of making audit, evaluation, examination, excerpts and transcripts during the period such records are to be maintained by Contractor. Further, County has the right at all reasonable times to audit, inspect or otherwise evaluate the work performed or being performed under this Agreement.

10) Confidentiality

The Contractor agrees to keep confidential all information obtained or learned during the course of furnishing services under this Agreement and to not disclose or reveal such information for any purpose not directly connected with the matter for which services are provided.

11) Nondiscrimination

During the performance of this Agreement, Contractor and its officers, employees, agents, representatives or subcontractors shall not unlawfully discriminate in violation of any federal, state or local law, rule or regulation against any employee, applicant for employment or person receiving services under this Agreement because of race, religion, color, national origin, ancestry, physical or mental disability, medical condition (including genetic characteristics), marital status, age, political affiliation, sex, or sexual orientation. Contractor and its officers, employees, agents, representatives or subcontractors shall comply with all applicable Federal, State and local laws and regulations related to non-discrimination and equal opportunity, including without limitation the County's nondiscrimination policy; the Fair

Employment and Housing Act (Government Code sections 12900 et seq.); California Labor Code sections 1101, 1102 and 1102.1; the Federal Civil Rights Act of 1964 (P.L. 88-352), as amended; and all applicable regulations promulgated in the California Code of Regulations or the Code of Federal Regulations.

12) Assignment

This is an agreement for the services of Contractor. County has relied upon the skills, knowledge, experience and training of Contractor and the Contractor's firm, associates and employees as an inducement to enter into this Agreement. Contractor shall not assign or subcontract this Agreement without the express written consent of County. Further, Contractor shall not assign any monies due or to become due under this Agreement without the prior written consent of County.

13) Waiver of Default

Waiver of any default by either party to this Agreement shall not be deemed to be waiver of any subsequent default. Waiver or breach of any provision of this Agreement shall not be deemed to be a waiver of any other or subsequent breach, and shall not be construed to be a modification of the terms of this Agreement unless this Agreement is modified as provided below.

14) Notice

Any notice, communication, amendment, addition or deletion to this Agreement, including change of address of either party during the term of this Agreement, which Contractor or County shall be required or may desire to make shall be in writing and may be personally served or, alternatively, sent by prepaid first class mail to the respective parties as follows:

To County: County of Stanislaus
Chief Executive Office
Attention: Patricia Hill Thomas
1010 10th Street, Suite 6800
Modesto, CA 95354
209-525-6333 (phone)
209-525-4033 (fax)

To Contractor: Sacramento Computer Power Inc.
Attention: Jim Mazerik
829 W. Stadium Lane
Sacramento, CA 95834
916-923-2772 (phone)
916-923-2851 (fax)

15) Conflicts

Contractor agrees that it has no interest and shall not acquire any interest direct or indirect which would conflict in any manner or degree with the performance of the work and services under this Agreement.

16) Severability

If any portion of this Agreement or application thereof to any person or circumstance shall be declared invalid by a court of competent jurisdiction or if it is found in contravention of any federal, state or county statute, ordinance or regulation the remaining provisions of this Agreement or the application thereof shall not be invalidated thereby and shall remain in full force and effect to the extent that the provisions of this Agreement are severable.

17) Amendment

This Agreement may be modified, amended, changed, added to or subtracted from by the mutual consent of the parties hereto if such amendment or change is in written form and executed with the same formalities as this Agreement and attached to the original Agreement to maintain continuity.

18) Entire Agreement

This Agreement supersedes any and all other agreements, either oral or in writing, between any of the parties herein with respect to the subject matter hereof and contains all the agreements between the parties with respect to such matter. Each party acknowledges that no representations, inducements, promises or agreements, oral or otherwise, have been made by any party, or anyone acting on behalf of any party, which are not embodied herein, and that no other agreement, statement or promise not contained in this Agreement shall be valid or binding.

19) Advice of Attorney

Each party warrants and represents that in executing this Agreement, it has received independent legal advice from its attorneys or the opportunity to seek such advice.

20) Construction

Headings or captions to the provisions of this Agreement are solely for the convenience of the parties, are not part of this Agreement, and shall not be used to interpret or determine the validity of this Agreement. Any ambiguity in this Agreement shall not be construed against the drafter, but rather the terms and provisions hereof shall be given a reasonable interpretation as if both parties had in fact drafted this Agreement.

21) Governing Law and Venue

This Agreement shall be deemed to be made under, and shall be governed by and construed in accordance with, the laws of the State of California. Any action brought to enforce the terms or provisions of this Agreement shall have venue in the County of Stanislaus, State of California.

IN WITNESS WHEREOF, the parties or their duly authorized representatives have executed this Agreement on the day and year first hereinabove written.

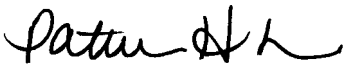

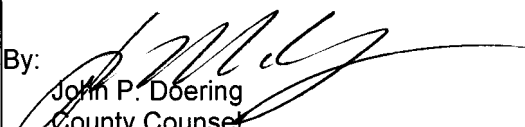
COUNTY OF STANISLAUS By:  Patricia Hill Thomas Chief Operations Officer / Assistant Executive Officer "County"	SACRAMENTO COMPUTER POWER, INC. By:  Name (Printed): Jim Mazerik Title: Sales Rep "Contractor"
APPROVED AS TO FORM: By:  John P. Doering County Counsel	

EXHIBIT A

A. SCOPE OF WORK

The Contractor shall provide services under this Agreement as outlined in RFP #12-10-CP Uninterruptible Power Supply and Monitoring System.

B. COMPENSATION

The Contractor shall be compensated for the services provided under this Agreement as follows:

1) Contractor will be compensated on a lump sum basis for each task as set forth in the proposal and scope of work dated March 8, 2012, attached hereto and, by this reference, made a part hereof. In addition to the aforementioned fees, Contractor will be reimbursed for the following expenses, plus any expenses agreed to by the parties as set forth in a Schedule of Rates attached hereto, that are reasonable, necessary and actually incurred by the Contractor in connection with the services:

- (a) Any filing fees, permit fees, or other fees paid or advanced by the Contractor.
- (b) Expenses, fees or charges for printing, reproduction or binding of documents at actual costs.

2) The County shall retain five (5) percent of all periodic or progress payments made to the Contractor until completion and acceptance of all work tasks.

3) The parties hereto acknowledge the maximum amount to be paid by the County for services provided shall not exceed Two Hundred Ninety-Seven Thousand Six Hundred Ninety-Two Dollars and Ninety-Six Cents (\$297,692.96), including, without limitation, the cost of any subcontractors, consultants, experts or investigators retained by the Contractor to perform or to assist in the performance of its work under this Agreement.



Stanislaus County Strategic Business Technology Request for Proposals

RFP #12-10-CP UNINTERRUPTIBLE POWER SUPPLY AND MONITORING SYSTEM



Non-Mandatory Pre-Conference

February 23, 2012 @ 11:00 a.m.

Closing Date and Time Due

March 8, 2012 @ 4:00 p.m.

Proposers are required to submit one (1) original and four (4) additional copies of their proposal response (including all required attachments) to the address below. Proposals shall clearly identify the project name, RFP number, and RFP response date on the outside of the envelope and be delivered in a sealed envelope. Failure to do so may cause the proposal to be rejected.

**Deliver to:
Stanislaus County
Chief Executive Office/Capital Projects Division
1010 10th Street Suite #2300
Modesto, CA 95354
(209) 525-4380**



PROPOSAL COVER PAGE

The undersigned certifies and declares that any and all statements and information in the attached proposal are true and correct.

RFP PROPOSERS INFORMATION		
Name of Proposing Agency: Sacramento Computer Power		
Primary Contact for Proposing Agency: Jim Mazerik		
Project Name: Stanislaus Co.	RFP #: 12-10-CA	RFP Closing Date: 3/8/12
Business Address: 829 W Stadium Ln		
City: Sacramento	Zip Code: 95834	State: CA
Phone: 916-923-2772	Fax #: 916-923-2851	
Taxpayer ID #:	Business License #: 318222	
E-mail: jim.mazerik@sacpower.com	Phone: 916-923-2772	
Date Signed: 3/5/12		
Print Name: Jim Mazerik		
Signature: <i>[Handwritten Signature]</i>	Initials: JM	
Title: Sales Rep		

FOR COUNTY USE ONLY	
Proposal Number:	Date:
Received by:	
Title:	



PROPOSAL CHECKLIST

SUBMITTAL CHECKLIST			
		YES	NO
1	Signed Proposal Cover Page.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	RFP package completed and signed. Submit an original and four (4) additional signed copies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	W9 form Request for Taxpayer Identification Number and Certification.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	Exceptions to the terms and conditions of this RFP.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Exception to the Sample Agreement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	Insurance Checklist.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	One separately sealed envelope marked " PROPOSAL "	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	One separately sealed envelope marked " RFP-PRICING "	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Signed Non-Collusion Affidavit.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	Bond Requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	Response Clarification Addendum	<input checked="" type="checkbox"/>	<input type="checkbox"/>

N/A

Please return this checklist with your Request for Proposal submittal packet.

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return) Sacramento Computer Power, Inc	
Business name, if different from above	
Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶	
<input type="checkbox"/> Other (see instructions) ▶	
<input type="checkbox"/> Exempt payee	
Address (number, street, and apt. or suite no.) 829 West Stadium Lane	Requester's name and address (optional)
City, state, and ZIP code Sacramento CA 95834	
List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number	
OR	
Employer identification number	

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶ 3-18-09
------------------	----------------------------	-----------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,



Sacramento Computer Power Pricing Proposal Stanislaus County RFP #12-10-CP

Qty	Product	Description	Substitution (if any)	Unit Price	Extended Price
2	PDPM288G6H	APC Modular Power Distribution Unit, 266kW, 400A, 480V:240V Auto-transformer, 72 Pole, 300mm		\$18,677.78	\$37,355.56
11	AP9361	APC Netbotz Rack Access PX - HID		\$1,213.33	\$13,346.67
4	NBPD0150	NetBotz Rack Sensor Pod 150		\$226.67	\$906.67
24	AP9335T	APC Temperature Sensor		\$72.22	\$1,733.33
11	AR3100	NetShelter SX 42U 600mm Wide x 1070mm Deep Enclosure with Sides Black		\$1,132.22	\$12,454.44
1	EPW9	Emergency Power Off (EPO)		\$571.11	\$571.11
13	AR8561	Cable Trough, 600mm		\$89.52	\$1,163.79
1	AR8571	Cable Trough, 750mm		\$101.94	\$101.94
2	AR8580	Cable Trough, Open Bottom, 300mm		\$76.97	\$153.93
13	AR8162ABLK	Data Cable Partition, NetShelter, 600mm Wide		\$37.13	\$482.73
13	AR8163ABLK	Data Cable Partition, NetShelter, 600mm Wide, pass-through		\$38.64	\$502.38
1	AR8172BLK	Data Cable Partition, NetShelter, 750mm Wide		\$66.50	\$66.50
1	AR8173BLK	Data Cable Partition, NetShelter, 750mm Wide, pass-through		\$66.49	\$66.49
2	AR8184	Cable Partition, 300mm		\$38.20	\$76.40
6	3827GY-10	APC CATEGORY 5 UTP 568B PATCH CABLE, GREY, RJ45M/RJ45M		\$3.78	\$22.67
1	3827GY-5	APC CATEGORY 5 UTP 568B PATCH CABLE, GREY, RJ45M/RJ45M		\$2.89	\$2.89
1	3827GY-15	APC CATEGORY 5 UTP 568B PATCH CABLE, GREY, RJ45M/RJ45M		\$4.33	\$4.33
4	47136WH	APC RJ45F/RJ45F, WHITE, IN LINE COUPLER, CAT 5, RJ45F/RJ45F		\$5.89	\$23.56
1	PD3PADAPT5	Adaptor for T5 Type Circuit Breaker, 3 Pole		\$233.33	\$233.33

2	PD3P400AT5B	3-Pole Circuit Breaker, 400A, T5 Type for Symmetra PX250/500kW		\$786.67	\$1,573.33
1	SY150K250DR-PD	APC Symmetra PX 150kW Scalable to 250kW with Right Mounted Maintenance Bypass and Distribution		\$107,658.89	\$107,658.89
20	AP7998	Rack PDU, Switched, Zero U,12.5kW,208V,(21)C13&(3)C19; 10' Cord		\$1,075.56	\$21,511.11
1	PDM3450CS50-260	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 260cm		\$795.56	\$795.56
3	PDM3450CS50-320	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 320cm		\$830.00	\$2,490.00
2	PDM3450CS50-380	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 380cm		\$865.56	\$1,731.11
2	PDM3450CS50-440	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 440cm		\$900.00	\$1,800.00
2	PDM3450CS50-500	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 500cm		\$934.44	\$1,868.89
2	PDM3450CS50-560	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 560cm		\$970.00	\$1,940.00
2	PDM3450CS50-620	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 620cm		\$1,004.44	\$2,008.89
2	PDM3450CS50-680	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 680cm		\$1,040.00	\$2,080.00
2	PDM3450CS50-740	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 740c		\$1,074.44	\$2,148.89
1	PDM3450CS50-800	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 800cm		\$1,110.00	\$1,110.00
1	PDM3450CS50-860	APC IT Power Distribution Module 3 Pole 4 Wire 50A CS50 860cm		\$1,145.56	\$1,145.56
2	AP7960	Rack PDU, Switched, Zero U, 5.7kW, 120V, (24)5-20		\$810.00	\$1,620.00
2	PDM3520L2120-260	APC IT Power Distribution Module 3 Pole 5 Wire 20A L21-20 260cm		\$425.56	\$851.11
11	AR7701	NetShelter SX Bolt-Down Kit		\$55.08	\$605.86
2	AR8164ABLK	Cable Ladder 6" (15cm) Wide w/Ladder Attachment Kit (AR8166ABLK)		\$170.29	\$340.58

2	AR8165ABLK	Cable Ladder 12" (30cm) Wide w/Ladder Attachment Kit (AR8166ABLK)		\$181.30	\$362.60
12	AR8452	APC Data Distribution 2U Panel, Holds 8 each Data Distribution Cables for a Total of 48 Ports		\$32.72	\$392.67
12	AR8469	Data Distribution Plastic Snap-in Panel NetShelter SX (Qty 8)		\$34.94	\$419.33
2	AR8567	Trough End Cap		\$31.22	\$62.44
2	DDCC6-011	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 11FT (3.3M)		\$129.21	\$258.42
4	DDCC6-013	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 13FT (3.9M)		\$135.01	\$540.04
6	DDCC6-015	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 15FT (4.5M)		\$139.61	\$837.67
8	DDCC6-017	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 17FT (4.5M)		\$145.08	\$1,160.62
10	DDCC6-019	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 19FT (5.7M)		\$150.90	\$1,509.00
10	DDCC6-021	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 21FT (6.4M)		\$160.38	\$1,603.78
10	DDCC6-023	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 23FT (7.0M)		\$164.37	\$1,643.67
10	DDCC6-025	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 25FT (7.6M)		\$170.18	\$1,701.78
6	DDCC6-027	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 27FT (8.2M)		\$175.82	\$1,054.93
4	DDCC6-029	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 29FT (8.8M)		\$183.53	\$734.13
2	DDCC6-031	APC Data Distribution Cable, CAT6 UTP CMR 6XRJ-45 Black, 31FT (9.4M)		\$188.77	\$377.53
1	AP9224110	APC 24 Port 10/100 Ethernet Switch		\$242.56	\$242.56
1	AR8429	Horizontal Cable Organizer 1U w/brush strip		\$29.20	\$29.20
2	NBWL0456	NetBotz Room Monitor 455 (with 120/240V PoE Injector)		\$1,745.56	\$3,491.11
1	AP9465	StruxureWare Central Basic		\$2,776.67	\$2,776.67

1	AP9525	StruxureWare Central, 25 Node License Only		\$1,188.89	\$1,188.89
2	AP5717	APC 17" Rack LCD Console		\$939.56	\$1,879.11
				Parts Subtotal	\$244,814.64
				Tax (7.375%)	\$18,055.08
				Shipping	\$10,507.54
				PARTS TOTAL	\$273,377.26

Services to be Provided by APC

Qty	Product	Description	Substitution (if any)	Unit Price	Extended Price
2	WSTRTUP5X8-PD-30	Start-Up Service 5X8 for 1/2 Rack Remote Power Panel		\$1,263.33	\$2,526.67
1	WSITECOORD	Site Coordination Service		\$2,790.00	\$2,790.00
2	WASSEMPDU5X8-PD-30	Scheduled Assembly Service 5X8 for (1) 1/2 Rack Remote Power Panel		\$1,197.78	\$2,395.56
17	WASSEMNB-NB-10	NetBotz Assembly Services		\$120.00	\$2,040.00
2	WASSEM5X8-3R-PX-10	5X8 Scheduled Assembly of 1-3 Additional Racks		\$322.22	\$644.44
1	WASSEM5X8-5R-PX-20	5X8 Scheduled Assembly Service for 1-5 Racks		\$1,188.89	\$1,188.89
1	WCONFIGNBQ-NB-20	NetBotz Configuration		\$2,867.78	\$2,867.78
2	WMS1YRBASIC	1 Year StruxureWare Central Basic Software Support Contract		\$236.67	\$473.33
2	WMS1YR25N	1 Year 25 Node StruxureWare Central Software Support Contract		\$236.67	\$473.33
2	WNBWN001	Base - 2 Year Software Support Contract (NBWL0355/NBWL0455)		\$158.89	\$317.78
1	WNSC010106	StruxureWare Central Alarm Profile Configuration		\$77.92	\$77.92
1	WNSC010102	StruxureWare Central Basic Administration		\$467.50	\$467.50
2	WNSC010101	StruxureWare Management Software Configuration Base Service		\$2,116.67	\$4,233.33

30	WNSC010111	StruxureWare Device Identification		\$2.68	\$80.33
1	WNSC010103	StruxureWare Central Advanced Administration		\$311.67	\$311.67
1	WNSCISXCADM	StruxureWare Central Administrator Training		\$3,362.22	\$3,362.22
1	WNSC010105	StruxureWare Central Alarm Action Configuration		\$25.98	\$25.98
1	WNSC010108	StruxureWare Central Network Management Configuration		\$38.97	\$38.97
				Labor Subtotal	\$24,315.70
				GRAND TOTAL	\$297,692.96

Terms of Payment: Net 30

Validity of Quotation: 30 Days (County may request an extension)

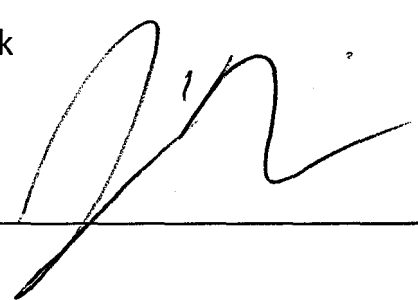
Exception to the Sample Agreement Stanislaus County RFP #12-10-CP

Sacramento Computer Power has one exception to the Sample Agreement.

Sample Agreement does not state payment terms. The County of Stanislaus will be given NET30 terms if SCP wins the bid. SCP will invoice the County upon shipment of the APC parts.

Jim Mazerik

Signed: _____



**NON-COLLUSION AFFIDAVIT TO BE EXECUTED BY
PROPOSER AND SUBMITTED WITH RFP**

I declare under penalty of perjury that the foregoing is true and correct.

RFP PROPOSERS INFORMATION		
Name of Proposer: <u>Sacramento Computer Power</u>		
Primary Contact for Proposing Agency: <u>Jim Mazerik</u>		
Business Address: <u>829 W Stadium Ln</u>		
City: <u>Sacramento</u>	Zip Code: <u>95834</u>	State: <u>CA</u>
Phone: <u>916-923-2772</u>	Fax #: <u>916-923-2851</u>	
Taxpayer ID #:	Business License #: <u>318222</u>	
E-mail: <input type="checkbox"/> <u>jimmazerik@scpower.com</u>	Phone: <u>916-923-2772</u>	
Type of Business:		
<input type="checkbox"/> Individual doing business under own name	<input checked="" type="checkbox"/> Corporation	
<input type="checkbox"/> Individual doing business using a firm name	<input type="checkbox"/> Partnership	
<input type="checkbox"/> Joint Venture—attach agreement		
Date Signed: <u>JM 3/5/12</u>		
Print Name: <u>Jim Mazerik</u>		
Signature: <u>JM</u>	Initials: <u>JM</u>	
Title: <u>Sales Rep</u>		

To be signed by authorized corporate officer or partner or individual submitting the proposal.

The above Non-Collusion Affidavit is part of the RFP. Signing this RFP on the signature portion thereof shall also constitute signature of this Non-Collusion Affidavit. Proposers are cautioned that making a false certification may subject the certifier to criminal prosecution.

INSURANCE CHECKLIST

CERTIFICATE OF INSURANCE CHECKLIST			
Name of Proposer:			
	General Liability	Auto	Workers' Compensation
NAIC # of insurers is provided on the certificate.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Policy limits of insurance meet requirements in the agreement.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deductibles are declared and approved or waived by County.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Expiration date of policy is six months or more into the future.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
30 day notice of cancellation included.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Certificate Holder is "Stanislaus County."	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Endorsement naming "Stanislaus County" as "Additional Insured" included.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Waiver of subrogation endorsement included.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Carrier is admitted/licensed to issue insurance in California.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Best's rating of no less than A-, and Financial Size Category of at least VII.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Resource Help:

LESLI surplus line carrier is okay if no California carrier writes the insurance. If carrier is reinsured, approval by County Counsel is required.

If not in California:

[http://cdinswww.insurance.ca.gov/pls/wu_co_lines/idb_co_list\\$.startup](http://cdinswww.insurance.ca.gov/pls/wu_co_lines/idb_co_list$.startup)

For all "Insurers" listed on Certificate; State Fund is okay/an exception

For information on ratings:

<http://www3.ambest.com/ratings/advanced.asp?bl=0&Menu=Search+Best%27s+Ratings>

BOND REQUIREMENTS

Section 3, General Requirements and Information, describes the specific security/bonding requirements. If required, only the successful Proposer shall submit a performance and payment bond as described in this RFP.

BOND REQUIRED			
Proposal Security required	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Amount 10% of the Project Price
Performance Bond required	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Amount 100%
Payment Bond required	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Amount 100%

FOR COUNTY USE ONLY

Proposal was opened on the following date and at the prescribed place.

FOR COUNTY USE ONLY		
Cashiers or Certified Check drawn on a California Bank.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Surety Bond	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date:		
Stanislaus County Chief Executive Office - Capital Projects Division		
Signature:	Initials:	
Title:		



RESPONSE CLARIFICATION ADDENDUM

RESPONSE CLARIFICATION ADDENDUM			
Addendum Number	Dated	Date Received	Initials
Print Proposers Name: <i>Jim Mazerik</i>			
Proposers Signature: <i>[Signature]</i>			
Title: <i>Sales Rep</i>			

Signed addenda/addendum to be included in the RFP response. If an addenda/addendum is issued, the Proposer shall complete the above form and return it with the RFP response.

Qualification Proposal – RFP #12-10-CP

Company:

Sacramento Computer Power
829 W Stadium Ln
Sacramento, CA 95834
916-923-2772

Number of years in business:

24 years (opened in 1988)

Brief history of the firm:

Sacramento Computer Power was started by Tod Wagner in 1988. Tod remains the majority owner and president of the company. Sacramento Computer Power provides battery back-up systems for small to medium-sized data centers as well as installation and maintenance services.

Contacts:

Tod Wagner, President
todwagner@sacpower.com

Jeff Geiger, Sales Manager
jgeiger@sacpower.com

Jim Mazerik, Sales Rep
jimmazerik@sacpower.com

Staff assigned to this project:

Jim Mazerik and Jeff Geiger are the main individuals assigned to this project. Project labor is to be performed by the manufacturer, APC.

Sub-proposers:

There are no sub-proposers for this proposal. The manufacturer, APC, will be responsible for the design, product, and labor.

Employee background check:

If a background check is required the County of Stanislaus can request the names of technicians that will be onsite. County of Stanislaus will be responsible for running the background checks. If a background check is not required the County will provide an escort for any techs coming onsite.

References:

County of Sacramento
Will Roman
3700 Branch Center
Sacramento, CA 95827
916.874.7793

County of Butte
Tod Kelly
308 Nelson Ave.
Oroville, CA 95965
530-538-6415

County of Tuolumne
Bob Johnson
2 S. Green St.
Sonora, CA 95370
209-533-5561

Contracts that have been terminated in the past 5 years:

0. Sac Power has had no cancelled contracts in the past 5 years.

Understanding of the Project:

Sac Power is an APC Elite Partner and has sold APC solutions since 1992. As an APC reseller, Sac Power's role in this project is to provide the County of Stanislaus with the ascribed APC design solution along with the APC services. Sac Power did attend the Pre-Bid meeting to better understand the project's scope of work. Here's a brief summary of the project details:

1. County of Stanislaus is renovating a floor at 3705 Oakdale Rd for a new data center for their emergency response dispatch.
2. Roll-out/delivery timeframe is between 180 and 210 days
3. Sac Power will provide the approved APC-designed and built solution as specified in this RFP
4. Sac Power will be the help coordinate between the County contractor and APC
5. APC will deliver, assemble, and commission the solution

Scope of Work:

The Scope of Work for this project will be defined by the manufacturer, APC. These scopes are included in this proposal organized by the service part number that the County of Stanislaus provided.

The County is expected to facilitate coordination between Sac Power and the County contractor to schedule ordering, delivery, and assembly services.

Statement of Work

Service SKU: WSTRTUP5X8-PD-30

Title: "UPS & PDU Start-UP"

Service Provider: APC



Statement of Work



Implementation Services

Service

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Terms & Conditions

1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Start-Up Service is a key part of an overall deployment of the UPS and/or PDU system. This service provides the certified Schneider Electric CPCS service engineers needed to energize and check the functionality of your system in all modes of operation. This service provides the customer with the assurance that the solution has been Started-Up according to Schneider Electric CPCS standards and specifications.

The Start-Up Service is performed during normal business hours with an available 7X24 scheduling upgrade option. Please contact your certified Schneider Electric CPCS sales representative for more details.

2.0 Features & Benefits

Features	Benefits
Flexible Scheduling Options	Flexible service scheduling options supports customer's varying business requirements.
Highly Skilled Field Service Engineers	Schneider Electric CPCS trained and certified professionals ensure your system is operating to manufacturer's specifications.
Train support staff on basic operation of the equipment	Provides the customer with basic operation and maintenance knowledge.
Supply all necessary labor, travel and material	Frees customer resources to concentrate on core business activities.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.
Battery inspection for Schneider Electric CPCS supplied batteries	Verify that batteries are installed and that the UPS battery configuration is set properly, ensuring optimal battery life.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric CPCS will perform the work described and create and maintain a project summary document that contains the key data and information.

System Environment	
Activities	Description
Equipment Verification	Schneider Electric CPCS will check the solution to ensure there are no signs of damage; the environment is suitable for operation and sufficient service access.
Installation Check	Schneider Electric CPCS will verify the solution is positioned properly and any accessories are installed (if applicable).
	Schneider Electric CPCS will check that the Input Circuit Breaker is properly sized. Schneider Electric CPCS will check the transformer type and configuration (if applicable). Schneider Electric CPCS will verify the power wiring to the system Input Circuit Breaker is correct and the Ground Electrode Conductor (GEC) is installed properly (if applicable).
	Schneider Electric CPCS will check that the incoming voltages match the UPS specification, phasing and phase rotation.
	Schneider Electric CPCS will confirm all enclosures are properly labeled.
Battery Visual and Safety Inspection	Schneider Electric CPCS will ensure the mechanical integrity of the battery cabinet, record the battery cabinet serial numbers (when applicable) and measure and record the ambient temperature for Schneider Electric CPCS supplied batteries. Schneider Electric CPCS will record battery configuration and control overall battery runtime.
Start Up	
Activities	Description
Verify Wiring	Schneider Electric CPCS will verify that all power, control and communication wiring is correctly terminated.
Perform Start Up	Schneider Electric CPCS will energize and check system functionality in all modes of operation to ensure compliance with manufacturer specifications. Schneider Electric CPCS will verify that communication options are properly configured.
Functional Tests	Schneider Electric CPCS will demonstrate the integrity of the UPS to the customer or their representative. (e.g. Transfer to and from static bypass, transfer to and from battery, etc.)
Basic Operator Training	Schneider Electric CPCS will train the customer or their representative on basic operation of the system. Advanced training courses are available from Schneider Electric CPCS. Please contact your certified Schneider Electric CPCS sales representative for details.

Verification	
Activities	Description
Voltage check	Schneider Electric CPCS will check that the system output voltage is within defined UPS specifications.
	Schneider Electric CPCS will verify the proper regulation of output waveform.
	Schneider Electric CPCS will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
Bypass check	Schneider Electric CPCS will ensure that the UPS bypass functions, static and maintenance, are operating properly.
Front panel check	Schneider Electric CPCS will verify all front panel readings for accuracy.

4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric CPCS.

- All services performed on-site by Schneider Electric CPCS will be executed during the Schneider Electric business hours unless otherwise requested by the customer.
- Schneider Electric CPCS will provide the customer with certified service personnel to Start-Up the UPS.
- Schneider Electric CPCS will provide the customer with a Start-Up checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric CPCS technical specifications.
- This service applies to a customer location with standard site and product access.
- The Start-Up service only applies to battery systems supplied by Schneider Electric CPCS.

The following items are outside the scope of this standard service offering. Start-Up of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified Schneider Electric CPCS sales representative for more details.

- In case of cabling problem or wrong phase rotation, Schneider Electric CPCS will not carry out any rework on the cabling.
- Schneider Electric CPCS will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.

Equipment not provided by Schneider Electric CPCS. Examples include but are not limited to:

- Third party components
- Switchgear
- Information Technology (IT) Equipment

Installation activities not provided by Schneider Electric CPCS as part of this service include but are not limited to:

- System installation
- Information Technology (IT) Equipment migration services
- Specialized testing or commissioning services

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric CPCS and customer.

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Schedule certified and approved engineers to perform service.
- Manage and coordinate scheduling of the Start-Up Service.
- Ensure Start-Up is performed to manufacturer specifications.
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open Schneider Electric CPCS and/or customer issues.
- Provide a signed copy of the Start-Up Service site forms to the customer.

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Ensure system has been fully installed and all electrical wiring and cabling is connected prior to Schneider Electric CPCS service personnel arriving on site
- Provide a named resource for scheduling of the service.
- Notify Schneider Electric CPCS service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric CPCS for the customer with specifications to schedule, location and successful completion criteria.

6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric CPCS and the customer.

6.2 LOCATION

The location of this installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

6.3 COMPLETION CRITERIA

Schneider Electric CPCS is expected to have finished its written duties when one of the following occurs:

1. CPCS completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for other reasons, within the Schneider Electric CPCS Customer Agreement.

7.0 Terms and Conditions

Schneider Electric CPCS standard Terms and Conditions apply.

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Statement of Work

Service SKU: WSITECOORD

Title: “InfraStruXure Site Coordination”

Service Provider: APC



Statement of Work

InfraStruXure® Site Coordination

Installation Services

Service

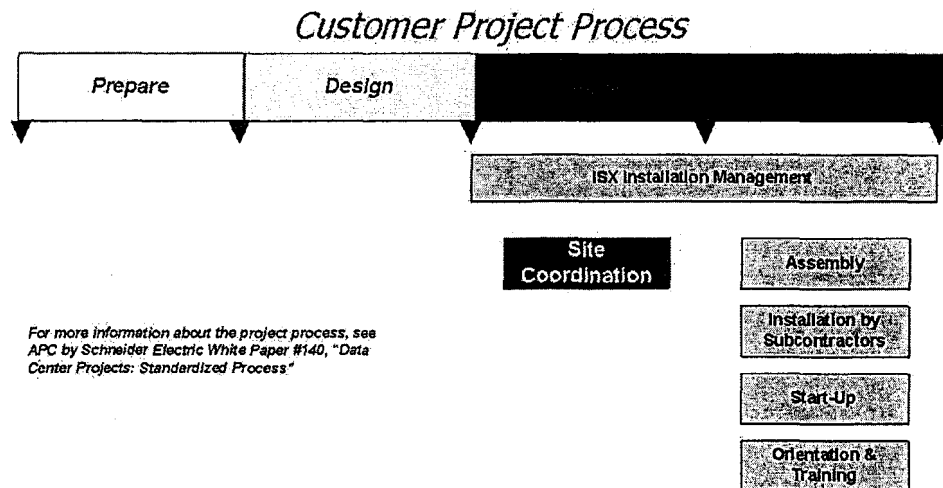
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1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Site Coordination Service is a key part of an overall InfraStruXure deployment for small and medium size data centers configured for systems up to 500 kW. This service ensures the system installation prerequisites are identified and the customer ordered equipment is properly received. The result is fewer unwelcome cost or schedule problems, and greater visibility and control of the project.

The overall CPCS InfraStruXure project process is summarized in the figure below, which shows this service in the context of the overall project process along with other installation service offerings offered by CPCS Global Services.



Note: This is a site coordination service and not a project management service. For those customers who do not have an internal or contracted project manager, project management is a separate service offered by CPCS.

2.0 Features & Benefits

Features	Benefits
Delivery coordination & verification	Utilizes expertise of on-site CPCS certified professionals, minimizing disruptions that keep the installation on schedule and within budget.
System requirements verification	Allows for a quick and efficient installation of the InfraStruXure system upon its delivery to your location.



Installation requirements review	Allows for a quick and efficient installation of the InfraStruXure system upon its delivery to your location.
Floor layout design verification	Identifies issues such as room geometry, posts, floor loading, piping, & tile misalignments, preventing on-time and on-budget installation.
Inventory reconciliation	Verifies receipt and condition of system components.

3.0 Details of Service

The specific activities of this service are listed below. For each item, CPCS will perform the work described, and then create and maintain a project summary document that contains the key data and information.

Pre-Delivery Planning	
Activities	Description
Confirm Estimated Time of Delivery	CPCS will confirm with the customer the time and location of the delivery.
Loading Dock Access	CPCS will visit the customer's receiving area to determine loading dock access, truck size restrictions in addition to any forklift and lift gate requirements.
Identify Waste Disposal Area	CPCS will visit the customer site to identify an on-site waste disposal area for removal and disposal of InfraStruXure packaging materials.
Identify Delivery Path	Prior to delivery, CPCS will identify the delivery path of the InfraStruXure system and ensure the height and weight restrictions of the equipment are met.
Staging Area Identification	CPCS will identify and record the location of the InfraStruXure equipment staging area at the customer's site.
Floor Layout Review	CPCS will visit the customer's site to verify the CPCS InfraStruXure System floor layout matches the actual customer site layout.
	If existing racks are to be used, CPCS will record the manufacturer, model and where the racks will appear on the floor plan. CPCS will review the requirements for network connectivity.
Power Requirement Consultation	CPCS will review subcontractors' installation plans for the full input power requirements of the InfraStruXure Power System(s), which includes cooling system power requirements. It is recommended that the subcontractor meet with the CPCS representative on-site.
Cooling Requirement Consultation	CPCS will review subcontractors' installation plans for the InfraStruXure Cooling System(s). It is recommended that the subcontractor meet with the CPCS representative on-site.

Post-Delivery Review	
Activities	Description
Pre-Delivery Review	CPCS will review the findings of the Pre-Delivery Output Report with the customer.
Floor Layout Review	CPCS will visit the customer's site to verify the CPCS InfraStruXure System floor layout matches the actual customer site layout and will review the requirements for network connectivity for the InfraStruXure System.
Power Requirements Review	CPCS will verify the input voltage source feeding the InfraStruXure Power Systems. It is recommended that the subcontractor meet with the CPCS representative on-site.
	CPCS will review the floor space requirements for the power equipment and seismic anchoring requirements (where applicable) with the customer.
Cooling Requirements Review	CPCS will verify the input voltage source feeding the InfraStruXure Cooling Systems. It is recommended that the subcontractor meet with the CPCS representative onsite.
	CPCS will verify the requirements for fixing the InfraStruXure Cooling Systems to the floor or stands (where applicable).
	CPCS will verify the manufacturer installation requirements for the refrigerant, humidification and condensate lines with the customer or designated customer resource.
Rack Requirements	If existing racks are to be used, CPCS will record the manufacturer, model and where the racks will appear on the floor plan.
Confirmation of Solution Delivery	CPCS will visit the customer's site to confirm receipt of all the InfraStruXure System components.
Inventory Reconciliation	Upon receipt of the InfraStruXure System to the customer's site, CPCS will confirm that all system components have been received and staged.

4.0 Deliverables

Service deliverables will include:

- A pre-delivery output report that summarizes the results of the Site Coordination Pre-Delivery Service Process.
- A post-delivery output report that summarizes the results of the Site Coordination Post-Delivery Service Process.

5.0 Assumptions

The successful performance of the tasks defined in this Statement of Work (SOW) is based on the following key assumptions, which are agreed to by CPCS.

- All services, performed on-site by CPCS will be executed during CPCS business hours. These hours are Monday through Friday from 8:00 AM to 5:00 PM weekly, local time. Exceptions are holidays.
- The InfraStruXure System is less than 500 kW and includes only standard APC or MGE products available through InfraStruXure Designer.

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified CPCS sales representative for more details.

- Project management
- Equipment not provided by CPCS
- Support for third party equipment
- Any specialized testing or commissioning

6.0 Scope of Responsibility

The items stated here are responsibilities of both CPCS and the customer.

6.1 CPCS RESPONSIBILITIES

- Identify and provide key CPCS stakeholders and provide contact information
- Perform a Pre-Delivery Assessment of the customer site as detailed
- Provide the customer with a Pre-Delivery Report summarizing the findings of the Pre-Delivery visit
- Notify the appropriate resource(s) of issues that require resolution
- Confirm and communicate the hardware delivery and Start-Up schedule
- Perform a Post-Delivery Assessment of the customer site as detailed
- Resolve any missing or wrong part issues
- Provide the customer with a Post-Delivery Report summarizing the findings of the Post-Delivery visit

6.2 CUSTOMER RESPONSIBILITIES

- Identify key non-CPCS project stakeholders
- Provide CPCS access to the InfraStruXure Welcome Kit upon first site visit for access to floor plan templates
- Grant CPCS staff access to the appropriate facility
- Provide a named resource to interface with CPCS
- Contact personnel for hardware delivery and scheduling of services
- Supply special clearance or access requirements
- Notify CPCS of any scheduled changes within 48 hours

7.0 Project Work Details

The information stated here are the details of the project performed by CPCS for the customer including the schedule, location and successful completion criteria.

7.1 SCHEDULE

Actual set dates will be discussed and approved between CPCS and the customer.

7.2 LOCATION

The location of the site coordination will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

7.3 COMPLETION CRITERIA

CPCS is expected to have finished its written duties when any of the following occurs:

1. CPCS completes all tasks described.
2. This service and SOW are terminated for other reasons, within the CPCS Customer Agreement.

8.0 Pricing

Pricing varies depending on the nature, location, and scope of the work. Using the as-configured design of the InfraStruXure System, hourly standard prices for service steps are rolled up based on the types and quantities of equipment in the configuration. Each quotation for service pricing is linked to and customized for a specific InfraStruXure System.

Service #	WSITECOORD	Contact your CPCS Sales Representative
Power/Cooling	Up to 500 kW	Over 500 kW

For a data center greater than 500 kW, contact your CPCS sales representative. CPCS will create a custom statement of work. The pricing will vary depending on the complexity and resources needed.

9.0 Terms and Conditions

Schneider Electric Critical Power and Cooling Services standard Terms and Conditions apply.

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Statement of Work

**Service SKU: WASSEMPDU5X8-PD-30,
WASSEMNB-NB-10, WASSEM5X8-3R-PX-
10, WASSEM5X8-5R-PX-20**

Title: "Assembly Service"

Service Provider: APC



Statement of Work

Assembly Service

Implementation Services

Service

1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Assembly Service is a key part of an overall product deployment. This Service provides customers with CPCS authorized service personnel on site to ensure proper assembly of your UPS System.

The standard scheduling time is during normal business hours with an available 7X24 scheduling upgrade option. (Not available in all locations. Please consult with your local CPCS representative for coverage in your area).

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2.0 Features & Benefits

Features	Benefits
Flexible Scheduling Options	Flexible service scheduling options supports customer's varying business requirements.
Highly Skilled Field Service Engineers	Schneider Electric CPCS trained and certified professionals ensure your system is assembled to manufacturer's specifications.
Supply all necessary labor, travel and material(s)	Work is done at a fixed price without any hidden charges.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Removal of shipping material to a customer designated on-site area	Frees customer resources to concentrate on core business activities.
Customer specific site documentation	Provides the customer a record of service date, scope and personnel that can be retained for future reference.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric CPCS will perform the work described and create a printed document summarizing the results.

Site Environment	
Activities	Description
Environmental Requirements	Schneider Electric CPCS will check that the site environment is suitable for the operation of the system and record any abnormalities.
Installation Check	Schneider Electric CPCS will unpack, inspect and inventory the equipment to verify that all parts are present and nothing has been damaged.

Assembly of Power System	
Activities	Description
Installation	Schneider Electric CPCS will position the UPS, PDU, External Battery Cabinets and Schneider Electric CPCS supplied racks (if applicable) in accordance with the site lay out plan.
	Schneider Electric CPCS will install all/any applicable system modules and rack mounted devices.
	Schneider Electric CPCS will ensure the enclosures have been aligned, leveled, and the brackets tightened. In addition, Schneider Electric CPCS will verify the rack mounted Power Distribution Systems have been installed to manufacturer's specifications.
	Schneider Electric CPCS will ensure that all power cabling is routed properly as per the specified design.
Final Inspection	Schneider Electric CPCS will ensure that the interior and exterior of the system is clean and free from debris.
	Schneider Electric CPCS will ensure that the assembly documentation is completed and provided to the customer.

4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric CPCS.

- All services performed on-site by Schneider Electric CPCS will be executed during the Schneider Electric business hours unless otherwise requested by the customer. A 7X24 scheduling upgrade option is available for purchase. Please contact your Schneider Electric CPCS sales representative for details.
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- This service applies to a customer location with standard site and product access.
- The scheduled on site work time will be discussed and approved between Schneider Electric CPCS and the customer.
- The customer will receive a site report at the end of the visit to verify the System is assembled according to Schneider Electric CPCS standards and specifications.
- Non-standard products purchased through Schneider Electric CPCS will require a customized Statement of Work (SOW).
- Rack-based installations of NetBotz Appliances & Sensors require the purchase of an additional SKU (WASSEMNB-NB-10)
- Non-Rack based installations of Netbotz Appliances & Sensors (e.g. walls, ceilings, etc.) are the responsibility of the customer.

The following items are **outside the scope** of this standard service offering. Assembly of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified CPCS sales representative for more details.

Equipment not provided by APC or MGE. Examples include but are not limited to:

- Third party components
- Switchgear
- Information Technology (IT) Equipment

Installation activities not provided by CPCS as part of this service include but are not limited to:

- Information Technology (IT) Equipment migration services
- Building Management System integration
- Specialized rigging
- Specialized testing or commissioning services.
- Assembly of non-rack based Netbotz Appliances & Sensors

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric CPCS and customer.

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Schedule qualified and approved resources to perform service.
- Assemble equipment to manufacturer and customer's floor layout specifications.
- Ensure installation is performed to manufacturer specifications.
- That Schneider Electric CPCS and/or customer open issues are documented.

5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Assembly Service can be provided.
- Provide a named resource for the scheduling of service and delivery of the equipment.
- Notify Schneider Electric CPCS service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).

6.0 Project Work Details

The information stated here are the details of the installation project performed by Schneider Electric CPCS for the customer with specifications on schedule, location and successful completion criteria.

6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric CPCS and the customer.

6.2 LOCATION

The location of this service will be on-site. It will be discussed and approved by Schneider Electric CPCS and the customer.

6.3 COMPLETION CRITERIA

CPCS is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric CPCS completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This service and SOW are terminated for other reasons, within the Schneider Electric CPCS Customer Agreement.

7.0 Terms and Conditions

APC standard Terms and Conditions apply.

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Statement of Work

Service SKU: WCONFIGNBQ-NB-20

Title: "NetBotz Appliance Configuration"

Service Provider: APC



Statement of Work

NetBotz Appliance Configuration

Installation Service

Service

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1.0 Executive Summary

The APC NetBotz Configuration service is a key part of an overall InfraStruXure deployment. This service delivers the vital resources, expertise, and tools to effectively and efficiently configure the NetBotz solution for optimum performance. An APC certified engineer will integrate the deployed NetBotz solution into the customer network, allowing for real-time remote monitoring of the physical environment of your IT infrastructure. The system will be tailored to the customer's unique requirements, implementing your choice of notification strategies and incorporating your existing Enterprise Management Solution. A product overview on the proper use and administration of the NetBotz appliance interface and feature set will be available for the customer's operation staff.

The APC NetBotz Configuration service is available for all NetBotz appliances version 2.0 or above.

This service is part of a complete suite of project services offered by APC Software Services. Contact your sales representative for more information on services designed to manage your data center from installation and configuration, to training and software maintenance, as well as customizable services to meet your unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
System Integration	Provides a remotely manageable, fully integrated NetBotz solution that allows for real-time device monitoring and immediate event notification.
Interactive Overview Session	Provides a hands-on opportunity to gain a basic understanding of the NetBotz physical threat monitoring system. <i>* A more comprehensive administrator training is available separately.</i>
Set Points / Thresholds	Includes the determination of appropriate set points and thresholds, discussion with the customer, and documentation of agreed upon values.
Professional Expertise	Ensures quality by using only qualified network integration engineers with several years of industry experience in networking and system administration.

3.0 Details of Service

The specific activities of this service are listed below. For each item, APC will perform the work described.

Configuration	
Activities	Description
NetBotz Appliances	APC will configure the NetBotz appliances with the appropriate network settings and security settings as supplied by the customer.
	APC will configure the alert profiles, notification methods, alert recipients, advanced scheduling, and escalation process.
	APC will ensure all NetBotz appliances are upgraded with the latest firmware to promote stable and secure operation of the system.
Cameras & Environmental Sensors	APC will configure all NetBotz Camera Pods, Sensor Pods, and external sensors with appropriate location identifiers, device thresholds, and settings.
	APC will adjust zoom and focus on the Camera Pods for optimum camera performance.
	APC will create custom sensor types as required to monitor third-party devices via dry contact and 0-5V sensors.

Integration	
Activities	Description
NetBotz Appliances	APC will integrate with supported Enterprise Management Systems as required by the customer.
	APC will test notifications and the alert escalation policy.
	APC will configure automated report delivery from the NetBotz Appliances.
Cameras & Environmental Sensors	APC will create custom sensor types as required to monitor third-party devices via dry contact and 0-5V sensors.
	APC will configure NetBotz CCTV Adapter Pods for integration with third-party CCTV cameras.

Overview	
Activities	Description
NetBotz Appliances	APC will review the practical functions of the NetBotz appliances, including firmware, security, logging, and alerting from the NetBotz Advanced View.
	APC will review important features, benefits, and reporting capabilities of the installed hardware.
Cameras & Environmental Sensors	APC will review and identify, critical thresholds, security features, and user-configurable options.
	APC will review the detailed list of events that can be generated by a device and identify escalation needs.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- APC will perform all services during the APC business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
 - The customer will ensure that all assembly work will be done prior to arrival.
 - The customer will ensure that all APC, NetBotz, and third-party devices are connected to the network prior to arrival.
 - The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
 - The customer will provide an appropriately sized jpeg image to be displayed in the map view.
 - The customer will assume responsibility for the configuration of the third party network management station.
 - APC will configure the solution within the time determine by the ISX designer solution.

5.0 Deliverables

Configuration deliverables include:

- APC will provide documentation for all work performed on-site along with a list of configured set points and thresholds.
- APC will provide an overview for up to a limit of two (2) attendees.
- Integrate all NetBotz products for remote monitoring and management.
- Facilitate integration of NetBotz appliances with third party Enterprise Management Solutions.

6.0 Exclusions

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work (SOW) at your request. Please contact your certified APC sales representative for more details.

- Project management
- Equipment not provided by APC
- Support for third-party equipment
- Advanced InfraStruXure Central Administrator training
- NetBotz physical Installation
- PowerChute Network Shutdown installation and configuration

7.0 Scope of Responsibility

The items stated here are responsibilities of both APC and the customer.

7.1 APC RESPONSIBILITIES

- Schedule certified personnel to perform service
- Configure and test NetBotz appliances
- Provide overview of the practical functions of the NetBotz solution

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of all personnel to attend the NetBotz product overview
- Indicate to APC any security clearance requirements when ordering service
- Ensure the NetBotz solution is physically installed prior to the visit
- Provide access to the NetBotz system
- Identify switch-ports and static IP addresses for APC networked devices
- Provide site-specific policies that need to be adhered to during the training to APC at least 48 hours in advance of the scheduled service
- Terminate dry contact cables and sensors inside Fire Alarm panels, EPO switches, Chillers, AC Units, Generators and any other equipment that require trained personnel for service
- Identify personnel who can represent the customer to ensure product placement, and cable termination

8.0 Project Work Details

The information stated here are the details of the project performed by APC for the customer with specifications to schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between APC and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to APC by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

APC is expected to have finished its written duties when one of the following occurs:

1. APC completes all the tasks described in this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the APC Customer Agreement.

9.0 Pricing

The Netbotz Configuration Service is a standard fixed-fee service. The time required to complete the service is calculated through the InfraStruXure Designer tool, and is priced for one on-site visit for up to eight (8) normal business hours (WCONFIG1NB-NB-10). Additional days (WCONFIG2NB-NB-10) may be purchased for additional service work that cannot be completed in one-site visit, discounts are not applicable.

Configurations completed outside of InfraStruXure Designer will be manually quoted using (WCONFIGNBQ-NB-20) based on one engineer being on-site eight (8) normal business hours. Additional quantities of this sku can be purchased for configurations that take additional days.

Pricing for this service is available by contacting your APC sales representative.

10.0 Terms and Conditions

APC standard Terms and Conditions apply. The information provided in this Statement of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent from APC. All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal APC use only and used solely for the purpose of report generation, analysis and recommendations.

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Statement of Work

Service SKU: WMS1YRBASIC, WMS1YR25N

Title: "Software Support Contract"

Service Provider: APC



Statement of Work

Software Support Contract



Software Support Contract

StruxureWare™ Central, StruxureWare™ Operations Suite

1.0 Executive Summary

The 1-Year and 3-Year Software Support Contract provides 7 x 24 Telephone Technical Support for the StruxureWare Central Management System, StruxureWare Operations Suite and all software updates that are available during the term of the contract. These contracts are necessary for the 25 nodes pre-installed on the StruxureWare Central Server as well as for any additional StruxureWare Central and StruxureWare Operations Suite License Keys purchased. If multiple StruxureWare Central Servers and multiple StruxureWare Central and StruxureWare Operations Suite License Keys have been purchased, an individual Software Support Contract will need to be purchased for each one.

Any customer who has one or more of the following products -- StruxureWare Central, StruxureWare Operations, StruxureWare Operations: Capacity, StruxureWare Operations: Change, StruxureWare Operations: Energy Efficiency, StruxureWare Operations: Insight – which falls out of their Software Support Entitlement, **must first purchase software support coverage from the date the previous entitlement ended up to the current date**, and then must purchase additional Software Support Contracts to extend their coverage.

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2.0 Features & Benefits

Features	Benefits
One or Three Years of Software Support	Provides upgrades & bug fixes and complete support for the entire product operational life.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number for ANZ, EMEA, LAM and NAM only.	Customers are provided with a toll free number. Calls are handled 24-hours a day, 7 days a week by call center professionals. After hours Technical Support is only available in English.
8 X 5 Customer Service Support for APJ and GCN.	Customers are provided with a technical support number, handled during standard business hours by call center professionals.
Service Entitlement Assistance and Service Warranty Certificate	Customers receive assistance from the Service Entitlements team to make sure their product is properly recorded. An E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Warranty Duration Options	The 1-Year protection option offers the lowest cost solution, while the 3-Year option offers the best value solution.

3.0 Details of Service

The specific activities of this service are listed below. For each item, APC will perform the work described.

Warranty	
Activities	Description
Create Warranty Entitlement	The APC Entitlements team will assist the customer in the registration process. APC will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	APC will provide 24 X 7 technical telephone support for ANZ, EMEA, LAM and NAM. APC will provide 8 X 5 technical support in APJ and GCN regions.
Provide Software Support and Upgrades Create Warranty Entitlement Upgrades Downloaded from www.apc.com	<p>The Software Support Contract provides technical support and configuration assistance for StruxureWare Central and StruxureWare Operations Suite modules.</p> <p>Software Support Contracts entitle customers to all Software Upgrades and/or updates, which include new features and product enhancements and are available by download only on the main product page for StruxureWare Central or on the APC Software/Firmware download page.</p> <p>The APC Entitlements team will assist the customer in the registration process. APC will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.</p>

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased a Software Support Contract for StruxureWare Central and any additional StruxureWare Central and StruxureWare Operations Suite License keys.
- Customers must purchase the Software Support Contracts prior to transferring any NetBotz Central or InfraStruxure™ Manager License keys to StruxureWare Central.
- APC will provide guidance on what the product's service life span limits are at time of purchase.

The following items are outside the scope of this warranty. Please contact your certified APC sales representative for more details.

- Non-APC Products
- InfraStruxure Manager
- NetBotz Central

5.0 Scope of Responsibility

The items started here are responsibilities to and from both APC and customer.

5.1 APC RESPONSIBILITIES

- Provide APC Service Certificate.
- Provide 24 X 7 telephone technical support for ANZ, EMEA, LAM and NAM. After hours technical support is available in English only.
- Provide 8 X 5 telephone technical support in APJ and GCN regions.
- Entitlement to all Software upgrades and/or updates for StruxureWare Central and StruxureWare Operations Suite modules.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the StruxureWare Central product model and serial number and registration information.
- Purchase the appropriate software support contracts prior to transferring any NetBotz Central or InfraStruxure Manager License keys to StruxureWare Central.
- Provide StruxureWare Operations license names, one-time passcodes and registration information.
- Contact APC technical support in case of occurrence of issue.
- Provide a point of contact during time of service.

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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Statement of Work

Service SKU: WNBWN001

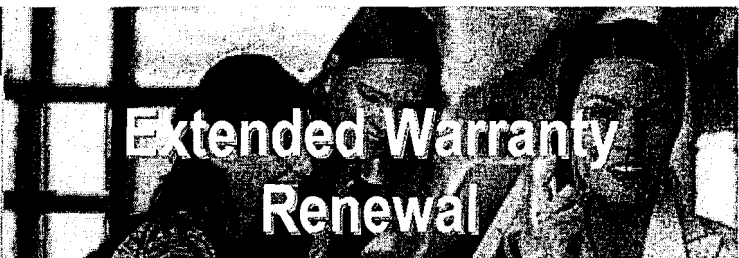
Title: "Extended Warranty Renewal"

Service Provider: APC



Statement of Work

Extended Warranty Renewal



Extended Warranty

Service

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1.0 Executive Summary

The Extended Warranty provides peace of mind and product failure protection beyond the Service Pack or Factory warranty period. Once the Service Pack/Factory warranty for your UPS or accessory expires, should your product fail, you expose yourself to potential loss of power protection and costly out of pocket expenses for repairs.

With the purchase of the APC Extended Warranty, you will experience a seamless extension of the Service Pack/Factory warranty by one to three years, depending on coverage purchased. The Extended Warranty provides repair or replacement of your product and even covers your battery. You also receive several additional benefits, such as 24 X 7 APC Customer Service support, Service Entitlement support and next business day shipment.

2.0 Features & Benefits

Features	Benefits
One or Three Years of additional product failure coverage*	Provides peace of mind and complete factory warranty protection for the entire designated product service life.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll free number. Calls are handled 24hours a day, 7 days a week by call center professionals. * Not available in all locations, please contact your local CPCS representative
Service Entitlement Assistance and Service Warranty Certificate	Customers receive assistance from the Service Entitlements team to make sure their product is properly recorded. An E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Warranty Duration Options	The One Year protection option offers the lowest cost solution, while the Three Year option offers the best value solution.

*Three Year warranty extensions are not available for all products.

3.0 Details of Service

The specific activities of this service are listed below. For each item, APC will perform the work described.

Warranty	
Activities	Description
Create Warranty Entitlement	The APC Entitlements team will assist the customer in the registration process. APC will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	APC will provide 24 X 7 Customer telephone support.
Provide Extended Warranty Redemption	The Extended Warranty Renewal provides repair or replacement of your product and even covers your battery.
	Should warranty redemption be necessary, APC will provide, at their discretion, a replacement unit, new battery, or new parts.
	APC will ship out the replacement next business day and provide a prepaid return shipping label for the used UPS or battery.

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased an Extended Warranty for renewal of an APC single phase UPS, accessory or cooling product, which is still within the service life span limits determined by APC.
- The customer has purchased Extended Warranties for a large volume (100 or more) APC single phase UPS's or accessories purchase.
- APC will provide guidance on what the product's service life span limits are at time of purchase.
- Extended Warranties for accessories are only available in a 1 year increment.
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified APC sales representative.

The following items are outside the scope of this warranty. Please contact your certified APC sales representative for more details.

- Non-APC Products
- Three-Phase Products
- Site Licenses
- On Site Service

5.0 Scope of Responsibility

The items started here are responsibilities to and from both APC and customer.

5.1 APC RESPONSIBILITIES

- Provide APC Service Certificate.
- Provide telephone customer support.
- Provide 'next business day' shipment of battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the product model and serial number and registration information.
- Contact APC customer service support in case of occurrence of issue.
- Provide a point of contact during time of service.
- Provide a point of contact for receipt of units and components.
- Return used UPS, part or Battery using prepaid APC shipping label

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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Statement of Work

Service SKU: WNESC010106

**Title: "StruxureWare Central Alarm Profile
Configuration"**

Service Provider: APC



Statement of Work

StruxureWare™ Central Alarm Profile Configuration

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ Central Alarm Profile Configuration provides the Schneider Electric Certified Engineer to step the customer through the process of determining when an alarm should be triggered and setting the notification criteria. This will ensure the data center manager is informed when they deem necessary and in the manner they prefer.

Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Alarm Profile Configuration	Schneider Electric will in co-operation with the customer, customize the alarm escalation policy. This ensures the correct notifications are sent, the correct way, at the correct time.
Professional expertise	Ensures quality by using only the Schneider Electric Certified Engineers with several years of industry experience.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Central Alarm Profile Configuration	
Activities	Description
Create profile	Schneider Electric will in co-operation with the customer create an alarm profile which will consist of one or more alarm sequences.
Add alarm sequence	Schneider Electric will in co-operation with the customer add alarm sequences to the alarm profile. An alarm sequence consists of one or more alarm actions. It also includes a time schedule on when the sequence should be activated and how many times it should be repeated. The alarm sequence might also include graphs or pictures,

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- 9.0 Pricing
- 10. Terms & Conditions

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will ensure that the StruxureWare Central has been configured according to the StruxureWare Central Basic Administration service or equivalent.
- The customer will ensure that Alert Actions have been configured in accordance to the Alarm Action service or equivalent prior to this service.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Alarm Threshold Configuration
- StruxureWare Central Alarm Action Configuration
- StruxureWare Central Remote Monitoring System Configuration
- StruxureWare Central Network Management System Configuration
- StruxureWare Central Building Management System Configuration
- StruxureWare Central Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Training

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule an Schneider Electric Certified Engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Central Alarm Profile Configuration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Central Alarm Profile Configuration service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Central on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit. Provide a point of contact at the completion of service to sign off on completed work.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Central Alarm Profile Configuration service (WNSC010106) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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Statement of Work

Service SKU: WNESC010102

Title: "StruxureWare Central Basic Admin"

Service Provider: APC



Statement of Work

StruxureWare™ Central Basic Administration

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ Central Basic Administration service ensures that your StruxureWare Central hardware will be ready to use in your environment. A Schneider Electric certified engineer will configure and discover supported SNMP devices on your network enabling you to quickly take advantage of your StruxureWare Central monitoring solution.

This service provides the customer with the assurance that the StruxureWare Central appliance has been installed and the Schneider Electric or 3rd party devices you will be managing are discovered. This service is part of a complete StruxureWare Management Software Configuration Suite of services offered by Schneider Electric.

Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Rack mounting	Mounting of the StruxureWare Central server appliance in a rack location provided by the customer.
Upgrade	Schneider Electric will ensure that the software for your version of StruxureWare Central is up to date with the most recent upgrades.
Device discovery	Schneider Electric or 3 rd party devices will be discovered on the Schneider Electric private LAN of the StruxureWare Central up to the amount specified by the licenses.
Network Configuration	Schneider Electric will configure the StruxureWare Central to run on your public and private network
Date and Time Synchronization	Schneider Electric will configure the date and time to ensure reports accurately represent the time they were run.
Firmware upgrade Schneider Electric devices	Schneider Electric will upgrade the monitored Schneider Electric devices to the newest available firmware.
Professional expertise	Ensures quality by using only Schneider Electric certified engineers with several years of industry experience.

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3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Central Basic Administration	
Activities	Description
StruxureWare Central Appliance Administration	Schneider Electric will rack mount the server and attach the customer-provided network cable and power cable.
	Schneider Electric will upgrade the software on the StruxureWare Central Appliance to the latest available software
	Schneider Electric will configure the public and private network address information.
	Schneider Electric will configure the Date and Time settings.
Device discovery	Schneider Electric will ensure all installed SNMP devices on Schneider Electric private LAN are properly communicating with the StruxureWare Central Appliance.
Firmware update	Schneider Electric will firmware update all discovered Schneider Electric devices.

4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW), are based on the following key assumptions which are agreed to by Schneider Electric.

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- Schneider Electric will provide the customer with authorized service personnel to install the StruxureWare Central Appliance during the Basic Administration of the system.
- Schneider Electric will provide the customer with a checklist indicating that the appliance was properly installed and checked for functionality in basic modes of operation to ensure compliance with all Schneider Electric technical specifications.
- If your network is not available during InfraStruXure Central Basic Administration, Schneider Electric will not be able to:
 - Register license keys
 - Perform auto discovery
 - Validate network address information
 - Update firmware

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Advanced Administration
- StruxureWare Central Alarm Threshold Configuration
- StruxureWare Central Alarm Action Configuration
- StruxureWare Central Alarm Profile Configuration
- StruxureWare Central Remote Monitoring System Configuration
- StruxureWare Central Network Management System Configuration
- StruxureWare Central Building Management System Configuration
- StruxureWare Central Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will install StruxureWare Central Server.
- Schneider Electric will update firmware on discovered Schneider Electric devices.
- Schneider Electric will perform auto discovery.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Configuration of the customers network for the use of the application
- Training in StruxureWare Central or other software products

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Central Basic Administration Service.
- Ensure installation is performed to manufacturer specifications.
- Configure StruxureWare Central with the customer's network settings and installation of any additional purchased StruxureWare Central discovery of SNMP devices.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Central Basic Administration Service can be conducted.
- Provide rack space to mount the StruxureWare Central server appliance.
- Provide Ethernet cable and power cable to the StruxureWare Central Appliance.
- Provide network settings to allow StruxureWare Central to be viewable on the customer's network.
- Notify Schneider Electric engineer of any security clearance requirements prior to arrival on site.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

- Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The InfraStruXure Central Basic Administration Service (WNSC010102) is a component of the standard fixed-fee InfraStruXure Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under InfraStruXure Management Software Configuration (WNSC01). Contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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Statement of Work

Service SKU: WNESC010101

**Title: “StruXureWare Management Software
Configuration Base”**

Service Provider: APC



Statement of Work

StruxureWare™ Management Software Configuration Base

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ for Data Centers Management Software Configuration Base service is the foundation for all other service activities contained in the StruxureWare for Data Center Software Configuration Suite. By including the mandatory service, the customer will rest at ease knowing the foundation for their data center management is set up according to manufacturer specifications and structurally solid to build upon. When the service is complete, the customer will be able to open the tool set to manage the data center. The application registration will be established and the customer will be free to focus on core data center management needs.

This service is a mandatory component of the complete suite of software configuration services offered by Schneider Electric Software. Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance. Additional services include but not limited to the following:

- StruxureWare Central Software Configuration – Optional Service
- StruxureWare Operations Software Configuration – Optional Service
- StruxureWare Capacity Software Configuration – Optional Service
- StruxureWare Configuration Insight - Optional Service

2.0 Features & Benefits

Features	Benefits
Pre-assessment	Schneider Electric will arrange for a pre-assessment discussion with the customer to identify any requirements.
Customer meeting	The onsite customer meeting will ensure that all pre-assessment criteria has been met and set expectation for the remaining features of the service.
License Registration	All licenses purchased by the customer will be registered and activated.
Client Installation	Schneider Electric will install client software on two (2) computers on the customer network.
Final Inspection	Schneider Electric will make sure that everything has been configured as to the expectations.
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

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3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

Data Center Management Base Configuration	
Activities	Description
Pre-assessment	During the pre-assessment a Schneider Electric representative will together with the customer review the deliverables. The pre-assessment meeting will be performed over the phone.
On-site Meeting	The Schneider Electric representative will together with the customer discuss the final details about the installation and together set the expectation for the installation.
Register Licenses	Schneider Electric will register all the licenses the customer has purchased to this installation and also activate the appropriate software modules.
Install Client	The Schneider Electric representative will install a maximum of two (2) PC's with the purchased client software
Final Inspection	Schneider Electric will make sure the expectation set between the Schneider Electric representative and the customer has been completed
Overview	The Schneider Electric representative will briefly demonstrate how to log in to the system.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all APC by Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Software Configuration
- StruxureWare Operations Software Configuration
- StruxureWare Capacity Software Configuration
- StruxureWare Post Configuration Insight

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will register and activate all purchased license keys.
- Schneider Electric will install the desktop client on two laptops or workstations.
- Final inspection

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact an Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the data center software management solution
- Configuration of the customers network for the use of the application
- Training

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Management Base Service.
- Ensure installation is performed to manufacturer specifications.
- Configure StruxureWare Central with the customer's network settings and installation of any additional purchased StruxureWare® Central discovery of Schneider Electric devices.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Understands the Follow On Preparation Service is a mandatory service for each additional day beyond day one until service is fully implemented.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Central on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center.
- Provide Schneider Electric with site-specific policies that need to be adhered to during

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

- Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Management Software Configuration Base Service (WNSC010101) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare Management Software Configuration (WNSC01) Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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Statement of Work

Service SKU: WNSC010111

Title: "StruXureWare Device Identification"

Service Provider: APC

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1.0 Executive Summary

The StruxureWare™ Device Identification provides the Certified Engineer to name all devices monitored in StruxureWare Central. This will allow the data center manager to quickly identify where there is a problem in the data center, Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Name each device monitored by StruxureWare Central	Assigns name and location making it easy for the data center manager to quickly identify where in the data center there is an alert.
Professional expertise	Ensures quality by using only the Schneider Electric Certified Engineers with several years of industry experience.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Device Identification	
Activities	Description
Name Devices	Schneider Electric will in co-operation with the customer create a naming convention and associate each device monitored in StruxureWare Central with a name and a location.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.

- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will ensure that the StruxureWare Central has been configured according to the StruxureWare Central Basic Administration service or equivalent.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Alarm Threshold Configuration
- StruxureWare Central Alarm Action Configuration
- StruxureWare Central Remote Monitoring System Configuration
- StruxureWare Central Network Management System Configuration
- StruxureWare Central Building Management System Configuration
- StruxureWare Central Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will name the devices being monitored by StruxureWare Central.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Training

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule an Schneider Electric Certified Engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Device Identification Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Device Identification service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Central on a regular basis.

- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center

Provide Schneider Electric with site-specific policies that need to be adhered to during the visit. Provide a point of contact at the completion of service to sign off on completed work.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Device Identification service (WNSC010111) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal Schneider Electric use only and used solely for the purpose of report generation, analysis and recommendations. Disclaimer: This information is reliable at the point of creation and may be subject to change without notice. All Schneider Electric standard Terms and Conditions apply.

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Statement of Work

Service SKU: WNESC010103

**Title: "StruXureWare Central Advanced
Administration"**

Service Provider: APC



Statement of Work

StruxureWare™ Central Advanced Administration

Installation Service

Service

1.0 Executive Summary

The StruxureWare™ Central Advanced Administration service takes the basic configuration to the next level. Through this advanced configuration your file structure will be established providing you with the additional information you need to make educated decisions in your data center. Other advanced features include graphical device representation of your monitored devices viewable from the application GUI. In addition, StruxureWare Central users will be established along with backup and SMTP settings.

By choosing the StruxureWare Central Advanced Administration service, the customer will rest at ease knowing the foundation for their data center management is set up according to manufacturer specifications and structurally solid to build upon. When the service is complete, the customer will be able to open the tool set to manage the data center. Application registration will be established and the customer will be free to focus on core data center management needs.

This service is part of a complete StruxureWare Management Software Configuration Suite of services offered by Schneider Electric. Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Adding users	Schneider Electric will add additional users to the StruxureWare Central.
SMTP settings	Schneider Electric will configure SMTP settings to ensure that e-mails can be send to the StruxureWare Central users.
Device grouping	Devices are ordered into logical groups in co-operation with the customer, which ensure an easy navigation.
Reporting	Schneider Electric will configure automated report delivery within StruxureWare Central.
Backup Configuration	Schneider Electric will configure backup settings and schedule for the StruxureWare Central to minimize your downtime and fast recovery of your data in case of breakdown.
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

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- 9.0 Pricing
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3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Management Advanced Configuration	
Activities	Description
Adding users	Schneider Electric will add users to the StruxureWare Central according the customer need. Users will be added with e-mail address and with the required privileges.
SMTP settings	Schneider Electric will enable the StruxureWare Central capability to send out e-mails to users.
Device grouping	Schneider Electric will generate a customer specified device grouping. This includes importing background pictures, creating device groups/views and placing discovered devices.
Reporting	Schneider Electric will in co-operation with the customer enable customer specific reporting.
Backup Configuration	Schneider Electric will enable a backup schedule that ensures fast recovery in the event of a disaster.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- Schneider Electric will perform all work in an eight-hour day at one physical location.
- Schneider Electric StruxureWare Central will be installed and operating at the service site prior to the service.
- The StruxureWare Central is upgraded to newest version of the StruxureWare Central software prior to the service.
- All monitored devices covered by the service is discovered in the StruxureWare Central and upgraded to newest firmware prior to the service.
- If the customer would like Schneider Electric to update firmware he/she must contact an Schneider Electric sales representative for additional network integration services.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Alarm Threshold Configuration
- StruxureWare Central Alarm Action Configuration
- StruxureWare Central Alarm Profile Configuration
- StruxureWare Central Remote Monitoring System Configuration
- StruxureWare Central Network Management System Configuration
- StruxureWare Central Building Management System Configuration
- StruxureWare Central Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will assign discovered devices to their correct locations in the data center layout.
- Schneider Electric will install the desktop client on two laptops or workstations.
- Schneider Electric will configure backup schedule
- Schneider Electric will add users to the StruxureWare Central
- Schneider Electric will group all monitored device in logical way.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration the customers network for the use of the application
- Training in StruxureWare Central or other software products.

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Central Advance Administration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Central on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Ensure that the StruxureWare Central is installed and operational prior to the visit.
- Ensure that all devices covered by the service have been discovered in StruxureWare Central and upgraded to newest firmware prior to the service.
- Provide a point of contact during time of service. Provide access to the data center and provide administrator access to StruxureWare Central server.
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Provide Schneider Electric with the necessary information about the power setup in the data center.
- The customer will provide an appropriately sized jpg, bmp, png or gif image to be displayed in the map view.
- The customer will ensure a network share is available for StruxureWare Central backup.
- The customer will ensure that a list of all users to be created in StruxureWare Central is available.
- Provide a point of contact at the completion of service to sign off on completed work.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Central Advanced Configuration Service (WNSC010103) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be rolled up under StruxureWare Management Software Configuration Suite (WNSC01. Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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Statement of Work

Service SKU: WNSCISXCADM

**Title: “StruXureWare Management Software
Administrator Training”**

Service Provider: APC



Statement of Work

StruxureWare™ Management Software Administrator Training

Software Education Service

Service

1.0 Executive Summary

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StruxureWare™ Management Software Administrator Training is designed for IT professionals who are new to StruxureWare Management Software applications and require core skills. The center of attention will be on administration tasks that will be required in the workplace. The training will be structured around lab exercises, task-based activities, knowledge checks, and assisted discussions to ensure maximum skill transfer and retention.

Our expert instructors, certified by Schneider Electric, provide expert comprehensive data center management knowledge, based on real-world experience. Our administrator curriculum includes our exclusive data center management best practices designed to help you develop and monitor an efficient data center.

There are three intensive, individual, one day, instructor-led, administrator training service options to choose from. They are, StruxureWare Central Administrator Training, StruxureWare Operation Administrator Training and/or StruxureWare Capacity Administrator Training. The courses offer a deep dive into the Schneider Electric StruxureWare Management Software applications which are IT ready, scalable, vendor-neutral, offering a unified view and analysis of complex IT physical infrastructure. The skills acquired will provide the IT Manager with the knowledge to access the complex physical infrastructure environments from anywhere on the network, aiding in short and long-term planning and provisioning of data center equipment and resources.

2.0 Features & Benefits

Features	Benefits
Schneider Electric Certified Instructor	Participants will learn best practices generated by the world's leading experts on data center power and cooling
Exploration of the data center physical infrastructure management	Transfer of expert administrative knowledge on centralized monitoring, measuring and alerting
Formalized class room training	Ensures participant has basic system administration foundation to build upon and reinforce during hands-on training
System-level overview	Provides the attendees with a clear understanding of the capabilities of the StruxureWare Management Software solution.
Interactive hands-on training session	Facilitates an increased, in-depth understanding of operational capabilities by using hands-on training.
	Reviews the functions of the StruxureWare Central, including all practical aspects data center management planning.

3.0 Details of Service

The specific activities of each of the 1-day individual service offerings are listed below. For each item, APC will perform the work described.

StruxureWare Central Administrator Training	
Activities	Description
Presentation	APC will present the key features of the chosen StruxureWare Management Software, allowing you to quickly monitor and manage your data center.
Monitoring	APC will demonstrate how to setup emails and configure alert notification on devices monitored by your StruxureWare Central.
Administrating	APC will review the administration tasks in StruxureWare Central such as creating news users, backup/ restore and network configuration.
Functions	APC will review the functions of the solutions management, including logging, reporting, graphing and event notification.
Maintenance	APC will demonstrate how to upgrade the firmware on devices attached to the StruxureWare Central.
Interactive training	The opportunity to get hands-on training on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of StruxureWare Central in your data center environment will be provided.
StruxureWare Operations Administrator Training	
Activities	Description
Presentation	APC will present the key features of the StruxureWare Operations software, allowing you to quickly take advantage of the functionality of the software management solution. This includes asset management, work flow functionality as well as alarm notifications.
Operations Manager Layout Review	APC will demonstrate the rack and/or the floor layout view functions of the StruxureWare Operations module, allowing you to visualize the IT assets in the racks or the floor layout of your data center.
Interactive training	The opportunity to get hands-on overview on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of StruxureWare Operations in your data center environment will be provided.

StruxureWare Capacity Configuration Administrator Training	
Activities	Description
Presentation	APC will present the key features of the StruxureWare Capacity software, allowing you to quickly manage the power utilization of your data center.
Capacity Policy	APC will explain the concept of capacity policies and demonstrate how to setup capacity policies in the StruxureWare Capacity.
Interactive training	The opportunity to get hands-on knowledge transfer on your own system will be provided.
Discussion	The opportunity to discuss how you can get the most out of the StruxureWare Capacity module in your data center environment will be provided.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- APC will perform all services during the APC business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between APC and the customer.
- The customer will ensure that all APC, NetBotz, and third-party devices are installed and can be connected to the APC private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Configuration Services
- StruxureWare Operations Configuration Services
- StruxureWare Capacity Configuration Services

Any activity not specified in this Statement of Work is not covered by this service.

5.0 Deliverables

Configuration deliverables to include:

- APC will meet with the customer on the morning of the service to review the deliverables.
- APC will provide modules configured to customer specific needs based on their configured solution.
- These modules are for use in the classroom and during hands-on sessions.
- APC will facilitate the knowledge transfer on site and at the customer appointed facility.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative APC service. Please contact an APC sales representative for further details.

- Configuration of StruxureWare Management Software
- Configuration of the customers network for the use of the application
- Project management
- Firmware upgrades

7.0 Scope of Responsibility

The items stated here are responsibilities of both APC and the customer.

7.1 APC RESPONSIBILITIES

- Schedule certified personnel to perform the service.
- Provide course material and supporting documentation.
- Provide hands-on overview for up to five (5) attendees.

7.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of up to five (5) participants who will interact with the StruxureWare Management Software on a regular basis.
- Grant access to the StruxureWare Management Software.
- Ensure that StruxureWare Management Software is configured and operational prior to the visit.
- Perform a complete system back up the day before the scheduled service.
- Indicate to APC any security clearance requirements when ordering the service.
- Provide access to a training facility
- Provide site-specific policies that need to be adhered to during the service to APC. This must be completed at least 48 hours in advance of the scheduled service.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between APC and the customer.

8.2 LOCATION

The training service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Management Software Administrator Training Service is sold in three independent offers. The offers are:

1. StruxureWare Central Administrator Training(WNSCISXCADM)
2. StruxureWare Operations Administrator Training (WNSCISXOADM)
3. StruxureWare Capacity Administrator Training (WNSCCAPADM)

Each service covers one on-site visit to train up to 5 people during eight (8) normal business hours, discounts are not applicable. A 7x24 uplift is available upon request. Contact your Schneider Electric sales representative for further details. Pricing for this service is available on www.apc.com. Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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Statement of Work

Service SKU: WNESC010105

Title: "StruXureWare Central Alarm Action"

Service Provider: APC



Statement of Work

StruxureWare™ Central Alarm Action

Installation Service

Service

1.0 Executive Summary

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The StruxureWare™ Central Alarm Action Configuration is a service activity component of the StruxureWare Central configuration within the StruxureWare Management Software Configuration Suite. The service provides the customer with the Schneider Electric Certified Engineer to assist in making the decision as to what type of alarm they prefer.

This service is part of a complete StruxureWare Management Software Configuration Suite of services offered by Schneider Electric. Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Alert Action Configuration	Schneider Electric, in co-operation with the customer, will identify and configure the alarm action when a monitored device threshold has been reached. This ensures the correct people or systems are notified in the event of an alarm.
Professional expertise	Ensures quality by using only the Schneider Electric Certified Engineers with several years of industry experience.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Central Alarm Action Configuration	
Activities	Description
Alarm action type	Schneider Electric will in co-operation with the customer configure alarm action types. As an example, an e-mail alarm action or http post could be generated when a monitored device hits the designated threshold.
Alert Severities	Schneider Electric in co-operation with the customer will determine which alarm severity should be associated with the alarm action. This ranges from information to failure.
Additional alert information	If the customer wishes additional information can be send with the alarm action. This could be graphs and/or pictures.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be monitored by the StruxureWare Central. The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will ensure that the StruxureWare Central has been configured according to the StruxureWare Central Basic Administration service or equivalent.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Alarm Threshold Configuration
- StruxureWare Central Alarm Profile Configuration
- StruxureWare Central Remote Monitoring System Configuration
- StruxureWare Central Network Management System Configuration
- StruxureWare Central Building Management System Configuration
- StruxureWare Central Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will configure Alarm Actions on the StruxureWare Central.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact a Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Training

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare® Central Alarm Action Configuration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Central Alarm Action Configuration service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Central on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Provide a point of contact at the completion of service to sign off on completed work.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

- Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
- This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Central Alarm Action Configuration service (WNSC010105) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

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Statement of Work

Service SKU: WNSC010108

**Title: "StruXureWare Central Network
Management Configuration"**

Service Provider: APC



Statement of Work

StruxureWare™ Central Network Management Configuration

Installation Service

Service

1.0 Executive Summary

During the StruxureWare™ Central Network Management Configuration service the Schneider Electric certified Engineer will work with the customer to enable StruxureWare Central to pass data via SNMP to the network management system.

This service provides the customer with the assurance that their network management expert has what is needed to link to the StruxureWare Central appliance. This service is one of the options available within the StruxureWare Management Software Configuration Suite of services offered by Schneider Electric.

Contact a Schneider Electric sales representative for more information on services designed to manage the data center from installation and configuration, to training and software maintenance, as well as customizable services that meet unique software integration or enhancement needs.

2.0 Features & Benefits

Features	Benefits
Network Management configuration	Schneider Electric will in co-operation with the customer configure the Network Management functionality on StruxureWare Central. This will enable the possibilities to forward snmp traps to the customers preferred Network Management System.
Professional expertise	Ensures quality by using only Schneider Electric Certified Engineers with several years of industry experience.

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- 10. Terms & Conditions

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

StruxureWare Central Network Management Configuration	
Activities	Description
Add Trap receivers	Schneider Electric will configure the StruxureWare Central to forward snmp traps to the customers Network Management System. This could either be of type SNMPV1 Trap or SNMPV3 Inform.
Configure Trap settings	Schneider Electric will in co-operation with the customer configure the trap settings. This include the IP address of the customer Network Management system and what alarm severities to forward to the Network Management System.
Send Test Trap	Schneider Electric will together with the customer verify the configured trap receivers by sending test traps from the StruxureWare Central.

4.0 Assumptions

The successful performance of the activities defined is based on the following key assumptions:

- Schneider Electric will perform all services during the Schneider Electric business hours (Monday through Friday from 8:00 AM to 5:00 PM weekly, local time).
- The scheduled on-site work time will be discussed and approved between Schneider Electric and the customer.
- The customer will ensure that all Schneider Electric, NetBotz, and third-party devices are installed and can be connected to the Schneider Electric private LAN network.
- The customer will ensure that all cable runs between rooms and/or floors are run prior to arrival.
- The customer will ensure that the StruxureWare Central has been configured to the StruxureWare Central Basic Administration service or equivalent.

Additional services are offered as a natural expansion to this Statement of Work:

- StruxureWare Central Alarm Threshold Configuration
- StruxureWare Central Alarm Action Configuration
- StruxureWare Central Alarm Profile Configuration
- StruxureWare Central Remote Monitoring System Configuration
- StruxureWare Central Building Management System Configuration
- StruxureWare Central Surveillance Configuration

5.0 Deliverables

Configuration deliverables to include:

- Schneider Electric will arrange a pre-assessment phone meeting.
- Schneider Electric will meet with the customer on the morning of the service to review the deliverables.
- Schneider Electric will register and activate all purchased license keys.

6.0 Exclusions

The following items are outside the scope of this service offering. They can be provided through an alternative Schneider Electric service. Please contact an Schneider Electric sales representative for further details.

- Project management
- Firmware upgrades
- Configuration of the customers network for the use of the application
- Training

7.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

7.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule qualified engineer to perform service.
- Manage and coordinate scheduling of StruxureWare Central Network Management Configuration Service.
- Ensure installation is performed to manufacturer specifications.
- Identify and document open Schneider Electric and/or customer issues.

7.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the StruxureWare Central Network Management Configuration service can be conducted.
- Schedule the attendance of minimum one person for the duration of the service that will interact with the StruxureWare Central on a regular basis.
- Indicate to Schneider Electric any security clearance requirements when ordering service.
- Provide a point of contact during time of service.
- Provide access to the data center
- Provide Schneider Electric with site-specific policies that need to be adhered to during the visit.
- Provide a point of contact at the completion of service to sign off on completed work.

8.0 Project Work Details

The following details of the project specify the schedule, location and successful completion criteria.

8.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

8.2 LOCATION

The configuration service will be performed on-site at the location indicated to Schneider Electric by the customer by the time of ordering the service.

8.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in the Details of Service of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Customer Agreement.

9.0 Pricing

The StruxureWare Central Network Management Configuration service (WNSC010108) is a component of the standard fixed-fee StruxureWare Management Software Configuration Suite. Pricing for the service components contained within a solution will be aggregated under StruxureWare Management Software Configuration Suite (WNSC01). Please contact your Schneider Electric sales representative for further details.

10.0 Terms and Conditions

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