

APPENDIX A

Customer Name: Community Unit School District 200

Street Address: 130 West Park Avenue

City, State, Zip: Wheaton, IL 60189

The Agreement referenced below by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Community Unit School District 200 (Customer) with principal offices at 130 West Park Avenue, Wheaton, IL 60189 is hereby appended to include the following:

Commencement Date

Agreement No. 001

Addendum No. 054-CV

Executive Summary

Wheaton School District 200 is looking to have Sentinel install and configure a pair of Cisco Catalyst 9300 switches for a new site that will connect back to the district. In addition, customer is in need of an edge router that will also be used as a voice gateway. It is the intent of this engagement that Sentinel will architect, design, and implement the project according to Sentinel established best practices and, in a manner, ready for production computing. During this project, knowledge transfer of general administration tasks, points of scale, and the environment will be provided to prepare the customer staff moving forward after the engagement.

The next section “Project Overview” highlights the main phases involved in this project. The “Scope of Work” section then lays out in further detail what is covered as part of this project. Finally, “Customer Responsibilities and Assumptions” details important assumptions Sentinel has made in discussion with Wheaton School District’s Team.

Project Overview

Project Phases

Phase 1 - Project Initiation Meeting

Sentinel Project Management will coordinate a kick-off meeting to review and approve the Scope of Work provided to the Customer. Customer and Sentinel provided resources will be introduced and their relevant roles for the project discussed. Sentinel Project Management will then coordinate a time for a site visit by Sentinel Engineers in order to draft a blueprint of all proposed work which will be provided to the Customer. High level timelines for project milestones will also be identified and discussed.

Phase 2 - Analysis & Design

Sentinel engineers will perform a high-level audit of the Customer’s relevant infrastructure. The data collected from this audit will be used to generate a design for the implementation of the solution. Sentinel engineers will inform the Customer of any design requirements that will need to be completed by the Customer’s IT staff prior to the start of the next phase (such as provisioning of storage space, acquisitions of licenses, and other essential design components not covered within this document). Upon acceptance of the work as detailed within the blueprint by the Customer, Sentinel engineers and project managers will then coordinate specific dates and times appropriate for accommodating the nature of the work involved (i.e. work which will require outages will be scheduled during appropriate maintenance windows).

Phase 3 - Staging

During the staging phase, equipment will be unboxed, burned-in, configured and tested off-site before being repacked and delivered for onsite implementation. This ensures maximum efficiency and quality while minimizing the disruptions and impacts to the Customer’s environment.



Phase 4 - Implementation

Sentinel engineers will proceed with the implementation of all items specified within this Scope of Work and further detailed in the Customer approved Design Document.

Campus Network Switching

The Campus Network Switching solution will be installed and configured at all relevant sites as defined in the Implementation section.

Campus Edge Router

The Campus Edge router and voice gateway solution will be installed and configured at all relevant sites as defined in the Implementation section.

Phase 5 - Migrations/Cutover

After implementations are complete, Sentinel engineers will proceed with all migrations and cutovers. Sentinel engineers will work with Sentinel's project managers to coordinate any needed maintenance windows for the completion of the project.

Phase 6 - Post Support

Sentinel engineers will be dedicated to being available for the resolution of any problems or issues that arise during the post support portion of the project.

Phase 7 - Project Completion

Upon conclusion of all other phases of work Sentinel's engineers will provide the Customer with updated design documents for the project. Sentinel's project management team will then arrange for a meeting with the Customer to review the status of all project items. If no project items remain open Sentinel's project managers will request that the Customer sign off on the project, thus closing the project at that time.

Scope of Work

Planning and Pre-Engagement Preparation

- Identification of key Customer project team members with whom Sentinel will work to accomplish the tasks defined in this Scope.
- Review required hardware, software, networking and facilities required to successfully complete this engagement.

Analysis & Design

General

- Analyze the current environment to make sure the environment is ready for infrastructure implementation based upon the assumptions laid out in the next section.
- Engage with the Customer team to brainstorm the technical requirements and use case design for the implementation.
- Develop specific requirements, design and use case specifications blueprint document based upon Customer discussion.

Implementation & Upgrade – Campus Network Switching

Implementation and Configuration – Campus Network Switching

- Sentinel will install and configure (2) C9300-48UXM-EDU Catalyst 9300 48-port UPOE, K12, with DNA Advantage licensing.
 - Rack and power up to (2) Campus access switches in customer provided racks within the site.
 - 2 switches will be configured as stack wise access switches with respective uplink modules.
 - Configure all necessary Layer 2 VLANs within the site.
 - Configure uplink ports from aggregation to access switches.
 - Configure the switch hostname, domain name, NTP, and DNS on the newly deployed switches.
 - Configure EIGRP/OSPF routing if required.



- Configure spanning-tree, as necessary, on the newly deployed switches.
- Perform a code upgrade on the newly deployed switches to the latest Cisco recommended code versions, or a customer requested and documented code version.
- Configure all Layer 3 SVIs and/or routing for up to one supported protocol on the newly deployed switches. Any routing configuration changes on existing switches are not included but can be added with an approved project change request.
- Label, as necessary, and patch new or existing customer provided cabling for the interfaces on the newly deployed switches within the site. No relocation or installation of cabling other than standard intra-rack patch cables is included but this can be added with an approved project change request.

Implementation & Upgrade – Campus Edge Router & Voice Gateway

Implementation and Configuration – Edge router and Voice gateway

Customer is seeking to deploy an ISR4321 as an edge router and voice gateway.

- Sentinel Technologies will stage and configure the router as a standalone edge router in order and voice gateway.
- Sentinel Technologies will configure (BGP) eBGP to the Internet service provider if applicable.
- Sentinel Technologies will configure SNMP and AAA authentication.
- Sentinel Technologies will upgrade the ISR 4321 router with the most stable release of software supporting the aforementioned protocols.
- Sentinel Technologies will configure the ISR 4321 to support the following Unified Communications features:
 - SRST for up to 50 IP Phones.
 - Configure the router as a CUBE supporting up to 24 concurrent calls/paths with the customer provide PSTN carrier including required dial peers.
 - Integrate ISR 4321 with CallManager and create route patterns as needed for inbound/out bound PSTN calling.
 - The proposed services does not including CallManager programming for commissioning a site to include the following:
 - IP Phone and user configuration.
 - CallManager site specific information such as device pools, site, region, location, and partitions.
 - E911 configuration.
 - User training.

Cutover/Migration Strategy

Sentinel has provided Engineering and Project Management professional services to support a SINGLE cutover/migration strategy. The project team will deploy the solution within an estimated 1 cutover window(s) per switching closet and per datacenter. Any additional cutovers, or phased installation work will be added into scope via the change order (PCR) process and may require additional professional services to complete.

Cutover Planning Services Provided by Sentinel

Installation/Cutover Planning – Prior to any cutover, the Sentinel PM and Lead Engineer on the project will provide a “Solution Installation and Cutover Plan” which details the following:

- Start time and End time that is targeted for the maintenance window required for the cutover.
- Step by step plan for the work that is to be done prior to the installation, during the installation, and after the installation.
- Task ownership for each of the tasks identified.
- Task durations for each of the tasks identified.
- Back-out plan – along with a timeframe that identifies when we will initiate the back out plan.
- Test and Acceptance plans to be executed.



Once the cutover/installation plan has been created, the Sentinel Project Team and the customer will meet to review and approve the plan. Prior to the cutover, a “go/no-go” call will take place to once again review the cutover plan and ensure that all stakeholders involved in the cutover are available, and all pre-cutover tasks have been completed successfully in preparation for the maintenance window. If a customer requests to cancel and reschedule a cutover, rescheduling charges may apply. Any impact to customer resource schedules as a result of a “no-go” call, will be customer responsibility.

Documentation and Knowledge Transfer

- Provide documentation of the setup including a revised Sentinel design doc as well as any available vendor-created administrative and/or best practices guides.
- Provide knowledge transfer including basic functional overviews of products implemented, demonstrating the normal operations as installed in the customer’s environment.
 - Note that knowledge transfer and functional overviews are not a substitute for formal vendor product Customer Education courses available. Sentinel strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.

Project Management

Sentinel will provide a project manager committed to the success of the project. The project manager will be responsible for:

- Complete success of the project
- Optimal coordination of all resources
- Guiding the client on aspects of the project they are required to perform
- Tracking and reporting of progress
- Management of agreed to budget issues
- Management of expected timelines for implementation
- Changes to the project and communications of changes in writing using a Project Change Form
- Post installation document gathering, assembly and presentation
- Post installation project completion agreement and signature

Project management will ensure complete project success. Communication is the cornerstone of project management and the project manager will be the central communication mechanism for all parties. This will assure all relevant parties are informed about decisions that may affect the success of their component of the solution.

Customer Responsibilities and Assumptions

The following is a list of responsibilities and/or tasks that Sentinel assumes have been completed or reviewed by Wheaton SD 200 prior to the execution of the above-mentioned project. If additional responsibilities are uncovered during the project, Sentinel will make sure that Wheaton School District 200 is made aware of any issues promptly to determine resolution.

General Proposal Assumptions

Product Lead Times

Depending on the technologies quoted, orders may be direct or through distribution. Lead times should be expected to be 8 weeks but can exceed 8 weeks. Should expedited equipment requirements arise, there could be an additional charge to source through a warehousing distribution partner.

Site Readiness and Site Survey Requirement

Every effort has been made to ensure that proper power cords and patch cables have been included to match your environment’s infrastructure. The notes section of the Bill of Materials (BOM) explicitly states the quantity and type of cords quoted.



Four options are available to ensure the accuracy of the selected items; please initial next to which method you agree to: (SELECT AND INITIAL ONLY ONE)

Note: In the absence of the Customer selecting one of the four options below, it is agreed that the contract will default to Option #1.

- Initials **Option 1**
Customer waives the opportunity to complete a site/closet checklist, has reviewed the BOM and agrees to quantity, type and length of the power and patch cables provided. [Financial obligation for labor and materials for changes identified post order will be the Customer’s responsibility]

- _____ **Option 2**
Customer has provided a site/closet review checklist document and confirms the quantity, type and length of the power and patch cables quoted. [Financial obligation for labor and materials for changes identified post order will be the Customer’s responsibility, unless Sentinel provided the incorrect part based upon the provided checklist]
- _____ **Option 3**
Customer elects a “for charge” onsite survey of the facilities and closets to determine the quantity, type and length of the power and patch cables required. In addition, Sentinel will assess each closet’s cooling and UPS readiness for the proposed equipment being provided. [Financial obligation for labor and materials for changes identified post order will be Sentinel’s full responsibility, unless changes to the site have taken place subsequent to the site assessment]
- _____ **Option 4**
Not applicable. This SOW does not contain any work that would be performed in or impacted by the Customer’s MDF, IDF or Data Center facilities.

Fiber

It is assumed that the Customer's existing fiber will support proposed transmission speeds (i.e. 1GB, 10GB, 40GB, etc.). Customer must ensure that the fiber optic cabling is within manufacturer tolerances for distance and loss in order to support the required transport speeds. In some cases, specialized equipment, such as attenuators and mode conditioning cables, may be required to properly support these speeds. This equipment will be at the expense of the Customer.

Optics (SFP, SFP+, GBIC, etc...)

Every effort was made in the pre-sales process through white board sessions, BOM reviews and diagrams to identify any and all optics required. **ANY CHANGES IN OPTICS WILL BE HANDLED VIA A PCR UTILIZING THE CONTINGENCY ALLOCATION AS IDENTIFIED AND VALIDATED BY THE CUSTOMER AND PROJECT TEAM TO ASSURE PROPER OPTICS, CABLES AND ACCESSORIES ARE ORDERED TO MATCH THE PHYSICAL DEPLOYMENT REQUIREMENTS.** Migration items and integration items to existing equipment, if not noted, are not included nor is time for the interconnection, planning or design of same. Should any question exist as to the total number, types and use of the optics, Sentinel can set up a design review and white board session prior to the order upon request.

Power, Racks and Cooling

Like the optics, Sentinel has made a best effort to match any power requirements and answer any requests of the Customer related to equipment specifications, power cables included or other physical requirements. Any adjustments to fit in racks, connect to specific power terminal types, or secure electrician services to run a new service are beyond the fixed bid project price. Sentinel will respond to any inquiry and provide product literature. Any sizing charts provided are done so as a convenience to the Customer and DO NOT represent a commitment by Sentinel that, as sold, the equipment is ready for the Customer site. Sentinel offers Technology Area Design (TAD) consulting services should the Customer prefer a more formal and accurate solution.



Patch Cables/Cable Lengths

In most cases the BOM includes any note(s) on cable lengths included. Without the design validation of a formal TAD engagement, only a best effort is made to match the site requirements. Any changes to the cord lengths, connectors or other site readiness items will be in addition to the solution once the order is placed with the manufacturer(s). Many of the vendors offer the ability to select the appropriate items prior to order, but will charge for any replacements needed after the order and this offer will be extended to the Customer through the Sentinel Project Change Request (PCR) process. Unless specified, Sentinel assumes the Customer will provide all patch cables needed and can provide the product literature on any devices upon request.

Labor Union Requirements

Sentinel has NOT included any parameters for Union workers. Any requirement would require a subcontract arrangement to be determined up front and would increase the cost of deployment.

Permits & Access

Unless otherwise agreed, all permits, variances, access to facilities, roof access, building warranty concerns or other site-specific information and procedures are the responsibility of the Customer. Sentinel can assist as needed but will need to be informed of any requirements prior to the site survey to consider these within the validation process.

patching of equipment cabling

Sentinel assumes, unless noted here, that the Customer will patch in all equipment to the cabling plant within the facility. Sentinel can perform this connection service at an additional charge with an approved PCR.

Remote Support

Sentinel's service estimate assumes remote access support through IP VPN or IP PPP connection. Without this access, additional services may be incurred for optimization and tuning required pre and post installation.

Travel Requirements and Cost

Unless specified within the proposal, all travel expenses and time are not included. Travel time shall be invoiced at pre-negotiated rates and expenses plus per diem at actual costs.

Cisco Campus – Network Switching

Network Performance

Sentinel engineers work to define and deploy reliable network infrastructures in regard to performance and stability however, cabling, connectors, connected systems, power, cooling, routing, and other considerations can impact network performance and general stability. Sentinel recommends a paid network assessment to evaluate the Customer's environment in order to account for variable(s) with regard to Campus Network Switching. Without a relevant prior paid assessment, a best effort will be made based on Customer input during the pre-sales process.

Sentinel High Availability Network Support (HANS™)

1. Inspection and Repair

Prior to the Commencement Date of Maintenance under this Appendix, the equipment covered hereunder and delineated in the Pricing Summary ("the Equipment") shall be subject to inspection by the Contractor at no charge to the Customer to determine if it is in acceptable condition for maintenance. Any repairs, adjustments, or replacement of missing items deemed necessary by the Contractor to bring the Equipment up to an acceptable condition shall be the responsibility of the Customer. The Contractor reserves the right to modify, repudiate, or terminate this Appendix if, in Contractor's opinion, the Equipment is not capable of maintenance or if Customer refuses or fails to bring the Equipment up to an acceptable condition.

2. Responsibilities of Contractor

The Contractor shall, for the total charges set forth in the Pricing Summary, maintain the Equipment in good operating condition and furnish maintenance service during the Contracted Periods of Maintenance Service selected by the Customer as designated in the Pricing Summary.

The Maintenance Service includes:

- a. Unscheduled Remedial Maintenance Service during the Contracted Periods of Maintenance Service when notified by the Customer that the Equipment is inoperative.
- b. All costs of labor and field installable parts deemed necessary by Contractor to be required for maintaining the Equipment as a result of normal wear and tear. At Customer's request, Contractor will, for additional time and material cost, make required repairs not attributable to normal wear and tear.
- c. The installation of new parts or parts equivalent to new in performance. Replaced parts shall become the property of Contractor. Contractor shall be responsible for the replacement of only those parts unusable as a result of normal usage and wear and tear.
- d. With regard to end of life products, Contractor shall use its commercially reasonable best efforts to support said products until such time it is determined, in Contractor's sole discretion, that the support of these products is not economically viable. At the time that determination is made, Contractor shall notify Customer in writing, and Contractor shall then be relieved of any and all obligation or liability relating to said products.

3. Responsibility of the Customer

- a. The Customer shall notify Contractor's maintenance personnel upon Equipment failure and shall allow Contractor full and free access to the Equipment, subject to the Customer's commercially reasonable internal security rules.
- b. The Customer shall not permit maintenance or repairs to the Equipment to be made or attempted, except as specified and approved in advance by Contractor.
- c. The Customer shall maintain the site environmental conditions throughout the Contracted Periods of Maintenance Service in accordance with the specifications established by the Equipment manufacturer.
- d. Prior to the Commencement Date of Maintenance under this Appendix, the Customer shall provide Contractor with an accurate inventory of the Equipment to be covered hereunder. Should Customer's inventory be incomplete or otherwise inaccurate, Customer acknowledges that Contractor shall be absolved of any liability relating to the equipment not listed or misidentified, unless the parties agree to an additional charge for provision of service to that equipment. For multi-year contracts, this inventory shall be updated by Customer annually. At Customer's request and for an additional charge, Contractor can perform an inventory of Customer's Equipment to be covered hereunder. If the Customer requests that modifications be made to the inventory during the Contracted Periods of Maintenance Service, then maintenance service will be supplied unless such modifications make it impractical for Contractor to render maintenance service, in which case Contractor shall be relieved of its responsibilities. If the requested modifications increase maintenance costs, Contractor shall have the right to adjust accordingly the maintenance charges specified in the Pricing Summary.
- e. In order to activate Contractor's restoration guarantees, Customer agrees to present Contractor with up to date configurations of the covered devices at time of failure. However, if the Customer has a monitoring/managed services agreement in place, Sentinel can provide the configs via monitoring/managed services. Contractor's restoration guarantees will not be in full force or effect until Customer provides engineer active configuration at time of failure. In the event Customer does not provide the configuration information, any incremental effort required during the restoration process that is attributable to missing configuration information may result in additional charges.
- f. It is the Customer's responsibility to maintain and supply Contractor with current server backups as requested to facilitate system restoration. Contractor is only responsible to restore data based on the latest known good backup that Customer has supplied. In the event Customer does not provide a conforming backup, any incremental effort required by Contractor as a result of the non-conforming backup may result in additional charges.
- g. Customer shall inform Contractor of any end of life, replacement or phase out notifications it receives from Equipment manufacturers, dealers, or agents.

4. Call Recording

The recording and/or monitoring of incoming and outgoing telephone calls between Contractor and Customer will be undertaken by Contractor, subject to the consent of all parties to such calls, for the purpose of providing constructive performance feedback, pursuing complaints, taking corrective action, measuring satisfaction or for any other purpose Contractor deems relevant to improving customer service.



5. Periods of Maintenance Service Availability

- a. The Annual Maintenance Fee and the Contracted Periods of Maintenance Service available to the Customer are stated in the Pricing Summary. Notwithstanding the terms therein, the activation of the obligations under this Appendix commence no later than the date Contractor purchases any contracts or equipment on Customer's behalf.
- b. If the Customer removes individual Equipment from the system configuration, said individual Equipment may be added or deleted from maintenance coverage under this Appendix by giving Contractor thirty (30) days advance written notice. SMARTnet contracts purchased on the Customer's behalf are non-refundable. Contractor agrees to provide information to assist Customer in requesting a refund for prepaid SMARTnet contracts.

6. Excluded Services

The following services are outside the scope of this Appendix, but can be provided at an additional charge:

- a. Maintenance or repairs attributable to unauthorized attempts by or for the Customer to repair or maintain the Equipment; Equipment being used for purposes other than that for which it was designed; maintenance or repairs necessitated by Acts of God, war, government regulation, terrorism, disaster, strikes, civil disorder, accident, transportation, or similar emergency beyond the parties' control; failure to provide suitable environmental conditions; fault or negligence of the Customer, its agents, employees, or assigns; improper use or misuse of the Equipment; and causes external to the Equipment, such as, but not limited to, power failure, air conditioning failure, and electrostatic conditions.
- b. Furnishing supplies or accessories, or refurbishing of Equipment.
- c. Installation, moves, adds, or changes to Equipment/software.
- d. Maintenance or repairs attributable to manufacturer defects, bugs, viruses, or other similar defects.

7. Service Level Agreement ("SLA") for Sentinel HANS™

SLAs are noted below, in accordance with the following general Severity Level definitions and the provisions of Section 8 below:

- a. **Severity 1:** Interruption making a critical functionality inaccessible or a complete network interruption causing a severe impact on services availability. There is no possible alternative.
- b. **Severity 2:** Critical functionality or network access interrupted, degraded, or unusable, having a severe impact on services availability. No acceptable alternative is possible.
- c. **Severity 3:** Non-critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available.

Note: Due to the time required for set up to support HANS™ agreements, adherence to SLAs will become effective no sooner than 30 days after Customer signature.

Incident Service Level

Severity	Notification SLA	SLA Commitment	Response SLA	SLA Commitment	MTTR (Mean Time to Repair)	SLA Commitment
Severity 1	15 Minutes	99.5%	1 Hour	99.5%	Dependent on SLA purchased, See Pricing Summary	99.5%
Severity 2	15 Minutes	99.5%	2 Hours	99.5%	Dependent on SLA purchased, See Pricing Summary	99.5%
Severity 3	4 Hours	99.5%	NBD	99.5%	Two Business Days	99.5%



8. SLA Options

There are three SLA options for Sentinel HANS™. The definitions below describe the components of each SLA offering. The SLA of each device under contract is detailed in the Pricing Summary.

HANS™ Silver – provides all the services detailed under Item 8a. below. This service does not allow the Customer the ability to call the Manufacturer TAC directly for support or receive software updates to a device.

HANS™ Gold – provides all the services detailed under Item 8a. and 8b. below. Contractor is authorized to deliver Manufacturer Support and as such, Contractor has the ability to escalate to Manufacturer TAC for incidents, as well as receive all software updates for devices. Contractor is ultimately responsible for supplying parts to support Manufacturer hardware.

HANS™ Platinum - provides all the services detailed under Item 8a. below with all Equipment backed by a Manufacturer support agreement which provides Customer and Contractor access to Manufacturer's support resources and the ability to update software. Contractor is ultimately responsible for supplying parts to support Manufacturer hardware.

- a. The following details the level of support provided under all HANS™ service agreements:
- All calls for service are to be placed with, monitored, and escalated by Contractor.
 - Contractor will reload/configure system components with Customer-supplied back up as required to ensure complete functionality and restoration.
 - For service calls that are started within the Contracted Period of Maintenance Services, Contractor will, when necessary, provide continuous effort to extend service beyond the contracted hours of coverage.
 - Contractor will provide maintenance management services and, if requested by Customer, will act as the Customer's agent in attempting to resolve issues with other vendors/suppliers.
 - Contractor will utilize remote diagnosis and remote repair capability to expedite problem resolution.
 - Contractor will supply loaner equipment on a best efforts basis in emergency situations for non-core network equipment.
 - Contractor will provide primary and secondary engineers to gain knowledge of the configurations, along with an assigned escalation manager.
 - Contractor will provide advanced replacement of hardware in accordance with the SLA defined per device in the Pricing Summary.
- b. The following details the additional level of support provided under all HANS™ Gold service agreements:
- Cisco Specific Items
 - Contractor will provide the software for the Smart Collector upon Customer's request. The Smart Collector will only provide the functionality outlined below. Without the Smart Collector, these functions will not be possible. Specification of the hardware requirements will be given to Customer during the kick-off phase, and the Customer will be responsible for provisioning the OVA provided by Sentinel. Customer is also responsible for providing Contractor with SNMP Read-Only community strings for each device. Customer will be responsible for re-configuring the community string if it is not configured correctly on the devices.
 - Alert reporting – alerts to bug fixes, service alerts, EOX alerts
 - Device Diagnostics alerting and providing access to hundreds of symptom/fix data points. Customer is responsible for configuring and registering each device in order to activate this service. A sample configuration can be provided at time of installation.
 - NetApp/EMC Specific Items
 - Sentinel will setup the Manufacturer Phone Home capability to notify both the Manufacturer and Sentinel at the time of failure so that a ticket will automatically be generated in the Sentinel system for immediate response.
 - General Items
 - Contractor provides TAC support and escalation of cases to Manufacturer TAC on behalf of the Customer. In addition, in certain circumstances Customer may participate in Contractor's call with Manufacturer TAC.
 - Contractor will provide Contract and Inventory Management on the Customer infrastructure.



- Microsoft Premier Support for Partners (PSfP) (See the Pricing Summary for Hours Included)
 - Problem Resolution Support Hours for Reactive Support
 - 24x7 Break/fix support for server and desktop products
 - Unlimited support for all Cloud Technologies
 - Managed escalation
 - Ability to declare critical situation/Rapid On Site Services (ROSS)
 - Goaled Response Times (1 Hour for Severity A, 2 Hours for Severity B, and 4 Hours for Severity C incidents)
 - Support Assistance Hours for Proactive Services
 - Risk Assessments for Microsoft technologies
 - Tuning and optimizations
 - Application Development advisory services
 - Customized training and knowledge transfer
 - Workshops and chalk talks
 - Service Delivery Management via a Customer Success Account Manager
 - Resource coordination and case escalation
 - Scheduling and planning of all proactive services
 - Trusted advisor within the Microsoft services organization
 - Hours include Sentinel and Microsoft support hours and are tracked in 15 minute increments on the opened service calls.
 - Cloud Technologies support is defined as items that are solely in the control of Microsoft and have no premise support required. Microsoft determines at the end of a service call whether the call is related to Cloud Technologies support and does not detract hours from the support agreement.
 - Additional hours can be purchased during the support agreement term or a new support agreement can be purchased if all hours are exhausted within the 12 month term.
 - Hours must be used within the 12 month term and cannot be extended.

Pricing Summary

New site WAN

Hardware and Software

		Extended Price
Cisco Catalyst 9300	\$	16,830.00
Cisco ISR 4321	\$	5,741.00
Hardware and Software Total	\$	22,571.00

Solution Maintenance & Support

		Extended Price
Maintenance	\$	1,381.00
Maintenance & Support Total	\$	1,381.00

TOTAL PROJECT - Project Total Cost is based on the combined purchase of all Hardware/Software, Professional Services and Solution Maintenance from Sentinel as detailed in the attached Bill of Materials. Unbundling or materially reducing any of these essential elements of the solution may result in modifications to the cost of the remaining elements.

		Extended Price
Hardware and Software	\$	22,571.00
Solution Maintenance & Support	\$	1,381.00
Professional Services	\$	6,240.00
Project Total	\$	30,192.00

***Quote is valid until 04/10/2022** *Plus applicable tax, shipping & handling*



Cisco Catalyst 9300

Cisco Catalyst 9300					
Description	Qty	Unit Price	Ext Price	Special Notes	
Catalyst 9300 48-port(12 mGig&36 2.5Gbps), K12	2	\$ 5,423.00	\$ 10,846.00		
C9300 Netw ork Advantage, 48-port license	2	\$ -	\$ -		
Cisco Catalyst 9300 XE 17.5 UNIVERSAL UNIVERSAL	2	\$ -	\$ -		
1100W AC 80+ platinum Config 1 Pow er Supply	2	\$ -	\$ -		
No Secondary Pow er Supply Selected	2	\$ -	\$ -		
North America AC Type A Pow er Cable	2	\$ -	\$ -		
No SSD Card Selected	2	\$ -	\$ -		
50CM Type 1 Stacking Cable	2	\$ 42.00	\$ 84.00		
Catalyst Stack Pow er Cable 30 CM	2	\$ 40.00	\$ 80.00		
Config 1 Pow er Supply Blank	2	\$ -	\$ -		
TE agent for IOSXE on C9K	2	\$ -	\$ -		
C9300 DNA Advantage, 48-Port Term Licenses	2	\$ -	\$ -		
C9300 DNA Advantage, 48-Port, 3 Year Term License	2	\$ 1,556.00	\$ 3,112.00		
Prime Infrastructure Lifecycle & Assurance Term - Smart Lic	2	\$ -	\$ -		
PI Dev Lic for Lifecycle & Assurance Term 3Y	2	\$ -	\$ -		
Cisco DNA Spaces Extend Term License for Catalyst Sw itches	2	\$ -	\$ -		
Cisco DNA Spaces Extend for Catalyst Sw itching - 3Year	2	\$ -	\$ -		
Cisco ThousandEyes Enterprise Agent IBN Embedded	2	\$ -	\$ -		
ThousandEyes - Enterprise Agents	2	\$ -	\$ -		
Catalyst 9300 8 x 10GE Netw ork Module	2	\$ 1,053.00	\$ 2,106.00		
Netw ork Plug-n-Play Connect for zero-touch device deployment	2	\$ -	\$ -		
10GBASE-SR SFP Module, Enterprise-Class	2	\$ 301.00	\$ 602.00		
Hardware and Software Sub-Total:					\$16,830.00

Cisco ISR 4321

Cisco ISR 4321					
Description	Qty	Unit Price	Ext Price	Special Notes	
Cisco ISR 4321 Bundle, w/UC License	1	\$ 2,176.00	\$ 2,176.00		
Unified Communication License for Cisco ISR 4320 Series	1	\$ -	\$ -		
IP Base License for Cisco ISR 4320 Series	1	\$ -	\$ -		
AC Pow er Supply for Cisco ISR 4320	1	\$ -	\$ -		
4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard)	1	\$ -	\$ -		
4G DRAM for Cisco ISR 4320 (Soldered on motherboard)	1	\$ -	\$ -		
Blank faceplate for NIM slot on Cisco ISR 4400	2	\$ -	\$ -		
Cisco ISR 4300 Series IOS XE Universal	1	\$ -	\$ -		
AC Pow er Cord, C5 to C14 converter cable US,CAN,EU,AU,EAC	1	\$ -	\$ -		
32-channel DSP module	1	\$ 1,099.00	\$ 1,099.00		
Cisco Unified Border Element (CUBE) - E-delivery - top level	1	\$ -	\$ -		
CUBE V14 - 1 Standard Trunk Session License	1	\$ 66.00	\$ 66.00		
CUBE V14 - 1 Media Proxy Fork License	24	\$ 100.00	\$ 2,400.00		
Hardware and Software Sub-Total:					\$5,741.00



Maintenance

Maintenance					
Description	Qty	Unit Price	Ext Price	Special Notes	
SNTC-24X7X4OS Cisco ISR 4321 UC Bundle, PVDMA-32, UC L	1	\$ 812.00	\$ 812.00	12 Months	
SWSS UPGRADES Cisco Unified Border Element (CUBE) - E-	1	\$ -	\$ -	12 Months	
SWSS UPGRADES CUBE Standard Trunk Single Session - 1 S	1	\$ 17.00	\$ 17.00	12 Months	
SWSS UPGRADES CUBE Redundant Media Proxy Single Sessio	24	\$ 23.00	\$ 552.00	12 Months	
Maintenance & Support Sub-Total:				\$1,381.00	

General Terms and Assumptions

- With regard to any software licenses installed by Contractor as necessary to effectuate the provision of services under this Agreement, thus not within the scope of the deliverables, Customer is hereby prohibited from duplicating said software in any form or fashion and is further restricted from using the software beyond the intended scope set forth herein. Moreover, Customer is restricted from licensing, sublicensing or transferring said software to any third party (except to a related party) without the express permission of Contractor, under which circumstance the software shall stay under the control and auspices of the Contractor. In the event Customer loses or damages the software, a copy may be provided at a nominal charge. Contractor may, at its discretion, remove said software upon the completion of its provision of services. Alternatively, at the end of this engagement or the license period, whichever occurs first, Customer is required to either destroy or return all copies of said software to Contractor, as expressly directed by Contractor.
- The manufacturer/support provider has the right to inspect any products that have either never had support coverage or have not had support coverage for an extended period to determine their eligibility for maintenance/support. Devices subject to inspection will be flagged as such and are subject to a non-refundable inspection fee, which shall be the responsibility of Customer. Sentinel will work with the manufacturer/support provider on Customer's behalf until device eligibility is determined. Devices that do not pass the inspection will be ineligible for support.
- For products purchased pursuant to this agreement, Contractor agrees to provide storage at no additional charge for up to 90 days. If the storage period exceeds 90 days, Customer agrees to the following: a.) Customer will be responsible to pay a fee of 2% per month for storage of purchased products from that point forward, b.) Customer will be invoiced and will be responsible to pay the unpaid balance for any products purchased from Contractor that have not been paid in full and, c.) Ownership will transfer from Contractor to Customer.
- For all products purchased, it is assumed that prior to order execution with Contractor, Customer has reviewed, understood, and agreed to each manufacturer's respective terms and conditions governing the purchase of products, including, but not limited to, applicable warranties, order cancellation, and return policies. In the event of a return request, Sentinel may assist Customer by facilitating the request between Customer and the manufacturer. In addition, product return requests will be subject to Sentinel's own return policies, which may include restocking fees and/or shipping and handling costs.
- Under no circumstances will Customer have the right to withhold payment to Sentinel due to an alleged breach of any express or implied warranties with regard to the products purchased herein. Any such claim shall be handled directly between the manufacturer and Customer. If Contractor receives any financial relief or incentives intended for Customer as a result of a settlement between Customer and the manufacturer, Contractor agrees to pass through the incentives or financial relief to Customer.
- Sentinel makes no guarantees with respect to this product's compliance with any local, state, or federal privacy laws, including, but not limited to, the Biometric Information Privacy Act (BIPA) and the California Consumer Privacy Act (CCPA), and Customer shall maintain all responsibility and bear all liability with regard to its compliance with such in relation to its use of this product. Customer shall indemnify and hold harmless Sentinel from any third party claims to arise out of any privacy violations with regard to this product.



- Fixed Fee Services will be progress billed monthly based on percentage of completion. Generally, services for all non-business impacting tasks are quoted at a standard rate for labor from 9:00 a.m. – 5:00 p.m. If Customer requires, Contractor can perform some of these services outside of normal business hours at an overtime labor rate. Notwithstanding the above, services related to migrations, cutovers, or changes to critical core infrastructure are assumed to be performed outside of business hours and are included in the services pricing provided in this contract. For the fixed charges listed, the Contractor shall furnish all of the materials and perform all of the work shown on the drawings and/or described in the specifications entitled Appendix A, as annexed hereto as it pertains to work to be performed at designated customer locations. Any alteration or deviation from the above specifications, including but not limited to any such alteration or deviation involving additional material and/or labor costs, will be executed only upon a written order for same, signed by Customer and Contractor, and if there is any charge for such alteration or deviation, the additional charge will be added to the contract price detailed above.

Payment Terms

Hardware/Software: For orders over \$100K, 50% at contract execution, balance upon shipment from manufacturer

All Invoices: Net 30

This quote is valid until 04 / 17 / 2022.

CUSTOMER:
Community Unit School District 200

CONTRACTOR:
Sentinel Technologies, Inc.

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

P.O. #: _____