



FLOYD COUNTY BOARD OF EDUCATION  
Danny Adkins, Superintendent  
106 North Front Avenue  
Prestonsburg, Kentucky 41653  
Telephone (606) 886-2354 Fax (606) 886-4550  
www.floyd.kyschools.us

Sherry Robinson- Chair - District 5  
William Newsome, Jr., Vice-Chair - District 3  
Linda C. Gearheart, Member - District 1  
Dr. Chandra Varia, Member- District 2  
Rhonda Meade, Member - District 4

## Floyd County Board Of Education Issue Paper

**Date:** July 31, 2019

**Consent Agenda Item (Action Item):** Approve IP Office Server Edition Upgrade

**Applicable Statutes or Regulation:** BOE Policy 0.11 Powers and Duties of the Local Board of Education

**Budget/Financial Issues:** KETS Funds

**Recommended Action:** Approve IP Office Server Edition Upgrade

**Contact Person:** S. Denise Isaac, CIO

  
Chief Information Officer

  
Superintendent



## ***Statement of Work***

### ***Floyd County Schools***

#### **IP Office Server Edition Upgrade**

Created on:	7/29/2019
Last Updated:	7/29//2019
Version:	1.0
Approved by:	

Lynne' Fosson - Account Manager

Phone Number: 502-558-7331  
[lfosson@integrationpartners.com](mailto:lfosson@integrationpartners.com)

Rick Cassity System Engineer  
Phone Number: 954-504-5554  
[SEName@Integrationpartners.com](mailto:SEName@Integrationpartners.com)

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## EXECUTIVE SUMMARY

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### ENGAGEMENT SUMMARY

This engagement is to upgrade the existing IP Office from Release 10 to release 11. This is using the existing support contract.

Integration Partners' professional services group delivers a variety of services to assist customers in the implementation of their IT, environment, best practices & methodology. The services apply Industry Best Practices, cultivated through successful customer engagements and internal expertise, within the customer's environment.

## STATEMENT OF CONFIDENTIALITY

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This document contains proprietary and confidential information. All data submitted is provided in reliance upon the recipient's agreement not to use or disclose except in connection with its business dealings with Integration Partners Corp. The recipient of this document agrees to inform its present and future employees who receive or have access to the information contained in this document of its confidential nature, and to instruct each employee that he or she must not disclose any information concerning this document to others except to the extent that such matters are generally known to, and are available for use by, the public. The recipient of this document agrees that it will not duplicate or permit others to duplicate any material contained herein except for its own internal use.

By acceptance of this document, the recipient agrees to be bound by the foregoing statement.

## LIMITATION OF LIABILITY

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In performance of the scope of work outlined in this Agreement, except for damages resulting from its fraud or gross negligence, Integration Partners will in no event be liable for: (I) Any indirect, special, incidental or consequential damages, however caused and whether or not advised in advance of the possibility of such damages; or (II) Damages for the lost profits or lost data; or (III) cost of procurement of substitute goods technology or services. Except for liability resulting from its fraud or gross negligence, Integration Partners' entire liability arising from or relating to the subject matter of this Agreement shall be limited to the amount received by Integration Partners under this Agreement.

## **PAYMENT TERMS**

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Full payment of invoices is due within thirty days of invoice date (NET30). All hardware, software licensing, technical support, freight charges and applicable sales tax will be invoiced upon registration and shipment to customer. Product held at Integration Partners due to lab staging services or customer delay will be invoiced upon receipt at Integration Partners. Any labor for services to be performed will be payable 100% upon project completion.

## ENGAGEMENT PROPOSAL

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The IP Office Server Edition will be upgraded on site from Release 10 to 11. Integration Partners will be available the next day for 2 hours to address any issue from the upgrade.

Equipment and Services not specifically listed will follow Integration Partners change order process detailed further within this Statement of Work.

Integration Partners will provide the technical labor, supervision, consultation, to perform the tasks and provide the deliverables described in this SOW. For purposes of this SOW, “the deliverables” means any materials produced during tasks listed or specifically purchased by and to be delivered to Floyd County Schools under this SOW.

The estimated timelines and associated fees presented in this SOW are based on the following responsibilities. Should any element(s) of these be lacking in execution of Services, additional time, associated fees, and expenses may be required.

The below table provides a summary of high-level tasks, basic chronological order, and responsibilities. A more detail explanation is provided following the below table. Unless specified as onsite, services may be provided remotely.

Project Tasks	Client	Integration Partners
1. Integration Partners Project Management	Participate	Lead
2. Project Kick Off	Participate	Responsible
3. Upgrade system on site	Participate	Responsible
4. New System Cutover & Go-Live	Participate	Lead
5. Go-Live Help Desk and Escalation Triage	Responsible	Guide
6. Go-Live Programming Changes	Guide	Lead
7. Administrative Skills Transfer Handoff R11 Update only	Participate	Lead

## PROJECT MANAGEMENT

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Integration Partners Project Management Team Supporting Floyd County Schools

- Lead PM owns the communication cycle with Floyd County Schools
- Weekly written or verbal status reports
- Responsible for weekly review of actions, issues and risks
- Initial kick-off meeting
- Meetings to discuss critical deliverables and milestone

- Ensure succinct and orderly communication between involved parties
- Responsible for change control process
- Responsible for sign-off process for each completed deliverable
- Will leverage and utilize PMI best practices
- Project summary meeting to discuss lessons learned, status and sign-off

## PROJECT KICK-OFF

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The project kick-off is the initial working session between Floyd County Schools and Integration Partners. The kick-off session will cover the following elements:

Roles and responsibilities  
Review of the SoW and change order process  
Open item resolution  
Initial project timeline and update system  
Project management tasks and cadence  
Project close-out criteria and process

## PROJECT CLOSE-OUT

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The sign-off of the project final opportunity for a knowledge transfer for the operators/administrators. The Project Manager will coordinate a final meeting with Integration Partners and Floyd County Schools to review the following:

1. Confirm that all aspects of this SoW have been completed as defined.
  2. Review final As-Built Document
  3. Project Acceptance Sign-off
- If signed Project Acceptance is not received by Integration Partners within five business days following the review, the document will be considered final and the project complete.

## LOCATION LIST

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Location	Sold To	Address	City ST Zip Code
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Prestonsburg High (NOC)	5400699	825 Blackcat Blvd	Prestonsburg, KY 41653
Maintenance @ Adams Middle		2520 S. Lake Drive	Prestonsburg, KY 41653
Transportation	5189683	TBD	
Adams Middle	5400691	2520 S. Lake Drive	Prestonsburg, KY 41653
Allen Central Middle/Duff	5189683	183 Rebel Rd	Eastern, KY 41622
Allen Central High	5400701	442 Ky. Rt. 550	Eastern, KY 41622
Allen Elementary	5400725	112 Eagle Lane	Allen, KY 41601
Betsy Layne Elementary	51663309	256 School Street	Besty Layne, KY 4160
Betsy Layne High **	51663310	554 Bobcat Blvd	Stanville, KY 41659
May Valley Elem	5400704	481 Stephens Branch Rd	Martin, KY 41649
RLC	51463046	11479 Main St.	Martin, KY 41649
Prestonsburg Elem	5400705	140 Clark Dr.	Prestonsburg, KY 41653
South Floyd Middle/High **	5219154	299 Mt. Raider Dr	Hi Hat, KY 41636
Stumbo Elem	5273048	6945 Ky. Rt. 979	Grethel, KY 41631
Central Office	51663453	106 North Front Ave	Prestonsburg, KY 41653
Floyd Central High School	5400705	889 Ky Rt 680 W	Eastern KY 41622

**Main Contact:**

Wesley Turner  
Network Services / ERATE Coordinator  
Floyd County Schools  
106 North Front Ave.  
Prestonsburg, KY 41653

P: 606.886.2354 Ext. 5004

E: [wesley.turner@floyd.kyschools.us](mailto:wesley.turner@floyd.kyschools.us)



## **TIMING**

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Target completion for this work is ASAP.

## **INVESTMENT SUMMARY**

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All costs listed in the attached quote are based on the scope and assumptions included in this Statement of Work. All changes to this Statement of Work require completion of the Change Order Process below and an additional quote if applicable

Unless otherwise specified the quoted price is not inclusive of any travel and expenses. Integration Partners will invoice Customer for reasonable, direct and no markup costs in performance of the Services detailed in this Professional Services Agreement. Such costs include, but may not be limited to: airfare, lodging, mileage, meals, tolls and parking. Upon Customer's request, Integration Partners will provide Customer with itemization and documentation of all expenses over twenty-five dollars (\$25). Any projected expenses set forth in this Professional Services Agreement are estimates only. If Floyd County Schools has and provides Integration Partners with their travel, Integration Partners will abide by these guides for expense purposes to the extent possible.

## **EXISTING EQUIPMENT ON RECORD**

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IP Office Server edition with 14 sites.

## ASSUMPTIONS AND REQUIREMENTS

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The following assumptions and requirements apply for this engagement:

- All work shall be performed during normal business hours.
- The work location shall be both on site at Floyd County Schools' location, as well as remote.
- Integration Partners shall have access to the work area for the duration of the project.
- Integration Partners shall be provided remote access to resources associated with the project, e.g., lab and production environments.
- While on site and in the work area, Integration Partners shall be provided Internet access (wired or wireless) for connectivity to Integration Partners resources.
- Integration Partners assumes that Floyd County Schools shall provide, upon request, the following information:
  - Contact information for Floyd County Schools' project team and technology owners for the infrastructure and application platforms
  - If required, an escort for all installation personnel for the duration of the project
  - Technical information and full documentation concerning the existing Internet connectivity
  - At least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this service
- Floyd County Schools has identified baseline performance metrics for the production environment.
- Floyd County Schools shall allocate the required engineering resources throughout the project based on the activities. The discovery and requirement processes will require significant involvement from Floyd County Schools to ensure accuracy of the knowledge transfer and requirements are aligned with the project goals.
- Floyd County Schools shall review deliverables and provide feedback within a reasonable timeframe, in most cases within two business days.
- All deliverables shall be subject to the final written acceptance of the Floyd County Schools project manager or sponsor. Such final written acceptance shall be based upon the completeness, adequacy, and accuracy of deliverables in addressing all requirements of this proposal.
- It is usual and customary as part of security best practices to change system passwords from their factory defaults. Integration Partners will include a list of systems and passwords to Floyd County Schools included as part of the final deliverables.
- This proposal assumes that after work begins, there are no interruptions in the schedule that would cause Integration Partners to disengage and reengage later. It is understood by both Integration Partners and Floyd County Schools that a change order may be required to stop work and then restart after more than five business days.

## CHANGE ORDER PROCESS

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- Customer and Integration Partners will each designate a single point of contact for the authorization of project change requests. Customer and Integration Partners will use only the procedure under this Section to control changes to the statement of work.
- Since a change could affect the price, schedule, or other terms of the agreement for this statement of work, both Integration Partners and Customer must approve each change before amending the statement of Work. All change requests will be submitted in writing using the Change Request Form (Appendix A) with this document. They will describe the change and include whatever rationale and/or estimated effect the change will have on the Master Statement of Work.
- Customer and the Project Manager will review the Change Request Form. For any change requested, Integration Partners shall be entitled to adjust the time of performance and the charges for the Work to be performed in a SOW. Any adjustments to the time of performance or the charges for the Work to be performed which result from a change request shall be set forth on the Change Request Form.
- The change will then be accepted for submission to the other party, or it will be rejected. If rejected, the Change Request Form and a rejection rationale will be returned to the originator.
- If the Change Request Form is submitted to the other party, the receiving party shall have three (3) business days to agree to the proposed change by signing the Change Request Form.
- Approved changes as reflected on an authorized and executed Change Request Form will then be incorporated into the Statement of Work and become part of the agreement between the parties.

Until such time as any change requested is formally agreed to by authorized signature, Integration Partners shall continue to perform to the terms and scope of the original SOW.

## PROPOSAL ACCEPTANCE

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By signing this agreement, the parties agree to the terms and conditions as stated in this document. IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date written below.

### Floyd County Schools

### Integration Partners

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## APPENDIX A - CHANGE ORDER FORM

<b>Customer Name</b>	Floyd County Schools	<b>Project Number</b>	
<b>Project Name</b>		<b>Date Submitted</b>	
<b>Requested By</b>		<b>Date Reply Due</b>	

**Description of Change:**

**Justification for Change:**

**Effect on Schedule (Attach Revised Project timeline if applicable):**

**Effect on Project Pricing (Attach a quote for additional material and labor charges if applicable):**

## CHANGE ORDER ACCEPTANCE

<b>Floyd County Schools</b>	<b>Integration Partners</b>
Signature _____	Signature _____
Printed Name _____	Printed Name _____
Title _____	Title _____
Date _____	Date _____

## APPENDIX B - PROJECT COMPLETION DOCUMENT

Customer and Seller agree that this project is complete and all deliverables have been met with the following exceptions (if none, write "No Exceptions):

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The parties acknowledge they have read this Project Completion Document, understand it, and agree that the information contained herein is accurate.

### PROJECT ACCEPTANCE

Floyd County Schools	Integration Partners
Signature _____	Signature _____
Printed Name _____	Printed Name _____
Title _____	Title _____
Date _____	Date _____

## ACRONYM LIST

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AFL Advanced Feature License  
API Application Programming Interface  
AS Autonomous System  
ASN Autonomous System Number  
BGP Border Gateway Protocol  
BSD Berkeley Software Distribution  
CLI Command Line Interface  
CPE Customer Premises Equipment  
DNS Domain Name Service  
EBGP External Border Gateway Protocol  
ECMP Equal Cost Multi Path  
FE Fast Ethernet FPC Flexible  
PIC Concentrator  
Fxp0 Management Port  
Ge Gigabit Ethernet  
GUI Graphical User Interface  
IBGP Internal Border Gateway Protocol  
IGP Interior Gateway Protocol  
INET Internet routing table  
IOS Internetworking Operating System  
IP Internet Protocol  
IPv6 Internet Protocol version 6  
ISIS Intermediate System Intermediate System  
JTAC Juniper Technical Assistance  
Junos Juniper Operating System  
LCD Liquid crystal Display  
LDP Label Distribution Protocol  
LSA Link State Advertisement  
MBGP Multiprotocol BGP  
MED Multi Exit Discriminator  
MIC Modular Interface Card

MPLS Multiprotocol Label Switching  
NetIF Network Interface  
NhRef Next Hop Reference Number  
NTP Network Time Protocol  
OS Operating System  
OSPF Open Shortest Path First  
OTDR Optical Time Domain Reflectometer  
Perm Permanent  
PFE Packet forwarding Engine  
PIC Physical Interface Connector  
QSFP+ Quad Small Formfactor Pluggable Optics Plus  
RE Routing Engine  
RPF Reverse Path Forwarding  
RtRef Route reference number  
SDX Storage Data Acceleration  
SNMP Simple Network Management Protocol  
So SONET SSH Secure Shell Protocol  
SYSLOG system log  
VLAN Virtual Local Area Network  
WAN Wide Area Network