



**City of North Richland Hills**  
 Bryant Harvey  
 4301 City Point Dr.  
 North Richland Hills, TX 76180  
 bharvey@nrhtx.com

<b>QUOTE NUMBER</b>	
<b>OP-0099605-3</b>	
<b>Quote Date:</b>	<b>RFQ:</b>
7/10/2023	
<b>Contract:</b>	TIPS-2 #230105
	TEXAS DIR CISCO Contract #DIR-TSO-4167
<b>Quote Name:</b> OP-0099605	

## THANK YOU FOR YOUR INTEREST.

We are pleased to provide you with the following quote per your request. If you need additional services for ongoing product support, please contact us.

LEAD TIME	SHIP VIA	F.O.B.	TERMS
70 DAYS ARO	GRD SHIP	FOB Destination	NET 30

## YOUR ACCOUNT TEAM

**Brittany Crawford**  
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 2146808332

**Betsy Sadler**  
 betsy.sadler@redriver.com

*Lead times are based on the most current information available and are subject to change as situations impacting our Secure Supply Chain evolve.*

LINE #	ITEM #	DESCRIPTION	QTY	PRICE	EXT. PRICE
		TEXAS DIR - CISCO - TEXAS DIR CISCO Contract #DIR-TSO-4167 TIPS-2 #230105			
		MGIG AND POE+ OPTION			
		FIREHOUSE / CITY HALL: DISTRIBUTION OPTICS			
1	SFP-10G-SR-ENC	ENET COMPONENTS, INC.  ENET - CISCO COMPATIBLE 10GBASE-SR SFP+ 850NM 300M MMF LC CONNECTOR TIPS-2 #230105	6	\$65.00	\$390.00
2	SFP-10G-LR-ENC	ENET COMPONENTS, INC.  ENET - CISCO COMPATIBLE 10GBASE-LR SFP+ 1310NM 10KM DOM SMF/MMF DUPLEX LC TAA COMPLIANT TIPS-2 #230105	2	\$95.00	\$190.00
		RECREATION CENTER - DNA ADVANTAGE			

3	C9200-48PXG-A	CISCO	1	\$6,308.10	\$6,308.10
		CISCO CATALYST 9200 48-PORT 8XMGIG, POE+, NETWORKADVANTAGE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
4	CON-SNT-C92004XA	CISCO	1	\$2,905.20	\$2,905.20
		CISCO SMARTNET - 8X5XNBD - SKU: C9200- 48PXG-A - 5 YEAR			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
5	C9200-NW-A-48	CISCO	1	\$0.00	\$0.00
		CISCO C9200 NETWORK ADVANTAGE, 48- PORT LICENSE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
6	9200-NM-4X	CISCO	1	\$994.80	\$994.80
		CISCO 9200 4X10G NETWORK MODULE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
7	PWR-C6-1KWAC/2	CISCO	1	\$1,422.40	\$1,422.40
		CISCO 1KW AC CONFIG 6 POWER SUPPLY - SECONDARY PS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
8	CAB-TA-NA	CISCO	2	\$0.00	\$0.00
		CISCO NORTH AMERICA AC TYPE A POWER			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
9	C9200-DNA-A-48	CISCO	1	\$0.00	\$0.00
		CISCO C9200 DNA ADVANTAGE, 48-PORT TERM LICENSING			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
10	C9200-DNA-A-48-5Y	CISCO	1	\$4,160.30	\$4,160.30

CISCO C9200 DNA ADVANTAGE, 48-PORT - 5  
YEAR TERM

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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11	PI-LFAS-T	CISCO	1	\$0.00	\$0.00
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CISCO PRIME INFRASTRUCTURE LIFECYCLE &  
ASSURANCE TERM - SMART LIC

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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12	PI-LFAS-AP-T-5Y	CISCO	1	\$0.00	\$0.00
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CISCO PRIME DEV LICENSE FOR LIFECYCLE &  
ASSURANCE - 5 YEAR TERM

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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13	C9200-STACK-KIT	CISCO	1	\$770.30	\$770.30
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CISCO CATALYST 9200 STACK KIT

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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14	STACK-T4-50CM	CISCO	1	\$0.00	\$0.00
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CISCO 50CM TYPE 4 STACKING CABLE

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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15	C9200-STACK	CISCO	2	\$0.00	\$0.00
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CISCO 9200 STACK MODULE

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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16	NETWORK-PNP-LIC	CISCO	1	\$0.00	\$0.00
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CISCO NETWORK PLUG-N-PLAY CONNECT  
FOR ZERO TOUCH DEPLOYMENT

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

RECREATION CENTER - DNA ESSENTIALS

17	C9200-48PXG-E	CISCO	7	\$6,308.10	\$44,156.70
		CISCO CATALYST 9200 48-PORT 8XMGIG, POE+, NETWORK ESSENTIALS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
18	CON-SNT-C9200XGE	CISCO	7	\$2,905.20	\$20,336.40
		CISCO SMARTNET - 8X5XNBD - SKU: C9200- 48PXG-E - 5 YEAR			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
19	C9200-NW-E-48	CISCO	7	\$0.00	\$0.00
		CISCO C9200 NETWORK ESSENTIALS, 48- PORT LICENSE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
20	9200-NM-4X	CISCO	7	\$994.80	\$6,963.60
		CISCO 9200 4X10G NETWORK MODULE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
21	PWR-C6-1KWAC/2	CISCO	7	\$1,422.40	\$9,956.80
		CISCO 1KW AC CONFIG 6 POWER SUPPLY - SECONDARY PS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
22	CAB-TA-NA	CISCO	14	\$0.00	\$0.00
		CISCO NORTH AMERICA AC TYPE A POWER			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
23	C9200-DNA-E-48	CISCO	7	\$0.00	\$0.00
		CISCO C9200 DNA ESSENTIALS, 48-PORT TERM LICENSING			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
24	C9200-DNA-E-48-5Y	CISCO	7	\$1,216.70	\$8,516.90

CISCO C9200 DNA ESSENTIALS, 48-PORT - 5  
YEAR TERM

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

25	C9200-STACK-KIT	CISCO	7	\$770.30	\$5,392.10
	CISCO CATALYST 9200 STACK KIT				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
26	STACK-T4-50CM	CISCO	7	\$0.00	\$0.00
	CISCO 50CM TYPE 4 STACKING CABLE				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
27	C9200-STACK	CISCO	14	\$0.00	\$0.00
	CISCO 9200 STACK MODULE				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
28	NETWORK-PNP-LIC	CISCO	7	\$0.00	\$0.00
	CISCO NETWORK PLUG-N-PLAY CONNECT FOR ZERO TOUCH DEPLOYMENT				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
RECREATION CENTER - OPTICS					
29	SFP-10G-SR-ENC	ENET COMPONENTS, INC.	8	\$65.00	\$520.00
	ENET - CISCO COMPATIBLE 10GBASE-SR SFP+ 850NM 300M MMF LC CONNECTOR				
	TIPS-2 #230105				
30	SFP-10G-LR-ENC	ENET COMPONENTS, INC.	2	\$95.00	\$190.00
	ENET - CISCO COMPATIBLE 10GBASE-LR SFP+ 1310NM 10KM DOM SMF/MMF DUPLEX LC TAA COMPLIANT				
	TIPS-2 #230105				
PUBLIC WORKS					

31	C9200-48PXG-E	CISCO	2	\$6,308.10	\$12,616.20
		CISCO CATALYST 9200 48-PORT 8XMGIG, POE+, NETWORK ESSENTIALS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
32	CON-SNT-C9200XGE	CISCO	2	\$2,905.20	\$5,810.40
		CISCO SMARTNET - 8X5XNBD - SKU: C9200- 48PXG-E - 5 YEAR			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
33	C9200-NW-E-48	CISCO	2	\$0.00	\$0.00
		CISCO C9200 NETWORK ESSENTIALS, 48- PORT LICENSE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
34	9200-NM-4X	CISCO	2	\$994.80	\$1,989.60
		CISCO 9200 4X10G NETWORK MODULE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
35	PWR-C6-1KWAC/2	CISCO	2	\$1,422.40	\$2,844.80
		CISCO 1KW AC CONFIG 6 POWER SUPPLY - SECONDARY PS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
36	CAB-TA-NA	CISCO	4	\$0.00	\$0.00
		CISCO NORTH AMERICA AC TYPE A POWER			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
37	C9200-DNA-E-48	CISCO	2	\$0.00	\$0.00
		CISCO C9200 DNA ESSENTIALS, 48-PORT TERM LICENSING			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
38	C9200-DNA-E-48-5Y	CISCO	2	\$1,216.70	\$2,433.40

CISCO C9200 DNA ESSENTIALS, 48-PORT - 5  
YEAR TERM

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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39	C9200-STACK-KIT	CISCO	2	\$770.30	\$1,540.60
	CISCO CATALYST 9200 STACK KIT				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
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40	STACK-T4-50CM	CISCO	2	\$0.00	\$0.00
	CISCO 50CM TYPE 4 STACKING CABLE				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
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41	C9200-STACK	CISCO	4	\$0.00	\$0.00
	CISCO 9200 STACK MODULE				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
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42	NETWORK-PNP-LIC	CISCO	2	\$0.00	\$0.00
	CISCO NETWORK PLUG-N-PLAY CONNECT FOR ZERO TOUCH DEPLOYMENT				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
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43	SFP-10G-SR-ENC	ENET COMPONENTS, INC.	2	\$65.00	\$130.00
	ENET - CISCO COMPATIBLE 10GBASE-SR SFP+ 850NM 300M MMF LC CONNECTOR				
	TIPS-2 #230105				
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ANIMAL ADOPTION					
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44	C9200-48PXG-E	CISCO	1	\$6,308.10	\$6,308.10
	CISCO CATALYST 9200 48-PORT 8XMGIG, POE+, NETWORK ESSENTIALS				
	TEXAS DIR - CISCO				
	TEXAS DIR CISCO Contract #DIR-TSO-4167				
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45	CON-SNT-C9200XGE	CISCO	1	\$2,905.20	\$2,905.20

CISCO SMARTNET - 8X5XNBD - SKU: C9200-48PXG-E - 5 YEAR

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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46	C9200-NW-E-48	CISCO	1	\$0.00	\$0.00
		CISCO C9200 NETWORK ESSENTIALS, 48-PORT LICENSE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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47	9200-NM-4X	CISCO	1	\$994.80	\$994.80
		CISCO 9200 4X10G NETWORK MODULE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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48	PWR-C6-1KWAC/2	CISCO	1	\$1,422.40	\$1,422.40
		CISCO 1KW AC CONFIG 6 POWER SUPPLY - SECONDARY PS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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49	CAB-TA-NA	CISCO	2	\$0.00	\$0.00
		CISCO NORTH AMERICA AC TYPE A POWER			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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50	C9200-DNA-E-48	CISCO	1	\$0.00	\$0.00
		CISCO C9200 DNA ESSENTIALS, 48-PORT TERM LICENSING			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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51	C9200-DNA-E-48-5Y	CISCO	1	\$1,216.70	\$1,216.70
		CISCO C9200 DNA ESSENTIALS, 48-PORT - 5 YEAR TERM			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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52	NETWORK-PNP-LIC	CISCO	1	\$0.00	\$0.00



CISCO NETWORK PLUG-N-PLAY CONNECT  
FOR ZERO TOUCH DEPLOYMENT

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

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53	SFP-10G-SR-ENC	ENET COMPONENTS, INC.	2	\$65.00	\$130.00
		ENET - CISCO COMPATIBLE 10GBASE-SR SFP+ 850NM 300M MMF LC CONNECTOR			
		TIPS-2 #230105			
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PARKS DEPARTMENT					
54	C9200-48PXG-E	CISCO	1	\$6,308.10	\$6,308.10
		CISCO CATALYST 9200 48-PORT 8XMGIG, POE+, NETWORK ESSENTIALS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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55	CON-SNT-C9200XGE	CISCO	1	\$2,905.20	\$2,905.20
		CISCO SMARTNET - 8X5XNBD - SKU: C9200- 48PXG-E - 5 YEAR			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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56	C9200-NW-E-48	CISCO	1	\$0.00	\$0.00
		CISCO C9200 NETWORK ESSENTIALS, 48- PORT LICENSE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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57	9200-NM-4X	CISCO	1	\$994.80	\$994.80
		CISCO 9200 4X10G NETWORK MODULE			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			
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58	PWR-C6-1KWAC/2	CISCO	1	\$1,422.40	\$1,422.40
		CISCO 1KW AC CONFIG 6 POWER SUPPLY - SECONDARY PS			
		TEXAS DIR - CISCO			
		TEXAS DIR CISCO Contract #DIR-TSO-4167			

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59	CAB-TA-NA	CISCO	2	\$0.00	\$0.00
		CISCO NORTH AMERICA AC TYPE A POWER TEXAS DIR - CISCO TEXAS DIR CISCO Contract #DIR-TSO-4167			
60	C9200-DNA-E-48	CISCO	1	\$0.00	\$0.00
		CISCO C9200 DNA ESSENTIALS, 48-PORT TERM LICENSING TEXAS DIR - CISCO TEXAS DIR CISCO Contract #DIR-TSO-4167			
61	C9200-DNA-E-48-5Y	CISCO	1	\$1,216.70	\$1,216.70
		CISCO C9200 DNA ESSENTIALS, 48-PORT - 5 YEAR TERM TEXAS DIR - CISCO TEXAS DIR CISCO Contract #DIR-TSO-4167			
62	NETWORK-PNP-LIC	CISCO	1	\$0.00	\$0.00
		CISCO NETWORK PLUG-N-PLAY CONNECT FOR ZERO TOUCH DEPLOYMENT TEXAS DIR - CISCO TEXAS DIR CISCO Contract #DIR-TSO-4167			
63	SFP-10G-SR-ENC	ENET COMPONENTS, INC.	2	\$65.00	\$130.00
		ENET - CISCO COMPATIBLE 10GBASE-SR SFP+ 850NM 300M MMF LC CONNECTOR TIPS-2 #230105			
RED RIVER PROFESSIONAL SERVICES					
64	RRPS-PROJ-FFP	RED RIVER	1	\$10,025.00	\$10,025.00
		RED RIVER PROFESSIONAL SERVICES AS DEFINED IN CORRESPONDING STATEMENT OF WORK TEXAS DIR - CISCO TEXAS DIR CISCO Contract #DIR-TSO-4167			
CISCO EOY DISCOUNT					
65	CREDIT	RED RIVER	1	-\$20,000.00	-\$20,000.00

SPECIAL ONE TIME DISCOUNT - END OF  
CISCO FISCAL YEAR - VALID FOR ORDER  
PRIOR TO JULY 28, 2023

TEXAS DIR - CISCO

TEXAS DIR CISCO Contract #DIR-TSO-4167

**TOTAL**

\$156,518.00

## WE WELCOME YOUR FEEDBACK.

Please complete our customer survey at [redriver.com/customer-survey](https://redriver.com/customer-survey).

**\*Attention Contracting\*** Domestic Orders placed against this quote may be subject to state sales tax (if applicable) unless your organization's tax exemption certificate for the appropriate state(s) is included in your order. This quote is provided in accordance with FAR Part 13, 14, or 15. This quote is valid for 30 days unless otherwise noted within this quote. For terms and conditions please visit:

[Terms and Conditions](#)

For OEM Terms/EULA please visit:

[CISCO](#)

### REMIT TO:

Red River Technology LLC  
PO Box 780924  
Philadelphia, PA 19178-0924



**\*\*\* Attention Contracting \*\*\*** Domestic Orders placed against this quote may be subject to state sales tax unless your organization's tax exemption certificate for the appropriate state(s) is included in your order.

This quote is provided IAW FAR Part 13, 14, or 15.

This quote is valid for 30 days unless otherwise noted within this quote.

### **Terms and Conditions**

Thank you for working with Red River Technology LLC

Quotations are considered all or nothing unless otherwise specified. Please contact us if you have a quotation you would like to procure a portion of.

This quote is intended for the use of the person to whom it is addressed and contains information that is privileged and confidential and may be protected from disclosure under applicable law. If you are not the intended recipient, your use of this message for any purpose is strictly prohibited. If you have received this quote in error, please notify the sender so that we may correct our records

All purchases are subject to credit approval. Invoicing of hardware/software products and licensing will be based on proof of delivery.

Invoicing of services will be based on Period of Performance (POP) start date, milestone completion, or as otherwise agreed upon in Statement of Work (SOW).

All returns are subject to pre-approval and must have an RMA (Return Merchandise Authorization) number issued by Red River Technology LLC. Return approval may be based on the policies of the manufacturers whose products we provide. Generally, unopened products in 100% re-sellable condition may be returned within 30 days. Please take note that most manufacturers do not permit the return of products that have been opened, custom built or otherwise preconfigured. Some manufacturers do not allow returns for any reason. Please check with your sales representative for specific manufacturer return guidelines. Failure to return a product within the applicable return period will be deemed to be an acceptance of the product.

Red River Technology LLC does not separately warrant the products of the manufacturers we carry.

Red River Technology LLC will honor all pricing for a period of 30 days pending manufacturer or distributor price increase or discontinuance, unless otherwise noted within this quote.

Shipments of information technology products to California may require additional charges to cover CA state environmental fees.

The customer will be responsible for all legal costs and third party collection fees associated with non-payment of invoices.

Terms and conditions, and other contractual obligations, based on effective customer specific contracts and/or agreements supersede and take precedence over these standard terms and conditions.

Orders may be subject to state or local taxes without the provision of reseller, or valid tax exemption certificates.

Red River Technology LLC is an equal opportunity employer. All decisions concerning the employment relationship are made without regard to age, race, color, religion, creed, sex, national origin, marital status, veteran status, the presence of any physical or mental disability, genetic information or any other status or characteristic protected by federal, state, or local law. Discrimination or harassment based upon any of these factors is wholly inconsistent with our company values and will not be tolerated.

These terms and conditions are subject to change without notice.

Additional shipping charges may apply when OCONUS, expedited, or heavy-weight shipments or any non-standard shipping arrangements are requested and/or required for order fulfillment.

# Red River

## **Response To:**

City of North Richland Hills

Switch Upgrade

Statement of Work – Quote OP-0099605

June 1, 2023



## **Submitted By:**

Brittany Crawford

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Taylor Harris

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**Red River Technology LLC**

**21 Water Street, Suite 500**

**Claremont, NH 03743**

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*The data in this document shall not be disclosed outside the Customer organization. It shall not be used or disclosed in whole or in part for any purpose other than to evaluate the document. Should a service agreement be awarded to Red River Technology LLC (Red River) as a result of or in connection with the submission of this document, Customer shall have the right to use or disclose the data to the extent provided by the agreement. This restriction does not limit the right of Customer to use information contained in the data if it is obtained from another source without restriction.*

## **NON-DISCLOSURE STATEMENT**

The data in this document shall not be disclosed outside the Customer organization. It shall not be used or disclosed in whole or in part for any purpose other than to evaluate the document. Should a service agreement be awarded to Red River Technology LLC. (Red River) as a result of or in connection with the submission of this document, Customer shall have the right to use or disclose the data to the extent provided by the agreement. This restriction does not limit the right of Customer to use information contained in the data if it is obtained from another source without restriction.

THE INFORMATION AND SOLUTION PROPOSED ARE CONSIDERED TO BE UNIQUE AND SHOULD BE PROTECTED AS "PROPRIETARY" ONLY FOR THE EYES OF CUSTOMER MANAGEMENT

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## 1.0 EXECUTIVE SUMMARY

Established in 1995, Red River is a Technology Transformation IT solutions provider with Corporate Headquarters in Claremont, NH, and Federal Headquarters in the Washington, DC metro area. We support customers in the commercial, civilian, military, healthcare, and education markets worldwide. We provide a wide range of capabilities and cutting-edge IT solutions designed to solve current challenges, optimize available assets, and help make meaningful IT investments that align with the strategic goals of our customers. Key solution areas include Data Center, Network Infrastructure, Storage, Software Development, and Mobility. We provide Consulting Services along with Supply Chain Management and Professional, Managed, and Support Services to maximize process improvements and cost savings. Our technology expertise and mission-critical experience help our customers optimize their business processes and extend the value of their IT investments.

This Statement of Work ("SOW") sets forth the scope of work and terms and conditions to the professional services ("Services") to be provided to Customer by Red River.

The products and services provided by Red River are solely for your use in fulfillment of Switch Upgrade. Red River's prices are as specified herein for the products and/or services being offered. Red River's prices are based on the terms and conditions herein, specific configurations, quantities, delivery, installation, and service schedules. Any changes to these items may result in a price change.

## 2.0 SOLUTION OVERVIEW

The City of North Richland Hills is looking for Professional Services to handle the installation of 12 x Switches at 4 of their locations. These switches are earmarked to upgrade an existing fleet of Cisco switching (One for One).

During the project, the uplinks will be converted from 1G (Single and Multimode) to 10G (Single and Multimode). Some additional work on their Distribution Switches (Catalyst 9500) may be required to facilitate that speed and optic change.

The breakdown of switches to location is as follows:

Location	Switch Model	Optics
Firehouse / City Hall	Distribution Switches (Optics)	2 x 10G-LR, 6 x 10G-SR
Recreation Center – MDF	4 x C9200 (Stack)	2 x 10G-LR; 4 x 10G-SR
Recreation Center – IDF	3 x C9200 (Stack)	2 x 10G-SR
Recreation Center – IDF	1 x C9200	2 x 10G-SR

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Public Works	2 x C9200	2 x 10G-SR
Animal Adoption	1 x C9200	2 x 10G-SR
Parks Department	1 x C9200	2 x 10G-SR

### 3.0 PROJECT MILESTONES

#### 3.1 INITIATING & PLANNING MILESTONE

To promote the success of any customer environment changes, upon initiating the project the Red River team will use the planning and design phase to capture all necessary aspects of the solution upgrades or verify that changes are compatible with the existing environment and will not affect capability and operation of the affected infrastructure. The specific design aspects of this solution will entail the following:

- Conduct a kickoff call to plan and schedule the engagement’s tasks.
- Meet with City of North Richland Hills to discuss the environment and operational implementation requirements (hardware, software, and infrastructure) are met by City of North Richland Hills, and provide City of North Richland Hills with a list of required or beneficial updates.
- Work with City of North Richland Hills assigned single point of contact to coordinate project tasks and the resources assigned to complete tasks.
- Identify equipment status and locations.
- Scheduling
  - Coordinate outage/access requirements and confirm schedule with City of North Richland Hills
  - Prepare change orders and document necessary outage/maintenance requests.
- Gather information pertinent to successful delivery of the solution.

##### 3.1.1 DESIGN AND DISCOVERY

- Review Existing Configurations and Network Topology
- Review Existing Elevation Diagrams and Rack Requirements
- Convert Existing Configurations to New Platform
- Create High and Low-Level Design Workbooks
- Create Migration Plan and Port Map for Each Closet

### 3.2 EXECUTING MILESTONE

Upon successful planning of the engagement, the assigned Red River engineer will begin the necessary tasks to complete the desired changes within the customer environment. The specifics identified for this effort are as follows:

#### 3.2.1 *IMPLEMENTATION/MIGRATION*

- Coordinate Access Requirements and Outage Windows
- Rack/Stack/Baseline Switch (Stacks) as defined in the Design.
- Upgrade Switch (Stacks) to Recommended Firmware Version
- Migrate Switch Configuration to New Switches (Stacks)
  - Interface Config
  - Layer 2 Configuration (VLAN, Spanning Tree, etc.)
  - Layer 3 Configuration (Routing Protocols, Tunnels, Interfaces, etc.)
  - Services Configuration (SNMP, AAA, Syslog, etc.)
- Integrate Switch (Stacks) to Cisco Licensing
- Migrate Downstream Cables from Legacy Switch (Stack) to New Switch (Stack)
  - Access Points to be migrated to MGIG Ports (If equipped)
- Reconfigure Upstream Cables from 1G to 10G.
- Perform Testing and Validation Plan

#### 3.2.2 *DOCUMENTATION*

- Update Design Documentation to Reflect As built.
- Update Topology Diagrams and Elevations to reflect deployed topology.

### 3.3 CLOSING (ACCEPTANCE) MILESTONE

Upon completion of the design and deployment milestones, the customer-designated point of contact will certify completion by signing the project acceptance form. Once the acceptance has been provided the customer will be requested to complete a Red River Customer Satisfaction Survey as part of final project related deliverables and the final step to support full project closure.

### 3.4 PROJECT DELIVERABLES

- Solution as Identified by this Statement of Work
- As-Build Documentation
- Updated Design Diagrams

### 3.5 TASKS THAT ARE OUT OF SCOPE

The following tasks are excluded from the project. (A quote for this work can be provided if desired)

- Red River is responsible for performing only the Services expressly specified in this SOW. All other services, tasks and activities are considered out of scope.
- Deployment of Additional Hardware not specified in this SOW.
- Configuration of Access Points or Firewalls.
- Running of Cables or Fiber Outside Rack.
- Adding Catalyst Switches to Meraki Dashboard.

## 4.0 PROJECT MANAGEMENT

### 4.1 PROJECT MANAGEMENT APPROACH

The Red River Project Team provides a tailored Project Management approach based on Project Management Institute (PMI) concepts and agile methodology to deliver solutions successfully. Team members have professional certifications to include but are not limited to the following: PMI-PgMP, PMI-PMP, PMI-RMP, PMI-ACP, CSM, CSPO, ITIL, and Six Sigma. The assigned Red River PM tracks, manages, and delivers each of the defined deliverables. The project is deemed complete when all deliverables have been submitted and accepted by the customer.

#### 4.1.1 KICK-OFF MEETING

Upon contract award, Red River's PM sets up an initial Kick-Off meeting with the customer to discuss the approach and plan for the project. This meeting focuses on introducing the teams and begin the data gathering to complete and submit the initial project schedule, and the requirements for completing the necessary site evaluations.

### 4.2 PROJECT TEAM

A Project Team is assigned and available throughout the lifecycle of the project. This includes an Account Executive, the Inside Account Team, a Lead Engineer, and a Project Manager. We will add technical and administrative resources as necessary to complete the project successfully.

Below is a description of the project team:

- **Account Executive (AE):** The AE is responsible for the overall satisfaction of the customer's business requirements. It is the job of the AE to be intimately aware of the customer's business goals, needs, and challenges.
- **Inside Account Team:** This team consists of dedicated sales personnel that are available every day to provide hardware quotes as well as a variety of other pre-sales activities.
- **Project Manager (PM):** Every project that Red River is involved in is assigned a PM. The PM is the primary interface to the customer. They are responsible for providing the customer with status updates, promptly communicating project risks, and verifying that all technical resources have what they need to successfully deliver the solution.
- **Lead Engineer:** When a customer engages Red River to provide a service, whether it is a design, installation, or simply a consulting project, a Lead Engineer provides senior technical

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guidance for the Delivery Team. The Lead Engineer makes certain the right resource is applied to the right task and the right tasks are done at the right time, and in effect, is the Foreman of the Red River Delivery Team.

- **Other Resources:** Red River has a pool of technical and administrative resources that are applied at any time at the direction of the Lead Engineer or PM. This includes installation technicians, Professional Trainers, Technical writers, etc.

The combined expertise of the PM and engineers involved are used to effectively manage an engagement of this complexity and importance. While the PM functions as the primary interface for the customer, the engineering team applies experience and lessons learned from similar projects and has ultimate responsibility for customer satisfaction and adherence to project deliverables, and meeting customer's expectations.

## 5.0 ASSUMPTIONS

### 5.1 PROJECT ASSUMPTIONS

- Red River reserves the right to use Subcontractors. Red River remains responsible for services performed by its subcontractors.
- Red River will work at specified locations or remotely.
- If necessary, Red River engineers will be provided a hard VPN so they can use Red River laptops and tools to perform the tasks outlined in the SOW.
- Sufficient Rack Space, Power, and Cooling in Each Closet.
- Physical and Remote Access will be provided by Customer.
- Existing Fiber Infrastructure (SMF and MMF) is Supported by 10G Optics.
- Redundant Links will be deployed between switches (Upstream and Downstream)

### 5.2 CUSTOMER RESPONSIBILITIES

- Designate a single point of contact to whom all communications may be addressed and who has the authority to act on all aspects of the services.
- Provide confirmation of the scheduled activity to the Red River Project Manager, before the Red River team is dispatched.
- Reasonable access to all customer sites and facilities, including, where applicable, computer equipment, telecom equipment, facilities, workspace, and telephone for Red River's use during the project.
- Adequate secured storage areas on City of North Richland Hills sites for Red River equipment for the duration of the project.
- Provide list of naming schemes and IP addressing for devices as may be applicable.
- Provide list of users, User Groups, and desired roles as applicable.
- Customer will provide Red River with all necessary information concerning any and all security considerations and the process to work within any present security policies and processes.
- Provide Fiber and Ethernet Patch Cords.

## 6.0 PRICING TERMS AND CONDITIONS

- Red River reserves the right to partial invoice for services based on milestones outlines in section Project Milestones.
- Project Milestones are contingent on successful completion of tasks by both City of North Richland Hills and Red River. Red River will not be held to pre-discussed milestones if City of North Richland Hills fails to complete tasks as pre-determined. Red River reserves the right to invoice for work completed due to customer project delays.
- All project pricing is based on performance during normal business hours Monday through Friday, 8:00am to 5:00pm local time unless outlined in the statement of work. Time that is required outside of normal business hours may require a change order detailing the work to be completed and any associated costs.
- Red River will invoice the hardware upon delivery.
- Red River will deploy a resource as soon as available.
- Payment Terms are based on Customer Credit reference and will be determined by Red River Finance.
- If at any time during the project, tasks are identified that are outside of the outlined tasks, Red River will issue a change order to accommodate those changes. A quote will be submitted to the customer outlining additional tasks and increased costs. These are subject to customer approval.
- See Attached Quote for all other Terms and Conditions.

## 7.0 APPROVAL TO PROCEED WITH PROJECT

The pricing for work to be completed in the document previously defined is a ***firm fixed price engagement*** based on the information gathered and milestones as outlined. Red River is pleased to offer the services described in the above SOW on the attached Quote Number: **OP-0099605**

Red River reserves the right to invoice based on milestone completion as defined in the milestone payment schedule below:

Milestone	Percentage	Invoice Upon
Hardware	100.00%	Delivery
Planning/Design	25.00%	Order
Execution	50.00%	Milestone
Validation	15.00%	Milestone
Closure	10.00%	Acceptance
Travel	100.00%	As Incurred

The undersigned parties each understand and agree that this SOW, *Switch Upgrade*, accurately sets forth the services that Red River will provide for Customer.

Following receipt of signed Contract Agreement and the Customer's Purchase Order, a Red River Project Manager will contact City of North Richland Hills to discuss next steps. Red River requires a minimum of two (2) weeks' notice to begin project implementation from date of receipt of signed Contract Agreement and Customer's Purchase Order.

CUSTOMER CONTACT NAME:

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CUSTOMER CONTACT TITLE:

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CUSTOMER PHONE NUMBER:

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CUSTOMER EMAIL ADDRESS:

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PROJECT SITE ADDRESS:

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(Signature)

(Print Name)

Date

City of North Richland Hills

## 7.1 PROJECT COMPLETION AND ACCEPTANCE

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Upon completion of all milestones on the deployment the Red River assigned Project Manager will notify the customer point of contact we are at the completion stage. Once all milestones have been completed, they will submit an acceptance worksheet for signature and approval. After notification of completion Red River will assume acceptance after seventy-two (72) hours unless we have been alerted that there are any defects or missed milestones.