



**Usherwood**  
OFFICE TECHNOLOGY

**CONTENT ONLY - Warren County  
Schools - Add 2 devices to uniFLOW**

Quote # 001392  
Version 1



Prepared for:  
Warren County School District

Prepared by:  
Daniel Hernborg



## Statement of Work

Usherwood Office Technology has met with Warren County School District and discussed potential solutions. After careful consideration and research, Usherwood Office Technology has designed a solution and implementation plan outlined below.

### Phase 1: Application Installation and Initial Configuration

Usherwood will install and configure the following items:

- (Server) Install uniFLOW on server
- (Server) Install any supporting applications
- (Server) Import users into unifiow
- (Server) Create ports and queues on uniFLOW server
- (Server) Create secure input queues on uniFLOW server
- (Server) Configure scan workflows on uniFLOW server
- (Server) Configure mobile printing on uniFLOW server
- (MFP) Obtain MOM and ULM clients
- (MFP) Validate MOM, ULM clients and card readers all installed as expected

### Phase 2: Solution Assembly & Deployment

Usherwood will purchase, assemble and deploy the components listed below:

- (MFP) Enable ULM
- (MFP) Validate device is pulling behaviors, prints and card reader acts as expected
- (MFP) Create custom screens
- (Server) Import ports and queues into uniFLOW or RPS (using wizard)
- (Server) Send print job to each input queue from uniFLOW or RPS
- (Server) Validate SQL maintenance is scheduled
- (Server) Validate AV exception created
- (Server) Test advanced feature(s) (if applicable)

### Phase 3: User Training

Usherwood will provide (2) hours of basic end user training on the uniFLOW features listed below.

- User authentication
- Printing and managing print release
- Print job modifications
- Scanning
- Print job retention

### Phase 4: Admin Training

Usherwood will provide (2) hours of administrator training on the topics listed below.

- Access uniFLOW server config
- Configure reports
- Basic device troubleshooting within uniFLOW
- Configuring scan workflows (if applicable)
- Access device RUI
- Canon remote operator application
- Print management training

## Statement of Work

### Client Responsibility

To execute this project properly Usherwood Office Technology will need the following provided by Warren County School District:

- Deploy all secure print queues and direct print queues on the client devices
- Provide Usherwood access to print servers and provide name of server
- Input PIN codes in AD (if not already there) and provide Usherwood field used in AD (typically pager, or any field that does not hold a value will work)
- Provide Usherwood LDAP server and credentials to connect
- Provide Usherwood device timeout defaults (10 sec increments up to 1 min, then one minute increments, up to 9 min)
- Provide Usherwood with job retention time requirement (default is 600 minutes)
- Provide Usherwood print queue defaults (1/2 sided, color/auto/bw) and naming convention of queues
- Provide Usherwood with 2 or more server access users for installation and support
- Provide staff to escort Usherwood throughout building during deployment

### Stakeholders and Communication

Project status will be delivered daily via email for the duration of the project. The following are recognized as primary Stakeholders in this project:

#### *Usherwood Office Technology*

- Terry Norris
- Daniel Hernborg, Managed Solution Specialist
- Steve Wierbinski, Application Services Engineer
- John Daniel, Director of Application Services

#### *Warren County School District*

- Paul Leach,

- Alberto Ruiz

### Change Control

Should there be any changes outside the scope of this project; a formal change order process will be initiated. Any change in scope will be clearly documented within a change control document and authorized by Usherwood Office Technology and Client. If the change requires additional licensing or services, a new or revised order must be completed, reviewed, approved and fulfilled prior to the delivering of services. Prior to any change consideration to the project, the stakeholders will discuss:

- Description of change
- If the change falls within or outside of scope
- Effort required to make the change
- Financial and scheduling impact of the change

### Place of Performance

The execution of this project will be completed at 6820 Market Street Extension Russell, PA 16345-3406. Engineer will perform installation remotely.

### Schedule



Upon acceptance of this Statement of Work, a kickoff meeting will be called to establish a schedule for the work to be completed.

### Acceptance Criteria

Upon completion of the criteria listed within the Scope of Work, this project will be considered closed and further support will be conducted under the continuing support contract.



## Solution Components

Description	QTY
 <b>MiCard PLUS SC</b>	2
 <b>uniFLOW Software Assurance -1 Point Education</b>	25
<b>uniFLOW Education Secure Print Device License 1-9</b>	2
<b>Remote Installation fee per embedded, 1-24 license or devices</b>	2
<b>Usherwood Annual Support Contract - Per MFP, Per Year</b>	2





## Service Level Agreement

### 1. Support

The following detailed parameters are the responsibility of Usherwood in the ongoing support of this Agreement. Support is entitled to the end-user of the specific Usherwood provided product or software application. End user is defined as the individual or organization that purchases products and support through Usherwood.

#### 1.1. Scope (Support)

The following support is provided with a connectIT Support Agreement, subject to Section 2:

Support	Frequency
Email support during normal business hours	As needed
Phone support during normal business hours	As needed
Remote assistance via remote access	As needed

#### 1.2. Scope (Technology)

The following updates are provided with a connectIT Support Agreement:

Support	Update Frequency	Audit Frequency
Firmware updates on Usherwood provided hardware	As needed	Quarterly
Firmware updates on Usherwood provided hardware	As needed	Quarterly
Application updates on Usherwood provided applications	As needed	Quarterly

#### 1.3. Exclusions

- Technical support resources for the purpose of moving, modifying, or augmenting of existing solution.
- Issues with end-user networks or infrastructure, end-user hardware or issues with third party integrations.
- Any support needs that occur due to failure(s) outside of normal warranty use definition.
- Issues with any part of the solution becoming end of life or vendor failing to acknowledge existing support or licensing agreements.
- Issues that arise from ownership transfer or business changes that will affect licensing or ownership of the solution.
- Any support needs that arise from customer security or devices interfering, blocking, or creating performance issues.
- Additional training for staff that falls outside of the original deployment and scope of work.
- Decommissioning fees associated with the removing, redeploying, or transferring support/licensing the equipment.

#### 1.4. End-User Requirements

- Payment for all support costs at the agreed interval.
- Availability of designated representative(s) when resolving a support-related incident or request.
- Provisioning of servers and network infrastructure for the purpose of running Usherwood's solution.
- Access allowing for remote monitoring and support.
- Ability to load client and accept remote support requests for remote support.
- Adequate infrastructure to maintain and support the solution.
- Reasonable assistance to help diagnose problems. (log files, access to end-user network if required/desired, etc.)

## Service Level Agreement

### 2. Support Availability

Standard coverage parameters specific to support are as follows:

Support	Email Support
<ul style="list-style-type: none"> <li>8:00 A.M. – 5:00 P.M. EST Monday – Friday</li> <li>Calls received during non-business hours will be forwarded to voicemail and responded to during regular business hours.</li> <li>If after-hours work is needed, the work will need to be scheduled and will likely be billable at the standard hourly billing rate.</li> </ul>	<ul style="list-style-type: none"> <li>8:00 A.M. – 5:00 P.M. EST Monday – Friday</li> <li>Emails received during non-business hours will be responded to during regular business hours.</li> <li>Contact: <a href="mailto:service-request@usherwood.com">service-request@usherwood.com</a></li> </ul>

#### 2.1. Problem Acknowledgement

Usherwood will log end-user issue(s) and supply a trouble-ticket case number based on the standard coverage parameters listed above.

#### 2.2. Problem Resolution

Usherwood will document and attempt to replicate end-user issue. Engineering resources to be engaged contingent upon issue severity at Usherwood's discretion. Resolution times are dependent on problem severity and complexity.

### 3. Issue Severity Level Definitions

Severity level indicates the relative impact of an issue on end-user systems or business processes that are related only to Usherwood's technology and products. Usherwood uses the following severity level definitions to classify all support requests:

Severity 1 (Critical)*	Severity 2 (High)	Severity 3 (Normal/Limited Functionality)
<ul style="list-style-type: none"> <li>A mission critical supported product or service is down, and no workaround is immediately available.</li> <li>The supported production system is down or unavailable.</li> <li>A crucial supported component is not functioning, resulting in the halt of all operations and critical business impact.</li> </ul>	<ul style="list-style-type: none"> <li>An end-user is unable to use an entire critical component or business-critical feature as described in the documentation and the issue affects a significant number of end-users.</li> <li>A significant performance degradation of the end-user's technical services due to supported components that causes a high impact on business operations for a significant number of end-users</li> </ul>	<ul style="list-style-type: none"> <li>End-user is able to use the solution; however, there is a non-critical loss of functionality.</li> <li>Issue affects some, but not all of the users.</li> <li>Functionality of some components is impaired but allows the users to continue using the solution.</li> <li>Issue is not always reproducible, or the issue is intermittent.</li> <li>Issue is reported in a non-production environment and does not impact the delivery of service in production environment.</li> </ul>

\*Regarding Severity 1 issues, once the issue is stabilized or a workaround is made available, the issue becomes Severity 3 (Normal). Issue should be reproducible at the moment of ticket creation so investigation can be performed right after the issue is reported. If you are unreachable over the phone or email, the severity level can be reduced to 3 (Normal) by the decision of Usherwood support management. Regarding severity 1 & 2 cases, if any help from Usherwood's engineering team is required, it will be provided during Usherwood business hours only.

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Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

**Usherwood Office Technology****Warren County School District**

Signature:



Name:

Daniel Hernborg

Title:

Managed Solution Specialist

Date:

Signature:

Name:

Paul Leach

Date: