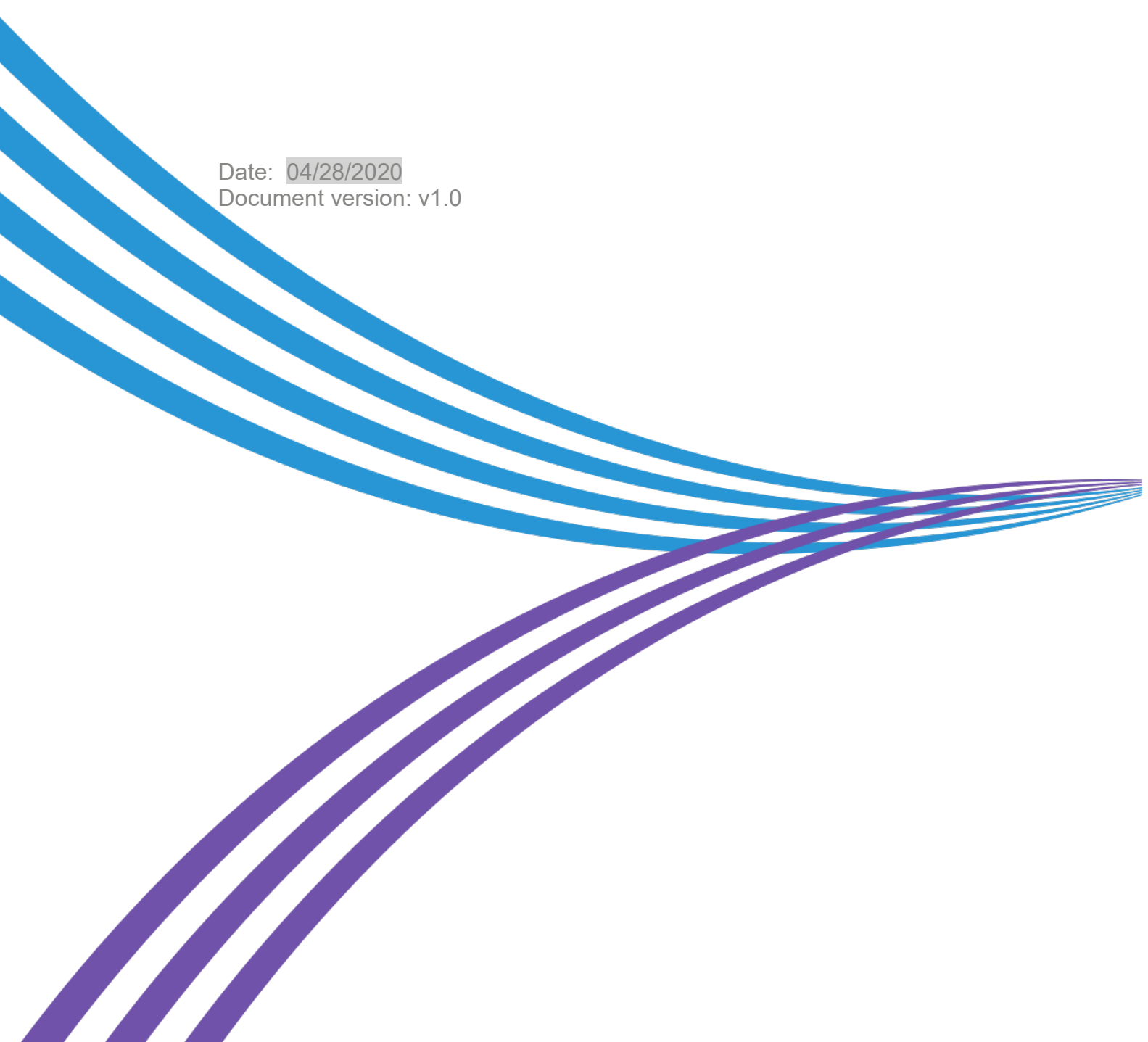# Statement of Work

## County of Contra Costa

Date: 04/28/2020
Document version: v1.0

# Contents

# Statement of Work

## 1.1 Goals

This Statement of Work (this "SOW") outlines the professional services ("Professional Services") to be provided by Xerox Corporation ("Xerox") to the customer identified on the first page of this SOW ("you" or "Customer") and included in the transaction described in the applicable order-related documents ("Order") for the Xerox-brand production inkjet solution (the "Solution" or the "System").  Professional Services activities are those performed by:

Xerox Project Management Resources:

- Implementation Plan
- Customer Acceptance Criteria

Xerox Professional Services Resources may include one or both of the following:

- Professional Services Analyst ("Xerox PSA")
- Production Color Consultant ("Xerox PCC")

## 1.2 Project Objective and Scope

- The scope of the project is limited to the installation and implementation of the Solution in conjunction and supporting workflow included within this SOW ("Project").

- Initially agreed upon applications which have been tested and validated for production readiness by Customer and Xerox and which are outlined within the Customer Acceptance Criteria ("CAC").

## 1.3 Xerox Deliverables and Expectations

### 1.3.1 Project Management

Xerox will conduct the necessary Project planning for periodic status reporting, issues management, and Project change management related to the installation of the Solution ("Project Management").  Project Management activities will continue from pre-install of the Solution to Acceptance and Sign-off as identified in this SOW.

Project Management support is provided for the implementation of the identified Solution within the Order only; all other elements are outside the scope of this SOW.

The Xerox project manager (the "Project Manager") will:
- Provide regular status and progress reports and will work with Customer's designated project manager / focal point to follow-up and coordinate tasks assigned to Customer's personnel and associated vendors.
- Manage the core Project team to clearly define the Project's scope, goals and timelines.
- Monitor the life cycle for the Project and each sub-project.
- Develop and deploy a communication plan for the Solution.

- Manage and coordinate all activities required for successful implementation of the Solution, using tools and checklists provided to Customer.
- Create and provide a detailed implementation plan / timeline with dates and responsible parties (the "Implementation Plan").
- Provide coordination of delivery, installation and implementation of the Solution.
- Ensure Customer signs off at conclusion of Project and / or sub-projects.
- Monitor progress to ensure that application support activities are delivered as outlined in this SOW.
- Conduct a post-implementation steady state transition meeting.

## 1.3.2 Project Resources

Xerox will provide the individuals required to perform Xerox's responsibilities for the Project. Additional resources will be provided from relevant Xerox experts, as required.

## 1.3.3 Installation Planning

Xerox has provided Customer the Installation Planning Guide (the "IPG"). This document summarizes most technical requirements related to the physical installation of the Solution. In particular, Xerox will:

- Specify the infrastructure that Customer will need to make available for successful installation of the System.

Prior to installation, Customer will need to sign a HVAC Certificate and Floor Loading Certificate (signed by building owner) indicating that the facility meets or exceeds the specifications identified in those documents, which are included in the IPG.

## 1.3.4 Site Review

Prior to installation, a formal site review will be conducted. As part of the site review, Xerox will perform the following tasks for the Xerox-provided elements of the Solution:

- Arrange and participate in a review of the installation site as per requirements contained in the IPG.
- Provide consulting support for the site modification, including space, floor strength, environmental, electrical and networking requirements.
- Validate delivery path and coordinate delivery schedule dates.

## 1.3.5 Workflow Components

### 1.3.5.1 Golden Jobs

As part of the standard order process, Xerox has identified and tested up to three (3) golden jobs that are representative of Customer's jobs (the "Golden Jobs"). Xerox will request that Customer sign 3 sets of the Golden Jobs samples that show the print quality required.

Once the System is installed at Customer site, Xerox will run the same jobs again and request that Customer sign four (4) copies of the Golden Jobs printed on their System installed at Customer's facility in order to indicate that the print quality provided by the installed System meets or exceeds that of the original Golden Jobs printed prior to delivery / installation. Then,

Customer will sign off the Customer Acceptance Sign-off document included in the CAC to indicate "Acceptance and Sign-Off".

Customer will keep copies of both printed sets of Golden Jobs for future comparative reference.
- Customer will ensure that the agreed-to production print-ready files and required resources for testing are made available during installation as per Project timelines.  All print applications that are referenced in the CAC will be available prior to the signing of the Order.
- In addition to the standard stock and consumables required for installation, as defined in the Customer Expectations Document, Customer will provide the following stocks that have been identified below for use during installation:
  - **24#/90gsm Navigator Platinum**
  - **60#/90gsm Accent Opaque Treated**

# 1.4 Activities

The Xerox PSA and/or Xerox PCC will provide on-site support for time periods designated below during first shift operations.

## Consulting Support

During the installation process, the Xerox PSA will work with Customer as follows:

- Provide necessary consulting to support the integration of the Solution within the Customer's existing network environment.
- Aid in initial application migration within the implementation timeline of the project.
- Reproduce Golden Jobs after installation on the System.

## Workflow and Hardware Training

The Xerox PCC will provide training for up to four (4) operators, for up to one week delivered in a single session, that will include the use of FreeFlow Print Server and color adjustment tools included with the Solution, as well as the overall print quality management. Training also encompasses tasks and exercises designed to ensure proper use and maintenance of the Solution.  Tasks can include, but are not limited to, cleaning and maintaining the printer, paper handling, print quality inspection, and printer safety.

## Operator Coaching

After Acceptance and Sign-off, the Xerox PCC will also provide coaching, for up to one week delivered in a single session,  to the operators previously trained on workflow and hardware trained to further educate the trained operators on reinforcement of solution operability, color adjustments and maintenance while in live production.  Tasks include reinforcement of previous tasks covered in training and may include, but are not limited to, cleaning and maintaining the printer, paper handling, print quality inspection and printer safety.  Operators will be encouraged to reference their learning curriculum for reinforcement of appropriate procedures.  Delivery time frame for this activity will be scheduled between Customer and Xerox.

## Additional Workflow or Hardware Training

Should Customer hire additional operators or require additional training for existing operators in the future and / or training that is beyond the scope and timeline identified above, such training will be at an additional cost to Customer and is not included in the pricing of the Order.  Xerox

offers a wide range of fee-based training services that are driven to meet the needs of Customer and can vary widely in terms of time, effort, and complexity. Customer is encouraged to work with its Xerox PSA to develop a custom training plan to meet such needs. Any customer training plan and any additional training and quotes for such custom training plan or additional training will be provided outside of this SOW.

### Third Party SW Partners

If applicable, the Xerox PSA will provide the needed workflow knowledge and advice to enable Xerox's third party software providers ("Partners") to integrate the Partner workflow solution ("Partner Workflow Solution") into Customer's production workflow. Partners will work in conjunction with Customer to install and implement the Partner Workflow Solution identified in the Order (if applicable).

- Refer to third party Statement of Work for details (if applicable).

## 1.4.1 Service Enablement

The Xerox installation team (the "Installation Team") will resolve hardware and software issues related to installation of the System. Xerox will provide product specialists to place and assemble the Solution (a "Service Specialist"). In addition, local product-trained customer service engineers ("CSEs") will receive mentoring from corporate trained Xerox engineers while ensuring that all set-ups and adjustments are validated.

The goal of the strategy is to provide Customer with an exceptional install experience. The Service Specialist will assist the trained operators, the CSEs and Xerox PSA with near-site / on-site service support. To accomplish this goal, the Service Specialist will:

- Lead the Installation Team with the set up and installation of the Solution.
- Work with the CSEs to ensure they are able to complete service repairs, adjustments and set-ups.
- Facilitate resolution of any product problem / issue to product design intent.

All third party hardware and software support will be delivered by their respective vendors.

# Client Responsibilities

# 2.1 Overview

In order to ensure a positive experience during the acquisition, planning, installation and acceptance period of the Solution, it is vital that Customer take on certain tasks and responsibilities. Customer agrees to:

- Designate a project manager / focal point to follow-up and coordinate tasks required of Customer's personnel and associated vendors.
- Provide the individuals required to carry out all actions and tasks in the Project designated to Customer and Customer-selected third party vendors.
- Allow access to the appropriate IT staff needed to enable Xerox to implement, configure and test the Solution in accordance with the agreed-upon requirements.

- Arrange for designated operators to attend the operator training sessions as scheduled in this Project.
- Provide the required infrastructure, including, but not limited to, floor space and utilities, to allow Xerox to implement, configure and test the Solution in accordance with the agreed-upon requirements and Project timelines.
- Provide the hardware, software and licenses for required critical workflow components and arrange for the installation of upgrades and updates of those components if required for the expected high performance of the Solution.
- Prepare and make available the required features, software licenses and system settings required in existing servers to integrate the Solution into Customer's current production workflow.
- Provide Xerox's Installation Team with access to the installation site as per install schedule; including the required arrangements for daily overtime and weekend work as mutually agreed by the Project Team.
- Be solely responsible for the security of its data, and for all back-up measures related to such data and all software, in Customer's environment, including on the System.
- Prepare and implement additional workflow procedures to best optimize the performance of the Solution.
- Prepare and implement all color management procedures and practices that are enabled by the system capabilities of the Solution.  These procedures will be covered in operator training.
- Retain responsibility for ongoing data quality.
- Be responsible for deploying of all required processes and procedures of the Solution to its users, and managing the introduction of new working practices.
- Make available an external internet connection for mandatory Xerox remote service implementation.  Specific information will be supplied in the IPG.
- Ensure Customer's production staff is responsible for reporting any problems and issues to the Xerox Welcome Center (1-800-821-2797).  The Welcome Center will get you to a solution product specialist who will work with trained operators to provide immediate solutions or dispatch a local CSE as required.
- Provide production planning schedule information (e.g., jobs, volumes, ramp up, dates, etc.) as required.

# Acceptance and Signoff

Upon completion of installation, final inspection of the Xerox solution, completion of operator training, successful achievement of the Customer Acceptance Criteria (CAC) (set forth in a document separate from this SOW), Customer will indicate acceptance of the Solution by signing the Customer Acceptance Sign-off document in the CAC.  Such signature indicates acceptance of the Solution, approves the initiation of billing, commencement of maintenance on the System, and signifies the System is in "production".

# Signatures

I have reviewed this SOW and understand and agree with the information included.

**County of Contra Costa**

| | | |
|---|---|---|
| Name | Signature | Date |

**Xerox Professional Services Analyst**

| | | |
|---|---|---|
| Name | Signature | Date |