



STATEMENT OF SERVICES ("SOS")

for

Client – West Lafayette Community School Corporation
Services – PaperCut MF

Client

Contractor

Printed Name

Adam Green

Printed Name

Printed Title

VP / GM Indiana

Printed Title

Signature (Authorized Client)

Signature (Authorized Contractor)

Date

Date

This Statement of Services ("SOS") is made by and between Toshiba America Business Solutions, Inc. ("TABS"), including its division Toshiba Business Solutions ("TBS"), with its headquarters located at 25530 Commercentre Drive, Lake Forest, CA 92630 (collectively or individually TABS and TBS shall be referred to as the "Contractor"), and **West Lafayette Community School Corporation** located at 1130 North Salisbury Street West Lafayette, IN 47906 United States (the "Client").

This SOS describes the project and details the services and deliverables (hereinafter collectively known as "Project Services") associated with the **PaperCut MF** project (the "Project").

Project Services shall be provided pursuant to the "Project Contract" which consists of (i) this SOS together with (ii) the Master Software and Services Agreement ("MSSA") **MSSA West Lafayette Community School Corporation** between Contractor and its Client (the "Services Agreement"). This SOS is subject and subordinate to the MSSA. To the extent the terms and conditions of the Services Agreement and SOS conflict, the SOS shall prevail.

1. Project Contacts

Contractor Office Details	
Contractor Region	Toshiba- IN
Address Line1	11800 Exit 5 Parkway
Address Line 2	Suite 124
City, State, ZIP City, State. ZIP	Fishers, IN 46037
Phone Number	(877) 477-4714
Fax Number	
Contractor Sales Rep. Name	Pat Plummer
Contractor Consultant Name	John Nick
Contractor Analyst Name	
Client Number	
Contract Number	

Client Details		
Client Name	West Lafayette Community School Corporation	
Client Contact Person	Brandon Hamilton	
Client Address Line-1	3061 Benton Street	
Client Address Line-2		
City, State, ZIP	West Lafayette, IN 47906	
Telephone #:	765-746-0400	Ext:
Fax Number:		
Email Address:	hamiltonb@wl.k12.in.us	
Client Number:		
Contract Number:		

2. Introduction

Client’s acceptance of this SOS shall be authorization for Contractor’s performance of the Project Services set forth in this SOS. Contractor reserves the right to utilize subContractors and sub-subContractors (collectively known as “Sub-Contractors”) in performance of the Project Services. Contractor represents that all its Sub-Contractors (i) will be competent to perform the Project Services; (ii) will exercise commercially reasonable standards in performing these Project Services; and (iii) will comply with all terms and conditions applicable to Contractor in the performance of the Project Services.

The purposes of the SOS are to (i) specify the work to be completed by the Contractor during phases of the Project; (ii) detail the obligations of the Contractor and the Client; and (iii) set forth the Project schedule and fees.

Contractor has prepared this SOS to detail the scope of Project Services and costs for the Project Services. The costs stated were derived by drawing from Contractor’s experience with similar engagements and using preliminary information received from Client.

3. Project Objective

Based on the agreed upon business requirements, Contractor will provide design, implementation, training, and support services to the following locations:

3061 Benton Street West Lafayette, IN 47906		
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4. SOS Addendums

The SOS Addenda are supplementary documents that detail the specific deliverables and responsibilities by party. The relevant addendum is predicated upon whether your solution is a cloud solution, non-cloud solution, or mix of both. The SOS Addenda describe the Project Deliverables, Client and Contractor Responsibilities, Professional Services and Licensing Fees, Project Plan, Support Escalation Process, Pricing Schedule, Business Requirements, Functional Design, Change Order Authorization, and Solution Delivery and Acceptance.

A checkmark incorporates the referenced document into this agreement.

- Statement of Services - Addendum A (Cloud Solution).
- Statement of Services - Addendum B (On-Premises Solution).
- Statement of Services - Addendum C (Hybrid Solution).

5. Project Deliverable(s)

Based on the agreed upon business requirements, Contractor will provide the following:

- This Statement of Service (SOS).
- Master Software and Services Agreement (MSSA).
- Professional Services as defined in this SOS.
- Software documentation is provided with the Contractor provided Software.
- User and Administration manual.
- User Acceptance Testing Recommendations.

NOTE: For the on-premises components of the deployed solution, it is the responsibility of the Client to meet the minimum installation pre-requisites provided to them prior to the installation of the software.

6. Services

Contractor will provide the following services:

- Project Management of this implementation
- Technical Assistance during this installation
- Implementation Services for the following:
 - Consult with Client personnel to implement the solution.
 - Inform the Client IT personnel on the features of the solution.
 - Deployment, configuration, and integration of solution.
- Training:
 - Administrative training.
 - End user to use the solution.

Device Count:

A Total of twenty-five (25) PaperCut Toshiba embedded licenses and twenty-five (25) card readers.

PaperCut MF deployment (Verify):

- PaperCut Server software installation on the designated servers.
- Software Configuration.
 - Active Directory
 - User and Group synchronization.
 - Configure PIN Code authentication.
 - Configure User ID, Password authentication.
- Print Queue Configuration

- Configure print queues.
 - ◇ Configure each print queue for hold and release.
 - Configure virtual print queue/s on the PaperCut MF servers.
 - ◇ Configure virtual queues as “Find-Me” queue/s.
 - Setup Integrated Scanning **(AS APPLICABLE)**.
 - Scan to logged in user email address (default).
 - Device Configuration.
 - Configure devices in PaperCut MF.
 - ◇ Configure release from Virtual queues.
 - ◇ Configure for copy tracking.
 - ◇ Configure for scan tracking.
 - ◇ Configure for fax tracking.
 - Job purge configuration
 - Configure unreleased print jobs to be purged from the print queue.
 - ◇ Unreleased jobs hold/delete duration will be mutually agreed-upon between Client and Contractor
 - Reporting
 - Validate Standard PaperCut MF Reports.
 - Testing
 - PaperCut MF desktop client usage.
 - Windows OS.
 - Mac OS.
 - ◇ Print, copy, scan, fax.
 - ◇ Reporting.
 - Verify PaperCut MF reports are generated correctly.
- MFD Configuration
 - Secure Print Configuration.
 - Embedded PaperCut MF Installation.
 - Integrated Scanning as needed.
 - Scan to logged in user email address (default).
 - Scan to email configuration.
 - Testing.
 - User-Name Password, and/or PIN authentication
 - Copy Tracking.
 - Print Tracking.
 - Scan Tracking.
 - Fax Tracking (when applicable).
 - Integrated Scanning.
 - Print Release.
 - Find-Me Release.

- Reporting
 - Review standard PaperCut MF reports.
 - Delivery of billing reports that accurately reflect usage by billing code attached to user and selected as part of use
 - Reporting to cover both licensed and unlicensed devices
- PaperCut MF Training
 - End-User training will cover the following areas.
 - Logging into PaperCut MF.
 - Card Reader user authentication.
 - User Name and Password user authentication.
 - Toshiba embedded MFP navigation.
 - Access Find-Me print queue.
 - Release print jobs.
 - Delete print jobs.
 - Toshiba MFP control panel navigation.
 - Scan.
 - ◇ Scan to email.
- Administrative
 (Administrative training will be conducted during the installation activities. Client staff will be working alongside the Contractor’s Implementation team.)
 - Installation of software.
 - Configuration of software.
 - Report generation.
 - Administrative access control.

7. Project Milestones

Notes: The milestones table below is intended as a sample. Update as needed. Remove the highlighted notes prior to submission of this SOS to Client.

Milestone Description	Milestone Date
West Lafayette Community School Corporation	
1. Initiating and Planning complete	Mutually established between Client and Contractor
2. Executing complete	Mutually established between Client and Contractor
3. Monitoring and Controlling complete	Mutually established between Client and Contractor
4. Solution Delivery and Acceptance complete	Mutually established between Client and Contractor
5. Project Complete	Mutually established between Client and Contractor

8. Completion Criteria

When the services detailed in this SOS have been completed and demonstrated, the project will be considered complete, and Contractor will request Client signoff of the Solutions Delivery and Acceptance document referenced in this SOS within 15 days of Project Plan completion.

9. Change Management

This SOS is intended to provide, as much as possible, a clear understanding of the responsibilities of the parties concerning these Project Services. Changes to the scope, assumptions, personnel, environment, dependencies, timeline, Software or Deliverables post execution of this SOS will be communicated in writing and agreed to by both Contractor and Client via Contractor's Project Management personnel. A Change Order Authorization ("COA") form will be added to this agreement to amend and set forth the effective date, purpose, description, and price, if applicable.

The work required to address these changes will be scoped and presented to Client as a COA with any additional time, materials, or cost. The following list provides a detailed process to follow if changes to the scope of this SOS are required.

- A COA will be the vehicle for communicating change and will be prepared by the Contractor lead Solutions Analyst assigned to this project. The COA must describe the change, the reason for the change, and the effect the change will have on the project.
- Both Client and Contractor will review the proposed change and approve. The review will determine the effect the COA will have on price, schedule, and other terms and conditions of this SOS.
- Both parties must sign a written COA to authorize the implementation of any changes.

10. Support

Contractor will provide implementation support for this project through to its completion. This includes but is not limited to ensuring installed applications are performing to manufacturer's specifications.

Upon completion of the project, and provided client is up to date with their maintenance and support payments, Client will have access to a Contractor support engineer for technical issues. Support will continue to be available throughout the term of the contract and upon renewal of the contract.

11. SOS - Assumptions

The following are the general assumptions on which this SOS and Professional Services Fee are based. If any of these assumptions either change or are incorrect a COA may be required, which may result in additional Professional Services fees.

- Building environmental conditions that are within equipment specifications for airflow, temperature, humidity, and electrical quality.
- Project work will be performed during normal business hours Monday through Friday 8 a.m. to 5 p.m. local time, excluding holidays. Client will provide unimpeded access to equipment and

facilities. If access delays occur, work performed outside of normal business hours may incur an overtime premium.

- Contractor:
 - Is not responsible for any conflicts with existing hardware or software that is no longer supported by the manufacturer.
 - Is only responsible for integration tasks outlined in this proposed SOS.
 - At Contractor’s discretion project work may be provided remotely in whole, or in part.
- All systems will be installed in US English (other localized language configurations can be provided at an incremental cost.

Exhibit A: Referenced Documents Table

A checkmark incorporates the document into this agreement.

Applicable	Document Title	Document Description
<input checked="" type="checkbox"/>	Project Plan	Project Plan describes the execution, management, and control of the project
<input type="checkbox"/>	Pricing Schedule	Provides pricing and line-item details as necessary.
<input type="checkbox"/>	Solutions Delivery and Acceptance	Acknowledgement form: client acknowledges and confirms that the deliverable, milestone and/or project referenced has been completed, and all testing and acceptance criteria have been satisfied.
<input type="checkbox"/>	Change Order Authorization	Document to be executed when the original project scope has changed post SOS authorization by client.
<input checked="" type="checkbox"/>	Support Escalation Process	Describes steady state user-support escalation process.
<input type="checkbox"/>	Business Requirements Document	The BRD outlines the details for a project including the documentation of Client needs and expectations. The BRD is intended to highlight the project Scope, Requirements, Assumptions, Constraints, and Risks.
<input type="checkbox"/>	Functional Design Document	The FDD provides an overview of the business issue to be addressed, a mock-up of the User Interface (UI) design, and a plain English synopsis of the logic anticipated. This document provides the Client with the opportunity to approve the high-level design before the effort is made to develop a detailed or technical design.

On-Premises Statement of Services Terms - Addendum B

This addendum is hereby incorporated by reference as Addendum B to the Statement Of Service (“SOS”) by and between Toshiba America Business Solutions, Inc. (“Contractor”) and (“Client”).

Associated Project SOS Name: West Lafayette Community School Corporation Statement of Services
Associated Project MSSA Name: West Lafayette Community School Corporation Master Software and Services Agreement

Client Responsibilities

The following activities are the responsibility of Client.

The “Client Responsibilities – Details” is the Solution specific activities that are defined as the responsibility of Client. If any of these responsibilities either change or are incorrect a COA may be required, which may result in additional Professional Services fees. Please review this section to make sure these responsibilities are correct.

- Ensure that all applications and data are successfully backed up prior to Contractor beginning work. Contractor is not responsible for any lost information.
- Provide original manufacturer documentation for all existing hardware and Solution.
- Provide Backup equipment and media.
- Provide UPS equipment and media.
- Provide technical and application support for configuration and testing of Client specific information. Contractor does not warrant Client applications.
- Provide systems personnel for the project familiar with all aspects of Client’s enterprise configuration – security, remote access, domain structure, WAN/LAN connectivity, applications used for this project – to work in conjunction with the Contractor team on this implementation. Additionally, a desktop technician may be required to perform Client - side duties.
- Make available all the appropriate resources, systems, network access, reports and any/all other data elements required for Contractor to complete the deliverables and other research necessary to complete this project as contained herein.
- Provide a dedicated project manager or coordinator to provide management, reporting, day to day project tracking, move/add/change requirements, and cross-coordination of requirements.
- Network configuration information to assist in solution design.
- Deploy Solution to Client end-user desktops (if required).
- Suitable hardware to host the Solution application components.
- Suitable Operating Systems Solution and licenses for the above.
- Identify a Project Sponsor with sign-off authority and ability to facilitate Client stakeholder participation.
- Report on any Client technical or resource issues that would delay, hinder or adversely affect the deployment of the solution or its performance in the Client environment.
- Provide the appropriate physical and network access to onsite resources, including IT area and all necessary fees, licenses, and release forms, related to photos, logos, and imagery that are to be provided to Contractor.
- Provide a workspace for Contractor staff to use if on-site work is required.
- Allow for the distribution of Solution upgrades to Client PCs as needed.

- Hardware and Solution maintenance for all servers.
- System Maintenance Tasks:
 - Resolution of Solution system alerts as listed in the solution application.
 - Daily monitoring of Server Health.
 - Backup of all Solution data and system settings.
 - Distribution of Solution upgrades to Client PCs as needed.
 - Installation and deployment of Solution updates.
 - Inclusion of Solution servers in routine maintenance activities (anti-virus, backup, etc.).
- Accept title and/or license upon delivery/installation for product and/or Solution purchased if applicable.
- Sign appropriate Contractor finance document for leased or financed transactions.

Contractor Responsibilities

The following activities are the responsibility of Contractor.

The “Contractor Responsibilities – Details” is the Solution specific activities that are defined as the responsibility of Contractor. If any of these responsibilities either change or are incorrect a COA may be required, which may result in additional Professional Services fees.

- Solution License Key.
- Technical specification for implementation.
- Installation of the Solution components.
- Email and phone support for the duration of the contract.
- Technical Services included in the scope herein.
- Configuration of the Solution components.
- Solution training.
- Solution revisions, updates, and patches during the term of the agreement.
- Support for the download of Solution updates for the solutions defined in this SOS is included in this Agreement.
- Services associated with this installation and deployment of updates, patches, bug fixes and updates for the components of the solutions defined in this SOS are outside of this agreement and will require a separate project plan and SOS.

Support

Contractor will provide implementation support for this project through to its completion. This includes but is not limited to ensuring installed applications are performing to manufacturer’s specifications.

Upon completion of the project, Client will have access to a Contractor support Engineer for technical issues. Support will continue to be available throughout the term of the contract and upon renewal of the contract.

Note: *If applicable, refer to the **Statement of Services Support Escalation Process - Addendum E** document referenced in this SOS for support details.*

Professional Services and License Fees

A checkmark incorporates the referenced document into this agreement.

TABLE 1: FIXED FEE ENGAGEMENT:

This is a fixed fee engagement. If applicable the Professional Services fees for this project are included in the terms of the lease agreement signed by Client. Any changes to this SOS will require a Change Order executed and agreed upon by both parties. Contractor cannot perform work outside of the scope of this SOS without an authorized Change Order signed by Client.

Investment= please see lease

Taxes, if applicable, are not included and will be invoiced separately.

This document is valid for a period of 30 days from the cover date; after this date it may be revised upon consent by Contractor.

Expenses associated with travel, overnight stays, etc., for the hours estimated in this SOS are included in the estimate of this project.

Statement of Services Project Plan - Addendum C

This addendum is hereby incorporated by reference as Addendum C to the Statement Of Service (“SOS”) by and between Toshiba America Business Solutions, Inc. (“Contractor”) and (“Client”).

Associated Project SOS Name: West Lafayette Community School Corporation Statement of Services
Associated Project MSSA Name: West Lafayette Community School Corporation Master Software and Services Agreement

Note: Project duration is estimated based on current project scope. The actual project start-and-end dates and duration details will be determined during project kickoff between Contractor and Client.

Task Name	Duration	Start Date	End Date
West Lafayette Community School Corporation –PaperCut MF - Implementation Project Plan	61d	TBD	TBD
Initiating/Planning	38d	TBD	TBD
Initiating	36d	TBD	TBD
Documentation	20d	TBD	TBD
Define Project Scope	20d	TBD	TBD
Finalize Project Plan	12d	TBD	TBD
Communication	35d	TBD	TBD
Schedule and complete Discovery Call	4d	TBD	TBD
Schedule and complete Technical Calls	11d	TBD	TBD
Schedule Internal Weekly Call	1d	TBD	TBD
SOS	18d	TBD	TBD
Create initial draft	1d	TBD	TBD
Finalize document	5d	TBD	TBD
SOS/MSSA Contracts signing	11d	TBD	TBD
Resource Allocation	1d	TBD	TBD
Toshiba	1d	TBD	TBD
Client	1d	TBD	TBD
Planning	2d	TBD	TBD
Environment Settings Confirmation	2d	TBD	TBD
Deployment Logistics	2d	TBD	TBD
PaperCut MF Administrator Training Preparation	2d	TBD	TBD
Solicit existing Primary Card IDs	2d	TBD	TBD
Software and Licensing	2d	TBD	TBD
Confirm server and client operating systems	1d	TBD	TBD
Download software	1d	TBD	TBD
Finalize PaperCut License and support transition to Toshiba	1d	TBD	TBD
Milestone - SOS Client Approval	-0	TBD	TBD

Milestone - Initiating/Planning Complete	-0	TBD	TBD
Executing	17d	TBD	TBD
Site Readiness Confirmed	3d	TBD	TBD
Server Infrastructure Readiness Confirmed	2d	TBD	TBD
Toshiba Internal Coordination	2d	TBD	TBD
Software Deployment and Configuration	14d	TBD	TBD
PaperCut MF – Deploy and Configure	13d	TBD	TBD
Install Software on Application Servers	1d	TBD	TBD
Install Software on secondary or Site Server (AS APPLICABLE)	2d	TBD	TBD
Create (18) MFP Print Queues on Site Servers	5d	TBD	TBD
Configure Virtual Queues (AS APPLICABLE)	1d	TBD	TBD
Configure (18) Devices	3d	TBD	TBD
Configure Software settings	1d	TBD	TBD
Configure AD Synchronization	1d	TBD	TBD
Install Software License	1d	TBD	TBD
Technical Training Preparation	2d	TBD	TBD
Training material preparation	2d	TBD	TBD
Coordinate and confirm schedule	1d	TBD	TBD
Testing - using (Mac and Win OS) Clients	3d	TBD	TBD
Print Scan, and (Fax If applicable)	3d	TBD	TBD
Virtual Queue Printing	1d	TBD	TBD
Milestone – PaperCut MF Deploy and Configure Complete	-0	TBD	TBD
Training Delivery	3d	TBD	TBD
Administrative/IT Training (as needed)	3d	TBD	TBD
Milestone – Software Deployment and Configuration Complete	-0	TBD	TBD
Milestone - Executing Complete	-0	TBD	TBD
Monitoring/Controlling	1d	TBD	TBD
Action Item and Issue Log	1d	TBD	TBD
Milestone - Monitoring/Controlling Complete	-0	TBD	TBD
Closing	3d	TBD	TBD
Additional Training	3d	TBD	TBD
Milestone - Project Complete	-0	TBD	TBD

Statement of Services Support Escalation Process - Addendum E

This addendum is hereby incorporated by reference as Addendum E to the Statement Of Service (“SOS”) by and between Toshiba America Business Solutions, Inc. (“Contractor”) and (“Client”).

Associated Project SOS Name: West Lafayette Community School Corporation Statement of Services
Associated Project MSSA Name: West Lafayette Community School Corporation Master Software and Services

