



SCOPE OF SERVICES FORM

This Scope of Services is an integral part of this contract between the **Sheriff of Durham County** ("Sheriff"), and **NWN Corporation** ("Contractor"), which contract is dated December 1, 2024. Contractor agrees to provide services and/or materials pursuant to the provisions set forth below.

I. Background/Purpose: *(Why - Provide a brief description of the services being procured.)*

The DCSO Detention Facility is upgrading the security system within the facility and part of that upgrade is installing new security cameras. These new security cameras need upgraded switches to transfer the video in a more stable environment.

II. References: *(Identify/attach additional documents relevant to this contract, i.e., quotes, proposals, etc.)*

The following documents are incorporated herein by reference to them:

- **Attachment 1A:** NWN quote # Q-162174
- **Attachment 1B:** NWN quote # Q-162655
- **Attachment 1C:** State of NC IT contract #204X

III. Work/Requirements: *(What/Where - Be as detailed as possible in describing the work.).* The Contractor shall provide the necessary labor, security, permits and safety measures as required to perform the following:

DCo IS&T purchased the same licensing and service agreements with all Cisco network equipment:

Level 1 (Support) - Cisco provides resources that support running and maintaining Products. You will have access to "Ask the Experts" knowledge sessions. These sessions are led by solution specialists who teach best practices for operating Products. Access to CX Centers will be available 24x7 to help resolve Product issues with Solution Support; this access streamlines case management for solutions comprised of Cisco and Solution Support Alliance Partner products. In addition, You will have access to case information, up-to-date install base views, and e-learning courses.

DNA Advantage (Licensing)

Cisco DNA Advantage is a licensing tier within Cisco's Digital Network Architecture (DNA) that offers enhanced features and capabilities for network management and automation. Here are some key aspects:

1. **Advanced Security:** DNA Advantage includes security features like threat detection and response, enabling better protection against network vulnerabilities.
2. **Network Automation:** It allows for automation of network operations, simplifying configuration, provisioning, and management tasks.

3. **Analytics and Insights:** Users gain access to advanced analytics for network performance, user experience, and traffic patterns, helping in decision-making and optimization.
 4. **Policy-Based Management:** It provides tools for creating and enforcing policies across the network, ensuring compliance and consistent user experiences.
 5. **Cloud Integration:** Cisco DNA Advantage supports integration with cloud services, allowing for more flexible network management and scalability.
 6. **Support for IoT:** The tier includes features to manage and secure IoT devices, making it suitable for modern environments where IoT adoption is growing.
- Overall, Cisco DNA Advantage aims to simplify network operations, enhance security, and provide better visibility into network performance, making it a valuable choice for organizations looking to modernize their networking infrastructure.

IV. Schedules/Timelines: *(When – Provide a timetable to complete the work and any phases and/or deadlines.)*

An installation timetable will be created by the project manager, project team and DCSO detention leadership staff. This schedule will be based on detention escort availability and equipment delivery.

V. Transmittal/Delivery/Accessibility: *(How - Describe delivery methods for reports or deliverables. Include contact information of department procuring the services. Describe if County property is to be provided or access to the property, and how that will be handled, i.e. keys, holidays, security measures.)*

Equipment will be delivered by national carrier. All communications will be by electronic mail or voice communications.

VI. Payment: *(Include Rate of payment, Time for payments and Methods of payment.)*

Please see Section 3 of original Service contract or Section 1 of Purchase of Goods contract regarding payment terms.