



Professional Services

Microsoft Teams Assessment Statement of Work

Version A
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Executive Summary

Services to be provided:

- **Remote Consultation**

- Participate on (1) initial kick-off call with the Business Partner and/or End Customer, and the resources assigned to discuss the project and access requirements
- Perform Assessment of the End Customer's Microsoft Environment for the below information:
 - Summary Information
 - Teams Summary
 - Teams Owner(s)
 - Guest Access
 - Similar Teams and Channel Names
- Create a report and presentation reviewing the findings of the assessment, including an Excel Workbook for further analysis
- Provide up to (1) hour of presentation time with the Business Partner and/or End Customer detailing the following information
 - Number of teams, channels, users, and guests
 - Team ownership, membership, and last activity
 - Distribution of channels in teams, teams joined for users and total file size per channel
 - Teams and Channels with similar names
 - Team policy settings and underlying SharePoint Online details

- **Remote Project Coordination**

- Participate on (1) initial kick-off call with the Business Partner and/or End Customer, and the resources assigned to discuss the project and access requirements
- Schedule resources for the project.
- Single point of contact for the Business Partner.
- Does not include a formal project plan nor formal project management. Business Partner will be responsible for project management, if required.

- **Service Delivery**

- All services to take place during normal business hours (8:30 AM to 5:30 PM Local Time)
- Project will be scheduled and completed within 4 weeks of kickoff call or additional charges will apply.
- Excludes:
 - Afterhours Services (5:30 PM to 12 AM Local Time)
 - Overnight Services (12 AM to 8:30 AM Local Time)
 - Weekend Services (Sat/Sun)
 - Expedited Services (Less than two weeks from project kickoff)
 - All services are to be scheduled with a minimum of (2) weeks lead time, however less than (2) weeks lead time may be possible and a best effort will be given to meet the desired dates. A ScanSource project coordinator will notify the Business Partner if the timeframe will require additional fees based on services/support requirements.
 - Training Services
 - Onsite Services
 - Programming/Remediation Services
 - Licensing
 - To be purchased separately (if applicable)

Requirements

- A Microsoft 365 account with Global Administrator, Cloud Application Admin or Application Admin permissions
- If using Cloud Application Admin or Application Admin permissions, an account with the following additional permissions is required:
 - Global Reader in Microsoft 365 Admin Center
 - Team Administrator in Microsoft 365 Admin Center

Project Budget/Quote Total

The quote for services on the Cascade platform is given in good faith and is valid for 60 days from the date of Statement of Work creation! Additional fees may apply in ScanSource's sole discretion.

Payment Terms: Project invoices are due upon receipt from ScanSource to Business Partner unless prior negotiations with ScanSource Financial Services (FS) Department.

Agreed to Statement of Work must be acknowledged by ScanSource in order to start the project.

General Statement Assumptions

1. The Quote/Statement of Work (SOW) within this ScanSource Services Agreement contains a summary description of the services to be performed by ScanSource Services or its subcontractors.
2. Site and system preparations are responsibility of Business Partner.
3. Any changes to the Statement of Work, additional out of scope services and rescheduling of dates/time experienced under this engagement shall be subject to ScanSource Services-OUI Managed Services Inc standard time and material rates. No oral statements by from Business Partner or other party shall constitute an official modification of statement of work. All SOW changes shall be requested in writing and accepted/rejected by ScanSource Services-OUI Managed Services Inc in writing.

Standard Terms and Conditions

1. This SOW services/support is to be performed during consecutive days/timeframe unless otherwise noted in quote details and work to be performed section, shown above.

Additional Terms and Conditions for this Statement of Work

Without limiting the Standard Terms, the following provisions apply to this SOW:

Solution Design

Business Partner is responsible for design specification that ensures services viability/operability before accepting quotation from ScanSource Inc. If assistance from ScanSource Inc. with design assurance, Business Partner will incur additional fees charged at T&M rates.

Quote Validity

Project prices are valid for 60 days from the date of the SOW acceptance/authorization. ScanSource Inc. may re-negotiate prices after 60 days from original acceptance/authorization, if services/support has not been scheduled.

SOW Acceptance

A copy of the SOW estimate/quote is to be signed and dated by the Business Partner manually (cursive or print) or digitally to indicate acceptance and should be returned to ScanSource Inc. As well as, the Business Partner may send an official Purchase Order # (PO#) in reply to the estimate/quote which binds the End Customer to accept ScanSource Inc. terms and conditions. No work on a statement of work (SOW) will commence until receipt of a signature and associated PO# has been received by ScanSource Inc.

Delivery of Services

ScanSource Inc. will perform services/support in a professional and workman-like manner. We will use reasonable efforts to complete services/support in accordance with the project agreement set forth in the statement of work, subject to the fulfillment by the End Customer/Business Partner of its responsibilities as set forth in this agreement.

Subcontracting Services

The Business Partner acknowledges that while ScanSource Inc. maintains overall responsibility for the management and delivery of the services requested, ScanSource Inc. may utilize an authorized subcontractor(s) to perform some or all of the specific services defined herein

Site Readiness

Site and hardware/software/personnel preparations are assumed the responsibility of the End Customer/Business Partner. ScanSource Inc. Project Management/Project Coordination will forward specific requirements and responsibilities related to the agreed to services/support implementation /deployment after a signed acceptance/authorization agreement has been submitted and work has been scheduled

Change Management

This SOW applies to services/support shown in quote details and work to be performed section *only*. Any other services/support identified under this Agreement must be reflected in a separate statement of work (SOW) agreement or statement of work (SOW) addendum with additional applicable fees.

Any work performed by ScanSource that is not listed in the scope of work or which is required to assist the End Customer with the completion of site preparation activities will be subject to the change management process described above.

Cancellation of Services

Cancellation of purchase order may be made by telephone, or email. However, following initial cancellation request ScanSource Inc. will require formal written notification from the Business Partner. Afterwards, the Business Partner will be invoiced for all work completed over and above the initial payment made at the time of Statement of Work acceptance/authorization, if applicable.

Outstanding Invoices

Purchase orders that remain outstanding and un-paid for after date of invoice, can incur an extra charge of 1.5% each month culminating at a total 18% of the outstanding invoice amount. ScanSource Inc. reserves the right to refuse to undertake any further work from the Business Partner, including work in progress, until all outstanding invoices are paid in full.

Returned Checks

Returned checks will incur an additional fee of \$25.00 per check.

Site-specific action items not identified by this Statement of Work

The End Customer is responsible for any site-specific action items, beyond this Statement of Work, that are identified as action items by the ScanSource Inc. Installation Team prior to implementation.

Statement of Work Acceptance and Authorization

By accepting/authorizing this SOW agreement, you agree to all stipulations shown above.

Terms and conditions of this professional services agreement apply in full to services/support provided under this Statement of Work. The Business Partner shown below acting with proper authority has executed this statement of work agreement.

| | |
|--|--|
| Business Partner: | |
| Name: | |
| Title: | |
| Amount Approved: | |
| Telephone Number: | |
| E-mail: | |
| Date Accepted & Authorized: | |
| PO #/Version: | |
| Billing Address: | |
| Requested Due Date: | |

Please complete and return signed SOW Acceptance & Authorization and Purchase Order via email, orderentry@scansource.com or fax, (770) 447-9019, to ScanSource Inc..

X

Signature