

ANM Statement of Work



ThousandEyes Implementation

PREPARED FOR: DOUGLAS COUNTY

Sam Rassas, Manager IT, Networking

DATE: 4/4/2025



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CONTACTS

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OMISSIONS

ANM reserves the right to correct any error or omission in this Statement of Work and will do so by utilizing a Change Request process. The initial project kick-off meeting and design workshop(s) might uncover unforeseen items that impact this Statement of Work and will be addressed (if necessary) by the Change Request process.

NOTICES

This document and its contents are the confidential and proprietary intellectual property of ANM and may not be duplicated, redistributed or displayed to any third party without the express written consent of ANM, or as required by applicable law with prior written notice to ANM. Other product and company names mentioned herein may be the trademarks of their respective owners.

DOCUMENT VERSION CONTROL

Version	Date	Description of Changes	Author
1.00	3/21/2025	Initial Scope of Work	Frank Maisano
1.1	4/4/2025	Addition of Preliminary Scheduling	James Covey

1.0 PROJECT OVERVIEW

1.1 SOLUTION OVERVIEW

The goal of this Statement of Work (“SOW”) is to define tasks, deliverables, timeline, responsibilities, and additional terms to deliver [Title] for [Company] (aka ‘Customer’) provided by ANM.

ANM will work along with Cisco to deploy ThousandEyes (TE) with the parameters decided upon during the pilot and follow up meetings.

1.2 PROJECT OUTCOMES

During the initial POC and subsequent discussions with Cisco, the following outcomes for the solution have been identified and agreed upon:

- TE deployed and verified per initial POC and discussions with Cisco and the customer
- Knowledge transfer to the customer so they are comfortable using the interface for configuration and troubleshooting

2.0 PRELIMINARY SCHEDULE

2.1 PLANNING & DESIGN / IMPLEMENTATION

Pending the Project Kick-Off Meeting, confirmation of assigned resources from both ANM and Douglas County Colorado through scheduling exercises, a preliminary project schedule is submitted.

- Week 1 and 2
 - Contract Receipt and ANM Readiness
- Week 3
 - 2-Hour Planning Session with Cisco
 - Additional Work from ANM, TBD
- Week 4
 - 2-Hour Working Session with Cisco
 - Additional Work from ANM, TBD
- Week 5
 - 2-Hour Working Session with Cisco
 - Additional Work from ANM, TBD
- Week 6
 - Monitoring and Review of Environment
 - High Level Design Documentation
 - Project Closeout

An accelerated timeline may be discussed in the Project Kick-Off meeting may be discussed, if desired by Douglas County, Colorado.

3.0 SCOPE

The following components are in-scope for each applicable service or phase in the project and will be planned and designed for as part of this technology solution deployment.

3.1 PLANNING & DESIGN / IMPLEMENTATION

- ThousandEyes design and deployment for Douglas County

4.0 IN-SCOPE SERVICES

4.1 PROJECT MANAGEMENT

An ANM Project Manager (PM) will be assigned to lead this engagement. The assigned PM will engage throughout the project phases and will be responsible for:

- Project initiation tasks
- Project schedule development and management
- Project communications planning and management
- Project deliverable acceptance and closure

4.2 PROJECT PHASES

Project Initiation

The project initiation phase includes a kickoff meeting, which will include key stakeholders and project team members.

The kickoff agenda includes:

- Team Introductions
- Review of solution and scope of work
- Project Timelines
- High-level Technical Review
- Open Forum / Q&A

Deliverables

- Initial Project Plan
- High-level timeline
- Project Resource Plan

Plan and Design

The ANM and customer project teams will hold a discovery and design process to validate technical and other project requirements and details for scoped services.

A discovery and design workshop is routinely conducted as part of this process. This workshop agenda includes:

- Technical Discovery and Requirements gathering
- Validation of any existing physical and logical design of the in-scope technology solution
- Validation of current environment and readiness
- Confirmation of bill of materials
- High-level planning for the in-scope technology solution integration into the existing client environment.
- Plan for testing and validation
- Plan transition to operational support
- Discussion of client policies around change control

Deliverables

- Design Document that includes high-level design of the in-scope technology deployment, including items such as gathered business and technical requirements, solution description, design decision rationale, and tests that will be configured. This document will be transmitted to the client for review and acceptance.

Implementation

The in-scope application will be deployed, configured, and tested per the agreed upon design between ANM and Customer:

TE Agents

- Assist / Help customer to install up to 200 TE agents on customer workstations
- Demonstrate how to run reports against the agents

TE Tests

Note: The specific parameters for these tests will be defined and documented in the Planning & Design phase.

- Along with Cisco – setup, deploy, test, and verify tests for the following:
 - Microsoft Teams
 - External access to inside Customer resources
 - Internal tests to Data Centers
 - Test to Azure
 - Other? (not to exceed 10 additional tests)

Deliverables

- Final document that details tests and intervals that were configured

Transition to Operational Support

- ANM and Cisco will provide knowledge transfer to help the customer understand:
 - How to setup tests
 - How to troubleshoot when issues are reported
 - How to move agents from one machine to another
 - How TE units are consumed and replenished

Project Closeout

- Complete and deliver all project documentation
 - Final Documentation
- Review the final deliverables with Customer
- Review Customer satisfaction and obtain feedback
- Obtain Customer signoff on project completion

5.0 ASSUMPTIONS

The overall scope and related work estimate for this engagement were developed based on the assumptions listed below. Material changes to these assumptions and exclusions may impact the estimated effort and cost associated with completing the work and therefore would require a Project Change Request.

5.1 OUT OF SCOPE

Any activity not mentioned explicitly in-scope is considered Out of Scope and hence will not be considered. Any additional requirements will be treated as a change request and will follow the standard change request mechanism and will be estimated accordingly.

Specifically, these items are considered out of scope.

- Deployment of agents on workstations

5.2 CUSTOMER RESPONSIBILITIES

The following are responsibilities that will need to be performed/provided by Customer.

- Customer will provide single point of contact for communications and is responsible for project management of customer resources and scheduling.
- Customer is responsible for the submittal of all internal Change Control Documentation for production impacting or other necessary system changes requiring approval as pertaining to Customer's internal policies and procedures. ANM will offer input as appropriate.
- If required provide onsite physical access to required systems and space to work.
- Provide remote access (VPN) or other agreed upon remote access solution.
- Provide any required hardware and/or software that was not procured through ANM (for example, existing Microsoft and VMware software/licensing).
- Provide diagrams and configurations of existing environment if required.
- Make all changes to existing environment (e.g. firewall, Active Directory, DNS, DHCP, etc...) unless otherwise specifically called out in this Statement of Work.
- Deploy any required end user applications not specifically covered by this Statement of Work.
- Maintain valid support contracts with all product manufacturers involved in the solution.
- Every effort has been made to scope proper power cables, optics, and other solution-related accessories in the original bill-of-materials (quote). Customer is responsible for acquiring additional components identified during planning and design phase.

5.3 PROJECT-SPECIFIC ASSUMPTIONS

The project scope is based on the following project-specific assumptions:

- Cisco is committed to up to 40 hours on this project
- ANM engineering will be involved to support the initial design and rollout.
- All additional hours provided by Cisco will be directly between Cisco and Customer

5.4 GENERAL ASSUMPTIONS

- ANM will not be responsible for any project delays or costs caused by failure to deliver or by delayed provision of information, systems, or feedback from Customer or third-party vendors.
- Tasks will be completed during normal business hours between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding ANM-observed holidays, unless otherwise negotiated and noted in this services proposal.
- Customer will have five (5) business days to provide written feedback on all project artifacts, documents, or presentations developed or updated by ANM. If no feedback is provided, the item will be considered accepted by Customer.
- Changes to this scope of work identified during this project will require a Project Change Request Form.
- Services may be provided by ANM or individuals or organizations employed by or under contract with ANM, at the discretion of ANM.
- Unless otherwise specified, the following services are not included:
 - Environmental requirements: racks/cabinets, electrical/power & cooling/air conditioning services
 - Network cabling services
- Any services provided in the reconfiguration or troubleshooting as a result of existing faulty equipment, software compatibility or systems interoperability will be considered out of scope and will require an appropriate Change Request Form.
- Customer will manage all oversight and communication with third party vendors not directly contracted by ANM (for example, service providers, other equipment manufacturers, etc.).
- Customer is responsible for any software updates or equipment replacement not covered by support contracts.

6.0 CHANGE CONTROL

6.1 CHANGE OF SCOPE

Should changes to the scope or solution be necessary or requested by Customer, ANM will investigate the effect of such changes and determine an impact on price, schedule, and other terms and conditions.

- A project Change Request Form (CRF) will be used to document and communicate any changes to this Statement of Work. The CRF will describe the change, the reason for the change, and the impact that the change will have on the project. The CRF will also specify any additional charges (if necessary).
- A complete CRF will be the output and Customer and ANM must both sign it to authorize the changes. A change control log will be maintained throughout the project to track all approved changes and record them (if applicable) in the successive approved versions of the Project Plan. All versions will be tracked using a strict document version control mechanism maintained by the Project Managers.

6.2 CHANGE OF SCHEDULING

- Any delays or changes in the project schedule initiated by Customer within 5 business days of the confirmed scheduled project work will result in a change order for an additional charge in an amount equal to the run rate* for the duration of the scheduled work impacted by the Customer-initiated delay or schedule change, not to exceed 2 weeks. Hourly Rate is based on ANM's current rate chart.
* Run Rate= Hourly Rate x Scheduled Hours
- If any subset of a project is not started within three months of the main project completion due to Customer enforced delays, that portion of the work will be automatically cancelled, a credit will be issued to Customer for the work not completed and the overall project will be closed out. Any cancelled work may be re-scoped as a new project at Customer request.

7.0 BILLING MILESTONES

Services for this project will be billed as a fixed fee for the amount provided on the accompanying ANM quote. Services will be invoiced monthly based on the percentage of project completion for the preceding month. Project completion percentage is calculated by the ANM Project Manager and will be reviewed during regular status calls prior to invoicing.

8.0 PROJECT AUTHORIZATION

We believe the SOW outlined in this document will meet the requirements of the work to be performed. Any modifications to this document will be made in writing and agreed to by both parties subject to additional charges.

Authorized Customer Signature:	
Printed Name:	Date:
Authorized ANM Signature:	
Printed Name:	Date:

This SOW is subject to the terms of the applicable ANM Quote and any master services agreement (MSA) in place between ANM and Customer. This SOW shall be in effect until either party provides written notice of cancellation. This statement of work is valid for one year (365 days) after the signature date. After this period all services delivered will be invoiced at time and materials rates and the remaining project will be cancelled.



Advanced Network Management, Inc
304 Inverness Way South #400
Englewood, CO 80112

James Covey
+1 (719) 884-3615
james.covey@anm.com

Douglas County CO
100 Third Street
Castle Rock, CO 80104
Contract Number: NCPA 01-170
Sam Rassas
303-660-7323
urassas@douglas.co.us

Quote #: QT-000091536

Douglas County - Thousand Eyes Implementation

25-Mar-25

ANM Professional Services

Part number	Description	List Price	Price	Extended Price
PS	Professional Services Per Attached SOW	\$ 8,387.10	\$ 7,800.00	\$ 7,800.00
Sub-Total				\$ 7,800.00
Estimated Taxes				\$ -
Shipping Costs				\$ -
Grand Total				\$ 7,800.00

ANM will honor the prices in this quote for 30 days subject to increases, if any, imposed during that period by third party suppliers. Original Equipment Manufacturer (OEM) products, software and services are non-cancelable and non-returnable, unless approved by the OEM.

This quote is governed by the terms and conditions of the following contract: NCPA 01-170.
All software and/or hardware is subject to manufacturer terms and conditions.

Subscription fees are non-refundable and payment obligations are non-cancelable and non-negotiable, except in the event of insufficient appropriations made available by federal and/or state legislature, or as otherwise prohibited by court order or law.

Prices shown may **NOT** include all applicable taxes and shipping charges.
All prices subject to change without notice. Supply subject to availability.
Taxes and Shipping costs are estimates and Customer agrees to pay the actual tax and shipping costs due as listed on the applicable invoice. Customer agrees to supplement their PO issued to ANM if necessary to authorize payment of actual invoiced taxes and shipping cost. NTTC required for non-taxable sales.
Amounts shown for Consumption-based products and services are estimates only, and Customer agrees to pay for invoiced amounts based on actual consumption.
Customer agrees to supplement their PO issued to ANM as necessary to authorize payment of actual consumption-based costs.
Expedited shipping is subject to an additional charge.
Credit card payments will be subject to a 3% surcharge, which is not greater than our total cost of accepting credit cards and is not applied to debit card payments.

Purchase Orders should be issued to:
Advanced Network Management, Address: 304 Inverness Way S, Suite 400 Englewood, CO 80112
CO Tax ID # 02872963
Federal Tax ID # 85-0427142 || DUNS # 83-909-5247
Credit: Net 30 Days (all credit terms subject to prior ANM credit approval)

Customer Signature _____ Date _____
Customer Name (Printed) _____ Title _____





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Douglas County CO
100 Third Street
Castle Rock, CO 80104
Contract Number: CO AR3227 172938
Sam Rassas
303-660-7323
urassas@douglas.co.us

Quote #: QT-000087688

Douglas County - Thousand Eyes

04-Apr-25

Part Number	Description	Term(M)	Qty	List Price	Price	Extended Price
TE-SUB	Cisco ThousandEyes subscription	12	1	\$ -	\$ -	\$ -
TE-UNITS	Cisco ThousandEyes - ThousandEyes Units	12	7000	\$ 0.82	\$ 8.88	\$ 62,160.00
TE-USERS	Cisco ThousandEyes - End User Monitoring Advantage	12	200	\$ 14.60	\$ 157.68	\$ 31,536.00
SVS-TE-SUP-B	Cisco ThousandEyes Basic Support	12	1	\$ -	\$ -	\$ -
Subscription Term of 12.0 Months - Billing Frequency = Prepaid Term				Monthly	\$ 7,808.00	
				Annual	\$ 93,696.00	
				Total Contract	\$ 93,696.00	
TE-SERVICES	ThousandEyes Subscription Services	12	1	\$ -	\$ -	\$ -
SVS-TE-5HR	Advisory Service Support (5 hours)	12	5	\$ 208.33	\$ 2,250.00	\$ 11,250.00
Subscription Term of 12.0 Months - Billing Frequency = Prepaid Term				Monthly	\$ 937.50	
				Annual	\$ 11,250.00	
				Total Contract	\$ 11,250.00	

Sub-Total	\$ 104,946.00
Estimated Taxes	\$ -
Shipping Costs	\$ -
Grand Total	\$ 104,946.00

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Credit: Net 30 Days (all credit terms subject to prior ANM credit approval)

Customer Signature _____ Date _____

Customer Name (Printed) _____ Title _____

