



# encore

technology group

simplifying IT • enabling success

**Transylvania County Schools**

**NCDPI Cabling**

**Encore Technology Group – Spin 143037152**

202 Wall St. • Piedmont, SC 29673

(888) 983-6267 • [www.encoretg.com](http://www.encoretg.com)



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## Quick Overview

Encore Technology Group is a solutions provider that supplies best-in-class enterprise networks, managed services, digital and physical security, infrastructure cabling, cloud computing, and data center engineering services. A trusted advisor to clients across the southeastern United States and beyond, works collaboratively with organizations to optimize and defend their mission-critical functions.

## Encore's General Info

- **Legal Name** Encore Technology Group, LLC.
- **Headquarters** 202 Wall St., Piedmont, SC 29673
- **Remittance** Dept 720017, PO Box 1335, Charlotte, NC 28201-1135
- **Support Phone** (888) 983-6267 Option 1

## ID Numbers

<b>Federal Taxpayer ID</b>	46-1594391
<b>FCC Registration</b>	0022372619
<b>DUNS</b>	078748531

## Your Dedicated Team Members

### Your Dedicated Account Executive

Riley McIntosh

864-320-7659

[rmcintosh@encoretg.com](mailto:rmcintosh@encoretg.com)

### Your Dedicated Account Manager

Jennifer Stone

864-326-3572

[jstone@encoretg.com](mailto:jstone@encoretg.com)

## About Encore

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### Company History

Encore Technology Group was newly established in 2013, but our storied history dates back to 1989. Throughout our history, we have provided innovative technology solutions for K-12 organizations, higher education institutions, state and local government agencies, and commercial enterprises. Today, we are one of the largest independent technology solution providers in the southeastern United States, though our prestigious client roster spans across the nation.

### Design Services

Encore Technology Group has the ability to design effective on-premises, cloud-based, or hybrid computing solutions to support diverse business and operational requirements. Based on a thorough needs analysis of your organization, our solution consultants design solutions that attain the defined goals cost effectively. From a comprehensive on-premises system, to hosting a single SaaS application, to supporting a massive enterprise IaaS strategy, Encore consultants design professional solutions for all of our Clients' needs.

### Implementation Services

Encore Technology Group has more than 25 years of industry experience. We recognize and appreciate the value of adhering to proven methodologies to accomplish complex projects. Our implementation methodology enables us to take advantage of proven processes including detailed project planning, project phasing and structured communication.

### Support Services

Encore Technology Group understands that assisting our Clients with the best consulting, design, and implementation of technology is not complete without offering professional support service offerings. Encore Technology Group maintains a dedicated support services organization which includes industry certified engineers and a set of integrated services designed to provide our Clients with the best support services plan. Encore Technology Group's support services organizations provides:

- A Commitment to Client Satisfaction
- Comprehensive Support Services Plans
- Dedicated Support Service Professionals
- Strong Vendor Partnerships with Integrated Support
- Certified Warranty Service for Major Vendors
- Service Level Agreements
- Integrated Call Management and Tracking
- Flexible Support Options
- Comprehensive Geographical Coverage



### Flexible Contracts

Encore Technology Group understands that each organization's support needs and environment are unique and may change from year to year. Therefore, Encore Technology Group offers many flexible support options and constantly works with our Clients to provide optimal support solutions.

## Scope of Work

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### Project Scope

Encore shall be responsible for:

#### Project Planning Phase:

- Project Kickoff Call - A pre-project planning meeting will be held to:
  - Ensure CLIENT and Encore agree to scope as defined
  - Identify key stakeholders and points of contact
  - Create tentative project schedule
  - Establish communication plan
- Project Plan – creation of detailed plan to include:
  - Establishing project timeline
  - Scheduling of required resources
  - Scheduling of project status call day and time

#### Implementation

- Encore Project Manager shall:
  - Conduct regular status update meetings and distribute project status report
  - Ensure Encore resources adhere to defined scope
  - Serve as escalation point for CLIENT Project Manager
  - Notify CLIENT Project Manager if delays within CLIENT owned scope effort are witnessed
  - Obtain written signoffs from CLIENT for all main project phases
  - Maintain project plan
- Encore Technical Services Team shall perform the following tasks as they pertain to each portion of the project:
  - **Rosman High School**
    - Install one (1) 6-strand multi-mode fiber optic cable runs from the MDF to each IDF location as designated by the client, a total of two (2) runs
    - Install one (1) 12-strand multi-mode fiber optic cable run from the MDF to the GYM IDF, as designated by the client
      - Existing conduit is in place to the gym per the client, all existing conduit is to be reused and is assumed to be in good condition, which will allow the installation of the new 12-strand fiber run
      - If the existing conduit is not in usable condition, and to the manufacturer's suggested specifications, Encore will provide a change order for the additional labor and materials required to install the fiber run
    - Install one (1) fiber enclosure in each network data closet for housing the newly installed fiber and terminations for the project.
    - Terminate, test, and label the newly installed fiber optic cabling to industry standards
  - **Rosman Middle School**
    - Install one (1) 6-strand multi-mode fiber optic cable runs from the MDF to each IDF location as designated by the client, a total of two (2) runs
    - Install one (1) fiber enclosure in each network data closet for housing the newly installed fiber and terminations for the project.
    - Terminate, test, and label the newly installed fiber optic cabling to industry standards
  - **Brevard High School**
    - Install one (1) 6-strand multi-mode fiber optic cable runs from the MDF to each IDF location as designated by the client, a total of six (6) runs
    - Install one (1) fiber enclosure in each network data closet for housing the newly installed fiber and terminations for the project.



- Terminate, test, and label the newly installed fiber optic cabling to industry standards
- **Brevard Middle School**
  - Install one (1) 6-strand multi-mode fiber optic cable runs from the MDF to each IDF location as designated by the client, a total of two (2) runs
  - Install one (1) fiber enclosure in each network data closet for housing the newly installed fiber and terminations for the project.
  - Terminate, test, and label the newly installed fiber optic cabling to industry standards

#### Post Implementation

- Encore Project Manager shall:
  - Conduct close out meeting
  - Obtain final project sign off
  - Provide CLIENT with a copy of all final documentation – based Project Deliverables as defined below
- Encore Technical Services Team shall:
  - Perform a final walkthrough of the job site to:
    - Clean up and remove install equipment and waste
    - Verify all products and hardware are accounted for and installed

### Project Deliverables

- As-built drawing of fiber optic cabling location and identification will be provided upon request
- Product specification and warranty information will be provided upon request

### Out of Scope

- Any changes required post-sign-off will result in a project change order and may result in additional billing. A copy of the Change Request Form is attached in Appendix B.
- Any conduit pathways if required for the installation of the project
- Any concrete core drilling if required for the installation of the project
- Any concrete core drilling required for vertical riser penetrations
- Any low voltage permits needed are not reflected in the quoted amount, and if required, will result in a Change order for the acquired cost
- Any powered lift equipment unless otherwise stated in the Implementation
- Any connection of patch cabling from new or existing patch panels to the network switch equipment unless otherwise stated in the Implementation
- Anything not listed above as in scope shall be considered out of scope
- Items/conditions identified in Customer Responsibilities and General Assumptions which have not been met would be considered out of scope.

### CLIENT Responsibilities

- CLIENT will provide:
  - full and timely administrative access, including remote access, to all physical and logical components required for the project
  - all necessary hardware, software, licensing, etc. unless defined differently in an attached Bill of Materials
  - an onsite resource to facilitate all information and communication per project requirements
  - availability for downtime, if required
  - for a secure area to store and deploy products from, at each site
  - Will provide all required conduit pathways for the installation of the project
  - any powered lift equipment required for the installation of any equipment involved in the project

- all hardware, licensing and all necessary copper and fiber network cabling, cabling tie-wraps, etc. not defined in the Bill of Materials
- CLIENT will coordinate:
  - with Encore Project Manager to sign-off on project plan / design prior to implementation
  - with the primary contact at each site to ensure access to all affected area as well as a schedule a start time and cutover period, prior to start of the project

## General Assumptions

- All cabling quantities are listed in the CLIENT-provided documentation and are assumed to be accurate
- Any deviation from fiber optic cabling quantities, data rack equipment, or any other equipment quantities is outside the provided scope of work and will require a change order
- All cabling pathways are assumed to be in place and readily accessible with no obstructions which would prevent the installation of fiber optic cabling
- Unless otherwise stated above no trenching or directional boring of any kind will be required
- In an effort to offer the best overall price possible, the proposed labor costs, as well as staging, logistics, and material requirements for the installation assume that all facets of the cabling project, in its entirety, will be awarded to the winning bidder and that all portions of the project shall be scheduled for installation in a contiguous manner
- Overall pricing assumes that crews will be scheduled to provide focused effort on the project in full, 40-hour work week segments
- Any delays not caused by Encore requiring the unscheduled withdrawal of Encore resources may necessitate a change order
- If a powered lift is required for the installation of any portion of the project, one shall be provided by the Client or by Encore in the form of a Change Order
- An executed Project Completion Sign-off form (Appendix A) will be required to indicate project completion

## Warranty Allowances

- **Acceptance/Sign-off:** Upon project completion, ENCORE will seek to obtain formal sign-off from CLIENT that the installation of all products were successfully completed as outlined within this contract. If Encore is unable to obtain sign-off from CLIENT after 30 days from the project completion date, it will be assumed that verification that all components has been completed, and product has been installed and operate correctly as stated within this contract
- **Installation Warranty:** For a period of one (1) year after the Completion Date, Encore shall warranty the quality of the installation and workmanship. If there are any issues identified/experienced within a year from the completion date with the product that was installed, and it is determined that the issue is due to an improper or incomplete installation, Encore shall repair/replace at no cost to CLIENT at Encore's discretion
- **Product Warranty:** All Product Warranties are solely based upon the manufacturer's warranty, which does not reflect Encore's associated labor cost to install and configure the product. If a part fails within the manufacturers specified warranty period and it was installed correctly by Encore, Encore will work with the manufacturer on CLIENT's behalf to leverage the warranty and arrange a replacement product item at no cost to CLIENT. However, CLIENT may be responsible for labor cost to replace the product.

## Financial Investment

This project is being sold on a fixed cost basis and includes both on-site, and off-site planning, testing, and deployment time. Components of this project may be performed off-site.

## Cost Summary

The following table provides a summary of the price for the hardware, software, and services to complete this project.

Description	Price
<b>Please See Attached Quote</b>	
<b>Total**</b>	

\*taxes are estimated and may differ from actual invoice.

\*\*Also see attached quote.

If a change in scope develops, an immediate review will be conducted between Transylvania County Schools and Encore Technology Group to determine further action.

## Payment Terms

This project will be billed as follows:

1. Product will be billed when ordered by Encore with payment due within 30 days of the invoice date.
2. Services will be progress billed periodically with payment due within 30 days of the invoice date.

## Indemnification

Purchaser agrees to indemnify, defend, and hold Encore harmless from and against any and all third-party claims, demands, actions, losses, liabilities, costs and expenses (including reasonable attorneys' fees and court costs) arising from or resulting from or in connection with this Agreement.

## No Changes Without Encore's Written Authorization

Encore objects to and rejects any handwritten or other changes to this Agreement made by CLIENT unless such changes are initialed by Encore and the Agreement is countersigned by Encore with knowledge of the changes.



## Acceptance

By signing below, both Encore and the Client acknowledge that they have read and understood the information disclosed in this document, and agree to the terms herein.

Encore Technology Group, LLC.  
202 Wall St.  
Piedmont, SC 29673

Transylvania County Schools  
225 Rosenwald Lane  
Brevard, NC 28712

\_\_\_\_\_  
Encore Authorized Signature

\_\_\_\_\_  
CLIENT Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Appendix A – Project Completion Signoff

### Project Information

The information below provides detailed information related to the project. It is provided as an additional level of detail and clarification of the client and associated contacts.

<b>Client Name</b>			
<b>Address</b>			
<b>City, State Zip Code</b>			
<b>Phone</b>		<b>Email</b>	
<b>Project Name</b>		<b>Project Number</b>	
<b>Account Executive</b>		<b>PO Number</b>	
<b>Lead Engineer</b>		<b>Project Manager</b>	

### Project Signoff

By signing below, you agree that all work has been completed as documented in the Scope of Work section of this Statement of Work. Final project billing will be submitted for invoicing and payment as documented in the Encore General Terms and Conditions.

Encore Technology Group, LLC.  
202 Wall St.  
Piedmont, SC 29673

Transylvania County Schools  
225 Rosenwald Lane  
Brevard, NC 28712

\_\_\_\_\_  
Encore Authorized Signature

\_\_\_\_\_  
CLIENT Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name



\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Appendix B – Change Order Form

		Change Order Form	
Client		Order Number	
Project Name		Project Location	
We hereby agree to make change(s) as described herein:			
<b>NOTE</b> – This change order becomes part of an in conformance with the existing contract.			
We AGREE to make the change(s) specified at this price			\$
<b>Encore Technology Group</b>			
Signature		Signature	
Printed Name		Printed Name	
Title		Title	
Date		Date	
<b>ACCEPTANCE</b> – The above prices and specifications of this Change Order are satisfactory and are hereby accepted. All work to be performed under the same terms and conditions as specified in the original contract unless otherwise specified.			