



Statement of Work

This Statement of Work (the "SOW") dated September 19, 2019 is entered into pursuant to the Master Professional Services Agreement between NorthNet Library System ("Client") and Innovative Interfaces Incorporated ("Innovative") effective as of February 1, 2109 (the "Agreement"). Innovative and Client may each be referred to as "Party" from time to time or collectively as "Parties".

A. Purpose of this Statement of Work

This SOW outlines the Professional Services that will be provided by Innovative in order to implement the INN-Reach Link+ Member Library Adds described herein. The SOW provides an overview of the scope of the project and cost to complete the engagement based on Innovative's prior experience with similar projects and preliminary discussions with Client. The Client hereby acknowledges that the SOW is not meant to capture all detailed requirements but documents the high level requirements and implementation approach discussed and that additional detailed requirements discussions will be required to outline the full scope of work between the Parties.

B. Project Scope of Services

The Scope of the project includes the following set of professional services:

1. *INN-Reach Add Services for a Polaris Local Server*

Innovative will add Nevada County to the Link+ INN-Reach system.

All specified work includes, where necessary:

- Project management
- Requirements consultation between client and Innovative
- Implementation of changes to production environment
- Post-implementation testing
- Remediation of post-implementation issues, found during our own testing or found by the client

No work will be performed, on the client's production environment, without prior notification to, and approval from, the client. Work will be performed in pre-specified maintenance windows, as agreed upon in advance by the client and Innovative.

Any requested work, outside of the specifications listed above, will be quoted at an additional cost, and written approval must be provided by the client before work can proceed.

C. Fees and Payment Terms

Fees for Services delivered under this SOW will be charged on a fixed price basis as set forth in the Innovative Pricing Exhibit EST-INC10675 attached herewith. Payment terms for this SOW are as set forth in the Professional Services Agreement. This Statement of Work estimate is valid for 30 days. Work is deemed to be accepted as delivered. Any delays in deliverables that are attributable to the customer may result in additional Services fees.



D. Innovative Services Team

The Services Team will have the following resources available for this project:

- 1. Project Manager: An experienced INN-Reach Product Specialist who will assist with the configurations and coordinate the work required for the library adds.
- 2. INN-Reach Data/Configuration Specialist: An experienced INN-Reach expert who will handle the data configuration necessary.

E. Client Implementation Team

- 1. Librarian Lead – Works closely with Project Manager to ensure requirements are clear and complete for the library. The Librarian Lead will coordinate with key members of the team as required.
- 2. Technical Lead - Responsible for assisting with Client responsibilities related to data loading and any other system level duties required by Client.

F. Implementation Assumptions

- 1. Software will need to be downloaded so the necessary ports will need to be open.
- 2. Timeline for the completion of this project will be established, through joint planning conversations between the client and Innovative during the initial stage of the project.
- 3. Client will have adequate resources available to ensure timely completion of any library tasks outlined in the project schedule.

IN WITNESS WHEREOF each party has caused this SOW to be executed by its duly authorized representatives.

AGREED:

Client	Innovative
NorthNet Library System	Innovative Interfaces Incorporated
By: <i>Carol Frost</i>	By:
Name: <i>Carol Frost</i>	Name:
<i>CEO, Pacific Library Partnership;</i>	Title:
Title: <i>North Net Administrator</i>	Title:
Date: <i>Sept. 25, 2019</i>	Date:



Pricing Exhibit

Innovative Interfaces Incorporated
1900 Powell St.
Suite 400
Emeryville CA 94608
United States

Date 9/19/2019
Quote # EST-INC10675
Payment Terms Net 30
Sales Rep Tom McNamara
Technical Contact CU0773 Peninsula Library System :
Site Code nnet
Expires 12/18/2019

Bill To
NorthNet Library System
2471 Flores St
San Mateo CA 94403-2273
United States

Ship To
NorthNet Library System
2471 Flores St
San Mateo CA 94403-2273
United States

Currency
US Dollar

Item	Item Category	Qty	Description	Options	Unit Price	Amount
INN-Reach Add Member Library	Services	1	INN-Reach Add Member Library - Nevada County		2,500.00	2,500.00

Total Fees US\$2,500.00

