



City of North Port: Tegile Installation & Expansion

BlueAlly Technology Solutions

Professional Services

This document outlines the Statement of Work for BlueAlly Technology Solutions to City of North Port, Florida for expansion of existing Tegile Storage Array. In addition, installation of a new Tegile Storage Array for Disaster Recovery.

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12/2/2016

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1. Statement of Work

Proprietary and Confidential Information

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The information contained in this document is subject to change without notice.

1.1. Contact Information

City of North Port	<u>Primary</u>	<u>Secondary</u>
Name	Jeff Kasson	Kory Merchant
Contact Number	(941) 429-7211	(941) 429-7152
Email Address	jkasson@cityofnorthport.com	kmerchant@cityofnorthport.com

BlueAlly Technology Solutions, LLC	<u>Primary</u>	<u>Secondary</u>
Name	Brian Tennant	Michael Esquia
Contact Number	(727) 492-4366	(813) 520-9934
Email Address	btennant@blueally.com	mesquia@blueally.com

All support requests, tracking and documentation of configuration changes: consult@blueally.com

1.2. BlueAlly Quotation Number

SO308100-3

1.3. Executive Summary

City of North Port has engaged BlueAlly Technology Solutions, LLC (BlueAlly) to provide services to expand their existing Tegile T3100 with one HE-25 expansion unit. In addition to the expansion, install one T4200 with one HE-50 expansion unit. All services will be provided by BlueAlly engineers.

2. Description of Services / Scope

This Statement of Work (SOW) outlines specific IT Infrastructure consulting services that BlueAlly is providing for City of North Port. This SOW is focused on expanding current Tegile Storage Array and install an additional Tegile Storage Array.

3. Methodologies

BlueAlly uses the Analyze, Design, Implement, and Stabilization model as a standard for all projects. This model is an industry accepted best practice that enables optimal system configurations and usage of appropriate tools and functionality.

3.1 Analyze

The Analyze phase consists of identification of requirements and is a fundamental requirement for a successful project. This phase enables BlueAlly engineer(s) to understand and have clear vision of the project requirements, visualize the project details and have a common goal. The Analyze phase identifies needs and requirements.

During the Analyze phase, BlueAlly engineer(s) will schedule and conduct technical review sessions with City of North Port engineers and end users, analyze findings, identify risks and success factors that will lead to a successful project rollout.

3.2 Design

The Design phase is a process that gives the team a systematic way to work from abstract concepts down to specific technical detail.

There are three levels in the Design process:

- Conceptual design
- Logical design
- Physical design

Early in the Design phase, the BlueAlly Engineer(s) uses the information gathered during the Analysis phase to start laying down a conceptual design around the rough project outline and general best practices. During this process, a requirements list is solidified by grouping and sorting the information collected both during the proof-of-concept (POC) and from meetings with City of North Port staff.

Requirements fall into four broad categories:

- Business requirements
- User requirements
- Operational requirements
- System requirements

Once a rough conceptual design has been created, it is scrutinized against current best practices and reviewed to ensure it continues to meet or exceed the requirements established by the City of North Port's technical team. The logical result of the process is translated into both graphical diagrams and architecture documents. From those, a physical design is formed to outline and review all the steps necessary to implement the solution.

3.3 Implementation

During the Implementation phase, the team accomplishes the installation and configuration of the solution components. Using the plan created from the Design phase, all infrastructure and software changes are put into place with "As-built" documentation being created throughout the process.

The implement phase culminates in the "Scope Complete" milestone. At this juncture, all features are complete and the solution is ready for testing and stabilization. This is the opportunity for the City of North Port's users, operations and support personnel, and key project stakeholders to evaluate the solution and identify any remaining issues that should be addressed before the solution is released.

3.4 Stabilization

The Stabilization phase involves testing the solution with emphasis on usage and operation under realistic production environment conditions. The team uses the feedback from this phase to make any final adjustments to the pre-production environment and resolve any outstanding issues prior to release.

The Stabilization phase culminates in the "Release Readiness" milestone. Once reviewed and approved, the solution is ready for full deployment to the production environment.

4. Scope Tasks

4.1 Engagement Kickoff

BlueAlly will conduct an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products
- Confirm prerequisites have been met prior to engagement start

4.2 Phase1: Analyze

Understanding the scope and requirements of a project from its inception is critical to success of the project and its implementation. While intensive at times, the information gathered during the Analyze phase enables BlueAlly to accurately meet and/or exceed the expectations of City of North Port.

T4200 / HE-50:

- Review Tegile CTP (Customer Technical Profile)
- Determine environment meets requirements

HE-25:

- Review existing storage array metrics in preparation for storage expansion

4.3 Phase 2: Design

The Design process gives the team a systematic way to work from abstract concepts down to specific technical detail.

HE-25:

- Determine the appropriate expand method of the existing Tegile Storage Array

4.4 Phase 3: Implementation

The technical implementation is a very complex process and involves careful planning. BlueAlly is committed to the structured and efficient implementation, with experienced engineers that understand the impact and effects of implementing new technology into a highly utilized production environment.

Cisco Nexus

- Install two Cisco Nexus 3548P-10G for use with Tegile IntelliFlash array

Tegile IntelliFlash Array

T4200 / HE-50:

- Engage Tegile PDA (Partner Deployment Assistance) for each IntelliFlash Storage Array installation
- Schedule IntelliFlash storage array installation with Tegile PDA (Partner Deployment Assistance)
- Installation and configuration of one Tegile T4200 and one HE-50
 - Installation of Hardware:
 - Rack storage array (*4-post rack is required*)
 - Rack expansion unit (*4-post rack is required*)
 - Cable storage array and expansion unit for power
 - Cable storage array for Ethernet
 - Initial Configuration of Storage Array:
 - Management and IPMI
 - Replication port (If applicable)
 - Customer Details
 - Hostname and Domain Information
 - DNS
 - Networking
 - Date and Time
 - SNMP and/or SMTP alerting (*if applicable*)
 - Generate self-signed certificate
 - Storage Array Configuration:
 - Upgrade firmware (*if applicable*)
 - Configure iSCSI protocol
 - Configure High Availability
 - Create Floating Service IP Addresses
 - Create Disk Pool(s)
 - Create a Project(s)
 - Create a test LUN
 - Create a test CIFS share (*if applicable*)
 - Create a test NFS share (*if applicable*)

HE-25:

Engage Tegile PDA (Partner Deployment Assistance) for each IntelliFlash Storage Array expansion unit installation

- Schedule IntelliFlash Storage Array expansion unit installation with Tegile PDA (Partner Deployment Assistance)
- Installation and configuration of one Tegile HE-25 expansion unit
 - Installation of Hardware:
 - Rack expansion unit (*4-post rack is required*)
 - Cable expansion unit for power
 - Identify controllers and managed resources and pools

- (A) Failover all existing resources and pools to a single controller
- (B) Shutdown controller with no resources or pools attached
- (C) Insert SAS cable(s) from expansion unit to offline controller
- (D) Power on controller
- (E) Verify controller status is online and expansion unit is online
- Repeat steps A to E for second controller
- Migrate resources and pools to controllers as identified prior to expansion
- Storage Array Configuration:
 - Create Disk Pool(s)
 - Create a Project(s)
 - Create a test LUN

4.5 Phase 4: Stabilization

A successful implementation is proven through validation testing and user feedback of the new system(s). BlueAlly is dedicated to finishing all projects on a strong note by assisting in the delivery of a given solution to its intended community. This is accomplished through the assistance of test development, rollout, and responsiveness to technical adjustments.

T4200 / HE-50:

- Storage Array Verification:
 - Verify connectivity to storage array for up to three host
 - Present test LUN for up to three hosts
 - Verify and demonstrate the customer's ability to read and write to the presented volume residing on the test LUN
- Test high availability failover and failback to verify the storage system can successfully perform a failover to another controller (*if applicable*).

HE-25:

- Storage Array Verification:
 - Verify connectivity to storage array for up to three host
 - Verify connectivity to expansion unit
 - Present test LUN for up to three hosts
 - Verify and demonstrate the customer's ability to read and write to the presented volume residing on the test LUN
- Test high availability failover and failback to verify the storage system can successfully perform a failover to another controller (*if applicable*).

4.6 Scope Exclusions

This service **does not** include:

- Tasks not included in the “Description of Services” section of this SOW
- Transfer of data from existing array to new array or expansion
- Transporting hardware to or from any location

5. Pricing

Project Phase	Cost
Installation of Cisco Nexus switches	\$ 500.00
Installation of T4200 / HE-50	\$ 1,600.00
Expansion using HE-25	\$ 500.00
Total	<u>\$ 2,600.00</u>

- Out-of-pocket expenses are billed at actual expense. Automobile mileage is billed at the then current IRS allowable rate. The BlueAlly travel expense policy is available upon request.
- To minimize costs, BlueAlly strives to minimize airfare and other travel related costs by booking travel at least seven (7) days prior to scheduled project start date. When projects are rescheduled without seven (7) days advanced notice, non-refundable charges will be added to the total out-of-pocket charges.
- Regular Work Hours – Monday through Friday, 8:30AM – 5:30PM, excluding customer observed holidays. On an exception basis, BlueAlly staff may work alternate work hours pending approval of the BlueAlly project manager.
- Any work performed outside of regular work hours will be at a rate of \$300.00 per hour.
- Generally, if a holiday falls on a Sunday, it will be observed on the next Monday. If a holiday falls on a Saturday, it will be observed on the previous Friday.

5.1 Payment Terms

Payment is due within thirty days after receipt of an invoice.

5.2 Deliverables

BlueAlly will work closely with City of North Port Engineers to ensure proper documentation for all aspects of the project. This will include, but not be limited to the following documentation:

- Current environment documentation (Microsoft® Visio®, IP spreadsheets, etc.)

- Final Report

5.3 Location

The location of services to be provided is:

- Remote access (required for this project)
- Onsite as needed

5.4 Changes

Any changes or additions to the Services or Deliverables set forth in this SOW require, prior to the initiation of work effort being performed, a mutually executed Change Order describing the cost and schedule impact.

5.5 Project Close

Conduct a project debrief with City of North Port.

6. Assumptions and Responsibilities

The project time estimates and associated fees quoted are based on the following assumptions and responsibilities. Should any element(s) of these be lacking during execution of services, additional time and associated fees and expenses may be required to complete this Statement of Work.

- BlueAlly will provide knowledge transfer to the available City of North Port resource(s).
- BlueAlly has made every attempt to accurately estimate time required to successfully complete the project. City of North Port acknowledges all listed assumptions and responsibilities and agrees that should these be violated, if impediments or complications arise or if changes in scope are requested or required, the length of the project and associated price could be impacted.
- Prior to the start of engagement, City of North Port will provide the engineer(s) assigned to the project with City of North Port email alias, instructions, and login credentials.
- BlueAlly is not responsible for delays caused by failures, including but not limited to, failures caused by systems, personnel or environmental causes or in using incorrect or insufficient data provided by City of North Port.
- BlueAlly will not develop software applications as a part of this Statement of Work.
- BlueAlly engineers shall not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that are outside their skill sets and experience. BlueAlly consultants have the right to decline a Service request if the request falls outside the scope of this Statement of Work.

6.1 BlueAlly Responsibilities

- Provide professional, knowledgeable and qualified staff to deliver Services as described in this Statement of Work.
- Deliver all documentation to City of North Port within ten (10) business days after the completion of the “Scope Tasks” listed in the section above.

6.2 Customer Responsibilities

- If applicable, performing a full working backup of its network prior to commencement of the Services. BlueAlly is not responsible for lost data.
- Provide a resource dedicated to this project. The extent of the knowledge transfer is dependent upon the availability of this resource. Please note that the time designated for knowledge transfer is throughout the project.
- Supply the necessary administrative usernames and passwords available to the BlueAlly consultant.
- Provide BlueAlly with detailed and accurate information regarding its current network environment. This information may include the technical configuration of the domain environment.
- Supply BlueAlly with a professional workspace and network access to provide the Services.
- Grant access to building(s) and room(s) as necessary to complete the Services.
- Provide all hardware and/or software and licensing required to perform the Services, including ensuring that all wiring, hardware, and software required to perform the Services are in working order.
- Assign a technical point of contact for BlueAlly during performance of the Services.

7. Scope Modification

The price for this project is based on the engagement details outlined in this proposal. Real life constraints may cause re-prioritization of tasks and are unavoidable, but not necessarily undesirable. Every effort will be made to proactively identify issues that may impact the scope or timeline of this project. In the event that unforeseen issues affect the scope of work, timeline, or cost of this project, all issues will be identified, documented and resolved using the Change Request Form (Exhibit 1) in this document.

8. Proposal and Acceptance Agreement

To order this Service in accordance with the provisions, charges, terms and conditions as set forth above, please return either a signed copy of this Statement of Work or a Purchase Order which references this correspondence two (2) weeks in advance of the desired start date. The provisions of this Statement of Work and the included BlueAlly Professional Services Terms and Conditions of Engagement will prevail over any additional terms included on your Purchase Order. Upon acceptance by BlueAlly, a counter-signed copy of this Statement of Work will be returned to your attention.

City of North Port

Signature: _____

Name: _____

Title: _____

Date: _____

BlueAlly Technology Solutions, LLC

Signature: _____

Name: _____

Title: _____

Date: _____

9. Billing Information

Address: _____

City, State Zip: _____

Attn: _____

Purchase Order #: _____

Appendix A: Project Completion – Tegile Installation & Expansion

		PROJECT NAME Tegile Installation & Expansion	CUSTOMER NAME: City of North Port
SUBJECT: CUSTOMER ACCEPTANCE FORM			
TITLE & DESCRIPTION Tegile Installation & Expansion			
AMOUNT	\$ 2,600.00	PERCENT COMPLETE: (OF TOTAL PROJECT)	100%
DATE OF ACCEPTANCE			
DELIVERABLES ACCEPTANCE CRITERIA: <i>(Attach an additional sheet with criteria if necessary)</i>			
<input type="checkbox"/>	Installation of Cisco Nexus 3548P-10G	\$500.00	
<input type="checkbox"/>	Installation of T4200 / HE-50	\$1,600.00	
<input type="checkbox"/>	Expansion using HE-25	\$500.00	
ADDITIONAL NOTES & COMMENTS:			
AGREEMENT: The signing of this Project Acceptance Form by the Customer and BlueAlly indicates that both parties agree that the intent of the Statement of Work for the above deliverables has been successfully completed. With the signing of this form, the customer is authorizing payment of the sum of money associated with this phase of the project. If this Project Acceptance Form is not signed within 10 days after presented to the customer and/or BlueAlly is not contacted concerning open issues with this project, BlueAlly will consider the project successfully completed.			
City of North Port NAME & TITLE:		CUSTOMER'S SIGNATURE: ***TO BE SIGNED AT PROJECT COMPLETION***	DATE:

BlueAlly

Customer Project Completion Acceptance Form

Appendix B: Change Request

Change Request Process

A change is an alteration to the project scope, deliverables, or milestones that affect the project cost, schedule, quality, or conformance of the deliverables to the agreed specifications. BlueAlly has overall responsibility for the change process.

When a change is desired, the requester completes a Change Request Form (Exhibit 1) detailing the change and the justification for the change.

BlueAlly performs the following procedure:

1. Logs and files the change request, noting the date and the time the change request was received.
2. Acknowledges acceptance of the change request to the requester within two business days of receipt of form.
3. Determines impact to the project schedule and cost resulting from an assessment of the change request, assessment impact is recorded on the Change Request Form and presented to the customer.
4. Directs the assessment effort with appropriate resources, assessment results in an impact statement (with cost, schedule and resource requirements); technical feasibility, and desirability of implementing the change request; change will be classified as one which:
 - a. Can be done with no impact on project cost or delivery schedule.
 - b. Can be done but will impact clients cost or delivery schedule.
 - c. Is recommended as a follow-on project.
 - d. Cannot be done due to technical unfeasibility (explanation provided).
5. If the assessment indicates the change will have no effect on the cost and/or the schedule of the project, the customer makes the final decision on the disposition.
6. If the assessment of the change request will have an effect on the project milestones or budget, BlueAlly will make arrangements for additional customer funding before proceeding with the assessment.
7. The Change Request Form is then returned to the requester for review and acceptance. The signatures of customer management and BlueAlly management on the Change Request Form signify acceptance of the change. BlueAlly and the customer will revise contract/purchase orders as necessary.

Exhibit 1 - Change Request Form

Change Number: _____

Change Description Priority: Low Medium High

Change Description:

Submitted by: _____ Date: _____

Assessment Impact

Technical Assessment by: _____ Date: _____

Impact on Project:

1) Effect on schedule: _____

2) Effect on milestones: _____

3) Effect on budget: _____

4) General Comments: _____

Customer Approval for Change: _____ Date: _____

BlueAlly Approval for Change: _____ Date: _____

Scheduled Completion Date: _____

Date Added to Project Plan: _____

BlueAlly Technology Solutions (BlueAlly) CONFIDENTIAL

BlueAlly Professional Services: Terms and Conditions of Engagement

City of North Port ("Customer") agrees to purchase from BlueAlly Technology Solutions ("BlueAlly") those Services specified in the Proposal/Engagement Letter. In addition to the terms and conditions set forth in the Engagement Letter, Customer agrees that all services provided by BlueAlly to Customer will be subject to the following terms and conditions:

1. Billing. Payment for services rendered by BlueAlly shall be billed and invoiced by BlueAlly on a periodic basis. Customer agrees to pay all invoiced amounts within thirty days of the date of invoice. All out-of-pocket expenses incurred by BlueAlly in the performance of services to Customer shall be billed as incurred. Customer shall pay all such expenses as promptly as practicable after receipt of thereof. All taxes incurred by Customer resulting from the performance by BlueAlly of the services specified in the Engagement Letter shall be the responsibility of Customer.
2. Software and Intellectual Property Matters. Customer will retain all right, title and interest in and to all software and documentation specifically developed by BlueAlly for Customer; provided, however, that Customer grants to BlueAlly and BlueAlly will retain a worldwide, unlimited, perpetual and royalty-free right to copy and to use such software and documentation internally for any purpose, to copy and distribute to third parties software which performs a general utility function, and to use for any purpose any concepts, ideas, or techniques resulting from the development of the software and documentation by BlueAlly. All other software and documentation owned or distributed by BlueAlly (including, any modification or enhancement to such software and documentation) shall remain the sole and exclusive property of BlueAlly; provided, however, that BlueAlly shall grant to Customer a nonexclusive, nontransferable, royalty-free license to use all such software and documentation that has been enhanced or modified for Customer by BlueAlly on all of Customer's computer systems. All BlueAlly property (including, any software, equipment, consulting, programming or management tools) used in connection with the services set forth in the Proposal/Engagement Letter shall remain the sole and exclusive property of BlueAlly. All of BlueAlly property shall be returned by Customer to BlueAlly upon demand. Customer shall defend and indemnify BlueAlly for any and all damages, costs, fees and expenses (including, reasonable attorneys' fees) resulting from any third-party claim that any materials or documentation provided by Customer to BlueAlly infringes such third-party's intellectual property.
3. No Solicitation. During the term of the services provided by BlueAlly to Customer and for a period of twelve months thereafter, Customer shall refrain from soliciting for hire any current or future BlueAlly employee, provided that nothing shall prevent Customer from general solicitation for hire of employees through public advertisement.
4. Termination. Customer may terminate the transactions contemplated by the Proposal/Engagement Letter and this agreement upon the material breach or non-performance by BlueAlly of the terms and conditions set forth in the Proposal/Engagement Letter or this agreement, provided that BlueAlly fails to cure such breach or non-performance within thirty (30) days of BlueAlly's receipt of notice thereof. BlueAlly may terminate the transactions contemplated by the Proposal/Engagement Letter and this agreement upon the material breach

by Customer of the terms and conditions set forth in the Engagement Letter or this Agreement, or the failure by Customer to pay any amounts due or to become due under the terms hereof or thereof. Customer shall remain liable for payment of all fees and expenses incurred by Customer up to the date of termination.

5. Limitation of Liability. Customer's sole and exclusive remedy for all claims, damages, losses, costs, fees, expenses or similar items arising from the transactions contemplated by the Proposal/Engagement Letter, including the provision of services by BlueAlly, shall be limited to termination by Customer of the services set forth in the Proposal/Engagement Letter in accordance with the terms set forth above. In no event shall BlueAlly be liable for any incidental, consequential, or punitive damages, including any damages resulting from the loss of data or its use, lost profits or claims asserted against Customer by a third-party. BlueAlly DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
6. Access. Customer shall afford BlueAlly access to such Customer technical matter, data, information, operating supplies, and computer system(s), as may be reasonably required by BlueAlly to perform the services set forth in the Engagement Letter (including, providing BlueAlly with a primary point of contact).
7. BlueAlly Personnel. BlueAlly retains sole discretion to assign such BlueAlly personnel as it deems necessary or appropriate to perform the services set forth in the Engagement Letter. BlueAlly will provide Customer with a primary point of contact for inquiries regarding the services.
8. Confidentiality. Any information (whether written or oral) designated as confidential at any time by either party shall be held in strict confidence by the receiving party and may be used by the receiving party only for the purposes set forth in the Engagement Letter and the terms of this agreement. Except as required by law, no confidential information, including the terms of this agreement and the Proposal/Engagement Letter, shall be disclosed by either party without the prior written consent of the party designating the information as confidential. Confidential information shall not include any information, which is in or becomes part of the in the public domain through no fault of the recipient, is already known to the recipient, has been developed independently, or is received from a third party without similar restriction and without breach of this or a similar agreement. Nothing contained in this agreement or the Engagement Letter shall prevent BlueAlly from publicizing its business relationship with Customer or the nature of the services it provided to Customer.
9. Interpretation. In the event of a conflict between the terms and provisions of this agreement and the Proposal/Engagement Letter, on the one hand, and the terms and provisions of any purchase order or other document authorizing the work or services covered by this agreement and the Engagement Letter, on the other hand, then the provisions of this agreement and the Engagement Letter shall govern.

City of North Port

BlueAlly Technology Solutions

By: _____

By: _____

Date: _____

Date: _____

