



PROFESSIONAL SERVICES STATEMENT OF WORK

Prepared for
Kittitas County

August 6, 2012



vmware®
PARTNER

PREMIER
SOLUTION PROVIDER

IVOXY Consulting, LLC.

5400 Carillon Point
Kirkland, WA 98033

STATEMENT OF WORK

Prepared for Kittitas County



Contents:

Overview	3
Objectives	4
Project Description	4
Change Orders	5
Customer Responsibilities	6
Kittitas County Approval	7
Project Completion Acceptance	7
Terms and Conditions	8

1. Overview

IVOXY Consulting, LLC (“IVOXY”) is pleased at the opportunity to expand their relationship with Kittitas County, by providing this Statement of Work (SOW) for a customized professional services implementation engagement. IVOXY Consulting specializes in enterprise data availability. Our team understands cost effective approaches to the design, management and availability of your IT infrastructure.

The benefits of IVOXY's approach to enterprise data center professional services include:

Assess: IVOXY will consider business drivers and end-user goals in assessing IT's requirements for implementing a technology, upgrade or infrastructure change. IVOXY delivers proactive recommendations and an associated roadmap to go from today to tomorrow.

Plan: IVOXY provides project planning and engagement management guidance as to the, resources, timing and implementation considerations needed to make the project successful.

Design: IVOXY delivers system integration diagrams and associated equipment configurations, as well as functional descriptions of the design.

Implement: IVOXY integrates the hardware, software and data fill, authors acceptance test plans and leads the operational acceptance testing.

Educate: IVOXY leads on- or off-site network educational service classes to ensure our expertise becomes yours as well.

2. Objectives

IVOXY Consulting will provide Kittitas County an Network Assessment as described below;

3. Project Description

Review current network design, configuration and performance

- Network Infrastructure
 - Hierarchal Design – Core/Distribution/Access Layers, Hardware, IOS Versions and Feature Sets, Power/Cooling, Physical Security, MDF/IDF and Cabling Standards
- Network Availability
 - Spanning-tree, FHRP (HSRP,GLBP,VRRP), EIGRP/OSPF/BGP, VSS, vPC, Cross-stack etherchannel
- Network Performance
 - QoS, Network Design, Equipment provisioning, Device configuration
- Network Security
 - Device security, Firewall Rules and Policies, Remote Access VPN, Site to Site VPN's
- Network Management
 - Network Monitoring and Alerting, Management VLAN's, VTP, Syslogging, SNMP, Device Standardization

Note: Tools such as Solarwinds Orion, Cisco Prime LAN Management Suite, and Cisco Security Manager may be used to assist with configuration review.

Document network

- Create high level drawings in Visio of the network.

Write report/Document findings

- Compare current implementation against company standards and best practices
- Provide recommendations as required
- For any issue identified provide a rating on a 3 points scale (critical/major/minor)

Deliverables

- Network drawings in Visio and .pdf formats
- Network Assessment report in .pdf format
- Presentation of report, Q&A

4. Change Orders

Should Kittitas County require changes to the size, scope and/or requirements detailed in this Statement of Work, Grass Valley must complete a “Change Request” form (provided by IVOXY). These changes may impact the time and cost of the implementation. The appropriate Change Control authority, as determined by Kittitas County, must approve these requests. Change Request forms should be submitted to the IVOXY Engagement Manager.

5.Customer Responsibilities

Kittitas County staff will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the IVOXY project team requires regular and timely access to them. Kittitas County will ensure that the proper personnel are enlisted and available for the project on the required days and for all project related meetings and conference calls.

Specific to the engagement described this Statement of Work, IVOXY will require that Kittitas County identifies the following contacts:

Binding Signature Authorization: _____ (*same as # 7 below*)

Systems Administrator: _____ (**REQUIRED**)

Network Administrator: _____ (**REQUIRED**)

Storage Administrator: _____ (**REQUIRED**)

Kittitas County will provide access to facilities and computer systems as required for the IVOXY project team to perform tasks as outlined in this SOW.

For engagement activities that need to occur at Kittitas County work locations, IVOXY expects Kittitas County to make reasonable facilities accommodations for our project team at these location(s). These accommodations will include a desk/cubicle and shared access to laser printer, copier, and conference room facilities.

Kittitas County is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials and information supplied by Kittitas County.

6. Professional Services Schedule

Network Infrastructure Assessment

\$7,500

7. Acceptance of Terms

Kittitas County Approval

By signing below, Kittitas County accepts the scope (work to be performed), terms, conditions and negotiated rates set forth by IVOXY CONSULTING, LLC and its partners.

NAME: _____
TITLE: _____
DATE: _____ / _____ / 20____

SIGNATURE: _____

Upon receipt of an authorized signature, IVOXY will schedule the implementation and commence the project.

Change Requests & Non-workday Billable Hours

As per Section 4 of this document, below are any additional billable hours associated with change requests and/or non-workday billable hours. After hours/non-workday billable rate is \$375/hour.

CHANGE REQUEST #: _____ TIME ASSOCIATED: _____
ADDITIONAL BILLABLE TIME Regular Business Hours: _____ @ \$250/hour = \$ _____
ADDITIONAL BILLABLE TIME After Hours: _____ @ \$375/hour = \$ _____

Project Completion Acceptance

By signing below, Kittitas County acknowledges the completion of this Statement of Work, and that any charges accrued pursuant to any Change Requests or Non-workday Billable Hours will be billed as per the Terms and Conditions.

Kittitas County

NAME: _____
TITLE: _____
DATE: _____ / _____ / 20____

SIGNATURE: _____

IVOXY CONSULTING, LLC.

NAME: _____
TITLE: _____
DATE: _____ / _____ / 20____

SIGNATURE: _____

Terms and Conditions

1. Payment terms are subject to IVOXY CONSULTING, LLC credit approval.
2. Objective and Scope of Delivery Statement: The estimated time of application/services delivery is based on the best knowledge that IVOXY CONSULTING, LLC can gather at the time of generating this Statement of Work (SOW). If additional requirements are introduced, additional time may be required to complete the project. In some circumstances, the additions may be considered out-of-scope and the project will need to be reassessed. Any additions or deletions to this SOW must be reviewed and approved by both IVOXY CONSULTING, LLC and the CLIENT prior to any changes being made.
3. IVOXY CONSULTING, LLC warrants that, provided Client complies with any obligations set forth herein, the Services set forth in the SOW will conform to the requirements set forth in this SOW and will be performed promptly, with diligence and in a competent and professional manner, consistent with industry standards reasonably applicable to such Services, and in accordance with the description of the Services set forth on this SOW.
4. IVOXY CONSULTING, LLC's sole liability for any claims or any loss, cost, damage or expense relating to or arising out of this SOW for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, shall be for Client's actual direct damages up to the amount that IVOXY CONSULTING, LLC has actually received from Client as payment for the Services, regardless of whether such claim, loss, damage or expense is for or arises out of breach of contract, or warranty, tort, failure of essential purpose, strict liability or otherwise. IN NO EVENT SHALL IVOXY CONSULTING, LLC BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY NATURE, INCLUDING, BUT NOT LIMITED TO LOSS OF PROFITS, DATA, BUSINESS OR GOODWILL, EVEN IF IVOXY CONSULTING, LLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IVOXY CONSULTING, LLC IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE FAILURE OF CLIENT OR ITS AFFILIATES TO PERFORM THEIR RESPONSIBILITIES. UNDER NO CIRCUMSTANCES SHALL CLIENT HAVE ANY RIGHT OF CLAIM AGAINST ANY OF IVOXY CONSULTING, LLC PRINCIPALS OR EMPLOYEES WITH RESPECT TO THE SERVICES OR OTHER ITEMS PROVIDED PURSUANT TO THIS AGREEMENT, EXCEPT FOR THEIR OWN INTENTIONAL MISCONDUCT. THE LIMITATION OF LIABILITY INCLUDED IN THIS PARAGRAPH WILL SURVIVE THE EXPIRATION OR TERMINATION OF THIS AGREEMENT. The foregoing limitations of liability shall also apply to and be on behalf of IVOXY CONSULTING, LLC's suppliers and subcontractors.
5. EXCEPT AS EXPRESSLY SET FORTH HEREIN, IVOXY CONSULTING, LLC DISCLAIMS ALL WARRANTIES OF ANY KIND, EITHER STATUTORY, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER RELATING TO THE PROVISIONS OF THE SERVICES PURSUANT TO THIS STATEMENT OF WORK, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OF REASONABLE CARE, OF RESULTS, OF LACK OF NEGLIGENCE, OF NON-INTERRUPTION OR LOSS OF DATA, OF NON-INFRINGEMENT, OR OF ACCURACY OR COMPLETENESS OF RESPONSES.
6. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against all liability, loss, cost, damage or expense, including, but not limited to, lost profits, lost savings or other incidental or consequential damages, arising out of or in connection with this SOW, for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against any costs or expenses, including, but not limited to, attorney's fees, incurred in the defense of any actual, threatened or potential claim, action or other proceeding arising out of or in connection with this SOW, for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, whether such actual, threatened or potential claim, action or other proceeding is based on contract, tort or other principle of law or equity.
7. The above stated costs are based on standard business hours of 8 am to 5 pm Monday through Friday, unless other wise noted. Engineering services outside standard business hours are subject to the following adjustments:
 - After hours support will be assess at time and a half for services provided outside 8:00 am to 5:00 pm Monday through Friday and during the hours of 8:00 am to 5:00 pm Saturday, unless previously agreed upon.
 - All support performed on Sundays, holidays, and after hours Saturdays will be assess at double time, unless previously agreed upon.
8. Prices do not include any applicable taxes.
9. Remit payments to:

IVOXY CONSULTING, LLC
5400 Carillon Point
Kirkland, WA 98052

Acknowledgment of Terms and Conditions: _____