

SERVICES PROPOSAL

PROJECT FUNDAMENTALS

Project Name:	NetApp and XProtect Services	Requested By (Sales): Chris Shwerin 312-547-2817 chris.schwerin@cdwg.com
Customer Name:	Villa Park School District	
CDW Affiliate:	CDW Government LLC	(Sr. FSA / Sr. SS): Jim Los, James Minarcik, Abby Munn
Effective Date:	October 9, 2024	
Version:	1.0	

CUSTOMER-DESIGNATED LOCATIONS

Location(s)	Service(s)		
Villa Park SD Remote	<input type="checkbox"/> Assessment <input checked="" type="checkbox"/> Configuration <input checked="" type="checkbox"/> Design <input checked="" type="checkbox"/> Implementation	<input checked="" type="checkbox"/> Knowledge Transfer <input checked="" type="checkbox"/> Project Management <input type="checkbox"/> Reconfiguration <input type="checkbox"/> Reinstallation	<input type="checkbox"/> Staff Augmentation <input type="checkbox"/> Support <input type="checkbox"/> Training <input type="checkbox"/> Custom Work

PROJECT SCOPE

Seller will assist Customer in the design, implementation, validation, and adoption of a Milestone XProtect solution. Subject to the other provisions of this SOW, the scope of this project is defined as follows:

1. Remote NetApp Hardware Installation and Cabling
2. Milestone XProtect Implementation
 - A. XProtect Installation and Configuration
 - B. Video Surveillance Integration
 - C. Knowledge Transfer
3. Assumptions and Exclusions

E-SERIES: REMOTE RACKING OF CONTROLLER (QTY 1)

- Remote tasks which will be completed:
 - Assist with the racking of storage controller
 - Connect Ethernet cables run by the customer to the location the controller has been racked at
 - Connect Fibre cables run by the customer to the location the controller has been racked at

E-SERIES: REMOTE CABLING AND INITIAL CONFIGURATION (QTY 1)

- Remote tasks which will be completed:
 - Ensure storage controller is cabled to disk shelf\shelves
 - Complete visual and system inspection to ensure shelf\shelves are properly cabled
 - Complete network configuration for controller management
 - Configure Dynamic Disk Pools or Volume Groups based on customers need
 - Assist customer with the installation and configuration of the SANtricity Management Application

E-SERIES: STORAGE PROVISIONING HANDS ON TRAINING (QTY 1)

- Remote tasks which will be completed:
 - Instructional session on using the management GUI

CUSTOMER RESPONSIBILITIES

Customer is responsible for the following:

- Racking, cabling, and powering on systems
- Ensure you have read and completely understand the information in the “Site Readiness” document. This information in this document helps to ensure the environment is ready. Just a few of the things it gives you is the number of network drops and IPs you need, the number of rack units the systems require as well as the number of power supply connections.
- Ensure you have completed the “Site Information for Storage Implementation” spreadsheet and returned it to Seller prior to the kickoff meeting for the project. The information in this spreadsheet is used during the first day of the engagement to configure the systems. The entire project can be delayed if this spreadsheet is not completed prior to the first day of the engagement.
- If this statement of work includes the seller providing racking services, then ensure you have at least one (1) of our own employees selected to assist the Seller engineer with installing the hardware into the racks. The Seller will only provide one (1) engineer for racking services, and it takes at least two (2) people to rack the hardware.
- Provide a complete list of all systems that are connected or will be connected to the Storage Controllers. A new updated copy of this list must be provided for each new engagement. This information is critical for both implementations as well as upgrades. This list must include but is not limited to the following:
 - Server Type
 - Application running on server

- Version and name of any Storage Solution software packages currently running on the system.
- Server OS (exact version with service pack, release or technical level)
- Vendor and version of multipathing software currently running on the server
- Make and model of the HBAs used in the servers.
- Driver and firmware version of HBAs
- If host is configured or will be configured to boot from SAN
- Provide a complete list of all SAN switches which are or will be connected to the Storage Controllers. A new updated copy of this list must be provided for each new engagement. This information is critical for both implementations as well as upgrades. This list must include but is not limited to the following:
 - Switch vendor make and model
 - Switch OS version
 - Switch management software version
- Ensure a conference room or classroom with overhead projector is available for customer training sessions. The hands-on training sessions will take up most of the time estimated to the project, so it is a good idea to reserve the room for the entire day and every day after starting with the second day of the engagement.
- Provide test or non-production servers to be used for hands on training sessions. If the customer purchased the SnapManager application, then a test or non-production server for each application will need to be provided. If test or non-production servers are not ready, then the customer accepts hands on training will be completed only by lecture and/or presentations and not with a live demonstration on test or non-production servers. Seller will not be providing a test or non-production environment for training, nor will they provide training on production systems.
- Ensure internal staff is present for all training sessions and is prepared to take notes. Your staff, not Seller staff, will be completing hands on training to familiarize themselves with the storage solution. These hands-on training sessions will help to ensure your staff can take what they learn and repeat it later in your production environment. No amount of training will supplement the need to review documentation. Each training session will include a review of the NetApp documentation which has documented step by step procedures which can be followed for subsequent configuration by your staff.
- Ensure internal staff is present for any software installations or upgrades on production servers. The internal staff will be signing on and in control of the keyboard for the entire time software is being installed or upgraded on production servers. Seller engineers will develop the installation or upgrade plan that will be followed, and Seller engineers will be present for the entire installation or upgrade, however, internal staff will be performing the upgrade.
- Ensure any production databases which will be migrated are backed up completely prior to the migration being started. If the customer can't or won't ensure a backup is done, then Seller reserves the right to refuse to migrate the database without refund. The backup is a final precaution should any issues arise that corrupt data during the migration process. We do not expect the backup to be needed but this doesn't eliminate the need for it to be done.

PROJECT ASSUMPTIONS

- All services will be performed remotely.

ACCEPTANCE CRITERIA

The acceptance criteria for this engagement are as follows:

- Storage solution installed and configured
- Completion of hands-on training
- Delivery of storage solution procedural documentation

MILESTONE XPROTECT IMPLEMENTATION

CDW Consultants will provide remote configuration and customer orientation for the deployment of a Milestone XProtect video surveillance solution. This includes configuration, optimization, and testing of Milestone software and managed devices according to manufacturer best practices by Seller engineer(s).

XProtect Installation and Configuration

For each site that Seller is engaged for implementation assistance, Seller will complete the following:

- Milestone Server Architecture deployment:
- Install Milestone XProtect on 1 server as Management Server(s)
- Install Milestone XProtect on 2 servers as Recording Server(s)
- Install Milestone XProtect on 1 server as Event Server(s)
- Install Milestone XProtect on 1 server as Log Server(s)
- Install Milestone XProtect on 1 server as Mobile Server(s)
- Configure 4 Milestone XProtect Smart client(s)
- Configure 9 sites in Milestone XProtect
 - Roles and Permissions
 - Device Groups
 - Device Group Members
 - Site map
 - View Groups
 - User Groups and Users
- Configure 20 rule(s) and event(s)
- Configure Milestone Active Directory Integration, including synchronization of up to five (5) Active Directory User Groups
- Testing:
 - Validate that Milestone Database backups are being created with backup tool
 - Validate no adverse behaviors or warnings are present

Video Surveillance Integration

For each site that Seller is engaged for implementation assistance, Seller will complete the following:

- Configure Recording Server settings
 - Configure default retention settings
 - Install device driver pack required by included cameras
 - Assign video partition disk space for recording
- Configure 182 cameras
 - Configure device name with design input from Customer
 - Configure video stream settings
 - Configure video retention settings with design input from Customer
- Map Devices
 - Configure 9 static map(s)
 - Configure 9 Smart Map(s)
 - Place 182 cameras on map locations with design input from Customer
- Configure motion alerts for 182 cameras
- Configure Milestone XProtect Smart Client Application(s)
 - Configure Smart Client options
 - Create up to 5 camera views with design input from the Customer
- Testing:
 - Validate for all user roles
 - Validate cameras are accessible locally and remotely
 - Validate cameras are recording correctly
 - Validate video recordings are accessible and playback works as designed
 - Validate video recordings can be exported correctly
 - Validate no adverse behaviors or warnings are present

Knowledge Transfer

Seller will provide the following knowledge transfer sessions:

- Provide 4 1-hour Admin training sessions to cover the following:
 - System architecture
 - System configuration and expansion consideration
 - Milestone XProtect Management Client
 - General system maintenance
 - System Backups
 - System Dashboard
 - Server Logs
 - Alarms
 - Basic system troubleshooting steps and Milestone support review
 - Milestone XProtect Smart Client Setup configuration
- Provide (2) 1-hour operator training sessions to cover the following:
 - System Access
 - Milestone XProtect Smart Client Application overview
 - Viewing live footage
 - Viewing playback footage
 - Creating bookmarks
 - Incident and investigation tools
 - Exporting footage
 - Using Search feature
 - Creating custom camera views
 - Milestone XProtect Web/Mobile Client overview

PROJECT ASSUMPTIONS

The scope and pricing of this SOW assume the following:

- The current network is functioning properly (no adverse conditions).
- All current Milestone XProtect servers are in a healthy state, and do not have any active System messages for Health Issues and/or Warnings.
- Any Customer-provided cabling is functioning and terminated. Any delays or troubleshooting time incurred will be considered out of scope and billed separately at standard hourly rates.
- Localization for training and documentation will be completed by Customer. Seller will provide all training documentation, training facilitation, and documentation in US English.
- All work completed by Seller consultants will be done remotely.

CUSTOMER RESPONSIBILITIES

- Acquiring all hardware and cabling required for implementation.
- Provide 3 VM Servers with Server Requirements per Exhibit A
- Providing space all servers, routers, and switches in appropriate racks.
- Providing appropriate power feeds to all equipment from either multiple UPS systems or separate electrical circuits within six feet of the equipment.
- Connecting all equipment to power sources.
- Connecting all equipment to appropriate network switches.
- Providing keyboard, mouse, and monitor for all servers on an as-needed basis.
- Notifying Seller if any links contained within this SOW or associated project documentation do not work or do not provide the expected information.
- Implementing all required DNS records per the design prior to implementation.

- Implementing all required DHCP scope configurations per the design prior to implementation.
- Identifying and/or procuring all third-party software and equipment impacted by the Milestone XProtect solution.
- Providing remote and/or on-site access to all systems (hardware and software) as required by Seller.
- Provide access credentials to all systems and services supporting the Milestone XProtect System (Server Admin, camera username/password, etc).
- Providing sufficient network capacity based on performance objectives and traffic volumes.
- Making available an appropriate Customer technical contact for the duration of the project to provide any necessary network information, access to the existing network, appropriate security clearance, and access to the building where project related equipment resides.
- Participating in the test plan as per instructions provided by Seller.
- Providing Certificate Authority-signed certificates to Seller's engineer(s) as determined during the design phase for implementation on Milestone XProtect servers.
- Deploying certificates to End-User workstations and mobile devices as required and determined during the design phase.
- Providing required bandwidth and latency for clustering over the WAN for all applications involved.
- Confirmation of the completeness and accuracy of the information provided to Seller during the discovery process. All design changes that need to be made because of incomplete or inaccurate information may result in changes to the project fees.
- Configuration of firewall to accommodate passage of video traffic in and out.
- Configuration of DNS record(s) dedicated to the video project.
- Acquisition of security certificates.
- Provisioning of a VMware environment, including any necessary hardware, software, and licensing, per manufacturer specification for any virtual machine(s).
- Determination of network application bandwidth requirements and priorities, advised by Seller.
- Providing of network diagrams and device configuration files (show tech) for the video path as required.
- Configuration of network quality of service on LAN and WAN devices.
- Configuration of network services including but not limited to Microsoft Active Directory, NTP, syslog and SFTP.

SELLER RESPONSIBILITIES

- Working with Customer to determine cohesive naming conventions for servers and devices in the Milestone XProtect system.
- Configuration of Milestone XProtect servers to industry best practices.
- Configuration of Milestone XProtect to meet the Technical Design Document Requirements.
- Providing recommendations for changes to existing network infrastructure based upon design requirements and information collected during discovery.

ENGAGEMENT PLANNING & MANAGEMENT

These tasks will ensure that project completion meets all requirements outlined in the scope of services. It includes the following activities:

- Internal Project Technical Planning
 - Solution and Technical Architecture Review and planning
 - Clearly define project scope, objectives, risks, and approach
 - Develop a Work Breakdown Structure and Develop a Project Plan
 - Develop Communication and Escalation Plan
 - Identify project resources, roles, and responsibilities
 - Confirm site readiness and documentation
- External Project Meeting
 - Introduce key participants, stakeholders, and project teams
 - Verify hardware delivery and specifications
 - Solution, requirements, and logistics Review

- Review and approve project plan
- Project Management
 - Task and resource scheduling and assignment
 - Administration, Financial and Team management
 - Escalation and communication management
 - Change control and management
 - Status meetings and reporting

OUT OF SCOPE

NetApp:

- Planning for Production data migration
- Migration of production data to CIFS shares NFS exports
- Migration of production data to FCP or iSCSI LUNs unless SnapManager was purchased, in which case migration is only included as described in the “Description of Services” section
- Configuration of production SnapMirror relationships
- Configuration of production SnapVault relationships
- Installation and Configuration of Open Systems Snap Vault on production servers
- Configuration of iSCSI LUNS on production servers
- Configuration of FCP LUNS on production servers
- Running Ethernet cables between customers LAN switches and controller
- Running Fibre cables between customers SAN switches and controller
- Labeling cables
- Configuration of controllers
- Configuration of LAN switches
- Configuration of SAN switches
- Training on using storage solution
- Onsite work

XProtect:

- Implementation and testing of cabling.
- Implementation, testing, and configuration of equipment that is not included in the bill of materials.
- Security certificates and/or PKI configuration necessary to support their generation/signing.
- Implementation, configuration, and testing resulting from design changes.
- Workstation and server connectivity testing.
- Configuration, implementation, and/or deployment of applications or features that may be included in Customer's licensing but not specifically identified in this Statement of Work.
- Firewall/LAN access control list configuration.
- DNS configuration.
- Hostname/IP addressing changes.
- Remediation of any issues found during the systems review or at any other point in the project
- Onsite work

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

This Services Proposal is valid for 30 days from the above “Effective Date”

ITEM(S) PROVIDED TO CUSTOMER

Table 1 – Item(s) Provided to Customer

Item	Description	Format
Procedural documentation	Storage solution procedural documentation	PDF
Site Technical Design Document	Technical Design documentation for the Milestone XProtect solution at each site	PDF/Excel/Word

PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule (“**Anticipated Schedule**”) based on Seller’s project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

TOTAL FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller’s performance of work (“**Services Fees**”) and any other related costs and fees specified in the Expenses section (“**Expenses**”). Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein.

Seller will invoice for the Total Fees.

SERVICES FEES

Services Fees hereunder are **FIXED FEES**, meaning that the amount invoiced for the Services will be \$22,912.00.

The invoiced amount of Services Fees will equal the amount of fees applicable to each completed project milestone, as specified in Table 2.

Table 2 – Services Fees

Project Milestones	Percentage	Fees
Completion of Work	100%	\$22,912.00
Totals	100%	\$22,912.00

EXPENSES

All services under this SOW will be performed remotely; therefore, neither travel time nor direct expenses will be billed for this project.

The parties agree that there will be no travel required for this project.

NOT FOR SIGNATURE

THIS DOCUMENT IS A DRAFT INTENDED ONLY FOR USE IN THE REVIEW OF TEXT APPLICABLE TO A POSSIBLE SERVICES ENGAGEMENT. IT DOES NOT CONSTITUTE A CONTRACT OR A PROPOSAL FOR A CONTRACT. THE CONTENT OF THIS DOCUMENT, AS IT MAY BE NEGOTIATED BY THE PARTIES, IS INTENDED TO BE INCORPORATED INTO A STATEMENT OF WORK, WHICH WILL INCLUDE OTHER PROVISIONS AND WHICH WILL BE GOVERNED BY ADDITIONAL TERMS AND CONDITIONS. A PARTY'S SIGNATURE OR OTHER INDICATION OF APPROVAL ON OR RELATED TO THIS DOCUMENT SHALL HAVE NO BINDING OR CONTRACTUAL EFFECT.