

WORK ORDER FORM
PURSUANT TO AN AGREEMENT BETWEEN
THE CITY OF FORT COLLINS
AND
GTRI

DATED: 11/27/2013

Work Order Number: **OPP-62368**

Purchase Order Number: *9136432*

Project Title: **Internet ISP Backup** *RFP # 7368*

Commencement Date: **11/27/2013**

Completion Date: **4/30/2014**

Maximum Fee: (time and reimbursable direct costs): **\$24,460.31**

Project Description: **Internet routers BGP Configuration.**

Scope of Services: **Minimum discount of 48% on purchase order = \$100 K or 45% < \$100K list price. Each site specific project requires a work order authorized by the project manager and Purchasing agent for release of funds. Invoices to reflect specific work order number and PO number.**

Service Provider agrees to perform the services identified above and on the attached forms in accordance with the terms and conditions contained herein and in the Work Order Services Agreement between the parties. In the event of a conflict between or ambiguity in the terms of the Work Order Services Agreement and this work order (including the attached forms) the Work Order Services Agreement shall control.

The attached forms consisting of **OPP-62368** are hereby accepted and incorporated herein, by this reference, and Notice to Proceed is hereby given.

Service Provider : Global Technology Resources, Inc.

By: **Marie Chillemi**



Date: 12/2/2013

Submitted By: **Bob Singleton**
Network Administration Manager
(Project Manager)

Date: **11/27/2013**

Approved by: **Dan Coldiron**
CIO

Date: **11/27/2013**

Approved by: _____
Director of Purchasing & Risk Management
(if over \$60,000.)

Date: _____

Internet Router Install and BGP T&M Statement of Work

Prepared for:
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1 Project Overview

This project will be to replace 1 Internet Edge Router at the City Hall West location and add a second Internet Edge Router at a Disaster Recovery facility.

Below is a high level list of activities to be performed by GTRI

- Obtain current configuration on the router to see what has already been done
- Interview personnel to determine the necessary applications and other traffic to be prioritized
- Capture this traffic through either access lists or protocol matching
- Set a bandwidth guarantee for the traffic
- Shape the remaining traffic to only take up a smaller percentage of the Internet bandwidth
- Bonus/optional: use the Checkpoint, or perhaps the ASA that is inline, to restrict streaming radio type traffic

This Statement of Work serves as written documentation and the basis of understanding for technical integration services to be performed by Global Technology Resources, Inc. (hereinafter GTRI) for City of Fort Collins (hereinafter Client). Unless otherwise negotiated, the terms and conditions outlined in the Master Sales Agreement (MSA) govern the work contained herein excluding Federal and some State and Local agencies. The MSA, located online at www.gtri.com/MSA, is the most current version and may be updated from time to time.

1.1 Project Requirements

Based on discussions and documentation provided by City of Fort Collins, the following requirements were outlined to GTRI.

- Install 2 ASRs as quoted, 1 at CHW and 1 at DR site with the one at DR site connected to a backup ISP connection and both running BGP.
- No load balancing between ISPs just backup for loss of primary ISP - FCCN connection.
- Setup HA between routers.
- Want to go to zone-based FW instead of simple ACL's used today.
- Configure Firewall and NAT Sync on Layer 2 network between City Hall West and Disaster Recovery Facility

2 Project Coordination

2.1 Project Kick-off

Kick-off Call:

- GTRI will conduct a brief project kick-off call prior to work commencing to review the project scope, requirements and project schedule.
- This meeting will be led by the GTRI Project Coordinator and include the Client and Lead Engineer or Project Team.

2.2 Project Planning

Schedule:

- Project Coordinator will work with the Client to establish a project schedule for required work and coordinate with internal Resource or Subcontractor Management for scheduling and back-up if required. (Schedule to be outlined and confirmed in email format)

2.3 Project Control

Project Status and Change Management

- Project Coordinator will provide project statuses as required to the project team and stakeholders during the duration of the project. This will be in the format of an audio call or email.
- Project Coordinator will act as the project Main Point of Contact and will handle any changes, extensions or cancellations, and will also facilitate any required escalations.

2.4 Project Close-out

- GTRI will conduct a project closure call to review all completed tasks and components of the project scope. This will include reviewing any project outstanding items or exceptions and deliverance and review of any included project deliverable documentation as per this SOW.
- Upon completion of the close-out, GTRI will present the Project Close and Acceptance form to the client for acceptance and hand-off the project to GTRI Managed Services if purchased.
- This meeting will be led by the GTRI Project Coordinator and include the Client Lead Engineer or Project Team.

3 Design and Deployment Services

This section identifies the work that will be performed as part of this project. The project will follow the order of the activities as they are shown below.

3.1 Planning & Design

This portion of the project is a detailed planning and design phase that incorporates both a discovery and a design component. During this process all elements that potentially impact project success are examined. Once complete, detailed design recommendations and a project implementation schedule are created that will ensure the proposed solution meets the Client's requirements.

3.1.1 Planning Tasks

- Backup current configuration on existing router.
- Prepare configuration for replacement router
- Plan BGP deployment including AS and other information to be used with carriers.
- Verify QoS and NAT settings.
- Planning and design session with Client.

3.1.2 Planning & Design Deliverables

Below are the deliverables GTRI will provide as part of the planning & design.

- GTRI will provide documentation as defined in the planning and design tasks

3.2 Deployment

This section of the Statement of Work covers the work that will be performed during the deployment phase of this project. This covers all phases of the deployment of the solution.

3.2.1 Deployment Tasks

- Deploy 2 ASR Routers, 1 at City Hall West (CHW), 1 at Disaster Recovery Facility
- Replace 1 Internet Edge router at CHW with feature matching configuration.
- Configure for High Availability
- Add BGP configuration and perform testing on each Internet Edge Router.
- Configure NAT
- Configure Zone Based Firewall and convert simple ACLs to ZBFW.
- Implement/convert QoS settings related to bandwidth requirements for traffic

3.2.2 Deployment Deliverables

Below are the deliverables GTRI will provide as part of the deployment.

Internet Router Install and BGP

- GTRI will implement the solution as identified in the statement of work
- GTRI will provide information regarding the verification tests run on the installed components that are a part of the project and the results of those tests
- GTRI will provide training as outlined in this statement of work

4 Support Considerations

Day 1 support (i.e. cutover support) is always provided as part of the implementation service by GTRI. If chosen, a limited amount of Day 2 support (post cutover support) may be included. Extended Day 2 support (and ongoing support) may be provided by:

- trained engineers that the customer has on staff (GTRI can provide a skills assessment for these engineers to validate their capability to provide support or identify additional training needs),
- a GTRI GlobalSure Managed Services agreement, or
- a Change Order for additional hours for support by the GTRI project engineers.
 - Sample items that Day 2 support covers include software bug related troubleshooting and patching, moves, adds, and changes (i.e. MAC work), break/fix related troubleshooting, and general ongoing system support and maintenance. Client understands that the need for Day 2 support is greatest in the days, weeks, and months immediately following a cutover and Day 2 support included in project is limited. This typically puts a great burden on Client engineers and potentially Client end users immediately following a cutover at a time when those engineers may be least experienced on the system. Serious consideration should be given to options two and three above in order to provide a smooth transition to the new communications system implemented by GTRI. **This proposal includes 8 hours of Day 2 support.**

5 Assumptions

This section of the statement of work covers the assumptions that are made as part of this project. These assumptions include tasks that the Client will agree to perform as part of this project. These assumptions will also include what items are in scope and out of scope for this project.

General Assumptions

- Client will provide GTRI with a single point of contact or key staff necessary for completion of the project.
- All communications for project details including scheduling, planning and work changes must be communicated from the client point of contact to the GTRI primary point of contact.
- Client will provide GTRI with information about their currently deployed IT infrastructure as applicable to this project. The Client will provide information to GTRI about sites of operation, WAN circuits, Network topology, IP Telephony system information, and all IT computing systems.
- Client will work with GTRI to gather all data necessary for the work to begin on the first day of the project.
- Client will ensure all appropriate power/environmental requirements are provided to the specific project needs and environmental standards are being met prior to start date. This includes rack space, power and cooling.
- Client will verify all cabling requirements are completed prior to the beginning of the project.

Project Assumptions

- Planning tasks up to day of change can and will be done remotely.
- 3 on-site trips are planned in the pricing below.
 - Planning session
 - Deployment CHW
 - Deployment DR
- Majority of SOW tasks can and will be done during normal business hours. Note rate for Non-Business hour work as required.
- Engineer will be on-site for any potentially service interrupting changes to minimize risk.

6 Fees and Charges

This is a Time and Materials engagement with a minimum commitment of four hours for each occurrence of on-site services performed by GTRI. Client agrees that requirements and completion metrics cannot be clearly defined at this time and that GTRI will be performing work on a best-effort basis. GTRI will complete as much of the requested work requirements as possible using appropriate resources, but does not guarantee completion under any fixed amount of time. If GTRI completes the work in less time than stated in this agreement, GTRI shall only bill actual time accrued. If Client requires additional time to continue work, that time shall be requested by Client in writing.

Start date will be determined by availability of the GTRI resources and readiness of the Client. If requested, GTRI will attempt to provide the appropriate resources as quickly as possible; however, GTRI requires a two week time period scheduling the resources from the date of this signed agreement and from each subsequent request for resources.

GTRI Resource	Rate	Estimated Time	Cost
Network Engineer Level 4 SV-NE4	\$ 175.50	103	\$18,076.50
Network Engineer Level 4 Non-Business Hours SV-NE4 (Non-Business Hours)	\$263.25	12	\$ 3,159.00
Network Engineer Level 4 SV-NE4 (1 way travel)	\$175.50	4.23	\$ 742.45
Project Coordinator Level 2 SV-PC2	\$109.20	22	\$ 2,402.40
Total Services Cost:			\$24,380.35
Estimated Travel Costs:			\$ 79.96

Engineering time used outside of normal business hours, Monday through Friday, 8am - 5pm, will be billed at the following rates:

Non-Business Hours and Weekends:	150% of applicable rate
Holidays:	200% (Dependent on availability)

All prices are quoted in U.S dollars. Prices do not include tax, freight, or customs charges. The services pricing for this agreement is good for 90 days from the date it is issued. If the proposed start date for the project is greater than 90 days from the creation of this document then this document will potentially need to be revised.


7 Signature Page

GTRI and Client agree that we have read this Statement of Work, its associated Master Sales Agreement, understand them, and agree to be bound by their terms and conditions. BY SIGNING BELOW, YOU ARE AGREEING TO THE MSA WHICH IS INCORPORATED HEREIN BY REFERENCE. Additionally, GTRI and Client mutually agree that a photocopy of this document shall be treated as if it were an original.

Requested Project Start Date: 1/13/2014

Agreed to:

City of Fort Collins



Signature Title
NETWORK ADMIN MGR.

ROBERT SINGLETON 11/27/2013
Printed Name Date