



Statement of Work (SOW)

Village of Orland Park Server Virtualization

1/27/2014
SWC Technology Partners
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Server Virtualization

1. Statement of Work

This Statement of Work will be incorporated into the Master Services Agreement with an Effective Date of August 13, 2009 between SWC Technology Partners, Inc. ("SWC"), and Village of Orland Park ("VOP").

All terms and conditions of the Services Agreement not modified herein remain in full force and effect for the Term of the Agreement.

2. Background

VOP runs their critical services on aging and resource starved physical servers. VOP seeks to migrate these services to a highly available virtualized Microsoft Hyper-V (Hyper-V) environment.

SWC will lead the design, implementation and knowledge transfer for the server virtualization project at VOP.

3. Objectives

Key objectives of this project include:

- Install and configure 3PAR 7200 SAN
- Install System Center Virtual Machine Manager 2012 (SCVMM)
- Configure a highly available failover cluster
- Virtualize existing physical servers

4. Scope

The items within the scope of this project are:

Tasks:

- Switching
 - Install and configure 2 Cisco 3750X switches
 - Configure proper VLANs for cluster communications
 - Install Fiber Channel switches
 - Create zones for SAN and Hyper-V hosts
- 3PAR 7200 Installation
 - Install and configure 3PAR 7200 SAN
 - Configure necessary data volumes and LUNs for Hyper-V hosts
- Host Servers and Failover Cluster
 - Install Windows 2012 R2 Server with Hyper-V role on up to 3 hosts
 - Install fiber cards
 - Present SAN volumes to host servers

- Configure necessary networks to facilitate cluster communications on the 2 Cisco 3750X switches
- Install and configure SCVMM to manage the failover cluster
 - Create and validate Hyper-V failover cluster
 - Test Live Migration and failover for a test virtual machine
- Physical to Virtual Migration (P2V)
 - Back up servers chosen for P2V
 - P2V up to 10 existing physical servers
 - Configure up to 10 P2V'd virtual machines for high availability and validate service availability, failover and Live Migration

Deliverables:

- Basic documentation on using SCVMM to manage virtual machines
- Highly available Hyper-V failover cluster utilizing 3PAR SAN storage
- Up to 10 P2V'd servers running in the Hyper-V environment
- Redundant Hyper-V switching infrastructure

5. Out of Scope

The items not included in the scope of this project are:

- File or application server data migration
- Backup discussion and configuration or implementation
- IP addressing changes on client devices or printers
- Private Cloud configuration using SCVMM
 - Services
 - Virtual networking
 - Storage management
 - Public Cloud integration
 - Self Service portal

6. Estimate

The estimated effort to complete the Project is 80 - 88 hours. At a billable rate of \$170/hour, and a rate of \$255/hour for afterhours work for an estimated 16 hours, the cost estimate is \$14,960 - \$16,320. This estimate may be modified by SWC upon further discovery of Project requirements and SWC involvement. If additional time is needed to complete the Project, it will require that a Project Change Request be duly authorized by VOP.

The Project will be conducted on a time and materials basis. Actual hours spent will be billed. SWC will invoice VOP monthly for services performed and approved expenses incurred during the previous period. VOP agrees to pay within the invoice terms.

7. Timeline

The project timeline has not been defined. SWC will work with VOP to develop an acceptable project schedule and timeline.

8. Assumptions & Contingencies

- System Center licensing has been purchased and will be available.
- A portion of this work will need to be done after hours and billed at afterhour's rates.
- All invoices will be based on net 30 day terms.
- Hours worked will be billed monthly.
- This proposal is in effect for thirty days from the date of this letter.
- Access to all existing relevant documents will be provided as needed.
- Access to technical and functional personnel will be made available as required.
- Appropriate access to required systems and services will be granted to SWC staff as needed.
- Any approved, out-of-town travel expenses will be billed in addition to the services pricing.
- All work will be completed during normal business hours. After hours work will be billed at 1.5 times the standard billing rate.
- VOP is responsible for purchasing all hardware, software and licensing.
- For clients within 40 miles of Oak Brook, IL, SWC will bill one-way travel time, up to one hour, for onsite visits that do not result in a full day of billing.
- For clients more than 40 miles from Oak Brook, IL, travel time minus one hour per trip will be billed at standard rates.

In Witness Whereof, the parties hereto have caused this Statement of Work to be executed by their duly authorized representatives.

SWC Technology Partners, Inc.

Village of Orland Park

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

