Statement of Work

Los Alamos County

Cohesity Implementation

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PREPARED FOR:

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Contents

B-Advanced Network Management Statement of Work

Account Management Team

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About ANM

ANM is one of the fastest growing IT consultancies in the U.S. We offer engineering excellence and quality customer service with a local focus. Partnering with leading providers such as Cisco, AWS, Pure Storage, Cohesity, VMware, Veeam, Splunk and F5, we back up our work with professional and managed services throughout each stage of the engagement.

From our network of regional offices, we provide dedicated project and engineering teams that work closely with our clients to help them achieve their business objectives. Headquartered in Albuquerque, NM since 1994, ANM has offices in Denver, CO; Colorado Springs, CO; El Paso, TX; and Scottsdale, AZ.

ANM has enjoyed more than 800 percent revenue growth over the past five years. We have achieved this growth by empowering local teams to truly support our clients. Our highly experienced engineers have a strong reputation for partnering with our clients and taking a consultative approach throughout each engagement. We attribute our strong results and brand to our deep-rooted commitment to customer service, our engineering excellence and our culture of going above and beyond.

ANM's Solutions

Network & Automation

We work with you to build an infrastructure that connects people, applications and devices securely and efficiently.

Data Center & Cloud

Based on your current environment and end goals, we create a custom path to your on-premises, private cloud or hybrid cloud solution.

Collaboration

Our expertise in web conferencing and collaboration platforms brings people and tools together to improve productivity, communications and problem-solving.

Security

We assess your unique risks and develop detailed solutions to identify and mitigate threats before they impact your business.

Audio Visual

We help plan, design and install scalable audio-visual systems to support shared experiences.

Cabling

A well-designed cabling system increases performance, scalability and return on your IT investment. Our certified, full-time cabling team designs, installs and maintains your building's cabling infrastructure, end-to-end.

Salesforce Consulting & Apps

We help maximize your investment with expert advice and customized applications that simplify your business processes and accelerate your workflow.

Professional Services

Our dedicated project managers are at your side to install, configure and deploy the perfect solution for your needs.

Managed Services

Our engineers are available 24/7 to assist with incidents and requests, as well as support and manage advanced, highly complex, architectures.

Omissions

ANM reserves the right to correct any error or omission in this Statement of Work and will do so by utilizing a Change Request process. The initial project kick-off meeting and design workshop(s) might uncover unforeseen items that impact this Statement of Work and will be addressed (if necessary) by the Change Request process.

Notices:

Project Overview

Solution Overview

The goal of this Statement of Work is to define tasks, deliverables, timeline, responsibilities, and additional terms to deliver a Data Center Refresh for Los Alamos County (aka 'Customer') provided by ANM.

ANM is proposing a Cohesity data protection platform to provide backup, recovery, and replication of VMs with built-in immutability to a secondary site (Current Administration)

Customer Requirements

During discovery, design, and scoping discussions the following requirements for the solution were identified and agreed upon:

- Installation of 7 Cohesity DL360 nodes at LACNM Data Center
- Installation of 3 Cohesity DL380 nodes at Cyxtera Data Center
- Configuration of new backup and recovery jobs
- Configuration of site-to-site replication of Cohesity Clusters.

Project Success Criteria

ANM and Client agree that the following objectives are key to success of this initiative.

- Successful stand-up of LACNM and Cyxtera Cohesity Clusters and Backup Jobs
- Successful configuration of LACNM and Cyxtera Cohesity Replication

Project Tasks

Phase 1 – Project Kickoff

The project kickoff meeting will include key stakeholders and project team members to initiate the project and to define the project timelines and flow.

The kickoff agenda includes:

- Team Introductions.
- Review of solution and scope of work.
- Project Timelines.
- High-level Technical Review.
- Open Forum / Q&A.

Phase 2 - Plan and Design

The ANM and customer project teams will hold a design workshop to validate technical and other project requirements and details.

The design workshop agenda includes:

- Validation of physical and logical design.
- Validation of current environment and readiness.
    - Review of current SLA/SLOs for backup and recovery posture
- Confirmation of bill of materials.
- Plan for integration into existing environment.
- Plan for testing and validation.
- Customer review and acceptance of design and implementation plan.

Phase 3 - Implementation

The following applications and infrastructure components will be deployed, configured, and tested per the agreed upon design between ANM and Customer:

- **Sub Phase 3.2 – Build Out and Configuration of Cohesity Backup Infrastructure**
    - Rack and Stack of 7 HPE DL360 Cohesity Nodes at LACNM Data Center
        - Configure Cohesity nodes network for redundancy to LCDF network
        - Perform Cohesity Initial setup
        - Configuration of backup polices based on LAC SLA/SLOs for local Cohesity nodes.

- Configuration of replications polices based on LAC long term retention SLA/SLOs
- Resolve any backup errors
  - Rack and Stack of 3 HPE DL380 Cohesity Nodes at Cyxtera Data Center
    - Configure Cohesity nodes network for redundancy to LAC network
    - Perform Cohesity Initial setup
    - Configuration of backup polices based on LAC SLA/SLOs local Cohesity nodes.
    - Configuration of replications polices based on LAC long term retention SLA/SLOs
    - Resolve any backup or replication errors.
  - Backup Verification
    - Backup completed
    - Indexing completed
  - Restore Testing
    - Full VM
    - Instant Access Restore
    - Single File Restore
    - Full Application restoration of single app
  - Setup of Helios and Marketplace
  - Knowledge Transfer

Phase 4 – Project Closeout

- Complete and deliver AS-BUILT Documentation
- Review the final deliverables with Customer.
- Review Customer satisfaction and obtain feedback.
- Obtain Customer signoff on project completion.
- If applicable, transition of ongoing support to Customer and ANM Managed Services.

Assumptions

The overall scope and related work estimates for this engagement were developed based on the assumptions listed below. Material changes to these assumptions and exclusions may impact the estimated effort and cost associated with completing the work and therefore would require a Project Change Request.

Project-Specific Assumptions

The project scope is based on the following project-specific assumptions:

- ANM assumes verifiable backups are present prior to project kick-off
- ANM assumes adequate rack space/power/cooling exists at Simms and Oso Grande Data Centers
- All post-physical installation work will be performed remotely

Customer Responsibilities

The following are responsibilities that will need to be performed/provided by Customer.

- ANM expects appropriate customer staff to participate in requirements gathering, scheduling, project status and materials review.
- Customer will provide single point of contact for communications and is responsible for project management of customer resources and scheduling.
- Customer is responsible for the submittal of all internal Change Control Documentation for production impacting or other necessary system changes requiring approval as pertaining to Customer's Internal Policies and Procedures. ANM will offer input as appropriate.
- Provide onsite physical access to required systems and space to work.
- Provide remote access (VPN) or other agreed upon remote access solution.
- Provide any required hardware and/or software that was not procured through ANM (for example, existing Microsoft and VMware software/licensing).
- Provide diagrams and configurations of existing environment if required.

- Make all changes to existing environment (e.g. firewall, Active Directory, DNS, DHCP, etc...) unless otherwise specifically called out in this Statement of Work.
- Deploy any required end user applications not specifically covered by this Statement of Work.
- Maintain valid support contracts with all product manufacturers involved in the solution.
- Every effort has been made to scope proper power cables, optics, and other solution-related accessories in the original bill-of-materials (quote). Customer is responsible for acquiring additional components identified during planning and design phase.

General Assumptions

- ANM will not be responsible for any project delays or costs caused by failure to deliver or by delayed provision of information, systems, or feedback from Customer or third-party vendors.
- Tasks will be completed during normal business hours between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding ANM-observed holidays, unless otherwise negotiated and noted in this services proposal.
- Customer will have five (5) business days to provide written feedback on all project artifacts, documents, or presentations developed or updated by ANM. If no feedback is provided, the item will be considered accepted by Customer.
- Changes to this scope of work identified during this project will require a Project Change Request Form.
- Services may be provided by ANM or individuals or organizations employed by or under contract with ANM, at the discretion of ANM.
- Unless otherwise specified, the following services are not included:
    o Environmental requirements: racks/cabinets, electrical/power & cooling/air conditioning services
    o Network cabling services
- Any services provided in the reconfiguration or troubleshooting as a result of existing faulty equipment, software compatibility or systems interoperability will be considered out of scope and will require an appropriate Change Request Form.

- Customer will manage all oversight and communication with third party vendors not directly contracted by ANM (for example, service providers, other equipment manufacturers, etc.).
- Customer is responsible for any software updates or equipment replacement not covered by support contracts.

Change Control

If Customer requests a change in the project schedule after the schedule has been mutually agreed upon between Customer and ANM, a change order will be required to proceed as follows:

Change of Scope

Should changes to the scope or solution be necessary or requested by Customer, ANM will investigate the effect of such changes and determine an impact on price, schedule, and other terms and conditions.

- A project Change Request Form (CRF) will be used to document and communicate any changes to this Statement of Work. The CRF will describe the change, the reason for the change, and the impact that the change will have on the project. The CRF will also specify any additional charges (if necessary).
- A completed CRF will be the output and Customer and ANM must both sign it to authorize the changes. A change control log will be maintained throughout the project to track all approved changes and record them (if applicable) in the successive approved versions of the Project Plan. All versions will be tracked using a strict document version control mechanism maintained by the Project Managers.

Change of Scheduling

- If a project schedule change is within one week of the initial project hardware installation date, then Customer will be subject to a change order equal to the approximate run rate cost** of the project team for two weeks.

- If a project schedule delay is requested during the course of the project, then Customer will be subject to a change order equal to the approximate run rate** cost of the project team over the entire delay.
- If there is a delay in the project schedule of a project task that is part of the overall project, then Customer will be subject to a change order equal to the approximate run rate** cost of the delay.
- If the project is suspended or delayed for more than two weeks during the course of the project, then Customer will be subject to a change order equal to the run rate** cost of the project team for four weeks before ANM will resume the work. Project resumption will occur in a date mutually agreed upon between ANM and Customer.
- If any subset of a project is not started within three months of the main project completion due date to Customer enforced delays, that portion of the work will be automatically cancelled, a credit will be issued to Customer for the work not completed and the overall project will be closed out. Any cancelled work may be re-scoped as a new project at Customer request.

** Run Rate Cost For Project Team = Billable Rate * Number of Hours + Any Travel Cost

* Discounted Reschedule Rate: $120 per hour

* Travel Cost = Mileage + Lodging + Air Travel + Any other Travel Expenses

Billing Milestones

Services for this project will be billed as a fixed fee for the amount provided on the accompanying quote. Services will be invoiced monthly based on percentage of project completion for the preceding month. Project completion percentage is calculated by the ANM Project Manager and will be reviewed during regular status calls prior to invoicing.

Project Authorization

We believe the SOW outlined in this document will meet the requirements of the work to be performed. Any modifications to this document will be made in writing and agreed to by both parties subject to additional charges.

Authorized Customer Signature:	
Printed Name:	Date:
Authorized ANM Signature:	
Printed Name:	Date:

This agreement shall be in effect until either party provides written notice of cancellation. This statement of work is valid for one year (365 days) after the signature date. After this period all services delivered will be invoiced at time and materials rates and the remaining project will be cancelled.