

Copy



Virtual Infrastructure Upgrade

Virtual Infrastructure Upgrade Project

Date

December 2, 2019

Provided By:

InfiniTech Consulting
2401 Bernadette, Ste. 209
Columbia, MO 65203

Delivered To:

City of Warrensburg
102 South Holden
Warrensburg, MO 64093



Overview

InfiniTech Consulting respectfully submits the following proposal for the virtual infrastructure upgrade project. The purpose of the engagement is to provide the City of Warrensburg with the components and services to complete the virtual infrastructure upgrade.

Introduction

This Statement of Work (“SOW”) outlines the services and activities to be performed by InfiniTech Consulting, LLC (“InfiniTech”) for City of Warrensburg (“Client”).

This SOW represents a joint agreement between the client and Infinitelch that the client engages Infinitelch to perform the IT services set forth within, and Infinitelch hereby accepts such engagement. The SOW also contains information concerning project planning and execution as well as obligations and expectations of the client.

Terms

Invoice for services will be generated upon approval of the SOW. Payment shall be due within 30 days of the invoice date.

Scope of Services (Timeline & Schedule)

Implementation

Configure N4064F core switches as necessary to integrate VxRail servers onto the City network.

Setup, install, and provision Dell VxRail equipment for turnkey operation.

Perform all required tasks to setup, install, upgrade new hardware to work in our environment.

Prepare the environment and ensure that it meets system requirements.

Update firmware, BIOS, and software as necessary to ensure system is using the latest stable version.

Migrate approximately 40 existing VMs to the new VxRail appliance.

Setup, install, and provision Dell backup server and tape drive.

Configure Veeam BU software on the new backup server as it is currently configured, test system backups, cloud backups, replication and tape backups. Backups will initially be stored on the current EqualLogic backup target.

After all existing VMs have been moved to the VxRail appliance, reconfigure Compellent SC4200 storage array to become new backup target. Test system backups to ensure proper operation.

SUPPORT SERVICES TO BE SUPPLIED BY THE PROPOSER

vXRail Infrastructure Health Monitoring and Management

- 24x7 monitoring of system and logs
- Security Monitoring for Unauthorized Login Attempts
- Provide all patching and update services for Hardware (Firmware), VMware, vSphere, VMware vSan
- Respond to request for configuration changes and modifications to hardware and VMware infrastructure
- Review performance logs, advise, recommend and implement performance tuning and configuration changes

Windows Server Monitoring and Maintenance

- 24x7 monitoring of system and logs
- Security Monitoring for Unauthorized Login Attempts
- Provide all patching and update services for Windows Server Operating Systems

Project Timeline

Week 1 - Phase 1 – Set up new infrastructure

- Initial kick-off meeting – Go over details of equipment purchased, this timeline and project goals.
- VXRail Project PM Meeting – Meeting with Dell to go over VXRail deployment (will set timeline for rack and stack and remote configuration). PEQ Document filled out.
- Dell Switch Configuration – With specifics from PEQ documents, existing Dell switches will be configured
- Rack & Stack – Work with Dell onsite SE to rack and sack VXRail servers. Ensure basic network connectivity is operational
- VXRail Configuration – Work with Dell remote SE to setup and configure VXRail servers (VXRail Manager, vCenter and vSphere Hosts)
- Tape Library Server – Deploy R440 server and configure communication to Tape Library

Weeks 2-3 Phase 2 – Migrating of Data (this task could be more like 3-4 weeks)

- Pilot migration of VM's – Using VMware Converter, convert some low business impact VM's and confirm procedure to migrate and confirm operation of VM's in new VXRail environment
- Veeam Backup – Configure Veeam backup to backup VM's in new VMWare environment
- Migration of VM's – Migrate remaining VM's to VMWare environment
- Veeam Backup – Configure Veeam to backup remaining VM's

Week 4 - Phase 3 – Hyper-V Decommission

- Delete Hyper-V VM's from Cluster
- Remove SAN volumes being used by Hyper-V hosts
- Shutdown Hyper-V hosts and unrack if desired
- Move Compellent to DR Site
- Veeam Backup – Reconfigure Veeam to send jobs to Compellent and Tape Library
- Cloud Connect – Seed VM's to InfiniTech MUDC and setup jobs

Week 4- Phase 4 – Alert and Monitoring

- Setup Alerts for various systems to notify InfiniTech in the event of any minor/major issues
- Install InfiniTech MSP Agent on CoW servers

Qualifications & Certifications

Craig Dickerson – Senior Systems Architect, Principal Partner

Craig has over 20 years' experience managing and deploying data center infrastructure. Craig has completed extensive manufacturer training including: Dell EMC certifications in storage, networking, servers, and Hyper-Converged Infrastructure; VMware VCP with specializations in Server and Desktop Virtualization; Cisco CCNA; Veeam Technical Specialist; Aerohive Certified Systems Engineer.

Craig is the regional VMware expert in desktop virtualization with hands on experience deploying and managing over 10,000 virtual desktops in a variety of environments; and has provided consulting and design services around VDI to Fortune 1000 companies.

Craig has deployed dozens of large scale networks in his career including Cisco, Dell EMC, and HP networks.

Prior to jointly founding InfiniTech Consulting, Craig worked as the senior systems architect for a Data Center and Cloud services company designing, managing, administering, and overseeing, (3) geographically diverse data centers, a large-scale Cisco Wide-Area Network, and large VMware vCloud Director with 1000+ virtual servers.

Kyle Hoffman – Systems Engineer

Kyle has over 11 years of experience supporting small, medium, and enterprise environments. He holds the following certifications: VMware Certified Professional – Data Center Virtualization 2019, CompTIA A+, CompTIA Network+, and he is a Microsoft Certified Professional. He has experience installing, configuring, and managing the following: VMware ESXi, VMware Horizon View, Microsoft Exchange, Microsoft Active Directory, Windows Server (2012, 2016, 2019), Office 365, Exchange Online, Azure AD, and Veeam Backup and Replication.

References

Washington Public Schools, Dale Loesing, 636-432-2334, dale.loesing@washington.k12.mo.us

Refresh Server and storage infrastructure to a new hyper converged VxRail platform.

Lincoln University, John Bax, 573-681-5859, baxj2@lincolnu.edu

Complete refresh of campus server and storage platform.

Samaritan Hospital, Shawn Adkins, 660-385-8700, sadkins@smhmo.org

Refresh Server and storage infrastructure to a new hyper converged VxRail platform.

Client Responsibilities

- Client will maintain a backup of all data on any systems Infnitech technical personnel will be accessing. Infnitech will have no liability for loss of data in the course of executing the services defined in this SOW.
- Client will cooperate with Infnitech and provide reasonable access for Infnitech personnel to the physical location and IT systems required for the completion of this SOW
- Client will assign a designated point of contact for Infnitech to assist with communication and execution of this SOW
- Client will provide timely access to technical and business personnel to facilitate the successful execution of this SOW
- Client will provide any necessary information and/or project requirements to Infnitech technical personnel
- Client will provide reasonable workspace at the project site for Infnitech personnel

Assumptions

- Any product orientation or knowledge transfer provided as part of this project is designed to give clients initial exposure and does not replace any available Vendor education courses.
- Client has a suitable operating environment in their Data Center or Server Closet for the mounting, cabling, and powering of the array.
- Any and all cabling required for this project will be provided by the client

Change Management Process

Either party is permitted to request changes to this SOW. All change request must be in writing and approved by both parties. Change to the scope of activities, client obligations, and service hours may affect pricing.

Additional Provisions

InfiniTech will not be held responsible for any delays or failure to provide services should the delays or failures be caused by:

- Failures of the client to perform obligations defined in this SOW
- Existing configuration issues or defect in the client's network, systems, software, or other equipment
- A third party beyond the control or responsibility of InfiniTech

CITY OF WARRENSBURG
 VIRTUAL INFRASTRUCTURE UPGRADE
 ADDENDUM ACKNOWLEDGEMENT AND PROPOSAL COST FORM

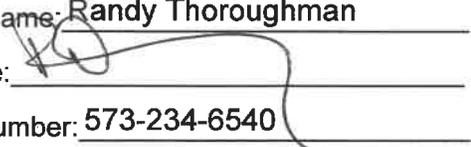
Receipt of the following addendums to the RFP documents is hereby acknowledged:

Addendum #: _____ Date: _____ Signature: _____
 Addendum #: _____ Date: _____ Signature: _____
 Addendum #: _____ Date: _____ Signature: _____
 Addendum #: _____ Date: _____ Signature: _____

Date: 12/6/19

The undersigned agrees to provide the services in the amount contained below in conformance with the Request for Proposal's Instructions and Statement of Work. Proposals are due December 9, 2019 by 2:00 p.m.

Item	Cost
3 vXRail Appliances w/VMware software as specified	\$ <u>129,411.69</u>
1 Dell PowerVault TL1000 as specified	\$ <u>4537.31</u>
1 Dell Poweredge R440 as specified	\$ <u>3127.38</u>
1 Dell 12Gb SAS HBA, dual port, Customer Kit	\$ <u>Included in server</u>
12 SFP+ to SFP+, 10GbE, Twinax 3M cables	\$ <u>Included in VxRail</u>
System Implementation as specified	\$ <u>13,500.00</u>
Support services through 30 September 2020 as specified	\$ <u>11,250.00</u>
 Total	 \$ <u>161,826.38</u>

Printed Name: Randy Thoroughman
 Signature: 
 Phone Number: 573-234-6540
 Address: 2401 Bernadette, Ste. 209
Columbia, MO 65203

Support the way it should be — easy.



Multiply your impact with a team of more than **55,000** technical experts supporting more than **160** countries.

ProSupport for Enterprise

Enhance your IT team with hardware and software support proficiency

As the first line of engagement for employees, your IT staff faces a range of challenges that can make meeting internal initiatives difficult, where strategic projects become neglected. The last thing you need is to spend valuable time repeating basic troubleshooting. Simply put, you need to be able to efficiently, and seamlessly resolve technical issues.

When you choose ProSupport, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport¹ helps you minimize disruptions and maintain a high level of productivity.

Comprehensive 24x7 support

Turn your data center into a strategic lever for growth and innovation. Without the right resources and support, it is hard to get in front of IT problems.

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3rd party vendors
- Hypervisor, Operating Environment Software and OS support
- Onsite parts and labor response options including next business day or four-hour mission critical

Get connected

SupportAssist² and Secure Remote Services (ESRS)²

Avoid issues and get faster resolution with automated proactive and predictive³ support. Leave manual routines behind with remote monitoring, automated issue detection and case creation, and remote resolution.

Get insight

MyService360²

Gain insight, take action and save time managing your support experience and improving the health of your global environment with personalized, data-driven dashboards.

TechDirect²

Boost productivity with this flexible, time-saving portal that streamlines support and makes it easy to manage technology, train staff and support your systems.

For more information please visit Dell.com/ProSupport or contact your Dell EMC representative.

¹Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

²MyService360 and ESRS are available for legacy EMC-warranted products. SupportAssist and TechDirect are available for legacy Dell-warranted products.

³SupportAssist predictive analysis failure detection includes server hard drives and backplanes. ESRS enables predictive capabilities and failure detection for enterprise storage, networking and converged infrastructure.

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QUOTE

2401 Bernadette Dr, Ste 209, Columbia, MO 65203
 t. 573-234-6540 f. 573-234-6539

Number ITCQ4122
Date Dec 2, 2019

Sold To

City of Warrensburg
 Gary Swanson
 102 S Holden St
 Warrensburg, MO 64093
 United States

Phone (660) 262-4622
Fax

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Here is the quote you requested.

Salesperson	P.O. Number	Ship Via	Terms
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Randy Thoroughman

Line	Qty	Description	Unit Price	Ext. Price
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1	3	VxRail appliance with the following specs:	\$43,137.23	\$129,411.69
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- (12) MEM32GB2933MTH - VXRAIL MEMORY 32GB 2933MT RDIMM H
- (1) M-PSM-HW-J-001-3Y - PROSUPPORT 4HR/MC VSAN STD HW-3 YR
- (1) 2S8HPFANE560165GR - VXRAIL-500 2S 8 HIGH PERF FAN 165W/GRT
- (1) 2SE560HSKDM165OL - VXRAIL-500 2S E560 165WL HTK DIMM BLNK
- (1) VXR-14G-MGR-DE-4.7 - VXRAIL SOFTWARE IMAGE V4.7=MA
- (1) INSTALCTRYUSAR640H - VXRAIL-500 USA SHIPMOD H
- (1) TPM1.2MODULEH - VXRAIL-500 TPM 1.2 MODULE H
- (1) PS1100WPSH - VXRAIL-500 DUAL HOTPLG 1100W PS H
- (2) PWR200VRACK - C13-C14 PDU RACK PWR CRD 2M N. AM
- (1) PROGD52151SH - VXR INTEL CPU GD 5215 2.5G,10C/20T 1S H
- (1) SYSE5602SVSTDH - VXRAIL 14G E560 1U1N 2S NVME STD H
- (1) PROGD52152SH - VXR INTEL CPU GD 5215 2.5G,10C/20T 2S H
- (1) RRAILKIT1U1NCMAH - VXRAIL-500 A7 READYRAILS II W/CMA 1U1N
- (1) RISER640CNFG2DUAL - VXRAIL-500 RISER R640 CONFIG2 LP
- (1) RDIMM2933INFO - VXRAIL FACTORYORD RQ 2933MHZ RDIMM
- (1) NDCX710QP10GBSFPH - VXRAIL-500 NDC INTEL X710 QP 10GB SFP+ H
- (1) INSTKITSFPH - HCIA INSTALL KIT 10GBE SFP+ H
- (8) CAPACITYHDD2.4TBH - VXR 2.4TB CAPACITY 10K RPM 2.5IN HDD H
- (1) DSKLESSNVMECONFIGH - VXRAIL-500 DISKLESS NVME CONFIGURATION H
- (2) CACHESSD800GBH - VXR 800GB CACHE SSD 2.5IN H
- (1) 458-001-937 - RECOVERPOINT FOR VM FOR 1-NODE HCIA
- (1) 456-111-959 - RECOVERPOINT FOR VM FOR 1-NODE HCIA =IB
- (1) M-PSM-SW-D3-001 - PROSUPPORT 4HR/MC SOFTWARE SUPPORT
- (1) 458-002-518 - VXRAIL VMWARE VSAN STANDARD

PRICES SUBJECT TO CHANGE - PRICES BASED UPON TOTAL PURCHASE - ALL DELIVERY, TRAINING OR CONSULTING SERVICES TO BE BILLED AT PUBLISHED RATES FOR EACH ACTIVITY INVOLVED - GENERALLY ALL HARDWARE COMPUTER COMPONENTS PROPOSED ABOVE ARE COVERED BY A LIMITED ONE YEAR WARRANTY, COVERING PARTS AND LABOUR FOR HARDWARE ONLY AND ON A DEPOT BASIS - WE SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR WITH REGARD TO ANY LICENSED PRODUCTS. WE SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, BUSINESS, GOODWILL, DATA, INTERRUPTION OF BUSINESS, NOR FOR INCIDENTAL OR CONSEQUENTIAL MERCHANTABILITY OR FITNESS OF PURPOSE, DAMAGES RELATED TO THIS AGREEMENT. MINIMUM 15% RESTOCKING FEE WITH ORIGINAL PACKAGING.

Line	Qty	Description	Unit Price	Ext. Price
		(1) M-PSM-SW-J-005 - PROSUPPORT 4HR/MC VSAN STD SW SUPPORT		
		(2) 456-113-804 - VXRAIL VMWARE VSAN STANDARD 3Y MAINT=IG		
		(2) VXROSGDPROC SH - VXRAIL HCI SYSTEM SOFTWARE(G H)=IG		
		(1) M-PSM-SW-J-001 - PROSUPPORT 4HR/MC SOFTWARE SUPPORT		
		(8) VXROS2.4TBH - VXR HCI SYSTEM SOFTWARE(CAP 2.4 HDD)=CF		
		(1) M-PSM-SW-J-001 - PROSUPPORT 4HR/MC SOFTWARE SUPPORT		
		(1) 458-002-204 - HCIA NP VXRAIL VSPHERE SOFTWARE		
		(1) M-PSM-SW-J-002 - PROSUPPORT 4HR/MC SOFTWARE SUPPORT		
		(2) 456-113-151 - HCIA NP VSPH STD 1CPU W/3YR MAINT=IG		
		(2) VXR-14G-MGR-DE-4.7 - VXRAIL SOFTWARE IMAGE V4.7=MA		
		(2) INSTALCTRYUSAR640H - VXRAIL-500 USA SHIPMOD H		
		(2) TPM1.2MODULEH - VXRAIL-500 TPM 1.2 MODULE H		
		(2) PS1100WPSH - VXRAIL-500 DUAL HOTPLG 1100W PS H		
		(4) PWR200VRACK - C13-C14 PDU RACK PWR CRD 2M N. AM		
		(2) SYSE5602SVSTDH - VXRAIL 14G E560 1U1N 2S NVME STD H		
		(2) RISER640CNFG2DUAL - VXRAIL-500 RISER R640 CONFIG2 LP		
		(2) RRAILKIT1U1NCMAH - VXRAIL-500 A7 READYRAILS II W/CMA 1U1N		
		(2) PROGD52152SH - VXR INTEL CPU GD 5215 2.5G,10C/20T 2S H		
		(2) RDIMM2933INFO - VXRAIL FACTORYORD RQ 2933MHZ RDIMM		
		(2) M-PSM-HW-J-001-3Y - PROSUPPORT 4HR/MC VSAN STD HW-3 YR		
		(2) PROGD52151SH - VXR INTEL CPU GD 5215 2.5G,10C/20T 1S H		
		(2) 2SE560HSKDM165OL - VXRAIL-500 2S E560 165WL HTK DIMM BLNK		
		(2) 2S8HPFANE560165GR - VXRAIL-500 2S 8 HIGH PERF FAN 165W/GRT		
		(12) 470-AAGP - SEL - SFP/SFP+ DAC 3M ATTACH		
2	1	PowerVault TL1000, 1U Tape Library, Single LTO6 SAS Drive	\$4,537.31	\$4,537.31
		LTO Tape Media - (5) LTO6 Tape Media, 1PK LTO Tape Label - LTO6 Tape Labels, 1-200 6Gb Mini to HD-Mini SAS Cable, 2M 3 Year ProSupport and NBD On-site Service		
3	1	PowerEdge R440 Server	\$3,127.38	\$3,127.38
		PowerEdge R540/R440 MLK Motherboard No Trusted Platform Module 3.5" Chassis with up to 4 Hot Plug Hard Drives Intel Xeon Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo, HT (85W) DDR4-2400 No Additional Processor 1 CPU standard 2666MT/s RDIMMs Performance Optimized (2) 16GB RDIMM, 2666MT/s, Dual Rank C1, No RAID for HDDs/SSDs (Mixed Drive Types Allowed) PERC H730P Low Profile Adapter RAID Controller, 2Gb NV Cache (2) 240GB SSD SATA Mixed Use 6Gbps 512e 2.5in Hot plug, 3.5in HYB CARR S4610 Drive iDRAC9,Enterprise iDRAC Group Manager, Enabled iDRAC,Factory Generated Password Riser Config 1, 1 x 16 FH On-Board Broadcom 5720 Dual Port 1Gb LOM SAS 12Gbps HBA External Controller Dual, Hot Plug, Redundant Power Supply (1+1), 550W (2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m),		

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Line	Qty	Description	Unit Price	Ext. Price
		Power Cord, North America Standard Bezel for x4 and x8 chassis Performance BIOS Setting ReadyRails Sliding Rails With Cable Management Arm ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 7x24 HW/SW Technical Support and Assistance, 3 Years		
4	1	Setup and Implementation (Includes after hours work)	\$13,500.00	\$13,500.00

SubTotal	\$150,576.38
Tax	\$0.00
Shipping	\$0.00
Total	\$150,576.38

Please contact me if I can be of further assistance.

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QUOTE

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Number ITCQ4136

Date Dec 4, 2019

Sold To

City of Warrensburg
 Gary Swanson
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Phone (660) 262-4622
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Here is the quote you requested.

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Randy Thoroughman

Line	Qty	Description	Unit Price	Ext. Price
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Support services calculated based on a start date of 1/1/20, ending on 9/30/20

1	9	Our InfiniCare™ Monitoring and Maintenance program provides inventory, proactive monitoring, and patch management of your company's servers. A small, unobtrusive software program is installed on each of the systems. Features include:	\$1,250.00	\$11,250.00
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24/7 Monitoring: Quickly delivering information to you about errors and problems that need fixing helping you maximize system performance. Monitors logs and unauthorized login attempts.

Patching and Security Updates: Provides Microsoft and 3rd party patching including scheduled system reboots.

Onboarding: Our Security team will work with you to setup your preferred monitoring metrics, alerting configuration, and security patching strategy.

Note: Remediation services for discovered issued are not covered by this service.

Our Managed Infrastructure program offers complete health monitoring, update maintenance, and management of Hyper-Converged Infrastructure. This includes:

24/7 Monitoring: Quickly delivering information to you about errors and problems that need fixing helping you maximize system performance. Monitors logs and unauthorized login attempts.

Patching and Security Updates: Provides all patching and update services for system hardware, VMware Software Platform, vSphere, and vSAN.

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Line	Qty	Description	Unit Price	Ext. Price
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Infrastructure Management: Perform request for configuration changes and modifications to hardware and VMware infrastructure

Performance Tuning: Review performance logs, advise, recommend and implement performance tuning and configuration changes

SubTotal	\$11,250.00
Tax	\$0.00
Shipping	\$0.00
Total	\$11,250.00

Please contact me if I can be of further assistance.

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