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## Letter of Engagement for CORE Education and Consulting Solutions Inc. Professional Services

This Letter of Engagement (LOE) is between CORE Education and Consulting Solutions Inc., ("CORE ECS") and City of Albany, ("Customer") located in the City of Albany, California. The term of this LOE shall begin on the date of last signature (the "Effective Date") and end on the earlier of the date that Services are complete or 3 weeks from the first day of service.

### Description of Services

#### Effective Date

The effective date of this LOE is 5/2/2012.

#### Customer Location

Services will be performed by CORE Education and Consulting Solutions Inc. for City of Albany, California located at the following address:

1000 San Pablo Avenue  
Albany, CA 94706

#### Provider LOE Type

CORE ECS is responsible for defined Deliverables for City of Albany, California.

### Overview and Shared Objectives

City Of Albany is seeking assistance in the review and assessment of their existing network infrastructure. Additionally, the City of Albany is seeking assistance in the redesign of the network to separate Server, Client, and remote office IP addresses to help segregate traffic. This redesign will also take into account the desire to turn on QoS rules for VOiP traffic for the City of Albany's personnel use.

The purpose of this engagement proposal is to define the CORE ECS Professional Services to be performed for City of Albany, California. Specifically, this engagement proposal includes CORE ECS's proposed scope summary, objectives, and key assumptions. CORE ECS developed this engagement proposal based on our understanding of Customer's business and technical requirements.

### Project Scope

#### Infrastructure Analysis

CORE ECS will work with City OF Albany technical staff to gain a full understanding of the network infrastructure.

- Identify all network hardware

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- Verify existing network diagrams
- Identify existing servers
- Create a new Network address topology to segregate Server, Workstation, and Remote Office network traffic.
- Review remote access requirements and methods
- Review licensing of existing networking equipment
- Assist the City of Albany's IT personnel in the migration of the network infrastructure from the existing topology to the "to be created" network topology

#### **Systems Assessment**

CORE ECS will work with Customer technical and management staff to gain a full understanding of the systems and applications used by Customer.

- Identify all network and local applications
- Document systems owners and support responsibilities
- Review integration between network applications

#### **Documentation**

- Document network and server objectives for the next three years

#### **Future Objectives**

CORE ECS will work with Customer management staff to gain an understanding of the future growth objectives. This will aid in proposing solutions geared to meet Customer's business needs.

- Document network and server objectives for the next three years.

#### **Network Road Map**

Based on the information gathered, CORE ECS will create a Network Road Map detailing improvements to the existing network to meet business needs. The Network Road Map will include estimated budgetary numbers.

#### **Project Closeout**

- A Project Completion Form (PCF) will be signed for services performed.

#### **Key Project Deliverables**

- Network Road Map
- Network Assessment Document
- New Network Topology

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Service will occur during business hours, 8:00AM to 6:00PM local time, according to a mutually agreed upon schedule. Once the schedule is agreed upon the End User is responsible for communicating the schedule to its personnel and is responsible for setting appointments with each individual to bring his/her laptop to an agreed upon location.

### **Assumptions**

Customer will share responsibility for success of this implementation. The full cooperation of Customer management, staff and any necessary internal parties will be required to achieve the desired results. This includes making sufficient time for review of written materials, meetings, etc.

### **Reliance on Representations**

CORE ECS will rely on the representations of Customer's management and staff.

### **Reliance on Data**

In order to keep the costs of the project to a minimum, Customer staff may be utilized to perform the basic data gathering tasks. It is assumed that any data gathered by Customer personnel will be accurate. This data will be analyzed to determine the existing hardware/software architecture.

### **Additional Assumptions:**

- Providing employees to assist Technicians with information necessary to complete the tasks herein
- Providing a single point-of-contact, typically Program Sponsor, to work with the CORE ECS PM
- All necessary software media are present and available
- All necessary Internet access is available to CORE ECS Personnel
- Adequate work space is available
- The customer will provide necessary access to the data center and related wiring closets during the assessment
- The customer will provide a set of hard copy floor plans to be utilized during the assessment
- The customer will provide an electronic image of floor plans if available, for inclusion in documentation
- Customer will provide access to existing systems, storage, and networking drawings, maps, management logs, etc.
- The customer will provide access to administrator level SMEs during the course of the assessment
- Provide sign-off for acceptance of the installation.
- Providing Tech access to required facilities and related resources
- Access to the building(s) and any other facilities the Consultant will need to use

### **Items Not included in this service:**

- Troubleshooting current network issues.
- Installation of any hardware or software
- Any activities involving fibre channel components, such as switches or host bus adapters ("HBAs").

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- Configuration of any application other than that specified in this Service Description.

**Any activities other than those specifically noted in this Service Description.**

### Pricing Structure

#### Fixed Fee

Customer agrees to pay CORE ECS a onetime fee for Services performed under this LOE. The fixed fee for the Services performed under this LOE will not exceed **\$50,000.00** as stated in CORE ECS Pricing Table in this section. Only utilized time will be billed. CORE ECS agrees that it shall not be entitled to any other form of compensation.

Staff Augmentation Resource	Days	Price Per Day	Total
Certified Network Systems Engineer	3 weeks	\$2,000.00	\$30,000.00
Project Management			Included
Travel and Expenses			Included
Certified Network Systems Engineer	Optional Additional 2 weeks	\$2,000.00	\$20,000.00
<b>Total</b>			<b>\$50,000.00</b>

\*\*Cancellation fee within 72 hours of scheduled service will result in a \$500.00 charge per instance

#### Required Reporting

- **Status Report** - CORE ECS shall present Project Status Reports, including tasks for the week, open issues/ risks, and hours billed to project using the Status Report template provided by the CORE ECS Project Manager. If needed, a weekly status report date will be determined based on agreement with CORE ECS Project Manager and The Customer PM.
- **End of Engagement Report** - CORE ECS shall present an End of Engagement Report at the completion of the project.

#### Change Management

CORE ECS emphasizes executing a defined planning and design phase to avoid any change orders during project execution. However, there are times when a change order is unavoidable and will be requested by City OF Albany or CORE ECS. If / when this happens a CORE ECS Project Change Request (PCR) will be executed, and will be considered an addendum to this proposal, and will be performed accordingly.

Customer may at any time modify the scope of Services upon written notice via a change order form, a document provided by the CORE ECS Project Manager outlining the required changes. Said notice shall

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describe the requested modifications in sufficient detail to allow CORE ECS to submit to Customer, within three (3) business days following the receipt of the Change Order, an estimate of the cost and schedule impact to effect the modifications. CORE ECS shall implement the modification only upon execution of a Change Order.

**Deliverable and Project Acceptance**

Customer shall either accept or reject CORE ECS's Deliverables and completion of work within five (5) business days from delivery to the Customer, or as stated here: (NA). Services or Work Product will be deemed acceptable to Customer if it conforms in all material respects with Services described in Section 1 or as revised by Customer.

If Customer gives notice of rejection, then CORE ECS will have an additional five (5) business days to cure any deficiencies identified in writing by Customer. Once the project is deemed complete or been in the customers hand for 5 business days then CORE ECS will be allowed to bill for services rendered as stated in this agreement.

**Invoicing**

CORE ECS agrees to invoice Customer within thirty (30) days after it has the right to invoice under the terms of this LOE. Customer must provide in Full as terms are (Net 30). If Payments are not made to the CORE ECS then late charges will be applied.

Expense incurred in excess of the Work Breakdown Structure identified herein will need to be reimbursed by Customer if the expense is pre-approved in writing or with a Change Order from CORE ECS.

All Invoices must include:

- Project name
- Project address
- Date the services were performed by CORE ECS
- Invoice due date

**CORE ECS LOE Acceptance**

By signing this document all parties are responsible for the terms and conditions within this agreement.

<b>City of Albany, California</b>		<b>CORE Education and Consulting Solutions Inc.</b>	
By:		By:	
Printed Name:		Printed Name:	
Title:		Title:	
Date:		Date:	

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## Addendum B – Project Change Request Form

<b>Project Name:</b> <b>Project Code:</b>		<b>PO #:</b>	<b>Date:</b>
<b>CORE ECS Project Manager:</b> <b>Customer Requester:</b>		<b>Change in:</b> <input type="checkbox"/> Scope <input type="checkbox"/> Schedule <input type="checkbox"/> Pricing <input type="checkbox"/> Performance	
<b>Description of Proposed Change:</b> Enter description of proposed change here			
<b>Reason for the Change:</b> Enter reason for the change here			
<b>Impact of the Change:</b> Enter impact of the change here			
<b>Pricing</b>			
Choose item.	Enter amount	Choose item.	Enter Qty
Choose item.	Enter amount	Choose item.	Enter Qty
		Choose item.	Enter Subtotal
		Choose item.	Enter Subtotal
		Choose item.	Enter Total
<b>Approval</b>			
<b>CORE ECS</b>	<b>Sign:</b>	<b>Print:</b>	<b>Date:</b>
<b>Customer</b>	<b>Sign:</b>	<b>Print:</b>	<b>Date:</b>