Freeit

Statement of Work for:

Freeit Data Quote # FDS20160805

Williamson County
Zerto Replication Fine Tuning, Optimization, and Virtual Migration

Version 1.0   August 5, 2016

Executive Summary

Client Contact information:
Organization: Williamson County
Address:
301 SE Inner Loop
Suite 105
Georgetown, TX 78626

Primary Contact: Richard Semple
Phone: 512-943-1489
Email: rsemple@wilco.org

Freeit Data Solutions agrees to provide particular consulting services ("Services") to the client as further described below.

Confidentiality: Except as otherwise set forth under the Texas Public Information Act or other applicable law, all information supplied to Williamson County, Texas for the purpose of this SOW is to be considered Freeit Data Solutions confidential.

Scope of Work

Methodology:
Freeit engineers manage projects with a holistic approach. It is our goal to work within an infrastructure life cycle defined by the following three phases:

Design – Deploy – Maintain

Freeit Data Solutions will provide professional resources to perform Evaluation of Zerto environment and review install, configuration and setup of the Zerto environment. Setup configuration to provide HA capability for mission critical applications and implement Disaster Recovery best practices and provide onsite migration training.

Location of Work

Freeit engineers reserve the right to perform work remotely by leveraging remote access technology, per availability for Client systems. Remote access work will be done in an effort to increase efficiency and minimize billable engineering hours to the Client.   On Site work will be performed at Client location and/or Client datacenter location, as needed.

Summary of Work

Objective

The primary goal of this service is to fine-tune an existing implementation of Zerto BC/DR solution. This service may need to be customized based on the specific needs of the end user.

Services

This service is to fine-tune the existing implementation of Zerto BC/DR solution in a production environment. Services include reviewing the Zerto environment and making modifications to optimize the systems and meet the stated needs and goals of the customer.

1. Hold a kickoff meeting with customer to review plan and timeline of implementation.

2. Review the current Zerto infrastructure

   a. Installation
      i. Verify ESX server and storage installation
      ii. Verify Zerto installation and install Zerto in new environment
      iii. Upgrade Zerto to latest Version if needed
      iv. Verify current Virtual Machine layout and configurations

   b. Virtualization
      i. Review ESX server and resource utilization
      ii. Review Virtual Machine layout and configurations
      iii. Review key optimization settings as applicable to Zerto
      iv. Review configuration changes necessary to achieve optimal performance and support from Zerto BC/DR solution

   c. Networking

      i. Review the current network communication paths for servers and between Data Centers
      ii. Review the bandwidth capacity
      iii. Review configuration changes necessary to support Zerto
      iv. Review the networks ability to support a replication site

   d. Implementation

      i. Assemble a complete list of recommended changes to review with end user
      ii. Discuss any issues or failures
      iii. Identify and review further Zerto replication configuration
      iv. Create and provision Zerto Application Protection Groups
      v. Test Zerto Application Protection Groups for Fail-over Move and Test
      vi. Make adjustments to up to five replication jobs to improve performance, reliability, or functionality as applicable
      vii. Finalize configuration

3. Virtual Migration
   a. Plan
      i. Determine application dependencies for which Virtual Servers need to migrated simultaneously
      ii. Identify Mission Critical application groups to be migrated at off peak hours
   b. Stage
      i. Establish order for application group migration
      ii. Verify the required networking changes for virtual machines
   c. Move
      i. Move high priority Application groups one at a time
      ii. Move lower priority groups concurrently
      iii. As groups are Failed over, verify the VM's are behaving as expected prior to committing failover
      iv. Once Failover has been committed validate VM's behavior and that VM is interacting with all dependencies correctly

4. Documentation
   a. List of recommended changes
   b. Document the Zerto architecture
   c. Final documentation of changes made

Freeit Data Solutions Responsibilities

Freeit Data Solutions is responsible for the following:

- Freeit Data solutions will provide the applicable and necessary labor, consultation, materials, project management and/or tools to perform the Services and provide the Deliverables described herein.

- Freeit Data Solutions will provide an engineer with expertise in Zerto Business Continutiy (BC) / Disaster Recovery (DR)

- Freeit Data Solutions will complete work in accordance with best practices

- Freeit Data Solutions warranties services for a period of 30 days after completion of the work identified in this document

Client Responsibilities

Client is responsible for the following:

- Client will acquire and/or install any software, hardware, network wiring, permits, licenses and rights of way necessary for the completion of this project outside of what is listed in this statement of work (SOW) in a timeframe that allows Freeit Data Solutions to complete or meet the project-specific milestones.

- Client will ensure that the Freeit Data Solutions project staff is given access to all necessary facilities and workspace, and is provided all furniture; supplies and equipment (telephones, faxes, LAN connectivity, printer access, dial-out modem lines, passwords, keys, etc.) required to successfully perform, troubleshoot, and complete the Services for the duration of the Services. In addition, Client will ensure that the work environment is

free of hazardous materials and free from asbestos, and that all Freeit Data Solutions personnel are provided with all necessary safety equipment and training while on Client's or its customer's site.

- Client will be responsible for providing adequate and secure onsite storage for all deliveries.
- Client will be responsible for:
    - Back-up and/or data migration of existing data unless otherwise agreed to by Freeit Data Solutions;
    - Computer system and network designs; and
    - Component selection as it relates to the performance of the computer system and/or the network.
- Client will communicate any issues or concerns with respect to the Services or Deliverables in a timely manner.
- Client will make all recommended changes to the existing environment to facilitate the Zerto fine-tuning & optimization
- Client will make all necessary resources (electronic and human) available when needed to complete the work in this document
- Client will make all information available to the service provider engineer as requested.
- Client will make sure the virtual server, storage and network are in good working order prior to commencement of services in this document

Timeframes

Services will be limited to a period of time not to exceed 5 continuous business days, also included is 1 day for onsite training for Williamson County IT staff.

The table below is an estimate of the general project duration by phase and is intended for planning purposes only. The actual schedule may change as the project progresses.

Estimated Duration Table

Phase	Estimated Duration	Onsite/Offsite
Zerto Replication Fine Tuning/Optimization	1 day	Onsite
Migration	4 days	Onsite
Remote phone support (4 hours included)		Remote
Total	5 days	

Exhibit "A"
Statement of Work/Quotation

Payment Criteria

Fee: Payment for Services is a fixed fee listed below and includes Travel and Expense.

Fixed Services Fee	
Fixed Services Fee	**$8,750**
	Billed as required @ $200/hour

Invoice/Payment Terms: As set forth in the Contract.

Taxes: Freeit Data Solutions pricing does not include applicable local taxes.

Scope Changes: Additional fees may apply if Customer changes or expands the scope of the Services. Any additional work that is required outside the scope of this SOW requires written approval by Customer and Freeit Data Solutions, LLC as described in the Change Control Process detailed in this SOW.

Services Scheduling: Services may not be scheduled or commenced until the Purchase Order (if any) and signed SOW is received by Freeit Data Solutions. Upon receipt of a signed SOW and Purchase Order, Freeit Data Solutions will typically contact you within 7 business days to begin Services scheduling. Services Scheduling will be based upon Customer's schedule preferences/requirements and the availability of required resources.

Exhibit "A"
Statement of Work/Quotation

Free **it**
DATA SOLUTIONS

Contract No:	DIR-TSO-2716
TAX ID#:	27-2209002
HUB#:	1-27-2209002-900
Term:	NET 30
FOB:	Destination

Williamson County
Rory Tierney
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Georgetown, TX 78626
Ph: (512) 943-1457
rory.tierney@wilco.org

Freeit Data Solutions, Inc.
1214 W. 6th St., Ste. 210
Austin, TX 78703
PH: (800) 478-5161 / FAX: (888) 416-0471

Quote Number: FDS20160805
Quote Date: 8/5/16
Expiration Date: 9/4/16

Freeit Contact:	Justine Fontaine
(512) 633-2919	Justine@freeitdata.com

Qty	Part Number	Description	Unit Price	Ext Price
Freeit Services for Replication Fine Tuning, Optimization, and Virtual Migration				
Services				
1	FDS-SMTSRT	Freeit services for replication fine tuning/optimization and migration. Includes 4 hours of remote phone support	$8,750.00	$8,750.00
			Grand Total:	$8,750.00