

the data availability people

**Professional Services Statement of Work:  
Network Refresh**

Prepared for: City of Snoqualmie  
Project ID: 20231116-33243  
Prepared on: September 20, 2024



# IVOXY Proposal Team

## Your IVOXY Team

name	title	phone	e-mail
<b>Matt Cozzolino</b>	Consultant	206.659.6053	<a href="mailto:matt@ivoxy.com">matt@ivoxy.com</a>
<b>Dan Stoecker</b>	Project Manager	206.707.2195	<a href="mailto:dan@ivoxy.com">dan@ivoxy.com</a>
<b>Terri Hartzell</b>	Project Coordinator	425-518-9737	<a href="mailto:terri@ivoxy.com">terri@ivoxy.com</a>
<b>Tyler Cook</b>	Account Manager	360.509.8507	<a href="mailto:tyler@ivoxy.com">tyler@ivoxy.com</a>
<b>Matt Yette</b>	Director of Technology	425.681.3258	<a href="mailto:matt.yette@ivoxy.com">matt.yette@ivoxy.com</a>

## Revision History

revision	date	editor	notes
<b>1.0</b>	11/15/2023	Matt Cozzolino	Initial draft
<b>1.1</b>	11/15/2023	Dan Stoecker	Reviewed SOW
<b>1.2</b>	11/16/2023	Tyler Cook	Adding Pricing Approved SOW
<b>1.3</b>	4/2/2024	Matt Cozzolino	Updated SOW
<b>1.4</b>	4/2/2024	Dan Stoecker	Reviewed SOW
<b>1.5</b>	4/2/2024	Tyler Cook	Approved SOW
<b>1.6</b>	6/25/2024	Terri Hartzell	Revised/Reviewed SOW
<b>1.7</b>	6/25/2024	Tyler Cook	Approved SOW
<b>1.8</b>	9/19/2024	Matt Cozzolino	Revised SOW
<b>1.9</b>	9/20/2024	Terri Hartzell	Reviewed SOW
<b>2.0</b>	9/20/2024	Tyler Cook	Approved SOW

@2022 IVOXY Consulting Inc. All rights reserved. This document and its contents are the confidential and proprietary intellectual property of IVOXY Consulting Inc. and may not be duplicated, redistributed, or displayed to any third party without the express written consent of IVOXY Consulting Inc.

Other product and company names mentioned herein may be the trademarks of their respective owners.

# Table of Contents

---

<b>The IVOXY Approach</b> .....	<b>4</b>
<b>Project Details</b> .....	<b>5</b>
Executive Summary .....	5
<i>Business Objectives</i> .....	5
<i>Deliverables</i> .....	5
Planning.....	6
Design .....	6
Implementation.....	7
<i>Business Hours</i> .....	7
<i>After-Hours</i> .....	9
<i>Day-1 Support</i> .....	9
<b>Project Agreements</b> .....	<b>10</b>
Prerequisites.....	10
Assumptions .....	10
Work Locations and Hours of Operation .....	10
Project Change Requests.....	10
<b>Professional Services Cost Estimate</b> .....	<b>11</b>
Acceptance of Terms.....	12
<b>Appendix A: Terms and Conditions</b> .....	<b>13</b>
<b>Appendix B: Project Change Request</b> .....	<b>14</b>

## The IVOXY Approach

---

Educate

Sharing knowledge with our customers

Assess

Helping customers with their current environment

Architect

Designing solutions for the future

Implement

Integrating solutions using industry best practices

Manage

Proactive oversight and additional helping hands

IVOXY Consulting, INC. (“IVOXY”) is pleased at the opportunity to expand their relationship with City of Snoqualmie by providing this Statement of Work (“SOW”) for a customized professional services engagement. This document identifies the project scope, requirements, delivery approach, and pricing for the proposed engagement.

## Executive Summary

City of Snoqualmie has requested assistance rebuilding their city network.

### Business Objectives

The business objectives of this project are as follows:

- Deploy new switching to
  - City Hall
  - Police Department
  - Fire station.
  - Public works
- Migrate connectivity to a routed L3 design.

### Deliverables

The following deliverables are included as part of this work:

- Project Plan
- Implementation, communication, rollback, and test plan
- Network Drawing
- Systems Engineering document.
- Daily Project Updates.

## Planning

- Project kickoff meeting:
  - Review high level project plan.
  - Review communication plan.
  - Identify and allocate resources to the project.
  - Identify critical blackout and milestone dates.
  - Review of tasks and dependencies.
- Review of business requirements.
- Walk-through/review of existing infrastructure.
- Create project plan.

## Deliverables

- Project plan

## Design

- Review existing network configuration(s).
- Update network drawing as work progresses.
- Create an implementation, communication, rollback, and test plan(s).
  - Take special care with Public Works and the existing SCADA devices.
  - Work with customer to identify migration plan to new networks.
  - Work with customer to review their test and validation plan.
  - Support existing networks until endpoints can be migrated.
  - Plan L3 migration to new equipment.
- Review 3<sup>rd</sup> party fiber plant report and make recommendations for additional fiber cross connects to support overall network design.
- Identify any additional cabling needed for the implementation.
- Identify other hardware required (Cabinets, PDU, Cable management, etc.) for implementation.
- Data Fill
  - New Network addressing.
  - Identify new VLANs and subnets.

## Deliverables

- Implementation, communication, rollback, and test plans.

## Implementation

### Business Hours

#### Setup

- Bootstrap new switches.
- Install latest recommended code version.
- Configure to IVOXY best practices.

#### CH (City Hall)

- Build new core stack.
- Rack equipment.
- Provide cross connectivity into old environment.
- Build endpoint connectivity.
- Install cable management as needed.
- Re-cable existing endpoints into new switching infrastructure.

#### CH Server

- Deploy new Server switches per design.
- Reconfigure existing Nexus to support new design.
- Configure unique VPCs as needed.
- Prepare to migrate server workloads onto new switching.
  - Configure 10G SFP+ connectivity (NetApp, old Nexus) on new switches.
  - Configure 10G base T connectivity via old switches.
- Configure server cross connect to Fire station.
- Reconfigure existing Nexus switches to IVOXY best practice.
  - Configure unique VPC IDs as needed.
- Install cable management as needed.
- Re-cable existing endpoints into new switching infrastructure.

#### Fire Station

- Build new core stack.
- Rack equipment.
- Configure connectivity to City Hall.
- Build endpoint connectivity.
- Recover existing switches for re deployment into Public Works.
- Deploy new switch into ICS command office.
- Install cable management as needed.
- Re-cable existing endpoints into new switching infrastructure.

## **PD (Police Department)**

- Install stacking kits.
- Update config to IVOXY best practice.
- Configure uplink to Fire Station.
- Configure uplink to City Hall.
- Update SFP+ (NetApp) connectivity if needed.
- Install cable management as needed.
- Re-cable existing endpoints into new switching infrastructure.

## **PW (Public Works)**

- Reconfigure switches recovered from Fire Station to IVOXY best practices.
- Maintain connectivity to existing SCADA devices.
- Review fiber plant connectivity.
  - Migrate uplinks to City Hall and Fire station as needed.
  - Migrate campus connectivity (Water treatment > Ops, Etc.) to meet design requirements.
- Reconfigure existing network equipment as needed to support legacy SCADA devices until they can be migrated to the dedicated SCADA network.
- Install cable management as needed.
- Re-cable existing endpoints into new switching infrastructure.

## **Decommission / Cleanup**

- Review old networks to ensure VLANs & SVIs can be shut down and removed from config.
- Remove VLANs and SVIs.
- Power off and remove old equipment.

## **Documentation**

- Update as built documentation.



## After-Hours

### **CH After Hours**

- Migrate L3 interfaces to new hardware.
- Migrate end user connectivity to new switches.
  - Re-cable to patch panel.
  - Use appropriate cable management.
- Work with City of Snoqualmie IT staff to provide successful client migration to new subnets.

### **Fire After Hours**

- Migrate end user connectivity to new switches.
  - Re-cable to patch panel.
  - Use appropriate cable management.
- Work with City of Snoqualmie IT staff to provide successful client migration to new subnets.

### **PD After Hours**

- Reconfigure switches into switch stack.
  - Remove redundant 10G front panel connectivity as needed.
- Migrate end user connectivity to new VLANs.
  - Re-cable to patch panel.
  - Use appropriate cable management.
- Work with City of Snoqualmie IT staff to provide successful client migration to new subnets.

### **PW After Hours**

- Migrate end user connectivity to new switches.
  - Re-cable to patch panel.
  - Use appropriate cable management.
- Work with City of Snoqualmie IT staff to provide successful client migration to new subnets.

## Day-1 Support

- IVOXY Consultant(s) will be available the morning after cutovers to assist should a problem arise.

## Prerequisites

- For engagement activities that occur onsite at City of Snoqualmie locations, IVOXY expects City of Snoqualmie to make reasonable facilities accommodations for our project teams at these locations. These accommodations will include a desk or cubicle and shared access to a laser printer, copier, and conference room facilities, with network access to the infrastructure being reviewed.
- If any work is required to be done remotely, a method for IVOXY to access the network remotely will be provided using either via Zoom (or similar product), or VPN, depending on availability.
- City of Snoqualmie IT staff will provide or create credentials required for accessing key areas of infrastructure as part of this SOW.
- City of Snoqualmie IT staff will provide access to the physical environment as needed.

## Assumptions

- City of Snoqualmie shall assign a single point of contact within the company.
- It is assumed that all infrastructure devices being implemented as part of this Statement of Work are covered under a valid support contract.
- Hardware and software bugs potentially encountered during this project could affect the scope of work. IVOXY will notify City of Snoqualmie IT staff as soon as possible, should this occur.
- City of Snoqualmie is responsible for, and assumes all risk associated with problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by City of Snoqualmie.
- All engagements require the scheduling and coordination of consulting resources. Some deliverables will require peer review before final submission to the customer.
- City of Snoqualmie staff will perform all endpoint troubleshooting and reconfiguration if needed during the engagement (IP addressing, DHCP, DNS, Etc.)
- City of Snoqualmie staff will perform validation testing of applications as they are migrated onto new networks.

## Work Locations and Hours of Operation

- Work will be completed at the customer's location in Snoqualmie, WA or remotely where feasible.
- Work will be scheduled between the hours of 8:00am and 5:00pm weekdays.
- After-hours work, if required, will be scheduled upon implementation of a mutually agreed-upon after-hours plan.

## Project Change Requests

Should City of Snoqualmie require changes to the size, scope, and/or requirements details in this SOW, City of Snoqualmie must complete a Change Request Form, as provided in this document. These changes may impact time and cost of the implementation. The appropriate Change Control authority, as determined by City of Snoqualmie, must approve these requests. Change Request forms should be submitted to your IVOXY Project Manager.

# Professional Services Cost Estimate

Resource	Cost
Senior Consultant	\$97,600
Project Management included	
Project Total:	\$97,600

**Pricing Notes:**

- This estimate is offered as a fixed bid.
- This statement of work estimate is valid for (90) days from September 20, 2024.
- Onsite work will be scheduled in full day increments.
- Remote work will be scheduled in half day increments.
- Projects will be invoiced monthly for work completed.
- The date the Statement of Work is signed by City of Snoqualmie is the effective date.
- A signed Statement of Work that has not been scheduled within (90) days of the effective date may be cancelled by either party.
- IVOXY reserves the right to modify rates if the project has not commenced within (90) days of the effective date of this SOW or if the project activity is not in accordance with the agreed upon work.
- IVOXY reserves the right to modify rates on any Project Change Request (PCR).
- IVOXY Consulting requires advance notice of any cancellations or changes to a confirmed project schedule. Cancellations made within five business days may incur a charge of \$2,000 per day.

# Acceptance of Terms

---

By signing below, City of Snoqualmie accepts the scope (work to be performed), terms, conditions, and negotiated rates set forth by IVOXY Consulting, INC., and its partners.

## City of Snoqualmie Acceptance

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## IVOXY Consulting, INC. Acceptance

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Upon receipt of an authorized signature, IVOXY will schedule the implementation and commence the outlined project.

# Terms and Conditions

---

This Statement of Work will be completed according to the terms and conditions set forth in the Master Services Agreement between IVOXY Consulting, INC. and City of Snoqualmie Contract # 08215 dated 02-01-2016.

# Project Change Request

IVOXY Project Number:	[Project ID]	Change Number:	
Customer PO Number:		Date of Request:	
Requested By:		Presented To:	

<b>Description of Change:</b>

<b>Reason for Change:</b>

**Estimated Time and Materials Costs**

Resource	Days	Rate	Cost
Senior Consultant (Business Hours)			
Senior Consultant (After-Hours)			
Project Manager			
<b>Estimated Total:</b>			

City of Snoqualmie

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

IVOXY Consulting, INC.

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_