May 8, 2018

Mr. Kelly Sessions
Director Administrative Services
City of San Pablo
13831 San Pablo Ave.
San Pablo, CA 94806

RE: Proposal for Storage Area Network (SAN) and Log Management Implementation

Dear Mr. Sessions:

CLIENTFIRST appreciates the opportunity to present the City of San Pablo with our proposal for Storage Area Network (SAN) and Log Management implementation services. We value the confidence you have placed in us. We feel that CLIENTFIRST Consulting Group offers the breadth of knowledge and experience to provide outstanding consulting services that will complement the work already done by the City to procure a SAN and associated software. Based on our conversations and meetings to date, we have put together this engagement letter outlining our proposed involvement in this project.

If you have any questions, feel free to contact me at 951.739.7989 or via email at tjakobsen@clientfirstcg.com for additional information. We appreciate the continued opportunity of serving the City of San Pablo.

If this proposal is in accordance with the City's understanding of the services to be performed by CLIENTFIRST, please sign and date this letter, and return it, physically or electronically.

Sincerely,

Tom Jakobsen
Senior Partner
IT Infrastructure and Operations Practice Leader

Project Background

The City of San Pablo has procured an HPE Modular Storage Array (MSA), commonly known as a Storage Area Network (SAN). The SAN has been physically installed in the main computer room, it has not been attached to the network or configured. The City has also purchased a network audit and logging tool called Netrix. Netrix has been installed in a test environment and is not currently in use.

IT staff are committed to several existing projects and the City has requested *CLIENTFIRST* assist with implementation and configuration of the SAN and associated network audit and log management tools. The below work plan summarizes the expected tasks and required hours to provide complete this important project.

Work Plan

Step	*City of San Pablo, CA* **Storage Area Network and Log Management Implementation** Work Plan	Sean
Preparation		
1	Kick Off Meeting: Establish goals, timelines, roles and responsibilities, and project scope.	1
2	Develop (BOM) Bill of Materials for licensing VMware, Windows, and log management software. City to procure additional components.	2
3	Review connection requirements between the SAN (HP MSA) and the new VMware server hosts. Develop BOM if required.	2
4	Identify and reserve IP addresses, names, user accounts, and passwords for VMware Hosts, vCenter, Virtual Servers, and SAN (LUN Mappings). Review current disk utilization and performance, develop recommended portion sizing and design.	8
Implementation		
5	Install and configure HPE MSA; create drive arrays and establish RAID levels; create partitions, allocate drives, activate VMware boot from SAN.	8
6	Install and configure two VMware hosts; attach the two VMware hosts to SAN; install and configure vCenter.	8
7	Configure server clustering and high-availability, vMotion, virtual network switch.	4
8	Install Windows Server 2016; install system patches, and Syslog server.	4
9	Demonstrate and transfer knowledge of virtualization of current physical servers and administrative tasks within VMware.	8
10	Configure log management and audit trail solution per best practices.	16
Conclusion		
11	Develop documentation summarizing installation and necessary ongoing administration.	4
	Hours	65

Fee Summary

Our professional fees are based on the scope and approach outlined in this proposal, plus expenses. Our standard billing rates for these types of services reflect the levels and skill sets of the consultant(s) assigned to specific aspects of the project.

City of San Pablo, CA **Storage Area Network and Log Management Implementation** Work Plan	Total Billable Hours	Sean
Hours by Consultant	65	65
Rates		$ 150
Fees	$9,750	
Expenses	$2,000	
Total Cost (Not-to-Exceed)	**$11,750**	

Additional Expenses

Expenses are expected to be primarily for miscellaneous, small, IT-related items and mileage. These expenses are billed at cost. Any extraordinary expenses, such as airplane flights or hotels, are submitted for approval in advance.

Project Start

We can begin the initial activities related to this project, such as project coordination and scheduling, within 1-2 weeks of finalizing an agreement regarding this proposal.

Scope Changes and Management

Alternative scope changes and fee adjustments are possible and are dependent on specific project needs and staff resources and capabilities. Minor changes to the scope and methodology stated above will not result in a change in our fees.

If the nature or scope of our work should change significantly during the project, we would discuss such matters and their effect on our fees and obtain written approval before proceeding.

Payment Terms

We invoice monthly as work proceeds. *CLIENTFIRST* will provide detailed accounting of all consulting time and expenses on the invoice. Payments are due within 30 days of receipt, via check or ACH.