



**ABDA-6MV6V6  
BAC Infrastructure Implementation -  
Services  
Statement of Work  
for City of Columbus (OH)**

Last Revision: 12/16/2011 4:08 PM

V 002

**FOR FURTHER INFORMATION  
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**TO THE ATTENTION OF:**

City of Columbus (OH)  
Department of Technology  
Doug Rotondo  
Columbus, OH  
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All information contained within this document is confidential. Except as required by Ohio Public Records Law, City of Columbus (OH) will not publish or disclose, in whole or in part, to any other party without the written consent and authorization of OnX USA, LLC.

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All other trademarks used herein are the property of their respective owners.

The terms of this SOW are per the OnX Terms & Conditions Acceptance Letter dated March 26, 2009 in reference to Bid No. SA3003280 and Universal Term Contract (UTC) # FL004390.

This SOW is proprietary to OnX USA, LLC and is confidential information and shall be treated by City of Columbus (OH) as confidential. No portion of this SOW may be duplicated or used for any purpose other than to receive the Services or Deliverables as described herein.

Prices are valid for ninety (90) calendar days provided Services commence within thirty (30) days of the date of this SOW. If this SOW is signed by City of Columbus (OH) after the expiration date, then performance of the Services will be at the then current list prices.

SOWTMDOCV2.0

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## 1. Introduction

OnX USA LLC (“OnX”), is pleased to provide City of Columbus (OH) (“The City”) with this Statement of Work for a BAC Infrastructure Implementation service. All information contained within this document is confidential. Neither OnX nor The City will publish or disclose this document, in whole or in part, to any other party without the written consent and authorization of the other party.

This is a Time and Materials engagement which provides for the execution of all tasks and deliverables, detailed in this Statement of Work (“SOW”), by the resources identified herein at hourly rates agreed to with The City.

An estimated duration for this engagement may be provided as a guideline for planning and scheduling purposes, but is not intended as a commitment by OnX to meet a specific number of service hours.

It is assumed that The City will ensure that a valid backup of all system data has been completed prior to OnX performing any service that could affect The City’s data. It is also assumed that all parties to this engagement will have performed due diligence in rendering this SOW, however, over the duration of the engagement, there may be tasks or services required which fall outside the scope of this project. Tasks and/or deliverables not specifically defined within this SOW will be considered out of scope. OnX may elect, at its sole discretion, to complete out of scope tasks as requested by The City in order to ensure the timely and successful completion of this project. Additional tasks or changes in scope requiring a change in monetary compensation will require adherence to the terms set forth in the section titled: Change Control.

Upon signature of the Acceptance to Terms of this SOW by all parties, modification to this Statement of Work may only be made following procedures set forth in the section titled: Change Control, and with a completed Change Request Form. A Change Request Form is included as an appendix (Exhibit A) to this document.

## 2. Scope of Work

This document describes the methods and procedures that OnX will utilize to complete this project.

OnX will assign a Project Coordinator to work with The City Project Management staff or point of contact to define the goals of the project, review project deliverables, and jointly develop a project schedule. The appropriate technical staff will be brought in to address specific tasks.

It is anticipated that the project duration will be approximately twenty-five (25) business days. Throughout the project a current project schedule will be maintained.

### 2.1. Project Overview

The objective of this project is to implement a business service management (“BSM”) infrastructure.

### 2.2. Tasks and Deliverables Identification

The following sections define the tasks to be carried out by the resources assigned by OnX, the deliverables to be provided and time and costs associated with the performance of these services.

#### 2.2.1. Project Initiation and Coordination

OnX will be responsible for initiating the BAC Infrastructure Implementation - Services project. Project Initiation will include:

##### TASKS

- Coordinating a kick-off meeting to define roles and responsibilities and review SOW
- Reviewing project scope
- Reviewing and confirming prerequisites for service delivery
- Reviewing project delivery dates
- Identifying Point of Contact & escalation path for The City and OnX.
- Confirming all deliverables are complete and initiate sign off and engagement feedback request

##### ASSUMPTIONS

- The City has a designated representative who will be the focal point for all communication with OnX, relative to this SOW and will have the authority to act on The City behalf in matters regarding this SOW.
- The City will review questions and concerns during the delivery process with the OnX consultant and OnX Account Executive (AE).
- All project coordination will be performed remotely.
- Project Coordination does not provide:
  - Status updates and status meetings
  - Project plan and team roster
  - Management of execution of scope of work

##### DELIVERABLES

- Delivery dates agreed upon by OnX and The City
- Project resources identified and schedules confirmed

- Kick-off meeting.

**2.2.2. Infrastructure Installation**

OnX will be responsible for the BAC Infrastructure Implementation - Services project and associated integration and configuration efforts. The infrastructure installation phase will consist of the following:

**TASKS**

- Installing a business availability center (“BAC”) server infrastructure
  - Installing the gateway and data processing servers
  - Configuring the BAC database
  - Installing any necessary patches
  - Creating Business Process Transactions
- Deploying a three (3) business process monitor (“BPM”) server to facilitate synthetic transaction monitoring
  - Installing three (3) BPM agents
  - Two (2) Transaction per application
- Deploying a one (1) real user monitor (“RUM”) installation
  - Installing the RUM Engine
  - Installing a MySQL database
  - Installing a RUM probe
  - Configuring the protocols
  - Configuring two (2) RUM Transactions
- Deploying four (4) Diagnostic Agents
  - Installing a Commander Server
  - Installing the required agents
- Conducting information gathering sessions on the three (3) selected Web applications for performance and availability monitoring. Building four (4) BAC dashboard views to display application data.
- Creating three to five (3-5) BSM User Accounts
- Performing Knowledge Transfer Sessions
- Demonstrating the Product Deliverables
- Documenting the engagement configurations

**ASSUMPTIONS**

- The City will provide all of the hardware necessary for the implementation. This includes the following servers:
  - Data Processing Server
  - Gateway Server
  - BAC Database Server
  - RUM Probe, RUM Engine Server
  - Server for MySQL instance
  - Diagnostics Commander Server
- Attendance by one or more resources who understand the selected application architecture is required.
- The City will be responsible for the installation and configuration of the infrastructure SPI v 200 deployed to application servers.

**DELIVERABLES**

- Four (4) BPM Applications with no more than two (2) transactions per app
- Four (4) RUM Applications with no more than two (2) transactions per app
- Four (4) Diagnostic Agents
- Four (4) BSM dashboards
- BSM Operation Management Event Browser
- Three (3) Custom reports
- Knowledge Transfer
- Documentation on the BSM/APM configuration

**2.2.3. Integration**

OnX will be responsible for the BAC Infrastructure Implementation - Services project and associated integration and configuration efforts. The integration phase will consist of the following:

**TASKS**

- Installing the OMi Foundations and associated database(s)
  - BSM Operation Management
  - Topology based event correlation (“TBEC”) Configuration
  - Installation of Content Packs
- Integrating object manager workbench (“OMW”) (Dynamic)
- Configuring several OMW monitors for process/service availability
- Integrating network node manager (“NNM”)

**ASSUMPTIONS**

- The City will provide OMi supported versions of the OMW Smart Plug-Ins used to monitor the applications.
- The City will be responsible for NNMi installation.

**DELIVERABLES**

- Integration of the Operation Manager and Network Node Manager

**2.2.4. Project Closure**

To conclude service delivery a final review will be performed to ensure that all service deliverable are complete.

**TASKS**

- Confirm all service deliverables are complete

**DELIVERABLES**

- Completion of task above

**3. Project Coordination Responsibilities**

OnX will provide a Project Coordinator (“PC”) for The City in dealing with OnX under this Agreement. The OnX PC will have responsibility for project initiation, and the initial project schedule, as well as project closure. The OnX PC is not responsible for providing project status nor being part of the escalation process. The City will direct all communications regarding the Services to the Designated OnX Contact.

## 4. General Assumptions

This SOW assumes that The City will:

- Provide a suitable workspace with telephone access for all OnX personnel, while working at The City’s facilities and providing services described within this SOW.
- Provide access to The City system(s) as appropriate to the needs of the project during the hours stated in this SOW (8:30 AM to 5:30 PM, local time Monday through Friday, excluding holidays, unless otherwise agreed upon).
- Discuss in advance any holidays or non-work days that may impact the project.
- Provide license keys, user ID parameters, passwords, and other related information, which is required to enable the completion of this Service.
- Be responsible for all networking issues, system hardware failures, missing parts, missing tapes/media documentation and compatibility issues.

Additionally:

- Any work task or deliverable not specifically identified as ‘in scope’ for this statement of work is considered to be out of scope.

## 5. Timeline

This section will provide The City with an estimated duration for this Service. This timeline is provided as an estimate for scheduling purposes and does not represent a commitment or guarantee by OnX to complete the Service within this timeframe. Exceptions, extensions, or other alterations may be made to these service schedule definitions at the request of The City and agreed to by OnX. A substantial change in these values will likely impact the project duration and level of effort which may require completion of the Change Request Form as described in the section: Change Control.

Because of the scope of this project and the specific skill sets required, OnX will require approximately two (2) weeks time from signing of a contract to the start of this engagement.

### 5.1. Schedule Definitions

#### Service Location

OnX will provide services at the location listed under this Service Location provision. Should there be a requirement for services to be provided at multiple locations these requirements must be detailed here to preclude the assumption that all services will be provided at one location. A location consists of one address. Services required and provided at multiple locations may incur additional travel, lodging and labor costs.

*Service Location:*

Dept. of Technology  
Columbus, OH

#### Estimated Project Duration

This value represents OnX’s estimate of the length of the engagement in calendar hours, days, or weeks. This estimate is for scheduling purposes and may not represent the actual amount of billable time that will be consumed by OnX from start-to-finish i.e., there may be



multiple consultants working in tandem to complete the engagement within the estimated timeframe.

*Estimated Project Duration:* twenty-five (25) business days

**Designated The City Contact**

The City has identified the following contact to provide access and assistance to OnX throughout the course of this project:

*Project Contact:*

Doug Rotondo  
(614) 645-6846

**Designated OnX Contact**

OnX has identified the following contact to provide assistance to The City throughout the course of this project:

*OnX Contact:*

Steve Himes  
[steve.himes@onx.com](mailto:steve.himes@onx.com)  
(614) 794-1400

## 6. Change Control

The objectives of change control are to:

- Establish the impact of any changes to the tasks, deliverables, estimated dates, duration, overall scope of the project, resources and pricing.
- Provide a formal vehicle for approval to proceed with any changes to this SOW.
- Provide a project audit record of all material changes to the original SOW.

If The City requests a material change to the scope of this project including: tasks, deliverables, dates and durations defined in this SOW, OnX and The City will review the change through the change control process set forth as follows:

- When OnX determines a change is required, OnX will complete a Change Request Form and provide it to the The City Project Sponsor for review and signature of acceptance.
- OnX and The City will come to a level of understanding and agreement regarding the changes detailed in the Change Request Form, including the impact on the schedule, resources, and the price of the Service, before OnX will fulfill the request.
- Upon acceptance and signature of the Change Request Form by The City, should there be any change in associated price or fees The City will provide OnX with a new or modified Purchase Order to reflect the change in price.
- Should The City not accept the change as set forth in the Change Request Form (including the impact on the schedule, resources, or price), both OnX and The City will complete their obligations with respect to the task and deliverables as set forth in this SOW.

## 7. Fees and Travel Expenses

### Time and Materials

OnX will invoice The City and The City will pay OnX on a Time and Materials basis for the Service. The estimated fee which The City will pay OnX for the Service (not included expenses listed below) is \$38,250.00 ("Fee"). Fees identified in this SOW are an estimate only based on information currently available. Actual duration and cost of the Service could vary accordingly. OnX reserves the right to stop work to avoid exceeding the amount funded by The City's purchase orders.

Travel expenses are required to execute on site tasks required in this statement of work but are outside the scope of this SOW. Travel expenses are covered in a separate SOW titled "BAC Infrastructure Implementation - Expenses."

OnX will invoice The City and The City will pay monthly the Fees due on the basis of the actual hours worked and expense incurred.

<b>Consulting Services</b>	<b>Hourly Rate</b>	<b>Estimated # Hours</b>	<b>Estimated Cost</b>
Implementation Consultant	\$180.00	200	\$36,000.00
Project Coordinator	\$75.00	30	2,250.00
	<b>TOTAL</b>	<b>230</b>	<b>\$38,250.00</b>

All Fees are exclusive of sales, use, services, excise, tariffs, duties or similar taxes or charges unless The City provides OnX with a valid tax exemption certificate(s).

## 8. Terms

Terms and Conditions are per the OnX Terms & Conditions Acceptance Letter dated March 26, 2009 in reference to Bid No. SA3003280 and Universal Term Contract (UTC) # FL004390.

## 9. Statement of Work Agreement Form

### BAC Infrastructure Implementation - Services

ABDA-6MV6V6

City of Columbus (OH) understands and agrees that any delays or interruptions to the defined service delivery schedule may have a direct impact on OnX's ability to complete the engagement by any service completion date as discussed and/or defined within this Statement of Work. OnX will not be held liable for any loss or damage resultant of any delay or abandonment of this service engagement, by either OnX or City of Columbus (OH). Unless superseded by a signed Change Request Form for extension, all obligations of OnX to initiate and/or complete tasks, deliverables, and/or milestones defined in this Statement of Work will expire after ninety (90) days following the Project Completion date.

IN WITNESS WHEREOF, the parties have caused this Statement of Work for ABDA-6MV6V6 to be signed on the respective dates indicated below. The parties hereby acknowledge that they have read and do understand this Agreement and all attachments hereto, and agree to all terms and conditions stated herein.

Agreed and Accepted:

**OnX USA LLC**

**City of Columbus (OH)**

\_\_\_\_\_  
▲ Authorized Signature

\_\_\_\_\_  
▲ Authorized Signature

\_\_\_\_\_  
▲ Printed Name

\_\_\_\_\_  
▲ Printed Name

\_\_\_\_\_  
▲ Title

\_\_\_\_\_  
▲ Title

\_\_\_\_\_  
▲ Date

\_\_\_\_\_  
▲ Date

## Exhibit A: Change Request Form

<b>Project Code-Name:</b>	ABDA-6MV6V6	<b>Change Request #:</b>	
<b>Project Title:</b>	BAC Infrastructure Implementation - Services	<b>Date:</b>	
<b>Requestor:</b>		<b>Phone:</b>	
<b>Description of Change Request:</b>			
<b>Impact on Budget:</b>			
<b>Impact on Schedule:</b>			
<b>End Date to Complete:</b>			
<b>Person Assigned to:</b>			
<b>Approvals</b>			
<b>OnX Approval:</b>		<b>Date:</b>	
<b>City of Columbus (OH) Approval:</b>		<b>Date:</b>	