



TO: Board of Directors
FROM: Kevin Plambeck, Director of Career & Technical Education
SUBJECT: IVOXY Professional Services Contract for
Technology Infrastructure Integration Services
DATE: January 3, 2017
TYPE: Action Required

In August of 2014, IVOXY Consulting LLC of Kirkland WA was selected as the technology consultant and integration specialist provider for our Virtual Desktop Infrastructure. The services of a technology consultant and integration specialist are required for some of the technology projects that are funded by the special capital projects and technology levy. The contract, based on the form found in Board Policy (Policy 6216F1), is in effect through the 5-year life of the School Facilities and Technology levy.

For the 2016 - 2017 school year, we will be utilizing IVOXY to assist in the updating of various infrastructure components and software, deploying additional Cisco servers, and on-site support to increase operational performance of the virtual desktop infrastructure. Attached are the three proposals for the expected scope of work.

Recommendation: We recommend the board move to approve contracting for services including technology consultation, integration and support services with IVOXY Consulting LLC, of Kirkland, WA, and approve the execution of the proposed professional services and statements of work.



PROFESSIONAL SERVICES STATEMENT OF WORK

PREPARED FOR:
STANWOOD SCHOOL DISTRICT – OPERATIONAL EXCELLENCE
PREPARED BY: DOUG BROWN
PREPARED ON: DECEMBER 27TH, 2016

IVOXY
CONSULTING

the data availability people

IVOXY Consulting, LLC
5400 CARILLON POINT
KIRKLAND, WA 98033

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Overview

IVOXY Consulting, LLC (“IVOXY”) is pleased at the opportunity to expand their relationship with Stanwood School District, by providing this Statement of Work (SOW) for a customized professional services engagement.

IVOXY Consulting specializes in enterprise data availability. Our team understands cost effective approaches to the design, management, and availability of your IT infrastructure.

The benefits of IVOXY’s approach to enterprise datacenter professional services includes:

- | | |
|------------------|---|
| Assess | IVOXY will consider business drivers and end-user goals in assessing IT requirements for implementing a technology, upgrade, or infrastructure change. IVOXY delivers proactive recommendations and an associated roadmap to go from today to tomorrow. |
| Plan | IVOXY Provides project planning and engagement management guidance as to the resources, timing, and implementation considerations needed to make the project successful. |
| Design | IVOXY delivers system integration diagrams and associated equipment configurations, as well as functional descriptions of the design. |
| Implement | IVOXY integrates the hardware, software, and data fill; authors acceptance test plans, and leads the operational acceptance testing. |
| Educate | IVOXY leads on- or off-site network educational service classes to ensure our expertise becomes yours as well. |

Project Description

For this project, IVOXY will assist Stanwood School District in ongoing pro-active services and Operational Efficiencies.

Overview:

- IVOXY will have an engineer onsite every other week thru the 2016-2017 school year to assist Stanwood School District on operational tasks.
- Specific tasks will vary week to week based on customer requirements and feedback from IVOXY engineers
- This SOW will cover the first half of the 2016 – 2017 school year

Customer Prerequisites

- While onsite, a work area or conference room 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. This can be accomplished via a web meeting or VPN, depending on availability.
- Stanwood School District IT staff will be able to provide or create credentials for accessing key areas of infrastructure that will be reviewed.
- The Stanwood School District IT staff will be available and/or onsite for the duration of the assessment.

Change Orders

Should Stanwood School District require changes to the size, scope and/or requirements detailed in this Statement of Work, Stanwood School District must complete a “Change Request” form (provided by IVOXY). These changes may impact the time and cost of the implementation. The appropriate Change Control authority, as determined by Stanwood School District, must approve these requests. Change Request forms should be submitted to the IVOXY Engagement Manager.

Customer Responsibilities

Stanwood School District staff will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the IVOXY project team requires regular and timely access to them. Stanwood School District will ensure that the proper personnel are enlisted and available for the project on the required days and for all project related meetings and conference calls.

Specific to the engagement described this Statement of Work, IVOXY will require that Stanwood School District identifies the following contacts:

Binding Signature Authorization:	_____	(Printed Name)
Systems Administrator:	_____	(Printed Name)
Network Administrator:	_____	(Printed Name)
Storage Administrator:	_____	(Printed Name)

Stanwood School District will provide access to facilities and computer systems as required for the IVOXY project team to perform tasks as outlined in this SOW.

For engagement activities that need to occur at Stanwood School District work locations, IVOXY expects Stanwood School District to make reasonable facilities accommodations for our project team at these location(s). These accommodations will include a desk/cubicle and shared access to laser printer, copier, and conference room facilities.

Stanwood School District is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials and information supplied by Stanwood School District.

Professional Services Pricing Schedule

Estimated Project Duration-first half of school year	15 Days
Cost Per Day (business hours)	\$2,000.00
Estimated Project Total	\$30,000.00

Estimated Total Due at Project Completion \$30,000.00

Acceptance of Teams

Stanwood School District Approval

By signing below, Stanwood School District accepts the scope (work to be performed), terms, conditions and negotiated rates set forth by IVOXY CONSULTING, LLC and its partners.

Printed Name: _____

Title: _____

Date: _____ MM/DD/YYYY

Signature: _____

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

This contract may be immediately terminated without penalty or notice if the ^{contractor} lessor fails to comply with the provisions of RCW 28A.400.330 by permitting a worker or agent of the contractor to perform duties on school property who has been convicted or pled guilty to a felony crime involving children.

Change Requests & Non-Workday Billable Hours

As per Section 4 of this document, below are any additional billable hours associated with change requests and/or non-workday billable hours.

Change Request #: _____ Time Associated: _____

Additional Billable Time: _____ Negotiated Rate: _____

Project Completion Acceptance

By signing below, Stanwood School District acknowledges the completion of this Statement of Work, and that any charges accrued pursuant to any Change Requests or Non-workday Billable Hours will be billed as per the Terms and Conditions.

Stanwood School District

IVOXY Consulting, LLC.

Name: _____ **Name:** _____

Title: _____ **Title:** _____

Date: _____ **MM/DD/YYYY** **Date:** _____ **MM/DD/YYYY**

Signature: _____ **Signature:** _____

Terms and Conditions

1. Payment terms are subject to IVOXY CONSULTING, LLC credit approval.
2. Objective and Scope of Delivery Statement: The estimated time of application/services delivery is based on the best knowledge that IVOXY CONSULTING, LLC can gather at the time of generating this Statement of Work (SOW). If additional requirements are introduced, additional time may be required to complete the project. In some circumstances, the additions may be considered out-of-scope and the project will need to be reassessed. Any additions or deletions to this SOW must be reviewed and approved by both IVOXY CONSULTING, LLC and the CLIENT prior to any changes being made.
3. IVOXY CONSULTING, LLC warrants that, provided Client complies with any obligations set forth herein, the Services set forth in the SOW will conform to the requirements set forth in this SOW and will be performed promptly, with diligence and in a competent and professional manner, consistent with industry standards reasonably applicable to such Services, and in accordance with the description of the Services set forth on this SOW.
4. IVOXY CONSULTING, LLC's sole liability for any claims or any loss, cost, damage or expense relating to or arising out of this SOW for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, shall be for Client's actual direct damages up to the amount that IVOXY CONSULTING, LLC has actually received from Client as payment for the Services, regardless of whether such claim, loss, damage or expense is for or arises out of breach of contract, or warranty, tort, failure of essential purpose, strict liability or otherwise. IN NO EVENT SHALL IVOXY CONSULTING, LLC BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY NATURE, INCLUDING, BUT NOT LIMITED TO LOSS OF PROFITS, DATA, BUSINESS OR GOODWILL, EVEN IF IVOXY CONSULTING, LLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IVOXY CONSULTING, LLC IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE FAILURE OF CLIENT OR ITS AFFILIATES TO PERFORM THEIR RESPONSIBILITIES. UNDER NO CIRCUMSTANCES SHALL CLIENT HAVE ANY RIGHT OF CLAIM AGAINST ANY OF IVOXY CONSULTING, LLC PRINCIPALS OR EMPLOYEES WITH RESPECT TO THE SERVICES OR OTHER ITEMS PROVIDED PURSUANT TO THIS AGREEMENT, EXCEPT FOR THEIR OWN INTENTIONAL MISCONDUCT. THE LIMITATION OF LIABILITY INCLUDED IN THIS PARAGRAPH WILL SURVIVE THE EXPIRATION OR TERMINATION OF THIS AGREEMENT. The foregoing limitations of liability shall also apply to and be on behalf of IVOXY CONSULTING, LLC's suppliers and subcontractors.
5. EXCEPT AS EXPRESSLY SET FORTH HEREIN, IVOXY CONSULTING, LLC DISCLAIMS ALL WARRANTIES OF ANY KIND, EITHER STATUTORY, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER RELATING TO THE PROVISIONS OF THE SERVICES PURSUANT TO THIS STATEMENT OF WORK, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OF REASONABLE CARE, OF RESULTS, OF LACK OF NEGLIGENCE, OF NON-INTERRUPTION OR LOSS OF DATA, OF NON-INFRINGEMENT, OR OF ACCURACY OR COMPLETENESS OF RESPONSES.
6. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against all liability, loss, cost, damage or expense,

including, but not limited to, lost profits, lost savings or other incidental or consequential damages, arising out of or in connection with this SOW, for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against any costs or expenses, including, but not limited to, attorney's fees, incurred in the defense of any actual, threatened or potential claim, action or other proceeding arising out of or in connection with this SOW, for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, whether such actual, threatened or potential claim, action or other proceeding is based on contract, tort or other principle of law or equity.

7. The above stated costs are based on standard business hours of 8 am to 5 pm Monday through Friday, unless otherwise noted. Engineering services outside standard business hours are subject to the following adjustments:
 - a. After hours support will be assess at time and a half for services provided outside 8:00 am to 5:00 pm Monday through Friday and during the hours of 8:00 am to 5:00 pm Saturday, unless previously agreed upon.
 - b. All support performed on Sundays, holidays, and after hours Saturdays will be assess at double time, unless previously agreed upon.
8. Prices do not include any applicable taxes.
9. Remit payments to:

IVOXY CONSULTING, LLC
5400 Carillon Point
Kirkland, WA 98033

Acknowledgement of Terms and Conditions:



PROFESSIONAL SERVICES STATEMENT OF WORK

PREPARED FOR
STANWOOD SCHOOL DISTRICT

PREPARED BY: MATT YETTE

PREPARED ON: OCTOBER 13, 2016



IVOXY Consulting, LLC
5400 CARILLON POINT
KIRKLAND, WA 98033

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Assess	IVOXY will consider business drivers and end-user goals in assessing IT requirements for implementing a technology, upgrade, or infrastructure change. IVOXY delivers proactive recommendations and an associated roadmap to go from today to tomorrow.
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Implement	IVOXY integrates the hardware, software, and data fill; authors acceptance test plans, and leads the operational acceptance testing.
Educate	IVOXY leads on- or off-site network educational service classes to ensure our expertise becomes yours as well.

Project Description

For this project, IVOXY will assist Stanwood School District in updating to the latest versions of various infrastructure components as they become available.

Software Updates

- F5 LTM
- Veeam Backup & Replication
- NetApp OnTAP
- VMware Horizon View
- Cisco UCS Manager
- Liquidware Labs

Customer Prerequisites

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Professional Services Pricing Schedule

Estimated Project Duration	6 Days
Cost Per Day (business hours)	\$2,000.00
Estimated Project Total	\$12,000.00

Estimated Total Due at Project Completion \$12,000.00

Acceptance of Teams

Stanwood School District Approval

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Printed Name: _____

Title: _____

Date: _____ MM/DD/YYYY

Signature: _____

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

Change Requests & Non-Workday Billable Hours

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Change Request #: _____ Time Associated: _____

Additional Billable Time: _____ Negotiated Rate: _____

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Stanwood School District

IVOXY Consulting, LLC.

Name: _____ **Name:** _____

Title: _____ **Title:** _____

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Signature: _____ **Signature:** _____

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CONSULTING, LLC's gross negligence or intentional misconduct. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against any costs or expenses, including, but not limited to, attorney's fees, incurred in the defense of any actual, threatened or potential claim, action or other proceeding arising out of or in connection with this SOW, for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, whether such actual, threatened or potential claim, action or other proceeding is based on contract, tort or other principle of law or equity.

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Kirkland, WA 98033

Acknowledgement of Terms and Conditions:



PROFESSIONAL SERVICES STATEMENT OF WORK

PREPARED FOR
STANWOOD SCHOOL DISTRICT

PREPARED BY: MATT YETTE

PREPARED ON: OCTOBER 13, 2016



IVOXY Consulting, LLC
5400 CARILLON POINT
KIRKLAND, WA 98033

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Assess	IVOXY will consider business drivers and end-user goals in assessing IT requirements for implementing a technology, upgrade, or infrastructure change. IVOXY delivers proactive recommendations and an associated roadmap to go from today to tomorrow.
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Educate	IVOXY leads on- or off-site network educational service classes to ensure our expertise becomes yours as well.

Project Description

For this project, IVOXY will assist Stanwood School District in deploying ten new Cisco UCS C-Series servers for their VDI environment.

Assumptions

- Rack space & power requirements met and available

Planning and Datafill

- Establish hostname and networking (management, NFS/iSCSI, vMotion) addressing for each host

UCS Deployment

- Unbox and prep equipment for racking
- Rack & cable ten (10) C240 servers
- Install (if necessary) nVidia M60 cards
- Install Apex cards
- Install Micron NVMe SSD drives
- Connect C240 servers to Fabric Interconnects
- Apply Service Profiles in UCS Manager
- Install ESXi on C240 servers
- Configure ESXi servers per IVOXY best practices
- Integrate new servers with vMotion & Storage networks

GRID / APEX Configuration

- Configure ESXi for GRID compatibility
- Configure ESXi for APEX compatibility

Horizon View Configuration

- Configure test pool with M60 GRID entitlement
- Configure test pool with APEX card entitlement

Customer Prerequisites

- While onsite, a work area or conference room 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. This can be accomplished via a web meeting or VPN, depending on availability.
- Stanwood School District IT staff will be able to provide or create credentials for accessing key areas of infrastructure that will be reviewed.
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Professional Services Pricing Schedule

Estimated Project Duration	13 Days
Cost Per Day (business hours)	\$2,000.00
Estimated Project Total	\$26,000.00

Estimated Total Due at Project Completion \$26,000.00

Acceptance of Teams

Stanwood School District Approval

By signing below, Stanwood School District accepts the scope (work to be performed), terms, conditions and negotiated rates set forth by IVOXY CONSULTING, LLC and its partners.

Printed Name: _____

Title: _____

Date: _____ MM/DD/YYYY

Signature: _____

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

Change Requests & Non-Workday Billable Hours

As per Section 4 of this document, below are any additional billable hours associated with change requests and/or non-workday billable hours.

Change Request #: _____ Time Associated: _____

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Project Completion Acceptance

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Stanwood School District

IVOXY Consulting, LLC.

Name: _____ **Name:** _____

Title: _____ **Title:** _____

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4. IVOXY CONSULTING, LLC's sole liability for any claims or any loss, cost, damage or expense relating to or arising out of this SOW for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, shall be for Client's actual direct damages up to the amount that IVOXY CONSULTING, LLC has actually received from Client as payment for the Services, regardless of whether such claim, loss, damage or expense is for or arises out of breach of contract, or warranty, tort, failure of essential purpose, strict liability or otherwise. IN NO EVENT SHALL IVOXY CONSULTING, LLC BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY NATURE, INCLUDING, BUT NOT LIMITED TO LOSS OF PROFITS, DATA, BUSINESS OR GOODWILL, EVEN IF IVOXY CONSULTING, LLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IVOXY CONSULTING, LLC IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE FAILURE OF CLIENT OR ITS AFFILIATES TO PERFORM THEIR RESPONSIBILITIES. UNDER NO CIRCUMSTANCES SHALL CLIENT HAVE ANY RIGHT OF CLAIM AGAINST ANY OF IVOXY CONSULTING, LLC PRINCIPALS OR EMPLOYEES WITH RESPECT TO THE SERVICES OR OTHER ITEMS PROVIDED PURSUANT TO THIS AGREEMENT, EXCEPT FOR THEIR OWN INTENTIONAL MISCONDUCT. THE LIMITATION OF LIABILITY INCLUDED IN THIS PARAGRAPH WILL SURVIVE THE EXPIRATION OR TERMINATION OF THIS AGREEMENT. The foregoing limitations of liability shall also apply to and be on behalf of IVOXY CONSULTING, LLC's suppliers and subcontractors.
5. EXCEPT AS EXPRESSLY SET FORTH HEREIN, IVOXY CONSULTING, LLC DISCLAIMS ALL WARRANTIES OF ANY KIND, EITHER STATUTORY, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER RELATING TO THE PROVISIONS OF THE SERVICES PURSUANT TO THIS STATEMENT OF WORK, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OF REASONABLE CARE, OF RESULTS, OF LACK OF NEGLIGENCE, OF NON-INTERRUPTION OR LOSS OF DATA, OF NON-INFRINGEMENT, OR OF ACCURACY OR COMPLETENESS OF RESPONSES.
6. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against all liability, loss, cost, damage or expense, including, but not limited to, lost profits, lost savings or other incidental or consequential damages, arising out of or in connection with this SOW, for any reason other than IVOXY

CONSULTING, LLC's gross negligence or intentional misconduct. Client shall indemnify and hold harmless IVOXY CONSULTING, LLC, and each of its directors, officers, employees and agents, from and against any costs or expenses, including, but not limited to, attorney's fees, incurred in the defense of any actual, threatened or potential claim, action or other proceeding arising out of or in connection with this SOW, for any reason other than IVOXY CONSULTING, LLC's gross negligence or intentional misconduct, whether such actual, threatened or potential claim, action or other proceeding is based on contract, tort or other principle of law or equity.

7. The above stated costs are based on standard business hours of 8 am to 5 pm Monday through Friday, unless otherwise noted. Engineering services outside standard business hours are subject to the following adjustments:
 - a. After hours support will be assess at time and a half for services provided outside 8:00 am to 5:00 pm Monday through Friday and during the hours of 8:00 am to 5:00 pm Saturday, unless previously agreed upon.
 - b. All support performed on Sundays, holidays, and after hours Saturdays will be assess at double time, unless previously agreed upon.
8. Prices do not include any applicable taxes.
9. Remit payments to:

IVOXY CONSULTING, LLC
5400 Carillon Point
Kirkland, WA 98033

Acknowledgement of Terms and Conditions:
