



HP Technical Services

Microsoft Windows Infrastructure Migration

Statement of work for City of Costa Mesa

Date: 08/24/2004
Prepared by: Brian Vagg
Project ID: SWA2336
Version: 1.0



i n v e n t

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Microsoft Windows Infrastructure Migration Project

Statement of Work

1 Introduction

This document is the Statement of Work (SOW) of Hewlett-Packard (HP) to City of Costa Mesa to assist by migrating their current Windows environment to a Windows 2003 based infrastructure. The high level tasks for the project are the following:

- Migration Planning.
- Single Exchange 5.5 Server needs to be upgraded to Exchange 2003.
- 10 NT servers need to be upgraded to Windows 2003 member servers.
- 5 Domain Controllers upgraded to a Windows 2003 Active Directory forest.
- Migration of 450 users from Windows NT/Exchange 5.5 to Windows 2003/Exchange 2003.

Reference to "Customer" in this Statement of Work ("SOW") means City of Costa Mesa. This SOW describes the services to be delivered to Customer. It represents the offering by Hewlett-Packard Company ("HP") based upon HP's current understanding of Customer's needs.

2 Scope of Work

2.1 Migration Planning

The first step in the migration is to design and plan the new environment. Tasks include:

- Analyzing the current NT4/Exchange 5.5 environment and determine risk factors of upgrade. Identify all risks and create a mitigation plan.
- Create a migration schedule and a migration plan.
- Identify all key individuals that need to be part of the migration.

2.2 Exchange Server Upgrade

HP will assist City of Costa Mesa by upgrading their current Exchange 5.5 server to Exchange 2003.

Implementation tasks include:

- Upgrading the Exchange 5.5 server to Exchange server 2003.
- Test to ensure that the upgrade was successful.

2.3 Windows Member Server Upgrades

HP will assist City of Costa Mesa by upgrading their current Windows NT 4.0 member servers to Windows 2003 member servers.

Implementation tasks include:

- Upgrading the Windows NT 4.0 member servers to Windows 2003 member servers.
- Test to ensure that the upgrade was successful.

2.4 Windows Domain Controller Upgrades

HP will assist City of Costa Mesa in upgrading their current Windows Domain Controllers to Windows 2003 servers running the Active Directory Forest.

Implementation tasks include:

- Upgrading the Domain Controllers to Windows 2003.
- Create an Active Directory forest.
- Upgrade the remaining Domain Controllers to Windows 2003 and assign them roles in the Active Directory forest.
- Test to ensure that the upgrade was successful.

2.5 Migration of Users

HP will assist City of Costa Mesa in migrating 450 users from a Windows NT/Exchange 5.5 environment to a Windows 2003 Active Directory / Exchange 2003 environment.

Implementation tasks include:

- Identify any tools that can automate the migration effort.
- Migrate users to the new environment (tools, scripts, or manual).
- Test to ensure that the upgrade was successful.

2.6 Scope Limitations

- City of Costa Mesa will be responsible for installing and configuring backup and antivirus software on the new system.
- No client OS installations. Client OS must be upgraded by the City of Costa Mesa for compatibility with the server migration.
- No legacy email systems to migrate. Migrating only the existing Exchange 5.5 server.
- Windows NT4 is the only operating system to be upgraded, there are no other operating systems (i.e. Mac, Novell, etc).

- Application Migration (Peoplesoft, Payroll applications) outside of Exchange will be migrated by City of Costa Mesa.

3 Customer Obligations

- City of Costa Mesa will be responsible for assuring the backup and recoverability of all data on the involved systems.
- City of Costa Mesa will provide the appropriate software and licensing for the project.
- An individual with centralized responsibility for all City of Costa Mesa aspects of this consulting engagement must be assigned. This individual must have the authority to make all decisions relative to the consulting engagement and to either assign resources or negotiate the assignment of resources within City of Costa Mesa. In addition, this individual or designee must be available for deliverable acceptance and approval in accordance with the consulting engagement schedule.
- City of Costa Mesa will provide a Project Manager or Project Lead responsible for managing HP and City of Costa Mesa technical and business resources necessary to implement the Project.
- City of Costa Mesa will make available the personnel required to participate in the migration activities.

4 General Limitations and Assumptions

- This service will be performed during HP business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.
- This service will be performed at HP offices and at the Customer's site.
- If information, data or access to Customer personnel is needed by HP hereunder or in Hip's reasonable discretion for performance under this Scope of Work and Customer is delayed in providing such, or if other delays caused by Customer are encountered by HP in performing work under this Scope of Work, HP may add reasonable charges for services caused by such delays to reach a new total price hereunder and adjust the project schedule and the services in this Scope of Work as necessary. Such additional charges shall only reflect Hip's then current time and materials charges for HP personnel (and HP subcontractor personnel) for the amount of time they are actually delayed in performing their work. HP shall give Customer written notice that they are being delayed so that Customer may correct the delay.
- HP shall not be responsible for the loss or failure to recover data due to failure of the Customer's backup/recovery procedures.

5 Change Management Process

Change Management procedures are established for documenting any changes to the baseline project identified in this Statement of Work. Uncontrolled changes can cause both cost and schedule variances.

There are three primary reasons for change that could occur during the delivery of the project:

- New requirements identified by either party that are not within the original scope of the project.
- Suggestions that will improve upon the proposed system but are not necessarily required to meet the intent of the project. These suggestions may, however, be incorporated in a subsequent project phase.
- Changes in the direction and intent of this project that will require reworking the solution design or integration services.

Changes in the scope of work set out in this Statement of Work shall only be effective if agreed to by HP and Customer in a written document setting forth the modifications and, as applicable, any changes to the delivery schedule and payment terms.

Changes to the scope of this proposal should be submitted using the following process:

1. Customer provides documentation of additional requirements and/or required functionality.
2. HP provides a quote and contract modifications to Customer. They are specific to the additional functionality requested.
3. Customer and HP negotiate changes.
4. Customer accepts proposal and provides an addendum (to this Statement of Work and) to the purchase order to HP.

6 Delivery Schedule

The targeted date for this project is January, 2005.

7 Order and Payment Information

7.1 Pricing

The services defined in this Statement of Work are proposed to City of Costa Mesa on a fixed price basis. City of Costa Mesa will be invoiced per the Invoice Schedule below.

Travel and living expenses relating to this project, if any, have not been included. HP will track such expenses using standard HP travel and expense policies and invoice City of Costa Mesa for the actual expenses as incurred. Travel expenses are projected to be around \$10,400.

Payment is due within thirty (30) days from the date of invoice.

This Statement of Work is valid for thirty (30) days from date of issue.

7.2 Ordering Information:

Customer's purchase order for this engagement should reference the following

- Project ID: SWA2336
- Product Number: H6194AA
- Description: Windows Infrastructure Migration
- Price: \$80,000
- Estimated Travel Expenses: \$10,400 (Actual expenses will be billed to the customer)

This Statement of Work is valid for thirty (30) days from date of issue.

8 Authorization

8.1 Customer Information

Delivery Address	Invoice Address
Richard Kirkbride 714-754-5154 77 Fair Drive Post Office BOX 1200 Costa Mesa, California 92628-1200	Richard Kirkbride 714-754-5154 77 Fair Drive Post Office BOX 1200 Costa Mesa, California 92628-1200

8.2 Entire Agreement and Order of Precedence

This Statement of Work ("SOW") and the governing Terms and Conditions, HP Exhibit SCSA, including any exhibits and appendices, constitutes the entire agreement between HP and Customer, and supersedes any previous communications, representations or agreements between the parties, whether oral or written, regarding transactions hereunder. Customer's additional or different terms and conditions will not apply.

Except as expressly stated in this SOW, to the extent this Statement of Work conflicts with HP Exhibit SCSA, that document will take precedence.

Signature below indicates Customer's acceptance of this SOW, and, combined with a valid purchase order, constitutes authorization for HP to begin work and to issue an invoice as described in the Pricing section.

Hewlett-Packard Company	City of Costa Mesa
By:	By:
Name: Scott Weir	Name:
Title: Senior Account Manager	Title:
Date: 10/05/04	Date:

Please sign two copies of this document and along with your purchase order return to HP at the address below. Facsimile is acceptable. HP will sign and return one copy to your attention.

Hewlett-Packard Company

2015 Toscana Pl.

Auburn, CA 95603

Attention: Brian Vagg

(916)748-9371; fax: (530)889-8097