



Order # PSSB-53282

Date: Oct. 29, 2020

"This Statement of Work ("SOW") is made by and between VMware, Inc. ("VMware") and City of Riverside ("Customer") This SOW authorizes VMware to provide Customer with Consulting Services that are subject to the terms and conditions of Section 2 to the Amendment 1 ELA Order Form by and between VMware and Customer dated _____ (the "Agreement"). Capitalized terms used herein shall have those meanings set forth in the Agreement."

1. Overview

Customer High-level Objectives:

- Provide DR capability to survive single data center failure
- Data center consolidation
- Virtual Infrastructure consolidation
- DMZ consolidation
- Meet FIPS 140-2 compliance via storage encryption and micro-segmentation

This project consists of the following Four (4) work streams:

- Work Stream 1: VMware Cloud Foundation
- Work Stream 2: Application Dependency Assessment
- Work Stream 3: VMware NSX
- Work Stream 4: TailoredScope

Work Stream 1: VMware Cloud Foundation

VMware will provide the following services:

- Design VMware Cloud Foundation for a hyperconverged infrastructure platform
- Enable storage virtualization encryption

Work Stream 2: Application Dependency Assessment

VMware will provide the following services:

- Assess application and dependency mappings

Work Stream 3: VMware NSX

VMware will provide the following services:

- Design NSX for network virtualization
- Deploy NSX for an application security and isolation foundation
- Deploy NSX for network virtualization
- Provide zero-trust application security and isolation

Work Stream 4: Tailored Scope

VMware will provide the following services:

- VMware Cloud Foundation Adoption
- Migration Assistance

The following are the high-level activities included in this project:

- Execute: Assess – Perform assessment within the Customer environment.
- Execute: Design – Solution design through a series of workshops and consultation.
- Execute: Implement – Deployment and verification of the solution.
- Execute: Knowledge Transfer – Knowledge transfer of the design, deployment, and operations procedures.

This project requires the following VMware On-Premises, VMware SaaS and third-party products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of SOW signing:



- VMware vRealize® Network Insight™ 5.x
- HyTrust KeyControl
- VMware vSAN™ 7.0.x
- VMware NSX-T™ Data Center 3.0.x
- VMware Cloud Foundation™ on Dell EMC VxRail (Dell EMC Performed Deployment) 4.0.x

2. Project Scope

The scope of the service includes the following.

Work Stream 1: VMware Cloud Foundation

2.1 Design VMware Cloud Foundation for a hyperconverged infrastructure platform

The VMware Cloud Foundation Dell EMC VxRail Platform Design Review service provides a VMware Architectural review of the environment, discusses the Customer specific use cases for the platform.

Specification	Parameters	Description
Cloud Foundation on Dell EMC VxRail design	Up to one (1)	Cloud Foundation on Dell EMC VxRail designs for the environment developed with Dell EMC.
Cloud Foundation use case Workshop	Up to one (1)	Cloud Foundation use case workshops conducted.
Cloud Foundation design decisions and considerations workshop	Up to one (1)	Cloud Foundation design decision and consideration workshops conducted.
Cloud Foundation architecture design	Up to one (1)	Cloud Foundation environmental architecture design created.
Cloud foundation network design workshop	Up to one (1)	Cloud Foundation network design workshops conducted.
Cloud Foundation VI workload domains	Up to one (1)	Cloud Foundation VI workload domains designed.

2.2 Enable storage virtualization encryption

Enables the encryption of vSAN datastores using HyTrust KeyControl as a key management server.

Specification	Parameters	Description
vSAN Encryption	Up to one (1)	vSAN clusters with vSAN Encryption configured using a HyTrust KeyControl Key Management Server.

Work Stream 2: Application Dependency Assessment

2.3 Assess application and dependency mappings

Assessment to provide Customer with insight into applications on their virtual infrastructure network and to the virtual machine dependencies of those applications using VMware vRealize Network Insight™. VMware provides details about data flows between multi-tiered application components and network service dependencies. The analysis can be used by Customer to determine data flows into and out of applications and application groups as part of application migration or disaster recovery planning.

Specification	Parameters	Description
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VMware product required		On-premises installation of vRealize Network Insight collector; Customer provided Enterprise license or VMware supplied time-limited Enterprise license
VMware vCenter Server® instances	Up to one (1)	VMware vCenter Server® instances used during the application discovery process.
Applications	Up to three (3)	Unique application instances discovered and mapped, across all vCenter instances (total).
Application tags	Up to three (3)	Unique application instances for which will tags defined, across all vCenter instances (total).

Work Stream 3: VMware NSX

2.4 Design NSX for network virtualization

Design of a network virtualization solution based on NSX-T Data Center according to a VMware standard architecture that is modified in a series of design workshops to tailor the design for the Customer environment. It includes validation of Customer's business and technical requirements, assessment of platform constraints, risks and prerequisites to design the network virtualization solution.

Specification	Parameters	Description
NSX Edge Nodes	Up to four (4)	NSX Edge Nodes designed.
NSX-T Tier-0 Gateway(s)	Up to one (1)	Tier-0 gateway(s) designed to process traffic between the logical and physical networks using static or dynamic routing (BGP) peering.
NSX-T Tier-1 Gateway(s)	Up to one (1)	Tier-1 gateway(s) designed to connect to one Tier-0 gateway for northbound connectivity and one or more overlay networks for southbound connectivity.
Transport Nodes	Up to fifteen (15)	Transport nodes (ESXi, KVM or bare-metal) designed to participate in NSX-T overlay or VLAN networking.

2.5 Deploy NSX for an application security and isolation foundation

Foundational VMware NSX-T™ Data Center deployment. This includes the preparation work, NSX Manager Cluster deployment, the hypervisor hosts (ESXi or KVM) configuration as transport nodes and the functional testing of deployed components.

Specification	Parameters	Description
Data Center Location(s)	Up to two (2)	Data center deployment of NSX-T components.
NSX Manager Cluster(s)	Up to one (1)	Local management cluster of three (3) NSX Managers providing high availability of the user interface, API services and central control plane function.
Hypervisor Hosts Configured as Transport Nodes	Up to fifteen (15)	Hypervisor hosts (ESXi or KVM) with NSX-T modules installed, registered to the NSX-T management plane and configured as transport nodes.
Logging and monitoring		Direct logging output to a pre-installed end customer-designated syslog target such as VMware vRealize™ Log Insight™.



Role-Based Access Control		Integration of NSX-T to VMware Identity Manager™ and role-based access control (RBAC) configuration for users that vIDM manages. If absent from the environment, a VMware Identity Manager standalone appliance with an embedded database will be deployed.
Compute Manager(s)	Up to one (1)	Total number of vCenter(s) configured as compute managers. NSX-T Data Center polls compute managers to collect cluster information from vCenter Servers.
NSX-T workshop activities		Activities performed in conjunction with this service include the following:
NSX-T basic consumption activities workshop		Workshop to provide guidance and enablement in the form of "See One, Do One" methodologies. This will be based on operational activities that are predefined at the start of the workshop.
NSX-T monitoring workshop		Workshop to provide guidance and enablement in NSX-T monitoring activities.
NSX-T troubleshooting concept workshop		Workshop to provide guidance and enablement in basic troubleshooting concepts.
NSX-T platform maintenance activities workshop		Workshop to provide guidance and enablement in NSX-T platform maintenance.

2.6 Deploy NSX for network virtualization

2.6.1 Deploy NSX-T Foundation

Foundational VMware NSX-T™ Data Center deployment. This includes the preparation work, NSX Manager Cluster deployment, the hypervisor hosts (ESXi or KVM) configuration as transport nodes and the functional testing of deployed components.

Specification	Parameters	Description
Data Center Location(s)	Up to two (2)	Data center deployment of NSX-T components.
NSX Manager Cluster(s)	Up to one (1)	Local management cluster of three (3) NSX Managers providing high availability of the user interface, API services and central control plane function.
Hypervisor Hosts Configured as Transport Nodes	Up to fifteen (15)	Hypervisor hosts (ESXi or KVM) with NSX-T modules installed, registered to the NSX-T management plane and configured as transport nodes.
Logging and monitoring		Direct logging output to a pre-installed end customer-designated syslog target such as VMware vRealize™ Log Insight™.
Role-Based Access Control		Integration of NSX-T to VMware Identity Manager™ and role-based access control (RBAC) configuration for users that vIDM manages. If absent from the environment, a VMware Identity Manager standalone appliance with an embedded database will be deployed.

Compute Manager(s)	Up to one (1)	Total number of vCenter(s) configured as compute managers. NSX-T Data Center polls compute managers to collect cluster information from vCenter Servers.
NSX-T workshop activities		Activities performed in conjunction with this service include the following:
NSX-T basic consumption activities workshop		Workshop to provide guidance and enablement in the form of "See One, Do One" methodologies. This will be based on operational activities that are predefined at the start of the workshop.
NSX-T monitoring workshop		Workshop to provide guidance and enablement in NSX-T monitoring activities.
NSX-T troubleshooting concept workshop		Workshop to provide guidance and enablement in basic troubleshooting concepts.
NSX-T platform maintenance activities workshop		Workshop to provide guidance and enablement in NSX-T platform maintenance.

2.6.2 Deploy NSX-T for Network Virtualization

Deployment of a network virtualization solution based on NSX-T™ Data Center according to a VMware standard architecture that is implemented and verified in the Customer environment. The service includes technical verification of platform prerequisites, the deployment of network virtualization using NSX-T Data Center, functional testing and a knowledge transfer session for the Customer.

Specification	Parameters	Description
NSX® Edge™ VMs	Up to four (4)	NSX Edge VMs deployed and configured as a transport node.
NSX-T Tier-0 Gateway(s)	Up to one (1)	Tier-0 gateway(s) to process traffic between the logical and physical networks using static or dynamic routing (BGP) peering.
NSX-T Tier-1 Gateway(s)	Up to one (1)	Tier-1 gateway(s) configured to connect to one Tier-0 gateway for northbound connectivity and one or more overlay networks for southbound connectivity. A Tier-1 gateway can be an active-standby cluster that provides stateful services.
NSX Segments	Up to four (4)	Segments configured to provide virtual Layer 2 switching for VM and gateway interfaces. A segment is also known as a logical switch.

2.7 Provide zero-trust application security and isolation

This service is meant for customers that are looking for assistance to define, analyze, implement and validate the security for a defined number of applications within the virtual infrastructure using a best practice security policy framework with the VMware NSX distributed firewall. Requirements gathering will be conducted through application or technical-lead interviews, but also using technical tools such as VMware Realize Network Insight and VMware Log Insight to identify and confirm flows between the various elements which constitute the target applications (VMs, logical ports, IP addresses, and MAC addresses).

Specification	Parameters	Description
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Application security and isolation		Analysis, definition, implementation and validation of the security for a defined number of applications using a best practice security policy framework with the VMware NSX distributed firewall. Multiple types of elements can constitute an application, such as virtual machines, bare-metal servers or containers. Those elements will be defined as objects (VMs, logical ports, IP addresses, and MAC addresses) when transposed into NSX policies.
Number of low complexity applications to secure.	Up to three (3)	Total number of low complexity applications to secure. An application is considered a Low Complexity Application if it is comprised of < 20 objects. Additionally, the application can reside in no more than 2 environments.

Work Stream 4: Tailored Scope

2.8 Additional Scope

Specification	Description
FIPS 140-2 Compliance	Discussion and configuration for FIPS 140-2 enablement for NSX-T
Migration Assistance	Provide up to two (2) weeks of Senior Consultant to assist customer with migration activities: <ul style="list-style-type: none">• Migration planning• Sample migration• Migration oversight

Cloud Foundation Adoption	Provide additional knowledge transfer focused on operational procedures for the environment after deployment. This includes backup and restore, environmental configuration such as AD integration and updating the environment, and workload domain operations.		
	Specification	Parameters	Description
	VMware Cloud Foundation use case discussion	Up to one (1)	VMware Cloud Foundation use case discussion. This discussion is used to frame the context of the session specific to the customer use case.
	Managing hosts and workload domains workshop	Up to one (1)	Managing hosts and workload domains workshop. This includes discussions on expanding and contracting the size of a workload domain and cleaning up decommissioned hosts.
	Cloud Foundation security workshop	Up to one (1)	Cloud Foundation security workshop. This includes discussions on certificates, active directory integration and password management.
	Operationalize management workshop	Up to one (1)	Operationalize management workshop. This includes discussions on adding to the management domain and enabling vRealize Log Insight in the environment.
	Maintenance procedures workshop	Up to one (1)	Maintenance procedures workshop. This includes discussions on start-up and shut down procedures, backup strategy, and replacing hardware components.
	Advanced lifecycle management workshop	Up to one (1)	Advanced lifecycle management workshop. This includes discussion on updating outside of lifecycle manager, and manually downloading package bundles.
	Migration strategy workshop	Up to one (1)	Migration strategy workshop. This includes discussions on the different methods to migrate existing workloads into the Cloud Foundation environment.
	Troubleshooting workshop	Up to one (1)	Troubleshooting workshop. This includes discussions on how to troubleshoot Cloud Foundation, the SOS Utility, and VMware technical support procedures.

2.9 Out of Scope

The following are the out of scope items for this project.

General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer.
- Installation or configuration of VMware products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components.
- Installation and configuration of Customer-signed certificates.
- Configuration of VMware products used for the service other than those implemented for the mutually agreed to use cases.
- Customer solution training other than the defined knowledge transfer session.

Assess application and dependency mappings

- Applications that consume only physical resources may not be recognized by the discovery process.

Design VMware Cloud Foundation for a hyperconverged infrastructure platform

- Design of the physical network. VMware will only advise as to the required configurations to support Cloud Foundation Deployment.
- Deployment of Cloud Foundation. With Dell EMC VxRail it is a configured installation.

Deploy NSX for network virtualization

- Stateful services attached to a Tier-0 or Tier-1 gateway (such as NAT, load balancing, edge firewall or DHCP services).

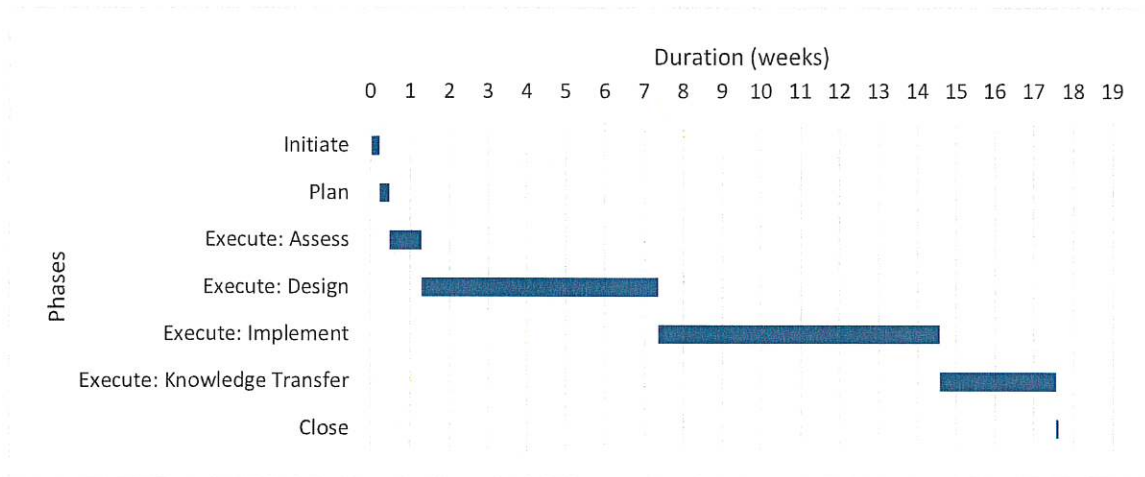
Enable storage virtualization encryption

- Deployment and configuration of the HyTrust KeyControl Key Management Server. If assistance is required with configuration of the KMS Server, HyTrust support must be engaged.
- Waiting for data migration when encryption is enabled on an existing volume. Enabling encryption on an existing volume requires a full data evacuation of each disk, and can take significant time on large, heavily populated volumes.

2.10 Estimated Schedule

The project defined in this SOW is estimated to be for a duration of up to eighteen (18) weeks. VMware consulting services will operate according to a schedule agreed to by both parties. The consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The following is an estimated outline of the duration of each phase in the project. Customer acknowledges that the estimated duration is indicative only and that VMware will not incur any penalty or forfeit any entitlement to payment, fees, or related expenses if the consulting services are not provided in accordance with the estimated duration.



3. Project Activities

3.1 Phase 1: Initiate

The VMware Project Manager hosts one (1) project initiation call with key Customer and VMware stakeholders. Topics to be discussed include the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this SOW.
- Participating team members are confirmed and contact details are exchanged to schedule the project kickoff meeting.

Deliverables

- One (1) project initiation call

3.2 Phase 2: Plan

VMware leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines. The following are the objectives of the meeting:

- Introducing the VMware team, roles, and responsibilities.
- Describing the project goals, phases, and key dates.
- Agreeing on communication and reporting process and creating a communications plan.
- Validating the project expectations and clarifying roles and responsibilities.
- Confirming prerequisites are met as detailed in the solution checklist for specified solutions.
- Presenting the solution overview for specified solutions including expected project results and deliverables.

The VMware Project Manager and the Customer Project Manager collaborate to develop the project plan.

Deliverables

- Communications plan
- One (1) project kickoff meeting
- Project Plan
- Solution checklist
- Solution overview presentation

3.3 Phase 3: Execute (Workstream 1: VMware Cloud Foundation)

3.3.1 Execute: Design

VMware leads the Customer project team in a series of workshops to develop a design. VMware does the following:

- Conducts up to fifty-four (54) hours of design workshops.
- Documents the design for the specified VMware solutions in the solution design document(s).

Deliverables

- Solution design document
- Up to fifty-four (54) hours of design workshops

3.3.2 Execute: Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Implements the specified solutions as detailed in the specification workbooks.
- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Solution specification workbook
- Solution verification workbook

3.3.3 Execute: Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Conducts up to two (2) hours of knowledge transfer sessions for appropriate Customer representatives.
- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit - (<http://mylearn.vmware.com/mgrreg/index.cfm>).

Deliverables

- Adoption guide document
- Knowledge transfer workshop presentation
- Up to two (2) hours of knowledge transfer sessions

3.4 Phase 4: Execute (Workstream 2: Application Dependency Assessment)

3.4.1 Execute: Assess

VMware leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following:

- Conducts up to seven and a half (7.5) hours of assessment workshops.

Deliverables

- Technology discovery summary report

- Technology discovery workbook
- Up to seven and a half (7.5) hours of assessment workshops

3.5 Phase 5: Execute (Workstream 3: VMware NSX)

3.5.1 Execute: Design

VMware leads the Customer project team in a series of workshops to develop a design. VMware does the following:

- Conducts up to sixty-four (64) hours of design workshops.
- Documents the design for the specified VMware solutions in the solution design document(s).

Deliverables

- Solution design document
- Up to sixty-four (64) hours of design workshops

3.5.2 Execute: Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Conducts up to one hundred and twenty (120) hours of implementation workshops.
- Implements the specified solutions as detailed in the specification workbooks.
- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Solution specification workbook
- Solution verification workbook

3.5.3 Execute: Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Conducts up to thirty-eight (38) hours of knowledge transfer sessions for appropriate Customer representatives.
- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit - (<http://mylearn.vmware.com/mgreg/index.cfm>).

Deliverables

- Adoption guide document
- Knowledge transfer workshop presentation
- Up to thirty-eight (38) hours of knowledge transfer sessions

3.6 Phase 6: Workstream 4 (Tailored Scope)

3.6.1 Execute: Design

VMware leads the Customer project team in a series of workshops to develop a design. VMware does the following:

- Documents the design for the specified VMware solutions in the solution design document(s).

Deliverables

- Solution design document

3.6.2 Execute: Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Implements the specified solutions as detailed in the specification workbooks.
- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Solution specification workbook
- Solution verification workbook

3.6.3 Execute: Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit - (<http://mylearn.vmware.com/mgrreg/index.cfm>).

Deliverables

- Adoption guide document
- Knowledge transfer workshop presentation

3.7 Phase 7: Close

The VMware Project Manager conducts one (1) closure meeting with Customer covering project status, next steps, and how to engage further with VMware.

Deliverables

- Engagement summary presentation
- One (1) closure meeting

4. Prerequisites

Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of VMware consultants on site.

The participation of the following Customer stakeholders is required for the Service to be performed:

- Cloud Architect
- Enterprise Architect
- Entire VMware operations team
- Infrastructure Architect
- Network Architecture team leads
- Application operations leads
- Infrastructure Manager
- Network Manager
- Network Operations team leads
- Security technology team leads
- Security policy team leads

- VMware operations team leads

The following prerequisites are required to enable VMware to perform this Service:

VMware Cloud Foundation - Dell EMC VxRail Platform Design Review

- VMware Cloud Foundation version. Defined minimum: 4.0.0
- Supporting hardware must be racked and stacked, and configuration verified to support the solution by the customer. Defined minimum: Dell EMC VxRail is the hardware Platform

Consume NSX-T for Securing Applications

- Syslog events must be sent to a log centralization system (ideally vRealize Log Insight).
- NTP must be setup and time verified to be correct.
- Relevant hypervisors or bare-metal hosts prepared, registered to the NSX-T management plane and configured as transport nodes.
- vRealize Network Insight or Network Insight deployed or planned for deployment and configuration.
- vRealize Network Insight or Network Insight collecting IPFIX data for 2 weeks prior to engagement start.
- VMware NSX-T management plane and control plane deployed and configured with VMware recommended practices.

Deploy NSX-T for Network Virtualization

- MTU Size required. Defined minimum: 1700 (9000 recommended)
- Number of IP subnets required. Defined minimum: 1
- Minimum number of hosts required of. Defined minimum: 4
- Shared Storage must be provisioned. Defined minimum: Enough storage capacity must be available for the required number of NSX Edges.
- Virtualized CPU capacity (GHz). Defined minimum: Enough CPU capacity must be available for the required number of NSX Edges.
- Virtualized RAM capacity (GB). Defined minimum: Enough memory capacity must be available for the required number of NSX Edges.

Deploy NSX-T Foundation

- NTP must be setup and time verified to be correct.
- Virtualized CPU capacity (GHz). Defined minimum: Enough CPU capacity must be available to deploy three (3) NSX Manager nodes.
- Shared Storage must be provisioned. Defined minimum: Enough storage capacity must be available to deploy three (3) NSX Manager nodes.
- Virtualized RAM capacity (GB). Defined minimum: Enough memory capacity must be available to deploy three (3) NSX Manager nodes.
- DNS must be configured and tested for forward, reverse, short and long name resolution.
- A SFTP (Secure File Transfer Protocol) server with an SHA256 hashed ECDSA key for fingerprint..

5. Roles and Responsibilities

5.1 VMware Roles and Responsibilities

VMware provides and coordinates the activities of all VMware resources. The VMware technical resources are all VMware certified professionals and have significant technical expertise with the VMware products required for this service.

VMware Project Team

The VMware team will be comprised of multiple roles and might vary in the level of effort.

VMware Technical Resources

The VMware Technical Resource(s) have primary responsibility for drafting the design documentation as well as implementing and testing the systems as defined by the design and test plans.

VMware Technical Resources do the following:

- Lead requirements gathering and design workshops
- Perform process, technical and architectural duties outlined in this SOW
- Produce the document deliverables

Senior Project Manager

- Provides overall customer relationship and project management.
- Provides escalation troubleshooting and maintains risk register.
- Provides final versions of all project documents.
- Identifies the project team, roles and responsibilities and assignment dates.
- Identifies final work products.
- Establishes the communication plan and directs formal communication and coordination with Customer Project Manager.
- Reports project status and holds weekly update meetings.
- Schedules resources.
- Maintains the project timeline, including activities, duration, and task owners.
- Handles planning and pre-engagement preparation.
- Oversees logistics, including security, remote access, and facility access.

5.2 Customer Roles & Responsibilities

- Customer will provide a Project Manager knowledgeable in pertinent internal Customer processes and able to collaborate with the VMware Project Manager as specified in this SOW. VMware consulting services will not commence until the Customer project manager is assigned.
- Customer will support and provide representation at project review meetings at a mutually agreed to time and location to discuss the project status, issues, new requirements and overall project satisfaction. These meetings might also cover performance status updates, schedule updates, pending changes, open issues, and action items.
- Customer's Project Manager must have the authority to make project decisions and represent Customer in all matters related to this SOW. Customer's Project Manager will provide a single consolidated response to any review, approval, change, or decision request and will coordinate internal Customer technical resources in a manner consistent with the overall project schedule.
- Customer Project Manager will arrange for and coordinate internal Customer technical resources that will be required to interface with VMware consultants for the execution of the project. Customer 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 VMware project team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, then the Customer Project Manager becomes the final authority on all items of discussion.
- Customer will provide access to facilities and computer systems as required for VMware project team to perform tasks as outlined in this SOW.
- For engagement activities that need to occur at Customer work locations, VMware expects Customer to make reasonable facilities accommodations for the VMware project team at these locations. These accommodations will include a desk/cubicle, voice telephone, permission to operate mobile telephone within customer work locations, internet access, and shared access to laser printer, copier, and conference room facilities.



VMware Professional Services
Statement of Work
Agreement # 00485168

- Customer will provide a suitable environment for knowledge transfer (overhead projector and conference facilities). Computer hardware and systems support is required for the knowledge transfer workshops, including: working hardware, network, and storage that is compatible with VMware ESXi™.
- Customer 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 Customer.
- Any change to the scope of work explicitly described in this SOW, and any associated additional fees, must be mutually agreed to in writing.

PROJECT MANAGEMENT SERVICES		
VMware will designate a senior project manager as the principal point-of-contact for the Project to provide the project management services below. Customer agrees to designate a Customer project manager to assist the VMware project manager to fulfill the responsibilities as set out below.		
Project Management Scope		
	VMware Responsibility	Customer Responsibility
Project Setup and Initiation		
Conduct kick-off conference call with key stakeholders	✓	
Develop high-level project schedule	✓	
Develop Project Management Plan	✓	
Conduct kick-off meeting with select members of project team	✓	✓
Validate project setup is consistent between multiple VMware projects		✓
Scope Management		
Validate that all work is within scope of contract	✓	
Document changes to scope and execute change control process	✓	✓
Maintain list and status of project work products	✓	
Maintain Work Breakdown Structure (WBS)	✓	✓
Schedule Management		
Create and maintain schedule and status of work products	✓	
Maintain schedule as need arises	✓	
Assign resources to project schedule	✓	
Manage Customer resources in schedule		✓
Communicate impact of scheduling conflict between multiple VMware projects		✓
Financial Management		
Track actual hours and expenses	✓	
Report project expenditures vs. budget (hours for T&M projects only)	✓	
Review invoices for accuracy	✓	
Multi-project consolidated reporting		✓
Quality Management		
Define and execute formal review process	✓	
Establish Customer's project readiness	✓	✓
Document requirements for operational readiness and incorporate into schedule		✓
Facilitate review meetings	✓	
Risk and Issue Management		
Track and manage product risks and issues	✓	



VMware Professional Services
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Track and manage technical project risks and issues	✓	
Track and manage project risks and issues		✓
Resource Management		
Identify and assign properly qualified VMware resources	✓	
Determine and document Customer resources required for project	✓	✓
Integrate Customer resources into the project schedule		✓
Communications Management		
Weekly status report	✓	
Weekly status meeting	✓	
Facilitate requirements gathering meetings	✓	
Facilitate design meetings	✓	
Facilitate meetings for major project decisions	✓	
Periodic stakeholder meeting		✓
Executive briefing		✓
Multi-project consolidated reporting		✓
Project Closure		
Obtain Customer signoff on Schedule Completion Form for Fixed Fee or Time sheets for T&M engagements	✓	
Project closure conference call	✓	
Formal project closure meeting	✓	
Facilitate "Lessons Learned" session	✓	

6. Payment Terms and Schedule

VMware will provide the services as outlined in this SOW, exclusive of travel expenses and applicable taxes, on a time and materials basis, through the redemption of VMware Consulting and Training Credits purchased by Customer. Daily credit redemption rates for each VMware resource, and an estimate of the number of days likely to be required from that resource to complete the services, are set forth in the table below. VMware shall deduct the VMware Consulting and Training Credits from the Customer balance based on Customer approved timesheets.

Travel expenses will be deducted from Customer's VMware Consulting and Training Credits balance and are estimated at 31.25 VMware Consulting and Training Credits per weekly visit for each resource. VMware shall deduct the VMware Consulting and Training Credits from the Customer balance based on Customer approved travel expenses.

For the avoidance of doubt, work products, deliverables and services results mentioned in this SOW are included from a project management perspective only and are not conditional for the achievement of the objective of the SOW; their success is therefore not contractually owed and payment is not contingent upon any acceptance, outcomes, requirements, objectives or validation tests in which VMware may assist or be involved in or the outcome thereof, any specified work products or services results. The actual delivery of work products, deliverables and services will be limited by the time available under this SOW.

Consulting Resources	#	VMware Consulting and Training Credit Daily Rate	Days	Extended Quantity of VMware Consulting and Training Credits
Work Stream 1: VMware Cloud Foundation				
Consulting Architect	1	31.33	9	282
Consulting Architect	1	31.33	3	94
Senior Consultant	1	26.00	2	52
Work Stream 2: Application Dependency Assessment				
Senior Consultant	1	26.00	3	78



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Work Stream 3: VMware NSX				
Consulting Architect	1	31.33	23	721
Senior Consultant	1	26.00	31.5	819
Work Stream 4: Tailored Scope				
Senior Consultant	1	26.00	22	572
Project Management				
Senior Project Manager	1	28.50	48	1,368
Totals				3,986
Estimated Travel Expenses (Remote Delivery)				0

For engagements requiring on-site consulting resources that are not local to the Customer's facility, travel for VMware consultants will occur on Mondays and Thursdays. It is expected that consultants will travel to the Customer's facility on Monday morning, arriving on site as early on Monday as possible, as dictated by flight options and travel time. The consultants will work on-site through Thursday and will schedule return travel on Thursday evenings, as available. It is expected that the consultants will provide forty (40) hours of work during a typical week and will accrue that time in a combination of on-site work on Monday through Thursday and off-site work on Friday.

Engagements that require consultants to work in excess of 40 hours per week, to work on weekends or major national holidays and/or to travel outside of this schedule will be considered exceptions to this policy and will be reviewed and approved by VMware and Customer as required.

The parties indicate their acceptance of the terms outlined herein by execution of this Statement of Work by their duly authorized representatives. These terms expire 30 days after the date on this SOW unless executed by both parties.

Agreed to: VMware, Inc. By Authorized Signature Date:	Agreed to: Customer: City of Riverside By Authorized Signature Date:
Name: Title:	Signatory Name (print): Address: City: State: ZIP: Country: Phone: Email:
Order Contact: Abdul Ayub, Client Solutions Director	Signatory Title:

After this SOW is signed by Customer, it must be emailed to the order contact along with the purchase order if required. The purchase order must be addressed to VMware, Inc. 3401 Hillview Avenue, Palo Alto, CA 94304, and shall include the end user's email address and phone number, billing email address, and billing and shipping addresses.

Approved as to form

Senior Deputy City Attorney