

Date of Action: 7.28.14	
Approved <input checked="" type="checkbox"/>	Denied <input type="checkbox"/>
By: <i>Konits</i>	

**CITY COUNCIL ACTION MEMORANDUM**

**AM No. 14-31: Awarding a contract to Logical Front in the amount of \$130,583 for Virtual Desktop Infrastructure (VDI) Project Implementation.**

Originator: April Dwyer, Purchasing/Contracting Officer

Date: 7/7/2014

Agenda of: 7/28/2014

Route to:	Department Head	Signature	Date
X	Chief of Police	<i>Lisa Belden</i>	7/16/14
X	Public Works Director	<i>[Signature]</i>	7/16/14
X	Recreation & Cultural Services Director	<i>Joan Krasovich</i>	7-16-14
X	Finance Director	<i>[Signature]</i>	
X	Deputy Administrator	<i>[Signature]</i>	7/16/14
X	City Clerk	<i>Konits</i>	7.16.14

Reviewed by Mayor Verne E. Rupright: *[Signature]*

Fiscal Impact:  yes or  no

Funds Available:  yes or  no

Account name/number/amount:

Capital Purchases/ Machinery & Equipment                      170.4192.416.70.41                      \$130,583

Attachments: Logical Front Statement of Work (6 pages)  
 Logical Front Quote (1 page)

**Summary Statement:** In accordance with WMC 5.08.120, on May 20, 2013, the City of Wasilla issued Request for Qualifications 0520-0-2013/AD for an Independent Audit/Assessment of Information Technology. The Council approved a contract award to Moss Adams on the September 23<sup>rd</sup> meeting. A final report was issued and shared with Council in February of this year. One of the key projects identified in this audit report was to move the City towards a virtualized workstation and server infrastructure.

A Virtual Desktop Infrastructure (VDI) allows for the centralized management of workstations and provides for a more efficient means to deploy both new software solutions as well as upgrading existing applications. Since installation and deployment activities are occurring primarily on servers, as opposed to each individual workstation, it is a much more manageable approach. In a VDI environment the software applications are now running on servers with multiple processors, instead of end user workstations, so the system requirements of the end user workstation are greatly reduced. In many cases, a relatively inexpensive 'thin client' can be purchased to replace a traditional desktop computer. As an added benefit, The Virtual Desktop

Infrastructure also includes the storage capacity needed to enhance disaster recovery efforts by providing the ability to conduct regular offsite backups between the Police Department and City Hall.

The Logical Front quotation 03142014-266 provides for both the hardware and software components needed to deploy a VDI solution city-wide. The quotation reflects hardware pricing that is at or below the State of Alaska's WSCA pricing index. Logical Front is the company that was referred to us by the hardware manufacturer-Dell, as an expert in VDI deployments.

The targeted installation date would be in the fall of 2014.

**Staff Recommendation:** Adopt AM No. 14-31.



Quote Number 03132014-263  
 Created Date 5/29/2014

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Contact Name Terry Gregory  
 Phone (907) 373-9097  
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Quantity	Product	Line Item Description	Unit Subtotal	Line Item Total
2.00	Dell Storage	Dell EqualLogic PS4100XV, High Performance; 7.2TB capacity, 15K SAS, 12x 600GB; Dual Controller, HA with failover; Asynchronous Replication; SAN HQ multi group monitoring software; EqualLogic array may not be returned; ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 5 Year; EqualLogic Advanced Software Warranty and Service, 7x24 Access, 5 Year; Dell Hardware Limited Warranty 5 Year; ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 5 Year	\$16,121.54	\$32,243.09
5.00	Dell Server	PowerEdge R320; Intel Xeon E5-2470 2.30GHz, 20M Cache, 8.0GT/s QPI, Turbo, 8 Core; 6x 300GB 10K RPM SAS 6Gbps; 96GB RDIMM, 1600MHz; RAID 10; PERC H310 Integrated RAID Controller; On-Board LOM 1GBE (Dual Port for Racks and Towers, Quad Port for Blades); Dell Hardware Limited Warranty Plus On Site Service 5 Year; ProSupport: 7x24 HW / SW Tech Support and Assistance, 5 Year; ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 5 Year	\$5,615.62	\$28,078.08
4.00	Dell Networking	PowerConnect 6224, 24 GbE Ports, Managed Switch, 10GbE and Stacking Capable; Lifetime Limited Hardware Warranty with Basic Hardware Service Next Business Day Parts Only on Your PowerConnect Switch; Dell Hardware Warranty, 5 Year; ProSupport : 7x24 HW / SW Tech Support and Assistance , 5 Year; Pro Support : Next Business Day Onsite Service After Problem Diagnosis, 5 Year	\$2,424.33	\$9,697.32
2.00	Dell Networking	Stacking Module, 48Gbps Includes 1m Stacking Cable Customer Kit	\$299.99	\$599.98
120.00	Quest vWorkspace	vWorkspace Desktop Edition with Foglight for Virtual Desktops Concurrent User - Includes 5 Years of Support	\$199.64	\$23,956.80
150.00	Microsoft	Microsoft Software Assurance for Client OS	\$77.96	\$11,694.38
5.00	Microsoft	Windows Server Standard Per 2 Processors 2012 R2	\$634.03	\$3,170.16
2.00	Microsoft	SQL Server Standard 2012 Per 2 Core	\$2,576.15	\$5,152.31
1.00	Logical Front-Services	Installation, Configuration, Training, and Knowledge Transfer	\$12,995.00	\$12,995.00
1.00	Logical Front - Support	One (1) year Logical Front Virtual Desktop Proactive Support, Remote/Phone (Up to 4 Instances)	\$2,995.00	\$2,995.00

Quote Subtotal \$130,582.12  
 Quote Total \$130,582.12

Notes

Applicable taxes will be included at time of purchase.  
 Travel expenses additional for on-site work.

Notice

Quote information is valid for U.S. customers and U.S. addresses only, and is subject to change. Sales tax on products shipped is based on "Ship To" address, and for downloads is based on "Bill To" address. Please indicate any tax-exempt status on your PO.



Logical Front

Worldwide Services

Statement of Work

for

City of Wasilla

Virtual Desktop Infrastructure (VDI) Implementation



# Statement of Work

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## Effective

This Statement of Work (the "SOW") is dated and effective as of 31 May 2014 (the "Effective Date"), by and between the following Parties:

Logical Front, LLC  
3080 Skyvue Circle  
West Jordan, Utah 84088  
Tel: 801.203.3141  
Fax: 801.327.0674

Recipient/  
Customer:

## Term

This SOW shall commence on the Effective Date and will continue in effect through the completion of the SOW or until otherwise terminated (the "Term").

## Services and Schedule

The Services to be performed and any associated schedule are detailed in Exhibit A and governed by the additional terms of Exhibit B. All work will be documented in a Statement of Work signed by authorized representatives of both Parties and, except as otherwise indicated in a Statement of Work, shall be performed by Logical Front, or Logical Front's contractors or consultants. Recipient will provide the necessary resources to facilitate the execution of services outlined in Exhibit A in supporting Logical Front's performance of the Services. The SOW Managers for each Party are:

Logical Front:

Recipient:

## Final Agreement

This SOW, including the Exhibits attached here, constitutes the entire agreement and understanding between the Parties and supersedes all prior contemporaneous communications, discussions, understandings, negotiations, arrangements, and agreements between the Parties, whether written or oral, relating to the subject matter of this SOW. This SOW may not be modified or amended except in writing duly executed by both Parties.

### *Agreed to and accepted by:*

Logical Front:

Recipient:

By:

By: \_\_\_\_\_

Name:

Name: \_\_\_\_\_

Title:

Title: \_\_\_\_\_

Date: 31 May 2014

Date: \_\_\_\_\_

# Exhibit A - Services To Be Performed

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# Project Definition

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This STATEMENT OF WORK ("SOW") dated 31 May 2014, (the "Effective Date") is executed between Logical Front, LLC ("Logical Front") and Client ("Client"). The content of this Worldwide Services SOW is based on Logical Front's current understanding of Client's requirements. This engagement provides for professional services to deploy Virtual Desktop Infrastructure (VDI) to support 120 virtual desktops with an emphasis on establishing best practices and knowledge transfer. Project not to exceed 7 Days of remote work.

## Project Tasks

1. Build Quest vWorkspace Virtual Desktop environment
2. Rollout client desktop image
3. Test user access
4. Provide training

## Deployment

A proposed high-level project plan is described in the list below. The Logical Front and Client Project Managers will review the SOW, and may create a revised project plan at the start ("kick-off") of the project. Tasks may be completed in a different order than listed at the discretion of the Logical Front Engineer, Logical Front Project Manager, and/or Client's Project Manager.

### Phase I

1. **Project Discussion and Planning**  
Discuss design, processes, IP addressing needs, and overall scope.
2. **Server Installation**  
Deploy Quest Desktop Virtualization environment including:
  - a. Hyper-V server, including addition to the vWorkspace farm.
  - b. Microsoft SQL server for environment
  - c. Virtual Connection Brokers
  - d. Virtual Web Interface Server and Gateway
3. **Image development and deployment**  
Create and optimize a Windows 7 golden image, and provide training on the process to update the golden image. Install thin shell and demonstrate its use and configuration to the client.
4. **Quest vWorkspace Server Training**  
Provide basic training on Desktop Virtualization with Specific focus on how it is implemented in the Client's environment. Training to include the basic administration of the following items.
  - a. Hyper-V
  - b. Connection Broker
  - c. Web Server and Gateway
5. **Project Closure Meeting**  
Deployment Engineers will meet with the respective Project Manager and/or management to discuss the deliverables mentioned in the Scope of Work for this project. Any open issues and items of concern should be addressed during this meeting. Intention is to finalize the project with regard to implementation and delivery of key objectives stated above.

## Change Control Process

Client understands that changes may result in additional time by the Logical Front consultant at an additional cost to Client. The Change Request Form will describe the change(s), the reason for the change, the charges for the change, and the effect the change will have on the project timelines.

The change control process consists of:

- a. Logical Front consultant or Project Manager will complete the Change Request form in appendix B of this statement of work.
- b. Logical Front consultant or Project Manager will forward the Change Request Form to Client for review and agreement.
- c. Client agrees to changes and costs (if any) in the change.
- d. Logical Front consultant or Project Manager will forward the Change Request Form to Logical Front Management for approval.
- e. Change Request form must be signed by both parties.
- f. Changes are implemented.

## Responsibilities

### Logical Front Project Resources and Responsibilities

Logical Front will assign adequate resources to initiate the project in a timely manner with high quality standards. Logical Front will make every effort to maintain a consistent staff for the period of 'man days' from project commencement. However, Logical Front reserves the right to assign and remove resources as required. Logical Front may choose to utilize the services of our consulting partners to complete the services. Logical Front's business partners have previous experience, while on contract to Logical Front, our partners are fully recognized and supported as an extension of Logical Front's Professional Services Group.

### Client Responsibilities

1. Provide racked and configured physical servers with Windows Server 2008 R2 or 2012 with the Hyper-V role enabled for the deployment. Client will have downloaded all necessary software packages prior to Logical Front's first day of services provided.
2. Client will provide remote access (via VPN, WebEx, or GoToMeeting, for example) to Logical Front consultant during the duration of the deployment.
3. Project personnel will be available on a timely basis and will be able to allocate necessary time to the consultant during the deployment. Anticipated Client resources required will be the following Administrators:
  - a. Windows 7, Windows Server 2008 R2, 2012
  - b. Relational database management system (eg: SQL Server)
  - c. Infrastructure
4. All Operating Systems must be installed and patched to environmental standards prior to the arrival of the Logical Front Consultant for deployment and implementation services.
5. Client will be responsible for conducting any necessary backups of the system, as well as any subsequent restorations that may be required.
6. Client acknowledges that Logical Front work will be performed by remote resources.



7. Client will provide relevant application and process documentation, and assist with information, as deemed necessary, as it relates to this engagement. Logical Front will define required documentation as appropriate.
8. Meetings and interviews will be conducted remotely, and as required, Client personnel will be available to the Logical Front consultant during the deployment (e.g. teleconference or videoconference).
9. Adequate accounts for administration and testing will be provided to the Logical Front consultant for the duration of deployment.
10. Client will assign a Project Manager who will serve as Logical Front's executive-level and primary contact.

## Cancelation Policy

If customer cancels this engagement less than 10 business days prior to the start date of this engagement, customer shall pay Logical Front the fees equivalent to one day of services under this engagement or \$2,500, whichever is less.

Services Quotation		
Service Type	QTY	Total
vWorkspace Remote Install (install details above)	1	\$12,995.00
Total		\$12,995.00