

City of Chula Vista - Services for Network Design & Build -
P35-2024

Quotation # 2024-189155v4b

**Prepared By Logicalis
for: City of Chula Vista**

*To the attention of :
Jose Cisneros
City of Chula Vista
276 Fourth Ave
Chula Vista, CA 91910-2631
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September 25, 2024

Pricing Summary

The following is a price summary of Logicalis' proposed solution.

Price Summary	Amount
Professional Services	\$708,720.00

City of Chula Vista - Services for Network Design & Build - P35-2024
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Customer Name & Address		Logicalis Account Executive
Jose Cisneros City of Chula Vista 276 Fourth Ave Chula Vista, CA 91910-2631 619-691-5013 jcisneros@chulavistaca.gov		Jesse Zepeda Corona, CA 90602 +1 9513932313 jesse.zepeda@us.logicalis.com
Bill To Address		Ship to Address
City of Chula Vista 276 Fourth Ave Chula Vista, CA 91910-2631		

Quotation expiration date: October 31, 2024

Main RFP response					
Item	Qty	Part Number	Description	Unit Price	Extended Price
Logicalis Professional Services - Fixed Fee					
1	1	PS	Project Initiation	\$311,170.50	\$311,170.50
2	1	PS	Project Completion	\$311,170.50	\$311,170.50
<i>Logicalis Professional Services Fixed Fee Subtotal</i>					\$622,341.00
<i>Main RFP response Total</i>					\$622,341.00

ADFS Replacement - Resilience					
Item	Qty	Part Number	Description	Unit Price	Extended Price
Logicalis Professional Services - Fixed Fee					
3	1	PS	Project Initiation	\$4,237.50	\$4,237.50
4	1	PS	Project Completion	\$4,237.50	\$4,237.50
<i>Logicalis Professional Services Fixed Fee Subtotal</i>					\$8,475.00
<i>ADFS Replacement - Resilience Total</i>					\$8,475.00

Domain move from Chulavistapd.org to .gov					
Item	Qty	Part Number	Description	Unit Price	Extended Price
Logicalis Professional Services - Fixed Fee					
5	1	PS	Project Initiation	\$38,952.00	\$38,952.00
6	1	PS	Project Completion	\$38,952.00	\$38,952.00
<i>Logicalis Professional Services Fixed Fee Subtotal</i>					\$77,904.00

Domain move from Chulavistapd.org to .gov					
Item	Qty	Part Number	Description	Unit Price	Extended
<i>Domain move from Chulavistapd.org to .gov Total</i>					\$77,904.00

Grand Total	
Services Subtotal:	\$708,720.00
Grand Total:	\$708,720.00

Professional Services Statement of Work

Solution Summary

The following Statement of Work is intended to address City of Chula Vista's ("City" or "Customer") requirements to provide an industry best-practices network design, implement the design to improve the physical and logical state of the network, and provide a maintenance and management plan for City staff. Logicalis, Inc. ("Logicalis" or "we") will also work with the City to improve the security posture of the network and wireless infrastructure, while minimizing complexity, minimizing disruption to production, and addressing future requirements.

Logicalis will approach this project in two phases: Assessment and Implementation, which will include both design and documentation. Although the Assessment phase is fixed fee, the Implementation costs are estimates based on the information gathered prior to and during the RFP process. After all assessments in the Assessment Phase have been completed Logicalis will work alongside the City of Chula Vista to review the services efforts for the Implementation phase and propose any change orders to align the efforts with the findings from the Assessment phase and desired end-stated goals. Therefore the Implementation costs will be reviewed and updated accordingly.

For the sake of clarity, the following are among the minimum scope of services Logicalis is expected to undertake with respect to each of (i) the Assessment phase, and (ii) the Implementation phase:

1. Assessment

During the Assessment phase, Logicalis will focus on the evaluation of the current network to identify its strengths, weaknesses, and areas for improvement. This phase will serve as the foundation for planning the network redesign. Critical aspects of this phase include:

- Logicalis will work with Customer to understand how the network supports Customer's business operations, users' needs, and application requirements.
 - o Request and review Customer-provided data (e.g., documentation, Physical network map and logical subnet configurations, City's security and other relevant policies, network monitoring and management reports)
- Review of existing network infrastructure, including hardware, topology, network services, and scalability, as well as any potential design bottlenecks and single points of failure (resilience).
- Review of implemented network security protocols and features, as well as firewall configurations (excluding the firewall rule base).

The outcome of the Assessment phase shall include a detailed report that outlines:

- The current network's strengths and weaknesses.

- Areas where the network can be optimized or upgraded.
- Key recommendations for redesign that take into consideration the above-referenced report items as well as ensuring the network adheres to regulatory and industry standards (e.g., Criminal Justice Information Services (CJIS) compliant). Logicalis will defer to the City on interpretation and applicability of regulatory and industry standards, including CJIS compliance.

2. Implementation

During the implementation phase Logicalis will focus on implementing the recommendations from the Assessment phase in support of the City's desired end-state objectives. This phase will focus on executing the planned upgrades or changes while minimizing disruption to the organization. Critical aspects of this phase include:

- Creating a new network architecture or modifying the existing one to address the issues identified during the assessment. This will include reconfiguration of existing networks devices, as well as installation and configuration of new network devices. The cost of any new infrastructure hardware, software and licensing is out of scope of this contract; provided, however, that the City expects that any new Cisco infrastructure hardware, software and licensing shall be governed by that certain Cooperative Purchasing Agreement (related to the provision of Cisco Smartnet Maintenance Services), dated effective as of February 7, 2023, by and between the City and Logicalis.
- Migration of network services from the existing network to the new network, with a focus on minimal downtime and disruption of service.
- Updating or developing documentation to reflect the new network design and providing knowledge transfer to network and security administrators on the new features and capabilities.
- Logicalis will perform testing and validation to verify the new network delivers the desired performance, security, and functionality in alignment with the recommendations from the assessment phase. This includes a review and validation within two weeks after cutovers to ensure the network is operating as expected and making any necessary adjustments or optimizations.
 - o During the design phase, the requirements for performance, security, and functionality criteria of the new network will be defined by Logicalis so that a test plan can be agreed between both parties, and a benchmark set of metrics can be defined as the expected outcomes of the testing. As the City would like to reuse as much of the equipment as possible, the capabilities of the new network will be bound by the characteristics of the existing equipment, unless that equipment is replaced or upgraded.
- The Implementations phase will conclude with a project warranty period. This means that if there are issues post-implementation, they will be addressed by the Logicalis project team, not the City's operations teams. The duration of project warranty will be defined during the project planning phase and will be subject to the City's approval. Any defects found, adjustments or optimization identified within the project warranty period, will be addressed by the Logicalis project team before any service acceptance or deemed acceptance by the City's operations teams.

I. Communication & Network Services - Route / Switch Tasks and Activities

- 1 Plan
 - 1.1 Data Gathering
 - 1.1.1 Gather solution requirements and design for project implementation
 - 1.1.2 Data gathering and validation of current network components
 - 1.2 Assessment
 - 1.2.1 Review and Assessment
- 2 Implement
 - 2.1 Design
 - 2.1.1 Build Design based on assessment findings and desired end-state
 - 2.2 Implementation Planning
 - 2.2.1 Create Migration Implementation Plan, which may include timeline, detailed low-level configurations for Pre-cutover, Cutover, and Post-cutover procedures, as well as Rollback Plan, Testing Plan, and Post-cutover clean-up steps.
 - 2.3 Implementation Configuration
 - 2.3.1 Implement configurations for designated devices and services per the Implementation Plan (e.g., network configurations, project notifications, testing and validation)
 - 2.4 Tuning and Optimization
 - 2.4.1 Tune and optimize configurations to align with desired end-state
- 3 Validate
 - 3.1 Cutover
 - 3.1.1 Perform cutovers, where applicable, per Implementation Plan
- 4 Support
 - 4.1 Knowledge Transfer
 - 4.1.1 Provide eight (8) 2-hour knowledge transfer sessions
 - 4.2 Day-One Support
 - 4.2.1 Provide eight (8) hours of first business day support
 - 4.3 Documentation
 - 4.3.1 Provide As-Built documentation

II. Communication & Network Services - WiFi Tasks and Activities

- 1 Plan
 - 1.1 Data Gathering
 - 1.1.1 Gather solution requirements and design for project implementation
 - 1.1.2 Data gathering and validation of current wireless components
 - 1.1.3 Wireless Site Survey
 - 1.2 Assessment
 - 1.2.1 Review and Assessment
- 2 Implement
 - 2.1 Design
 - 2.1.1 Build Design based on assessment findings and desired end-state
 - 2.2 Implementation Planning
 - 2.2.1 Create Migration Implementation Plan, which may include timeline, detailed low-level configurations for Pre-cutover, Cutover, and Post-cutover procedures, as well as Rollback Plan, Testing Plan, and Post-cutover clean-up steps.
 - 2.3 Implementation Configuration
 - 2.3.1 Installations and configurations for designated devices per the Implementation Plan 2.3.2 Implement configurations for designated devices and services per the Implementation Plan (e.g., network configurations, project notifications, testing and validation)
 - 2.4 Tuning and Optimization

- 2.4.1 Tune and optimize configurations to align with desired end-state
- 3 Validate
 - 3.1 Cutover
 - 3.1.1 Perform cutovers, where applicable, per Implementation Plan
- 4 Support
 - 4.1 Knowledge Transfer
 - 4.1.1 Provide four (4) 2-hour knowledge transfer sessions
 - 4.2 Day-One Support
 - 4.2.1 Provide eight (8 hours of first business day support
 - 4.3 Documentation
 - 4.3.1 Provide As-Built documentation

III. Communication & Network Services - Security Tasks and Activities

- 1 Plan
 - 1.1 Data Gathering
 - 1.1.1 Gather solution requirements and design for project implementation
 - 1.1.2 Data gathering and validation of current security components
 - 1.2 Assessment
 - 1.2.1 Review and Assessment
- 2 Implement
 - 2.1 Design
 - 2.1.1 Build Design based on assessment findings and desired end-state
 - 2.2 Implementation Planning
 - 2.2.1 Create Migration Implementation Plan, which may include timeline, detailed low-level configurations for Pre-cutover, Cutover, and Post-cutover procedures, as well as Rollback Plan, Testing Plan, and Post-cutover clean-up steps.
 - 2.3 Implementation Configuration
 - 2.3.1 Implement configurations for designated devices and services per the Implementation Plan (e.g., network configurations, project notifications, testing and validation)
 - 2.4 Tuning and Optimization
 - 2.4.1 Tune and optimize configurations to align with desired end-state
- 3 Validate
 - 3.1 Cutover
 - 3.1.1 Perform cutovers, where applicable, per Implementation Plan
- 4 Support
 - 4.1 Knowledge Transfer
 - 4.1.1 Provide four (4) 2-hour knowledge transfer sessions
 - 4.2 Day-One Support
 - 4.2.1 Provide eight (8 hours of first business day support
 - 4.3 Documentation
 - 4.3.1 Provide As-Built documentation

IV. Communication & Network Services - Cabling Tasks and Activities

- 1 Plan
 - 1.1 Data Gathering
 - 1.1.1 Gather solution requirements and design for project implementation
 - 1.1.2 Data gathering and validation of current MDF-IDF equipment and components
 - 1.1.3 MDF-IDF Site Survey
 - 1.2 Assessment
 - 1.2.1 Review and Assessment
- 2 Implement
 - 2.1 Design
 - 2.1.1 Build Design based on assessment findings and desired end-state
 - 2.2 Implementation Planning
 - 2.2.1 Create Implementation Plan

- 2.3 Implementation
 - 2.3.1 Implementation and installation/reconfiguration (e.g., UPS, Cable management, Copper Cable replacement, Repatching, Rack Reconfiguration, PBX Frame cleanup)
- 3 Support
 - 3.1 Day-One Support
 - 3.1.1 Provide four (4) hours of first business day support
 - 3.2 Documentation
 - 3.2.1 Provide documentation including rack layout diagrams

Deliverables

- Assessment Findings and Recommendations
- Design Documentation
- Implementation Plan
- As-built Documentation

V. ADFS Replacement - Resilience / Microsoft Services - DWP Entra ID Tasks and Activities

- 1 Plan
 - 1.1 Implementation
 - 1.1.1 Conduct a 2-hour discovery workshop with the Customer to review ADFS and applications
 - 1.1.2 Transition from ADFS to Password Hash Sync with Entra ID Connect
 - 1.1.3 Transition from ADFS to Entra ID Authentication for Adobe
 - 1.1.4 Develop Low-Level Design Document
 - 1.1.5 Review Low-Level Design Document with Customer
- 2 Implement
 - 2.1 Implementation
 - 2.1.1 Configure Adobe Enterprise Application and cutover to Entra ID
 - 2.1.2 Configure Entra ID and Entra ID Connect and cutover to Password Hash Sync
 - 2.1.3 Verify full sync and remediate issues
- 3 Validate
 - 3.1 Implementation
 - 3.1.1 Conduct testing for Office 365
 - 3.1.2 Conduct testing for Adobe
 - 3.1.3 Perform remediation based on testing
 - 3.1.4 Decommission ADFS environment

Deliverables

- Low-Level Design Document

VI. Domain move from Chulavistapd.org to .gov / Microsoft Services - Domain Migration Tasks and Activities

- 1 Envision
 - 1.1 Implementation
 - 1.1.1 Conduct a 2-hour Discovery workshops with Customer
 - 1.1.2 Conduct Active Directory Assessment - Police Department Domain
 - 1.1.3 Create AD DS Object workbooks for source environment
 - 1.1.4 Conduct discovery of up to 54 application servers
- 2 Plan
 - 2.1 Implementation
 - 2.1.1 Conduct a 4-hour Greenfield Active Directory Domain Services planning workshop (2 domain controllers, Windows time services, OU Structure, Group Polices, Sites & Services, DNS)
 - 2.1.2 Conduct DHCP planning for up to 2 HDPC servers and migration of scope from existing
 - 2.1.3 Conduct Entra Connect cross forest sync planning
 - 2.1.4 Conduct up to four 1-hour application server planning workshops with application owners for up to 20 servers

- 2.1.5 Conduct Quest ODM migration requirements planning
- 2.1.6 Develop Low Level Design Document with implementation and migration plan
- 2.1.7 Review Low Level Design Document with Customer
- 3 Implement
 - 3.1 Implementation
 - 3.1.1 Deploy 2 new Domain Controllers and configure new .gov domain for police department per Low-Level design
 - 3.1.2 Configure sites and services per Low-Level design
 - 3.1.3 Configure Windows time services per Low-Level design
 - 3.1.4 Configure DNS per Low-Level design
 - 3.1.5 Configure OU Structure per Low-Level design
 - 3.1.6 Migrate existing group polices from source domain
 - 3.1.7 Configure 2 new DHCP servers and prepare them for migration of DHCP scopes per Low-Level design
 - 3.1.8 Configure Entra Connect for cross-forest sync with new PD forest
 - 3.1.9 Configure Quest ODM per Low-Level Design
 - 3.1.10 Perform migration of user, group, computer objects
 - 3.1.11 Perform security translation on Windows File Servers (up to 2)
- 4 Validate
 - 4.1 Implementation
 - 4.1.1 Perform initial migration testing for users and workstations using 2 test users and workstations
 - 4.1.2 Perform Pilot migration of 20 users and workstations (Troubleshooting, Issue remediation, Support)
 - 4.1.3 Perform pilot migration of up to 2 Windows Servers (Troubleshooting, Issue remediation, Support)
 - 4.1.4 Post Pilot migration lesson learned review with Customer
 - 4.1.5 Update Low Level Design document based on pilot migration
- 5 Deploy
 - 5.1 Implementation
 - 5.1.1 Migrate DHCP scopes to new DHCP servers
 - 5.1.2 Perform migration of remaining users with workstations up to 405 as a single migration event (Troubleshooting, Issue remediation, Support)
 - 5.1.3 Migrate the remaining 380 workstations as a single migration event
 - 5.1.4 Perform migration of up to 52 Windows Servers (Troubleshooting, Issue remediation, Support)
- 6 Support
 - 6.1 Implementation
 - 6.1.1 Logicalis will provide up to 16-hours of day 1 & 2 support via a Microsoft Teams conference bridge. (Public Works)

Deliverables

- AD DS Object Workbook
- Low Level Design

Low-Level Design Document Overview

The low-level design document will contain the following:

- Current State
- Overall Design of the solution
- Special considerations and risks
- Workload details for the migration
- Pilot & Production Migration details
- Milestones
- Contingency plan
- Validation and test plan

- Cutover details

Logicalis will conduct discovery and planning workshops with Customer around the current state and future state. All workshops will be recorded and the Logicalis project management will provide an agenda for the workshop including required attendees one (1) week before the scheduled time for all workshops.

Project Specific Assumptions

For the domain move from Chulavistapd.org to .gov, we have made the following assumptions for the implementation section:

- The environment contains the following:
 - 425 users
 - 805 workstations
 - 54 Windows servers
- Two-way trust exists between City of Chula Vista domain and PD domain
- Mailboxes are in Office 365
- All Windows servers are 2016 or higher operating systems
- Troubleshooting third-party application issues may require additional hours and a project change request
- Customer will engage third-party vendors for support when required.
- Customer will create new Windows servers for the proposed new Active Directory environment
- Group Policies will be migrated as-is from the source to the target
- It is recommended that the OU structure is replicated from source to target
- Logicalis engineers will be given required permissions
- Known Applications
 - Motorola Dispatch system
 - Netmas

Project Management

The assigned Logicalis Project Manager will be responsible for providing the following Project Management Services:

Project Management (L3)

Planning

- Project kick-off call
- Introduce project team and define roles & responsibilities.
- Resource Scheduling
- Project Work Breakdown Structure (WBS)
- Project Plan and Workbook, consisting of:
 1. Delivery Team Contact Information
 2. Project RASIC Chart
 3. Project Communication Plan
 4. Project Schedule
 5. Project Issues & Actions Log
 6. Project Change Request Log
 7. Project Risk Register Log

Execution

- Tracking of Products relating to this SOW ordered through Logicalis, if applicable
- Project status meetings and minutes*
- Project status reports, consisting of:
 1. Overall Project health & status indicators
 2. Percentage Complete
 3. Project Phase
 4. High Level Accomplishments

5. Current Activities / Upcoming Activities, Past Due Activities

6. Project Issues & Risk Management Registers

- Resource schedule management
- Project escalations coordination and communications

Monitoring & Controlling

- Project Deliverables management
- Scope and Project Schedule management
- Document Project Change Requests (PCRs), if applicable
- Labor hours consumption and expenses for Time & Material engagements
- Project WBS & milestone management
- Ensure Customer's satisfaction

Closing

- Project closure Deliverables review call with Customer
- Project closure and Acceptance processing

***Project Meeting Parameters: (L3)**

- The purpose of project status meetings is to focus on the health of the project, project schedule progress, priority tasks, issues, and risk management activity. The frequency and cadence of these meetings will be determined mutually by Customer's Project Manager and the Logicalis Project Manager based factors such as the project scope, project duration, complexity, and Customer's availability; provided, however, that such meetings will not occur more than once per week unless otherwise specified herein or agreed upon in a PCR. The Logicalis Project Manager will coordinate, in good faith, the date and time of the meetings with the Customer's Project Manager or primary Point of Contact.
- Project planning sessions and other ad hoc meetings not specific to project status, will be scheduled in the reasonable discretion of the Logicalis Project Manager based on the required needs of the project.
- Ad hoc and/or recurring Customer hosted meetings that require participation of the Logicalis Project Manager or any assigned Logicalis personnel is not included in the Fixed Price for the Services and will require a PCR if Customer requests Logicalis personnel to attend. If the Project is priced on a Time and Material basis, then Customer will be billed according to the rates set forth herein.

Professional Services Assumptions / Customer Responsibilities

- Chula Vista will provide staff, as reasonably required, to provide input and answer questions involving the items in scope.
- Chula Vista will provide staff, as reasonably required, that is able to actively participate in project activities.
- Chula Vista will provide staff, as reasonably required, to test/validate functionality and connectivity after any changes.
- Chula Vista will provide any internal communications & change controls if, and when, necessary.
- Chula Vista is responsible for providing Logicalis access to solution components in-scope, including remote access to in-scope network devices using common tools, such as remote access VPN, WebEx screenshare, MS Teams screenshare, etc.).
- Chula Vista will schedule necessary change management window(s) if, and when, required to allow for any configuration changes that may temporarily disrupt service.
- Chula Vista will approve all proposed changes prior to scheduling any change windows.
- Logicalis will submit proposed configuration changes as part of a request for scheduling a change management window. Logicalis will include purpose of change, expected results, impact of change, and anticipated duration of change window.
- Logicalis will provide an agenda and meeting personnel requirements in advance of each workshop or planning session.
- A change order will be required for any changes to the scope of services.

Contiguous Delivery

Logicalis has selected, designed, and quoted the Services to be performed and (as applicable) Deliverables to be provided under this SOW with an understanding that they will be delivered on a contiguous schedule in accordance with the timeline set forth herein. Adherence to this contiguous timeline enables Logicalis to deliver maximal value to Customer in the most timely and efficient manner. Customer acknowledges and agrees that a Project Change Request, setting forth any applicable adjustments to the project timeline and pricing, including but not limited to hourly, recurring, and flat fee pricing (depending on the impact on Logicalis' efficiencies and resource allocations), will need to be made and executed in any of the three (3) following events:

1. Customer requests a change of the SOW timeline or scheduling of Services for convenience; or
2. Customer is the sole precipitating reason, either by its own action or inaction or that of its contractors, agents, employees, or (as applicable) users of Services performed under this SOW, cause a delay in the performance of Services by Logicalis; or
3. Customer requests a project hold (i.e., a pause in Logicalis' performance of Services).

Terms and Conditions

Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

Terms Applicable for Professional Services Sales

1. Logicalis' Terms and Conditions of Sale (as applicable to this Quotation), are attached hereto as Exhibit B-2.
2. General customer responsibilities, project assumptions, change management processes, and other terms applicable to the delivery and receipt of services (as applicable to this Quotation), are attached hereto as Exhibit B-1.
3. Travel expenses are included in the Services prices above.

Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer.

Accepted By:
City of Chula Vista

Accepted By:
Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

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