

# Statement of Work - Managed Services

	Customer	Vendor
<b>Name</b>	Le Sueur County Courthouse	Vision Solutions Inc.
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<b>Date of SOW</b>	2/24/2021	<b>Opportunity #:</b> 500211372
<b>Billing Type</b>	<input checked="" type="checkbox"/> PF <input type="checkbox"/> Other	<b>Author</b> C. Hartwig
<b>Product</b>	Assure MIMIX	(1) 2-node Mimix DR - Renewal

## Purpose

Vision Solutions Inc. (Vendor) will provide the Customer with services described in this document. This document is a Statement of Work (SOW) to the Vision Software License & Use Agreement. All terms of the Software License & Use Agreement, unless otherwise specified in this document, remain unchanged.

## Managed Services Subscription

### Scope of Work

Vendor will connect remotely to Customer's environment to perform the tasks specified in the table below, dependent upon the level of service ordered by Customer. The performance of these tasks by Vendor is intended to ensure that the Vendor solution is running as expected, adheres to current best practice and meets objectives. Vendor shall report any potential risks to the solution's overall health to Customer.

### Tasks and Deliverables

	Gold	Platinum
Physical check	Daily*	Daily*
Weekly Summary Report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Automated audits performed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Error resolution**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Managed Services Protocol Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data protection reporting and maintenance (per protocol)***	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Replication configuration adjustments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service Pack and Version upgrades	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Audit with report (1 per year)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fail-over test preparation (to simulate a fail-over)		<input checked="" type="checkbox"/>
Fail-over test (1 per year)		<input checked="" type="checkbox"/>

\*Physical check will be performed Monday–Friday only, excluding Syncsort holidays, during normal (customer) business hours or by agreement.

\*\*As defined under "Scope of Work"

\*\*\*Not available for OMS/ODS. IFS directories and DLO folders not available for iTera.

### Out of Scope

- Vendor is not responsible for conditions due to sub-optimal infrastructure that are outside of Vendor's control.
- Additional replication streams to LPARs not included under Managed Services for any purpose
- Configuration overhaul due to change of application, environment or objectives
- IBMi performance optimization
- Network circuit optimization

### Customer Responsibilities

- Enable Vendor to efficiently access their systems for managed services, including:
- Provide user profiles and either "Point-to-Point" or "Customer Provided VPN" connectivity to allow 24x7x365 self-initiated access to all systems under management.
- Customer will open the Vendor specified ports as documented for the software in use, including 5250, IBMi Navigator and VSP.
- Customer representatives will be made available as needed.

# Statement of Work - Managed Services

## 24x7x365 Alert Resolution Add-On to Managed Services Subscription

### Scope of Work

This is an optional service and is included only if selected in the "Pricing" section below. This service is not available to Bronze level subscriptions.

The 24x7x365 Alert Resolution Add-On is made up of two components:

- 1) Initial Setup/Configuration
  - Vendor will configure the necessary services to enable event notifications.
  - Notifications will be sent to the Vendor response center
- 2) Alert Notification Response
  - Vendor will receive notifications from the environment.
  - Responses to critical notifications that affect the objectives (i.e switch readiness or replication status) will be made in four [4] hours or less.
  - Responses to non-critical issues that do not immediately affect the objectives (i.e switch readiness or replication status) will be made at the next daily check.

### Tasks and Deliverables

- Active alerts configured and tuned
- Response to critical alerts within 4 hours

### Customer Responsibilities

- Enable Vendor to efficiently access their systems for managed services, including:
  - Provide user profiles and "Point-to-Point" connectivity to allow 24x7x365 self-initiated access to all systems under management.
- Customer will open the Vendor specified ports as documented for the software in use, including 5250, IBMi Navigator and VSP.
- Customer representatives will be made available as needed.

## Special Hourly Add-On to Managed Services Subscription

### Scope of Work

This is an optional service and is included only if selected in the "Pricing" section below.

Vendor will provide Managed Services subscription holders with ad hoc hourly services at a special hourly rate. This special SOW protects the Customer from being subject to minimum daily billing and urgent services rates. These ad hoc services are subject to consultant availability and are to be delivered remotely. The services are intended for irregular and/or unforeseen tasks that fall outside the Managed Services Contract.

These services may be, but are not limited to, tasks related to Vendor provided software or IBMi configuration.

To request these services, Customer representatives will send email request for ad hoc hourly services. Vendor will reply with a reasonable estimate of the hours required by the task. Customer will then approve the estimate and work can then be performed.

### Terms

To qualify, Customer must have a current Managed Services Subscription in effect. This SOW, when executed, will be valid during the Managed Services term. Hourly services described in this section will be billed as actual time (4 hour minimum on weekends).

**Notes:** None

### Subscription Definition

Count of Environments	Count of Nodes in each Environment	Description of Environment
One [1]	2-Node recovery domain(s)	

### Connectivity Options (reference Syncsort Services - Connectivity Guide)

- Point-to-Point Connection
- Customer Provided VPN
- Screen Share Connection (ex: Webex) – 50% additional fee applied to Total Fee

# Statement of Work - Managed Services

**Pricing**

Option 1 – Check and initial \_\_\_\_\_

	<input type="checkbox"/> 1 Year Term		<input type="checkbox"/> 2 Year Term		<input type="checkbox"/> 3 Year Term	
	<input type="checkbox"/> Gold*	<input type="checkbox"/> Platinum**	<input type="checkbox"/> Gold*	<input type="checkbox"/> Platinum**	<input type="checkbox"/> Gold*	<input type="checkbox"/> Platinum**
Managed Services Fee	\$10,500	\$12,500	\$19,950	\$23,750	\$28,350	\$33,750
24x7x365 Alert Resolution Add-On	Not Selected	Not Selected	Not Selected	Not Selected	Not Selected	Not Selected
Managed Services Total	\$10,500	\$12,500	\$19,950	\$23,750	\$28,350	\$33,750
<b>Year 1 Fee – Due 04/01/21</b>	\$10,500	\$12,500	\$9,975	\$11,875	\$9,450	\$11,250
<b>Year 2 Fee – Due 04/01/22</b>			\$9,975	\$11,875	\$9,450	\$11,250
<b>Year 3 Fee – Due 04/01/23</b>					\$9,450	\$11,250
<b>Total Fee</b>	\$10,500	\$12,500	\$19,950	\$23,750	\$28,350	\$33,750

Option 2 – includes 24x7x365, Check and initial \_\_\_\_\_

	<input type="checkbox"/> 1 Year Term		<input type="checkbox"/> 2 Year Term		<input type="checkbox"/> 3 Year Term	
	<input type="checkbox"/> Gold*	<input type="checkbox"/> Platinum**	<input type="checkbox"/> Gold*	<input type="checkbox"/> Platinum**	<input type="checkbox"/> Gold*	<input type="checkbox"/> Platinum**
Managed Services Fee	\$10,500	\$12,500	\$19,950	\$23,750	\$28,350	\$33,750
24x7x365 Alert Resolution Add-On	\$8,500	\$8,500	\$16,150	\$16,150	\$22,950	\$22,950
Managed Services Total	\$19,000	\$21,000	\$36,100	\$39,900	\$51,300	\$56,700
<b>Year 1 Fee – Due 04/01/21</b>	\$19,000	\$21,000	\$18,050	\$19,950	\$17,100	\$18,900
<b>Year 2 Fee – Due 04/01/22</b>			\$18,050	\$19,950	\$17,100	\$18,900
<b>Year 3 Fee – Due 04/01/23</b>					\$17,100	\$18,900
<b>Total Fee</b>	\$19,000	\$21,000	\$36,100	\$39,900	\$51,300	\$56,700

**NOTES:**

\* The Gold level of Managed Services will include a product upgrade to the latest version of Mimix DR.

\*\* The Platinum level of Managed Services will include a product upgrade to the latest version of Mimix DR and a Fail-over Test (1 per year).

**Subscription Start**

Term Start Date: 4/1/2021

Term End Date: 3/31/20xx (xx = depends on the term selected above)

**Billing Terms**

The Customer will pay to Vendor the Total Fee as specified in the Pricing section of this SOW. The Vendor will invoice the Customer at time of execution. These terms are not subject to cancellation. Hourly services, if selected and incurred, will be invoiced monthly. Services provided beyond the scope of work defined in this SOW will be charged at Vendor's then current published hourly rate. Travel related expenses (not expected) if required and incurred in connection with the performance of Services will be billed separately.

**Signature**

**ACCEPTED AND AGREED TO:**

**ACCEPTED AND AGREED TO:**

Vision Solutions Inc.

*Le Sueur County Courthouse*

\_\_\_\_\_  
Signature                      Date

\_\_\_\_\_  
Signature                      Date

\_\_\_\_\_  
Name

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Name

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Title

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Title