Background

XXX ("Customer") has requested that Green House Data ("Provider") provide technical consultation onsite during software vendor presentations of proposed policy admin replacement systems. This consulting advice is to provide perspective on prerequisite compatibility with Customer’s infrastructure, as well as security, cost, and stability concerns with the vendor’s software proprietary design as it relates to the Customer’s infrastructure.

Scope

Geographical

Work for this engagement will be performed off-site at software vendor venues. Customer is providing travel and accommodations for consultant to meet at all locations.

Software Technical Requirements Validation:

Provider will review documentation and presentations as made available by software vendors, and provide validation as possible on the following:

- Scaling of requirements based on Customer’s employee counts and working conditions;
- Assess and identify areas of upgrade needed to run vendor’s software;
- Proprietary hardware requirement validation;
- Validate IO requirements as it pertains to Customer’s network and storage configuration;
- Requirements needed to mitigate service outages;
- Requirements for Disaster Recovery scenarios;
- Requirements for archival, data retention, and eDiscovery.

Proactive Security, Stability, and Maintainability Analysis:

Provider will cross examine documentation and software vendor presentations to gather information to the Security, Stability, and Maintainability of the different packages. These analyses will focus on (but are not limited to):

- Patch, maintenance, and general release update frequency, installation process, and downgrade potentials;
- Network access, user access, and potential vulnerabilities from inherent software design and network requirements;
- Use of encryption technologies, in motion and at rest;
- Processes and procedures for outage triage, support and time to recoverability;
- Level of administrative training, and access to supportability of product(s);
- Logging and monitoring API-interconnect capabilities;
- Analysis of anonymous vendor average customer data showing outages, maintenance needs, and upgrade success rates.
Strategic Implementation Consideration and Practicality Assessment:

Throughout the discovery, query, and analysis processes listed above, provider will assess from a technical perspective actions and prerequisites needed to begin implementation of each vendor’s software package. Provider will attempt in best effort to highlight areas of potential pitfalls and complications.

Engagement

Execution

Green House Data will provide a senior level engineer to act as a consultant while accompanying Customer to various software vendor locations. At these venues, Provider consultant will observe and analyze vendor presentations and cross examine presenters with questions to fulfill the needs of the scope and deliverable. It is expected that 1 week is needed for travel to vendor locations, and 2 weeks to finish the executive summary deliverable.

Deliverables

Technical Perspective, Vendor Assessment and Software Analysis Executive Summary

Provider will develop a Vendor Assessment and Software Analysis Executive Summary that will cover the analyses and recommendations of the Provider in the scope above, as related to the policy admin systems.

Engagement Terms and Professional Fees

Fees for Engagement

Fees for this engagement total $XXX and are made up of 32 hours of consulting and travel time, with 12 hours additional for executive summary creation.

Terms for this Engagement

Project will be billed after deliverables have been created and received by Customer.

Out-of-pocket Expenses

The fees outlined in our scope of services include all incidental out-of-pocket expenses, including documentation preparation and reproduction, faxes, copying, etc.

The fees outlined in our scope of services do not include out-of-pocket expenses. Our reasonable out of pocket expenses will be added to your invoice, at our cost.

Project Timing
Project is directly attached to travel to vendor sites and timing hinges around vendor presentations and documentation availability. Deliverables can be expected within 2 weeks after vendor presentations have been received.

**Assumptions and Expectations**

Labor and Effort applied to project can be flexible and updated as needed at our hourly rate without need for a new or updated Statement of Work.

Customer work windows allow adequate time for performance of work.

Required resources are scheduled and available. Specifically, access to computer systems and network for work, building access, etc.

Replies to all document requests and other information are timely and in accordance with the project management team.

Your management team supports your personnel's availability to participate in the project. This is crucial to timely and successful completion.

The proposed fees are good for 90 days.

**Service and Support on Hourly Bases (Beyond Scope)**

**Hourly Rate**

Our labor rate for services requested outside of the scope of these managed services will be billed at our normal hourly rate. These rates are tier based and count as remote or on-site services. These tiers are classified Tier 1 as technician level, Tier 2 as administrator level, and Tier 3 as engineering level. The rates for these tiers are $66, $86, and $116 per hour respectively. Afterhours rates for these tiers are $99, $128, and $175 per hour respectively.
IN WITNESS HEREOF, and acknowledging acceptance and agreement of the foregoing, Customer and Green House Data affix their signatures hereto.

<table>
<thead>
<tr>
<th>XXXX</th>
<th>GREEN HOUSE DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature</td>
<td>Signature</td>
</tr>
<tr>
<td>Address</td>
<td>340 Progress Circle</td>
</tr>
<tr>
<td>City, State, ZIP</td>
<td>Cheyenne, Wyoming 82007</td>
</tr>
<tr>
<td>Print Name</td>
<td>Kyle Prawel</td>
</tr>
<tr>
<td>Title</td>
<td>Infrastructure and IT Services Consultant</td>
</tr>
<tr>
<td>Date</td>
<td>September 11, 15</td>
</tr>
</tbody>
</table>