



January 1, 2021

Statement of Work

Horizon Cloud and Infrastructure Services

City of Panama City



This Statement of Work includes data that shall not be disclosed outside City of Panama City and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of – or in connection with – the submission of this data, City of Panama City shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit City of Panama City's right to use information contained in this data if it is obtained from another source without restriction.



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INTRODUCTION

As a leader in cloud hosting and IT services, Knight Point Systems (KPS) is uniquely positioned to deliver a robust and secure service and infrastructure offering to the City of Panama City through our Horizon Cloud and Infrastructure Services. KPS has extensive expertise and experience in providing these types of services, which results in the ability to establish a private cloud and managed services solution that will ensure the success of the City of Panama City’s mission. This experience has led to several key differentiators that sets KPS solutions apart from others:

- **The Horizon Cloud and Infrastructure Services solution spans multiple delivery models** – Unlike many vendors who focus on providing a solution based wholly on one delivery model (e.g. public cloud, private cloud, or traditional service), KPS believe there is no “all or nothing”, and specializes in offering solutions that span the full range of delivery models. This service methodology and offering is called *Horizon*[®]. Through *Horizon*[®], KPS is able to present a holistic solution to the City of Panama City that will seamlessly integrate to meet all of City of Panama City’s business objectives.
- **A single pane of glass for all services** – Horizon Cloud and Infrastructure Services’ single window into all customer environments is called *Zeus*. *Zeus* provides information on all current customer assets, the ability to provision or order additional resources and assets, and one single consolidated billing interface for all customer solutions.
- **Rapid Cloud Deployment** – *CloudSeed*[®] is our open-sourced engineered solution for intelligent and scalable cloud infrastructure deployments. This tool allows Horizon Cloud and Infrastructure Services to reduce the time to configure and create a fully automated cloud from weeks to minutes, and is a key component of all cloud deployments. *CloudSeed*[®] also allows Horizon Cloud and Infrastructure Services to add and remove resources from the cloud resource pool in a matter of minutes, giving rapid elasticity to Horizon Cloud and Infrastructure Services cloud deployments. These unique abilities are unparalleled by any other offering in the market today, and allow Horizon Cloud and Infrastructure Services to rapidly deploy and scale solutions to meet customer needs.
- **True “as a Service” and “Pay as you Go” Pricing** – A major tenant of Horizon Cloud and Infrastructure Services’ service methodology is the ability to provide *The Technology You Need. When You Need It.*[®] This has served as the guiding principle for all Horizon Cloud and Infrastructure Services solution pricing. Unlike many private cloud providers who charge for all resources you have onsite (regardless of use), Horizon Cloud and Infrastructure Services only charges for the resources you use.

KPS is pleased to provide the City of Panama City this proposal to deliver public cloud and managed services to the organization. The proposed solution will allow the City to operate in a more stable and secure environment that has flexibility in compute and storage resources that will scale indefinitely to meet the future needs of the organization.

In addition to the key differentiators previously identified, the City will find many additional benefits from KPS’ experiences, expertise, strengths, and capabilities, including:

- Technical experts on staff who ensure proven project management methodologies and a dedication to best practices with certified processes such as ITIL, ISO, and CMMI;
- 200+ consultants averaging more than ten (15) years of IT experience;
- Cloud specialists with hands-on experience, project management knowledge, and varied certifications allowing them to successfully manage any kind of cloud deployment and migration with varying complexities and in diverse industries; and

- Proven best practices for delivering results, extensive technical and business resources for solution implementation and testing, and industry-leading software to ensure development efficiency.

Horizon Cloud Infrastructure Services is appraised at CMMI Level 3, ISO 27001 and ISO 20000-1 certified, and maintains cloud computing environments that meets all FedRAMP (Federal Risk and Authorization Management Program) and Department of Defense (DoD) Provisional Authority (PA) security controls and requirements.

UNDERSTANDING OF CITY OF PANAMA CITY OBJECTIVES

The City of Panama City has expressed a need for support on multiple objectives through engagement with KPS, including:

- Obtain compute and storage resources for migrating existing operations to a cloud-based infrastructure which provides managed services for computing and storage resources to allow the City to focus efforts on core competencies in providing service to clients.
- Avoid capital outlay and move from a capital expenditure to a more predictable operational expenditure model
- Take advantage of cloud-like features and services such as resource pooling and rapid elasticity to scale compute, network, and storage resources up or down or as the workload fluctuates in accordance with the City’s business.
- Improve visibility into the City environment and have reliable operational support for IT systems throughout its lifecycle
- Create a repeatable and predictable architecture coupled with managed services that can allow the City to operate in a more consistent and secure manner.

METHODOLOGY AND APPROACH

The following sections detail at a high level the KPS methodology and approach to providing public cloud managed service solutions. This methodology has been refined through the experience KPS has gleaned over many years of providing enterprise public and private cloud solutions and managed services to both Federal and Commercial customers.

HORIZON CLOUD AND INFRASTRUCTURE SERVICES METHODOLOGY

Horizon[®] IaaS Public Community Cloud offers compute, storage, network resources and the necessary operational managed services support that is typically leveraged and managed by various disciplines of system, network, and storage administrators and engineers who would typically perform the traditional management duties of the infrastructure and secure operational management. Horizon[®] cloud services stress visible performance expectations, giving customers the ability to set and measure against their operational and budgetary requirements. For the City of Panama City, our solution provides the CIO with both an infrastructure and service management design to provision vCPU, RAM and Storage resources in an a la carte method to get to the exact resources needed.

1. NETWORK RESOURCES

Horizon Cloud and Infrastructure Services network resources are developed and presented to meet our customer’s needs in ensuring their systems are highly available for their specified business needs and their customer’s best experience coupled with certified compliance with enterprise grade and industry best-practices in cyber security principles. Our resources focus on bandwidth consumption needs, IP address space for public accessibility, virtual private networking (VPN) and remote local-to-local (LAN-to-LAN) for secured remote system administration.

2. *COMPUTE RESOURCES*

KPS compute resources are provided in two units: GB of RAM and vCPUs. These resources are offered in both the purpose built and sized images as well as a la carte manner consisting of single unit increments, allowing cloud customers to exactly specify the resources that will be used per virtual machine within the environment.

3. *STORAGE RESOURCES*

The KPS storage model is based on expected performance per GB of storage. KPS offers three levels of storage performance corresponding to input / output operations per second (IOPS) requirements in increasing order of magnitude. KPS aggregates storage options to allow customers to identify high level size and performance requirements right sized for any environment.

4. *OPERATIONAL SERVICE MANAGEMENT*

Horizon[®] Cloud Infrastructure Service Management covers the comprehensive and continued management of the customer's systems in their dedicated virtual data center (VDC) infrastructure enclave, presenting a higher level of base-level services necessary to allow the customer to focus on specific application and mission-oriented needs. Our service management ensures the customer's critical virtual infrastructure is monitored for real-time performance, fault and security event monitoring, proactive analysis and remediation of security vulnerabilities and configurations, ITIL-centric standards applied to service/incident/problem/change/release management aligned with customer notifications and collaborative response to migrate situational awareness to mission assurance. We believe our predictable, resilient, affordable, scalable and secured approach to delivering VDC infrastructure enables the customer focus toward improving end-user experiences and overall IT management.

5. *OPERATIONAL SERVICE LEVELS*

Horizon Cloud Service Management provides a level of enterprise management, maintenance, monitoring and reporting for each asset and service associated. The services listed below are compiled to present a tailored level of system management easily supplementing any existing technical service contract, and therefore can be used as building blocks for any level of holistic service. The services identified below are what KPS believes best fits the City's needs within the Horizon Public Cloud.

- **Bundled Virtual Infrastructure Network Security Management** - Leverage the Horizon Cloud team's expertise and experience in datacenter network engineering and cloud platform development and architecture, our team will maintain appropriate configurations for the secured ports and protocols to and from the VDC as well as to its unique systems and applications within. and/or installation of applications, systems, hardware, or services of varying size and complexity to a secure, functional, repeatable, predictable, reportable and measurable service management and operation of IT capabilities.
- **Bundled Virtual Image and Operating System Service Management** – Includes management of the OS-layer of the customer's stack including all patching and maintenance. Applicable Operating Systems and Images are described in catalog listing, for which the following service management elements are provided:
 - Basic operating system environment monitoring (host disks, file systems, host processors and memory)
 - Service incident tracking and service restoration within predefined Service Level Agreements

- Problem management to include root cause analysis at conclusion of service restoration events
- Installation and maintenance of system-level software in accordance with customer configuration guidelines
- Develop and maintain a security hardened baseline-standard operating environment for Horizon Cloud Infrastructure Services furnished operating systems. Provide input for customer maintained operating systems to maintain baseline-standard images.
- Test new OS releases prior to deployment into the production environment
- Operating system tuning in accordance with configuration specification provided by customer
- OS and Security patch management, testing, implementation and reporting
- Maintain patch release service
- Configuration Management Database updates and management
- OS Maintenance changes
- OS Software installation (refers to reinstallation required with service restoration activities)
- System Performance reporting
- Interfacing with application support personnel as required to apply customer-defined OS-level configuration changes.

6. PROFESSIONAL SERVICES

The Horizon Cloud team retains a multitude of subject matter expertise within company service delivery options and contracts, and thus presents a model that allows customers the ability to leverage levels of expertise for to meet needs where managed services may not be applicable. Professional services are presented according to area and level of expertise. Services can be engaged via service request with each request reviewed for applicability of our team’s expertise to specified request and assessment of level of effort to complete task.

SERVICES CATALOG AND SCOPE

Standard pricing for the Horizon Cloud Infrastructure options that can be engaged by the City for a full range of service are listed in **Exhibit 1 Task Order Pricing**. Each Task Order will establish scope, period of performance, deliverables, assumptions, and task order pricing. The associated Master Services Agreement lists the master catalog options available for service agreements to be engaged by the customer.

Additionally, any subsequent Project related requests (aside from Professional Service Labor Engagements) from the City will be handled as Change Orders defined and priced as a separate Task Order.

ASSUMPTIONS, EXCLUSIONS, AND CUSTOMER RESPONSIBILITIES

Each Task Order will have all assumptions, exclusions and customer responsibilities detailed for comprehensive understanding of how Horizon Cloud Services team has developed a particular solution of support for each customer, anything that may not be covered by the order, and the responsibilities of the



customer for anything the Horizon team requires to deliver the highest order of service. The following are those, in a more general form, as pertains to this Service Agreement.

ASSUMPTIONS

1. All information provided by the customer to the Horizon Cloud Services team in developing a solution is accurate. Only the services detailed/requested/agreed to in Task Orders will be provided.
2. All resources provided by Horizon Cloud Services remain the ownership of Knight Point Systems, LLC and its parent companies unless where explicitly stated otherwise in each Task Order.

EXCLUSIONS

1. This Services Agreement does not offer nor provide, explicitly or implied, software development activities. The Horizon Cloud Services team will provide a separate agreement for any and all software development services required by customer.
2. Service Agreement does not provide for Call Center or Help Desk services at this time for customer to request separately.
3. Communication access to any vendors that Horizon may utilize to provide services to customer

CUSTOMER RESPONSIBILITIES

1. Existing vendor/supplier relationships which provide the City services to include any and all communication with those vendors/suppliers.
2. Security of any portions of the systems/devices/applications for which Horizon Cloud Services is not contracted to support



STATEMENT OF WORK ACCEPTANCE

The parties acknowledge and agree that this is an internal Services Agreement executed by Knight Point Systems, LLC and The City of Panama City.

IN WITNESS WHEREOF, the Parties below have executed this agreement effective _____, 2021.

Service Agreement #: _____

Customer

Authorized Signature: _____ Name: _____ Title: _____ Date: _____

Knight Point Systems, LLC Contracting Office

Authorized Signature: _____ Name: _____ Title: _____ Date: _____

APPENDIX A: CHANGE CONTROL

The Change Management process is a requirement for every successful engagement. This process enables the project and operational management of the engagement to fully review all dimensions of the change, escalating them as needed to the executive sponsor and/or steering committee. To accommodate this process, a form has been created which can be initiated by anyone on the project team. This form explains the essence of the requested change, and must be approved by both Horizon Management and its customer's point of contact before it is considered for part of the task order scope.

On a periodic basis, change requests are collected by management, reviewed, discussed with team leads, and accepted, rejected, or deferred. While the first two dispositions are obvious, the last is also important. Deferring a decision may be the best possible decision, particularly when the process has not been worked out to a state where it can definitively be proven to be part of the future state of the business solution.

Approving change requests may launch re-estimating of the schedule, cost and benefits of the task order, as covered in the business case maintenance task. A strong discipline in keeping track of the change control requests is very valuable. The following Change Control Form and Change Control Log are components to the KPS Change Management process. A completed Change Control form shall describe the proposed changes in relation to the impact on the scope, schedule and costs. All sections must be completed for approval. The Change Control Form must be submitted to Horizon team by email to datacentertickets@knightpoint.com.

After signed approval from both Horizon management and customer point of contact, the proposed change(s) will be incorporated into the scope of work and related documents. The Horizon team will provide the customer with the cost associated with any change order placed during the duration of the project. The cost deviations will include the hardware, software and maintenance costs as well as any professional or managed services costs required to implement the change order. The professional services cost will be on a time and material basis commensurate with the hourly rates of the labor category required to complete the change order. The Horizon team will make the determination of the resource(s) required to implement the change order request.

All approval authorities shall adhere to a three-day turnaround for approved or denied change requests.



CHANGE CONTROL FORM

1. Task Order Name and Number:
2. Date of Change Request:
3. Description of Change:
4. Requested by:
5. Impact of Change (resources, timeline, deliverables, etc.):
6. Cost Impact of Change:

Customer

Authorized Signature: _____
Name: _____
Title: _____
Date: _____

Knight Point Systems, LLC Contracting Office

Authorized Signature: _____
Name: _____
Title: _____
Date: _____



EXHIBIT 1: TASK ORDER 1 – THE CITY OF PANAMA CITY - HORIZON CLOUD AND INFRASTRUCTURE SERVICES

SCOPE

Under this **Services Agreement, dated JANUARY 1, 2021**; Task Order 1 is for the deployment, configuration and management of a City Public Cloud tenant environment within the KPS Horizon Cloud and Infrastructure Services environment to support business application and support systems. Modeled after our Federal cloud environment recently accredited as FedRAMP Compliant as a Cloud Service Provider and DoD SRG compliance, the Horizon Cloud and Infrastructure Services team will deploy a single tenant networked solution into our public cloud infrastructure allowing virtual systems to remain secure and available only for the City’s end user community. This solution will give the City the ability to provision fundamental computing resources to support mission software such as operating systems and applications.

The initial resource usage of the City public cloud has been estimated by City IT personnel. These resources may decrease or increase depending on business demand. All resources in this cloud have the potential to burst on a month-to-month basis. To ensure virtual environment achieves highest levels of availability and performance, our service management approach ensures all virtual systems in the environment are performant, secured and proactively managed for highest availability to the customer’s requirements. Services within scope of this task order include:

- 24x7 up/down, performance and fault monitoring of environment workloads
- Customer initiated service request submittals related to needs for changes to baseline configurations of the workloads in the environment to achieve progress or to address incidents.
- Maintain asset information (i.e. operating system, hostname, IP addressing, Customer ownership, etc.) in a central repository
- Perform audits, inventories, and inspections and provide audit reporting and updating of configuration management database updates and management pertaining to the virtual asset’s information
- Vulnerability Management and Remediation

HORIZON PUBLIC CLOUD AND INFRASTRUCTURE SERVICE MANAGEMENT

Period of Performance: 1 year from execution of task order.

Deliverables: Horizon Cloud and Infrastructure Services will deliver the City a fully functioning Public Cloud tenancy and supporting service management for virtual system workload processing in the Horizon Commercial Public Cloud within 30 days of task order execution.

Notes

- Storage is sized to accommodate usage needs and allocated initially for 9 virtual systems as defined. Snapshots are used to provide backups of the system and their storage will be calculated and charged according to the per GB rate. Depending on the rate of change of each system, the desired Recovery Point Objective (RPO) and Recovery Time Objective (RTO), storage needs can exceed what is allocated.
- Network bandwidth is only guaranteed up to 100 Mbps to the customer’s virtual gateway appliances within the customer’s Virtual Data Center (VDC). Horizon Cloud and Infrastructure

Services is not responsible for ensuring 100 Mbps to all distant ends interfacing with the City’s environment.

- Resources for virtual machines can be scaled in the environment as needed. Horizon Cloud and Infrastructure Services will review usage and allocations as described in the Appendix and present a monthly bill accordingly. The most likely change in billing will be from modifications in needs of CPU, RAM and/or Storage.

Table 1. Service Delivery Service Level Objectives

Service Delivery											
Item	Deliverable										
Infrastructure	<ul style="list-style-type: none"> • Availability of IaaS resources to ensure 99.99% availability to City virtual systems <ul style="list-style-type: none"> ○ Includes: <ul style="list-style-type: none"> ▪ Compute and Storage capacity and availability as defined in below assumptions ▪ Network availability and throughput for number of IP addresses and dedicated private circuit as described in CLINs requested <ul style="list-style-type: none"> • LAN-to-LAN customized and secure configuration over private circuit will be maintained at all times and within availability specifications listed. 										
Service Management of Virtual Machine Operating Systems	<ul style="list-style-type: none"> • Vulnerability Security Patches are identified and presented to customer for approval to proceed with deployment during each Monthly Patch Cycle (MPC) window. <table border="1" data-bbox="418 947 1433 1297"> <thead> <tr> <th>Security Vulnerability Level</th> <th>Deployment Schedule</th> </tr> </thead> <tbody> <tr> <td>Zero-Day</td> <td>NLT 72 hours from time of announcement/discovery</td> </tr> <tr> <td>Critical/High</td> <td>NLT MPC. Any announcement/discovery made less than 48 hrs. prior to MPC will NOT be deployed and will be deferred to next MPC. Service Request can be submitted for Ad-Hoc Patch Management Event prior to next MPC to have those patches applied sooner.</td> </tr> <tr> <td>Moderate</td> <td>NLT 60 days from announcement/discovery</td> </tr> <tr> <td>Low</td> <td>NLT 120 days announcement/discovery</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ○ All vendor bugfix/recommended patches not related to security will be patched within EOM schedules with best effort, or as requested CR or Service Request from Application Team. • CRs for routine performance tuning or changes to baseline configuration will be presented for approval NLT 72 hours prior to requested date/time for start of change. <ul style="list-style-type: none"> ○ Emergency RFCs presented same-day for consideration of immediate action. ○ All requests will require approval prior to change unless change is agreed upon as pre-approved change. 	Security Vulnerability Level	Deployment Schedule	Zero-Day	NLT 72 hours from time of announcement/discovery	Critical/High	NLT MPC. Any announcement/discovery made less than 48 hrs. prior to MPC will NOT be deployed and will be deferred to next MPC. Service Request can be submitted for Ad-Hoc Patch Management Event prior to next MPC to have those patches applied sooner.	Moderate	NLT 60 days from announcement/discovery	Low	NLT 120 days announcement/discovery
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Moderate	NLT 60 days from announcement/discovery										
Low	NLT 120 days announcement/discovery										
Monitoring and Notifications	<ul style="list-style-type: none"> • Notification to City IT Staff (as directed and identified) for all Horizon maintenance activities and incidents which may impact customers availability of services 										

Service Requests	<p><i>Applies only to Horizon Infrastructure, Network Resource Issues, or Operating Systems Managed by Horizon:</i></p> <ul style="list-style-type: none"> • Normal business hours (Monday – Friday 8AM EST – 5PM ET) • Off business hours: (Friday – Monday 5PM EST – 8AM EST) <table border="1"> <thead> <tr> <th>Priority Type</th> <th>Normal Hrs Response</th> <th>Off Hrs Response</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Priority High</td> <td>1 hour</td> <td>4 hours</td> <td>90%</td> </tr> <tr> <td>Priority Medium</td> <td>6 hours</td> <td>NBD</td> <td>90%</td> </tr> <tr> <td>Priority Low</td> <td>NBD</td> <td>NBD</td> <td>90%</td> </tr> </tbody> </table>	Priority Type	Normal Hrs Response	Off Hrs Response	Target	Priority High	1 hour	4 hours	90%	Priority Medium	6 hours	NBD	90%	Priority Low	NBD	NBD	90%
Priority Type	Normal Hrs Response	Off Hrs Response	Target														
Priority High	1 hour	4 hours	90%														
Priority Medium	6 hours	NBD	90%														
Priority Low	NBD	NBD	90%														

PROJECT ASSUMPTIONS, EXCLUSIONS, AND CUSTOMER RESPONSIBILITIES

ASSUMPTIONS

1. Information provided by the City for requirements is correct and as closely as possible reflects the available information regarding purpose, use, and requirements for the proposed solutions.
2. Targets for patch/vulnerability management can be impacted by customer’s specified maintenance window specifications or procedures for requesting window.
3. Server environment will operate around the clock, 24x7x365. KPS is not responsible for availability of virtual machines where design does not accommodate high availability. Pricing provided is based on this assumption
4. Back Up and Recover (BUR) schemes have not been considered in the sizing of storage for the virtual environment. Horizon Cloud and Infrastructure Services only provides Snapshots as a means of backing up virtual machine images.
5. Pricing and Services provided do not include offsite data backup archiving.
6. The licensing for any Enterprise Anti-Virus protection of each virtual machine is the responsibility of the City IT team. KPS managed services will install, configure and manage an Anti-Virus Centralized Management Server (i.e. McAfee) and ensure AV clients are running and capable of receiving updates from a centralized AV Server should the City elect host based security implementation is necessary.
7. LAN-to-LAN IPSEC Tunnel is required for end-user connectivity to virtual environment’s virtual gateway appliances. No public facing IP addresses are needed for virtual machines inside KPS Horizon Cloud.
8. Horizon Cloud and Infrastructure Services is not responsible for the transfer speed or security configuration of the City’s existing network infrastructure nor its impact on transfer of data or virtual machine images to KPS Public Cloud.
9. Horizon Cloud and Infrastructure Services is not responsible for the existing OS configuration of virtual machine systems converted, but will make suggestions over life of contract to improve performance, security posture and availability.
10. Information provided by the City is correct and accurately reflects the available information regarding purpose, use, and requirements for the proposed solutions.
11. Any change in scope, deliverables or assumptions that impact a task order after the Kickoff Meeting will be discussed and approved by the City and Horizon Cloud and Infrastructure Services prior to proceeding. Changes will be documented using the Change Management Process described in the Appendix. Such changes may or may not result in a change in service cost.

12. This Services Agreement is based on previous environments the City has instantiated today. Significant changes in the scope and scale of services required may result in changes to initial task orders prior to the approval of the changes.
13. The City intends to use its very best efforts to annually obtain funds to support the service and at this time does not have any knowledge of any event that would prevent the continued need for such service throughout the term. Additionally, the City will agree not to replace or substitute this contract's equipment with other equipment procured outside of this contract for 36 months as long as the essential need exists.

EXCLUSIONS

Real-time application help desk, call-center support or routine engineering and management is not within scope of this statement of work.

CUSTOMER RESPONSIBILITIES

The City will be active participants in Kick-off Meetings and will provide required information (credentials, POC lists, site access, etc....) for contract performance within an acceptable time period that allows Horizon Cloud and Infrastructure Services to successfully complete work required for task orders. Additionally, the City is responsible for the following:

- Daily management, restoration, uptime, security, configurations of the applications hosted on the Operating Systems maintained and managed according to Service Management specifications of the Horizon Cloud and Infrastructure Services
- Individual user access to applications hosted on Horizon Infrastructure and the Operating Systems maintained. Network connectivity and availability of City locally owned and managed network components facilitating LAN-to-LAN connectivity as desired.
- Any access/restrictions of users from the City local networks into the City IT Horizon Cloud Tenant environment via LAN-to-LAN network connectivity.
- All controls of traffic into and out of the environment via City local firewalls and switches

Table 2 - Task Order Pricing

Product Number	Product Description	Unit of Measure	GSA Unit Price	Discount Price	Task Order QTY	Estimated Monthly Cost
Horizon Cloud and Infrastructure Services						
M (4 CPU, 8Gb RAM, 40GB DISK) - Windows OS	Bundled Compute Resources with License	\$/Bundle/Hour	\$0.95	\$0.80	6	\$3,504.00
L (8 CPU, 16Gb RAM, 40GB DISK) - Windows OS	Bundled Compute Resources with License	\$/Bundle/Hour	\$1.01	N/D	2	\$1,474.60
L (8 CPU, 16Gb RAM) for BYOI/BYOL	Bundled Compute Resources	\$/Bundle/Hour	\$0.92	N/D	1	\$671.60
Bandwidth – 100Mbps Increment	100Mbps of Bandwidth to customer environment	\$/Bundle/Month	\$201.93	N/D	1	\$201.93
Public IP	Monthly Cost of IP for customer use	\$/IP/Month	\$0.73	N/D	1	\$0.73
Gb Storage - Standard	Monthly Cost to add 1 GB and .1 IOPS to pool	\$/GB/ Month	\$0.23	N/D	5940	\$1,366.20
Virtual RAM	Hourly Cost per virtual RAM	\$/GB/Hour	\$0.04	\$0.032	8	\$186.88

Service Title	CLIN	Description	Unit of Measurement	Unit Pricing
Professional Services for Installation, Migration, and/or Integration – Non-Recurring Charge (NRC)				
Hourly Specialist Engagement	Subject Matter Expert 2	The SME 2 generally has an advanced degree, but it is not required. A person is typically designated as a SME by a consistent and widespread reputation across the community and discipline in which they work and it is indicative of compensation which is well above the norm is solely based on degree or years of experience.	\$/Hour	\$ 161.31

TERM

This agreement will terminate automatically one (1) calendar year from effective date of signed SOW. Panama City will have to up two (2) additional optional year renewals. If Panama City desires to utilize an optional year, then Panama City will provide written notice at least 30 days prior to the expiration of the current term. If this service is still required beyond the base/initial year of SOW, Option Year execution is required. The services described and the associated costs are strictly for the length of the SOW Task Order and service agreements referenced. Horizon Cloud and Infrastructure Services reserves the right to re-establish pricing to match current market prices prior to each renewal of SOW. Any changes made to list prices in Services Agreement subsequent to original effective date override any pricing established in this Task Order pricing.



IN WITNESS WHEREOF, the Parties below have executed this SOW effective _____, 2021.

Task Order #: _____

Customer

Authorized Signature: _____
Name: _____
Title: _____
Date: _____

Knight Point Systems, LLC Contracting Office

Authorized Signature: _____
Name: _____
Title: _____
Date: _____