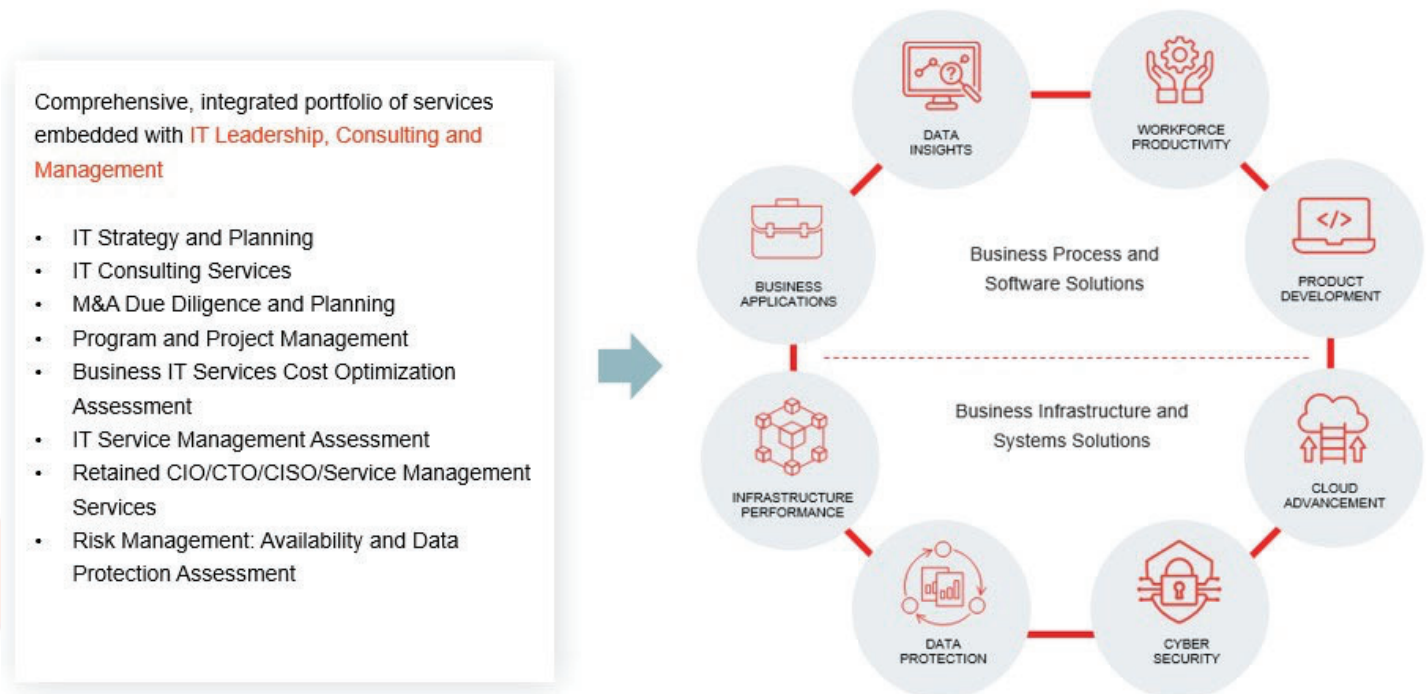


## Objectives

- IT Leadership for Strategy, Governance, and Evolution
- PMO organization immersed in strategy, initiatives, programs and projects to drive execution
- vCISO
  - Responsibilities include:
    - Thought Leadership
    - Best Practices
    - Security Policy
    - Governance
- Infrastructure – consistent uptime and results
  - Efficiency improvements
    - Consolidation
    - Cloud Transition
      - Private
      - Public – long term planning
- Enhanced User Experience with Technology Experience Team
  - Staff
  - Administration
  - Faculty
  - Students
- Digital Transformation
  - Web and Mobile Development
  - Application Rationalization and Transformation
  - Application integration
  - Data Analytics and Insight

## Synoptek Solution

The Synoptek broad managed services offering that includes the following service pillars aimed at driving specific outcomes. We also offer professional services aligned with these pillars to assist with future projects on a consultative basis.



To address the CSN objectives, Synoptek offers the following managed services:

### IT Leadership



IT  
Advisory  
vCISO

### Infrastructure Performance



ITaaS Server and SAN  
Server and SAN  
Management

### PMO

Program Management Project  
Management

### Digital Transformation (Dx)






Managed Applications  
Web Development  
Data Insights

### Technology Experience (Tx)



Service Desk  
User Services  
Academic Technology Services

## Services and Scope

	<b>CSN Onsite Leadership Team</b>
	<ul style="list-style-type: none"> <li>• Deputy CIO</li> <li>• Director, Technology Experience (Tx)</li> <li>• Director, Digital Experience (Dx)</li> <li>• Director, Infrastructure and Application Operations             <ul style="list-style-type: none"> <li>• Responsibilities include:                 <ul style="list-style-type: none"> <li>▪ Promote alignment, strategic direction, and priorities</li> <li>▪ Joint business planning</li> <li>▪ Top 10 and deep dive meetings</li> <li>▪ Review status</li> <li>▪ Discuss, prioritize, and approve process changes</li> </ul> </li> </ul> </li> </ul>
	<b>Security Leadership - vCISO</b>
	<ul style="list-style-type: none"> <li>• vCISO             <ul style="list-style-type: none"> <li>• Responsibilities include:                 <ul style="list-style-type: none"> <li>• Thought Leadership</li> <li>• Best Practices</li> <li>• Security Policy</li> <li>• Governance                     <ul style="list-style-type: none"> <li>○ Coordination with NSHE on Security Practices for Nevada Schools</li> </ul> </li> </ul> </li> <li>• Training</li> <li>• Management of Open Systems security contract                     <ul style="list-style-type: none"> <li>○ Performance management against contract</li> </ul> </li> </ul> </li> </ul>
	<b>IT Program and Project Management (PMO)</b>

- Promotes
  - Best Practices per Project Management Body of Knowledge (PMBOK)
  - Promote cross department efficiencies regarding investments
  - Foster adoption for Stakeholders
- Fosters a methodology of Learn, Adapt, Adopt
  - Learn Key Activities include:
    - Understand of current processes
    - Understand cross department processes
    - Roles and responsibilities
    - Budget allocation
  - Adapt key activities include:
    - Tailor PMO to CSN
    - Promote cross functional mindset
    - Focus on platforms, digital transformation, and new innovative solutions
  - Adopt key activities include:
    - Change Management
      - Helps faculty realize the vision
    - Measure, learn, and improve
    - Deliver value in multi speed environment
- Operating Results
  - Accountability
  - Alignment
  - Efficiency



### IT Service Management Operations

- 24x7x365 Delivery across core Operational Centers
  - All critical functions have resources across all centers
  - Combination of dedicated onsite, designated offsite, and shared resources
  - All functions focus on continuous improvement around core metrics (Customer satisfaction, ticket volume, and SLA)
- Central communications platform for Infrastructure Operations and Technology Experience (Tx) Teams
- Standardized intake processes
  - Dedicated 1-800# for CSN
  - Portal
  - Email
  - In Person
  - Chat



### Technology (Tx) Experience Team



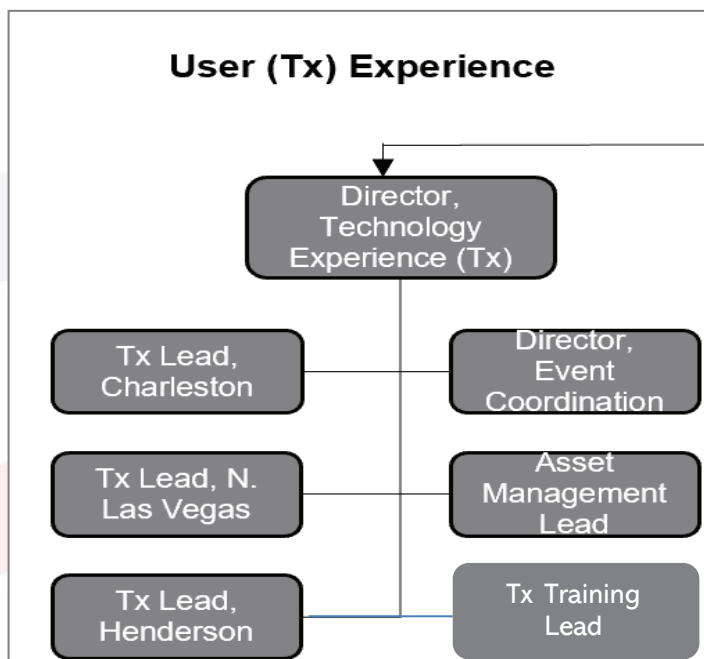
## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

- Management and support in the following areas:
  - Workstation Management and Support
  - End User Application Support
  - Classroom Technologies
  - eLearning
  - Computer Lab Equipment
  - Event Management
- Detailed breakout of the scope supported by this team.
  - **Help Desk**
    - Centralized 24x7x365 days IT support for all faculty, staff, and students via off-site remote Help Desk which includes:
      - Telephonic support
      - Self-service website
      - Email support
      - All IT staff both at help desk and on-campus utilize the Ticketing system for ticket management
    - Average of 80,000 – 85,000 contacts made each year by CSN users to the help desk via the above methods
    - Average Speed to Answer (ASA) of 60 seconds
    - Customer satisfaction responses of “good” or above on a five-point scale
    - Ticketing system with 99.96% uptime on a monthly basis, excluding scheduled system maintenance and 'acts of God'
    - Information Technology Infrastructure Library (ITIL) based service model
  - **User Services**
    - Onsite Desktop Support
    - 99% of all computer desktops and laptops are supported by User Services group on CSN campuses:
      - 5,900 Windows PC
      - 800 Mac
    - Computer Lab Management
      - Supervise up to 75 part time CSN contracted employees and manage the service and support for 7 open computer labs across 6 campuses. Funding and staffing is provided by CSN.
      - Computer Lab Manager provides general lab operation and staffing and manages supplies.
    - Asset management for software titles purchased by CSN and supported on lab, classroom, and faculty computers:
      - 219 titles: licensing is maintained for compliance
      - Synoptek manages and tracks all software titles, contracts, and compliance
  - **Academic Technology Service**
    - Onsite support for Learning Management System and Audio/Visual requirements
    - Total # of Classrooms Supported - 368 (includes non-smart with media tech in them)
    - Total # of Smart Classrooms - 317

- Total # of Projectors - 440
- Smart carts (projector, computer) - 37
- Live events supported over last 2 years including audio visual and other media services
  - CSN-1103
  - Non-CSN-65
- Support of teleconferences across all campuses: 8 teleconference rooms used mostly for teleconferences. Portable teleconference equipment may also be used in various capable rooms
- Researching, planning, and implementation of academic technology projects
- Website Services – maintenance and support of CSN.EDU websites and CSN Mobile App
- Learning Management System (LMS) administration and support
  - Canvas support of all student issues and support of the college's Office of eLearning.
  - Canvas integration support
- Changes in the baseline units above attributable to and increase in the number of physical or virtual locations/campuses to be supported (above the current 3 main locations and 8 learning centers), or an increase of 10% or more students/faculty/administration users may require an increase in price that is mutually agreed upon before Synoptek is required to provide that support.

□

The Technology Experience Team will consist of the following:



- Campus Leads – Tx Ownership by 3 Main Campuses  
Flex Support for 8 Learning Centers
- Leads aligned to Direct Managers in Tx and each Campus Vice President (dotted line)
  - Dedicated resources under each campus lead
  - Designated resources under each team lead

**Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES**

- Shared resources available to support each lead
- All Support representatives will have responsibility for:
  - a. Inbound support and troubleshooting (service desk)

## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

### b. Proactive Ownership & Outreach to designated constituents

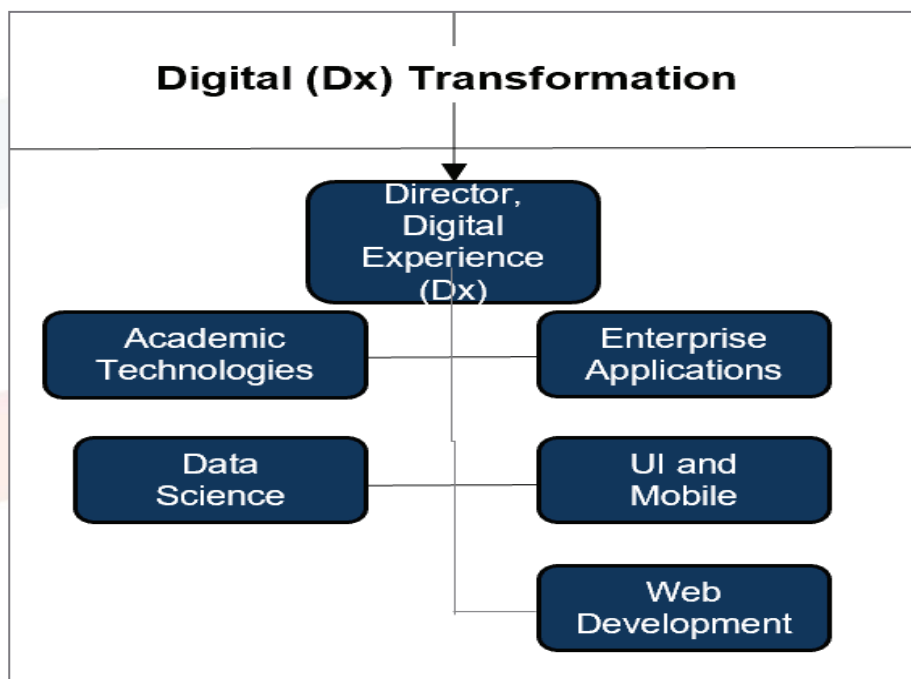
- Metrics for outbound activity
- First-time resolution
- Automation and self-service
- Technology Adoption

Collaboration Tools (Microsoft Teams)

- Differentiated Experience per User Group
- Customer Satisfaction Measurement
- 4.85 out of 5 CSAT measurement
- Executive Satisfaction Measurement
- Tx Team Cross-Trained for Technology Needs
- End-User + Classroom + Event + Desktop
- User Experience Differentiation
- Local Flex Team to cover:
  - Satellite Campuses
  - Event Support
- Remote Flex Team to Supplement:
  - After Hours
  - Peak Times – Registration etc.



### Digital (Dx) Experience Team





## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

- **Managed Application Services**
  - Application Support and Maintenance
    - Enterprise Applications – SaaS
    - 3<sup>rd</sup> Party and On-Prem Applications
    - Custom Applications
  - Academic Technologies
  - Database Administration
  - Integration Services. APIs
  - Portal and Web Development

Included in this listed scope are the individual elements from the RFP listed below:

- **Enterprise Applications**
  - Programmers and DBA
- **Multiple Higher Education and IT Applications Supported including but not limited to:**
  - **Cloud-Based Applications**
    - Acalog
    - Aleks
    - Alma/Primo ExLibris Group
    - ASR
    - BigBlueButton
    - Bridge LMS (By Instructure)
    - CampusLabs Baseline and Compliance Assist
    - Canvas
    - Drupal
    - E2Campus Campus Mobile Alerting
    - Governet-Curricunet
    - Maxient
    - PeopleSoft
    - NextGen Web
    - OCLC-Illiad
    - Office 365
    - Okta
    - PeopleAdmin
    - Qless
    - Radius-Campus Management
    - Series 25
    - Simplicity
    - SpringShare LibGuides
    - Starfish CRM
    - Tegrity
    - Workday – HR & Finance

## Service Order – RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

- Peoplesoft – Student System
- Raiser Edge
- Via – Watermark
- Aqua – Watermark
- **On-Premise Applications**
  - Alertus
  - Eaglesoft
  - Ellucian FSAAtlas
  - EZProxy
  - Hyland Onbase
  - KeyStorage LockBox
  - Lenovo Unified Workspace
  - Millennium Lock System
  - PaperCut
  - ProCare Campus Child Care Software
  - ResourceMate
  - Softdent
  - Titanium
  - TMA/iService Desk

### Home Grown Solutions

- Over 50 homegrown applications and interfaces.

### Application Maintenance & BAU Development

- Application Portfolio Rationalization Assessment
  - Output to include:
  - Rationalization Roadmap and Budget Plan
  - Agile Processes and Frameworks
  - Tools assessment and recommendations to implement:
    - Devops planning and issue tracking
    - Source code management and control
    - Build and deploy automation
    - Dev > Stage > Production
    - Ensure proper stage gates for development, stage, and production release
    - Ensure proper QA and UAT best practice (manual testing)
- Digital Transformation Roadmap
  - Initial Analysis by Strategic Services Team
  - High level business process analysis across Operations
- Application Strategic Plan Development
- Application & Server Rationalization analysis Executive Summary
  - Make recommendations and provide cost estimates for every application against the 5 R's
- Vision for Student Success App that aligns to 2020 Strategy Plan

**Business Intelligence Plan Development**

- BI analysis Executive Summary
- Make recommendations for:
  - How to consolidate disparate data from multiple source systems
  - How to leverage data as an asset
  - How to achieve Stage 3 in maturity model
  - How to measure all KPI's that tie back to their Strategic Workforce

**Productivity Strategic Plan Development**

- Digital Transformation Roadmap
  - Initial Analysis by Strategic Services Team
    - Business process analysis across Operations
    - Collaboration – MS Team Org Change and Implementation Roadmap
    - Business intelligence analysis
    - Application Strategic Plan Development,
    - Application & Server Rationalization analysis Executive Summary
    - Make recommendations and provide cost estimates for every application against the 5 R's
    - Vision for Student Success App that aligns to 2020 Strategy Plan
  - Business Intelligence Plan Development
    - BI analysis Executive Summary
    - Make recommendations for
      - How to consolidate disparate data from multiple source systems
      - How to leverage data as an asset
      - How to achieve Stage 3 in maturity model
      - How to measure all KPI's that tie back to their Strategic Workforce
      - Productivity Strategic Plan Development
    - MS Teams vision for future collaboration
    - Vision for Student feedback loop to achieve Student Success KPI's:

Vision for Student Engagement into the community through collaboration

Other Areas Dx team could contribute, based on agreed priorities and time allocation:

- CRM evaluation
- Application integration
- Broader eLearning solutions and long-term solution deployments


**Infrastructure Operations**

- **Systems Management and Support**
  - Physical and Virtual Servers
  - VMWare



## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

- Patching/updates
- Enterprise Storage
- Backup and DR
- Data Management
- Database Administration
- Archival Requirements
- Cloud Storage
- Microsoft OneDrive
- Backup Systems
- DR Systems
- **Cloud and Data Center Support**
  - Customer Premise Management
  - Collocation
    - CSN Data Center
    - Switch – Las Vegas Data Center
    - Access to Equinix/CoreSite and other data centers globally
    - Infrastructure as a Service
      - Private Cloud
      - Public Cloud (Azure, AWS, GCP)
- **Network Management**
  - 24X7X365 Network Administration
  - Threshold and Performance Monitoring
  - LAN
    - Firewall Management
    - Router Management
    - Switch Management
    - Wireless Management and Optimization
  - WAN
    - SDWAN Topology
    - Circuit Management
    - Load Balancer Management
  - Vendor Escalation
  - Monitor, Alert, and Remediation
- **IP Telephony**
  - Unified Communications
  - Contact Center Applications
- **Video Systems**
  - Video Conferencing
  - Smart Classroom Systems
  - Digital Signage

Included in this scope are the individual elements in the RFP listed below:

- 3 Campuses – North Las Vegas, Henderson, Charleston



## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

- 8 Learning Centers – Green Valley, Mesquite, Moapa Valley Nellis AF Base, Sahara West, Summerlin, Western, and Water Street
- 250+ Servers – 50 physical, 250+ virtual
- Windows server, AD with approximately 70K users, SQI with over 312 databases, Exchange online, Skype for business/MS Teams online with 4417 mailboxes
- EMC VNX SAN 150 TB storage
- Cisco Call Manager 2700 VoIP phones across all campuses
- 550+ Cisco Access Points
- 1 Core 6509 Router
- 3 core Catalyst 9500 Routers
- 9 Location Metro-E
- 2 firewalled networks
- 10GB internet service
- 550 Cisco Access layer switches
- Rubrik Backup system for all CSN servers

### OUT OF SCOPE

- The primary focus on the dedicated staff across the multiple teams is administration and management of the existing infrastructure, business systems, and custom applications. All major new projects beyond the standard historical run rate for web enhancements and application development are not in scope of this service order. A major project is defined as a significant change not achievable with current staffing to a timeframe that meets the needs of CSN, and requiring more than forty (40) hours of labor to discovery, design, and implement the new technology or upgrade existing technology.
- New technologies, not currently implemented, are not in scope of this service order if they are not achievable with current staffing to a timeframe that meets the needs of CSN. Often these new technologies require training and staff development which are not in scope. Any additional training and/or hiring of new skill sets is not in scope and would require a mutually accepted change order between both organizations.
- Procurement of hardware, software, licensing, maintenance agreements, service agreement, circuits, or any business systems is not in scope of the server order.
- End user devices not owned by CSN are not under the support of this SOW. This includes liability associated with and/or the remediation of any issues that result from a security breach affecting one of these devices.
- New end user devices or datacenter hardware or virtual devices beyond the baselines outlined in this document are not included in the supported scope or pricing covered by this SOW.
- Future Hardware and software required for future evolution of eLearning and/or extended campus expansion either physical or virtual will require separate scoping and agreed adds/changes to this SOW.



## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

### SYNOPTEK SERVICE LEVEL AGREEMENT

The following Service Level Objectives serve as parameters to help us measure our performance:

Incident Type	SLO MTRS Target	Critical Event Updates	SLO Target	First Response (Email Acknowledgement)	First Contact (Live Acknowledgement)	Definition
Critical Event (Synoptek Core Infrastructure)	0 – 4 hours	Every 30 mins	95%	15 mins	15 mins	Multiple Customers; Critical Infrastructure Event – Service interruption of critical infrastructure, processes, systems, facilities, technologies, networks, assets, and services essential to customer's daily operations where Synoptek is responsible for service availability.
Major Event	0 – 4 hours	Every 30 mins	95%	15 mins	15 mins	Single Customer; Critical Infrastructure Event - Service interruption of critical infrastructure, processes, systems, facilities, technologies, networks, assets, and services essential to customer's daily operations where Synoptek is responsible for service availability.
Impaired Event	0 – 6 hours	Every 60 mins	95%	15 mins	60 mins	Infrastructure Impairment Event – Significant degradation of service impacting daily operations of multiple users or business critical functions.
Expedited (End User)	0 – 6 hours	NA	95%	15 mins	60 mins	Escalated single end user with critical operations impacted or single critical function unavailable.
Moderate (End User)	1 business day	NA	95%	15 mins	6 business hours	Single end user limited degradation of function/s affected.
Functional (End User)	0 – 3 business days	NA	95%	15 mins	1 business day	Single user functionality problems – Work around in place such as unable to print to default printer.
De-escalated (End User)	Driven by customer	NA	NA	15 mins	NA	Scheduled timeline or corrective action driven, dependent and led by customer.
Service Request	0 – 5 business days	NA	90%	15 mins	1 business day	Standard request for an existing service which may require more resources and/or time to complete.





# Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

## Operational, IT Leadership, and Customer Satisfaction Targets - Post Assessment Acceptance

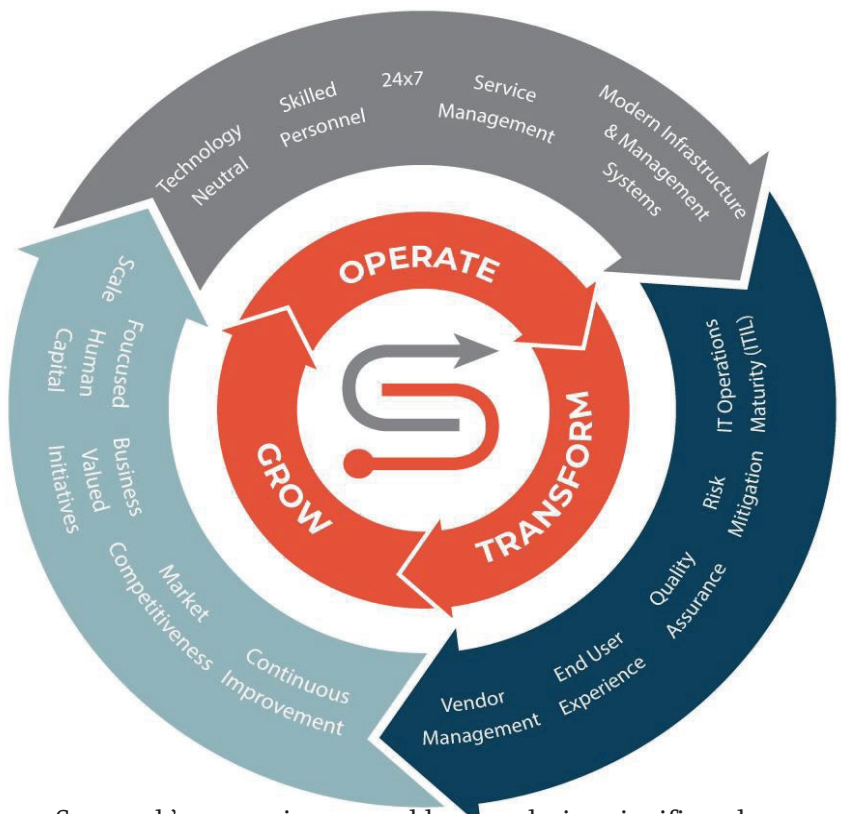
Group	Area	Metric	Phase 4 Stage Gate Exit Criteria* (Manage & Stabilize)	Measureable by By xx/xx/yy	Tool
Operations	Monitoring	Scope Alignment	100% alignment (supported device list)	To be determine during the IT Gap Assessment during the first 90 days of this agreement	LogicMonitor / Manual
		# Monitored Alert Tickets	Stable volume over 30 days (10% tolerance)		Autotask
	Systems	# Unsupported Systems	0 (zero) unsupported systems		TBD
		Scope Alignment	100% alignment (supported device list)		Datto RMM
	Patching	Patching Status (Currency)	100% within 2 patches (#patches missing <= 2)		Datto RMM
		Scope Alignment	100% alignment (supported device list)		Xxxx / Manual
	Backups	Backup Success %	95% Success Rate over the past 30 days		Rubrik
		Backup Consecutive Failures	0 (zero) occurrences of 3 consecutive failures for the same backup set over the past 30 days		Rubrik
		File Recovery Test	Recovery Test Successful as Defined in Stage 3		Rubrik
	BC / DR if applicable service	Defined RTO/RPO	Out of Scope		Out of Scope
		DR Test Event	Out of Scope		Out of Scope
	Ticket Volume	CA Forecast vs Actual	Historical Baseline volumes from SNOW		Autotask
		Ticket Volume Trend	Stable volume over 30 days (10% tolerance)		Autotask / Manual
	Capacity	Disk Utilization %	<80%		LogicMonitor
		Compute Utilization %	<80%		LogicMonitor
		Network Utilization %	95th Percentile Utilization below contracted capacity		LogicMonitor
		# P1s - Capacity & Performance Events	0 (zero) P0/P1 events over the past 30 days		Autotask
	SLA	SLA - First Contact	95% FA		Autotask
		SLA - MTTR	85% MTTR		Autotask
		SLA - Availability	Per MSA		Datto RMM
		SLA - P0 / P1 Count	0 (zero) P0/P1 events over the past 30 days		Autotask
IT Leadership & Management	IT Strategy	Roadmap V1	Reviewed with Customer, Signed off	To be determine during the IT Gap Assessment during the first 90 days of this agreement	Doc Repository TBD, CA KPIs
		TBR Meeting Schedule	Agreed & Scheduled		AutoTask / CA KPIs
	Policy & Procedure for Key ITIL Processes	Review of policies and procedures for change management, access management, incident management, service requests, backups, patching	Reviewed with Customer, Signed off		Doc Repository TBD, CA KPIs
	Risk Management	Risk Management Plan	All critical risks from assessment either have a mitigation plan or are signed off as exceptions		Doc Repository TBD, CA KPIs
	Governance	TBD	TBD		Doc Repository TBD, CA KPIs
	Technology Posture	12 month capacity plan	documented, signed by customer		Doc Repository TBD, CA KPIs
		infrastructure refresh plan	documented, signed by customer		Doc Repository TBD, CA KPIs
	Security Posture	From assessment	No RED / YELLOW line items on security assessment without mitigation plan or signed exception with risk assigned		Doc Repository TBD, CA KPIs
		Enhanced Security Checklist	Review all enhanced security products with YES/NO signoff		Doc Repository TBD, CA KPIs
Customer Satisfaction	Customer Satisfaction	NPS	NPS rating of Passive (7-8) or Promoter (9-10)	To be determine during the IT Gap Assessment during the first 90 days of this agreement	AskNicely / Manual
		CSAT	CSAT >= 4.85 for past 30 days		Autotask

## Operational Framework

Synoptek's operational framework and methodology for service assurance, delivery and consulting relies on transforming a customer's IT processes and organization. This involves putting in place professional IT management processes related to project management, IT operations management and IT knowledge management. We do this by leveraging two professional process frameworks that we have adapted to best serve Synoptek customers: (a) professional program and project management processes developed by the Project Management Institute (PMI) and (b) the Information Technology Infrastructure Library (ITIL) which has been broadened beyond infrastructure to include a broad range of IT operations in the latest version called ITIL 2011. Our goal is to increase our customer's overall IT management and operations maturity to improve the results achieved and deliver predictable service levels and consistent value.

High performance IT operations leveraging best practice IT operations methodologies to ensure all processes are executed consistently and there is continuous improvement driven by service level objectives and cost controls. Our processes are based on the current ITIL model and include incident, problem resolution, change, security and access control, capacity planning, financial management and other key IT process constructs.

Synoptek's Shared Services Model provides extended support for managing and operating our customer's IT systems. These shared services allow Synoptek to assign the right problem to the right resource at the right time. The net effect is that Synoptek can proactively prevent problems, respond to problems faster when they do occur and resolve problems faster. Synoptek's mean-time to problem resolution significantly outperforms industry averages in typical environments with industry average service delivery costs. This motivates Synoptek to achieve efficiency and high service levels. Ultimately, the Shared Services Model allows higher service levels at a lower Total Cost of Ownership.





## Transition Timeline

---

### TRANSITION CONSIDERATIONS

The transition plan takes the key elements above into consideration as we prepare the transition plan.

The plan will be refined based on the review and feedback on this document and the detailed assessment conducted during the baseline phase of the transition.

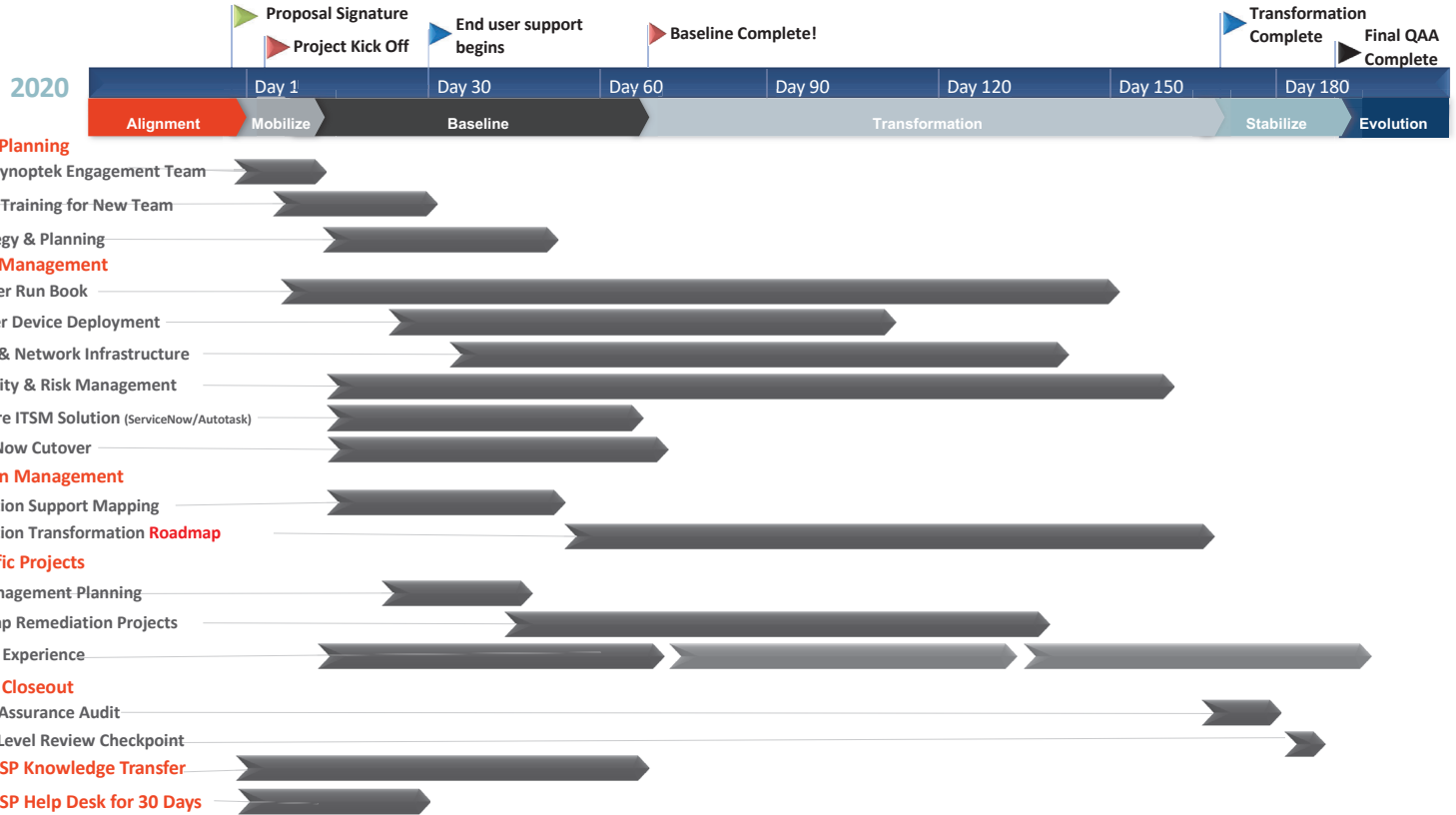
Synoptek can kick off the onboarding project as soon as the contract is signed as early as June, 2020. The first 30 days will be spent reviewing existing systems, interviewing key stakeholders and documenting the environment, building the knowledge base, assessing the environment and preparing to launch operations.

The following timeline outlines the plan if we were to initiate efforts as outlined above.





# Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

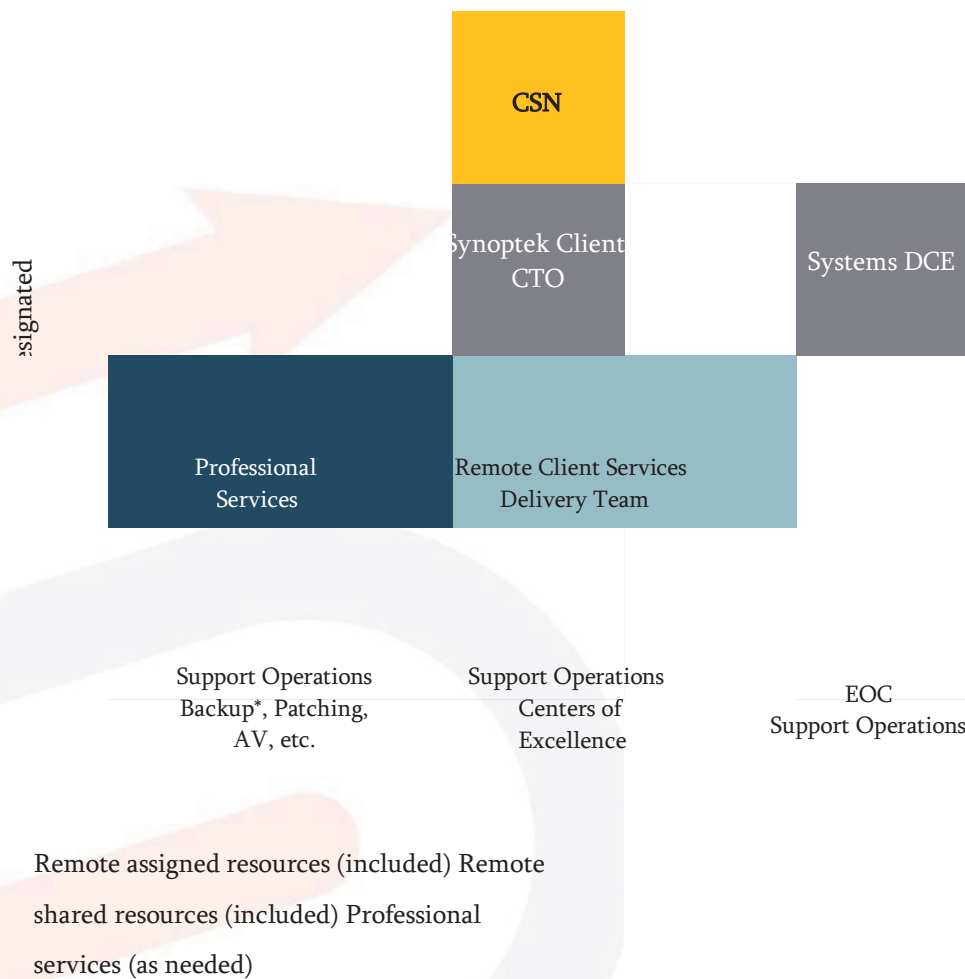




## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

### Delivery Team Model

Synoptek has developed a delivery model from our operational framework which allows us to provide best of class service for end-to-end IT solutions. The model provides the benefits of the processes, systems, and resources of many diverse IT organizations without the burden associated with building out these teams on your own. The Synoptek Platform stands as the foundation to deliver and manage all the services in our service portfolio and the Delivery Team model is the vehicle. This includes a combination of resources and shared resources that plan, deliver, and manage the services.



\*Backup management not included; managed by third party for CSN



## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

### DESIGNATED RESOURCES

Designated Resources are named advisors, managers, consultants, and project managers that are assigned to the CSN team and act as an extension of the CSN organization. They provide leadership, continuity and subject matter expertise. They have access to Synoptek's broader team of resources.

Synoptek has included the following designated resources in this proposal:

- Deputy CIO
- Program Management Office – Program Manager
- vCISO
- Systems Designated Consulting Engineer (DCE)
- Client Delivery Manager

### SHARED SERVICES ORGANIZATION

In addition to the assigned role based designated resources assigned to deliver services as an extended IT team for CSN, a broad and deep shared services organization will be leveraged to provide enterprise caliber IT operations and support. These shared service teams include:

- Client Delivery Lead for Service Desk team with a Client Delivery Manager providing oversight
- Support Operations
- Level three escalation engineers and subject matter experts
- Centers of Excellences for specialized technical experts with specific technologies for escalation
- Desktop, Patching, and Backup Management
- Enterprise Operations Center (EOC)
- 24x7x365 systems monitoring and initial response operations and escalation
- Systems and Tools Support Team

The combination of Designated Resources and Shared Services enables structured, measurable and improved operational performance and support. Synoptek has successfully delivered this approach to over 2000 customers and maintains commitment to this approach for the best results.

## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

### Pricing & Contract Terms

The monthly costs reflected in the table for each contract year will be billed beginning with the effective date of this agreement.

Contract Year	Monthly Costs	Annual Costs
Year 1	\$601,632.87	\$7,219,594.40
Year 2	\$601,632.87	\$7,219,594.40
Year 3	\$601,632.87	\$7,219,594.40
Year 4	\$601,632.87	\$7,219,594.40
Year 5	\$601,632.87	\$7,219,594.40
<b>Total Amount</b>		<b>\$36,097,972.00</b>

The Term of this Statement of Work shall be 60 months. Unless otherwise agreed by the parties in writing, i: the Term shall automatically renew in accordance with the terms set forth in the Master Services Agreement between the parties, and ii: the price for Year 6 as permitted by per the terms of Articles 14.2 and 14.3 of the MSA will be at a 7.8% increase on the final Year 5 price in effect at the time of renewal, and iii: subsequent annual renewals will occur at a 5% increase per year.

#### Cloud Pricing Option

Synoptek has estimated the price for a Cloud Solution to be approximately \$650,000 to \$775,000 per year. The cost of this Cloud Solution should be more than offset by savings associated with the avoidance of a CapEx Hardware refresh for the current hardware in the datacenter. This price estimate is based on high level information estimating the environment moved to the cloud to consist of 50 Physical Servers and 250 Virtual Machines. A committed Synoptek price for a Private Cloud Solution (ie; Switch datacenter in Las Vegas) will be determined as part of the Cloud Assessment (already included in the pricing in the table above).



## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

### Assumptions

---

- Pricing reflects a 5-year term.
- Pricing reflects what has been presented in our Oral Presentation and associated documentation.
- CSN will ensure active maintenance contracts with all hardware and software vendors that Synoptek included in support are in place throughout the term of this contract.
- Pricing reflects the SLO and SLAs in the negotiated MSA.
- Capital expenditures are not included in this pricing.
- Software licensing, upgrades and/or purchases are not included in this pricing.
- Assumption of CSN maintenance agreements are not included in this pricing.
- Pricing is proposed for the 3 named campuses and 8 named satellite campuses.
- Circuit costs are not included in this pricing.
- This document is the final statement of work that represents the final agreed scope and pricing.
- This proposal is based on the conversations and documentation shared between Parties to date. Additional information or needs may require changes to this proposal.
- Licensing and third-party costs are estimated based on specific configurations at the time of proposal.
- Adjustments of costs by third parties throughout the term of the contract may require fees to be altered and represented in reasonable additional fees. Fees will not be applied unless mutually agreed upon by the parties in writing.
- Synoptek will require administrative access permissions on all supported equipment, applications and systems.
- The transition plan is based on the documented knowledge of the existing IT environment, processes and organization. This plan will be validated and adjusted as necessary during the alignment and mobilization phases as outlined in the Synoptek methodology section. Transitional support is provided during this stage, but SLA coverage will not apply until designated date from transition.
- Synoptek and Customer may identify additional Projects or Services at any phase. Projects or Services will be formally discussed, and these Projects and Services will be scoped, priced, and proposed separately.
- Synoptek will submit a Change Order to Customer if material changes to the defined scope are identified. Synoptek will document the reason(s) for any deviation from the anticipated timelines, services or pricing.
- Customer shall ensure that all Customer equipment and security processes and implementations are in good working order and conform to all applicable industry practice, standards, or requirements. Synoptek assumes that Customer has the necessary third-party support contracts in place for all critical hardware, software and services. Customer will maintain all current or new third-party support contracts for Customer hardware and application support unless mutually agreed upon by Parties to cancel.



## Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES

- Customer is responsible for regulatory compliance or industry specific obligations.
- All Synoptek Services include Synoptek designated tools and licenses included in the Services pricing. If Customer has other third-party software or hardware managed by Synoptek, Customer is responsible for licensing, circuit and telco costs, hardware/software support unless it is explicitly included in the Synoptek proposed pricing.
- Synoptek dedicated resources are quoted based on estimated hours required. If less hours are required, Synoptek will inform Customer in writing and dedicated hours will be adjusted accordingly. If additional hours for current dedicated resources or new dedicated roles are required, Synoptek will also inform Customer in writing to adjust hours required or to minimize scope to meet current hours in agreement with Customer.
- Synoptek is not responsible for network management, support, and remediation services.



**Service Order - RFP 20-0736 INFORMATION TECHNOLOGY MANAGED SERVICES**

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed as of the Effective Date.

**SYNOPTEK, LLC**By: Name:  
Timothy BrittTitle:  
CEO**CUSTOMER**

The Board of Regents of the Nevada System of Higher Education on behalf of the College of Southern Nevada,

**RECOMMENDED:**BY: 

June 22, 2020

Mugunth Vaithyalingam, Chief Information OfficerBY: 

June 22, 2020

Federico Zaragoza, President**APPROVED AS TO LEGAL FORM:**

|



June 22, 2020

James Martinez, General Counsel**APPROVED:**

BY:

Thom Reilly, Chancellor