

# Citrix Upgrade with DaaS SOW

## Quotation # 2023-157148v2

**Prepared By Logicalis for:**  
Lake County Illinois

*To the attention of :  
Erik Karlson  
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August 23, 2023

## Pricing Summary

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

Price Summary	Amount
Professional Services	\$23,400.00



Logicalis offers a range of services, from helping you define and design a cloud strategy to assisting with server and storage selection for your current environment. We provide a variety of assessments and health checks, perfect for those who need help determining what the next steps are. Find out more at [www.us.logicalis.com](http://www.us.logicalis.com)



Ask us about Logicalis Leasing Solutions—a value-added service tailored to our customers. Leasing offers strategic, operational and financial benefits that can help meet your company's goals and get your project funded. Logicalis financing experts work with more than a dozen trusted leasing partners to assist you as our valued customer. We can deliver competitive rates and flexible terms and make the leasing process easy.

## Citrix Upgrade with DaaS SOW

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Customer Name & Address	Logicalis Account Executive
Erik Karlson Lake County Illinois 18 N County St Waukegan, IL 60085-4304 (847) 377-2454 ekarlson@lakecountyil.gov	Al Robles 3500 Lacey Road Suite 200 Downers Grove, IL 60515 +1 3317773637 al.robles@us.logicalis.com
Bill To Address	Ship to Address
Lake County Illinois 18 N County St Waukegan, IL 60085-4304	

Item	Qty	Part Number	Description	Unit Price	Extended Price
<b>Logicalis Professional Services - Fixed Fee</b>					
1	1	PS	Project Initiation	\$11,700.00	\$11,700.00
2	1	PS	Project Completion	\$11,700.00	\$11,700.00
<i>Logicalis Professional Services Fixed Fee Subtotal</i>					\$23,400.00

Grand Total	
Services Subtotal:	\$23,400.00
<b>Grand Total:</b>	<b>\$23,400.00</b>

## Professional Services Statement of Work

### Build

- Deploy and Configure Citrix Cloud DaaS
  - Configure Hosting Connections, Administrators, and Resource Locations
  - Configure required Citrix Policies and HDX Session optimizations
  - Configure Workspace Environment Manager (WEM)
- Deploy and Configure On-Prem Citrix Infrastructure Components
  - (2) Citrix Cloud Connectors
- Configure File Server
  - Configure File Server Optimizations, and required shares for Citrix Infrastructure
- Install and Configure Citrix Cloud Connectors
  - Configure Cloud Connector Optimizations, and Best Practice
  - Configure update schedule
  - Validate functional HA Configuration and Connectivity
- Configure FSLogix Profile Management, and WEM
  - Configure File Share for User Profiles and Personalization
  - Configure Best Practice configuration, Inclusions, and Exclusions for user Profiles
  - Configure Folder Redirection and Session Control policies within WEM
  - Configure Drive Maps, Printer Maps, and required Registry updates within WEM
- Configure Active Directory Group Policy
  - Modify Group Policy based on Citrix, and Microsoft Best practice
- Configure Citrix Virtual Desktops VDA on Master Targets
  - Modify Windows 10 Desktop OS VDA's
- Decommission PVS
  - Reverse PVS image for Windows 10 Desktop and Windows Server 2019 OS VDA's
- Decommission Legacy VMs
  - Remove legacy VMs associated with retired on premise Citrix deployment.
- Initial IT Testing and Validation of Citrix Cloud Services security, functionality, and performance
  - Citrix VDA Functional testing
  - FSLogix Profiles, and Folder Redirection
  - AD Group Policy, Citrix Policy, and WEM
  - Environment High Availability and Failover
  - Installed Applications, and User Personalization Layers
  - Review Event Logs, and Performance analytics of deployed VDA machines

- Resolve issues that were identified in initial IT Testing
- Conduct Pilot testing with predetermined users and resolve identified issues

#### Deploy

- Assist with Go-Live Migration
  - Document migration plan to migrate users to the upgraded Citrix Virtual Apps and Desktops environment
  - Provide up to 8 hours of Day One Go-Live migration support

#### Hand-Off

- Knowledge transfer – Citrix Build and Management (up to 2 Hours)
- Hand off as-built configuration to managed services and customer

## **Project Management**

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

### ***Project Management (Medium Rigor)***

#### **Planning**

- Project kick-off call agenda & notes
- Project kick-off call facilitation
- Identify project team and define roles & responsibilities
- Resource Scheduling
- Project Work Breakdown Structure (WBS) & Gantt creation
- Supplemental project information management

#### **Execution**

- Product tracking, if applicable
- Project status call agenda & notes
- Weekly project status call facilitation
- Weekly project status report, consisting of:
  1. Overall Health Status
  2. Schedule, Risk & Budget Key Performance Indicator (KPI) Reporting
  3. Percentage Complete
  4. Project Phase
  5. High Level Accomplishments
  6. Current Activities / Upcoming Activities
  7. Past Due Activities
  8. Project Issues
  9. Financial & Hours Summary, applicable to T&M projects
- Resource management & allocation
- Project WBS & milestone management
- Project escalations

#### **Monitoring & Controlling**

- Project Deliverable review and delivery, as applicable
- Scope management
- Document Project Change Requests (PCRs), if applicable
- Timeline & budget monitoring

- Project performance measurement
- Risk monitoring

**Closing**

- Project closure call
- Project Closure and Acceptance processing

## Professional Services Assumptions / Customer Responsibilities

- Migrate load balancing services from ADC for decommission
- Redirect current Citrix URL to cloud service
- Provide Virtual Server resources for new cloud connectors
- End user support

## 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

This quotation ("Quotation") is made and entered into pursuant and subject to the Price List provisions of the Tech Data GSA #47QTCA21D00BD contract ("Tech Data GSA Contract"), which are incorporated herein by reference. Those provisions are captioned as follows: (1) "Labor Category Descriptions" (pg. 5-11 of the Price List); (2) "Authorized GSA Pricing / Professional Services" (pg. 12 of the Price List); and (3) the price list itself ("GSA Pricing"). For the avoidance of doubt, Customer and Logicalis hereby confirm that any references to the Tech Data GSA Contract are made strictly for the purposes of

1. establishing a basis for price negotiations and that any award of purchase order resulting from this Quotation will not be made through the Tech Data GSA Contract. For all other terms not addressed in the previously stated GSA, the terms and conditions of the Master Solutions Agreement with Product Sale Addendum between Logicalis, Inc. and Lake County, Illinois dated December 7, 2022 (the "Agreement"), apply and are incorporated herein by reference. All items not specifically detailed in this Quotation are considered out of scope. All capitalized terms in this Quotation shall have the same meaning as defined in the Agreement, unless otherwise specifically defined in this Quotation.

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), found at [us.logicalis.com/gcr](https://us.logicalis.com/gcr), are incorporated herein by reference.

3. Unless otherwise mutually agreed upon, reasonable travel expenses will be tracked separately and billed directly to Customer. Travel expenses will include cost incurred from travel (airfare, rental, car, mileage, tolls, and lodging). Meals, if any, will be billed at the per diem rate of \$65.

## 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. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:  
Lake County Illinois

Accepted By:  
Logicalis, Inc.

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Signature

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Signature

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Printed Name

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Printed Name

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Title

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Title

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Date

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Date

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