

0138518-DCSD- Staff Augmentation

Statement of Work Prepared for



Project # 0138518

Version 1.0

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Contents

1. Project Purpose & Overview.....	3
1.1. Project Summary.....	3
2. Services to be Performed	3
2.1. Scope of Work.....	3
2.2. Location(s) of Services to be Performed:.....	4
3. Pricing.....	4
4. Assumptions.....	5
4.1. Customer Responsibilities.....	5
4.2. General Assumptions:.....	6
2 Agreement Authorization	7

1. Project Purpose & Overview

1.1. Project Summary

DeKalb County Schools (“DCSC”) wishes to engage Blue Mantis to supply staffing resources to DeKalb County Schools on a time and materials basis for up to twelve (12) months, working a minimum 40 hours per week, plus rotational on call with the team for after-hours coverage escalation.

This Statement of Work shall be incorporated into and governed by the terms of the Master Services Agreement between Blue Mantis and DeKalb County Schools dated 4/20/2022. This Statement of Work governs the services (“Services”) to be provided by Blue Mantis to DeKalb County Schools and particularly described herein. Capitalized terms not defined herein shall have the meaning as set forth in the Master Services Agreement.

2. Services to be Performed

2.1. Scope of Work

The resources are primarily responsible for the below activities and DeKalb County Schools is responsible for task assignment and prioritization of the supplied resources.

Senior Enterprise Services Server Engineer

- Provide Architectural oversight and technical escalation for Enterprise Services Team and technologies.
- Provide strategic guidance to CIO and other DeKalb management related to virtual and server infrastructure.
- Configure, and troubleshoot DeKalb’s various Enterprise devices and systems that include, but are not limited to:
 - VMware Virtual Infrastructure
 - vSAN
 - Array Based Storage (iSCSI)
 - Virtual networking
 - Virtual Machine Creation and Maintenance Tasks
 - Active Directory Support
- Design and implement business solutions using common Server and Storage equipment.
- Monitor and diagnose performance issues with compute and storage systems.
- Design, write and update both system documentation and as-built diagrams.

Enterprise Services Engineer

- Configure, and troubleshoot DeKalb’s various Enterprise devices and systems that include, but are not limited to:
 - VMware Virtual Infrastructure
 - vSAN
 - Array Based Storage (iSCSI)
 - Virtual networking
 - Virtual Machine Creation and Maintenance Tasks
 - Active Directory Support
- Design and implement business solutions using common Server and Storage equipment.
- Monitor and diagnose performance issues with compute and storage systems.

- Design, write and update both system documentation and as-built diagrams.

Senior Network Engineer

- Install, configure, and troubleshoot DeKalb's various network devices and systems.
- Design and implement business solutions using common network equipment.
- Monitor and diagnose performance issues.
- Design, write and update both system documentation and network diagrams.
- Provide network subject matter leadership to colleagues and junior network resources.
- Work with DCSD IT Leadership to help shape future network design and services.

Network Engineer

- Install, configure, and troubleshoot DeKalb's various network devices and systems.
- Design and implement business solutions using common network equipment.
- Monitor and diagnose performance issues.
- Design, write and update both system documentation and network diagrams.

Network Operations Center (NOC) Engineer

- Deploying and inspecting IT network systems.
- Overseeing the safe installation of hardware and cabling systems.
- Monitoring the performance and capacity of computer systems.
- Performing regular checks on network hardware and software.
- Responding to network alerts and hardware malfunctions.
- Diagnosing and troubleshooting network errors.
- Tracking and documenting network issues and compiling incident reports.
- Responding to user requests and providing network training.
- Managing system backups and network security protocols.

2.2. Location(s) of Services to be Performed:

The services will be performed remotely as well as on-site visits throughout the district's 139 sites. Reimbursement for travel will include district site to district site only. Travel from home to any district site and from district site to home is expected not covered.

3. Pricing

The Services outlined in this Statement of Work will be provided on an hourly rate basis. The estimated hours required to complete the Services and applicable billing rate(s) for the personnel are set forth in the table below.

Service Description	Number of Resources	Estimated Duration	Rate	Estimated Pricing
Senior Enterprise Services Server and VMware Engineer	1	520 Hours	\$157.50/Hour	\$81,900.00
Enterprise Services Server and VMware Engineer	1	520 Hours	\$139.50/Hour	\$72,540.00
Senior Network Engineer	1	520 Hours	\$157.50/Hour	\$81,900.00
Network Engineer	1	520 Hours	\$139.50/Hour	\$72,540.00
Network Engineer	1	520 Hours	\$139.50/Hour	\$72,540.00
Network Operations Center (NOC) Engineer	1	520 Hours	\$139.50/Hour	\$72,540.00
Estimated Pricing				\$453,960.00

*Tax, if applicable is not included. Travel and expenses are not included and will be billed separately at actual cost for district-to-district travel.

Payments are due to Blue Mantis net 21 days from date of invoice. Services will be invoiced on a monthly basis as Services are performed until completion of the Final Work Product. The terms, conditions and pricing of this Statement of Work are valid for 30 days from date of presentation to DeKalb County Schools.

Rates are subject to change from the original scope based on resource(s), COLA, CPI or other extenuating factors. If a rate adjustment is needed, a Change Order will be presented.

Blue Mantis reserves the right to bill on a monthly basis based on the number of hours worked to date.

If the project is delayed or put on hold by the customer for an extended period of time, a Change Order may be needed to address additional hours needed that were caused by the delay.

If DeKalb County Schools decides to cancel this engagement prior to the agreed upon end date or depletion of the estimated number of hours, two (2) weeks' notice will be required. Should DeKalb County Schools end services within the two weeks of the agreed upon date, DeKalb County Schools may be invoices for two additional weeks of service.

4. Assumptions

4.1. Customer Responsibilities

4.1.1. DeKalb County Schools will provide security, systems, and location access as required for consultant to perform activities. Delays created by consultant not having access will be the responsibility of DeKalb County Schools.

- 4.1.2. DeKalb County Schools will give Blue Mantis' resource adequate domain rights to complete the work required for the tasks assigned.
- 4.1.3. DeKalb County Schools is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials and information supplied by DeKalb County Schools.
- 4.1.4. DeKalb County Schools must delete or disable all cloud, network, system, application, and data access granted to any Blue Mantis employees working on the project as soon as the project has concluded.

4.2. General Assumptions:

- 4.3.1. Blue Mantis makes no representation or warranty that the services provided will yield any specific deliverable(s) or assumed result(s). The resource's time delivered, and technical knowledge are the assumed requirements for fulfillment of the service.
- 4.3.2. Should DeKalb County Schools requirements or tasks change during the course of this effort, DeKalb County Schools will advise Blue Mantis of additional resource needs.
- 4.3.3. Resources will work a minimum of 40 hours per week.
- 4.3.4. Completion of any work will be limited by the Engineering hours available under this SOW.
- 4.3.5. Blue Mantis reserves the right to assign resources to the engagement in accordance with the skills levels required to perform the work described in this SOW. If a change in resource skill is requested, there may be an impact to the duration and hourly consumption rate of the engagement. Any changes will be mutually agreed on and documented in writing.
- 4.3.6. Work will be scheduled and performed contiguously, without pause, in minimum one business week increments of time.
- 4.3.7. Upon consumption of the agreed upon length of engagement, services in this SOW will be complete and any responsibilities assigned to Blue Mantis will transition to DeKalb County Schools for any reassignment.
- 4.3.8. Work efforts will be conducted on-site at WBBC and up to 139 sites district wide. Mileage will be reimbursed at the current IRS rate for travel within the district. Travel will not be reimbursed for travel to/from home.
- 4.3.9. Should DeKalb County Schools request or approve overtime hours, the proposed rates will be charged at 1.5x of the rate. "Overtime" is defined as any work performed outside the hours of 7:00AM to 7:00PM, Monday through Friday.
- 4.3.10. Overtime/non-holiday: The standard hours of service are eight (8) hours per day, excluding lunch. Any time exceeding forty (40) hours a week shall be deemed Overtime. Overtime must be approved in a timely manner by the client manager the Blue Mantis resource has been assigned or client manager of record. Overtime shall be invoiced to the client by 1.5x by the rate noted in section 4. Pricing. Working legal Holiday: The standard hours of service are eight (8) hours per day, excluding lunch, shall be invoiced to the client by 1.5x by the rate noted in section 4. Pricing.

2 Agreement Authorization

The parties' agreement to and execution of this Statement of Work is necessary prior to commencement of Services. In cases where there is a direct conflict between the terms of the Master Services Agreement and the Statement of Work, the Statement of Work shall prevail. Capitalized terms used but not defined in this Statement of Work shall have the meanings given to them in the Master Services Agreement.

The business terms, proposals and related information contained in this Statement of Work are confidential and proprietary information belonging to Blue Mantis and provided to DeKalb County Schools exclusively for its internal use and consideration regarding the retention of Blue Mantis to perform the Services. DeKalb County Schools's acceptance and review of this Statement of Work shall be deemed an agreement by DeKalb County Schools not to use, disclose or disseminate the Statement of Work or any portion of it without the prior express written consent of Blue Mantis. No third party shall be entitled to review or rely upon the information contained in this Statement of Work for any reason.

DeKalb County Schools Authorization	Blue Mantis Authorization
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:
Purchase Order Number: (If no Purchase Order is indicated, the Project # for this Statement of Work will be used.)	Project Number: 0138518 Version: 1.0

When agreed to, please sign, date and fax or email to:

Steve Pellicci Account Manager
 Phone: (207) 475-1886
 Email: steve.pellicci@bluemantis.com

We will sign and return a fully executed copy to you.