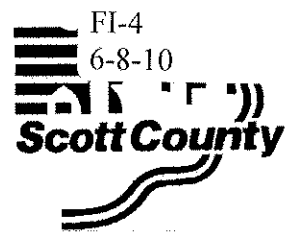


INFORMATION TECHNOLOGY

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June 1, 2010

To: Dee F. Bruemmer, County Administrator
From: Matt Hirst, Information Technology Director
Subject: Approval of Citrix software upgrade for SECC and Scott County

Scott County has requested and received a quote for a software upgrade from Sedona Technologies for Citrix XenDesktop. The County currently uses Citrix for its desktop virtualization application and plans are in place to use this technology by SECC. This project leverages the County's investment in Citrix thin provisioning and upgrades the 340 client access licenses owned today to the latest version.

Citrix Metaframe XPe was originally purchased and installed in 2002 for County purposes. The project was a successful implementation of thinly provisioned desktop clients. (Thin clients run on hardware without a full client operating system which reduces both hardware and software operating systems requirements and costs.) At the time of implementation, approximately 200 users were migrated from Windows 95 to Metaframe XPe. Metaframe XPe is an application that Citrix no longer supports. Currently, while Metaframe XPe is still in production at the County, it is problematic to support and provides less than adequate service to users.

The new product, Citrix XenDesktop, has been on the market for several years and is thoroughly tested and highly functional. Additionally, Scott County IT conducted an extensive proof of concept project where we tested both XenDesktop and the other market leader with several applications to be used by both the County and SECC. During this testing we found the XenDesktop product to function at a high level and meet County and SECC needs for computer desktop and application delivery. The application will be primarily used to deliver applications remotely through Wide Area Network (WAN) connections.

It is recommended that the Board approve the bid from Sedona Technologies in the amount of \$135,516.39. Scott County will be paying approximately \$90,000 of this total with the balance of approximately \$45,000 to be paid by SECC. Budget dollars are available in the SECC and Scott County Capital Improvement Program budgets to fund the cost of this project.

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**SEDONA
TECHNOLOGIES**
a Division of The Sedona Group

"XenDesktop Implementation"

Statement of Work

Version 4.0

May 10th, 2010

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Funding Requirements

The fees for the work to be performed under this SOW are detailed below. This is a set project and Professional Services are included in total price for the project outlined in this SOW.

TABLE 1—FUNDING

PRODUCT/SOFTWARE	TOTAL COST
Citrix Software, Licensing, and Hardware	\$86,016.39
Project Professional Services	\$49,500.00
Totals	\$135,516.39

Rates of one hundred fifty percent (150%) for scheduled services and two hundred percent (200%) for unscheduled services of the rates stated above shall apply to services requested and performed between 6:00 p.m. and 8:00 a.m. weekdays, or weekends or holidays.

SEDONA is available to start with one week's notice.

Price does not reflect additional VECD and Microsoft licenses that Client may need to purchase separate from this SOW.

Description of Services

Sedona is proposing a four-phased approach to deploying XenDesktop Platinum edition. Briefly, the implementation phases are as follows:

- NetScaler
- XenServer
- XenApp/Provisioning Server
- XenDesktop

The strategy behind this schedule is to put the technologies supporting XenDesktop in place prior to the XenDesktop implementation. The ultimate goal is provide the user with a common, secure, consistent desktop environment.

The NetScaler implementation will provide a highly available access environment for both the users and the back-end infrastructure. For the users, the NetScalers provide a single secure, policy-driven, integrated web-based access point to the XenDesktop and XenApp resources. Should the need ever arise, the NetScalers can also provide SSL VPN capabilities for those users who require that type of access. For the back-end infrastructure, The NetScalers provide network load balancing services, services that both manage and monitor the state of critical

Assumptions

The following assumptions together with those detailed elsewhere were made to create this SOW. Should any of these assumptions prove to be incorrect or incomplete then SEDONA may modify the price, scope of work or milestones. Any such modifications shall be managed by the Change Management Procedure.

It is assumed that:

- All tasks will be performed over established time frame unless otherwise agreed to by Sedona Technologies and the Client
- All work will be performed during normal business hours, Monday through Friday, 8:30 a.m. to 5:30 p.m., except holidays, unless otherwise agreed upon by both Sedona Technologies and the Client.
- Services, if applicable and agreed to by Client, will be performed on site at the Client.
- The Client will ensure that the Sedona Technologies Consultant(s) have access to the Internet to download patches and access vendor resources as needed.
- All required administrative domain level access will be created and provided by client at time of project execution.
- A Client Systems Administrator will be readily available to resolve any issues with the existing environment or network.
- Any temporary Network Cabling is installed and tested.
- Any temporary Power requirements have been provided.
- Change control will be adopted and enforced on all participants of this project.
- Client subject matter experts will be made available for information gathering, planning, validation, and reviews. These resources will be committed throughout the Engagement.
- Client will supply all documents electronically to Sedona.
- The pricing for hardware and software acquisition, if required, will be proposed separately.
- Changes to these assumptions or tasks may impact the overall timeline, deliverables or costs.

Out of Scope

Sedona Technologies is only responsible for performing the services specifically described in this Statement of Work. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of Scope. Services outside the scope include, but are not limited to, the following:

- Responsibility for any tasks involving application, or infrastructure device, not limited to Servers, Storage, Network components that which include installation, scripting, application analysis, system performance, and/or troubleshooting.
- Complex cable installation involving raceways, floor panels, conduit, wiring closets or patch panels.

Completion Criteria

This project will be considered complete once all items stated in the Description of Services have been completed, and deliverables presented to Client.

Deliverables

Coordination of meetings and presentations as already described.

Documentation of findings and recommendations.

Knowledge Transfer

SEDONA will provide knowledge transfer to Client's Project Sponsor and Subject Matter Experts documentation and collaboration throughout the duration of this engagement.

Potential Risks

There is little to no risk associated with this project. No production data should be affected.

In the event that subject matter experts are not available in a timely manner, the project may experience delays to the project schedule.

Change Management

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- Client's changes to the scope of work and/or specifications for the Services.
- Client's changes to the Project Plan.
- Unavailability of resources which are beyond either party's control.
- Environmental or architectural conditions not previously identified.

Changes to the SOW may affect the hours, rate, staffing, and delivery timeframe.

In the event either party desires to change this SOW, the following procedures shall apply:

The party requesting the change will deliver a Change Request to the other party. The Change Request will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the Deliverables and/or the schedule.

Upon the request of Client, SEDONA will promptly return all confidential information that may have been provided to SEDONA by Client

Should a Mutual Non-Disclosure Agreement (NDA) already exist and executed between SEDONA and Client prior to the execution of this SOW. The terms of the Mutual NDA will supersede the terms of this Confidentiality statement.

Limitation of Liability

LIMITATION.

NOTWITHSTANDING ANY OTHER PROVISION IN THIS AGREEMENT, SEDONA TECHNOLOGIES, A WHOLLY OWNED SUBSIDIARY OF SEDONA INC., TOTAL LIABILITY UNDER THIS AGREEMENT SHALL IN NO EVENT EXCEED THE SUM OF THE TOTAL AMOUNT ACTUALLY PAID BY CUSTOMER TO SEDONA TECHNOLOGIES FOR SERVICES HEREUNDER, UNLESS A HIGHER LIABILITY IS IMPOSED BY A COURT OF COMPETENT JURISDICTION.

EXCLUSION OF CERTAIN DAMAGES.

NOTWITHSTANDING ANY OTHER PROVISION IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SEDONA TECHNOLOGIES, A WHOLLY OWNED SUBSIDIARY OF SEDONA INC., ITS SUBSIDIARIES, OR THEIR RESPECTIVE SUPPLIERS BE LIABLE UNDER THIS AGREEMENT FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR OTHER PECUNIARY LOSS), AND EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Limited Warranty

SEDONA TECHNOLOGIES, A WHOLLY OWNED SUBSIDIARY OF SEDONA, INC., warrants that the Services will be provided in a professional and workmanlike manner and in accordance with applicable industry standards. THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED UNDER THIS AGREEMENT, AND AS TO THE RESULTS THAT MAY BE OBTAINED THEREFROM, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES OF GOOD TITLE AND NON-INFRINGEMENT. SEDONA TECHNOLOGIES SHALL NOT BE LIABLE FOR ANY SERVICES OR PRODUCTS PROVIDED BY THIRD PARTY VENDORS, DEVELOPERS, OR CONSULTANTS UNLESS SUCH THIRD PARTY SERVICES OR PRODUCTS ARE PROVIDED UNDER A WRITTEN AGREEMENT WITH SEDONA TECHNOLOGIES.

Appendix A – Pricing Details

Pricing as shown is direct from the distributor and reflects no mark-up. This pricing represents to lowest possible cost at which these products can be purchased and is valid for 30 days (expiring June 10th, 2010.)

CC8085	CITRIX XENDESKTOP MW2Z0000085	340	XENDT PLAT ED TRADE- UP PRTL F/ XNAP ENT W/ACT SA X1U/DEV W/SUB ADV	0	\$165.00	\$149.30	\$50,762.00
V58872	CITRIX - NETSCALER MW3Z0000049	2	NETSCALER MPX 5500 STD ED 4X10/100/100 0 EASY	0	\$12,000.00	\$8,303.17	\$16,606.34
V58973	CITRIX - NETSCALER 1YRGLDMPX5K SE	2	1YR GOLD MNT - NETSCALER MPX-5500 STD ED	0	\$2,160.00	\$1,839.47	\$3,678.94
Alternate - N69823	CITRIX - ESSENTIALS XENSERVR EW2Z0000043	3	ESSENS F/ XENSERVR ENT ED W/ SUB ADV X1 SERVER LICS	0	\$2,500.00	\$1,995.95	\$5,987.85
Alternate - N69830	CITRIX - ESSENTIALS XENSERVR EW2Z0000056	1	ESSENS F/ XENSERVR ENT ED W/ SUB ADV - X5 SERVER LICS	0	\$11,250.00	\$8,981.26	\$8,981.26
Total:							\$86,016.39

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

JUNE 10, 2010

APPROVING PURCHASE OF CITRIX SOFTWARE UPGRADE

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The purchase of Citrix software upgrade and professional installation services from Sedona Technologies in the amount of \$135,516.39 is hereby approved.

Section 2. This resolution shall take effect immediately.

