

NETLAN Systems Integration Proposal

for

The Bronx Health Plan Network Implementation Project

Prepared for

The Bronx Health Plan
1 Fordham Plaza
Bronx, NY 10458

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1.0 Executive Overview

NETLAN is pleased to present The Bronx Health Plan with this proposal for the New York implementation of the distributed network system. This proposal represents NETLAN's approach helping The Bronx Health Plan meet the requirements discussed in previous meetings. In addition to proposing hardware and software to help The Bronx Health Plan meet their distributed networking system requirements, NETLAN will act as the systems integrator for this project. As a leading system integrator for the past decade, NETLAN has delivered and managed customized business solutions for clients ranging from Local Area Networks to international networks. The Bronx Health Plan will benefit from knowing that NETLAN has designed, managed and installed networks such as the one we are proposing to The Bronx Health Plan, with excellent client satisfaction and technical benefits.

Once all the hardware and software is installed, NETLAN will test the networks to verify that the systems on the network establish peer to peer communications. The careful management of this complex environment is essential to the successful completion of this project. NETLAN will appoint a Project Manager who will assume technical and project manager responsibilities of the performance of the NETLAN tasks as described in the Statement of Work of this proposal.

NETLAN's success in systems integration projects has been achieved as the result of applying three essential skills:

1. The ability to plan and integrate functionally sound hardware and software systems that are designed to provide reliable and efficient application processing.
2. The ability to match technical skills to particular work tasks.
3. The ability to manage this project professionally and effectively.

We appreciate your continued interest in NETLAN and are confident that our experience, methodology, and commitment to your success will result in a successful project. As a valued NETLAN customer, we look forward to working as partners with The Bronx Health Plan.

2.0 Project Approach

2.1 Management Approach

NETLAN recognizes the importance of working closely with The Bronx Health Plan personnel during this project. The knowledge, effort, and cooperation of The Bronx Health Plan personnel is required to make this project successful. The combination of the knowledge and experience of the NETLAN project members and The Bronx Health Plan knowledge of the business application will provide a highly productive team.

NETLAN believes that the successful accomplishments of the project will depend on these key elements:

- Utilization of proven NETLAN project management techniques
- A disciplined phased approach and a detailed project plan
- Active participation of a team of NETLAN data processing professionals possessing the necessary skills dedicated to The Bronx Health Plan.
- Utilization of existing hardware and software to provide a comprehensive solution to The Bronx Health Plan business needs.

The successful completion of any project depends upon the careful execution of a well structured and detailed plan. This plan must be developed based upon a collective agreement of objectives and well-defined goals. It is the attainment of these goals which marks the successful end of any given effort.

In projects with the complexities of today's data processing environment, the attainment of objectives can be difficult. The results to be expected sometimes vary based upon a person's perspective within the organization. For example, the expectations of executive management may differ from those of the user or operations personnel. There are, however, certain attributes of success which are considered important to all personnel involved in any data processing project. The key attributes are that the project completes on time, that it stays within budget, and that the result is a quality product which satisfies the user.

In order to complete a project successfully, guidelines and procedures must be developed and implemented. NETLAN has formulated and employs a methodology to help provide successful completion of projects. The components of this methodology are:

- Phased Implementation
- Change Control

These topics are discussed briefly in the next section.

2.1.1 Phased Approach

The separation of a project into logical, manageable phases is an integral part of the NETLAN process. The key tasks are planning, hardware installation, software installation, unit testing and system testing.

2.1.2 Change Control

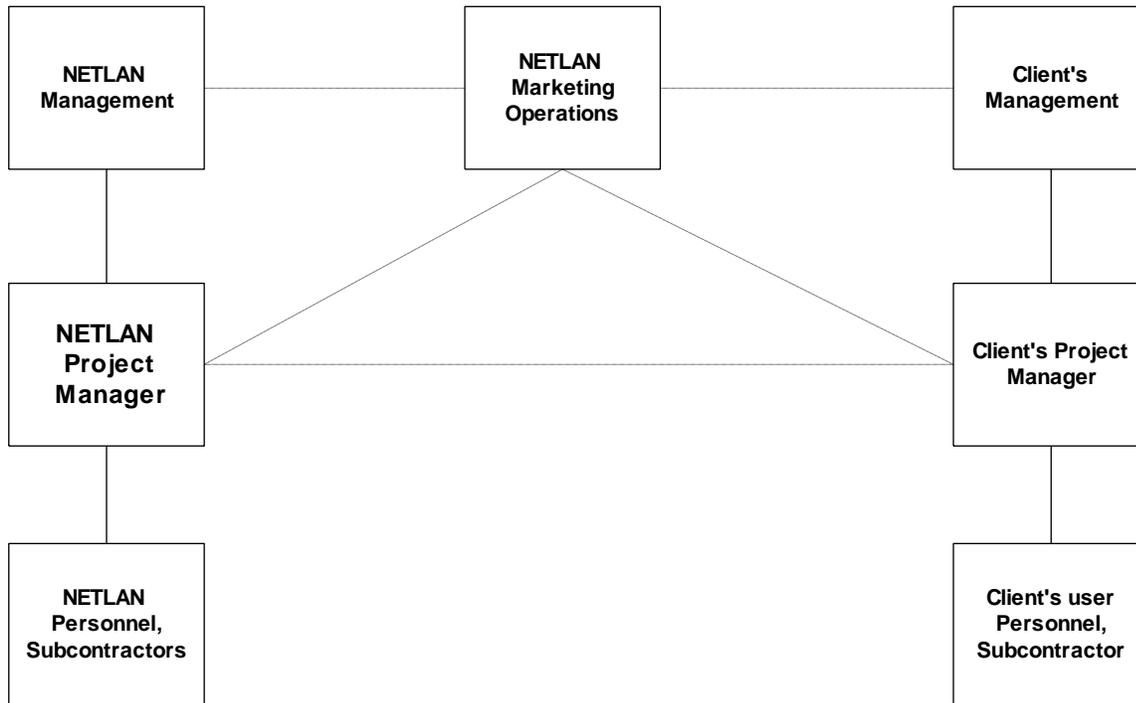
Recognizing that some changes to the scope of the project may require accommodation, a formal change control plan is required. Such a plan will allow The Bronx Health Plan personnel to make cost and benefit trade-offs based on the analysis of requested changes. It provides a control point so that only approved changes are implemented, This procedure is described in "Appendix B. Project Change Control Procedure" on page 38.

2.1.3 Systems Assurance

Project reviews, conducted on a scheduled basis by NETLAN systems assurance specialists, are one of the most important project management control processes used by NETLAN on operations support projects. The reviews are structured to provide NETLAN management with an objective view of the status of the project and an early warning of real or potential problems. Early detection and correction of problems will help keep a project within its defined scope and schedule.

2.2 Project Organization

It is important that the organization of project personnel has clearly defined lines of communication and authority and allows effective and timely communication. In order to accomplish this, the following project organization is proposed below:



This structure establishes a clear interface with The Bronx Health Plan management responsible for the system, and provides clear lines of authority to facilitate decision-making and to prevent or resolve problems quickly.

The key responsibilities in the organization are as follows:

- The NETLAN Project Manager interfaces with the The Bronx Health Plan Project Manager and has responsibility for the execution of the NETLAN tasks.
- The Bronx Health Plan Project Manager is the focal point for communications and decision making between NETLAN and The Bronx Health Plan. The Bronx Health Plan Project Manager interfaces with the NETLAN Project Manager and reports status to The Bronx Health Plan management responsible for the project.
- NETLAN management monitors progress and performance of the NETLAN Project Manager and Project Team, and performs periodic Systems Assurance Reviews of the project progress.

3.0 Statement of Work

This Statement of Work is subject to the terms and conditions of the *NETLAN Customer Agreement (Agreement)*. The following are incorporated in and made part of this Statement of Work:

"Appendix A. Guidelines for Deliverable Materials" on page 37.

"Appendix B. Project Change Control Procedure" on page 38.

"Appendix C. NETLAN Hardware and Software Products" on page 39.

"Appendix D. Non-NETLAN Hardware and Software Products" on page 40.

The System NETLAN will deliver consists of the following items:

1. Deliverable Materials. The Deliverable Materials are listed in "Deliverable Materials" on page 21 and a description of the contents of each deliverable is given in "Appendix A. Guidelines for Deliverable Materials" on page 37.
2. Hardware. The NETLAN hardware included in this proposal is described in "NETLAN Hardware Products" on page 39. The non-NETLAN hardware is described in "Non-NETLAN Hardware Products" on page 40.
3. Software. The NETLAN software included in this proposal is described in "NETLAN Software Products" on page 39.
4. The Bronx Health Plan-Provided Items. A list of these items appears in "The Bronx Health Plan's Responsibilities" on page 28.

3.1 NETLAN Responsibilities

The following sections outline the tasks NETLAN will perform on this project. These tasks will be performed by NETLAN personnel or personnel subcontracted by NETLAN.

3.1.1 Project Management

The purpose of this task is to establish a framework for project communications and reporting. NETLAN will appoint a project manager who will have responsibility for the administration and technical direction of NETLAN's efforts on this project and will act as the focal point for coordinating NETLAN activities with the The Bronx Health Plan Project Manager who is responsible to The Bronx Health Plan for this effort.

The following sub-tasks will be performed:

- Discuss the Statement of Work with the The Bronx Health Plan Project Manager and review the responsibilities of both parties.
- Establish and administer project management procedures and develop project work plans in coordination with the The Bronx Health Plan Project Manager.
- Track and evaluate project progress against established project work plans. Resolve deviations with the The Bronx Health Plan Project Manager.
- With the The Bronx Health Plan Project Manager, administer the change procedure described in "Appendix B. Project Change Control Procedure" on 38.
- Define and monitor the support resources required for the project to determine that these resources are available as scheduled.
- Maintain project communications. Review the project progress with the The Bronx Health Plan Project Manager.
- Prepare and submit written Weekly Status Reports to the The Bronx Health Plan Project Manager, outlining project status, significant accomplishments, identification of issues and recommendations for corrective action.
- Coordinate weekly status meetings involving project management and technical personnel.

3.1.2 HUBs/Infrastructure

Task Description: The purpose of this task is to provide the wiring and transport medium details of the networks. (See "Appendix C. NETLAN Hardware and Software Products" on page 39.) This task includes the following sub tasks:

Each phase will accomplish specific tasks defined at the pre-installation meeting.

Pre-Move tasks

This phase accomplishes the wiring and transport medium aspect of the network.

- Installing new D-Link HUBs into Racks.
- Install/mount HUBs into rack#2, refer to HUB configuration sheet, provide enough space between HUBs for cables to slip through.
- Install inter HUB cabling per HUB segment.
- Refer to HUB configuration sheet.
- Power all HUBs and monitor LEDs for any failures.
- Patch all user lines from patch panel to New HUBs, TBHP and OPTEC will supply labeling and patching specifications.
- Run all patch cables through special cable guides located on side of racks.
- (Ensure all cables are patched in an organized manner where every cable can be easily identified and removed.)
- Provide sufficient cable slack so each patch cable can accommodate changes between HUBs, panels and racks.
- Upgrade existing d-Link 1000 HUBs to 1500.
(Note: Can be performed in the evening at any period of time prior the move date.)
- Note: TBHP must notify users of schedule down time for that evening.
- Patch segment cables(one from each set of HUBs) into designated HUB port and set aside.
- (These cables will link each group of HUBs into the Alantec Power HUB.

D-Link HUB 1000 Upgrade Tasks:

Perform the below tasks to one HUB at a time so as not to violate the existing patching integrity.

- Remove first HUB(1000) from existing rack.
- Install upgrade components.
- Test.

- Mount back into the rack
- Repeat for all HUBs.

Move tasks

- Remove existing cables from HUBs.
- Remove HUBs from 10Fl computer room.
- Install previously removed HUBs into Rack #2 follow HUB Configuration Sheet.
- Patch appropriately.

Post Move Tasks

- Secure existing rack to 2nd fl computer room floor.

Completion Criteria: This task is considered complete when the wiring, and pre-move user HUB infrastructure is installed and tested.

3.1.3 Switching HUB

Task Description: The purpose of this task is to configure the Alantec Switching HUB, test and integrate into the new infrastructure. (See "Appendix C. NETLAN Hardware and Software Products" on page 39.) This task includes the following sub tasks:

Pre-Move Tasks

Physical configuration of Switch.

- Install adapter boards.
- Mount rack ears to Alantec Powerhub.

Logical configuration of HUB.

- Assignment/Creation of administration accounts.
- Assignment/creation of port/segment attributes.
 - Port Name
 - Bridge path cost
 - Filters
 - IP address
 - Management views
- Assignment/creation of Workgroups(optional)

Perform test criteria #1. This consists of the following:

- Attach a HUB into the switch's segment port.
- Link a test file server to the Switch and a WS to the HUB.
- Attach a protocol analyzer into the switch.
- Attach a console or Telnet into the switch.
- Generate traffic and test WS LOGIN and application response.
- Monitor packet/performance statistics with analyzer and console utilities.
- Generate traffic on the master switch and simulate connection of HUB link failure.
- Monitor response of WS and switch console for dynamic switch-over to second switch.

- Mount Switching HUBs into rack #1.
- Patch defined segments cables from Segment HUBs to switch HUB ports.
- Back-up configuration diskettes.
- Perform test criteria #1.

Move Tasks

- Patch Existing File Server into the switch.
- Patch existing moved user HUBs into switch (see previous section).
- Perform test criteria #1 With protocol analyzer and existing file server.

Additional Tasks(Sweep Test) once Furniture is installed and user termination are complete.

- Test all WS for connectivity to the production File Server over the new infrastructure.
- Patch color cables from switch to production File Server.
- Use a portable CPU and Protocol Analyzer and generate traffic to the server, then use the protocol analyzer to measure the tests. Perform a blanket test for the entire floor.
- Resolve any anomalies that occur during testing.
- Document all patch listings and cable ID numbers changed during testing.
- Ratify all tests are completed and successful
- Ratify LAN cabling infrastructure.
 - RUN traffic through if FS and WS are connected.
 - RUN traffic through with protocol analyzer if WS and FS not connected. Log errors and resolve.

Completion Criteria: This task is considered complete when the wiring, and user and switching HUB infrastructure is installed and tested.

3.1.4 File Servers (FS)

Task Description: This task consists of installing the File Server hardware and software, see "Appendix C. NETLAN Hardware and Software Products" on page 39. There will be one production file server and one future Medicaid file server. The Medicaid file server will be considered as a **pre-moving** installation task. The existing file server will be considered a **move** task.

Pre-Move Tasks

Based on prior definitions this task can be performed prior to other tasks. This task consists of the following sub tasks for the Medicaid file Server and the backup File Server:

- Unpack and setup File Server in designated work room.
- Ensure NE3200 NICs are installed and other pieces of such hardware like memory are also installed.
- Run Dell Configuration utilities to check all items are installed and tested.
- Partition and format drives for each machine according to instructions provided by The Bronx Health Plan.
- Label FS with its destination label (the number on the wall outlet and corresponding patch panel number). This information will be supplied by means of a master list from The Bronx Health Plan.
- Install Novell 3.12.

Note: all logical Novell server information is to be provided by The Bronx Health Plan. Such information may be as follows:

- Server NAME
- Partition configuration
- Duplex configuration
- Volume definition
- IPX internal network address
- IPX external(TBHP and NETLAN can decide) network address
- LOGIN script
- Directory structure

Ensure that the default frame type of 802.2 is changed to 802.3.

- Create necessary basic test user ID and printer queues.
- Configure Storage Dimensions Reflex Cabinet
- Install redundant power supplies
- Install all Drives

Distribution of File Server:

- Install FS onto designated table.
 - Configure video switching equipment.
 - Attach LAN cables into file server if patching task is completed already.
 - Attach Reflex SCSI cables to SCSI switch and Medicaid file Server.
 - Attach Reflex SCSI cables to SCSI switch and Medicaid backup file server.
 - Attach Medicaid File Server to UPS and set UPS.NLM parameters.
- Perform File Server test. This consists of the following:
 - Turn machine ON.
 - Observe POST and BOOT procedure.
 - Look for start-up errors.
 - LOGIN into the system.
 - Select any NetWare application and test.
 - Select a printer(if installed) and test.
 - Send a message to another user.
 - Test utilities.
 - Log out of system.

Test Storage Dimensions equipment:

- Test Storage dimensions duplexing by removing drive.
- Test Hot Swap drive for mechanical recovery errors.
- Test SCSI switch and backup File Server.
- Log errors and correct.

Additional Tests

- Test UPS parameters.

- Test Tape backup subsystem.

Completion Criteria: This task is considered complete when all related File Server hardware and software is installed and tested.

3.1.5 Production File Server Upgrade

Task Description: This task consists of installing the existing Production File Server hardware and software, see "Appendix C. NETLAN Hardware and Software Products" on page 39. There will be one production File Server and this task is a **pre-moving** installation task.

Pre-Move Tasks

Based on prior definitions this task can be performed prior to other tasks. This task consists of the following sub tasks for the Production File Server and the backup File Server:

Note: A full backup must be performed before work is to commence and a schedule for evening downtime should be completed.

- Perform preliminary system check.
- Down File server.
- Install memory.
- Second restart and down.
- Run Dell Configuration utilities to check all items are installed and test.
- Restart server and monitor status.
- Restart file Server
- Perform File Server test. This consists of the following:
 - Turn machine ON.
 - Observe POST and BOOT procedure.
 - Look for start-up errors.
 - LOGIN into the system.
 - Select any NetWare application and test.
 - Select a printer and test.
 - Check existing bindery and printing structure.
 - Check existing directory and file structure.
 - Send a message to another user.
 - Test utilities.
 - Log out of system.

Move Tasks

Note: A full backup must be performed before work is to commence and a schedule for evening and weekend downtime should be completed.

- Perform preliminary system check.
- Down File server.
- Disconnect all server components and label
- Pack all server components
- Remove file server from cabinet
- Move file server and cabinet into new Computer room facility on 2nd fl.
- Mount cabinet into location and lock wheels.
- Install File Server and related components (Drives, spare file Server and keyboard) into cabinet.
- Reassemble/connect all server components (SCSI and Video switching gear).
- Patch File server and backup into designated Switching HUB ports.
- Restart server and monitor status.
- Disable LOGIN.
- Restart file Server

- Perform File Server test. This consists of the following:
 - Turn machine ON.
 - Observe POST and BOOT procedure.
 - Look for start-up errors.
 - LOGIN into the system.
 - Select any NetWare application and test.
 - Select a printer and test.
 - Check existing bindery and printing structure.
 - Check existing directory and file structure.
 - Send a message to another user.
 - Test utilities.
 - Log out of system.

- Test Workstation access across different segments.

- Generate traffic with protocol analyzer on different segments to define threshold levels.

Completion Criteria: This task is considered complete when all related production File Server hardware and software is installed and tested in the new Computer room facility.

3.1.6 CUBIX Communications/Fax Server (CS)

Task Description: This task consists of moving the CUBIX Communications/Fax Server hardware and software.

Move Task

- Disconnect all CUBIX related cables, modems, phone lines and label
- Pack and move equipment to new computer room facility.
- Mount CUBIX into Rack #1 (providing infrastructure phases are completed to this point).
- Mount Display on Rack shelf.
- Mount all modems on top of CUBIX or on rack shelf.
- Re-connect all cables and related CUBIX components (modems, power and display).
- Patch CUBIX 10BASE-T processors into designated Switch or user HUB ports.
- Power CUBIX and monitor for errors.
- Test CUBIX (providing production file server is in place)
- Perform dial out test on all processors
- Perform dial in test on all processors
- Test FAX capabilities (if applicable).

Completion Criteria: This task is considered complete when the CUBIX Communications/Fax Server is installed and tested.

3.1.7 TAPE Backup Server

Task Description: This task consists of installing and testing new TAPE Backup server and utility supplied by NETLAN, see "Appendix C. NETLAN Hardware and Software Products" on page 39. This task consists of the following sub-tasks:

Pre-Move Tasks

- Install NetWare 3.12 5 User license and configure per client specifications
- Install Tape backup Server hardware (ADIC Auto changer).
- Install Tape Adapter into file server.
- Install Tape Drive hardware.

Ensure to change the default frame type of 802.2 to 802.3.

- Perform Tape Server test. This consists of the following:
 - Turn machine ON.
 - Observe POST and BOOT procedure.
 - Look for start-up errors.
 - LOGIN into the system.
 - Select any NetWare application and test.
 - Select a printer and test.
 - Check existing bindery and printing structure.
 - Check existing directory and file structure.
 - Send a message to another user.
 - Test utilities.
 - Log out of system.
- Perform test criteria on Tape Server
 - Load Tape software.
 - Start backup on production file server.
 - Run verify
 - Test restore utilities.

Move Tasks

- Disassemble Tape Server and Tape hardware, pack and label.
- Move to new Computer Room facility.
- Unpack and install Tape Server and drive onto table near pillar.
- Patch Tape Server into designated Switching HUB port.
- Perform test criteria used above on Tape Server
- Backup Production File Server over Switch.
- Restore to Medicaid File Server over Switch.
- (The Medicaid server will now become a MIRRORED cold SPARE for a week following the move).
- Run verify

Completion Criteria: This task is considered complete when the TAPE Backup server is installed and tested.

3.1.8 Uninterruptible Power Supply (UPS)

Task Description: The purpose of this task is to install and test the UPS. (See "Appendix C. NETLAN Hardware and Software Products" on page 39.) This task consists of the following sub-tasks:

Note: *The Bronx Health plan will supply UPS time parameters for NETLAN to properly configure the UPS(s).*

- Install UPS Systems in designated location in the Computer room.
- Attach Power chute cables to UPSs that have a File Server attached.
- Load UPS NLMs.
- Test, calibrate and start-up equipment.
- Briefly review operational instructions with The Bronx Health Plan designated personnel.

Test Criteria for UPS equipment.

- Inspect and verify all components are installed correctly.
- Disable commercial power to UPS.
- Monitor for WARNING broadcast on a workstation.
- Restore commercial power.
- Monitor for restore broadcast.

Completion Criteria: This task is considered complete when the UPS are installed and tested.

3.1.9 NSI Balance Installation

Task Description: The purpose of this task is to install BALANCE and Redundancy NLM on the Production and Medicaid file Servers and test.

Pre-Move Task

- Install Balance and Redundancy NLM on Medicaid file Server.
- Configure for appropriate NIC ports.
- Bind NIC ports to Switching HUB.
- Test for balancing with two workstations on different segments and monitor Switch statistics and Novell statistics.
- Use protocol analyzer to generate traffic to server port and monitor.
- Pull primary cable out of server port and monitor recovery activity.
- Log all errors and correct.
- Monitor application response & recovery characteristics.

Move Tasks

- Apply above tasks to Production file server after all other task phases are complete.

Note: The NSI NLMs can be installed (but not bound) on the Production file Serve before it is moved.

Completion Criteria: This task is considered complete when all NSI software is installed, tested and operation attributes are validated.

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3.1.10 Final Sweep Test

Task Description: The purpose of this task is to validate that all hardware and software has been installed correctly, and to test system threshold levels.

☐ Test all workstations for the following:

- Log into Production File Server(s)
- Retrieve applications (Production and Medicaid) and data files.
- Send a print Jobs to all printers.
- Logout

- Use protocol analyzer to generate traffic to determine system threshold levels during various functions.
- ☐
- Monitor statistics on Switching HUB and apply any tuning parameters.
- Report and document findings.

☐

☐ **Completion Criteria:** This task is considered complete when all hardware and software is validated and system threshold levels are documented.

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3.1.11 System Documentation.

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Task Description: The purpose of this task is to document the new Bronx Health Plan network. This task consists of the following sub-tasks.

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NETLAN will Document all work done by Systems Engineers. The documented information will cover these areas:

- Production File Server.**
- Medicaid File Server Configurations.**
- Tape Backup Server configuration.**
- NSI Configuration.**
- HUB Configuration.**
- Switching HUB Configuration.**
- Inclusion of RACK and labeling matrix.**

Completion Criteria: This task is considered complete when a document outlining all configuration attributes/details about each documented component is compiled in a binder and submitted to The Bronx Health Plan.

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3.2 Key Assumptions

This Statement of Work and NETLAN's estimates to perform the Statement of Work are based on the following key assumptions as per the NETLAN Project Plan:

- All cabling which is the responsibility of NETLAN, or their sub-contractors, will be properly terminated and labeled at the rack and workstation location.
- The Bronx Health Plan will supply and ensure all electrical outlets are tested and properly shielded for all equipment.
- A location for all new equipment provided by NETLAN will be provided before deployment onto desktops and racks.
- The Bronx Health Plan is responsible for all delivered equipment that resides in The Bronx Health Plan office facility.
- All racks will be installed prior to hardware deployment.
- All configuration information supplied by The Bronx Health Plan is complete and accurate.
- NETLAN will provide services under this Statement of Work during normal business hours, 8:30 am to 5:30 PM Monday through Friday, except holidays.
- Upon request, The Bronx Health Plan will provide access to all locations and resources on weekends and holidays.
- This proposal is contingent upon acceptance SOW by NETLAN's subcontractors.
- NETLAN Is not responsible for late delivery of equipment which impedes the progress of the overall project.
- Work performed over a weekend will be billed with overtime rates applied.
- The Bronx Health Plan perform all workstations moves and configurations.
- The Bronx Health Plan will perform all workstation related testing.
- NETLAN is not responsible for any changes originating from the building manager or construction company that impede the projects progress.
- Any impact resulting from deviations to these assumptions will be assessed using the procedure described in "Appendix B. Project Change Control Procedure" on page 38.

3.3 The Bronx Health Plan's Responsibilities

The successful completion of the proposed effort depends on the commitment and participation of The Bronx Health Plan management and personnel.

The responsibilities to be performed by The Bronx Health plan as disclosed in the following sections will be performed at no charge to NETLAN. NETLAN's performance is predicated on The Bronx Health Plan fulfilling these responsibilities as per the NETLAN Project Plan. If any of these responsibilities are not fulfilled, the NETLAN Project Manager will assess the impact and advise The Bronx Health Plan of any changes to the schedule or price under "Appendix B. Project Change Control Procedure" on page 38.

3.3.1 The Bronx Health Plan Project Manager

The Bronx Health Plan will designate, prior to the commencement of services a person called the The Bronx Health Plan Project Manager. The Bronx Health Plan Project Manager will have the authority to act for The Bronx Health Plan in all aspects of these services and will be the primary focal point for communications with the NETLAN Project Manager. The Bronx Health Plan Project Manager will:

- Provide changes to information, data, decisions, and approvals to NETLAN personnel in writing within one day of change execution.
- Provide liaison between NETLAN personnel and The Bronx Health Plan personnel.
- Take direct action, as appropriate, to rectify deviations from plans, schedules, or procedures which are The Bronx Health Plan responsibilities.
- Identify and schedule appropriate Bronx Health Plan personnel for project activities.
- Participate with the NETLAN Project Manager in analyzing, approving, or rejecting changes in accordance with the Project Change Control Procedure.

3.3.2 The Bronx Health Plan Administrative Responsibilities

The Bronx Health Plan will provide the following:

- A listing of all workstation locations and corresponding patch panel matrix.
- All needed phone numbers to internal resources for testing and configuration purposes.
- Access to all facilities
- Labeling and patching specifications.
- Any configuration related parameters that are required to install any of the proposed Hardware and Software in a non default state.
- Phone lines for CUBIX equipment.

3.3.3 NETLAN Hardware

The Bronx Health Plan is responsible for all equipment delivered to it's location after receiving such equipment by standard means.

3.3.4 Security

The Bronx Health Plan shall provide NETLAN all needed building passes and permits.

The Bronx Health Plan is responsible for the actual context of any data, selection and implementation of controls on its access and use, and security of the stored data.

3.3.5 Laws, Regulations and Statutes

The Bronx Health Plan is responsible for the identification and interpretation of any laws, regulations, and statutes that affect the The Bronx Health Plan systems and programs. It is the responsibility of The Bronx Health Plan to assure that the systems and programs meet the requirements of those laws.

3.3.6 Office Space and Other Facilities

Provide suitable office space, office supplies, furniture, electrical, and network service at each of the following installation locations, 1 Fordham Plaza New York City, for NETLAN personnel and any NETLAN-provided equipment required.

3.3.7 Tools required

The tools NETLAN will supply for this project are as follows:

- Protocol Analyzer.**
- Frye Utilities.**
- Norton Utilities.**
- Hardware Tool Set.**
- Cable Scanner.**

3.4 Deliverable Materials

3.4.1 Reports

NETLAN will deliver one copy of each of the following Deliverable Materials. Descriptions of these materials are contained in "Appendix A. Guidelines for Deliverable Materials" on page 37.

1. Weekly Status Reports

3.5 Estimated Schedule

This section describes the estimated schedule for the tasks defined in "NETLAN Responsibilities" on page 10 in this Statement of Work.

Please refer to the Gantt Chart

3.6 Completion Criteria

NETLAN shall have fulfilled its obligations under this Statement of Work by accomplishing the NETLAN tasks described in "NETLAN Responsibilities" on page 10 and delivering the items listed in "Deliverable Materials" on page 31.

3.7 Charges

The total estimated project price is **\$000000.00** The charges are as follows:

Billing Keys N = normal hours
 O = Overtime hours
 W = Weekend hours

Hourly rate **\$145.00 9-5 pm weekday**
Overtime Rate **\$245.00 5-12 pm weekday**
Weekend rate **\$245.00 9-5pm**
Weekend Overtime **\$275.00 5-12pm**

<u>Task</u>	<u>Hours</u>	
Add memory to existing file server	1h	N
Install new Primary Medicaid file server	8h	N
Install new Medicaid spare server	8h	N
Make changes to AUTOEXEC.NCF	1h	N
Make changes to LOGIN scripts	1h	N
Install new DASD for Medicaid FS	4h	N
Install SCSI and display switching gear	4h	N
Mount Production servers into cabinets	8h	W
Installation of new HUBs into racks	4h	N
Installation of existing HUBs into racks	4h	W
Setup and Configuration of Alantec	8h	N
Configuration of Alantec Bridging & IP setup	16h	N
Install Alantec into rack	2h	N
Test infrastructure	16h	N
Install NSI and test Medicaid	8h	N
Install NSI and Test production	8h	W
Install Tape server and test	16h	N/O
Install D-View	8h	N
Prepare for move of existing file server into new location	2h	O
Run UPS server cables & load ups NLMs	3h	N
Patch all data cables	8h	N
Create all bindery objects on Medicaid server	4h	N
Setup desk and console	2h	N
Re-install CUBIX and test	4h	N
Apply any final Server and WS software changes before move,		

necessary Autoexec.bat and Config.sys changes.	4h	N
Upgrade existing D-Link Hubs	4h	O

****** PRE move testing ******

Test new (partially built) infrastructure	3h	N
Test Alantec recovery options	8h	N
Test CUBIX in new infrastructure	4h	N
Test backup	6h	N
Test NSI recovery options	8h	N
Test cold server switch	2h	N
Rollback definition and test	8h	N

***** Move testing criteria *****

Testing of connections to all servers.	16h	W
Test application load from both file servers.	8h	W
Test existing file server cold spare switch	2h	W
Test Alantec recovery options	8h	W
Test NSI recovery options	8h	W
Test backup	4h	W
Documentation	32h	N
Perform full backup on both servers	6h	W
Project management	80h	N

***** POST MOVE *****

On-site support/changes	24h	N
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Total Normal hours:	000
Total Normal hour cost:	\$000000

Overtime:

Friday	6/10	5:pm -- 10Pm	5Hrs. x \$195.00
Saturday	6/11	8:30am -- 5:30pm	8Hrs. x \$245.00
Sunday6/12	8:30am -- 5:30pm	8Hrs. x \$245.00	

Total Overtime hours:	0Hrs.
Total Overtime cost:	\$0000

Total Weekend hours:	0Hrs.
Total Weekend cost:	\$00000

Total Hours:	0000
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Total Project services cost: \$0000000

3.8 Terms and Conditions

NETLAN will perform this Statement of Work under the terms and conditions of the *NETLAN Customer Agreement*.

Appendix A. Guidelines for Deliverable Materials

A-1 Weekly Status Report

Purpose: NETLAN will provide Weekly Status Reports advising the The Bronx Health Plan Project Manager of the progress and status of the NETLAN activities. The report will outline the NETLAN activities and describe the status of tasks worked on during that period. Significant accomplishments, milestones, and problems will be identified.

Content: The report will consist of the following, as appropriate:

- Activities performed during the reporting period
- Activities planned for the next reporting period
- Project change control summary
- Problems, concerns, and recommendations
- Other items of importance

Appendix B. Project Change Control Procedure

The following provides a detailed process to follow if a change to this Statement of Work (SOW) is required.

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project.
- The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- Both Project Managers will review the proposed change and approve it for further investigation or reject it. NETLAN will specify any charges for such investigation. If the investigation is authorized, the Project Managers will sign the PCR which will constitute approval for the investigation charges. NETLAN will invoice The Bronx Health Plan for any such charges. The investigation will determine the effect that the implementation of the PCR will have on price, schedule and other terms and conditions of the Statement Of Work.
- A written Change Authorization must be signed by both parties to authorize implementation of the investigated changes.

Appendix C. NETLAN Hardware and Software Products

Purchase of NETLAN products will be governed by the terms of the applicable standard NETLAN agreements.

C.1 NETLAN Hardware Products

The products listed below will be supplied under the terms and conditions of the NETLAN Statement Of Work.

Appendix D. NON-NETLAN Hardware, Software and Service Products

<u>Product</u>	<u>Subcontractor</u>	<u>Qty.</u>
Air conditioner		1