VELOCITYDOMAIN NETWORK SOLUTIONS

PROPOSAL FOR EPIX MEDICAL

ORGANIZATIONAL IT SURVEY

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Table of Contents

1	*Introduction*	*Page 3*
2	*Detailed Statement of Work*	*Page 4*
3	*Strategic Analysis Procedures*	*Page 6*
4	*Professional Service Agreement (PSA)*	*Page 10*
5	*Additional Services*	*Page 13*

1 Introduction

VelocityDomain Network Solutions is proud to present our proposal for performing a comprehensive Organizational IT Survey of Epix Medical. It is the goal of VelocityDomain to provide its clients with a high quality of service in providing specialized solutions for each organization. In this regard, we would like to introduce our strategic methodology in regards to conducting the aforementioned survey.

This proposal is organized as follows:

1. Introduction
2. Detailed Statement of Work
3. Strategic Analysis Procedures
4. Professional Service Agreement
5. Additional Services

Small Business Networks and Digital Media are merging into a new paradigm of commerce and enterprise. This expansion into the digital, networking and wireless realm requires skilled and talented experts to integrate and support these new technologies into a seamless, robust and efficient organization. VelocityDomain Network Solutions is dedicated to supporting this new model of digital media and networking solutions running on a multitude of Windows, UNIX, and Mac OS X platforms. Our commitment to our clients is a full-board service to design, implement and maintain these solutions that uniquely suit your digital media and networking needs.

2 Detailed Statement of Work

Functional Breakdown

VelocityDomain Network Solutions will bring on-site a highly experienced and duly diligent consultant that will conduct the comprehensive survey utilizing the following techniques:

1. Plan interviews with members of each department and department heads to assess current system status and needs analysis based on questionnaire (available in the following section). This process will require the most time to complete, on the order of two to three weeks on-site given the size of the Epix Medical staff.
2. Compile data into a comprehensive overview of the organization and develop conceptual ideas for future upgrades and systems enhancements.
3. Submit a semi-final report (based on the above data) to the Senior Director of Information Technology for approval and changes.
4. Complete the final survey report to be handed off to the Senior Director of Information Technology for further considerations at higher levels of management.
5. Provide any follow-up services for Epix Medical either related to the above survey report of for any other potential projects, under the same agreed upon conditions stated in the Professional Service Agreement between Epix Medical and VelocityDomain.

Cost Analysis

Function	Hours @Rate ($60/hr)	Cost
1. Employee Interviews	**20—40 hours on-site**	**$1200—$2400**
2. Data Compilation	**10 hours off-site**	**$600**
3. Report Generation	**6 hours off-site**	**$360**
4. Final Revisions	**4—5 hours on/off-site**	**$240—$300**
Totals:	***40—61 hours***	***$2400—$3660***

From the above figures, the bulk (and subsequently most of the costs) of the work will be the member/employee interviewing process. The proposed 20—40 hour time frame is based on 3 or 4 days on-site within a two to three week period given the availability of scheduling opportunities with all 95+ members of Epix Medical. No more than 6—8 hour days will be required for completion of this phase of the survey—therefore there will be no need for after-hours or weekend work.

The Data Compilation and Report Generation phase figures are based on conservatively projected estimates of how long it will take to manually input all of the salient information into VelocityDomain's database and begin the process of distilling it into a meaningful analysis for the penultimate report to be written.

Finally, any revisions to said report could be carried out either with on-site meetings or via email transactions in order to polish off the best IT survey that can be made of Epix Medical for this year. This process should not take more than the above stated hours; overall, should the minimum amount of time required for the entire survey not be exceeded, VelocityDomain will only bill Epix Medical for the actual hours required to meet the expectations of this project, and not to exceed the above stated maximum hours.

3 Strategic Analysis Procedures

Sample Member IT Questionnaire

Name:	Document ID #:
Department:	Function:

Hardware

Platform (please circle): Mac WinTel Sun SGI Linux
Configuration (HD, RAM, etc.):
Form Factor (please circle): Desktop Laptop Server Appliance
Recent Upgrades:
Desired Upgrades (and purpose):

Software

OS:
Patches and Updates:
Productivity Software:
Development Software:
Desired Software (and purpose):

IT Services

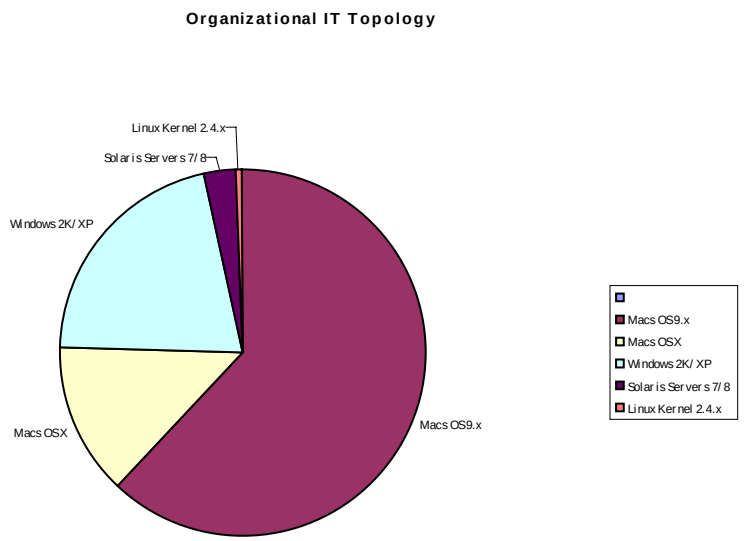
Overall Impression (rate 1-poor to 5-excellent):
Network Stability (rate 1-poor to 5-excellent):
Help Desk Efficiency (rate 1-poor to 5-excellent):
Strengths (comment):
Weaknesses (comment):

Feedback and Recommendations

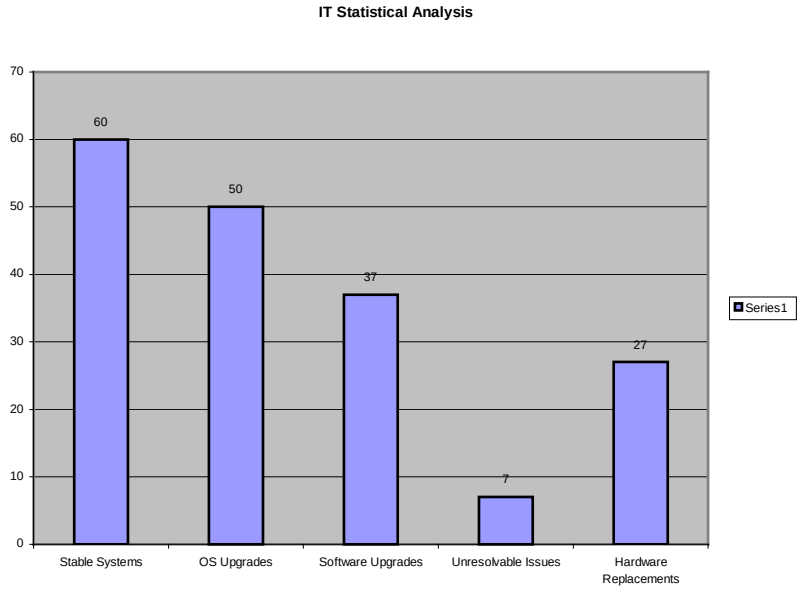
The preceding represents a sample questionnaire that will be given to virtually all members of Epix Medical (scheduling considerations permitting) as part of the data compilation process. Following that process all of the data will populate a simple database (custom to VelocityDomain's technical capabilities) from which statistical and strategic analyses will be drawn illustrating the strengths and weaknesses of the IT infrastructure. Furthermore, network topological data will also be collected (under the supervision of the Senior Director of Information Technology) that will also be compiled into the semi-final report on Epix Medical's IT environment per the objectives of this survey—see Survey Results in the proceeding section.

Survey Results

Below are sample illustrations of the results of the survey, and how such information could be used to develop upgrade or enhancement strategies for the organization as a whole.



As you can see from the chart to the left, your organization is comprised of mostly Macs running a legacy OS (version 9.x). You would benefit from a complete organizational upgrade of these systems to Mac OS X for the following reasons…



According to the bar graph (left) the majority of your network is relatively stable. Despite a huge OS upgrade rollout, there seems to be little reason to replace any desktop systems at this time.

Final Considerations

Overall, the purpose of this survey will provide a unique perspective on the functional operations of this organization through member's perspective, data and network topological infrastructure analysis, and knowledge management of IT assets. All of these factors will be examined and processed in a comprehensive way that should demonstrate an immediate value to Epix Medical and its future endeavors.

We are pleased that Epix Medical is considering VelocityDomain for this opportunity to help them realize their full potential of having a model IT infrastructure, bringing in our best consultants to make this project a success. Should Epix Medical approve of this Organizational IT Survey proposal, VelocityDomain Network Solutions can offer additional services (see section: 5 Additional Services) related and non-related to the scope and results of this survey.

The following two sections should help to demonstrate the Quality of Service that VelocityDomain provides by giving some insight into how we conduct ourselves professionally towards our clients and what other valuable services we can offer.

4 Professional Service Agreement (PSA)

Agreement Statement

AGREEMENT made this _____ day of, _____ 2002

between VELOCITYDOMAIN Network Solutions and, _____

_____ hereinafter referred to as the Client.

Purpose of Agreement

1. The purpose of this PSA is to state the terms and conditions under which VELOCITYDOMAIN Network Solutions (hereinafter referred to as VDNS) will provide network solution services to the Client.

Services Provided

2. VDNS will provide the following network solution services for the Client:

_____

_____

_____

_____

_____

Completion Times

3. VDNS will furnish the completed work to the Client at times to be mutually agreed upon. Delivery schedules will be predicated on normal working conditions and are subject to adjustment at any time in the event of any cause or causes beyond the control VDNS.

The date mutually agreed upon is _____

Property of Client

4. All databases, written procedures, and other related items used and/or produced for the Client shall be the property of the Client, provided that the compensation due VDNS for the services involved in formulating the aforementioned items has been paid in full by the Client.

Storage of Materials

5. Diskettes, CD-ROMs, magnetic tapes, optical storage media, hard drives (fixed and removable), and similar storage materials relating to the work performed for the Client by VDNS, if stored by VDNS, will be so stored at the sole risk of the Client. No obligation or liability of any type is assumed by VDNS with regard to the aforesaid materials. Furthermore, a ***full backup*** of all the Client's data is required by the Client before any work shall be performed on any of the Client's systems. Said backup shall either be performed by the Client or by VDNS to the mutual satisfaction of the Client and VDNS relieving VDNS of any liability for damaged, corrupt and otherwise unrecoverable data that belongs to the Client.

Confidentiality

6. All statistical, financial, and personal data relating to the business of the Client, which are confidential and which are clearly designated as such, will be kept in the strictest confidence by VDNS and its employees. However, the foregoing obligation does not apply to any data that have become publicly available that are rightfully obtained from third parties.

VELOCITYDOMAIN Network Solution's Responsibility

7. VDNS will use due care in performing the work for the Client, but it will be responsible for the machines, operators and network solution experts of VDNS; any errors will be corrected at no additional charge to the Client if created as a result of VDNS' acts. The liability of VDNS with respect to this PSA shall in any event be limited to the total compensation for the services provided under this PSA and shall include any liability.

Compensation

8. The Client shall pay VDNS compensation for the services rendered by him in accordance with the established rates and minimums of VDNS in effect at the times that the services are rendered. Such rates and minimums are subject to change on 30 days' written notice to the Client. VDNS will send a statement of the compensation due it at the end of each month and the Client shall make payment within 15 days of the billing date. Interest will be charged at the rate of 8 percent per month on all delinquent accounts. The present minimum rate is $60 dollars per hour.

Terms of PSA

9. The term of this PSA shall commence on the _____ day

of, _____ 2002 and shall continue in full force and effect thereafter until

it is terminated by the day of, _____ .

Consideration: Conditions

10. The monetary considerations for this job and the scheduled date of completion are based upon specifications furnished by Client and VDNS. Any change of those said specifications by the Client may result in an adjustment of consideration owed by the Client to VDNS, and an adjustment in the scheduled completion date.

Non-Interference With Network Solution Experts

11. The Client acknowledges that all network solution experts working for VDNS were obtained after an extensive and thorough screening process involving substantial time and money. Hence, the Client shall not employ, or attempt to employ, any network solution experts under contract and/or employment with VDNS. VDNS agrees to allow the Client to employ said network solution experts if such employment takes place after completion of the service order and the Client pays to VDNS a fee of $60 in addition to all other considerations stated herein—unless waived by the discretion of VDNS' management.

Attorney's Fees And Costs

12. If any action at law or in equity is necessary to enforce or interpret the terms of this Professional Service Agreement, the prevailing party shall be entitled to reasonable attorney's fees, costs, and necessary disbursements in addition to any other relief to which such party may entitled.

Governing Law, Entirety of PSA, Partial Invalidity

13. This PSA shall be governed by the laws of the State of Massachusetts. It constitutes the entire agreement between the parties regarding its subject matter. If any provision in this contract is held by any court to be invalid, or unenforceable, the remaining provisions shall nevertheless continue in full force.

Executed at, _____ , Massachusetts on the day and year above written.

VDNS

BY: _____

Client

BY: _____

5 Additional Services

VelocityDomain Network Solutions also provides a broad spectrum of services beyond the proposed project. A brief overview of our additional services are described as follows:

Systems Support and Performance Tuning

VelocityDomain works with multiple platforms, installing software, performing hardware upgrades, networking components, resolving software problems, and providing comprehensive maintenance support for all client and server systems.

Backup and Recovery Options

VelocityDomain will arrive on-site to develop and implement a reliable long-term backup and recovery strategy using all of the latest “off the shelf” and custom options available. We will also recommend economical off-site data storage options.

Migration Services

VelocityDomain has years of experience in its members to help you move your entire organization from one facility to another. We can provide the options and strategies necessary to help you move all of your equipment and services to a new location with as little disruption to your organization’s daily operations as possible.

Network and LAN Infrastructure Expansion

VelocityDomain understands the complexities involved when an organization wants or needs to expand its operations. We can devise strategies and provide hardware and software recommendations to help your organization expand into new facilities, technologies, and operating capacities.