



## EXECUTIVE SUMMARY

**Recommendation that the Broward College District Board of Trustees authorize (1) Contract Amendment #1 with CSPi Technology Solutions (ITN-2023-072-OA- IT Managed Services) for the deployment of the Nutanix hyper-converged infrastructure, as well as for network systems, and information security support requiring specialized expertise and (2) an increase in fiscal authority for this Contract Amendment #1 and for related hardware and software support purchases. Fiscal Impact: \$2,153,000.00, Cumulative amount: \$7,217,000.00.**

**Presenter(s): Raj Mettai, Chief Information Officer**

**Describe the purpose of this purchase of goods, services, information technology, construction, or use of space.**

This is to authorize a contract amendment with CSPi Technology Solutions awarded via ITN-2023-072-OA- IT Managed Services for the deployment of the Nutanix hyper-converged infrastructure, as well as for network systems, and information security support requiring specialized expertise.

**1) Nutanix Deployment SimpliVity Replacement.** This initiative aims to improve systems management and network security for students, faculty, and staff. To achieve this, CSPi Professional Services has been contracted to deploy the Nutanix environment. This partnership ensures a smooth and effective deployment of the new solution, maximizing its benefits. Furthermore, CSPi will provide ongoing support and maintenance services as part of their MSP agreement ensuring the college's private cloud remains optimized and reliable. This project was authorized by the Board of Trustees and funded via NFR-25000033 as part of the Data Center Hardware Refresh project totaling \$1,200,000.00.

**2) Block Support Services:** These professional technical services for network systems and information security initiatives were authorized by the Board of Trustees and funded via NFR-25-000020 as part of the Professional Service Hours project, totaling \$75,000. CSPi offers a flexible block of hours for professional technical services outside of the scope of the managed services agreement (ITN-2017043-ZR). These hours are used for network, systems and information security support and initiatives that require specialized skills.

### **Fiscal Authority Request**

The College is requesting fiscal authority in the amount of \$2,153,000 to cover these two projects as well as for hardware and software support purchases totaling \$878,000. Total contract total is \$7,217,000.00.

### **Describe the competitive solicitation method used or, if none, the exemption relied on for bid waiver.**

The College is procuring this contract via ITN-2023-072-OA for IT Managed Services. The Invitation to Negotiate (ITN) provided the College the ability to solicit services from multiple vendors and select the most qualified vendor who met the specified requirements outlined on the solicitation with the best value proposition for the College.

### **1. Describe business rationale for the purchase and how it was procured.**

**What is the benefit of the purchase. If there is an ROI, describe the ROI and how calculated.**

Yes, prior to this contract, the Information Technology department had eight full time positions dedicated to maintaining and troubleshooting networks and systems at the College. The attrition rate was very high and was getting harder to maintain talent to support the College infrastructure resulting in sub-par service. The transition to an MSP arrangement with CSPi successfully addressed these challenges. Their technical resources have proven to be consistent and very committed professionals, service levels have improved and proper maintenance for network and systems is performed to high standards contributing to the overall efficiency and effectiveness of IT Operations at Broward College. In addition, the College is able to consolidate infrastructure related contracts while reducing the cost of these services.

- a. **How does the purchase support the Strategic Business Plan.** This is not applicable.
- b. **If applicable, what is the rationale for the use of piggybacks, existing contract extensions, bid waivers in lieu of the College conducting a competitive solicitation.** This is not applicable.

**If a competitive solicitation process was conducted by the College, describe the process.**

In 2023, the College issued a new solicitation (ITN-2023-072-OA) where CSPi Technology Solutions was selected again based on understanding of the College requirements, relevant experience, unique qualifications, overall approach methodology, and ability to perform contract.

2. **Did the vendor amend Broward College's legal terms and conditions [to be answered by the Legal Office] if the College's standard contract was used and was this acceptable to the Legal Office?**

The General Counsel's office has reviewed the agreement and any deviation to the College's standard terms has been deemed acceptable

**This Executive Summary is approved by:**

**Raj Mettai**  
**Chief Information Officer**

APPROVAL PATH: CS 131 CSPi Technology Solutions (ITN-2023-072-OA - IT Managed Services)  
Amendment 1

Department Head 1 Review	Alina Gonzalez	11/11/2024
Department Head 2 Review	Raj Mettai	11/11/2024
Department Head 3 Review	Donald Astrab	11/12/2024
Auto Complete-No IT Review Needed	Raj Mettai	11/15/2024
Contracts Coordinator Review	Natalia Triana-Aristizabal	11/15/2024
Procurement Review	Orlando Aponte	11/18/2024
Procurement Review	Orlando Aponte	11/20/2024
Budget Review - Pending Fund Approvals	Christine Sims	11/20/2024
CFO Review	Rabia Azhar	11/22/2024
Attorney Review	Kristina Raattama	11/22/2024
Attorney Rejected		12/5/2024
Attorney Review	Kristina Raattama	1/1/2025



**AMENDMENT #1 TO THE IT MANAGED SERVICES AGREEMENT**

**THIS AMENDMENT** is made and entered into as of this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_,  
by and between

**THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA**

(hereafter referred to as BC),  
a political subdivision of the State of Florida,  
whose mailing address is  
111 East Las Olas Blvd, Fort Lauderdale, Florida 33301

and

**MODCOMP INC. DBA CSPi TECHNOLOGY SOLUTIONS**

(hereafter referred to as Vendor),  
a corporation  
who is located at  
1182 E Newport Center Dr, Deerfield Beach, Florida 33442

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**WHEREAS** the parties entered into an Agreement with an Effective Date of January 1, 2024, as may have been amended;

**WHEREAS** the Agreement may be amended only when reduced to writing and signed by both Parties; and

**WHEREAS** the Parties desire to amend the Agreement to include additional products and/or services as authorized under the Agreement.

**NOW** and **THEREFORE**, the **IT MANAGED SERVICES (ITN-2023-072-OA)** Agreement is amended as follows:

1. **Nutanix Deployment SimpliVity Replacement.** Vendor shall perform the work described in the Statement of Work Agreement dated December 2024 for the Nutanix Deployment SimpliVity Replacement for the deployment of a new Nutanix environment, replacing the existing SimpliVity infrastructure across multiple locations attached hereto as Exhibit A and BC shall pay Vendor \$95,000 in accordance with Section 9 of Exhibit A.
2. **Block Support Services.** Vendor shall perform the professional technical services for network systems and information security initiatives described in the Block Support Services Agreement dated 12/09/2024 attached hereto as Exhibit B and BC shall pay

Vendor an amount not to exceed \$75,000 in accordance with the payment terms set forth in Exhibit B.

3. **Authority.** Each person signing this Agreement on behalf of a Party warrants that he or she has full legal power to execute this Amendment on behalf of the Party for whom he or she is signing, and to bind and obligate such Party with respect to all provisions contained in this Amendment.
4. **Signatures.** This Amendment may be signed and sent electronically by the parties. All signed counterparts will be deemed originals and together shall constitute the entire Amendment.
5. **No further amendments.** All remaining terms in the Agreement remain the same.

**IN WITNESS WHEREOF**, the parties or their duly authorized representatives hereby execute this Amendment on the date first written above.

**FOR VENDOR**

MODCOMP, INC, DBA CSPI TECHNOLOGY SOLUTIONS

By Nick Monfreda

Name Nick Monfreda

Title Vice President

**FOR BC**

THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA

By \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

**Statement of Work (SOW) for  
Broward College**

**BROWARD<sup>®</sup>  
COLLEGE**

**Nutanix Deployment  
SimpliVity Replacement**

Prepared by



Version: 3.0  
December 2024

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**Version History**

Version 1.0 – Original SOW dated October 14, 2024

Version 2.0 – Revisions to sections 3 Project Scope and 6 Key Assumptions dated October 30, 2024

Version 3.0 – Includes final revisions from Client legal dated December 9, 2024



## 1 Introduction

This Statement of Work (“SOW”) describes the services that CSPi Technology Solutions (“CSPi”) Professional Services will provide Broward College (“Client”) in connection the deployment of a new Nutanix environment, replacing the existing SimpliVity infrastructure across multiple locations. CSPi will perform all functional services required to ensure a smooth and effective deployment, as detailed in this SOW.

CSPi will provide functional services to Client as defined in the subsequent sections of this SOW. This SOW shall be effective and legally binding immediately upon execution by both parties and shall be governed by the terms of the Master Professional Services Agreement (ITN-2023-072-OA) (“MSA”) entered into between CSPi and Client on January 1, 2024.

## 2 Statement of Work

The MSA and this SOW, once signed by both parties, form the entire agreement (Agreement) between CSPi and the Client. In the event of any conflict between these Terms of Business and the SOW or any other document that forms part of this Agreement, the Agreement shall prevail.

Changes to this SOW will be processed in accordance with the procedure described in **Appendix A. Project Change Control Procedure**. The investigation and the implementation of changes may result in modifications to the estimated schedule, charges, and other terms of this SOW.

The following are incorporated in and made part of this SOW:

- Appendix A. Project Change Control Procedures
- Appendix B. Project Certificate of Completion

### 2.1 Period of Performance

The Services described herein will be scheduled to start following the date of last signature below and will continue until the completion of Services as detailed herein, or on other dates mutually agreed to between Client and CSPi.

This preliminary schedule assumes that project implementation flows uninterrupted and that all assumptions and terms and conditions are met by the Client and CSPi.

Delays of mutually agreed tasks which extend any estimated schedule(s) may have an impact on project resources, due dates, and costs. These adjustments will be handled using the process outlined in **Appendix A. Project Change Control Procedure**.

## 3 Project Scope

### 3.1 Nutanix HCI Deployment

This project involves deploying seven Nutanix clusters at Broward College, structured as follows:

- One 4-node cluster at the primary datacenter for production workloads
- One 4-node cluster at the secondary datacenter for replication
- Five 1-node clusters distributed across campuses for local resources
- One 4-node cluster for Nutanix Unified Storage (Nutanix Files and Objects)

*\*\*Note: Section 3.1 tasks are performed once for each of the outlined clusters.*

### 3.2 Nutanix HCI Deployment Process

Broward College will utilize third-party resources ("SmartHands") to handle the physical installation of the Nutanix clusters at Client's Tallassee data center. To minimize complexity, CSPi will pre-stage all equipment at Client's Central campus, ensuring a plug-and-play experience upon delivery. CSPi will provide remote support and documentation to assist with the installation.

#### 3.2.1 Physical Installation (Staging)

- Unbox and verify all components in alignment with the Bill of Materials
- Install auxiliary hardware (e.g., drives, network cards, PSUs)
- Rack-mount the Nutanix blocks using recommended hardware

#### 3.2.2 Deployment Preparation (Staging)

- Download and prepare all necessary Nutanix software (AOS, Foundation)
- Validate network configurations
- Connect power and network cables and power up the Nutanix blocks

#### 3.2.3 Foundation Cluster Setup (Staging)

- Utilize Nutanix's Foundation tool to begin cluster setup
- Input pre-deployment questionnaire data as cluster parameters
- Complete cluster formation after a successful foundation process

#### 3.2.4 Additional Services Preparation (Staging)

- Use LCM (Life Cycle Manager) to update Nutanix software to the latest Long-Term Support (LTS) release
- Perform firmware upgrades for all components
- Set up initial network configurations to support Nutanix services (Files, Objects)

## 3.3 Nutanix Unified Storage

### 3.3.1 Nutanix Files

- Download and deploy the latest Nutanix Files installation media
- Set up a 3-node virtual Nutanix Files cluster
- Configure a 1TiB Nutanix Files Share
- Provide training to Broward College staff on creating additional shares and managing storage allocation

### 3.3.2 Nutanix Objects

- Download and deploy the latest Nutanix Objects installation media
- Set up a 3-node virtual Nutanix Objects cluster
- Configure a 1TiB Nutanix Objects Bucket
- Provide training to Broward College staff on creating additional buckets and managing storage allocation

## 3.4 Prism Central

### 3.4.1 Configuration Preparation

- Ensure Prism Central is up to date
- Validate network connectivity between remote clusters and the Prism Central virtual machine
- Configure all Nutanix clusters to connect to Prism Central

### 3.4.2 Configuration Validation

- Confirm that all Nutanix HCI clusters are visible and manageable through Prism Central
- Ensure visibility and management of Nutanix Files and Objects clusters through Prism Central

### 3.4.3 Licensing

- Provide access to Broward College for support portal and licensing
- Apply licenses to the Nutanix clusters and services using Broward's account
- Verify that all clusters and services are appropriately licensed

## 3.5 Replication

### 3.5.1 Configuration

- Configure remote sites (bidirectional)
- Configure protection domain(s) (based on customer provided schedule)
- Assign VMs to protection domain(s) (based on customer provided list)

### 3.5.2 Validation

- Ensure NGT (Nutanix Guest Tools) is installed on protected VMs
- Validate recovery of a test-VM from local protection domain
- Validate recovery of a test-VM from remote protection domain

## 3.6 Test/Dev Cluster

### 3.6.1 Migration

- Ensure communication between existing and new clusters in Tallahassee
- Create necessary supporting virtual networks
- Migrate existing workloads to *new* cluster that will reside in Tallahassee

### 3.6.2 Cluster Destruction

- Confirm all workloads are migrated off existing cluster
- Validate VMs are functioning on new cluster
- Destroy cluster and return to factory-unconfigured state

### 3.6.3 Cluster Expansion

- Rack and stack nodes from Tallahassee into Flexential datacenter
- Ensure networking is configured and in-place to support additional nodes
- Expand existing test/dev cluster in Flexential with the nodes removed from Tallahassee

### 3.7 Out of Scope Items

Any new requirements not specifically defined in this SOW and agreed upon by both parties will require a Change Request, as outlined in **Appendix A. Project Change Control Procedure**. CSPi will provide the additional cost details, if required, for all project changes requested.

The following items are specifically excluded from Services CSPi will provide as part of this engagement:

- Modifying or adding file or object share permissions beyond the default administrative access
- Creating, troubleshooting, or modifying guest virtual machines (VMs)
- Making or modifying network configurations
- Making or modifying firewall configurations

## 4 General Project Activities

### 4.1 Project Kick-Off Meeting

Prior to start, CSPi will host an initial kick-off call to be attended by Client project team and key stakeholders. Areas of focus include:

- Team introduction
- Review of project objectives
- Establish project timeline
- Establish protocol for updating Client stakeholders
- Identify pre-requisites to start
- Review project close-out

### 4.2 Planning and Design Sessions

CSPi will work with appropriate Client team members in a series of initial discussions and discovery regarding the current and end-state design of Client infrastructure. Active participation and presence are imperative during this time to ensure requirements are clearly defined and validated, and that the design is based on those requirements.

### 4.3 Deployment Planning

During the Design Sessions, the hardware, software, and services required to implement the solution will have been identified. At the conclusion of this phase, Client will have a clear understanding of the tasks required to implement the solution, as well as a timeline for the complete deployment. CSPi will provide, upon request, a project plan detailing:

- Tasks
- Milestones and timelines
- Resource assignments
- Dependencies

## 4.4 Execution

During this phase, the project plan resulting from the deployment planning phase will be executed, and status will be communicated according to the communication protocol(s) established at kick-off.

## 4.5 Close-Out

CSPi and Client will verify together that technical requirements have been satisfied, and CSPi will invoice Client according to applicable billing milestones outlined in sections 9.1 and 9.2 herein.

# 5 Client Responsibilities

Project completion depends on the full commitment and participation of Client management and personnel. CSPi's performance is dependent on the Client performing Client Responsibilities as set forth in this Agreement.

Client Responsibilities listed below are to be provided to CSPi at no charge. CSPi's performance is predicated upon the following responsibilities being fulfilled by Client. Delays in performance of these responsibilities may result in additional cost and/or delay of the completion of the project and will be handled in accordance with **Appendix A. Project Change Control Procedure**. Client agrees to the following:

## 5.1 Client Project Manager Responsibilities

Prior to the start of this SOW, Client shall designate a Project Manager who shall serve as focal point for CSPi communications relative to this project and shall have authority to act on behalf of Client in all matters regarding this project. Client Project Manager responsibilities include:

- Manage Client personnel and responsibilities for this project.
- Serve as the interface between CSPi and all Client departments participating in the project and participate in project status meetings.
- Administer the Project Change Control Procedure with the CSPi Project Manager or Technical Lead.
- Obtain and provide information, data, and decisions within two (2) working days of CSPi's request unless Client and CSPi agree in writing to a different response time.
- Resolve deviations from the estimated schedule caused by Client. Help resolve project issues and escalate issues within Client organization, as necessary.
- Ensure that Client staff is available to provide such assistance as CSPi reasonably requires, and that CSPi is given reasonable access to Client senior management, as well as any members of Client staff to enable CSPi to provide services described herein.
- Client shall commit the necessary resources to complete project tasks, in compliance with the estimated schedule, and in accordance with the assumptions and responsibilities stated herein.
- Client shall ensure that Client staff has the appropriate skills and experience. If any of Client staff fails to perform as required, Client shall make suitable additional or alternative staff available.
- Provide all information and materials reasonably required to enable CSPi to provide services detailed herein. Client agrees that all information disclosed or to be disclosed to CSPi is and will be true, accurate and not misleading in any material respect. CSPi will not be liable for any loss,

damage or deficiencies in services provided, if any, arising from inaccurate, incomplete, or otherwise defective information and materials supplied by Client.

- Upon completion of this SOW, CSPi will provide Client Project Manager with the Project Certificate of Completion found in **Appendix B. Project Certificate of Completion**. Provision of the Project Certificate of Completion indicates that CSPi has completed the delivery of Services agreed upon in this SOW. Client PM shall sign and return the Project Certificate of Completion to indicate their acceptance of Services.

## 5.2 Other Client Responsibilities

- **Network Configurations:** Ensure that all necessary network configurations are in place prior to the installation process.
- **Firewall Exceptions:** Confirm that any required firewall exceptions are configured to allow seamless inter-cluster communications.

## 6 Key Assumptions

This SOW and CSPi's estimates are based on the following key assumptions. Deviations that arise during the proposed project will be managed through the procedure described in **Appendix A. Project Change Control Procedure**, and may result in adjustments to the project scope, estimated schedule, and fees. These adjustments may include charges on a time-and-materials or fixed-fee basis using CSPi's standard rates in effect.

- CSPi Professional Services, with support from CSPi Broward MSP team, will physically rack and stack equipment in all locations except for the Tallahassee data center where local data center smarthands will be utilized for installation
- Pre-staging will occur at Client's Central campus; Client will ship equipment from Central campus to the designated Client location for installation by CSPi (except for Tallahassee as noted above, and Flexential as noted below)
- Client will provide CSPi necessary power and network switching required for configuration
- CSPi will transport equipment configured for the Flexential data center, and coordinate shipping the four 1U Nutanix nodes to Tallahassee; Client will ship the balance of equipment
- CSPi and Client have agreed upon a final design that includes all technical and business requirements; timeline to implement; plan to execute; roles and responsibilities
- CSPi and Client have agreed upon acceptance test criteria for each phase of the project

## 7 Deliverable Materials

Deliverable Materials are literary works or other physical or digital works of authorship (such as documentation, reports, drawings and similar works) that CSPi may deliver to the Client in accordance with this SOW. CSPi will deliver to the Client the Deliverable Materials, if any, specified in this SOW as being CSPi's responsibility. Deliverable Materials do not include commercially available software or hardware; these are provided under separate agreements.

Deliverable	Description	Format
Documentation	As-built documentation and diagrams.	Digital

## 8 Completion Criteria

CSPi shall have fulfilled its obligations under this SOW when any one of the following first occurs:

- a. CSPi accomplishes the activities described in "CSPi Responsibilities" in Section 3, above, including provision of the Deliverable Materials, or
- b. CSPi provides the additional Services as specified in any subsequent Change Authorization, or
- c. Client or CSPi terminates the project in accordance with the provisions of the Master Services Agreement.

Upon successful completion of this project, Client agrees to sign and return the Project Certificate of Completion attached in **Appendix B. Project Certificate of Completion**.



## 9 Fees and Payment

### 9.1 Professional Services Fees

Based on the requirements documented in this SOW, the cost for Services is **\$95,000.00**.

Should the project execution be delayed for a period of 30 days for reasons outside of CSPi's control, CSPi will invoice for 50% of any remaining balance not yet invoiced. Any changes in scope handled via Change Requests can also impact schedule(s), cost and/or resources assigned to this SOW. Charges for Services as detailed within are exclusive of travel and living expenses and other reasonable expenses incurred in connection with CSPi's delivery of Services. Such expenses are also chargeable.

### 9.2 Payment of Invoices

CSPi will invoice for amount specified in section 9.1 Professional Services Fees, plus travel and living expenses (if any), other reasonable expenses incurred in connection with the Services (if any), and applicable taxes (if any). Material costs will be invoiced in full upon delivery. Amounts are due and payable upon receipt of invoice.

## 10 Agreement

**Client:** Broward College

**Project Name:** Nutanix Deployment SimpliVity Replacement

**Professional Services Fee:** \$95,000.00

**Provider:** CSPi Technology Solutions

**Quote:** *Internal Use Only*

CSPi agrees to provide the Services described in this SOW provided Client accepts this SOW, without modification, by signing in the space below on or before 30 days from the date of the proposal.

Both parties agree that the complete Agreement consists of 1) this Statement of Work and 2) the Master Services Agreement (or any equivalent agreement signed by both parties).

I have read, understand and agree to the terms set forth in the above sections titled "Professional Services Fees". Furthermore, I have read, understand and agree to the terms set forth in the Master Services Agreement.

### Broward College

### CSPi Technology Solutions

\_\_\_\_\_  
Signature

*Gary Pecoraro*  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

Gary Pecoraro  
\_\_\_\_\_  
Name

12/5/2024  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Client Representative Title

Project Manager  
\_\_\_\_\_  
Authorized CSPi Representative Title

In order for CSPi to finalize scheduling of resources to perform this work, a signed copy of this Statement of Work document must be returned to CSPi. In the event that a signed copy of this Statement of Work is not received, the necessary resource(s) to perform this work, as identified by CSPi, may be reallocated to other projects. If a resource becomes unavailable due to the absence of a signed SOW document, it may become necessary to have a new SOW document created. Established start and finish dates, allocated resources, and a signed SOW must be on file before work can begin.

Additionally, Client agrees that upon completion of the services outlined in this SOW, CSPi shall request, via email, that Client acknowledge Services have been completed and approved by Client.

## Appendix A. Project Change Control Procedure

The following process will be followed if a change to this SOW is required.

1. 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.
2. A PCR must be signed by authorized representatives from both parties to authorize implementation of the change. Until a change is agreed to in writing, both parties will continue to act in accordance with the latest agreed version of the SOW.

## Appendix B. Project Certificate of Completion

**Client:** Broward College

**Project Name:** Nutanix Deployment SimpliVity Replacement

**Professional Services Fee:** \$95,000.00

**Provider:** CSPi Technology Solutions

**Quote:** *Internal Use Only*

This document evidences Client's acceptance of Services provided and serves as a completion certificate.

The Services referenced for Client were completed on \_\_\_\_\_ and are accepted as complete on this date by signature of the Client representative below. The signatures below certify agreement on the completion date and Client's acceptance of the work as conforming in every respect to this Statement of Work. Any requests for additional work, including consultation, will require a new purchase order for additional Services.

This document must be completed and signed by both parties to evidence completion and acceptance of the work.

### Broward College

### CSPi Technology Solutions

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Client Representative Title

\_\_\_\_\_  
Authorized CSPi Representative Title

END OF DOCUMENT

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## Block Support Support Services Agreement

Client: Broward CollegeDate: 12/9/2024

### Technical Support Service Program Overview

CSPi Technology Solutions ("CSPi") offers its customers a wide range of technical support services. These services were designed to provide our customers maximum flexibility in sourcing the appropriate level of support required for maintaining their systems and networks infrastructures. Our staff of certified engineers has the expertise and experience to help your company optimize the return on its investment in systems and networks technology.

### The BLOCK Support Services Program

CSPi offers a flexible BLOCK Support Services Program that provides our customers with a pre-determined amount of discounted support services. This program was designed for the customer that has a specific requirement or project requiring the services of the CSPi Support Team. The following features offer an overview of the Block Support Services Program.

Support is purchased in volume including discounts, based upon the Customer's projected needs. As the Customer uses CSPi services, support time is charged against the amount of support purchased according to the Rates in table A and the terms and conditions of this agreement. A new agreement must be initiated when the initial contracted amount of services has been expended. Service rates may vary according to the terms and conditions of the agreement such as non-business hours, weekend rates or level of expertise of the Engineers. Please refer to Table A.

### Period of Performance

The Services described herein will be provided for one (1) year between a start date of 12/9/2024 ("Start Date"), and an end date of 12/9/2025 ("End Date").

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## Terms and Conditions

1. Services rates will vary according to time of day the services are requested as stated in Table A.
2. **Standard Business Hours** are from 8:30 A.M. until 5:30 P.M. EST, Monday through Friday, charged at 1.0 times the applicable billing rate in Table A.
3. **Non-Business Hours** are from 5:30 P.M. until 8:30 A.M. EST, Monday through Friday and all-day Saturday, charged at 1.5 times the business hours billing rate in Table A.
4. **Sunday and Holiday** services are charge at 2.0 times the business hours billing rate in Table A, including New Year's Eve, New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve and Christmas Day.
5. Travel time is billed at 60% of the Standard Business Hours Rate.
6. Client personnel can request support by calling the CSPi Support Services Organization at (954) 571-4600 between the hours of 8:30 AM to 5:30 PM, Monday thru Friday, excluding holidays. Calls concerning outages are normally routed immediately to a CSPi Support Engineer during normal working hours (8:30 AM to 5:30 PM Monday thru Friday). In the event a Support Engineer is not immediately available and the caller leaves a message, the call will be answered on a best effort basis.  
To request services to be provided between the hours of 5:30 PM and 8:30 AM and on weekends and holidays, Client personnel must place a call to (954) 571-4600 between the hours of 8:30 AM to 5:30 PM and arrange for such services. In the event it is required, the CSPi fax number is (954) 571-4700. Clients can also reach the CSPi Support Services Organization via E-mail at [nocoperator@cspi.com](mailto:nocoperator@cspi.com).
7. All remote support services will be charged in 30-minute increments.
8. All onsite service calls are charged for a minimum of 4 hours per call, including travel time.
9. Client is responsible for paying reasonable and customary travel and expenses associated with this effort at actual cost.

## BLOCK Support Services Rates (1 Year Contract Period)

<b>Table A. Billing Rates</b>		
	<b>Travel Hours</b>	<b>Business Hours</b>
Level 3 Engineer	N/A	\$200/hour

\* Project Management will be charged at standard Business Hours rate.

Description: **Enterprise Block**  
Total Price: **\$75,000 (375HRS)**

CSPi will invoice for the Total Price amount specified above upon mutual execution of this Block Support Services Agreement. Payment must be received in full prior to any services rendered.


**Under this one-year BLOCK Support Services Agreement and the associated terms and conditions of the Master Professional Services Agreement (ITN-2023-072-OA), CSPi agrees to provide professional technical services for network systems and information security initiatives for Broward College**

**To accept the terms and conditions of this Agreement, please sign and forward a copy of the duly authorized agreement to:**

CSPi Technology Solutions, 1182 East Newport Center Drive, Deerfield Beach, FL 33442

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<p>_____ Authorized Client Signature    Date</p> <p>_____ Printed Authorized Client Representative</p> <p>_____ Authorized Client Representative Title</p> <p><b>PO-026813</b> _____ Purchase Order Number (as required)</p>	<p style="text-align: right;"></p> <p style="text-align: right;">12/9/2024</p> <p>_____ Authorized CSPI Signature    Date</p> <p>Tasha DeRienzo _____ Printed Authorized CSPI Representative</p> <p>Sr. Project Manager _____ Authorized CSPI Representative Title</p>
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