

# **Proposal from Vendor Z**

**to**

**Company X**

**for**

**Network and Server Infrastructure  
Managed Services Proposal**

**Issue 0.0**

26 December 2012

## Amendment History

### Issue 0.0 (26 December 2012)

Date	Issue	Pages Changed	Replacement Details	Author

Consulting Cloud Preview

# Document Approval

Position Name and Title	Signature	Date

Consulting Cloud Preview

# Table of Contents

<b>Executive Overview .....</b>	<b>6</b>
Background.....	6
Proposed Solution .....	7
Proposed Solution Benefits .....	8
Summary .....	8
<b>Proposal Scope.....</b>	<b>9</b>
Service Desk .....	9
<b>Infrastructure Environment .....</b>	<b>10</b>
Wide Area Network.....	10
Server Environment.....	11
Citrix Farm.....	12
Desktop Environment .....	12
<b>Service Levels.....</b>	<b>13</b>
Response/ Resolution.....	13
System Availability.....	13
<b>Migration to VENDOR Z Data Centre.....</b>	<b>14</b>
<b>Transition Methodology.....</b>	<b>14</b>
<b>Optional Services.....</b>	<b>15</b>
Transfer of Ownership of Equipment.....	15
Software License Management .....	15
Provision of WAN Carriage Services .....	16
Equipment Maintenance.....	16
<b>Recommended Infrastructure Projects .....</b>	<b>17</b>
<b>Costing Schedule.....</b>	<b>19</b>
Proposed Solution Costs .....	19
Proposed Site Charges.....	19
Assumptions.....	20
Exclusions.....	21
<b>Cost benefit analysis .....</b>	<b>22</b>
<b>Appendix A - Terms and Conditions of Service .....</b>	<b>24</b>
<b>Appendix B – Server Equipment .....</b>	<b>25</b>
<b>Appendix C – Existing WAN Topology.....</b>	<b>26</b>