**December 02, 2023**

**Aspiresys Systems**

**Block 4 BAYLINE Infocity,**

**NO 33 Rajiv Gandhi Salai, Navalur,**

**Tamil Nadu 603103**

**Subject: Professional Services Proposal for Cloud to Cloud Migration**

Hello Midhun Das,

Thank you for this opportunity to collaborate on the very initiative. We are pleased to share our Cloud to Cloud Migration Services proposal for your review. Please feel free to revert to us for any clarifications you may have.

**Yours Sincerely,**

**For DevTools**

**Sandhya Srinath**

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**sandhyas@devtools.in**

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# **About DevTools**

DevTools is a leading Software Solution Service Provider with the vision to facilitate customers with their Digital Transformation Journey. DevTools expertise & organized partnerships of the highest category with Atlassian, GitHub, JetBrains, JFrog, PagerDuty, LaunchDarkly, CloudBees, Microsoft, Microfocus and SmartBear. Our engineering team is well equipped with skilled, experienced, and certified DevSecOps personnel to fast-track the process of digital transformation adoption initiatives.

Our professional services are broadly categorized under- T&M, Hypercare and Staff augmentation to help with process consulting, Implementation, Migration, Integration & Premium support services.

# **About Aspiresys Systems**

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world’s most innovative enterprises and independent software vendors, helping them leverage technology and outstanding in our specific areas of expertise.

# **Synopsis of the services**

Aspiresys Systems recently acquired the Rapidvalue organization. Rapidvalue organization have been using Jira Software, Confluence and Bitbucket hosted on the Cloud and have approached DevTools to migrate Jira Software, Confluence and Bitbucket from the Rapidvalue Cloud Atlassian site to Aspiresys Cloud Atlassian site.

# **Current Architecture Diagram**

A diagram of a system

Description automatically generated

# **Proposed Solution**

The scope of this proposed work includes the migration of JIRA Software, Confluence and Bitbucket from the Rapidvalue Atlassian Cloud instance to the existing Aspiresys Atlassian Cloud instance). The migration shall be carried out in a test environment, to begin with, and shall be migrated to the production environment upon successful results.

The Overall migration is estimated to consume 10 man-days of effort including user training.

The Services cover the Initial assessment & migration of Jira Software, Confluence and Bitbucket projects from existing “Rapidvalue” cloud Instances to “Aspiresys” Cloud Instance as scoped in section 4.2 below. Production migration is to be planned on a week-end to minimize the effect of application downtime to business teams.

# **Proposed Architecture Diagram**

# **Migration Approach**

We will be using tested and proven migration utilities such as the Migrated to cloud tool for Jira Software, Export & Import Confluence Spaces and transfer Bitbucket repos from one workspace to another.

**Jira Software (JSW) migration**

A diagram of an aspire system

Description automatically generatedBelow table gives the overview of what data is migrated and migration incompatible from JCMA tool.

|  |  |  |
| --- | --- | --- |
| **S/N** | **Migrated Data** | **Migration Incompatible** |
| 1 | Issue types & sprints | Team managed projects  Workflows Functions (Properties & Triggers) |
| 2 | Versions | Archived Issues & Mail Handler |
| 3 | Filters | Jira System Dashboard Widgets (Manual reconstruction) |
| 4 | Components | Custom field (Single Multi Version Picker, Single list (Cascading & multiple choice), project picker) |
| 5 | Boards linked to specific project | Permission: Global Permission and General Configuration |
| 6 | Issue History | Webhooks user logins passwords & Application Links (Manual reconstruction) |

# **Scope of work**

|  |  |
| --- | --- |
| **S/N** | **Activity** |
| **Assessment on Existing Server Instance** | |
| 1 | Atlassian Marketplace addon’s assessment |
| Assessment of workflows |
| Assessment of Custom Fields |
| Assessment of Users |
| Assessment of projects usage |
| Identification and documentation of Gaps and then Remedial steps to address them |
| Implementation of Recommendations |
| **Jira Software Cloud Test Environment** | |
| 1 | Creation of test cloud site environment |
| 2 | Backup of data and restore into test environment from prod environment |
| 3 | Clean Up Activities of Users, groups, workflows etc. |
| 4 | Migration of 403 Jira Software projects using Migrate to Cloud approach |
| 5 | Migration of apps data in the test environment |
| 6 | UAT of Cloud Migrated Data in test environment |
| **Jira Software Cloud Prod Environment** | |
| 1 | Clean Up Activities of Users, groups, workflows etc., |
| 2 | Migration of apps data in the Prod environment |
| 3 | Migration of 403 Jira Software projects using Migrate to Cloud approach |
| 4 | UAT in the Prod environment |
| 5 | Post Migration Support |
| **Bitbucket Cloud** | |
| 1 | Manual Creation of Projects in New Instance |
| 2 | Manual Creation of Secrets in New Instance |
| 3 | Manually reconfiguring Integration in New Instance |
| 4 | Manually Creation of Users & Groups |
| 5 | Migration of 403 repositories to Test Instance |
| 6 | Migration of 403 repositories to PRD Instance |
| 7 | Post Migration Support |

# **Out of Scope**

* + Any Activities outside the scope of work or not listed in scope of work are out of
  + scope of this proposal.
  + Deliver the Custom tools / Utilities / Scripts used by consultants.
  + Managing Infrastructure/Network/Database.
  + Custom Development of Tools/Plugins during implementation or Post
  + Implementation

# **Assumptions**

* + DevTools designated associate shall work with the SPOC identified by Customer.
  + Working hours will be from Monday to Friday 9:30 AM to 6:30 PM IST.
  + Customers shall notify DevTools of any concerns or deficiencies of work.
  + performed by DevTools personnel to facilitate correction or adjustment to the work right there in-order to eliminate last minute conflicts.
  + Product, License, Plugins should be available & working on the target site
  + The Services activities and efforts are tracked on a Shared Google sheet & will be shared with the required stakeholders.
  + Both the parties agree that the prerequisites will be in place to carry out the Implementation activities as planned in the project plan without any undue delays.

# **Pre-Requisites**

* + Customer shall provide the following resources for this engagement –
  + Admin / Remote access to all the required environments for delivering services.
  + Identify a SPOC for interactions with relevant teams for access privileges /network ports / Active Directory issues etc.
  + Customer to provide and extend Infrastructure with necessary access to perform the role efficiently.

# **Delivery Mode**

Remote Delivery

# **Services Start Date**

Shall be at a mutually agreeable schedule.

# **Change Request Procedure**

* + This contract can be extended / amended for additional scope and term with mutual consent subject to need and availability.
  + Any change in the scope of work must be subject to prior discussion and mutual consent.
  + Customers have an option to discuss with DevTools the Hypercare services in case there are additional configurations to be done.

# **Escalation Process**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level** | **Contact Person** | **Email ID** | **Telephone #** |
| 1 | Engineer | xxxxxxxx@devtools.in |  |
| 2 | Aishwarya R K | aishwaryar@devtools.in | +91 9916168478 |
| 3 | Harish Jayaram | [harishj@devtools.in](mailto:harishj@devtools.in) | +91 9008316960 |
| 4 | Sandhya Srinath | sandhyas@devTools.in | +91 9686955110 |

# **Professional Services Commercial**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S/N** | **Product Description** | **Qty** | **Unit Rate (INR)** | **Dis%** | **Total (INR)** |
| 1 | 14 days Professional Services for Cloud to Cloud Migration - Jira software & Bitbucket | 1 | 470,400.00 | 25% | 352,800.00 |
|  |  |  |  | **Sub-Total** | **₹352,800.00** |
|  |  |  |  | **GST@18%** | **₹63,504.00** |
|  |  |  |  | **Total** | **₹416,304.00** |

# **Terms & Conditions-**

* + Price quoted in INR & Valid till December 16, 2023
  + This Work agreement will commence on the Effective Date and will continue for the term described on the statement of work.
  + Payment Terms -

Licenses Fee - Net 30 days

Services - 100% in Advance

* + Services shall be performed remotely at regular IST working hours, Monday to Friday from 9:30 AM to 6:30 PM
  + All project deliverables/communication will be in English. T&E are excluded for any work involving onsite presence (Inside/Outside of Bangalore location) and shall be charged extra at actuals as may be applicable.
  + Any Product Related Defect, Bug, Deficiency, Deviation from Expected Behavior for the DevTools Supplied OEM products or Tools or Infra Related Problem causing Issue in that case DevTools will not be responsible.
  + For Any product Defects/Bugs – DevTools will help the customer in

providing the Email Address or the Web Site of the OEM to the customer to raise the Support Email or the Ticket. The customer needs to follow up with the OEM to take it forward regularly for resolution. DevTools Does not or will not have any control in resolution of OEM Product defect / Bugs.

* + The resources shall remain to be the employee/s of DevTools till the end of

the contracted term and doesn’t have a binding to transfer them to the client.

* + It is binding on the customer not to hire the resource who is deputed for work and the resource has a contract with DevTools not to get into any discussions. Customers should not engage in directly discussing the resources for direct employment.
  + This contract encourages both the parties not to hire contracted resources

from either of them either directly or indirectly and for a further period of 2 years from the last date of the contract’s expiry date.

* + Customer indemnifies DevTools and DevTools Engineer for any obligations

arising from DevTools activities, service-related engagement. This engagement with DevTools is meant for providing a skilled resource as per the guidance and requirements and monitored closely by the Customer personnel.

* + There will be a regular scheduled status call to understand and

acknowledge the Progress of Implementation / Service. The schedule and frequency of these status calls will be mutually discussed and agreed upon.

* + DevTools will send the project/engagement sign-off email to required

stakeholders upon completion of the services and the Customer needs to provide sign off in an Email within one week upon receiving sign-off email. After one week, in case of “no sign off or response” from the customer, then the implementation / Services will be considered as rendered & approved by the customer to DevTools.

* + DevTools can or may replace the existing Engineer(s) by other engineer(s)

with a prior notice of 7 days to the customer which will be used as overlap.

* + Force Majeure: The Force Majeure Clause will be applied in the case of

Natural Force Majeure Events, Political Force Majeure Events, Industry Disputes, Social disturbance or unrest, Lockdown, Pandemic, Closures, War etc., in those scenarios where DevTools has no control should be excused from any obligation.

* + Irrevocable Purchase Order / Services Contract may be addressed to –DevTools
  + # 3034, Shambhavi, 14TH Cross KR Road BSK II stage, Bangalore, India 560070.
  + Tel +9180 46898989 (30 lines), (E)[sales@devtools.in](mailto:sales@devtools.in)
  + Statutory Taxes: GSTIN# 29AAHFD8263F1Z7
  + SAC/HSN code # 998313 (for professional services)
  + SAC/HSN code # 997313 (for license)
  + Banking Details –
  + Beneficiary Name – DEVTOOLS
  + Beneficiary Account Number # 6064110563
  + IFSC Code # IDIB000B074
  + SWIFT BIC # IDIBINBBTSY
  + Bank Name – Indian Bank, BSK II Stage, Bangalore – 560070

Agreed and accepted by and between

**M/s DEVTOOLS**                               **M/s Aspire Systems**

Signature: Signature:

Name: **Sandhya Srinath**  Name:

Designation : Sales Director Designation:

Date: Date: