



# City of San Leandro

Meeting Date: June 2, 2014

## Staff Report

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**File Number:** 14-214

**Agenda Section:** CONSENT CALENDAR

**Agenda Number:** 8.I.

**TO:** City Council

**FROM:** Chris Zapata  
City Manager

**BY:** Lianne Marshall  
Assistant City Manager

**FINANCE REVIEW:** David Baum  
Finance Director

**TITLE:** Staff Report for a Resolution Approving the Implementation of a Virtual Information Technology Infrastructure and Upgrade to the Police Dispatch System

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### SUMMARY AND RECOMMENDATIONS

Staff recommends that the City Council approve a resolution authorizing the City Manager to execute the following: An agreement with Dell Professional Services to build a virtual information technology (IT) infrastructure; and an addendum to the original agreement with New World Systems to upgrade the Police Department dispatch IT system. Staff also recommends authorizing the appropriation of \$60,000 from the IT Fund balance for these services. The total cost for these projects is \$203,000.

### BACKGROUND

In 2004, the San Leandro Police Department moved its Computer Aided Dispatch/Records Management System (CAD/RMS) to New World Systems. The system has since expanded and is now integrated with the City's Geographic Information System (GIS), scheduling software, and other systems. In 2012, San Leandro renewed its contract with New World Systems for five more years. The system is currently running on version 9 and New World recommends upgrading to the most current version 11.

The physical infrastructure running the New World system is aging and the upgrade requires multiple new servers. New World and IT staff recommend that the servers be deployed on a virtual infrastructure.

### Analysis

The New World upgrade provides many enhancements, including a Decision Support System (DSS) and improved mobile functionality. New World Systems will perform the software upgrade and migration.

The Dell virtual infrastructure will support numerous IT systems, including the New World system, and is considered best practice for IT organizations, both public and private.

The City of San Leandro has standardized on Dell hardware and IT staff recommends maintaining this standardization because internal staff is trained to support Dell equipment.

Dell provides a cost-effective solution for deploying a virtual infrastructure. The hardware will be purchased directly from Dell, and Dell Professional Services systems engineers will be on-site to perform the infrastructure installation together with internal IT staff.

### **Previous City Council Actions**

- On March 7, 2005, by Resolution No. 2005-022, the City Council approved an agreement with New World Systems for the purchase of an Integrated Justice Information System (IJIS) to replace CAD/RMS.

### **Legal Analysis**

The City Attorney has reviewed and approved the agreements provided by each consultant.

### **Fiscal Impacts**

The IT virtual infrastructure will cost \$120,000. One half, or \$60,000, is budgeted in the FY2013-2014 IT Operating Budget, Account: 688-01-121-7410. The remaining \$60,000 is recommended for funding from the IT fund balance.

The New World system upgrade will cost \$83,000. \$75,000 is budgeted for in the FY2013-2014 Police Department operating budget, Account: 010-21-004-7410. The remaining \$8,000 is budgeted in the FY2013-2014 IT Operating Budget, Account: 688-01-121-7410.

The purchase includes maintenance and support through Year 1, FY2014-2015. Future annual maintenance and support costs are estimated to be \$10,000 and will be incorporated in the next biennial budget.

### **Budget Authority**

The Finance Director has determined there are sufficient funds in the IT Fund Balance for the \$60,000 appropriation.

### **ATTACHMENTS**

- Terms of Sale (Agreement) between the City of San Leandro and Dell Professional Services
- Scope of services and pricing from Dell
- Addendum to the original agreement between the City of San Leandro and New World Systems with new Scope of Services and pricing

**PREPARED BY:** Tony Batalla, Information Technology Manager, City Manager's Office

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- C. **Additional Agreements.** This Agreement, together with the Service Agreements (as defined below), form a legally binding contract between you and Dell in relation to your purchase and use of Products and Software, and Dell's performance of Services. In the event of a conflict between these agreements, the terms of these documents will be interpreted in the following order of precedence: (1) Service Agreement; and (2) this Agreement.
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- V. **Prices.** The prices charged for Products, Software, and Services purchased under this Agreement shall be the amounts set forth on Dell's website or other quotation, or as provided by the applicable invoice or Service Agreements relating to such Software or Services. Quoted prices will remain in effect only until the expiration date of the quote or Dell's acceptance of your order, and

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VI. **Changed or Discontinued Products, Software, or Services.** Dell's policy is one of ongoing update and revision. Dell may revise or discontinue Product, Software, or Services offerings at any time without prior notice to Customer. A change in a Product, Software, or Service may occur after a Customer places an order but before Dell ships the Product or Software or performs the Service. As a result, Products, Software, or Services Customer receives might display minor differences from the Products, Software, or Services Customer orders. However, the Dell-branded Software and Products will meet or exceed all material specifications of such order. Parts used in repairing or servicing Products may be new, equivalent-to-new, or reconditioned.

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3. **Term; Auto-Renewal; Termination.**

A. **Term; Auto-Renewal.** This Agreement commences on the date you place your order and continues until all Services and Software licenses and applicable Product warranties have expired or been terminated. Each Service and license to Software will continue for the term stated in the Service Agreement or the Software license, unless otherwise terminated. Dell may, at its option, propose to renew the Service and the Software license by sending you an invoice or, subject to prior notification, continuing to perform the Service or make the Software available to you. You may (where permitted by law) agree to such renewal of the Service and Software license by paying such invoice by its due date or by continuing to order Services or use the Software.

B. **Termination of Services and Software License.** Either party may terminate an individual Service Agreement if the other party commits a material breach of such agreement and the breach is not cured within 90 days of receipt of written notice from the injured party except Dell may immediately terminate a Service Agreement if you fail to make payment for the Services when due. Termination of any or all Service Agreements will not terminate this Agreement. Unless renewed in accordance with this Agreement, this Agreement will terminate automatically upon the expiration of the agreed term of Services and Software license. Dell may terminate this Agreement immediately, including prior to the expiration of the term of Services or Software license, if (1) you fail to make any payment when due; (2) you are acquired by or merge

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- III. THESE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS SHALL APPLY TO ALL CLAIMS FOR DAMAGES, WHETHER BASED IN CONTRACT, WARRANTY, STRICT LIABILITY, NEGLIGENCE, TORT, OR OTHERWISE. THE PARTIES AGREE THAT THESE LIMITATION OF LIABILITY ARE AGREED ALLOCATIONS OF RISK CONSTITUTING IN PART THE CONSIDERATION FOR DELL'S SALE OF PRODUCTS, SOFTWARE, OR SERVICES TO CUSTOMER, AND SUCH LIMITATIONS WILL APPLY NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES.

- C. **Confidentiality.** In connection with this Agreement, each party may have access to or be exposed to information of the other party that is not generally known to the public,

such as software, product plans, pricing, marketing and sales information, customer lists, "know-how," or trade secrets, which may be designated as confidential or which, under the circumstances surrounding disclosure, ought to be treated as confidential (collectively, "**Confidential Information**"). Confidential Information may not be shared with third parties unless such disclosure is to the receiving party's personnel, including employees, agents, and subcontractors, on a "need-to-know" basis in connection with this Agreement, so long as such personnel have agreed in writing to treat such Confidential Information under terms at least as restrictive as those herein. Each party agrees to take the necessary precautions to maintain the confidentiality of the other party's Confidential Information by using at least the same degree of care as such party employs with respect to its own Confidential Information of a similar nature, but in no case less than a commercially reasonable standard of care to maintain confidentiality. The foregoing shall not apply to information that (1) was known by one party prior to its receipt from the other or is or becomes public knowledge through no fault of the recipient; or (2) is rightfully received by the recipient from a third party without a duty of confidentiality. If a recipient is required by a court or government agency to disclose Confidential Information, the recipient shall provide advance notice to other party before making such a disclosure. The obligations with respect to Confidential Information shall continue for two years from the date of disclosure.

- D. **Indemnification.** Dell shall defend and indemnify you against any third-party claim or action that Products, Software, Services, or Deliverables (excluding Third-Party Products and open source software) prepared or produced by Dell and delivered pursuant to this Agreement infringe or misappropriate that third party's U.S. patent, copyright, trade secret, or other intellectual property rights ("**Indemnified Claims**"). In addition, if Dell receives prompt notice of an Indemnified Claim that, in Dell's reasonable opinion, is likely to result in an adverse ruling, then Dell shall at its option, (1) obtain a right for you to continue using such Products, Deliverables or Software or allow Dell to continue performing the Services; (2) modify such Products, Software, Services or Deliverables to make them non-infringing; (3) replace such Products, Software, Services, or Deliverables with a non-infringing equivalent; or (4) refund any pre-paid fees for the allegedly infringing Services that have not been performed or provide a reasonable depreciated or pro rata refund for the allegedly infringing Product, Deliverables, or Software. Notwithstanding the foregoing, Dell shall have no obligation under this Section for any claim resulting or arising from (1) modifications of the Products, Software, Services, Deliverables that were not performed by or on behalf of Dell; (2) the combination, operation, or use of the Products, Software, Services, or Deliverables in connection with a third-party product, software, or service (the combination of which causes the claimed infringement); or (3) Dell's compliance with your written specifications or directions, including the incorporation of any software or other materials or processes provided by or requested by you. Dell's duty to indemnify and defend under this Section 12.d. is contingent upon: (x) Dell receiving prompt written notice of the third-party claim or action for which Dell must indemnify Customer, (y) Dell having the right to solely control the defense and resolution of such claim or action, and (z) your cooperation with Dell in defending and resolving such claim or action. This Section 12.d. states Customer's exclusive remedies for any third-party intellectual property claim or action, and nothing in this Agreement or elsewhere will obligate Dell to provide any greater indemnity to Customer.

You shall defend and indemnify Dell against any third-party claim or action arising out of (1) your failure to obtain any appropriate license, intellectual property rights, or other permissions, regulatory certifications, or approvals associated with technology or data provided by you, or associated with software or other components directed or requested by you to be installed or integrated as part of the Products, Software

Services or Deliverables; (2) your breach of Dell's proprietary rights as stated in this Agreement; (3) any inaccurate representation regarding the existence of an export license or any allegation made against Dell due to your violation or alleged violation of applicable export laws, regulations, or orders; or (4) your providing of (or providing access to) Excluded Data to Dell.

Each party shall defend and indemnify the other party against any third-party claim or action for personal bodily injury, including death, to the extent directly caused by the indemnifying party's gross negligence or willful misconduct in the course of performing its obligations under this Agreement.

- E. **Independent Contractor Relationship; Assignment; Subcontracting.** The parties are independent contractors. No provision of this Agreement will or shall be deemed to create an association, trust, partnership, joint venture or other entity or similar legal relationship between Dell and Customer, or impose a trust, partnership or fiduciary duty, obligation, or liability on or with respect to such entities. Neither party will have any rights, power, or authority to act or create an obligation, express or implied, on behalf of another party except as specified in this Agreement. Dell has the right to assign, subcontract, or delegate in whole or in part this Agreement, or any rights, duties, obligations or liabilities under this Agreement, by operation of law or otherwise, provided that Dell shall remain responsible for the performance of Services under this Agreement. Otherwise, neither party may assign this Agreement without the permission of the other.
- F. **Force Majeure.** Neither party shall be liable to the other for any failure to perform any of its obligations (except payment obligations) under this Agreement during any period in which such performance is delayed by circumstances beyond its reasonable control, such as fire, flood, war, embargo, strike, riot, or the intervention of any governmental authority (a "Force Majeure"). In such event, however, the delayed party must promptly provide the other party with written notice of the Force Majeure. The delayed party's time for performance will be excused for the duration of the Force Majeure, but if the Force Majeure event lasts longer than 30 days, then the other party may immediately terminate, in whole or in part, this Agreement or the applicable Service Agreement by giving written notice to the delayed party.
- G. **Export Compliance.** You acknowledge that the Products, Software, and Services provided under this Agreement, which may include technology and encryption, are subject to the customs and export control laws and regulations of the United States ("U.S."), may be rendered or performed either in the U.S., in countries outside the U.S., or outside of the borders of the country in which you or your system is located, and may also be subject to the customs and export laws and regulations of the country in which the Products, Software, or Services are rendered or received. You agree to abide by those laws and regulations. You further represent that any software provided by you and used as part of the Products, Software, or Services contains no encryption or, to the extent that it contains encryption, such software is approved for export without a license. If you cannot make the preceding representation, you agree to provide Dell with all of the information needed for Dell to obtain export licenses from the U.S. Government or any other applicable national government and to provide Dell with such additional assistance as may be necessary to obtain such licenses. Notwithstanding the foregoing, you are solely responsible for obtaining any necessary licenses relating to the export of software. Dell also may require export certifications from you for software. Dell's acceptance of any order for Products, Software, or Services is contingent upon the issuance of any applicable export license required by the U.S. Government or any other applicable national government; Dell is not liable for

delays or failure to deliver Products, Software, or Services resulting from your failure to obtain such license or to provide such certification. Each Party agrees to indemnify, defend and hold the other harmless from any third-party claims, demands, or causes of action against the other due to the indemnifying party's violation or alleged violation of the applicable export laws, regulations or orders. **Excluded Data** . Customer acknowledges that Software and Services provided under this Agreement are not designed with security and access management for the processing and/or storage of the following categories of data: (1) data that is classified and or used on the U.S. Munitions list, including software and technical data; (2) articles, services and related technical data designated as defense articles and defense services; (3) ITAR (International Traffic in Arms Regulations) related data; and (4) other personally identifiable information that is subject to heightened security requirements as a result of Customer's internal policies or practices or by law (collectively referred to as "Excluded Data"). Customer hereby agrees that Customer is solely responsible for reviewing its data that will be provided to Dell (or to which Dell will have access) to ensure that it does not contain Excluded Data.

- H. **Regulatory Requirements.** Dell is not responsible for determining whether any Third-Party Product to be used in the Products, Software, or performance of the Services, satisfies the local regulatory requirements of the country to which such Products, Software, or Services are to be delivered, and Dell shall not be obligated to provide any Product or Software or perform any Services where the resulting Products, Software, or Services do not satisfy the local regulatory requirements.
- I. **Entire Agreement; Severability.** This Agreement is the entire agreement between you and Dell with respect to its subject matter and supersedes all prior oral and written understandings, communications, or agreements between you and Dell. Any preprinted terms on your purchase order shall be given no force or effect and no terms of a purchase order that conflict with this Agreement shall be binding on Dell. No amendment to or modification of this Agreement, in whole or in part, will be valid or binding unless it is in writing and executed by authorized representatives of both parties. If any provision of this Agreement should be found to be void or unenforceable, such provision will be stricken or modified, but only to the extent necessary to comply with the law, and the remainder of this Agreement will remain in full force and will not be terminated.
- J. **Updates.** Dell reserves the right to update this Agreement at any time, effective upon posting an updated version at [www.Dell.com/Terms](http://www.Dell.com/Terms); however, your rights and obligations shall be as provided in the version of this Agreement executed by you or available to you at the time of your purchase of Products, Software, or Services or, when applicable, renewal of Software or Services.
- K. **U.S. Government Restricted Rights.** The software and documentation provided with the Products, Software, and Services are "commercial items" as that term is defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government end-users acquire the software and documentation with only those rights set forth herein. Contractor/manufacturer of Software and Dell-branded Products is Dell Products L.P., One Dell Way, Round Rock, Texas 78682.
- L. **Governing Law.** This Agreement, any related Service Agreement, and ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, including their affiliates, contractors, and agents, and each of their respective employees, directors,

and officers arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Dell's advertising, or any related purchase (a "**Dispute**" ) shall be governed by the laws of the State of Texas, without regard to conflicts of law. The parties agree that the UN Convention for the International Sale of Goods will have no force or effect on this Agreement.

- M. **Venue.** The parties agree that any Dispute (as defined in ¶ 12(l)) shall be brought exclusively in the state or federal courts located in Travis or Williamson County, Texas. Customer and Dell agree to submit to the personal jurisdiction of the state and federal courts located within Travis or Williamson County, Texas, and agree to waive any and all objections to the exercise of jurisdiction over the parties by such courts and to venue in such courts.
- N. **Bench Trial.** The parties agree to waive, to the maximum extent permitted by law, any right to a jury trial with respect to any Dispute (as defined in ¶ 12(l)).
- O. **No Class Actions.** NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR PURSUE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY.
- P. **Limitation Period.** NEITHER PARTY SHALL BE LIABLE FOR ANY CLAIM BROUGHT MORE THAN TWO YEARS AFTER THE CAUSE OF ACTION FOR SUCH CLAIM FIRST AROSE.
- Q. **Dispute Resolution.** Customer and Dell will attempt to resolve any Dispute (as defined in ¶ 12(l)) through face-to-face negotiation with persons fully authorized to resolve the Dispute or through mediation utilizing a mediator agreed to by the parties, rather than through litigation. The existence or results of any negotiation or mediation will be treated as confidential. Notwithstanding the foregoing, either party will have the right to obtain from a state or federal court in Travis or Williamson County a temporary restraining order, preliminary injunction, or other equitable relief to preserve the status quo, prevent irreparable harm, avoid the expiration of any applicable limitations period, or preserve a superior position with respect to other creditors, although the merits of the underlying Dispute will be resolved in accordance with this paragraph. In the event the parties are unable to resolve the Dispute within 30 days of notice of the Dispute to the other party, the parties shall be free to pursue all remedies available at law or in equity.
- R. **Notices.** Notice to Dell under this Agreement or any related Service Agreement must be in writing and sent by postage prepaid first-class mail or receipted courier service to the address below or to such other address (including facsimile or e-mail) as specified in writing, and will be effective upon receipt.

Dell Marketing L.P., Attn: Contracts Manager  
One Dell Way, Round Rock, Texas 78682

**END OF DOCUMENT**

Dell Inc.  
Commercial Terms of Sale (United States)  
Revision Date 10/1/2010





## Service description

# Installation and Implementation of Dell EqualLogic 3-2-1 for vSphere

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### Introduction

Dell is pleased to provide Installation and Implementation of Dell EqualLogic 3-2-1 (the "Service(s)") in accordance with this Service Description ("Service Description"). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the "Order Form") will include the name of the service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact Dell Technical Support or your sales representative

### The Scope of This Service

This service provides for the onsite installation and implementation of a single Dell EqualLogic 3-2-1 solution ("Solution"), as set forth more specifically in this Service Description (the "Service" or "Services"). This Service includes the following:

- Planning and project management for standard SAN deployments
- Physical installation and cabling of all covered hardware components below
- Implementation and configuration of a Dell EqualLogic Storage Array environment with:
  - two Dell Ethernet switches (non-director class);
  - three Dell PowerEdge™ Servers (attached hosts), and
  - a single Dell EqualLogic™ storage member.
- Configuration of VMware® vSphere Network Operating System onto the attached hosts
- Installation and configuration of VMware vCenter Server
- Physical to Virtual ("P2V") server migration of up to five physical servers into the newly implemented virtual environment (some exclusions apply, see **P2V Specific Guidelines** below)
  - Customer may choose to have a new Windows Virtual Machine ("VM") created in place of any P2V, with customer supplied media and license key.

At the conclusion of this Service, Dell will conduct a brief (up to 30 minutes) Supported Product orientation session and provide a configuration guide documenting the implementation. This Service is available for Dell EqualLogic 3-2-1 with vSphere solutions only and is not available for Dell | EMC, Dell PowerVault™ or EMC® (non-Dell) solutions.

A Dell representative will contact the Customer to schedule this Service, allowing for at least a ten business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

**Service expires 1 year after purchase.** EXCEPT TO THE EXTENT APPLICABLE LAW REQUIRES OTHERWISE, YOU MAY USE THIS SERVICE ONE TIME DURING THE 1 YEAR PERIOD FOLLOWING THE DATE OF ORIGINAL PURCHASE ("EXPIRATION DATE"). THE ORIGINAL PURCHASE DATE IS DEFINED AS THE EARLIER OF THE DATE OF THE INVOICE FOR THE SERVICE OR ORDER CONFIRMATION FROM DELL. DELL'S DELIVERY OF THE SERVICE WILL BE DEEMED SATISFIED AFTER THE EXPIRATION DATE EVEN IF YOU DO NOT USE THE SERVICE.

## Service SKUs

See Appendix A

## The key Service steps include

### Project Planning:

1. Review the site environmental and technical readiness requirements.
2. Confirm readiness review and installation dates and highlight dependencies on complete Customer site readiness and product ship dates to meet the planned installation schedule.
3. Ensure that the Customer reviews, accepts, and abides by the terms and conditions of this Service.
4. Determine if a database resource ("DBA") will be available during the installation portion of this Service, if connecting to an existing SQL or Oracle® database for vCenter, and schedule as appropriate.
5. Obtain completed P2V survey for planning and deployment use.

### Solution Planning:

1. Discuss vCenter Server's basic functionality and best practices.
2. Verify that the existing hosts meet the minimum hardware and software requirements.
3. Create a valid Solution Integration Document ("SID") based on the Customer's hardware and software configuration.
  - a. Define the storage allocation:
    - i. Storage Pools and Volumes.
    - ii. Storage sizing.
    - iii. Server Assignments.
  - b. Define/confirm that the configuration meets the minimum hardware and software requirements for the environment.
  - c. Define/confirm location to install and configure SAN Headquarters ("SANHQ").
    - i. If SANHQ will be installed on a VM, define the VM configuration.
  - d. Define IP address and datastore to be used for EqualLogic Virtual Storage Manager ("VSM").
4. Discuss the recommended local area network ("LAN") configurations and security settings for all iSCSI hosts with the Customer.



5. Design and document valid standalone iSCSI fabric(s) for the new Ethernet switches, based on best practice guidelines:
  - a. Review the recommended iSCSI best practice guidelines with the customer for any (Non-Dell) switches so the customer can properly configure the switches.
6. Storage design, VMFS partitioning planning and layout based on provided information and best practices.
7. Determine the vCenter Server, server requirements and storage allocations:
  - a. Determine what existing database is in place and gather all necessary information:
    - i. Database type, host operating system type, connection type and database name.
    - ii. If a SQL or Oracle database is not available, SQL Express Edition will be installed as a default database.
  - b. Determine and document if customer wants vCenter integrated into Active Directory®.
8. Server, storage, and virtual machine allocation:
  - a. Discuss vSphere basic functionality and best practices.
  - b. Storage design, VMFS partitioning planning and logical layout based on provided information and best practices.
  - c. If applicable, outline image templates that will be used during the VM deployment.
  - d. Outline detailed information about VMs that will be deployed.
9. Gather, verify and document all relevant information regarding Physical P2V candidate hosts:
  - a. OS Version
  - b. Hostname
  - e. IP addresses of specific NICs
  - f. Administrator Login and Password
  - g. Drives (local or SAN)
  - h. Gather verify and document all relevant information regarding Applications:
    - i. Application it is running (MOM, SMS, AD, Exchange, PeopleSoft, SQL etc).
    - ii. Applications accessing any external Storage (Drives and LUNs).
  - i. Document target datastores and vSphere hosts for P2V candidates.
    - i. Verify source candidates meet P2V Specific Guidelines in this document by reviewing the completed P2V Survey.
  - j. Document VM characteristics for any VMs which will be substituted in place of P2V.
  - k. Verify total P2V + Windows VMs is not more than 5.
    - i. This excludes vCenter or SANHQ server.

#### **Installation of up to three Dell PowerEdge servers:**

1. Unpack new Supported Product and inspect all hardware prior to installation.
2. Mount rack related hardware (such as rails, brackets and tray) onto the rack.
3. If needed, remove components (such as blades, power supplies and drives) from the Supported Server to reduce the overall weight.
4. Mount the Supported Server into the rack.
5. Reinstall any components that were removed from the Supported Product.
6. Install and route power cables to the Supported Server.
7. Connect the Customer-provided cables to the Supported Server (such as network, keyboard, mouse, and video).
8. Power up the Supported Server, perform initial system boot and ensure that there are no visible fault indicators.

#### **Installation, Implementation and testing of Dell EqualLogic solution:**

1. Install the storage array components:
  - a. Unpack and inspect all hardware prior to installation.
  - b. Mount any necessary rack related hardware into the Dell supported rack.



- c. If needed, remove any components (such as: blades, power supplies and drives) to reduce the overall weight.
  - d. Mount the storage array components into the rack/rails.
  - e. Reinstall any components that were removed from the product.
  - f. Install Customer-provided power distribution units (PDUs) onto the rack, as needed for the proper power configuration of the product.
  - g. Install and route all power and interconnect cables to the storage components.
  - h. Attach any management ports to the Customer-provided network drops.
  - i. Power on the product and verify basic functionality ensuring that there are no fault indicators.
2. Configure the storage, as set forth in the SID:
    - a. Confirm that the Storage Controller firmware level is at the approved version; update as necessary.
    - b. Create Storage Pools.
    - c. Create Volumes.
    - d. Configure host access restrictions.
  3. Configure new Dell Ethernet switch(es) if sold with this Service, as per the SID.
    - a. Confirm that the switch firmware is at the approved version; update as necessary.
    - b. Configure recommended iSCSI switch settings.
  4. Configure each iSCSI server, as per the SID:
    - a. Validate that the host firmware and software is at the approved versions:
      - i. On Dell hardware, update as necessary.
      - ii. On non-Dell hardware, ensure that the Customer updates as necessary.
    - b. On Dell hosts, install the iSCSI HBAs or NICs and driver as necessary:
      - i. Power cycle the host to ensure a proper boot cycle.
      - iii. Install the iSCSI HBA(s) or NICs into the host.
      - iv. Ensure that the iSCSI HBA firmware is at the approved levels; update as necessary.
      - v. Install the iSCSI HBA driver into the host operating system.
    - c. On non-Dell hosts, ensure that the Customer has installed the iSCSI HBA or NIC and driver.
    - d. Install the iSCSI initiator.
    - e. Configure the iSCSI NIC internet protocol addresses.
    - f. Install and/or configure the failover software included with the storage hardware, as needed.
    - g. Configure Volume path policies as necessary.
  5. Configure the iSCSI parameters on the array, as applicable:
    - a. Configure iSCSI initiators on the storage device.
    - b. Register servers and confirm connectivity.
  6. Configure challenge handshake authentication protocol (CHAP), as needed:
    - a. Disconnect and clear iSCSI initiator settings on all servers.
    - b. Configure the CHAP user and enable it on the storage array.
    - c. Configure iSCSI initiator with CHAP on all servers.
  7. Verify server to storage connectivity:
    - a. Partition and format the storage, as per the SID.
  8. Install SANHQ on Customer designated management station as set forth in the SID:
    - a. If creating a new VM for SANHQ, obtain Windows® media and Product Key from customer.
    - b. Discover/add applicable Dell EqualLogic members to manage
  9. Install and configure EqualLogic VSM.
  10. Configure and test email notification, if available, as per the SID.
- 



### **Implementation and testing of vSphere and vCenter server:**

1. Install VMware ESX: (Install latest major code release or as per SID).
2. Either create a new VM to serve as the vCenter Server, or use a physical server supplied by the customer:
  - a. If creating a VM, follow the steps outlined below to first connect the ESX server to external storage and create a datastore on which to store the VM.
  - b. Install the Windows Operating System using customer provided license key.
  - c. Integrate into customer Active Directory per the SID, if applicable.
3. Create any required ODBC Connections for the Databases that will be used, as required.
4. Install the vCenter Server application onto the vCenter server:
  - a. Install required license keys (Customer will generate license file using ESX certificate).
  - b. Configure vCenter:
    - i. Configure the License Server.
    - ii. Configure the ntp service.
    - iii. Ensure DNS and Routing is properly configured in vCenter.
    - iv. Install Sysprep binaries into the vCenter server.
    - v. Configure a Data Center and Cluster within vCenter.
    - vi. Add ESX host(s) into the Cluster.
    - vii. Configure a basic HA/DRS cluster (no resource pools will be setup).
5. Configure ESX servers:
  - a. Configure virtual switches.
6. Connect Dell storage:
  - a. Configure iSCSI initiator, as needed.
  - b. Partition the storage per the SID.
  - c. Assign logical volumes to the host.
  - d. Partition, format and name the VMFS partitions per the SID.

### **Pre-Stage server for P2V:**

1. Stop Services Associated with applications running on the server
2. Review any error messages in the server Event Viewer

### **Perform the P2V migration:**

1. Consult the SID and Leverage tools and best practices to perform the migration tasks.
2. Create new VMs in place of P2V conversions if applicable, leveraging customer supplied OS media and license keys.

### **Post P2V-migration:**

1. Using the information gathered in prep tasks validate OS settings by powering on the new virtual server and ensure OS come up without any issues
2. Logging in using the same administrative credentials
3. Checking Network Connectivity and IP Addresses
4. Local Drives and Data Sizes
5. Accessibility to external Storage if applicable
6. Validate Applications by starting application specific services and monitoring for any startup errors
7. Review the Event Viewer for any errors
8. Ensure that applications can access internal and external data as necessary

### **Product awareness:**

1. Conduct a brief product orientation session and review the associated documentation with the Customer. This overview does not replace any available Dell education courses for this product.
2. Demonstrate the Graphical User Interface of the vSphere Client and the vCenter Application.
3. Demonstrate the vCenter and VM functionality.



4. Demonstrate HA, DRS and VMotion® functionality, if applicable.

#### **Project closeout:**

1. Remove all packaging material to a Customer-designated area within the immediate (within 10 meters of the) installation location, or arrange with the Customer for Customer removal.
2. Provide documentation to reflect the Services performed.
3. Obtain Customer acknowledgment of the Services performed.

#### **Excluded Services**

- De-installation or re-installation of product(s) or application(s)
- Integration of non-Dell branded hardware into the SAN
- Data migration - must be purchased separately
- Installation of any OS other than VMware ESX on the physical servers.
- P2V except as noted in the [P2V Specific Guidelines](#) below
- Patching or update of vSphere or Windows VM OS after installation
- Configuration of customer core IP network or VLAN
- Creation of any Virtual Machines or templates, other than those which may be required for the vCenter Server, SANHQ server or in substitution for P2V migrations
- Creation or configuration of vCenter Resources Pools
- Performance tuning
- Advanced High Availability (HA) or Distributed Resource Scheduler (DRS) configuration
- Installation or configuration of ASM, snapshots, failback, clone, or any advanced host based software – must be purchased separately
- Assessment services such as a Virtualization Readiness Assessment
- Any activities other than those specifically noted in this Service Description.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

#### **P2V Specific Guidelines**

- For the Physical Source Servers involved in the P2V portion of this service the following are out of scope:
  - Domain Controllers
  - Servers that are members of a Cluster
  - Servers with total used disk space greater than 500GB
- Operating Systems needs to be supported by the VMware tools used for P2V conversion as noted in the release notes (as may be updated from time to time):  
[http://www.vmware.com/support/pubs/converter\\_pubs.html](http://www.vmware.com/support/pubs/converter_pubs.html)
- Source servers must adhere to guidelines outlined in the guides for the VMware P2V tools and Customer must have appropriate licenses in place.
  - \* See below for common scenario of which Customer should be aware**
- Hardware issues which prevent P2V with source servers which are non-Dell or not covered under warranty may be excluded.
- This includes any connectivity issues to external storage.
- Servers which fail a P2V migration after two attempts via up to two tools/methods will be reverted back to the physical server.

#### **\* Common scenario of which Customer should be aware and may need to address prior to Dell being able to perform the Service:**

- **Source server has Microsoft® Windows OEM license.**



- Microsoft Windows OEM license becomes invalid after a physical server is converted to a virtual server. Customers with ELA/VLA (Volume Licensing) agreements may be able to call Microsoft to activate the virtual server(s) after P2V activity is complete.
- This is a customer responsibility and Dell does not accept liability for Customer licensing.
- Microsoft contact information can be obtained here:  
<http://www.Microsoft.com/licensing/contact-us.aspx>

### Service specific Customer responsibilities

- Submit a completed P2V Survey. Please note P2V Specific Guidelines in this Service Description.
  - Identify up to a total combined maximum of 5 of the following:
    - a. Source servers which conform to P2V Specific Guidelines noted in this document.
    - b. New Windows VMs to be created.
      - i. Windows OS media and license key needs to be available during onsite visit.
- Locate OS certificates and register them online in order to generate the appropriate license keys.
- Make certain that a fully functioning and supported Microsoft Windows based Dell PowerEdge™ server is installed and available for the installation of the VMware vCenter software.
- Provide all applicable licenses for vSphere, vCenter and Microsoft Windows.
- Ensure that a Microsoft SQL Server™ or Oracle database is available and operational prior to this Service being executed; alternatively, if no enterprise database will be available, the included SQL Express Edition can be deployed if the ESX environment has less than five ESX servers and 50 VMs per VMware's support policy.
- Setup and configuration of all suggested and required Virtual LANs (VLANs) for iSCSI, Service Console, VMotion, and other inter-connectivity on non-stand-alone physical switches.
- Load any patches or updates that may have been released subsequently after this Service is complete.
- Troubleshoot any database connectivity issue during vCenter install.



## General Customer Responsibilities

**Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Products, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

**Cooperate with Phone Analyst and On-site Technician.** Customer will cooperate with and follow the instructions given by any Dell phone analyst or on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

**On-site Obligations.** Where Services require on-site performance, Customer will provide (at no cost to Dell) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

**Maintain Software and Serviced Releases.** Customer will maintain software and Supported Products at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on [www.support.dell.com](http://www.support.dell.com) for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Supported Products eligible for this Service.

**Data Backup; Removing Confidential Data.** Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance. **DELL WILL HAVE NO LIABILITY FOR:**

- **ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;**
- **LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;**
- **DAMAGED OR LOST REMOVABLE MEDIA;**
- **DATA OR VOICE CHARGES INCURRED AS A RESULT OF FAILING TO REMOVE ALL SIM CARDS OR OTHER REMOVABLE MEDIA INSIDE SUPPORTED PRODUCTS THAT ARE RETURNED TO DELL;**
- **THE LOSS OF USE OF A SYSTEM OR NETWORK;**
- **AND/OR FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.**

Dell will not be responsible for the restoration or reinstallation of any programs or data. When returning a Supported Product or part thereof, Customer will only include the Supported Product or part which has been requested by the phone technician.





**Third Party Warranties.** These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

## Terms & Conditions

This Service Description is entered between you, the customer ("you" or "Customer"), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer's location, this Service is provided subject to and governed by either Dell's Commercial Terms of Sale or Dell's standard Customer Master Services Agreement (as applicable, the "Agreement"). To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms. Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at [www.dell.com/servicesdescriptions/global](http://www.dell.com/servicesdescriptions/global).

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the Dell.com website in connection with your purchase or within a Dell software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.



Customer Location	Terms & Conditions Applicable to Your Purchase of Dell Services	
	Customers Purchasing Dell Services Directly From Dell	Customers Purchasing Dell Services Through an Authorized Dell Reseller
United States	<a href="http://www.dell.com/CTS">www.dell.com/CTS</a>	<a href="http://www.dell.com/CTS">www.dell.com/CTS</a>
Canada	<a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)	<a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)
Latin America & Caribbean Countries	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/service-descriptions/global">www.dell.com/service-descriptions/global</a> .*	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/service-descriptions/global">www.dell.com/service-descriptions/global</a> .*
Asia-Pacific-Japan	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/service-descriptions/global">www.dell.com/service-descriptions/global</a> .*	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/service-descriptions/global">www.dell.com/service-descriptions/global</a> .*  In addition, customers located in France, Germany and the UK can select the applicable URL below: France: <a href="http://www.dell.fr/ConditionsGeneralesdeVente">www.dell.fr/ConditionsGeneralesdeVente</a> Germany: <a href="http://www.dell.de/Geschaeftsbedingungen">www.dell.de/Geschaeftsbedingungen</a> UK: <a href="http://www.dell.co.uk/terms">www.dell.co.uk/terms</a>	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

\* Customers may access their local [www.dell.com](http://www.dell.com) website by simply accessing [www.dell.com](http://www.dell.com) from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at <http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen>.



## Additional Terms & Conditions Applicable to Support & Warranty-Related Services

### 1. Supported Products

This Service is available on supported products, such as, select Dell OptiPlex™, Latitude™, Inspiron™, Precision™, Vostro™, PowerEdge™, PowerEdge SCTM, PowerVault™, PowerConnect™, Force10, Dell EqualLogic™, Dell | EMC Storage Systems™, Dell Compellent Storage systems, and Dell printers, monitors and smartphones which are purchased in a standard configuration ("**Supported Products**"). Supported Products are added regularly, so please contact your sales representative for the most up-to-date list of Services that are available on your Dell or non-Dell products. Each Supported Product is tagged with a serial number (the "**Service Tag**"). A separate service agreement must be purchased by Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system's service contract; the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

### 2. Support Services

**A. Limited Hardware Warranty; Hardware Coverage Limitations.** Support-related services may include technical support options (telephone, Internet, etc.) and service parts and related labor services to repair or replace defect(s) in workmanship pursuant to and occurring within the limited warranty period applicable to Customer's Supported Product(s) (a "**Qualified Incident**"). Dell's Limited Hardware Warranty is available for review at [www.Dell.com/Warranty](http://www.Dell.com/Warranty) or posted outside of the United States at your regional Dell.com website.\*

Hardware coverage limitations may apply and service offerings may be available to extend these hardware limitations for an additional fee. Please see [www.Dell.com/Warranty](http://www.Dell.com/Warranty) or your regional Dell.com website for warranty information or contact a Dell technical support analyst for more details.

**B. Whole Unit Replacement; Failure to Return.** If Dell determines that a component of the defective Supported Product is one that is easily disconnected and reconnected (such as a keyboard or monitor), or if the analyst determines that the Supported Product is one that should be replaced as a whole unit, Dell reserves the right to send Customer a whole replacement unit. If Dell delivers a replacement unit to Customer, Customer must relinquish the defective system or component thereof to Dell, unless Customer has purchased "Keep Your Hard Drive" for the affected system, in which case Customer may retain the respective hard drive(s). If Customer does not relinquish the defective system or component to Dell as required above, or if the defective unit is not returned within ten (10) days in accordance with written instructions provided with the replacement unit (in the event the replacement unit was not delivered in person by a Dell technician), Customer agrees to pay Dell for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to Dell, Dell may terminate this Service Description upon notice.

**C. Parts Stocked; Mission Critical Parts.** Dell currently stocks parts in various locations throughout the world. Selected parts may not be stocked in the location closest to Customer's site. If a part that is needed to repair the Supported Product is not available from a Dell facility near Customer's location and must be transferred from another facility, it will be shipped using overnight delivery. 2-Hour and 4-Hour parts locations stock mission critical parts of Supported Products, as determined by Dell. A mission critical part is one which upon failure may prevent the Supported Product from performing its basic functions. Parts deemed non-critical include, but are not limited



to: software, floppy drives, media drives, modems, speakers, sound cards, zip drives, monitors, keyboards, and mice. In order to receive 2-Hour or 4-Hour parts, Customer must have purchased a corresponding service contract that supports mission critical parts delivery and the Supported Product must be located within the supported coverage area, as determined by Dell.

- D. Service Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the then-current retail price for any service part removed from the Supported Product which are retained by Customer (except for hard drives from Supported Products covered by "Keep Your Hard Drive" service) if Customer has received replacement parts from Dell. Dell uses and Customer expressly authorizes the use of new and reconditioned parts made by various manufacturers in performing warranty repairs.

### 3. Term of Service.

This Service Description commences on the date listed on your Order Form and continues through the term ("**Term**") indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer's Order Form. Unless otherwise agreed in writing between Dell and Customer, purchases of Services under this Service Description must be solely for Customer's own internal use and not for resale or service bureau purposes.

### 4. Important Additional Information

- A. Rescheduling.** Once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Services. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service.
  - B. Payment for hardware purchased with installation & deployment services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of installation or deployment services purchased with such hardware.
  - C. Commercially Reasonable Limits to Scope of Service.** Dell may refuse to provide Service if, in its opinion, providing the Service creates an unreasonable risk to Dell or Dell's Service providers or if any requested service is beyond the scope of Service. Dell is not liable for any failure or delay in performance due to any cause beyond its control, including Customer's failure to comply with its obligations under this Service Description. Service extends only to uses for which the Supported Product was designed.
  - D. Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Service Description.
  - E. Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
  - F. Cancellation.** Dell may cancel this Service at any time during the Term for any of the following reasons:
- 



- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not be varied by agreement. If Dell cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell.

**g. Geographic Limitations and Relocation.** This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details. Dell's obligation to supply the Services to relocated Supported Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Supported Products at Dell's then-current time and materials consulting rates.

**h. Transfer of Service.** Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current Term, provided Customer is the original purchaser of the Supported Product and this Service or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at [www.support.dell.com](http://www.support.dell.com). A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price), Customer or Customer's transferee may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer or Customer's transferee chooses not to pay such additional charge, the Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

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# Appendix A

## Service SKUs

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### US SKU

SKU	Description	Partner
934-5219	Installation and Implementation of Dell EqualLogic 3-2-1 Bundle for vSphere	EDT

### LA SKU

SKU	Description	Partner
959-2309	Installation and Implementation of Dell EqualLogic 3-2-1 Bundle for vSphere	EDT

### BZ SKU

SKU	Description	Partner
955-6249	Installation and Implementation of Dell EqualLogic 3-2-1 Bundle for vSphere	EDT

### EMEA SKU

SKU	Description	Partner
683-17397	Installation and Implementation of Dell EqualLogic 3-2-1 Bundle for vSphere	EDT



## Appendix B

### Exceptions to Dell business hours

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Country	Dell business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM



CITY OF SAN LEANDRO Proposal from Dell  
FEATURING DELL ENTERPRISE PRODUCTS  
05/13/2014





# PROPOSAL SUMMARY

Customer Name	CITY OF SAN LEANDRO
Customer Number	000111199
Date	05/13/2014
Contract #	WN99ABZ

Line	Quantity	Quote #	Config #	Description	Total
1	1	680080239	012670666	POWEREDGE R620, INTEL XEON E-26XX V2 PROCESSORS	68,889.23
2	1	680547104	000000000	VCENTER SERVER 5 STANDARD FOR VSPHERE 5 PER INSTANCE	12,459.47

Product SubTotal	77,479.08
Tax	3,869.62
Shipping & Handling	0.00
*Total Purchase Price	81,348.70
(* Amount denoted in \$)	

Account Manager			
Name	Jeremy Sexton	Phone	1-800-289-3355
Email	Jeremy_Sexton@Dell.com	Ext.	5125132122



# POWEREDGE R620, INTEL XEON E-26XX V2 PROCESSORS

Customer Name	CITY OF SAN LEANDRO
Customer Number	000111199
Date	05/13/2014
Quote Number	680080239

Product SubTotal	65,019.61
Tax	3,869.62
Shipping & Handling	0.00
*Total Purchase Price	68,889.23
(* Amount denoted in \$)	

Shipping Method	LTL 5 DAY OR LESS
Total Number of System groups	3

Group: 1	Description: PowerEdge R620, Intel Xeon E-26XX v2 Processors	
Quantity: 3	System Price: 7,195.42	Group Total: 21,586.26
Type	Description	Quantity
Base Unit	PowerEdge R620, Intel Xeon E-26XX v2 Processors (210-ABVQ)	1
	PowerEdge R620 Motherboard, TPM (591-BBBQ)	1
	Dell Hardware Limited Warranty Plus On Site Service Initial Year (936-1787)	1
	Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-4668)	1
	Dell ProSupport Plus. For tech support, visit <a href="http://www.dell.com/prosupport/regionalcontacts">www.dell.com/prosupport/regionalcontacts</a> (951-2015)	1
	ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3 Year (953-0165)	1
	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (953-0166)	1
	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (953-0167)	1
	On-Site Installation Declined (900-9997)	1
	Proactive Maintenance Service Declined (926-2979)	1
	PowerEdge R620 Shipping - 4/8 Drive Chassis (331-4761)	1
	Broadcom 57810 Dual Port 10Gb Direct Attach/SFP+ Low Profile Network Adapter (430-4422)	1
	VFlash, 8GB SD Card for iDRAC Enterprise (342-1413)	1
	iDRAC7 Enterprise (421-5339)	1



	Broadcom 5720 QP 1Gb Network Daughter Card (430-4418)	1
	Cable for Mini PERC Cards for Chassis with up to 8 Hard Drives (331-4823)	1
	Chassis with up to 8 Hard Drives and 3 PCIe Slots (342-3666)	1
	Bezel-4/8 Drive Chassis (318-1431)	1
	Power Saving Dell Active Power Controller (330-5116)	1
	RAID 1 for H710P/H710/H310 (2 HDDs) (331-4224)	1
	PERC H710P Integrated RAID Controller, 1GB NV Cache (342-3531)	1
	Heat Sink for PowerEdge R620 (331-4762)	1
	Intel Xeon E5-2640v2 2.0GHz, 20M Cache, 7.2GT/s QPI, Turbo, HT, 8C, 95W, Max Mem 1600MHz (338-BCZZ)	1
	DIMM Blanks for Systems with 2 Processors (317-8688)	1
	Heat Sink for PowerEdge R620 (331-4762)	1
	Intel Xeon E5-2640v2 2.0GHz, 20M Cache, 7.2GT/s QPI, Turbo, HT, 8C, 95W, Max Mem 1600MHz, 2nd Proc (338-BDBP)	1
	16GB RDIMM, 1866MT/s, Standard Volt, Dual Rank, x4 Data Width (370-AAWL)	8
	1866MT/s RDIMMs (370-AAWM)	1
	Performance Optimized (331-4428)	1
	300GB 10K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive (342-0429)	2
	Electronic System Documentation and OpenManage DVD Kit (331-4513)	1
	DVD+/-RW, SATA, Internal (318-1391)	1
	ReadyRails Sliding Rails With Cable Management Arm (331-4765)	1
	Dual, Hot-plug, Redundant Power Supply (1+1), 750W (331-4605)	1
	Power Cord, C13 to C14, PDU Style, 12 Amps, 2 meter, Qty 1 (330-3151)	2
	No Operating System (420-6320)	1
	No Media Required (421-5736)	1

Group: 2	Description: Dell Networking N4032F, 24x 10GbE SFP+ Fixed Ports, 1x Modular bay, 2x Power Supplies Included	
Quantity: 2	System Price: 5,516.36	Group Total: 11,032.72
Type	Description	Quantity
Base Unit	Dell Networking N4032F, 24x 10GbE SFP+ Fixed Ports, 1x Modular bay, 2x Power Supplies Included (210-ABVT)	1



Dell Hardware Limited Warranty Initial Year (966-6411)	1
Dell Hardware Limited Warranty Extended Year(s) (966-6413)	1
Lifetime Limited Hardware Warranty with Basic Hardware Service Next Business Day Parts Only on Your Network Switch (966-6417)	1
Software Support,NW,90 Day (966-6423)	1
ProSupport: Next Business Day Onsite Service After Problem Diagnosis, Initial Year (966-6424)	1
ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 2 Year Extended (966-6428)	1
ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (966-6476)	1
Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-800-945-3355 (989-3439)	1
Remote Implementation of a Layer 2 Ethernet Switch (923-2669)	1
Non-Canada Orders only (332-1286)	1
Documentation Kit, N4000 Series Switch (340-AGNR)	1
Power Cord, 250V, 12A, 2 Meters, C13/C14, US (450-AASX)	2
Dell Networking, Cable, SFP+ to SFP+, 10GbE, Copper Twinax Direct Attach Cable, 0.5 Meter (470-AAGL)	1
Dell Networking, Cable, SFP+ to SFP+, 10GbE, Copper Twinax Direct Attach Cable, 3 Meter (470-AAGP)	2

Group: 3	Description: EqualLogic PS6210X, Mainstream Performance 10K SAS 2.5" Drives	
Quantity: 1	System Price:30,405.63	Group Total:30,405.63
Type	Description	Quantity
Base Unit	EqualLogic PS6210X, Mainstream Performance 10K SAS 2.5" Drives (210-ABPH)	1
	Documentation and Shipping for 2U Arrays (340-AGDE)	1
	EqualLogic Advanced Software Warranty and Service,7x24 Access,3 Year (965-0336)	1
	Dell Hardware Limited Warranty Extended Year (965-0355)	1
	Dell Hardware Limited Warranty Initial Year (965-0356)	1
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (965-0391)	1
	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (965-0394)	1
	MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (965-0400)	1
	ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (965-0403)	1
	Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-800-945-3355 (989-3439)	1
	Remote Implementation of a Dell Equallogic Array (961-3859)	1



EqualLogic Non-Standard Reference Architecture (996-7559)	1
Dual Controllers, 10Gb, High Availability with Failover (540-BBDM)	1
24x 600GB 10K SAS 2.5" 14.4TB Capacity (400-ACFJ)	1
ReadyRails II Static Rails for 4-post Racks (770-BBCL)	1
Redundant Power Supply, 700W (450-AAZW)	1
Power Supply Regulatory Label, 700W, AC (450-ABNE)	1
C13 to C14, PDU Style, 10 AMP, 2m Power Cord (450-AADY)	1
C13 to C14, PDU Style, 10 AMP, 2m Power Cord (450-AADY)	1

Software & Accessories (S & A)			
Number of S & A Items: 1		S & A Total: 1,995.00	
Description	Quantity	Unit Price	Total Price
Dell Education Services-Dell EQL PS Series Adv Mgmt and Data Protect Tools 3day Training ILT- PRICEPERUSER (905-6109)	1	1,995.00	1,995.00
(* Amount denoted in \$)			



# VCENTER SERVER 5 STANDARD FOR VSPHERE 5 PER INSTANCE

Customer Name	CITY OF SAN LEANDRO
Customer Number	000111199
Date	05/13/2014
Quote Number	680547104

Product SubTotal	12,459.47
Tax	0.00
Shipping & Handling	0.00
*Total Purchase Price	12,459.47
(* Amount denoted in \$)	

Shipping Method	LTL 5 DAY OR LESS
Total Number of System groups	0

Software & Accessories (S & A)			
Number of S & A Items: 4	S & A Total: 12,459.47		
Description	Quantity	Unit Price	Total Price
vCenter Server 5 Standard for vSphere 5 Per Instance (A7445040)	1	4,345.65	4,345.65
PROD SUP/SUB VCENTER SVR 5 STD VSPHERE 5 (A6990946)	1	1,228.46	1,228.46
VPP L1 vSphere 5 Standard for 1 CPU (A7443352)	6	831.02	4,986.12
Production SNS for vSphere 5 Standard for 1 CPU for 1 year (A7429570)	6	316.54	1,899.24
(* Amount denoted in \$)			

## Trademarks

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## QUOTATION

**Quote #:** 680841487  
**Customer #:** 111199  
**Contract #:** WN99ABZ  
**Customer Agreement #:** WSCA B27160  
**Quote Date:** 04/21/2014  
**Customer Name:** CITY OF SAN LEANDRO

**Date:** 4/21/2014

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### Sales Professional Information

<b>SALES REP:</b>	STAN TEMPLE	<b>PHONE:</b>	1800 - 4563355
<b>Email Address:</b>	<a href="mailto:Stan_temple@dell.com">Stan_temple@dell.com</a>	<b>Phone Ext:</b>	5125139107

**GROUP: 1 QUANTITY: 1 SYSTEM PRICE: \$7,955.06 GROUP TOTAL: \$7,955.06**

Description	Quantity
PowerEdge R720, Intel Xeon E-26XX Processors (210-ABVP)	1
PowerEdge R720 Motherboard, TPM (591-BBBP)	1
ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 2 Year Extended (936-4593)	1
ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (936-4603)	1
Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-2678)	1
Dell Hardware Limited Warranty Plus On Site Service Initial Year (939-2768)	1
ProSupport: Next Business Day Onsite Service After Problem Diagnosis, Initial Year (988-9281)	1
Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-800-945-3355 (989-3439)	1
On-Site Installation Declined (900-9997)	1
Proactive Maintenance Service Declined (926-2979)	1
PowerEdge R720 Shipping (331-4437)	1
Risers with up to 6, x8 PCIe Slots + 1, x16 PCIe Slot (331-4440)	1
Broadcom 57810 Dual Port 10Gb Base-T Network Adapter (430-4419)	1
iDRAC7 Enterprise (421-5339)	1
Broadcom 5720 QP 1Gb Network Daughter Card (430-4418)	1
PERC H810 RAID Adapter for External JBOD, 1Gb NV Cache (342-3532)	1
2.5" Chassis with up to 16 Hard Drives (317-8474)	1
Bezel (318-1375)	1
Power Saving Dell Active Power Controller (330-5116)	1
RAID 1 for H710P/H710/H310 (2 HDDs) (331-4381)	1
PERC H710P Integrated RAID Controller, 1GB NV Cache (342-3531)	1
Heat Sink for PowerEdge R720 and R720xd (331-4508)	1
Intel Xeon E5-2643v2 3.5GHz, 25M Cache, 8.0GT/s QPI, Turbo, HT, 6C, 130W, Max Mem 1866MHz (338-BDBB)	1
DIMM Blanks for Systems with 2 Processors (317-8688)	1
Heat Sink for PowerEdge R720 and R720xd (331-4508)	1



Intel Xeon E5-2643v2 3.5GHz, 25M Cache, 8.0GT/s QPI, Turbo, HT, 6C, 130W, Max Mem 1866MHz,2nd Proc (338-BDBQ)	1
8GB RDIMM, 1866MT/s, Standard Volt, Single Rank, x4 Data Width (370-AAUK)	8
1866MT/s RDIMMs (370-AAWM)	1
Performance Optimized (331-4428)	1
146GB 15K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive (342-0427)	2
No System Documentation, No OpenManage DVD Kit (310-5171)	1
DVD ROM, SATA, INTERNAL (313-9092)	1
ReadyRails Sliding Rails With Cable Management Arm (331-4433)	1
Dual, Hot-plug, Redundant Power Supply (1+1), 750W (331-4605)	1
Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)	2
No Operating System (420-6320)	1
No Media Required (421-5736)	1

<b>*Total Purchase Price:</b>	<b>\$8,580.01</b>
<b>Product Subtotal:</b>	\$7,955.06
<b>Tax:</b>	\$624.95
<b>Shipping &amp; Handling:</b>	\$0.00
<b>State Environmental Fee:</b>	\$0.00
<b>Shipping Method:</b>	LTL 5 DAY OR LESS

(\* Amount denoted in \$)

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## QUOTATION

**Quote #:** 680841493  
**Customer #:** 111199  
**Contract #:** WN99ABZ  
**Customer Agreement #:** WSCA B27160  
**Quote Date:** 04/21/2014  
**Customer Name:** CITY OF SAN LEANDRO

**Date:** 4/21/2014

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<b>Email Address:</b>	<a href="mailto:Stan_temple@dell.com">Stan_temple@dell.com</a>	<b>Phone Ext:</b>	5125139107

**GROUP: 1 QUANTITY: 1 SYSTEM PRICE: \$11,090.48 GROUP TOTAL: \$11,090.48**

Description	Quantity
PV MD1200,RKMNT,SAS, 12 Bay (224-7198)	1
HD Multi-Select (341-4158)	1
2 Encl Mgmt Modules, SAS Only (330-6058)	1
Bezel ASSY,MD1200 (313-8850)	1
6Gb Mini to Mini SAS Cable, 2M (330-6060)	1
6Gb Mini to Mini SAS Cable, 2M (330-6060)	1
No PERC H800 (341-9870)	1
ReadyRails II Static Rails for 4-post Racks (770-BBCL)	1
ProSupport : 7x24 HW / SW Tech Support and Assistance , 3 Year (908-2012)	1
Dell Hardware Limited Warranty Initial Year (954-4565)	1
Dell Hardware Limited Warranty Extended Year(s) (954-4566)	1
Pro Support : Next Business Day Onsite Service After Problem Diagnosis, Initial Year (954-4577)	1
Pro Support : Next Business Day Onsite Service After Problem Diagnosis, 2Year Extended (954-4578)	1
Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-800-945-3355 (989-3439)	1
On-Site Installation Declined (900-9997)	1
Proactive Maintenance Service Declined (926-2979)	1
Power Supply, AC 600W, Redundant (332-0746)	1
Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 6 feet / 2 meter (310-9965)	1
Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 6 feet / 2 meter (310-9965)	1
4TB 7.2K RPM Near-Line SAS 6Gbps 3.5in Hot-plug Hard Drive (342-5296)	12

**\*Total Purchase Price: \$11,893.42**

**Product Subtotal: \$11,090.48**

<b>Tax:</b>	\$802.94
<b>Shipping &amp; Handling:</b>	\$0.00
<b>State Environmental Fee:</b>	\$0.00
<b>Shipping Method:</b>	LTL 5 DAY OR LESS

(\* Amount denoted in \$)

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## QUOTATION

Quote #: 681001396  
Customer #: 1299819  
Contract #:  
Customer Agreement #:  
Quote Date: 04/23/2014

Date: 4/23/2014 Customer Name: CITY OF SAN LEANDRO

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Email Address:	<a href="mailto:Stan_temple@dell.com">Stan_temple@dell.com</a>	Phone Ext:	5125139107

GROUP: 1 QUANTITY: 1 SYSTEM PRICE: \$3,407.32 GROUP TOTAL: \$3,407.32

Description	Quantity
Dell Precision T5610 CTO Base (210-AAUF)	1
16GB (4x4GB) 1866MHz DDR3 ECC RDIMM (370-AATO)	1
US English (QWERTY) Dell KB212-B QuietKey USB Keyboard Black (580-AADG)	1
Display Not Included (480-AAJX)	1
DUAL 1 GB AMD FirePro V3900 (DP, DVI) (2 DP-DVI, 2 DVI-VGA adapters) (ELGA15B) (490-BBRP)	1
300GB 2.5inch SAS (15,000 Rpm) Hard Drive (400-AAWV)	1
LSI 9271-8i 6Gb/s PCIe SATA/SAS HW RAID controller (1 GB cache) - HW RAID 0,1,5,10 (403-BBCP)	1
No Media Card Reader (385-BBBL)	1
Microsoft Office Trial, MUI, OptiPlex, Precision, Latitude (630-AABP)	1
Thank you for buying Dell (421-9982)	1
Dell Data Protection System Tools Digital Delivery/DT (422-0008)	1
Adobe Reader 11 (640-BBDH)	1
Dell Precision Performance Optimizer (640-BBES)	1
Dell Data Protection   Protected Workspace (640-BBEW)	1
Visit <a href="http://www.dell.com/encryption">www.dell.com/encryption</a> (640-BBHR)	1

Not Selected in this Configuration (640-BBHS)	1
Dell Applications for Windows 7 (658-BBIH)	1
RAID 1 (780-BBCL)	1
No Anti-Virus Software (650-AAAJ)	1
Windows 7 Professional, English, 64bit (includes Windows 8.1 Pro 64bit License and Media) (536-BBBL)	1
Non-Canada Orders only (332-1286)	1
Dell Precision T5610 685W Chassis (329-BBNL)	1
Dell Optical (Not Wireless), Scroll USB (3 buttons scroll) Black Mouse (570-AAAJ)	1
No Energy Star (387-BBBE)	1
Intel X520-T2 Dual Port 10GbE Network Interface Card (540-BBCE)	1
No Controller (526-BBBC)	1
8x Slimline DVD+/-RW Drive (429-AAHH)	1
No Sound (510-BBBX)	1
Internal Speaker (520-AADR)	1
US/Thai/Philippines Power Cord (450-AAFS)	1
Windows 8.1 DVD OS Recovery(English) (620-AASU)	1
Dell Backup and Recovery Basic (637-AAAD)	1
No External Speaker (520-AABF)	1
English and French Shipping Docs (340-AAMK)	1
Dell Limited Hardware Warranty Plus Service Initial Year (934-8147)	1
Dell Limited Hardware Warranty Plus Service Extended Year(s) (938-4548)	1
Thank you choosing Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-866-5 (989-3449)	1
ProSupport: Next Business Day Onsite Service After Remote Diagnosis 2 Year Extended (994-3472)	1
ProSupport : 7x24 Technical Support , 2 Year Extended (994-3572)	1

ProSupport: Next Business Day Onsite Service After Remote Diagnosis Initial Year (994-9710)	1
ProSupport : 7x24 Technical Support , Initial (994-9900)	1
No Out-of-Band Systems Management (631-AACV)	1
Resource DVD not Included (430-XXYU)	1
No Additional Hard Drive (401-AADF)	1
No Additional Hard Drive (401-AADF)	1
Tech Sheet, English (340-AEYR)	1
Dual Intel Xeon Processor E5-2603 v2 (Four Core, 1.8GHz, 10 MB),Dell Fixed Precision Tx610 (338-BCSS)	1
Second Heatsink (412-AABU)	1
No DDPE Encryption Software (954-3465)	1
SHIP,PWS,LNK,NO,NO,AMF (340-AEYP)	1
No Storage Device or Recordable Media (414-BBBC)	1
C8 SAS 2.5 Inch, 1-2 Hard Drives (449-BBCC)	1
Chassis Intrusion Switch (461-AAAB)	1
No General Purpose Compute Solution (489-BBBO)	1
Boot or storage volume is less than 2 TB (411-XXXY)	1
Shipping Material for System (328-BBEO)	1
No Accessories (461-AABV)	1
Not Selected in this Configuration (817-BBBC)	1
300GB 2.5inch SAS (15,000 Rpm) Hard Drive (401-AADX)	1
Regulatory Label, Dell Precision T5610 (328-BBEP)	1
Intel Xeon Label (389-BBRO)	1
No Dell Tera2 Remote Access host card for the Wyse P25 Zero Client (386-BBBE)	1

<b>*Total Purchase Price:</b>	<b>\$3,686.24</b>
<b>Product Subtotal:</b>	\$3,407.32
<b>Tax:</b>	\$278.92
<b>Shipping &amp; Handling:</b>	\$0.00
<b>State Environmental Fee:</b>	\$0.00
<b>Shipping Method:</b>	PARCEL POST US MAIL

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## QUOTATION

Quote #: 681016905  
 Customer #: 1299819  
 Contract #:  
 Customer Agreement #:  
 Quote Date: 04/23/2014

Date: 4/23/2014 Customer Name: CITY OF SAN LEANDRO

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### Sales Professional Information

<b>SALES REP:</b>	STAN TEMPLE	<b>PHONE:</b>	1800 - 4563355
<b>Email Address:</b>	<a href="mailto:Stan_temple@dell.com">Stan_temple@dell.com</a>	<b>Phone Ext:</b>	5125139107

**GROUP: 1 QUANTITY: 1 SYSTEM PRICE: \$1,836.24 GROUP TOTAL: \$1,836.24**

Description	Quantity
Dell Precision T3610 CTO Base (210-AAAXE)	1
8GB (4x2GB) 1600MHz DDR3 Non-ECC (370-AADH)	1
US English (QWERTY) Dell KB212-B QuietKey USB Keyboard Black (580-AADG)	1
Display Not Included (480-AAJX)	1
DUAL 1 GB AMD FirePro V3900 (DP, DVI) (2 DP-DVI, 2 DVI-VGA adapters) (ELGA15B) (490-BBRP)	1
500GB 3.5inch Serial ATA (7,200 Rpm) Hard Drive (400-AAWR)	1
Integrated Intel AHCI chipset SATA controller (2 x 6Gb/s, 4 x 3.0Gb/s) - SW RAID 0/1/5/10 (403-BBDS)	1
No Media Card Reader (385-BBBL)	1
Microsoft Office Trial, MUI, OptiPlex, Precision, Latitude (630-AABP)	1
Thank you for buying Dell (421-9982)	1
Dell Data Protection System Tools Digital Delivery/DT (422-0008)	1
Adobe Reader 11 (640-BBDH)	1
Dell Precision Performance Optimizer (640-BBES)	1
Dell Data Protection   Protected Workspace (640-BBEW)	1
Visit <a href="http://www.dell.com/encryption">www.dell.com/encryption</a> (640-BBHR)	1

Not Selected in this Configuration (640-BBHS)	1
Dell Applications for Windows 7 (658-BBIH)	1
RAID 0 (780-BBCK)	1
No Anti-Virus Software (650-AAAJ)	1
Windows 7 Professional, English, 64bit (includes Windows 8.1 Pro 64bit License and Media) (536-BBBL)	1
Non-Canada Orders only (332-1286)	1
Dell Precision T3610 425W Chassis (329-BBNN)	1
Dell Optical (Not Wireless), Scroll USB (3 buttons scroll) Black Mouse (570-AAAJ)	1
No Energy Star (387-BBBE)	1
No Additional Network Card Selected (Integrated NIC included) (555-BBJO)	1
No Controller (526-BBBC)	1
8x Slimline DVD+/-RW Drive (429-AAHH)	1
No Sound (510-BBBX)	1
Internal Speaker (520-AADM)	1
US/Thai/Philippines Power Cord (450-AAFS)	1
Windows 8.1 USB OS Recovery(English) (620-AASO)	1
Dell Backup and Recovery Basic (637-AAAD)	1
No External Speaker (520-AABF)	1
English and French Shipping Docs (340-AAMK)	1
Dell Limited Hardware Warranty Plus Service Initial Year (934-7327)	1
Dell Limited Hardware Warranty Plus Service Extended Year(s) (938-3758)	1
Thank you choosing Dell ProSupport. For tech support, visit <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> or call 1-866-5 (989-3449)	1
ProSupport: Next Business Day Onsite Service After Remote Diagnosis 2 Year Extended (994-2292)	1
ProSupport : 7x24 Technical Support , 2 Year Extended (994-2392)	1

ProSupport: Next Business Day Onsite Service After Remote Diagnosis Initial Year (994-7990)	1
ProSupport : 7x24 Technical Support , Initial (994-8180)	1
No Out-of-Band Systems MGMT,Dell Precision T3610 (631-AACZ)	1
Resource DVD not Included (430-XXYU)	1
No Additional Hard Drive (401-AADF)	1
No Additional Hard Drive (401-AADF)	1
Tech Sheet, English (340-AEYR)	1
Intel Xeon Processor E5-1650 v2 (Six Core HT, 3.5 GHz Turbo, 12 MB),Dell Fixed Precision T3610 (338-BCTE)	1
Heatsink (412-AABW)	1
No DDPE Encryption Software (954-3465)	1
SHIP,PWS,LNK,NO,NO,AMF (340-AEYP)	1
No Storage Device or Recordable Media (414-BBBC)	1
C1 SATA 3.5 Inch, 1-2 Hard Drives (449-BBCG)	1
Chassis Intrusion Switch (461-AAAB)	1
Boot or storage volume is less than 2 TB (411-XXXY)	1
Shipping Material for System (328-BBEO)	1
No Accessories (461-AABV)	1
Not Selected in this Configuration (817-BBBC)	1
2nd 500GB 7200 RPM 3.5inch SATA Hard Drive (401-AACM)	1
Regulatory Label, Dell Precision T3610 (328-BBER)	1
Intel Xeon Label (389-BBRO)	1
No Dell Tera2 Remote Access host card for the Wyse P25 Zero Client (386-BBBE)	1

<b>*Total Purchase Price:</b>	<b>\$1,973.56</b>
<b>Product Subtotal:</b>	\$1,836.24
<b>Tax:</b>	\$137.32
<b>Shipping &amp; Handling:</b>	\$0.00
<b>State Environmental Fee:</b>	\$0.00
<b>Shipping Method:</b>	LTL 5 DAY OR LESS

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Customer with authority to bind the Public Customer to these terms and conditions, and (2) you have read and agree to be bound by these terms and conditions.

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Quote #: 681017068  
 Customer #: 1299819  
 Contract #:  
 Customer Agreement #:  
 Quote Date: 04/23/2014

Date: 4/23/2014 Customer Name: CITY OF SAN LEANDRO

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Integrated Intel AHCI chipset SATA controller (2 x 6Gb/s, 4 x 3.0Gb/s) - SW RAID 0/1/5/10 (403-BBDS)	1
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ProSupport : 7x24 Technical Support , 2 Year Extended (994-2392)	1



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ProSupport : 7x24 Technical Support , Initial (994-8180)	1
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## QUOTATION

**Quote #:** 682451045  
**Customer #:** 111199  
**Contract #:** WN99ABZ  
**Customer Agreement #:** WSCA B27160  
**Quote Date:** 05/13/2014  
**Customer Name:** CITY OF SAN LEANDRO

**Date:** 5/13/2014

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### SOFTWARE & ACCESSORIES

**GROUP TOTAL: \$8,300.00**

Product	Quantity	Unit Price	Total
Installation and Implementation of Dell EqualLogic 3-2-1 Bundle for vSphere (934-5219)	1	\$8,300.00	\$8,300.00

<b>*Total Purchase Price:</b>	<b>\$8,300.00</b>
<b>Product Subtotal:</b>	\$8,300.00
<b>Tax:</b>	\$0.00
<b>Shipping &amp; Handling:</b>	\$0.00
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May 14, 2014

**ADDITIONAL SOFTWARE LICENSE AGREEMENT**

Mr. Chris Zapata  
City Manager  
City of San Leandro  
835 E 14th Street  
San Leandro, CA 94577

Dear Mr. Zapata:

New World Systems is pleased to license you additional software per your request.

The attached forms (Exhibit AA and Proposal Summary dated 5/14/2014) are to be reviewed and approved by you and/or your authorized representative. They describe the additional software and services you have requested along with the related fees.

The General Terms and Conditions from our original License Agreement are incorporated and continue to apply. Any taxes or fees imposed from the course of this Agreement are the responsibility of the Customer.

We thank you for your continued business with New World Systems. We look forward to working on this project with you.

**ACKNOWLEDGED AND AGREED TO BY:****NEW WORLD SYSTEMS® CORPORATION****(New World)**

By: \_\_\_\_\_  
Larry D. Leinweber, President

Date: \_\_\_\_\_

**CITY OF SAN LEANDRO, CA****(Customer)**

By: \_\_\_\_\_  
Authorized Signature Title

By: \_\_\_\_\_  
Authorized Signature Title

Approved  
as to Form: \_\_\_\_\_  
Authorized Signature Title

Date: \_\_\_\_\_

Each individual signing above represents that (s)he has the requisite authority to execute this Agreement on behalf of the organization for which (s)he represents and that all the necessary formalities have been met.

The "Effective Date" of this Agreement is the latter of the two dates in the above signature block.

***PRICING VALID FOR 30 DAYS FROM DATE REFERENCED ABOVE.***

**EXHIBIT AA  
TOTAL COST SUMMARY AND PAYMENT SCHEDULE**

**I. Total Costs Summary: Licensed Standard Software and Implementation Services**

<u>DESCRIPTION OF COST</u>	<u>COST</u>
A. LICENSED STANDARD SOFTWARE as further detailed in the Proposal Summary	\$34,500
B. IMPLEMENTATION AND TRAINING SERVICES as further described in the Proposal Summary	12,000
<b>ONE TIME PROJECT COST:</b>	<b><u>\$46,500</u></b>
C. TRAVEL EXPENSES (Estimate)	\$3,000

**II. Payments for Licensed Standard Software and Implementation Services**

<u>DESCRIPTION OF PAYMENT</u>	<u>COST</u>
A. ONE TIME PROJECT PAYMENT:	
1. Amount due upon the Effective Date (100%)	\$46,500
<b>ONE TIME PROJECT PAYMENT:</b>	<b><u>\$46,500</u></b>
B. TRAVEL EXPENSES (Estimate)	\$3,000
1. 1 trip is anticipated, to be billed at actual cost for reasonable expenses incurred for airfare, rental car, lodging, tolls, mileage, and daily per diem expenses. All travel costs will be billed weekly for services provided in the previous calendar week.	

<b>III. Standard Software Maintenance Services</b>	<b>\$7,040</b>
Standard Software Maintenance Agreement (SSMA) fees for the software listed on the attached proposal will be added to <b>Customer's</b> current SSMA fees and will commence 90 days after delivery of the software; year one cost to be prorated to run concurrently with <b>Customer's</b> existing SSMA. Subsequent year SSMA fees for the above software will be consistent with the SSMA agreement currently in effect.	

**ALL PAYMENTS ARE DUE WITHIN THIRTY (30) DAYS FROM RECEIPT OF INVOICE**

**CITY OF SAN LEANDRO, CA**

**Budgetary Proposal Summary**

**May 14, 2014**

<b>A. STANDARD APPLICATION SOFTWARE <sup>1,2,3,4</sup></b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

**DECISION SUPPORT SOFTWARE <sup>5,6</sup>**  
**1. Law Enforcement Management Data Mart**  
 - Includes 10+ users  
**Dashboards for Law Enforcement**

<b>NEW WORLD STANDARD SOFTWARE LICENSE FEE</b>	<b>\$44,000</b>
<b>LESS DEMONSTRATION SITE DISCOUNT</b>	<b>(9,500)</b>

<b>TOTAL SOFTWARE LICENSE FEE <sup>7,8</sup></b>	<b><u>\$34,500</u></b>
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<b>B. IMPLEMENTATION SERVICES <sup>9</sup></b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

**IMPLEMENTATION SERVICES**  
**1. Decision Support Software Implementation Services:**  
 Standard Package  
 - Installation of standard library components (cubes and dashboards)  
 - 4 reporting cubes/dashboards for specific agency needs  
 - Basic training on working with data and reporting cubes  
 - Requires 1 on-site trip - remaining work will be completed remotely

<b>TOTAL IMPLEMENTATION SERVICES</b>	<b><u>\$12,000</u></b>
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<b>TOTAL ONE TIME COST</b>	<b><u>\$46,500</u></b>
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<b>C. MAINTENANCE</b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

**1. COMBINED STANDARD SOFTWARE MAINTENANCE AGREEMENT (SSMA) (Per Year Cost)**  
 Annual SSMA to begin at the end of the warranty period; year one cost to be prorated to run concurrently with Customer's existing SSMA.

90-Day Warranty from Date of Delivery	No Charge
Year 1 SSMA	\$7,040

<b>D. TRAVEL AND LIVING EXPENSES (Estimate)</b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

**1. TRAVEL AND LIVING EXPENSES (Estimate)**  
 Estimated 2 trips at \$1,500 per trip.

	\$3,000
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**PRICING VALID FOR 30 DAYS FROM DATE REFERENCED ABOVE.**



## MSP ENDNOTES

- <sup>1</sup> *Personal Computers must meet the minimum hardware requirements for New World Systems' Aegis products. Microsoft Windows XP or later is required for all client machines. Windows 2003/2008 Server and SQL Server 2005/2008 are required for the Application and Database Server(s).*
- <sup>2</sup> *New World Systems' Aegis product requires Microsoft Windows 2003/2008 Server and SQL Server 2005/2008 including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by New World Systems.*
- <sup>3</sup> *New World Systems' Aegis product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.*
- <sup>4</sup> *New World recommends a 100/1000MB (GB) Ethernet network for the local area network. Wide area network requirements vary based on system configuration, New World will provide further consultation for this environment.*
- <sup>5</sup> *Application may require a separate Server.*
- <sup>6</sup> *Configuration and end user training to occur after Customer has been live for 3 months or longer on an application.*
- <sup>7</sup> *Prices assume that all software is licensed. Prices are quoted as preliminary estimates only and are subject to further clarification and confirmation.*
- <sup>8</sup> *Licensed Software, and third party software embedded therein, if any, will be delivered in a machine readable form to Customer via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*
- <sup>9</sup> *Travel and expenses are not included as they are billed at actual cost.*



May 14, 2014

**ADDITIONAL SERVICES AGREEMENT**

Mr. Chris Zapata  
 City Manager  
 City of San Leandro  
 835 E. 14<sup>th</sup> Street  
 San Leandro, CA 94577

Dear Mr. Zapata:

New World Systems is pleased to provide additional services for an ESRI v 10.2 Upgrade.

The attached forms (Exhibits AA and B) are to be reviewed and approved by you and/or your authorized representative. They describe the additional services you have requested along with the related fees.

The General Terms and Conditions from our original License Agreement are incorporated and continue to apply. Any taxes or fees imposed from the course of this Agreement are the responsibility of the Customer.

We thank you for your continued business with New World Systems. We look forward to working on this project with you.

**ACKNOWLEDGED AND AGREED TO BY:**

**NEW WORLD SYSTEMS® CORPORATION**  
 (New World)

**CITY OF SAN LEANDRO, CA**  
 (Customer)

By: \_\_\_\_\_  
 Larry D. Leinweber, President

By: \_\_\_\_\_  
 Authorized Signature Title

By: \_\_\_\_\_  
 Authorized Signature Title

Approved  
 as to Form: \_\_\_\_\_  
 Authorized Signature Title

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Each individual signing above represents that (s)he has the requisite authority to execute this Agreement on behalf of the organization for which (s)he represents and that all the necessary formalities have been met.**

The "Effective Date" of this Agreement is the latter of the two dates in the above signature block.

**PRICING IS VALID THROUGH AUGUST 8, 2014.**

**EXHIBIT AA**  
**TOTAL COST SUMMARY AND PAYMENT SCHEDULE**

**I. Total cost Summary: Implementation Services**

<b><u>DESCRIPTION OF COST</u></b>	<b><u>COST</u></b>
A. IMPLEMENTATION SERVICES	\$33,500
1. ESRI AND AEGIS 11 UPGRADE SERVICES as further described in Exhibit B	\$21,000
2. SYSTEM ASSURANCE SERVICES as further described in Exhibit B	12,500
	<b>ONE TIME PROJECT COST: <u>\$33,500</u></b>

**PRICING ASSUMES CONTRACT EXECUTION BY AUGUST 8, 2014.**

**Exhibit AA / COST SUMMARY AND PAYMENT SCHEDULE**

II. Payments for Implementation Services

	<u>DESCRIPTION OF PAYMENT</u>	<u>PAYMENT</u>
A.	IMPLEMENTATION SERVICES	\$33,500
	1. Amount invoiced upon the Effective Date	\$16,750
	2. Amount invoiced 30 days after the Effective Date	16,750
	<b>ONE TIME PAYMENTS:</b>	<b><u>\$33,500</u></b>

**ALL PAYMENTS ARE DUE WITHIN THIRTY (30) DAYS FROM RECEIPT OF INVOICE.**

*Billings are applied ratably to each deliverable included under the total one-time cost. If any deliverable is subject to sales tax, the tax will be calculated and added as applicable to each billing.*

**EXHIBIT B**  
**ADDITIONAL SUPPORT SERVICES AND FEES**

**1. Inventory**

- (a) Supports one (1) Application Server
- (b) **65** Mobile Clients
- (c) **20** CAD Clients

**2. Service Fees and Travel Costs**

Support services for ESRI 10.2 include:

- (a) ESRI Component Upgrade to 10.2 (See attached SOW.)
- (b) Implementation Plan
- (c) Up to three days of remote Aegis 11 upgrade assistance
- (d) Test and Production environments (requires downtime)

The upgrade support services are typically performed remotely from **New World** national headquarters in Troy, Michigan but may be provided at **Customer's** premises. **Customer** agrees to reimburse **New World** for support trips canceled by **Customer** less than ten (10) days before the scheduled start date to cover **New World's** out of pocket costs and lost revenues.

Additional support services provided by **New World** outside the scope of this Agreement will be provided at the **Customer's** daily rate in effect at that time, currently \$1,320 per day.

**2. Hardware Quality Assurance Service**

**New World** shall provide Hardware Systems Assurance of **Customer's** Aegis/MSP server(s). These services do not include hardware and/or third party product costs which shall be **Customer's** responsibility, if required. Whenever possible, these services will be provided remotely, resulting in savings in travel expenses and time. If on-site installation is required, **Customer** will be responsible for the actual travel expenses and time.

a) **Hardware Quality Assurance Services (Standard Environment):**

Hardware Systems Assurance and Software Installation:

- Assist with High Level System Design/Layout
- Validate Hardware Configuration and System Specifications
- Validate Network Requirements, including Windows Domain
- Physical Installation of **New World** Application Servers
- Install Operating System and Apply Updates
- Support SQL Server and Apply Updates
- Support New World Applications Software and Apply Updates
- Establish Base SQL Database Structure
- Install Anti-Virus Software and Configure Exclusions
- Install Automated Backup Software and Configure Backup Routines
- Configure System for Electronic Customer Support (i.e. NetMeeting)
- Tune System Performance Including Operating System and SQL Resources
- Test High Availability/Disaster Recovery Scenarios (if applicable)
- Provide Basic System Administrator Training and Knowledge Transfer
- Document Installation Process and System Configuration



San Leandro, CA

**Aegis System Assurance Server Migration**

**Goal:**

The goal of this project is to complete a server migration that moves the Customer's Aegis application suite on to a new set of Microsoft Windows servers (production and test) utilizing the Windows 2008 (R2) Server Operating System and SQL Server 2008 (R2).

At the start of this project the current servers will be using a release of the Aegis software at version 9 or higher.

This project will be successfully completed once the Aegis Application suite has been migrated from the current server configuration to the new server set, the Aegis Suite upgraded to version 11 and the ESRI components migrated to the ESRI 10.1 SP1 release.

**Customer Responsibilities:**

1. Provide all required hardware components for the build of a dual host high availability virtual environment. (New World Systems will install.)
2. Provide all required software licenses for the build of a dual host high availability virtual environment. (New World Systems will install.)
3. Arc Editor 9.3.1 installed and available on a client including ArcMap and ArcCatalogue.
4. Arc Editor 10.1 SP1 installed and available on a client including ArcMap and ArcCatalogue. (Required for Aegis 11 upgrade.)
5. Provide adequate IT/networking staff to assist on-site and remote resources assigned to this project.
6. Provide adequate staff to test application functionality of new servers and upgrades prior to go-live.
7. Implement and test all virus protection and back-up strategies for virtual and host systems.
8. Provide end user communications regarding project and system impact related to overall system performance and downtime.
9. Meet or exceed NWS storage area network (SAN) requirements for the proposed environment (if any).
10. NWS local area network (LAN) requirements must include static IP addresses for all servers.
11. Provide a Lantronix device for serial cable connection to a virtual server (E911, Toner Encoder, etc.)
12. Inform NWS Project Manager if the current Aegis configuration includes:
  - CAD AVL Playback
  - Any Custom Geo rules for address verification.
  - The Aegis Civil module
  - The Aegis permits module
13. Identify if test environment is to be built using production databases and Filestorage directory or existing test databases and Filestorage directory.
14. Assistance with client upgrades for Aegis MSP and Mobile

**New World Systems Responsibilities – Infrastructure Build:**

1. Build out virtual high availability environment including the installation of all supporting hardware components, host servers and creation of all required virtual servers.

2. Install Windows 2008 Server (R2) with all service packs and critical updates installed for each virtual server.
3. Install eight virtual servers according to the identified operating system requirements and meeting or exceeding the hardware specifications:

**Application Server**

- 4 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (File Storage)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit

**Database Server**

- 4 vCPUs
- 12GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (SQL)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit
- SQL Server 2008 (R2) - Standard Edition, 64-Bit

**GIS Server (Pending ESRI 10.1 Release)**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit

**Enterprise Security Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit
- SQL Server 2008 Client Tools

**Mobile 9 Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit

**Aegis Test/Training Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- 250GB Virtual Disk (File Storage)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit

### **Mobile Test/Training Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit

### **VMware vCenter Management Server**

- 2 vCPUs
- 4GB Memory
- 100GB Virtual Disk (OS)
- Windows Server 2008 (R2) - Standard Edition, 64-Bit

### **New World Systems Responsibilities - Deployment**

1. Install SQL Server 2008 application.
2. Install Aegis server components.
3. Install and configure ESRI components.
4. Migrate GIS/Mapping data components.
5. Migrate database components.
6. Configure Aegis server to operate with database components.
7. Build duplicate environment as test server.
8. Build production Mobile Management Server.
9. Build test Mobile Management Server.
10. Go-live support for transition to new production server.
11. Commitment to follow New World Systems best practices for the implementation of application.

### **New World Systems Responsibilities - Documentation**

New World Systems will provide a standard set of pre and post trip documentation for this project. The purpose of this documentation is to outline the following:

1. Planned activities for on-site installation as detailed in pre-trip report.
2. Overall project activities completed as detailed in post-trip report.
3. Server configurations as detailed in post trip report.

Agency specific system administrative and operation processes will be reviewed with system administrators. Required documentation for administration and operation of this system will be generated during this overview as a collaborative effort.

### **NOTES:**

1. Server migrations are typically completed over multiple weeks with a gap in between build and go-live to provide Customer with a system testing window. Total project time from start to finish is typically between four and six weeks. The server migration activity will occur prior to the Aegis 11 deployment.
2. ESRI 10.1 SP1 server components will be available with the release of the Aegis 11 suite. Installation of these components will take one to two days to complete and this installation must be coordinated with the customer's deployment of the Aegis 11 suite.



3. Final migration to place new servers into production is scheduled to occur on a Monday or Tuesday.
4. Typical Server migrations do not include Aegis application upgrades. In this case, New World Systems will upgrade the Aegis application to release 10.1 at the same time as the migration is completed.
5. MSP server builds can be completed as either on-site or remote activity depending on the complexity of the system and Customer's direction. In this case, New World Systems will be completing the infrastructure build on-site and the remainder of this engagement remotely.

**Overall effort:**

It is expected that this type of project will require 19 days of dedicated effort by three or four employees of New World Systems as well as project management services to coordinate and manage project activity.

The customer will need to have technical resources available during New World System's engagement on this project. These resources will not have to be directly involved with every activity performed by New World Systems but their assistance may be required to continue to move the project forward as situations require.

Customer staff will be required to participate in all administrative overview and training sessions required for knowledge transfer of the system. During these sessions required administrative and operational procedures for the system should be documented by Customer team in collaboration with New World Systems staff.

**Tentative Plan of Schedule Activity:**

The tentative order of events for this project includes:

1. Virtual System Build (New World Systems)
  - SAN
  - Single Host server
    - i. Install Host OS
    - ii. Deploy required virtual servers
2. Installation of core servers including Aegis production and Aegis test server(New World Systems)
  - Installation of Aegis MSP servers
  - Installation of SQL server
  - Copy of Data
3. Installation of Mobile Management servers for test and production(New World Systems)
  - Compatible version of Mobile for installed Aegis MSP release
4. Interface Configuration(New World Systems)
5. Customer Test(Customer)
  - Confirm functionality and stability of servers
6. Go-live data migration preparation (New World Systems)
  - Initial File Storage move
7. Go-live (two to four hours downtime) (New World Systems)
  - Data Migration
    - i. Move database
    - ii. Final File Storage move

- Final Interface configuration
- Upgrade to Aegis 10.1
- 8. Post go-live support(New World Systems)
  - Review configuration with customer
  - For new environment only
- 9. Aegis 11 Upgrade(Customer/New World Systems)
  - Aegis application upgrade(Customer)
  - ESRI component deployment on ESRI 10.1 SP1 (New World Systems)

There is a three hour time difference between customer and New World System location. Time sensitive events on the day of go-live and during the Aegis 11 upgrade will require a coordination of efforts between all parties to maintain a schedule with minimal downtime for users.

**Completion:**

The project will be deemed complete upon

- New Servers using the Windows 2008 (R2) Operating System deployed in production and test environments for Mobile and MSP
- Overview provided by the New World Systems technical team
- Aegis 11 and ESRI 10.1 SP1 components are deployed on the Customer's test and production system

**Notes:**

- The Aegis 11 upgrade will include a migration to the ESRI 10.1 SP1 embedded components. The Customer, in conjunction with New World Systems must schedule and complete the Aegis 11 upgrade at the same time as the installation of the ESRI 10.1 SP1 components.
- Customer is currently running a mixed Mobile environment with Mobile 7 and Mobile 9 in operation. With this migration, Mobile 7 will not be moved into the new environment or upgraded to the Aegis suite 10 release.
- At the start of this project the current servers will be using a release of the Aegis software at version 9 or higher.



# City of San Leandro

Meeting Date: June 2, 2014

## Resolution - Council

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**File Number:** 14-215 **Agenda Section:** CONSENT CALENDAR

**Agenda Number:**

**TO:** City Council

**FROM:** Chris Zapata  
City Manager

**BY:** Lianne Marshall  
Assistant City Manager

**FINANCE REVIEW:** David Baum  
Finance Director

**TITLE:** RESOLUTION Approving an Agreement with Dell Professional Services to Build a Virtual Information Technology Infrastructure; Approving an Agreement with New World Systems to Upgrade the Police Department's Computer Aided Dispatch/Records Management System; and Authorizing the Appropriation of \$60,000 from the IT Fund Balance (approves two agreements totaling \$203,000 and authorizes appropriation in the amount of \$60,000 for the Police Department's Virtual IT Infrastructure Project)

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WHEREAS, an agreement between the City of San Leandro and Dell Professional Services and an addendum to the original agreement between the City of San Leandro and New World Systems, copies of which are attached, have been presented to this City Council; and

WHEREAS, the City Council is familiar with the contents thereof; and

WHEREAS, the City Manager recommends approval of said agreements; and

WHEREAS, the City Manager also recommends that additional funding be appropriated to fund the Virtual IT Infrastructure Project for the Police Department.

NOW, THEREFORE, the City Council of the City of San Leandro does RESOLVE as follows:

That said agreement with Dell Professional Services in the amount of \$120,000 is hereby approved and execution by the City Manager is hereby authorized; and

That said addendum to the agreement with New World Systems in the amount of \$83,000 is hereby approved and execution by the City Manager is hereby authorized; and

That an appropriation of funds in the amount of \$60,000 from the Fiscal Year 2013-14 IT Fund Balance to the IT Operating Budget (Account 668-01-121-7410) is hereby authorized,

to cover the remaining costs of the IT Infrastructure Upgrade for the Police Department.

2276234.1