



Commonwealth of Virginia
Virginia Information Technologies Agency

STATEWIDE HARDWARE AND MAINTENANCE CONTRACTS

Date: February 4, 2016

Contract #: VA-140331-DELL

Authorized User: All public bodies, including VITA, and all Commonwealth Agencies as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia*

Contractor: Dell Marketing LP
One Dell Way, Building 8
Round Rock, TX 78682

FIN: 74-2616805

Contact Person: Joseph Boyd, Inside Sales Acct Manager
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Term: March 31, 2016 – March 30, 2017

Payment: Net 30 days

For Additional Contract Information, Please Contact:

Virginia Information Technologies Agency
Supply Chain Management

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Strategic Sourcing Specialist
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NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.vita.virginia.gov/procurement/contracts.cfm>

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.



COMMONWEALTH of VIRGINIA

Virginia Information Technologies Agency

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Nelson P. Moe
Chief Information Officer
Email: cio@vita.virginia.gov

February 04, 2016

Joseph Boyd
Dell Marketing L P
One Dell Way
Round Rock Texas 78682

Mr. Boyd,

Per Section 3.A. ("Term and Termination") of contract VA-140331-DELL, The Virginia Information Technologies Agency has elected to exercise its option to renew the contract for one year, from March 31, 2016 through March 30, 2017. Should you have any questions, please feel free to contact me.

Respectfully,
Doug Crenshaw
Strategic Sourcing Manager
Virginia Information Technologies Agency
(804) 416-6160

**MODIFICATION NO. 1
TO
CONTRACT NUMBER VA-140331-DELL
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
DELL MARKETING, L.P.**

This MODIFICATION No. 1 is hereby incorporated into and made an integral part of Contract VA-140331-DELL.

The purpose of this Modification is to add the clause(s) and clarifications listed below:

1. Add to the definition of "Authorized Users" in Section 2 Subsection C on Contract Page 4.
"Authorized Users also include private institutions of higher education chartered in Virginia and granted tax-exempt status under §501(c)(3) of the Internal Revenue Code. A list of the private institutions eligible to use this contract can be found at <http://www.cicv.org/our-Colleges/Profiles.aspX>
2. Add to the definition of "Product Acceptance" in Section 4 Subsection E on Contract Page 8.
"If the authorized User is a private institution chartered in Virginia and granted tax-exempt status under §501(c)(3) of the Internal Revenue Code, such private institution may have its own per diem amounts applicable to Supplier's pre-approved travel expenses."
3. Add to the definition of "SOFTWARE LICENSE" in Section 9 on Contract Page 16.
"If Authorized User is a state agency, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code of Virginia, the license shall be held by the Commonwealth. If Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity, the license shall be held by that public body. If Authorized User is a private institution, the license shall be held by that private institution."
4. Add to the definition of "Indemnification" in Section 14 Subsection A on Contract Pages 21-22.
"In the event of settlement between Supplier and privative institution of higher education who is an Authorized User of this contract, the settlement shall be satisfactory to such institution."
6. Add to the definition of "Dispute Resolution" in Section 16 Subsection E on Contract Page 24.
"In the event of any breach by a public body or a private institution, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include to the right to terminate any license or support services hereunder."

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-140331-DELL by this Modification No. 1.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

DELL MARKETING, L.P.

BY: Katherine Dunay

NAME: Katherine Dunay

TITLE: Contract Manager

DATE: October 2, 2014

COMMONWEALTH OF VIRGINIA

BY: Doug Crenshaw

NAME: Doug Crenshaw

TITLE: UVA Sourcing mgr

DATE: 10/2/14



Hardware and Maintenance Contract

between

The Virginia Information Technologies Agency

on behalf of

The Commonwealth of Virginia

and

DELL MARKETING LP

**HARDWARE AND MAINTENANCE CONTRACT
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HARDWARE AND MAINTENANCE CONTRACT

THIS HARDWARE AND MAINTENANCE CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia and on behalf of the Commonwealth of Virginia, and Dell Marketing LP ("Supplier"), a corporation headquartered at One Dell Way, Round Rock, Texas 78682, to be effective as of March 31, 2014 ("Effective Date").

1. PURPOSE

This Contract sets forth the terms and conditions under which Supplier agrees to provide purchase of personal computer devices, servers, peripherals and related accessories/supplies, Services and Maintenance to Authorized Users of this Contract.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of successful delivery to the designated ship to location (Receipt), as specified in the applicable order.

B. Agent

Any third party independent agent of any Authorized User.

C. Authorized Users

All Public Bodies, including VITA and all Commonwealth agencies, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia.

D. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to any other Party in connection with or as a result of discussions related to this Contract or any order issued hereunder, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

E. Maintenance Level

The parameters of Maintenance Services, including the times during which and time-frames in which Supplier shall respond to a request for Maintenance Services. The available Maintenance Levels shall be as defined in Exhibit D hereto. The actual Maintenance Level for a unit of Product shall be set forth in the executed order for Maintenance of that Product referencing this Contract.

F. Maintenance Coverage Period (MCP)

The term during which Maintenance is to be provided for a unit of Product.

G. Maintenance Services (or Maintenance)

Those Services, preventive and remedial, performed by Supplier at Authorized User's request in order to ensure continued operation of the Product. Maintenance Services shall include support services.

H. Operating Condition

That condition which allows the Product to function in a normal, acceptable working manner, as designed by the Product manufacturer.

I. Party

Supplier, VITA, or any Authorized User.

J. Product

Hardware, peripherals, and any other equipment, including the System Software, all upgrades, all applicable user documentation and related accessories as set forth on Exhibit C provided pursuant to this Contract.

K. Receipt (of Product)

An Authorized User or its Agent has physically received the Product at the correct "ship to" location.

L. Requirements

The functional, performance, operational, compatibility, and other parameters and characteristics of the Product as set forth in the applicable Product documentation, Exhibit A and such other parameters, characteristics, or performance standards for the Product that may be agreed upon in writing by the Parties.

M. Response Time

The time between Supplier's receipt of Authorized User's request for Maintenance and the time Supplier commences repair of the Product.

N. Service

Any Product-related work performed or service provided, including certain Maintenance Services or other services for the Product and provision to the Authorized User of any deliverable, by Supplier under this Contract, including but not limited to installation/de-installation, maintenance, support, training, migration, and optimization of hardware or software, warranty services, factory integration (software or equipment components), asset management, recycling/disposal, certification, migration, pre-implementation design, disaster recovery planning and support, service desk/helpdesk and any other related technical support service required for the effective operation or optimization of a hardware or software product..

O. Software Publisher

The licensor of the System Software provided by Supplier under this Contract.

P. Supplier

Means the Supplier and any of its Affiliates (i.e., an entity that controls, is controlled by, or is under common control with Supplier).

Q. System Software

The factory-installed operating system code, including software, firmware and microcode, (object code version) for each Dell branded Product, including any subsequent revisions, as well as any applicable documentation. System Software provides basic hardware functionality and platforms for applications to run (like firmware and BIOS), manages products in which it is embedded and includes software specifically designated by Dell. System Software includes any upgrades, updates, patches, hotfixes, modules, routines, feature enhancements and additional versions of the Software that replace or supplement the original Software (collectively "Updates") distributed by Dell.

3. TERM AND TERMINATION

A. Contract Term

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, shall continue to be effective and legally binding for a period of two (2) years. VITA, at its sole discretion, may extend this Contract for up to three (3) additional one (1) year periods after the expiration of the initial two (2) year period. VITA will issue a written notification to the Supplier stating the extension period, not less than thirty (30) days prior to the expiration of any current term. Warranty on or Maintenance Services for any Product ordered during the term of the Contract may extend beyond the term of this Contract. Performance of an order or SOW issued during the term of this Contract may survive the expiration of the term of this Contract, in which case all terms and conditions required for the operation of such order or SOW shall remain in full force and effect until Services pursuant to such order or SOW have met the final Acceptance criteria, if any, as specified in the SOW.

B. Termination for Convenience

VITA may terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or an Authorized User may terminate for convenience an order, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason.

C. Termination for Breach or Default

VITA shall have the right to terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or an Authorized User may terminate an order, in whole or in part, for breach and/or default of Supplier. Supplier shall be deemed in breach and/or default in the event that Supplier fails to meet any material obligation set forth in this Contract or in any order issued hereunder.

If VITA deems the Supplier to be in breach and/or default, VITA shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) days to cure the breach and/or default. If Supplier fails to cure the breach as noted, VITA may immediately terminate this Contract or any order issued hereunder, in whole or in part. If an Authorized User deems the Supplier to be in breach and/or default of an order, such Authorized User shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) days to cure the breach and/or default. If Supplier fails to cure the breach and/or default as noted, such Authorized User may immediately terminate its order, in whole or in part. Any such termination shall be deemed a Termination for Breach or a Termination for Default. In addition, if Supplier is found by a court of competent jurisdiction to be in violation of or to have violated 31 USC 1352 or if Supplier becomes a party excluded from Federal Procurement and Nonprocurement Programs, VITA may immediately terminate this Contract, in whole or in part, for breach. VITA shall provide written notice to Supplier of such termination and Supplier shall provide written notice to VITA if Supplier is charged with violation of 31 USC 1352 or if federal debarment proceedings are instituted against Supplier.

D. Termination for Non-Appropriation of Funds

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate any order, in whole or in part, or an Authorized User may terminate its order, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed.

E. Effect of Termination

Upon termination, neither the Commonwealth, nor VITA, nor any Authorized User shall have any future liability except for Products or certain Maintenance or other Services accepted by the Authorized User prior to the termination date.

In the event of a Termination for Breach or Termination for Default, Supplier shall accept return of any Products or services that were not accepted by the Authorized User(s) in accordance with the terms of Supplier's then current Return Policy: www.dell.com/returnpolicy, and Supplier shall refund any monies paid by any Authorized User for such Product or services, including certain Maintenance Services, provided the period of Maintenance Services has not yet begun and the related product has been returned, and all costs of return of the Products shall be borne by Supplier.

F. Transition of Services

Prior to or upon expiration or termination of this Contract and at the request of VITA, Supplier shall provide reasonable assistance as VITA or an Authorized User may reasonably require to transition Product-related Services to any other supplier with whom VITA or such Authorized User contracts for provision of Product-related services. This obligation may extend beyond expiration or termination of the Contract for a reasonable period not to exceed six (6) months. In the event of a termination for breach and/or default of Supplier, Supplier shall provide such assistance at no charge or fee to VITA or any Authorized User; otherwise, Supplier shall provide such assistance at the hourly rate or a charge agreed upon by Supplier and VITA or an Authorized User.

G. Contract Kick-Off Meeting

Within 30 days of Contract award, Supplier may be required to attend a contract orientation meeting, along with the VITA contract manager/administrator, the VITA and/or other CoVa Agency project

manager(s) or authorized representative(s), technical leads, VITA representatives for SWaM and Sales/IFA reporting, as applicable, and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review all contractual obligations for both parties, all administrative and reporting requirements, and to discuss any other relationship, responsibility, communication and performance criteria set forth in the Contract. The Supplier may be required to have its assigned account manager as specified in Section 6.0 and a representative from its contracts department in attendance. The time and location of this meeting will be coordinated with Supplier and other meeting participants by the VITA contract manager.

H. Contract Closeout

Prior to the contract's expiration date, Supplier may be provided contract close out documentation and shall complete, sign and return to VITA Supply Chain Management within 30 days of receipt. This documentation may include, but not be limited to: Tangible Property/Asset Certificate, SWaM Reports Completion Certificate, Sales Reports/IFA Payments Completion Certificate, and Final Payment Certificate. Supplier is required to process these as requested to ensure completion of close-out administration and to maintain a positive performance reputation with the Commonwealth of Virginia. Any closeout documentation not received within 30 days of Supplier's receipt of our request will be documented in the contract file as Supplier non-compliance. Supplier's non-compliance may affect any pending payments due the Supplier, including final payment, until the documentation is returned.

4. DELIVERY, INSTALLATION AND ACCEPTANCE

A. Delivery Procedure

Supplier shall deliver all Product F.O.B. destination, with such destination being the "ship to" address specified in the applicable order. For orders for which Supplier is to provide installation of the Product, Supplier shall bear all risk of loss of or damage to the Product until Receipt by the Authorized User. For orders for which Supplier is not to provide installation of the Product, Supplier shall bear all risk of loss or damage to the Product until Receipt. In all cases, Supplier shall arrange and pay for all transportation and insurance sufficient to fully protect the Product while in transit. Each shipment shall include a packing slip indicating this Contract number, the Authorized User's order number, the part number, a description of the Product shipped and the quantity shipped. Each package in any shipment shall be numbered, shall have stenciled on one end and one side a description of the quantity of Product contained therein by part number and description, and shall conspicuously display the number of the package in that shipment which contains the packing slip. If required by the Authorized User, Supplier shall bar code all packages shipped. If any loss to, or damage of, the Product occurs prior to Receipt by the Authorized User, Supplier shall immediately provide a replacement item. Title to Product, excluding System Software, shall pass upon Receipt.

Supplier shall make available all appropriate and/or related user documentation at the time of delivery of the first unit of each different Product type

B. Late Delivery

Supplier hereby acknowledges and agrees that failure to deliver the Product ordered in strict accordance with the mutually agreed upon delivery schedule determined in accordance with this Section shall constitute a material breach of this Contract resulting in damages to the ordering Authorized User, the total sum of which would be impracticable or difficult to ascertain as of the Effective Date of this Contract. If the delay lasts longer than thirty (30) days, the Authorized User may immediately cancel the order with written notice to Supplier.

In addition, in the event the Supplier fails for any reason to deliver within thirty-five (35) days of the agreed upon delivery date set forth in the order/schedule, the ordering Authorized User, at its own discretion, may give Supplier oral or written notice of breach, provided that Supplier shall not be in breach if delayed delivery is due to a Force Majeure event. Once notice by such Authorized User is sent or given, the Authorized User may immediately procure the undelivered items or items substantially similar thereto, from another source. Once the Authorized User has effected a purchase from an alternate source (in accordance with the Virginia Public Procurement Act, §§ 2.2-4300 et seq. of the Code of Virginia), the Authorized User may charge-back Supplier, in which case Supplier agrees to reimburse the Authorized User for any reasonable difference in cost between the original contract price and the

Authorized User's cost to cover from the alternate source, provided that the Authorized User has taken reasonable steps to mitigate such costs. In no event shall any Authorized User be held to pay Supplier any costs incurred by Supplier, including but not limited to ordering, marketing, manufacturing, or delivering the item(s) which are subject of such Authorized User 's notice of breach. Notwithstanding the foregoing, the Authorized User reserves any and all other remedies available at law or in equity.

VITA and Authorized Users agree that no such damages or reimbursements shall apply in instances of delivery delays beyond Supplier's control, including industry wide shortages, constrained markets, acts of God, war, terrorism or any other factors beyond Supplier's control.

C. Product Trade-in and Upgrade

D. Product Installation

If requested in Authorized User's purchase order, Supplier shall provide the initial installation of all Products at the prices indicated in Exhibit C. Installation may include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, related necessary services to allow for Acceptance by the Authorized User.

All Product installations shall comply with building and facilities standards established by the ordering Authorized User. If such Authorized User installs the Product, Supplier shall provide all reasonably necessary telephone assistance at no charge.

E. Product Acceptance

Product shall be deemed accepted when the ordering Authorized User determines that such Product successfully operates in accordance with the Requirements. Such Authorized User shall commence Acceptance testing within five (5) days, or such other period as agreed to in writing between Authorized User and Supplier, after Receipt/installation of the Product. Acceptance testing will be no longer than ten (10) days, or such longer period as may be agreed in writing between Authorized User and Supplier. Supplier agrees to provide to the Authorized User such assistance and advice as the Authorized User may reasonably require, at no additional cost, during such Acceptance testing, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts. Any such travel expenses must be pre-approved by the Authorized User and shall be reimbursable by such Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts <http://www.doa.virginia.gov/>, or a successor URL(s)). Authorized User shall provide to Supplier written notice of Acceptance upon successful Acceptance testing. Should Authorized User fail to provide Supplier written notice of successful or unsuccessful Acceptance testing within fifteen (15) days following the date of invoice, the Product(s) shall be deemed Accepted. However, the right to accept or reject Products is not the only remedy that Authorized User shall have with respect to product return, as Authorized Users may return Products within the terms of Supplier's applicable Return Policy at www.dell.com/returnpolicy or request warranty services in accordance with the applicable warranty or service agreement.

F. Cure Period

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit such previously non-conforming Product for re-testing within fourteen (14) days of written notice of non-conformance, or as otherwise agreed between the Authorized User and Supplier in the applicable order. Should Supplier fail to take reasonable steps to cure the non-conformity or deliver Product which meets the Requirements, such Authorized User may: (i) reject the Product in its entirety and recover amounts previously paid hereunder, provided the Product is returned to Supplier in accordance with Supplier's reasonable instructions in accordance with Supplier's return policy at www.dell.com/returnpolicy. or (ii) conditionally accept the applicable Product while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of a Product to meet, in all material respects, the Requirements after the second set of acceptance tests may constitute a default by Supplier. In the event of such default, the Authorized User may, at its sole discretion, terminate its order, in whole or in part, for the Product and any Services to be provided thereunder by Supplier.

G. Product Discontinuation

During the term of this Contract, if any Product listed on Exhibit C is discontinued, Supplier agrees to work with VITA to establish a substitute reasonably acceptable to VITA. Additionally, for all systems under service contract, Supplier shall make available to the Authorized User maintenance parts for discontinued Product for five (5) years from the date of such discontinuation, as long as the parts remain commercially available.

New Products

The Parties will update Exhibit C upon mutual written agreement when technology changes or new products are offered by Supplier that are within the scope of the original Request for Proposal (i.e Chromebook). Price discounts for new products that do not currently fall into a pricing category previously agreed upon and included in Exhibit C will be negotiated between the Parties in good faith. All new products must meet or exceed the applicable product specifications within the original Request for Proposal unless agreed to otherwise by the Parties. VITA reserves the right to review and reject any proposed new products that may not meet the minimum required discount levels.

H. Authorized User or Third Party Support

1. Documentation and Support Availability

In the event that VITA terminates this Contract, Supplier shall provide all the necessary user and installation documentation and maintenance and repair training reasonably required to enable any Authorized User of reasonable skill standard for the industry to maintain and repair the Product itself or to obtain support and maintenance services from a third-party. Supplier shall also provide the documentation and training necessary to allow any Authorized User to self-maintain to the subcomponent level. VITA acknowledges that any additional training may result in additional cost.

2. Timeliness and Price

Supplier agrees to make the above-referenced documentation, training and spare parts and components available within thirty (30) days following receipt of a written request, and at a price set forth in Exhibit C, such price not to exceed Supplier's published price list, or the fair market value. In addition, Supplier agrees to sell Product, as set forth in Exhibit C attached hereto, to any Authorized User's third-party maintenance provider under contract with such Authorized User, at the prices as set forth in Exhibit C, for the sole purpose of supporting the Authorized User's installed inventory. Supplier agrees to document and upon request to provide to all Authorized Users in a timely manner any and all revisions to information and parts and components lists as they are developed or supplied by Supplier.

I. Engineering Changes and Product Modification

Upon request, Supplier agrees to document and provide product roadmaps and updates to VITA and to Authorized Users regarding any engineering changes to the Products prior to incorporation, provided the parties have executed appropriate Non-Disclosure Agreements. All engineering changes which affect the safety of the Product ("Safety Changes") shall be made at no cost to the Authorized User. The Authorized User shall have the option to waive/pre-approve all other engineering changes planned by Supplier on the Product delivered or planned for delivery to the Authorized User.

J. Training

Any applicable training may vary depending on the Product purchased. The Product purchase price may include training at a mutually agreeable location on the use and operation of the Product, including instruction in any necessary conversion of such Authorized User's data for such use. Pursuant to a mutually agreed upon schedule, Supplier shall provide sufficient personnel experienced and qualified to conduct such training. Available optional training, and applicable pricing and discounts, are described in Exhibit C.

K. Parts and Maintenance Support

Supplier agrees to make available new/certifiable as new spare parts and the Maintenance Services identified in the Maintenance Services section herein and Exhibit D hereto for each Product type ordered by an Authorized User. For any Products under a service contract, Supplier shall advise such Authorized User of its intent to discontinue either certain parts or maintenance services for any Product type ordered by the Authorized User. Spare parts may be manufacturer certified refurbished parts carrying manufacturer warranties.

Supplier shall notify the Authorized User prior to the effective date of any discontinuance, and shall provide to the Authorized User the opportunity to purchase spare parts in a quantity adequate to support its installed base. Should Supplier advise the Authorized User of its intent to discontinue certain parts for any Product type ordered by the Authorized User, the Authorized User has the option to request and Supplier has the obligation to provide, all documentation required to ensure ongoing support, including full maintenance and repair by the Authorized User or its designated third-party maintenance provider within thirty (30) days prior to the discontinuance date.

L. Inventory Record

Upon request by Authorized User, Supplier shall provide, at no additional cost, a record of all units of Product covered under warranty/maintenance by type, quantity and location, including the end date for each unit's Warranty Period or maintenance term ("Inventory Record"). Product quantities and types may vary as Product is added or deleted from coverage, and Authorized User shall notify Supplier in writing of any Product relocated, added, or removed from service. Upon such notification, Supplier shall amend the Inventory Record to reflect such relocation, addition, or deletion of Product. Supplier shall provide, at no additional cost, a copy of the most current Inventory Record to any Authorized User upon request.

M. Product Service Record

Upon request by an Authorized User, Supplier shall provide, at no additional cost, a Product Service Record for each unit of Product covered under warranty or maintenance. The Product Service Record shall record the following for such unit of Product: Original Invoice Number, Issue Date, System Description Part Number, Service Tag Number, Status of Call, Part Description, City and State of part dispatched, Quantity, Problem/Description Service Type. Additional information may be available upon request.. Upon request by the Authorized User, Supplier shall provide, at no additional cost, a copy of the Product Service Record.

N. Additional Services

In addition to any on-site warranty or maintenance service obligations, Supplier shall, upon request of an Authorized User by means of an order issued in accordance with the ordering provisions of this Contract, provide additional on-site services which may include: (i) relocation of previously installed hardware; (ii) assistance to Authorized User's communications department in mutually acceptable duties related to the warranty or maintenance services provided under this Contract; and (iii) cabling, if applicable. The Authorized User shall compensate Supplier for such additional on-site services in accordance with the prices identified in Exhibit C.

Furthermore, Supplier shall, upon request of an Authorized User by means of an order issued in accordance with the ordering provisions of this Contract, provide the following services beyond those identified as warranty or maintenance service offerings: (i) service on equipment not covered by this Contract, (ii) repair of damage or replacement of parts of hardware resulting from changes in the hardware environment, extraordinary use of the hardware, or interconnected devices, or (iii) service outside the applicable hours of service specified in an executed order referencing this Contract. The charge for such services shall be at the hourly rate specified in Exhibit C and shall be inclusive of all expenses. Warranty or maintenance services requested for a unit of hardware within the forty-eight (48) hour period immediately following Remedial Maintenance performed on the same unit of hardware for the same problem, shall not be considered an additional service and shall be provided at no charge.

O. Proprietary Rights

Unless otherwise stated within a signed Statement of Work between Supplier and the ordering entity, all right, title and interest in the intellectual property (including all copyrights, patents, trademarks, trade

secrets and trade dress) embodied in the Software, Products and Deliverables, as well as the methods by which the Services are performed and the processes that make up the Services, shall belong solely and exclusively to Dell or the applicable suppliers or licensors, and ordering entity shall have no rights whatsoever in any of the above, except as expressly granted in this Agreement or a signed Statement of Work. The Software, Products and Deliverables are protected pursuant to copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. Ordering entity may not modify, remove, delete, augment, add to, publish, transmit, adapt, translate, participate in the transfer or sale of, create derivative works from, or in any way exploit any of the Software and Deliverables, in whole or in part.

5. WARRANTY AND REMEDY

A. Supplier

Supplier shall perform its obligations hereunder in accordance with a professional duty of care.

B. Ownership

Supplier is the owner of the Product or otherwise has the right to grant to the Commonwealth or any Authorized User title to or the right to use the Product provided hereunder without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third-party. Upon receipt of payment, the Commonwealth or the ordering Authorized User, as applicable, shall obtain good and clear title to the Product, excluding the System Software, free and clear of all liens, claims, security interests and encumbrances.

C. Supplier Viability

Supplier warrants that it has the financial capacity to perform and continue to perform its obligations under this Contract, that no legal proceedings have been threatened or brought against Supplier that could materially adversely affect performance of this Contract, and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

D. Product

Supplier warrants the following with respect to the Product:

- i). Product pursuant to a particular Request for Proposal (RFP), quote, or Request for Quote (RFQ), shall meet the requirements as specified by VITA in the RFP and in this Contract and, if applicable, by the authorized User requesting such quote or issuing such RFQ, and Supplier is possessed of superior knowledge with respect to the Product and is aware that Authorized Users are relying on Supplier's skill and judgment in providing the Product;
- ii). All products will conform to the manufacturer's product specifications and will be covered under the manufacturer's standard warranty;
- iii). Upon delivery, the Product shall be new and in Operating Condition and shall have all released engineering changes released to date already installed;
- iv). Each Product delivered hereunder shall function in conformance with the Requirements;
- v). No engineering change made to the Product or System Software revisions shall degrade the performance of the Product to a level below that defined in the applicable Request for Proposal, and in the Product manufacturer's published specifications;
- vi). Upon delivery, all System Software shall be at the current release level unless otherwise requested by the ordering Authorized User; and
- vii). The System Software shall not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the System Software, nor shall Supplier disable any Authorized User's use of such System Software through remote access or otherwise. If the System Software contains authorization codes allowing access to a data base or other software, Supplier warrants that such codes shall be perpetual and non-expiring.

E. Product Performance Data

Supplier agrees to provide product performance data discovered during Field Quality Management Lifecycle assessments to VITA during the Quarterly reviews, and address such performance standard issues as necessary. Products that are consistently showing poor product performance will be repaired or replaced in accordance with the product's warranty.

F. Warranty Services

VITA acknowledges that Warranty Services may depend on the Product offered and level of support purchased; and Supplier agrees to work with Authorized User to ensure Warranty Services are appropriate for the Authorized User's needs. During the applicable warranty period, Supplier warrants that the Product shall meet or exceed the Requirements. Supplier shall provide warranty services (including unlimited telephonic support and all necessary travel and labor) during the Warranty Period at the prices identified in Exhibit C. Supplier shall correct, at no additional cost to any Authorized User, all errors identified during the warranty period that result in a failure of the Product to meet the Requirements.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User. Exhibit D defines coverage periods, response times, and restore times.

If multiple warranty levels are available, an Authorized User may elect, at any time, an alternative warranty level offered by Supplier. Such amendment shall take effect within thirty (30) days following Supplier's receipt of Authorized User's written notice, in the form of a modification to an order.

Authorized User's designated control organization shall have the exclusive authority to request warranty services. Supplier will work with Authorized User as appropriate to ensure that Supplier does not generally respond to calls for service from any other source without prior approval of Authorized User's agreement administrator designated on the relevant order.

1. Product Covered

Exhibit C lists all Product types covered under warranty.

2. Preventive Maintenance

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

3. Remedial Maintenance

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

4. Replacement Parts

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit D.

5. Spares

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit D.

6. Notification and Correction of Defects

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit D.

7. On-site Warranty

Supplier's on-site warranty offerings and responsibilities are described in Exhibit D.

8. System Software Warranty

As part of the standard warranty offering, during the applicable Warranty Period, Supplier shall provide the following warranty services (including unlimited telephonic support and all necessary travel and labor) without additional charge to any Authorized User to maintain the factory-installed System Software in accordance with the Requirements:

a) New Releases

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit D.

b) Coverage

Supplier's offerings and responsibilities includes telephonic and written consultation in connection with use, problems, and operation of the System Software .

c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and Authorized User's associated remedies, shall comply with the applicable Product warranty or maintenance contract.

9. Escalation Procedures

10. Remedies

In addition to any remedies described in Exhibit D, if Supplier is unable to make the Product, including System Software, conform, in all material respects to the Requirements, within thirty (30) days following notification by an Authorized User, Supplier shall, at such Authorized User's request replace the non-conforming Product.

Notwithstanding anything to the contrary in this Contract or in any exhibit hereto, VITA and any Authorized User retain all rights and remedies available at law or in equity.

11. Product Maintenance Services and Renewal Options

Prior to the expiration of the Warranty Period, the Authorized User, at its sole discretion, may order from Supplier additional Maintenance Services. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User shall not affect this Contract or the grant of any license pursuant thereto.

THE OBLIGATIONS OF SUPPLIER UNDER THIS WARRANTY AND REMEDY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

7. MAINTENANCE SERVICES

VITA acknowledges that Maintenance Services depend upon the Product offered and level of support purchased. Supplier agrees to work with VITA to ensure maintenance services are appropriate for the Authorized User. Supplier shall provide Maintenance Services (including unlimited telephonic support and all necessary travel and labor) during the Maintenance Coverage Period (MCP) at the prices identified in Exhibit C without additional charge to maintain the Product in accordance with the Requirements.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies shall be paid to the Authorized User on a quarterly basis. Exhibit D defines coverage periods, response times, and restore times.

Authorized User's designated control organization shall have the exclusive authority to request maintenance services. Supplier agrees to work with Authorized Users as appropriate to ensure that Supplier does not generally respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order.

G. Ordering

An Authorized User may order Maintenance Services for any Product at any time during the term of the Contract, irrespective of whether such Product is covered under warranty or maintenance at the time the order is issued to Supplier. Each order shall identify:

Product and, if applicable, serial number, for which Maintenance Services shall be provided,
Maintenance Level to be provided, and
MCP for the Product Maintenance.

Authorized User may elect, at any time, an alternative Maintenance Level offered by Supplier. Such amendment shall take effect within thirty (30) days following Supplier's receipt of Authorized User's written notice, in the form of a modification to an order.

Unless otherwise agreed to by the Authorized User and Supplier, the MCP for a unit of Product shall be one (1) year from the effective date of any executed order for Maintenance on such Product.

H. Renewal

At least sixty (60) days prior to the expiration of the MCP for each unit of Product, Supplier shall notify the Authorized User of such expiration, and the Authorized User, at its sole discretion, may issue an order to Supplier to renew Maintenance Services, including System Software Maintenance Services, for an additional one (1) year period. The annual fee for Maintenance Services shall not exceed the fee charged for the preceding year's Maintenance Services by more than three percent (3%), or the annual change in CPI, as defined in the Purchase Price and Price Protection section, in effect at the time, whichever is less. This applies to the discount percentage and is not applicable to the retail list price. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User shall not affect this Contract or the grant of any license pursuant thereto.

I. Services

Maintenance Services shall be as follows:

1. Product Covered

Exhibit C lists all Product types for which Supplier offers Maintenance Services. No Authorized User is obligated to continue Maintenance Services on Product that has been removed from service, provided Supplier has been notified in writing of such removal.

2. Preventive Maintenance

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

3. Remedial Maintenance

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

4. Replacement Parts

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit D.

5. Spares

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit D.

6. Notification and Correction of Defects

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit D.

7. Advanced Replacement Services

Supplier's advanced replacement service offerings and responsibilities are described in Exhibit D.

8. On-site Maintenance Services

Supplier's on-site maintenance service offerings and responsibilities are described in Exhibit D.

9. System Software Maintenance

During the MCP and as part of the standard Maintenance Services offering, Supplier shall provide the following Maintenance Services (including unlimited telephonic support and all necessary travel and labor) without additional charge to any Authorized User to maintain the System Software in accordance with the Requirements:

a) New Releases

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit D.

b) Coverage

Supplier's offerings and responsibilities related to coverage for telephonic and written consultation in connection with use, problems, and operation of the System Software are described in Exhibit D.

c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and any associated remedies, are described in Exhibit D.

10. Escalation Procedures

11. Remedies

In addition to any remedies described in Exhibit D, if Supplier is unable to make the Product, including the System Software, conform, in all material respects, to the Requirements within thirty (30) days following notification by an Authorized User, Supplier shall, at such Authorized User's request, provide a replacement Product at no additional cost to the Authorized User.

Notwithstanding anything to the contrary in this Contract or in any exhibit hereto, VITA and any Authorized User retain all rights and remedies available at law or in equity.

8. SCOPE OF USE

Any Authorized User may use the Product, and any software licensed in connection with such Product, on a worldwide basis for the benefit of itself and its agents. Supplier further authorizes use of the Product by third parties who are under contract with an Authorized User to provide outsourcing services, including but not limited to providing application development services, data processing or facilities or infrastructure management services for the benefit of such Authorized User. For Products to which the Commonwealth or an Authorized User takes title, and any System Software which is integral to such Products, under the terms of this Contract, there are no restrictions on subsequent resale or distribution thereof by the Commonwealth or such Authorized User, other than may exist pursuant to applicable laws, such as laws regulating import and export.

Notwithstanding the foregoing, VITA and any Authorized User acknowledge that the Products, Software and Services provided under this Contract, 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 the purchaser or purchaser's 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. VITA and each Authorized User agree to abide by those laws and regulations. The purchaser shall ensure that any software provided by the purchaser 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 the purchaser cannot make the preceding representation, purchaser agrees 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, the purchaser is solely responsible for obtaining any necessary licenses relating to the export of software. Dell also may require export certifications from purchaser 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 purchaser's failure to obtain such license or to provide such certification. Supplier and purchaser agree 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. VITA and Authorized User acknowledge that Software and Services provided under this Contract 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 the purchaser's internal policies or practices or by law (collectively referred to as "Excluded Data"). The purchaser hereby agrees that purchaser 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.

9. SOFTWARE LICENSE

If Authorized User is a state agency, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code of Virginia, the license shall be held by the Commonwealth. If Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity, the license shall be held by that public body.

Software is subject to the separate publisher's software license agreements accompanying the software, along with any product guides, operating manuals or other documentation included with the software media packaging or presented to VITA or Authorized User during the installation or use of the Software. Purchaser agrees that Purchaser will be bound by such license agreement. Supplier acknowledges that VITA may require that the Software Publisher execute an addendum to shrink wrap or click through terms and conditions or EULAs to address terms and conditions with which VITA, as a government entity, by law or by policy, cannot agree. If such additional shrink wrap or click through licenses, EULAs or any additional terms and conditions are required by the Software Publisher, Supplier agrees to provide reasonable assistance to VITA in securing Software Publisher's consent to the aforementioned addendum.

All rights not expressly granted under this Contract are reserved by the manufacturer or owner of the Software.

Dell software license terms are available at www.dell.com/licenseagreements. Supplier shall provide System Software for Product. Such System Software is licensed directly from the Software Publisher through the end user licensing agreement (EULA), or in the case of Microsoft, the applicable Microsoft agreement,

Authorized User Compliance. Compliance with the terms and conditions of any license granted pursuant to this Contract is solely the responsibility of the Authorized User which purchased such license and not the responsibility of VITA, unless VITA purchased such license on its own behalf.

10. ORDERS AND COMPENSATION

A. Supplier Quote and Request for Quote

Should an Authorized User determine that a competitive process is required to ensure it receives the best value, such Authorized User may, at its sole discretion, on a case-by-case basis and upon approval by

VITA, use a Request for Quote (RFQ) process to obtain product identical or similar to that provided by Supplier pursuant to this Contract. The RFQ process is typically used when an Authorized User requires a complete solution that may be fulfilled by Products and Services herein, but whose complexity or size may result in economies that could not be passed on to the Authorized User within the confines of the established contract catalog discount pricing. When an RFQ is used, the project timing and requirements will be clearly outlined in the RFQ document. In some situations, the Authorized User may not identify the exact specifications required. If that is the case, the RFQ respondents will be given the opportunity to identify and propose their recommended specifications.

In cases where the RFQ process is invoked, the Authorized User will issue an RFQ describing its requirements to potential suppliers, and suppliers will provide, at their discretion, within the timeframe specified in the RFQ, a detailed Statement of Work (SOW)-based quote. Any quote submitted to the Authorized User as a result of this process shall include (a) a detailed description of each item proposed, at the Exhibit C line item level, (b) the quantity of each such item, (c) the contract price, (d) any additional percentage discount offered, and (e) an extended/total price. Any additional percentage discount offered shall apply only to the specific RFQ requesting such and shall not affect or change the pricing under Exhibit C of this Contract or pricing provided under any other RFQ.

Generally, the Authorized User will select the supplier offering the lowest total cost proposal. However, non-price factors may be included in the evaluation criteria for a given RFQ. Any purchase from Supplier that is a result of the RFQ process shall be subject to the terms and conditions specified and outlined in this Contract and any subsequent modifications. Additional terms and conditions may be requested or mandated within the RFQ document. To the extent that any terms and conditions of the Authorized User are inconsistent with the terms and conditions of this Contract, the terms and conditions of this Contract shall supersede.

B. Orders

Notwithstanding all Authorized User's rights to license or purchase Supplier's products or services under this Contract, an Authorized User is under no obligation to license or purchase from Supplier any of Supplier's products or services. This Contract is optional use and non-exclusive and all Authorized Users may, at their sole discretion, purchase, license or otherwise receive benefits from third party suppliers of products and services similar to, or in competition with, the products and services provided by Supplier. Supplier is required to allow any orders to be placed by an Authorized User through the eVA electronic procurement website portal (<http://www.eva.virginia.gov>). eVA is the Commonwealth of Virginia's e-procurement system. State agencies, as defined in §2.2-2006 of the Code of Virginia, shall order through eVA. All other Authorized Users are encouraged to order through eVA, but may order through the following means:

- i). Purchase Order (PO): An official PO form issued by an Authorized User.
- ii). Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA under contract for use by an Authorized User.

All orders are subject to acceptance by Supplier. This ordering authority is limited to issuing orders for the Products and Services available under this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract. An order from an Authorized User may contain additional terms and conditions; however, to the extent that the terms and conditions of the Authorized User's order are inconsistent with the terms and conditions of this Contract, the terms of this Contract shall supersede.

Notwithstanding the foregoing, Supplier shall not accept any order from an Authorized User if such order is to be funded, in whole or in part, by federal funds and if, at the time the order is placed, Supplier is not eligible to be the recipient of federal funds as may be noted on any of the Lists of Parties Excluded from Federal Procurement and Nonprocurement Programs.

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS SUCH AUTHORIZED USER IS VITA.

C. Purchase Price and Price Protection

Exhibit C sets forth the prices by Product type (including whole units and repairable major components thereof) and for warranty services and Maintenance Services, and the appropriate Commonwealth

discounts. Any fixed price provided in Exhibit C shall not increase, and the discounts specified in Exhibit C shall not decrease, for a period of not less than two (2) years from the Effective Date of this Contract. As consideration of the Products purchased hereunder, the Authorized User shall pay Supplier the Supplier's list price (as posted on Supplier's retail pricelist) less the percentage discount(s) set forth in Exhibit C. The percentage discounts shall be the minimum discounts applicable throughout the term of this contract, including extensions. Supplier reserves the right to change retail prices on its retail price list without notice.

After the initial 2 year period, any increase in fixed price shall be limited to once per twelve (12) month period and shall not exceed the lesser of three percent (3%) or the annual increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, for the expenditure category "Information technology, hardware and services" as published by the Bureau of Labor Statistics of the Department of Labor (<http://www.bls.gov/cpi/home.htm>), for the effective date of the increase compared with the same index one (1) year prior. Supplier shall demonstrate the added value for any requested price increase. Any change in price shall be submitted in writing in accordance with the above and shall not become effective for sixty (60) days thereafter. Semi-annually, VITA may check the prices for Product against the CPI-U, as defined above, for the expenditure category "Information technology, hardware and services", and the prices in Exhibit C shall be appropriately reduced to ensure continued price competitiveness, if required. This paragraph applies to the fixed prices in Exhibit C only and is not applicable to manufacturer's retail price list.

D. Supplier-Sponsored Product Promotions

The Supplier, at its discretion, may sponsor Product and Service promotions during the Contract term or any extensions thereof. Should Supplier choose to sponsor such a promotion, Supplier shall provide in writing to VITA, at least five (5) days prior to the promotion, the following information: (i) the dates of the promotion or the duration of the promotion to include the commencement date and the ending date; (ii) the exact Products or Services covered in the promotion; and (iii) the pricing or percentage discount offered during the promotion. VITA shall communicate to Supplier in writing its agreement to the promotion.

The Supplier shall be in breach of the Contract in the absence of a written agreement regarding the promotion. In any event wherein the Supplier proposes prices that are different than the Contract prices to any Authorized User without first obtaining VITA's agreement, the Supplier shall be in breach of the Contract, and VITA shall have all remedies available under Contract and law and in equity.

All Supplier-sponsored Product or Service promotions shall be available to all Authorized Users. Should the Supplier request a promotion that would be limiting, either through product configuration or quantities of Products and Services, VITA, at its sole discretion, may not provide a written agreement. VITA and Supplier agree that promotions shall not target any one Authorized User, or a few Authorized Users.

VITA and Authorized Users, at their discretion, may assist in advertising the promotion. This assistance may consist of advertising space on Authorized User web sites, or other assistance at an Authorized User's discretion.

E. Invoice Procedure

Supplier shall remit each invoice to the "bill-to" address provided with the order promptly after all Products or Services have been accepted. No invoice shall include any costs other than those identified in the executed order, which costs shall be in accordance with Exhibit C. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent such charges are identified in Exhibit C, or as noted in any executed order referencing this Contract. Invoices issued by the Supplier shall identify at a minimum:

- i). Product or Service type and description
- ii). Quantity, charge and extended pricing for each Product and/or Service item
- iii). Applicable order date
- iv). Ship date
- v). Ship-to location contact name

vi). This Contract number and the applicable order number.

Supplier may submit separate Invoices for the Maintenance charges (detailing the Product types and quantities by Authorized User site), for billable additional services, and for any installation services, including the appropriate Product Service Record or other agreed upon written instrument. Additional invoices may be required by Authorized User from time to time detailing charges for Product at affiliate locations by corporate department.

Any terms included on Supplier's invoice shall have no force or effect and will in no way bind VITA or any Authorized User.

F. Purchase Payment Terms

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until Product has been shipped. Charges for Product or Services accepted more than ninety (90) days prior to receipt of a valid invoice may not be paid. Should Supplier repeatedly over bill Authorized User, Authorized User may assess a one percent (1%) charge for the amount over billed for each month that such over billing continues.

If there are any disputed items, an Authorized User shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if it does not concur with the Authorized User, provide the Authorized User with documentation to support the charge. If such charges remain in dispute, such dispute shall be resolved in accordance with the Dispute Resolution section of this Contract. In the absence of the Supplier's written evidence identifying the merit of the disputed amounts, Authorized User may not pay the disputed amounts and may consider the matter concerning the specific identified amounts closed. All payment terms are net 30 days after Acceptance.

G. Universal Service Fund

Supplier agrees to make available all eligible Products and Services as listed and priced herein to any Authorized User which is a USF participant. Supplier agrees to provide the eligible Products and Services directly to the USF participant, and to bill each USF participant directly. Supplier agrees and understands that the responsibility for collection of all charges incurred, and the responsibility for resolving all Product and Service problems as well as administration of this Contract for USF participation shall be the sole responsibility of the Supplier.

Supplier warrants that it is currently qualified under applicable Federal Communications Commission and Virginia State Corporation Commission rules to apply for and receive USF allocations/disbursements for products and services provided pursuant to this Contract to Authorized Users which are eligible for those allocations/disbursements on behalf, and for the benefit, of those Authorized Users. Supplier also agrees to make every effort maintain those qualifications and to assist Authorized Users in applying for and receiving these allocations/disbursements.

E-Rate eligibility depends upon who uses the equipment, how it is used and where it is located. In general terms, equipment located on school property and that is necessary for e-mail and Internet access in classrooms is eligible for E-Rate support. The Supplier shall make every effort to continue its involvement in this program and to add products as applicable.

11. REPORTING

Supplier is required to submit to VITA the following monthly reports:

- Report of Sales; and
- Small Business Subcontracting Report

These reports must be submitted using the instructions found at the following URL:
<http://www.vita.virginia.gov/scm/default.aspx?id=97>

Failure to comply with all reporting requirements may result in default of the Contract.

Suppliers are encouraged to review the site periodically for updates on Supplier reporting.

12. STEERING COMMITTEE

In order to facilitate mutually beneficial contractual relationships with suppliers, VITA has procedures for establishing a steering committee ("Steering Committee"), which consisting of senior management personnel, including personnel involved in the contractual relationship, from VITA and Supplier.

Roles of the Steering Committee include but are not limited to a) identifying potential issues which may arise during the performance of a contract, b) discussing and assigning roles and responsibilities, c) establishing methods for quickly resolving potential disputes, d) setting rules for communication and decision making, e) monitoring and measuring the business relationship between the parties, and f) acting as a final decision board for escalated problems.

A meeting of the Steering Committee is intended to be a forum for brainstorming and sharing ideas, emphasizing respect, cooperation, and access, with the end goal of developing relationships to avoid conflict. A facilitator may, but is not required to, conduct a meeting of the Steering Committee.

A Steering Committee for this Contract will be formed at VITA's option. Meetings may be held at any time during the Contract term, should VITA, at its sole discretion, determine that a meeting(s) would be beneficial to the contractual relationship, and Supplier agrees to participate in such meeting(s). In addition, Supplier may at any time submit a written request to VITA for a meeting of the Steering Committee, which VITA will not unreasonably deny.

Supplier shall ensure the availability of the appropriate personnel to meet with the VITA contract management team. Additional Steering Committee meetings involving representatives from VITA, the Supplier, and an Authorized User may be required prior to or during performance on any specific order issued pursuant to this Contract.

13. CONFIDENTIALITY

A. Treatment and Protection

Each Party shall (i) hold in strict confidence all Confidential Information of any other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, a receiving Party may disclose the Confidential Information as delivered by the disclosing Party to subcontractors, contractors or agents of such receiving Party that are bound by non-disclosure contracts with such Authorized User solely to perform or to exercise its rights under this Contract. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Upon written request from the disclosing Authorized User, Supplier shall (i) (a) promptly return to the disclosing Authorized User all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Authorized User, or (b) upon written request from the disclosing

Authorized User, destroy such Confidential Information and provide the disclosing Authorized User with written certification of such destruction, and (ii) cease all further use of the Authorized User's Confidential Information, whether in tangible or intangible form.

VITA or the Authorized User shall retain and dispose of Supplier's Confidential Information in accordance with the Commonwealth of Virginia's records retention policies or, if Authorized User is not subject to such policies, in accordance with such Authorized User's own records retention policies.

14. INDEMNIFICATION AND LIABILITY

A. Indemnification

Supplier agrees to indemnify, defend and hold harmless the Commonwealth, VITA, any Authorized User, their officers, directors, agents and employees (collectively, "Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines (whether criminal or civil), judgments, settlements, expenses (including reasonable attorneys' and accountants' fees and disbursements) and reasonable costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from :

(i) any intentional or willful misconduct or negligence of any employee, agent, or subcontractor of Supplier working within the scope of or coincident with their employment on customer's premises and for a specific customer engagement or service and resulting in personal injury (including death) or damage to real property or tangible personal property;

(ii) any defect in a Dell-branded Product resulting in personal injury (including death) or damage to real property or tangible personal property; or

(iii) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Dell-branded Product or Dell Services;

Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be reasonably satisfactory to the Commonwealth. To the extent permitted by law, the Commonwealth, VITA, and any Authorized User shall be responsible for their own acts or omissions.

In the event that a Claim is commenced against any of Commonwealth's Indemnified Parties alleging that use of the a Dell branded Product or any Product component or that the provision of Services under this Contract infringes any third party's intellectual property rights and Supplier is of the opinion that the allegations in such Claim in whole or in part are not covered by this indemnification provision, Supplier shall immediately notify VITA and the affected Authorized User(s) in writing, via certified mail, specifying to what extent Supplier believes it is obligated to defend and indemnify under the terms and conditions of this Contract. Supplier shall in such event protect the interests of the Commonwealth's Indemnified Parties and secure a continuance to permit VITA and the affected Authorized User(s) to appear and defend their interests in cooperation with Supplier as is appropriate, including any jurisdictional defenses VITA or the affected Authorized User(s) may have.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Dell branded Product or Services, and in addition to all other obligations of Supplier in this Section, Supplier shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Product or Services, or any component thereof; or (b) replace or modify such infringing Product or Services, or any component thereof, with non-infringing Products or Services reasonably satisfactory to VITA; or , (d) accept the return of the infringing component of the Dell Product or Services, along with any other related Dell branded components of any Dell Products, provided such components were purchased under this Contract and rendered unusable by any Authorized User as a result of the infringing component, and provide a reasonably depreciated or pro rata refund of the price paid to Supplier for such Dell Product, Service or related components.

Notwithstanding the foregoing, Supplier shall have no obligation under this Section for any claim resulting or arising from (1) modifications of the Products, Software, or Services that were not performed by or on

behalf of Dell; (2) the combination, operation, or use of the Products, Software, or Services in connection with a third-party product, software or service (the combination of which causes the claimed infringement); or (3) Supplier's compliance with VITA or Authorized User's written specifications or directions, including the incorporation of any software or other materials or processes provided by or requested by VITA or Authorized User.

Supplier's duty to indemnify and defend under this Section is contingent upon: (i) Supplier receiving prompt written notice of the third-party claim or action for which Supplier must indemnify VITA or Authorized User, (ii) Supplier having the right to control the defense and resolution of such claim or action, and (iii) VITA or Authorized User's cooperation with Supplier in defending and resolving such claim or action.

This Section states VITA and/or Authorized User's exclusive remedies for any third-party intellectual property claim or action, and nothing in this Contract or elsewhere will obligate Supplier to provide any greater indemnity to VITA or Authorized User.

With respect to any claim that a non-supplier product infringes upon another person's or entity's patent, copyright, trade secret or other intellectual property right in the United States. Supplier agrees to pass through to the appropriate Authorized User any rights to indemnification protection for which Supplier currently or subsequently has an agreement in place with the potentially infringing equipment manufacturer/entity to the extent allowed by such agreement.

B. Liability

To the extent allowed by applicable law and except for liability with respect to Supplier's indemnification obligations, Supplier's liability shall be limited to 12 months' trailing contract revenue for the specific Products and Services provided under this Contract and giving rise to the liability.

FOR ALL OTHER CONTRACTUAL CLAIMS, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OR CORRUPTION OF DATA OR SOFTWARE OR LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF.

15. SECURITY COMPLIANCE

Supplier agrees to comply with all applicable provisions of the then-current Commonwealth of Virginia security procedures, published by the Virginia Information Technologies Agency (VITA) and which may be found at (<http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs>) or a successor URL(s), as are pertinent to Supplier's operation. Supplier further agrees to comply with all provisions of the relevant Authorized User's then-current security procedures as are pertinent to Supplier's performance of Services under this Contract and which have been supplied to Supplier by such Authorized User. Supplier shall also comply with all applicable federal, state and local laws and regulations. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary or Personal information by the Supplier or an employee or agent of Supplier shall constitute a breach of its obligations under this Section and the Contract.

Dell does not require access to and will not create, maintain or store Personal Information during the performance of Services under the scope of this contract. Any access to Personal Information during the performance of Services will be incidental to the Services provided. VITA and Authorized Users are solely responsible for encrypting or redacting Personal Information which Supplier may have access to during the course of performance of Services hereunder. BANKRUPTCY

If Supplier becomes insolvent, takes any step leading to its cessation as a going concern, or ceases business operations for any reason and other than assignment as allowed by this Contract, then VITA

may immediately terminate this Contract, and an Authorized User may terminate an order, on notice to Supplier unless Supplier immediately gives VITA or such Authorized User adequate assurance of the future performance of this Contract or the applicable order. If bankruptcy proceedings are commenced with respect to Supplier, and if this Contract has not otherwise terminated, then VITA may suspend all further performance of this Contract until Supplier assumes or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by VITA and Supplier that this is an executory contract. Any such suspension of further performance by VITA pending Supplier's assumption or rejection shall not be a breach of this Contract, and shall not affect the right of VITA or any Authorized User to pursue or enforce any of its rights under this Contract or otherwise.

16. GENERAL PROVISIONS

A. Relationship Between VITA and Authorized User and Supplier

Supplier has no authority to contract for VITA or any Authorized User or in any way to bind or to commit VITA or any Authorized User to any agreement of any kind or to assume any liabilities of any nature in the name of or on behalf of VITA or any Authorized User. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an employee of VITA or any Authorized User, and neither VITA nor any Authorized User shall have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that neither VITA nor any Authorized User is responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties (including, but not limited to, any federal, state or local withholding or, with respect to Supplier's employees, any employment taxes and any penalties related to health care or employee benefits laws) that are imposed, assessed or levied as a result of this Contract or Services performed pursuant to this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA or any Authorized User, shall be reimbursed by Supplier upon demand by VITA or such Authorized User.

B. Incorporated Contractual Provisions

The then-current contractual provisions at the following URL are mandatory contractual provisions, required by law or by VITA, and that are hereby incorporated by reference:

<http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf>

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at <http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf> are also incorporated by reference.

The then-current contractual provisions at the following URL are required contractual provisions, required by law or by VITA, that apply to all orders placed under this Contract that are partially or wholly funded by the American Recovery and Reinvestment Act of 2009 (ARRA) and are hereby incorporated by reference. http://www.vita.virginia.gov/uploadedFiles/SCM/ARRA_Ts_Cs_Rev3.pdf

Dell does not anticipate that any jobs will be created or retained as a direct result of this contract. If Dell is notified by an ordering entity that a specific purchase order is being made with ARRA funds, Dell agrees to assist the ordering entity with their requirement to comply with the data element and reporting requirements applicable to vendors of goods and related services as currently defined in Federal Register Vol 74 #61, Pages 14824-14829 (or subsequent changes or modifications to these requirements as published by the Federal OMB). Ordering entity is responsible for informing Dell at the time of purchase order placement that ARRA funds are being used. Dell, as it relates to purchases under this contract, is not a subcontractor or subgrantee, but simply a provider of goods and related services (a "Vendor").

The then-current terms and conditions in documents posted to the aforementioned URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia, change in VITA policy, or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Supplier is advised to check the URLs periodically.

C. Compliance with the Federal Lobbying Act.

Supplier's signed certification of compliance with 31 USC 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the

regulations issued from time to time thereunder (together, the "Lobbying Act") is incorporated as Exhibit F hereto.

D. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

E. Dispute Resolution

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Supplier's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Supplier agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures. Supplier may invoke such public body's ADR procedures, if any, at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section.

F. Advertising and Use of Proprietary Marks

Supplier shall not use the name of VITA or any Authorized User or refer to VITA or any Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of VITA or such Authorized User. In no event may Supplier use a proprietary mark of VITA or an Authorized User without receiving the prior written consent of VITA or the Authorized User.

G. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the U.S. mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page.

VITA or Supplier may change its address for notice purposes by giving the other notice of such change in accordance with this Section.

Administrative contract renewals, modifications or non-claim related notices are excluded from the above requirement. Such written and/or executed contract administration actions may be processed by the assigned VITA and Supplier points of contact for this Contract and may be given in person, via U.S. mail, courier service or electronically.

H. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

I. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of VITA and Supplier. Supplier may not assign, subcontract (except as indicated otherwise below), delegate or otherwise convey this Contract or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, which shall not be unreasonably withheld, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract. Consent shall be deemed given, in the event of an asset sale, merger or change of control or by operation of law, if given to the entity which succeeds to the assigning party's business so long as the assignee agrees in writing to be bound by all the terms and conditions of this Contract. The provisions of this paragraph shall not apply to Supplier's back-office subcontracting (i.e. subcontracting within Supplier's administrative or manufacturing operations, including but not limited to imaging and etching) or to warranty or maintenance services, provided that Dell shall require each such subcontractor to agree to substantially similar confidentiality and insurance requirements as are required of Supplier in addition to all other applicable provisions of this Contract and further provided that Supplier shall remain primarily responsible for the provision of services in compliance with this Contract.

If any law limits the right of VITA or Supplier to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

J. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

K. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Supplier further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

L. Survival

The provisions of this Contract regarding Software License, Warranty, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract. In addition, the provisions of this Contract necessary for the use and operation of the Maintenance provisions herein, shall continue in effect through termination of the Maintenance Services ordered pursuant to the Maintenance provisions herein.

M. Force Majeure

No Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability or fault to Supplier for that termination, and in addition an Authorized User may terminate any order affected by such postponement or delay.

N. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.

O. Right to Audit

VITA reserves the right to audit its purchase order and Supplier invoice records that relate to the Product purchased and Services rendered or the amounts due Supplier for such services under this Contract. VITA's right to audit shall be limited as follows:

-
- vii). On an annual basis during the term of this Contract and on an annual basis for up to three (3) years from Service performance date;
 - viii). May be performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
 - ix). Excludes access to Supplier cost information.

In no event shall the Supplier have the right to audit, or require to have audited, VITA or any Authorized User.

P. Offers of Employment

During the first twelve (12) months of the Contract, Supplier shall not actively solicit and knowingly hire an employee of VITA who has substantially worked on any project performed under a Statement of Work covered by this Contract without prior written consent of VITA. During the first twelve (12) months of the Contract, VITA shall not actively solicit and knowingly hire an employee of Supplier who has substantially worked on any project performed under a Statement of Work covered by this Contract without prior written consent of the Supplier. These prohibitions on soliciting and hiring shall extend for 90 days after the termination of the employee's employment if such employee voluntarily resigns. Neither (i) the publication of classified advertisements in newspapers, periodicals, Internet bulletin boards, or other publications of general availability or circulation, or (ii) a solicitation that targets individuals with particular work experience or skills based on information available to subscribers, members or the general public on professional or social network websites or job boards, nor the consideration and hiring of persons responding to such advertisements or solicitation shall be deemed a breach of this Section, unless the advertisement, solicitation or other recruiting activity is undertaken as a means to circumvent or conceal a violation of this provision.

Q. Contract Administration

Supplier agrees that at all times during the term of this Contract an account executive, at Supplier's senior management level, shall be assigned and available to VITA. Roles and responsibilities of the account executive are TBD based on Supplier proposal. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

R. Entire Contract

The following Exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

- Exhibit A Request for Proposal
- Exhibit B N/A
- Exhibit C Prices, Fees, Service Charges and Payment Schedule
- Exhibit D Warranty and Maintenance Descriptions
- Exhibit E N/A
- Exhibit F Certification Regarding Lobbying
- Exhibit G Statement of Work (SOW)
- Exhibit H Awarded Manufacturer/Categories

This Contract, its Exhibits, and any prior non-disclosure agreement constitute the entire agreement between VITA and Supplier and supersedes any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter hereof. Any and all terms and conditions contained in, incorporated into or referenced by the Supplier's proposal shall be deemed invalid. The provisions of the Virginia Department of General Services, Division of Purchases and Supply Vendor's Manual shall not apply to this Contract or any order issued hereunder. This Contract may only be amended by an instrument in writing signed by VITA and Supplier. In the event of a conflict, the following order of precedence shall apply: this Contract document, Exhibit C, Exhibit A, Exhibit G, Exhibit D and Exhibit F.

An Authorized User and Supplier may enter into an ordering agreement pursuant to this Contract. To the extent that such ordering agreement, or order issued hereunder, include any terms and conditions

inconsistent with the terms and conditions of this Contract, such terms and conditions shall be of no force and effect.

VITA and Supplier each acknowledge that it has had the opportunity to review this Contract and to obtain appropriate legal review if it so chose.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Dell Marketing LP

By: 

(Signature)

Name: Lauren D. Newberry

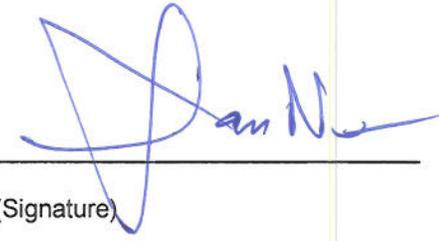
(Print)

Title: Contracts Consultant

March 13, 2014

Date: _____

VITA

By: 

(Signature)

Name: SAMUEL A. NIXON, JR

(Print)

Title: CITY OF INFORMATION OFFICER

Date: 03-18-2014

Address for Notice:

One Dell Way, MS RR8-07
Round Rock, TX 78682

Attention: Public Contract Manager

cc: General Counsel, RR1

Address for Notice:

11751 Meadowville Lane
Chester VA 23836

Attention: Contract Administrator

Exhibit A

Suppliers are to indicate their capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across Suppliers within each service type in order to determine the best solution for the Commonwealth. Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed. The acceptable codes for Column A are as follows:

Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in Column B an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use Column B to cross-reference a detailed explanation included in an attachment of its proposal.

F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months). Supplier should provide a proposed start date and cross-reference any attached documentation in Column B.

N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within six months.

Exhibit A

Requirement

Y/N/F

Description

General

<p>You have agreed that you can sell/service the entire Commonwealth of Virginia. Please describe how this will be accomplished for this contract.</p>	<p>Y</p>	<p>Dell commits to work with VITA to create a Contract Governance structure for this project that manages the contract sourcing vehicle, fulfillment of related project rollouts, consultation, configuration and order management and the ongoing relationship between Dell and VITA. Dell's managed approach relies upon an effective project management structure indicative of the following key components described in "Examples & Supporting Information" in Dell's response.</p>
<p>Do your service/sales personal undergo training on a semi-annual or annual basis? If so, please explain.</p>	<p>Y</p>	<p>Dell's continual education policy requires our sales representatives to attend 40 hours of training a year to keep up with the latest knowledge and skills required to handle even the most particular situations. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.</p>
<p>Does your proposed solution include the ability to market and promote this contract to schools, universities, local and non-Executive Branch state agencies? If so, please provide details.</p>	<p>Y</p>	<p>Dell can utilize different forms of marketing to keep customer awareness of Dell products and events at each locality. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.</p>
<p>Does your proposed solution include a re-stocking fee on returned equipment? Please provide details.</p>	<p>Y</p>	<p>Unless the product is defective or the return is a direct result of a Dell error, Dell may charge a restocking fee of up to 15% of the purchase price paid, plus any applicable sales tax. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.</p>
<p>Has your company won any awards or recognition in any of the categories that you are proposing a solution to? If so, please describe.</p>	<p>Y</p>	<p>Dell has won numerous awards spanning the proposed hardware products as well as services and customer satisfaction. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.</p>

Does your organization participate in any type of governmental conferences that allows you to promote government contracts that have been awarded to your organization? If so, please explain.

Y

Dell participates in dozens of governmental conferences each year spanning from technology, contract administration to community and environmental issues. For example, The State of Maryland has a vendor show in which Dell participates. (MEK contract in MD) as well as WSCA and numerous public education conferences.

Does your proposed solution include developing a catalog website that interfaces with eVA and also be a punch-out catalog? If so, please describe and provide screen shots.
(<http://www.eva.virginia.gov/vendors/pages/catalogcreation.htm>)

Y

Dell provides a dedicated catalog website via our Premier.Dell web portal platform which provides for a host of online ordering, lead-time, order status, reporting and B2B punch-out-catalog capabilities . For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.

Does your proposed solution offer a web catalog that displays real time product availability? If so, please explain

Y

Dell provides a dedicated catalog website via our Premier.Dell web portal platform which provides for a host of online ordering, lead-time, order status, reporting and B2B punch-out-catalog capabilities . For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.

Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at:
<http://www.vita.virginia.gov/library/default.aspx?id=537>

Y

To the best of my personal knowledge and belief, Dell products comply with COV ITRM Policies and Standards. If necessary and upon notification, Dell will seek approved exceptions from VITA.

Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at <http://www.vita.virginia.gov/oversight/default.aspx?id=10344>

Y

To the best of my personal knowledge and belief, Dell products comply with VITA Data Standards. If necessary and upon notification, Dell will seek approved exceptions from VITA. Dell can certify that our own branded products are Energy Star Compliant. Additionally, Dell offers numerous other energy and environmental certifications. For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.

Does your proposed equipment meet the current U.S. Environmental Protection Agency’s and Department of Energy’s Energy Star guidelines? If so, please explain.

Y

Exhibit A

Requirement

Y/N/F

Description

Reports

Does your proposed solution offer quarterly reports to Authorized Users detailing products that have been placed in any of their locations? If so, please provide details and examples.

Y

Dell has the capability to provide numerous types of standard and custom reporting available in several different formats. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.

Y

Dell can maintain electronic service logs through our Service History Reporting and Tech Direct Self Maintainer Programs. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.

Y

Dell has the capability to provide numerous types of standard and custom reporting available in several different formats. For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Exhibit A

Requirement

Y/N/F

Description

Services & Sales

<p>Does your proposed solution provide Authorized Users service within 8 business hours of notification or next business day? If so, please explain.</p>	<p>Y</p>	<p>For Dell branded products, Dell can off VITA a number of support and warranty options ranging from 4-hour response to Next-Business-Day. At a minimum, Dell offers 24 -hour technical support available via telephone, email, or instant message as well as a basic warranty and support service with a response time of next business day. For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.</p>
<p>Does your proposed solution provide hardware and software support from 8:00 am - 5:00 pm EST? If so, please provide details.</p>	<p>Y</p>	<p>For Dell branded products, Dell can off VITA a number of support and warranty options ranging from 4-hour response to Next-Business-Day. At a minimum, Dell offers 24 -hour technical support available via telephone, email, or instant message as well as a basic warranty and support service with a response time of next business day. For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.</p>
<p>If your proposed solution does not included qualified technicians to service devices being proposed, please explain how your company will ensure that those devices are serviced in accordance with the warranties listed in Exhibit C. Is your firm willing to commit to service level agreements? If so, please refer to Appendix A and fill in the yellow shaded areas.</p>	<p>Y</p>	<p>For Dell branded products, Dell is providing service and support through qualified technicians from authorized Dell Service Providers. For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.</p>
<p>Is your firm willing to commit to service level agreements? If so, please refer to Appendix A and fill in the yellow shaded areas.</p>	<p>Y</p>	<p>Please refer to Dell’s completed Appendix A. Dell agrees to negotiate any proposed service level in good faith with VITA.</p>
<p>For suppliers responding to the Server Category, does your firm have qualified technicians to perform services such as installation, configurations, data migrations, etc. If so, please explain and for those not responding to the Server Category, please respond with N/A in column B.</p>	<p>Y</p>	<p>Dell has qualified technicians to perform a range of professional and custom services associated with the deployment and configuration of a Dell Server. For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.</p>
<p>Does your proposed solution include a customer support program? If so, please describe your firm’s ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.</p>	<p>Y</p>	<p>Dell’s proposed solution includes a Customer Support and Care Program which provides outstanding customer care. Additionally, information for changes in technology and other marketing information will come from VITA’s dedicated Account Team through technology roadmaps, customer briefings, executive reviews and other such sessions with VITA. For additional information, please also refer to “Examples & Supporting Information” in Dell’s response.</p>

Does your proposed solution include your firm's ability to deliver large quantities of equipment to multiple locations? Please describe your firm's process and experience including delivery time and scheduling procedures.

Y

Dell's proposed solution includes our capability to schedule, deploy, roll-out, and deliver large quantities of equipment to multiple locations. This is one of Dell's core Service Capabilities.
For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Does your proposed solution include IT equipment disposal and recycling services? Please provide details and pricing for these services in Appendix C (Services/Warranty Tab)

Y

Dell's proposed solution includes the capability to provide IT equipment disposal, recycle, and numerous other asset recovery services options. Pricing for these types of services as well as other related services are detailed in the Services/Warranty tab to Appendix C.
Please note: Dell offers standard pricing for our recycle and resale services but we work with customers to minimize any fees if possible. Since many IT assets have some value in the secondary or even in the recycle market we try to maximize that value to reduce or in many cases eliminate any fees for our service. All proposed ARS fees in Exhibit C include packing and picking up the assets, all logistics and processing charges as well as reporting documentation including a confirmation of disposal.
For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

If your proposed solution has included multiple manufacturers, please explain how your organization will service each manufacturer that would be represented in a contract.

Y

For all categories not counting Category 5 – Peripherals, Dell is proposing our own branded manufacturer products including Dell Service, Warranty and Support. For Category 5 – Peripherals and similar to other resellers, Dell will defer service and support to the manufacturer of that product.
For additional information related to Dell's fully Warranty and Support policies, please also refer to "Examples & Supporting Information" in Dell's response.

Does your proposed solution offer vendor agnostic configuration of hardware systems? If so, please explain.

Y

While Dell has proposed differentiated products and platforms with unique features that set us apart from our competitors, Dell's proposed solution also includes hardware configurations that are considered industry standard with open-based technologies leveraging partnerships with Intel, Microsoft and other standard technology companies applicable to this response.
For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Does your proposed solution include the ability for the end user to track their shipment once it has left your warehouse? If so, please describe and provide screen shots.

Y

Dell's proposed solution included the ability for the end user to track all aspects of an order's life-cycle, including purchase, fulfillment, and delivery status. This is primarily done through the Premier.Dell web portal that was detailed in the General Tab of Dell's Examples and Support Information.
For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Does your firm ship all in stock orders same day? Please list shipping timelines and include caveats for delay, etc.

Y

For certain products and configurations, Dell offers our Ships-Fast program which ships in-stock orders within 24 hours. Please refer to Dell's Ships-Fast as well as other Delivery information located in Examples & Supporting Information" in Dell's response.

Does your proposed solution allow the user to keep a failed hard drive while receiving a new hard drive that is covered under warranty? Please provide details and pricing if necessary.

Y

While this is not a Dell standard offer, Dell can offer VITA customers our "Keep-Your-Hard-Drive" Service as optional offer.
For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

For those Suppliers proposing Used/Refurbished devices, VITA has required a three year warranty on both PC's and Laptops. Please describe your solution when an Authorized User initiates a request for repair request including but not limited to shipping time, repair time at your facility, etc. For those not responding to the Used/Refurbished section, please place N/A in column B.

N/A

Dell can offer VITA customers a number of other value added products and services that are applicable to this eventual contract.
For additional information, please also refer to "Examples & Supporting Information" in Dell's response.

Does your firm offer any other goods or services that would be a value to the Commonwealth? If so, please explain.

Y

EXHIBIT C

PC

Intel or AMD Based

f

<i>Minimum Configurations</i>	Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Desktop Offering	667801156	Dell OptiPlex 3010 Desktop	935.00	11.00%	832.15	11.00%	www.dell.com/hied/retail
Intel i5-3550 Processor (Quad Core, 3.30GHz, 6MB Cache w/HD 2500 Graphics)							
4GB 1600MHZ Memory							
500GB 7200 rpm SATA							
CDRW/DVD+/-RW Combo Drive							
Microsoft Windows 7 Professional Compatible							
Two Front Facing USB Ports or greater							
19" LED Monitor (minimum)							
Two button USB optical mouse with scroll wheel							
USB Keyboard with 103 keys							
10/100/1000 RJ-45							

Warranty is three years on-site NBD for all desktop models and future models. Additional types of warranties may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

<i>Minimum Configurations</i>	Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
All-In-One Offering	667801276	Dell OptiPlex 3011 All in One	1,169.00	11.00%	1,040.41	11.00%	www.dell.com/hied/retail
Intel i3-2020 Processor (Dual Core, 3MB Cache w/HD 2500 Graphics)							
4GB 1600MHZ Memory							
500GB 7200 rpm SATA							
DVD+/-RW Combo Drive							
Microsoft Windows 7 Professional Compatible							
20" Display							
Two button USB optical mouse with scroll wheel							
USB Keyboard with 103 keys							
10/100 RJ-45							

Warranty is three years on-site NBD for all All-in-One models and future models. Additional types of warranties may be offered on the accessories tab

AMD processors must be at least equivalent to listed Intel processors

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals.

<http://www.vita.virginia.gov/scm/default.aspx?id=87>

Laptop

Intel/ AMD Based

<i>Minimum Configurations</i>	Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Laptop Offering	667598227	Dell Latitude E5430	1,271.00	11.00%	1,131.19	11.00%	www.dell.com/hied/retail
Intel i5-3230M Processor (2.6GHz 3M Cache with Intel HD Graphics 4000)							
4GB RAM or greater							
500GB 7200 RPM SATA hard drive or greater							
CDRW/DVD+/-RW Combo Drive or better							
Microsoft Windows 7 Professional Compatible							
802.11a/b/g/n integrated wireless							
Energy Star qualified							
14.1 inch screen or greater							

Warranty is three years next day exchange for all laptop models and future models. Additional types of warranties may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals.
<http://www.vita.virginia.gov/scm/default.aspx?id=87>

Note #3 - These are items like cases, docking stations, monitors, mice, keyboards. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Laptop Accessories (see note #3)	5.00%
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Chromebook

**Warranty is 3-Year Return Depot which is consistent industry standards for Chromebook. Dell may offer additional support program options and service level upgrades for this Chromebook as they become available.*

***List price is estimated at this time. Expected list price of \$399.00 is subject to change as this product is unreleased at this time.*

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Chromebook	Dell Chromebook 11	399.00	0.00%	399.00	https://signin.dell.com/delllogin/portal/login.aspx?ed=5iZC3KvUONK%2fMXV69Jy25y%2fWMVjX2EghY2740%2bOJ9DcUxCa04DcG0f%2fd2W3%2b7M1Wsa0Zbkhitnp6ohwWxlkHV%2bTy.Wi1lr8BHThk5kZCyBUU3Lc7GQM%2f9YQ%3d%3d&at=auto&fs=0&tw=7200&ru=http%3a%2f%2fpremier.dell.com%2fportal%2fstart.aspx?id=1&ct=11%2f12%2f2013+10%3a06%3a58+AM&c=US&l=en
Intel Celeron 847 1.1GHz					
4GB RAM or greater					
16GB Hard Drive or greater					
Chrome OS Operating System					
802.11a/b/g/n integrated wireless					
HD Webcam (1280x720)					
11.6 inch screen or greater					

Warranty is three years NBD Exchange for all Chromebook models and future models. Additional types of warranties may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, docking stations, monitors, mice, keyboards. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Chromebook Accessories (see note #2)	0.00%
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Thin Client

Intel/ AMD Based

<i>Minimum Configurations</i>	Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discount ed Price	Public Site to Verify Model #/List Price
Thin Client Offering	667803231	Dell Wyse D90D7	538.98	2.00%	528.20	www.dell.com/hied/retail
2 USB's						
Firefox or IE Browser						
10/100/100 Base-T						
1GB Flash Storage						
1GB Memory						
USB Keyboard and Mouse						
Energy Star Qualified						
Windows 7 Professional						

Warranty is three years NBD exchange for all Thin Client models and future models. Additional types of warranties may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Rugged Laptop

Intel/ AMD Based

Minimum Configurations

	Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Rugged Laptop Offering	667801523	Dell Latitude E6430 ATG	2,637.00	11.00%	2,346.93	www.dell.com/hied/retail
Mil-Std 810G Certified						
Intel Core i3-3110M Processor 2.4GHz or greater						
2GB RAM or greater						
320GB SATA hard drive or greater						
Super Multi DVD Drive						
Microsoft Windows 7 Professional Compatible						
802.11a/b/g/n integrated wireless						
13.1 inch screen or greater						
10/100/1000 RJ45						

Warranty is three years NBD Exchange for all Rugged laptop models and future models. Additional types of warranty may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, docking stations, monitors, mice, keyboards. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Rugged Laptop Accessories (see note #2)	5.00%
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Rugged Tablet Windows

Minimum Configurations

	Dell Quote#	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Rugged Tablet Offering	667801619	TAG GD3015	3,026.99	2.00%	2,966.45	www.dell.com/hied/retail
Mil-Std 810G Certified						
Intel or AMD Processor						
4GB RAM or greater						
128GB Storage						
Microsoft Windows 7 Professional or higher						
802.11a/g/n integrated wireless						
10.1 inch screen or greater						

Warranty is three years NBD Exchange for all Rugged Tablet Win models and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Rugged Tablets Win Accessories (see note #2)	2.00%
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Android Tablet

Minimum Configurations

Tablet Offering
Dual Core Processor
1GB RAM or greater
16GB Storage or greater
Android 4.0 OS or higher
802.11b/g/n integrated wireless
SD Card Memory Expansion slot
Front and rear camera
7 inch screen or greater

Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
667772990	Dell Venue 7	321.99	2.00%	315.55	www.dell.com/hied/retail

Warranty is three years NBD Exchange for all Android Tablet models and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Android Tablet Accessories (see note #2)	2.00%
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Windows Tablets

Minimum Configurations

	Dell Quote #	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Tablet Offering	667821688	Dell Venue 8 Pro	509.99	2.00%	499.79	www.dell.com/hied/retail
Intel or AMD Processor						
1GB RAM or greater						
16GB Storage or greater						
Windows 7 Professional or higher						
802.11b/g/n integrated wireless						
SD Card Memory Expansion slot						
Front and rear camera						
8 inch screen or greater						

Warranty is three years NBD Exchange for all Window Tablet models and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Windows Tablets Accessories (see note #2)	2.00%
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Servers

Intel/ AMD Based

Minimum Configurations

Tower Server Offering	Dell Quote #	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Intel Xeon E3-1200v2 3.10GHz 8GB Memory 100 GB Hard Drive Onboard SATA DVD Writer No OS installed Gigabit Ethernet Adapter	667895070	POWEREDGE T110	1,336.00	11.00%	1,189.04	www.dell.com/hied/retail
Rack Server Offering	Dell Quote #	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Intel Xeon E5-2407 2.2GHz 8GB Memory Onboard SATA 100 GB Hard Drive Gigabit Ethernet Adapter No OS installed	667895151	POWEREDGE R320	1,655.00	11.00%	1,472.95	www.dell.com/hied/retail
Blade Server Offering	Dell Quote #	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Intel E5-2430 2.2GHz 8GB Memory 100 GB Hard Drive Gigabit Ethernet Adapter No OS installed	667802361	Dell PowerEdge M520	2,520.00	11.00%	2,242.80	www.dell.com/hied/retail

Warranty is three years on-site for all server models and future models. Additional warranty and services may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

Minimum Percentage Discount for Server Accessories (see note #2)	5.00%
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Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like blade enclosures, racks for rack mount servers, rack UPS units, KVM switches, Items such network switches, and Enterprise Storage are covered under other VITA contracts.

Peripherals

Flash Drives	Dell Quote #	Model #	List	Discount %	Discounted Price
8 GB	666524779	A6898483/DTMCK/8GB	6.99	5.00%	6.64
16 GB	666524843	A7081562/DT101G2/16GBZ	10.99	5.00%	10.44
32 GB	666524891	A7045166/DT100G3/32GB	23.99	5.00%	22.79

Monitors (wide aspect)	Dell Quote #	Model #	List	Discount %	Discounted Price
17" LCD	666524986	E171SB3 / Bundle w3 yrs warranty	149.99	5.00%	142.49
19" LCD	666525060	E19133Y/ Bundle 3 Yr Warranty	159.99	5.00%	151.99

Power Strip	Dell Quote #	Model #	List	Discount %	Discounted Price
6 Outlet 6ft cord 790 Joule	666525166	A3516377/TLM606NC	25.99	5.00%	24.69
8 Outlet 8ft cord 2500 Joule	666525207	A1179945/UL800CB-15	74.99	5.00%	71.24

Mouse	Dell Quote #	Model #	List	Discount %	Discounted Price
Optical Scroll Mouse- USB	666525275	330-9456/5Y2RG	19.99	5.00%	18.99

Keyboard	Dell Quote #	Model #	List	Discount %	Discounted Price
Standard Keyboard- USB	666525328	331-6404 / K94W4	19.99	5.00%	18.99

Wireless Keyboard/Mouse Combo	Dell Quote #	Model #	List	Discount %	Discounted Price
Wireless keyboard and mouse USB interface	666525328	331-6404 / K94W4	19.99	5.00%	18.99

Cables	Dell Quote #	Model #	List	Discount %	Discounted Price
10 ft CAT5e	666525386	A0115299/A3L791-10-BLK	4.99	5.00%	4.74
7 ft CAT5e	666525460	A0351875 / 22689	2.09	5.00%	1.99
3 ft CAT6	666525516	A1201862 / 27131	3.99	5.00%	3.79
7' CAT6	666525576	A7011445 / 27132	5.99	5.00%	5.69
HDMI to HDMI M/M 6ft	Global Sku Required Re	A7200515 / HDMIM6FL	21.99	5.00%	20.89

External Hard Drive	Dell Quote #	Model #	List	Discount %	Discounted Price
1 TB USB 3.0 (portable)	666525634	A6874785 / STBU1000100	89.99	5.00%	85.49
500 GB USB 3.0 (portable)	666525875	A7143866 / WDBPGC5000ABK-NESN	79.99	5.00%	75.99
2 TB USB 3.0 (external desktop)	666525933	A7049912 / STCA2000100	112.99	5.00%	107.34
4 TB USB 3.0 (external desktop)	666525989	A7237014 / WDBFJK0040HBK-NESN	204.99	5.00%	194.74

Web Cams	Dell Quote #	Model #	List	Discount %	Discounted Price
Color, Hi-speed USB, built-in microphone, 1024x768 max digital video resolution	Global Sku Required Requested	A7138050 / 960-000694	41.99	5.00%	39.89
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 max digital video resolution	666526071	A6664379 / 960-000733	104.60	5.00%	99.37

USB Hubs	Dell Quote #	Model #	List	Discount %	Discounted Price
USB 2.0 7 port hub, power supply included	666526214	A2324505 / CP-H720P	35.99	5.00%	34.19
Mini hub 4 port hi speed USB, no power supply needed	666526256	A6991951 / F5U407	10.99	5.00%	10.44

Speakers	Dell Quote #	Model #	List	Discount %	Discounted Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included,	666526382	A0713318 / 970264-0403	27.99	5.00%	26.59
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	666526431	A2909151 / 980-000319	89.99	5.00%	85.49

Label Printer	Dell Quote #	Model #	List	Discount %	Discounted Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	666526479	A7071086 / GC420-200510-000	307.99	5.00%	292.59

I. Battery Back Up Unit	Dell Quote #	Model #	List	Discount %	Discounted Price
UPS external, 550 VA power capacity, 3 min battery run time	666526507	A7015618 / BE550G	69.99	5.00%	66.49
UPS external, 1440 VA power capacity, 7 min battery run time	666526561	A7145979 / SMT750R2-NMC	685.99	5.00%	651.69
UPS 750 VA power capacity, 16 min battery run time	666526602	A7178506 / SMT1500X448	989.99	5.00%	940.49

******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf
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http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf
http://ftpbox.us.dell.com/slq/weekly/dellpricereport.pdf

Public Site to Verify Model #/List Price

<http://ftpbox.us.dell.com/slg/weekly/dellpricereport.pdf>

<http://ftpbox.us.dell.com/slg/weekly/dellpricereport.pdf>

Public Site to Verify Model #/List Price

<http://ftpbox.us.dell.com/slg/weekly/dellpricereport.pdf>

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<http://ftpbox.us.dell.com/slg/weekly/dellpricereport.pdf>

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<http://ftpbox.us.dell.com/slg/weekly/dellpricereport.pdf>

<http://ftpbox.us.dell.com/slg/weekly/dellpricereport.pdf>

MANUFACTURER

Dell Quote #

**MINIMUM
PERCENTAGE
DISCOUNT FROM
LIST**

*Balance of Dell Line per
Dell peripheral Category
M - See Dell Value Add
Pricing in Section 7 of
Bid Respons. - Dell
Appendix 7.2*

N/A

5.00%

Dell is offering related services at the detailed fixed rates.

Category	Sub-category	SKU
Managed Deployment	Client Deployment	934-9269
Managed Deployment	Client Deployment	934-9009
Managed Deployment	Client Deployment	934-9029
Managed Deployment	Client Deployment	934-9029
Managed Deployment	Client Deployment	
Managed Deployment	Client Deployment	934-9039
Managed Deployment	Client Deployment	934-9059
Managed Deployment	Client Deployment	934-8979
Consulting Services	Migrate to Cloud	993-4077
Consulting Services	Migrate to Cloud	903-5619
Consulting Services	Migrate to Cloud	903-5629
Consulting Services	Migrate to Cloud	903-5639
Consulting Services	Migrate to Cloud	903-5649
Consulting Services	Modernize Communications	988-4237
Consulting Services	Modernize Communications	987-0299
Consulting Services	Modernize Communications	987-0309
Consulting Services	Data Center Transformation	987-3237
Consulting Services	Data Center Transformation	989-5588
Consulting Services	Data Center Transformation	907-4139
Consulting Services	Data Center Transformation	907-4129
Consulting Services	Data Center Transformation	993-3559
Consulting Services	Data Center Transformation	990-2418
Consulting Services	Data Center Transformation	994-3727
Consulting Services	Data Center Transformation	994-3819
Consulting Services	Modernize Communications	907-4419
Consulting Services	Migrate to Cloud	988-9979
Consulting Services	Migrate to Cloud	907-4409
Consulting Services	Migrate to Cloud	907-4429
Consulting Services	Migrate to Cloud	990-1969
Consulting Services	Migrate to Cloud	990-1979
Consulting Services	Migrate to Cloud	990-1989
Consulting Services	Migrate to Cloud	903-1818
Consulting Services	Migrate to Cloud	903-1819
Consulting Services	Migrate to Cloud	903-1828
Consulting Services	Migrate to Cloud	994-3728
Consulting Services	Modernize Communications	994-3717
Consulting Services	Modernize Communications	994-3718
Consulting Services	Migrate to Cloud	985-6729
Consulting Services	Migrate to Cloud	987-0439
Consulting Services	Migrate to Cloud	983-6199
Consulting Services	Migrate to Cloud	985-0999
Consulting Services	Migrate to Cloud	985-3857
Consulting Services	Migrate to Cloud	985-3907
Consulting Services	Migrate to Cloud	985-3887
Consulting Services	Migrate to Cloud	985-3927
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Enterprise Deployment	Force 10 & PowerConnect - EDT Implementation Ser	972-0285
Enterprise Deployment	Force 10 & PowerConnect - EDT Implementation Ser	972-0286
Enterprise Deployment	Force 10 & PowerConnect - EDT Implementation Ser	972-0287
Enterprise Deployment	Force 10 & PowerConnect - EDT Implementation Ser	972-0288
Enterprise Deployment	Force 10 & PowerConnect - EDT Implementation Ser	972-0289
Enterprise Deployment	Other PowerConnect	908-4437
Enterprise Deployment	Other PowerConnect	908-4447
Enterprise Deployment	Other PowerConnect	908-4448
Enterprise Deployment	DSP After Hours Work Add-On	929-8379
Enterprise Deployment	DSP After Hours Work Add-On	929-8399
Enterprise Deployment	EDT Weekends & Holidays Surcharge	960-5239

Enterprise Deployment	Remote Implementation Services	923-2669
Enterprise Deployment	Remote Implementation Services	923-2659
Enterprise Deployment	Remote Implementation Services	929-8749
Enterprise Deployment	VMware	984-9947
Enterprise Deployment	VMware	984-9957
Enterprise Deployment	EqualLogic 3-2-1	973-3271
Enterprise Deployment	EqualLogic 3-2-1	934-5219
Enterprise Deployment	HPCC Red Hat Linux Onsite Install	959-1879
Enterprise Deployment	HPCC Red Hat Linux Onsite Install	959-1889
Enterprise Deployment	HPCC Red Hat Linux Onsite Install	959-1899
Enterprise Deployment	HPCC Red Hat Linux Onsite Install	959-1909
Enterprise Deployment	HPCC Red Hat Linux Onsite Install	938-9957
Enterprise Deployment	HPCC NFS Storage Solution	936-6539
Enterprise Deployment	HPCC NFS Storage Solution	953-8939
Enterprise Deployment	HPCC NFS Storage Solution	996-4229
Enterprise Deployment	HPCC NFS Storage Solution	996-4239
Enterprise Deployment	HPCC NFS Storage Solution	996-4249
Enterprise Deployment	HPCC NFS Storage Solution	973-4240
Enterprise Deployment	HPC Tiered Storage Solution	996-4259
Enterprise Deployment	HPC Tiered Storage Solution	996-4269
Enterprise Deployment	EDT Weekends & Holidays Surcharge	960-5239
Training		
Asset Recovery, Resale and Recycling Services	Recycle Only	
Asset Recovery, Resale and Recycling Services	Resale + Offsite 3 Pass Data Wipe	
Asset Recovery, Resale and Recycling Services	Resale + Onsite 3 Pass Data Wipe (*Client Only)	

Services and Warranty

In the fields below, enter any services you chose to offer, as well as pricing

Service or Warranty Description	Rate
Desktop Installation	\$ 44.83
Desktop De-Installation	\$ 10.44
New Peripheral Installation	\$ 13.21
Hard Drive Removal	\$ 13.21
Asset Tagging *	\$ -
Peer-to-Peer Data Migration	\$ 14.54
Attended Imaging via CD	\$ 16.52
Additional 1GB Data Migration	\$ 5.96
* Included in installation price if tags provided by customer	
Infrastructure Consulting Svcs-Oracle, Oracle Consulting Staff Augmentation(1 Week)	\$ 10,995.00
Infrastructure Consulting Services-Oracle, On Call Remote DBA, 20 Monthly Hours (3 Month Contract)	\$ 11,200.00
Infrastructure Consulting Services-Oracle, On Call Remote DBA, 20 Monthly Hours (6 Month Contract)	\$ 22,400.00
Infrastructure Consulting Services-Oracle, On Call Remote DBA, 40 Monthly Hours (3 Month Contract)	\$ 18,000.00
Infrastructure Consulting Services-Oracle, On Call Remote DBA, 40 Monthly Hours (6 Month Contract)	\$ 36,000.00
Infrastructure Consulting Services-Microsoft, Exchange 2007 Readiness Assessment	\$ 10,499.00
Infrastructure Consulting Services-Microsoft, Microsoft Office SharePoint Server Requirements Discovery	\$ 19,170.00
Infrastructure Consulting Services-Microsoft, Microsoft Office SharePoint Server Fast Track	\$ 57,600.00
Infrastructure Consulting Service-Systems Management, Monitoring Messaging Technology Introduction	\$ 12,500.00
Infrastructure Consulting Service-Systems Management, Monitoring Database Technology Introduction	\$ 12,500.00
Infrastructure Consulting Service, Systems Management, FastTrack- IT Analytics for Dell Management Console	\$ 8,500.00
Infrastructure Consulting Service, Systems Management, FastTrack-Dell Management Console, Services Enabled Connector	\$ 15,000.00
Infrastructure Consulting Service Systems Management, DMC (Servers) FastTrack	\$ 11,000.00
Infrastructure Consulting Services-Storage, Dell File Simplification Assessment	\$ 6,000.00
ICS -Microsoft Infrastructure Consulting Services SCCM 2007 Technology Introduction	\$ 12,500.00
ICS -Microsoft Infrastructure Consulting Services SCOM 2007 Technology Introduction	\$ 12,500.00
ProConsult-InfrastructureConsultingServices,Microsoft WS2008 R2,Active Directory Identity Management Services,Tech Intro	\$ 12,500.00
Infrastructure Consulting Services-Microsoft, Windows Server 2008 Technology Workshop	\$ 10,499.00
ProConsult-Infrastructure Consulting Service, Microsoft WS2008 R2, Remote Desktop Services, Technology Introduction	\$ 12,500.00
ProConsult-Infrastructure Consulting Service, Microsoft WS2008 R2 and Win 7, Better Together Technology Introduction	\$ 12,500.00
Infrastructure Consulting Services-Storage, Storage For Server Virtualization Assessment, Entry	\$ 10,900.00
Infrastructure Consulting Services-Storage, Storage For Server Virtualization Assessment, Standard	\$ 14,300.00
Infrastructure Consulting Services-Storage, Storage For Server Virtualization Assessment, Large	\$ 21,300.00
Infrastructure Consulting Svcs-Storage, Storage Assessment for Server Virtualization - Enterprise 150 servers	\$ 30,965.00
Infrastructure Consulting Svcs-Storage, Storage Assessment for Server Virtualization - Enterprise 200 servers	\$ 34,284.00
Infrastructure Consulting Svcs-Storage, Storage Assessment for Server Virtualization - Enterprise 250 servers	\$ 37,700.00
ICS -Microsoft Infrastructure Consulting Services -Hyper-V with Advanced Management Technology Introduction	\$ 22,500.00
ICS -Microsoft Infrastructure Consulting Services Active Directory Healthcheck	\$ 9,995.00
ICS -Microsoft Infrastructure Consulting Services Exchange / Active Directory Healthcheck	\$ 9,995.00
Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Mini (upto 25 servers)	\$ 9,900.00
Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Small (26-75 servers)	\$ 16,500.00
Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Medium (76-200 servers)	\$ 22,200.00
Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Large (201-350 servers)	\$ 32,000.00
Infrastructure Consulting Services-Virtualization, VMWare P2V Migration Technology Introduction (2 P2V)	\$ 8,200.00
Infrastructure Consulting Services-Virtualization, VMware Infrastructure Upgrade Technology Introduction (2 ESX + 1 VC)	\$ 11,200.00
Infrastructure Consulting Services-Virtualization, Virtual Infrastructure HealthCheck Assessment (2 ESX + 1 VC)	\$ 11,200.00
Infrastructure Consulting Services-Virtualization, VMWare VI Technology Introduction (2 ESX3.5/3i + 1 VC)	\$ 12,200.00
Infrastructure Consulting Services-Virtualization, VMware Combined vSphere and P2V Tech Intro(2 ESX 4/4i + 1 VC + 2 P2V)	\$ 15,700.00
Infrastructure Consulting Services-Virtualization, Virtualization Operational Readiness Assessment	\$ 40,000.00
Infrastructure Consulting Services-Virtualization, VMWare VI Server ADD-ON Technology Introduction (1 ESX3.5/3i or 1 VC)	\$ 2,200.00
Infrastructure Consulting Services-Virtualization, VirtualizSite Recovery Manager Design Accelerator	\$ 15,700.00
Infrastructure Consulting Services-Virtualization, Virtualization Operations Readiness Assessment Lite	\$ 15,000.00
ICS ProConsult Install VMware vSphere (2 hosts, 5 VMs, 1 vCenter, 5 P2Vs), SMB only, Local Only, W/O Travel & Expense	\$ 18,500.00
ICS Install VMWare vSphere w/ vMotion for HA (5 hosts, 5 VMs on each host), SMB only, Local Only, W/O Travel & Expense	\$ 18,500.00
ICS Virtualization Integrated System, Advanced Integration Mgmt, Accelerator Fixed Configuration	\$ 57,975.00
ICS Virtualization Integrated System, Self Service Creator technology Introduction, Proof of Concept	\$ 18,950.00
ICS Virtualization Integrated System, Self Service Creator Accelerator, Fixed Configuration	\$ 57,975.00
Infrastructure Consulting Service, Custom,vStart Solution assistance and Consulting , 1Week	\$ 15,597.00
ProConsult-ICS Virtualization AIM Technology Introduction	\$ 18,950.00
Infrastructure Consulting Services, P2V Lite-Standard Pack Offer	\$ 16,300.00

Infrastructure Consulting Services, Vsphere Accelerator LITE Standard Pack Offer	\$ 19,150.00
Infrastructure Consulting Services, Vsphere Accelerator Standard Offer	\$ 33,650.00
Infrastructure Consulting Services, VSphere Upgrade, Standard Pack Offer	\$ 12,500.00
ICS Agile Consulting for Server Virtualization (Hyper-V & VMware)	\$ 8,850.00
ICS Agile Consulting for Microsoft Active Directory and Server	\$ 8,850.00
ICS Agile Consulting for Microsoft Exchange and Active Directory	\$ 8,850.00
ICS Agile Consulting for Microsoft Lync and Active Directory	\$ 8,850.00
ICS Agile Consulting for Microsoft SharePoint and Active Directory	\$ 8,850.00
ICS Agile Consulting for Microsoft System Center (SCCM and AD)	\$ 8,850.00
ICS Agile Consulting for Microsoft Dynamics CRM	\$ 8,850.00
ICS Agile Consulting for Microsoft SQL Server	\$ 8,850.00
ICS, 1-250 Cloud Readiness Assessment for migration to Private Cloud, Public Cloud or Hybrid Cloud	\$ 30,300.00
ICS, 51 - 250 Virtualization Readiness Assessment Consulting Service	\$ 17,250.00
ICS, 1-250 Virtualization Performance Health Check Consulting Service	\$ 16,725.00
ICS, Build a Cloud Consulting Service for On-Premises Private Clouds using VCloud Director Technology	\$ 14,500.00
Infrastructure Consulting Svcs-End User Computing, Flex VRD CITRIX Proof of Concept Accelerator Basic	\$ 11,200.00
Infrastructure Consulting Svcs-End User Computing, Flex VRD CITRIX Proof of Concept Accelerator Standard	\$ 21,000.00
Infrastructure Consulting Services, Flex Design VRD Citrix BASIC, End User Computing	\$ 11,000.00
Infrastructure Consulting Services, Flex Design VRD Citrix STANDARD, End User Computing	\$ 49,000.00
POC for On Demand Desktop Streaming FLEX Offering - Dell	\$ 18,264.70
FLEX Infrastructure Consulting Svcs-End User Computing Flex 1 Day Onsite Install Education incl travel - Stoneware	\$ 2,550.00
FLEX Infrastructure Consulting Svcs-End User Computing Flex 1 Day Remote Installation, Education - Stoneware	\$ 1,490.00
FLEX Infrastructure Consulting Svcs-End User Computing Flex 2 Day Remote Installation, Education - Stoneware	\$ 3,960.00
FLEX Infrastructure Consulting Svcs-End User Computing Flex 3 Day Remote Installation, Education - Stoneware	\$ 5,900.00
FLEX Infrastructure Consulting Svcs-End User Computing Flex 5 Day Onsite Install, Education incl travel - Stoneware	\$ 11,000.00
FLEX Infrastructure Consulting Svcs-End User Computing Flex 10 Days Onsite Install, Education incl travel - Stoneware	\$ 19,850.00
ICS-ProConsult Windows 7 QuickStart Bundle	\$ 52,000.00
ICS ProConsult KACE Onsite Enterprise Jumpstart, 1 Week	\$ 12,500.00
ICS ProConsult KACE Consulting Remote Enterprise Jumpstart, 1 week without Travel and Expense	\$ 10,500.00
VAR ICS ProConsult KACE Consulting Onsite	\$ 12,150.00
ICS ProConsult Windows 7 QuickStart Assessment, SMB Only, Local Only, with out Travel and Expense	\$ 9,950.00
ICS Desktop Virtualization Solutions 5 Virtual Application Implementation - Onsite	\$ 10,811.70
ICS Desktop Virtualization Solutions 5 Virtual Application Implementation - Factory, Without Mobilization	\$ 3,536.62
ICS Desktop Virtualization Solutions Virtual Image Implementation	\$ 9,915.34
ICS Desktop Virtualization Solutions 30 Virtual Application Implementation - Onsite	\$ 56,699.27
ICS Desktop Virtualization Solutions 25 Virtual Application Implementation - Factory and 5 Application Onsite	\$ 32,553.30
ICS Desktop Virtualization Solutions 20 Virtual Application Implementation - Factory and 10 Application Onsite	\$ 39,921.30
ICS Desktop Virtualization Solutions 30 Virtual Application Implementation - Factory	\$ 12,494.95
ICS Desktop Virtualization Solutions Trial Only Offer On Premises	\$ 22,000.00
Infrastructure Consulting Services, Dell Desktop Virtualization Solutions Simplified Implementation	\$ 8,299.87
ICS, DVS-Desktop Virtualization Solution Blueprint Assessment, Standard Pack Offer	\$ 33,000.00
Global Infrastructure Consulting Credits - \$10,000	\$ 10,000.00
Global Infrastructure Consulting Credits - \$100	\$ 100.00
Global Infrastructure Consulting Credits - \$10	\$ 10.00
Global Infrastructure Consulting Credits - \$1.00	\$ 1.00
Global Infrastructure Consulting Credits - \$1,000	\$ 1,000.00
ICS - Proconsult KACE Standard Optimized Deployment	\$ 25,000.00
ICS, Application Mobilization, Standard Pack	\$ 4,000.00
ICS, Single Application Package (Factory), Standard Pack	\$ 850.00
ICS, Single Application Sequencing (Factory), Standard Pack	\$ 500.00
Infrastructure Consulting Services, Mobile Email Quickstart (on site)	\$ 1,995.00
ICS Harnessing Mobility Standard Pack	\$ 21,990.00
Infrastructure Consulting Services, EUC Asset Management Program Evaluation	\$ 18,000.00
ICS, Application Mobilization for Virtual Desktop as a Service	\$ 2,100.00
ICS, Single Application Package for Virtual Desktop as a Service, Factory	\$ 950.00
ICS, Single Application Sequencing for Virtual Desktop as a Service, Factory	\$ 375.00
ICS, DVS-Desktop Virtualization Solution, Blueprint Assessment Lite, Standard Pack Offer	\$ 9,850.00
ICS, DVS-Desktop Virtualization Solution, Blueprint Assessment Lite, Customer Data Provided, Standard Pack Offer	\$ 6,399.00
Infrastructure Consulting Services, FLEX FCA BASIC, End User Computing	\$ 19,900.00
Infrastructure Consulting Services, FLEX FCA STANDARD, End User Computing	\$ 40,500.00
Infrastructure Consulting Services, ODDS BASIC, End User Computing	\$ 11,000.00
Infrastructure Consulting Services, ODDS STANDARD, End User Computing	\$ 49,000.00
Infrastructure Consulting Services, ODDS ADVANCED, End User Computing	\$ 93,000.00
Infrastructure Consulting Services, ODDS ENTERPRISE, End User Computing	\$ 128,000.00
Infrastructure Consulting Svcs-End User Computing, Flex VRD Proof of Concept Accelerator Basic	\$ 11,200.00

Infrastructure Consulting Svcs-End User Computing, Flex VRD Proof of Concept Accelerator Standard	\$ 21,000.00
Infrastructure Consulting Svcs-End User Computing, Flex DRW Proof of Concept Accelerator Basic	\$ 11,200.00
Infrastructure Consulting Svcs-End User Computing, Flex DRW Proof of Concept Accelerator Standard	\$ 21,000.00
Infrastructure Consulting Svcs-End User Computing, Flex ODDS Proof of Concept Accelerator Basic	\$ 11,200.00
Infrastructure Consulting Svcs-End User Computing, Flex ODDS Proof of Concept Accelerator Standard	\$ 21,000.00
ICS Agile Consulting for Microsoft Windows 7/Apps Packaging	\$ 8,850.00
ICS Dell Wyse Device Manager - WDM - Consulting 1 week onsite implementation services	\$ 13,199.00
ICS Dell Wyse Device Manager - WDM - Consulting 3 day remote implementation services	\$ 5,499.00
ICS WSM - Consulting 1 week onsite implementation services	\$ 13,199.00
ICS WSM - Consulting 3 day remote implementation services	\$ 5,499.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 2 hosts	\$ 3,848.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 4 hosts	\$ 3,928.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 6 hosts	\$ 5,248.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 8 hosts	\$ 6,394.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 10 hosts	\$ 7,707.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 12 hosts	\$ 8,574.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 14 hosts	\$ 10,658.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 16 hosts	\$ 10,754.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 18 hosts	\$ 12,586.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 20 hosts	\$ 12,934.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 22 hosts	\$ 15,361.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 24 hosts	\$ 15,764.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 26 hosts	\$ 17,348.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 28 hosts	\$ 17,444.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 30 hosts	\$ 19,145.00
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 32 hosts	\$ 19,624.00
Installation and Implementation of a Dell Compellent Super Storage Center, up to 16 hosts	\$ 13,434.00
Installation and Implementation of a Dell Compellent Super Storage Center, up to 20 hosts	\$ 15,668.00
Installation and Implementation of a Dell Compellent Super Storage Center, up to 24 hosts	\$ 17,752.00
Installation and Implementation of a Dell Compellent Super Storage Center, up to 28 hosts	\$ 19,836.00
Installation and Implementation of a Dell Compellent Super Storage Center, up to 32 hosts	\$ 21,920.00
Installation and Implementation of a Dell Compellent NAS Device	\$ 3,768.00
Installation and Implementation of a Dell Compellent NAS Device, Add-On *	\$ 1,743.00
Installation and Implementation of a Dell Compellent FS8xxx into an Existing Dell Compellent SAN	\$ 3,992.00
Installation and Implementation of a Dell Compellent FS8xxx into an Existing Dell Compellent SAN - Add-On	\$ 555.00
Install and Implementation of 1st Dell Compellent FS8xxx in Conjunction with New Dell Compellent SAN	\$ 3,164.00
Implementation of Replication on Dell Fluid File System NAS Devices, FS8xxx	\$ 3,832.00
Implementation of Replication on Dell Fluid File System NAS Devices, FS8xxx, Add-On	\$ 781.00
Installation and Implementation of an Additional Controller into an Existing Dell Compellent Storage Array	\$ 5,088.00
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 2 hosts	\$ 2,110.00
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 4 hosts	\$ 2,810.00
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 6 hosts	\$ 4,052.00
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 8 hosts	\$ 4,752.00
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 2 enclosures	\$ 2,962.00
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 4 enclosures	\$ 3,248.00
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 6 enclosures	\$ 3,534.00
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 8 enclosures	\$ 3,820.00
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 10 enclosures	\$ 4,106.00
Implementation of Dell Compellent Remote Instant Replay	\$ 3,552.00
Implementation of Dell Compellent Remote Instant Replay, Add-on *	\$ 1,138.00
Implementation of Dell Compellent Replay Manager, up to 4 hosts	\$ 4,111.00
Implementation of Dell Compellent Replay Manager, up to 8 hosts	\$ 5,551.00
Data Migration to any Dell Storage Array, Per TB, 2 to 100 TBs	\$ 1,200.00
Hardware Upgrade of a Dell Compellent Array Controller	\$ 3,832.00
Hardware Upgrade of a Dell Compellent Array Controller, Add on *	\$ 2,205.00
Installation or Upgrade & Configuration of Components into an Existing Compellent Storage Controller(s)	\$ 2,871.25
Installation or Upgrade & Configuration of Components into an Existing Compellent Storage Controller(s), Add on	\$ 1,835.63
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400.00
Remote Implementation or Upgrade of a Backup Software Solution	\$ 590.00
Remote Implementation, Additional Storage into SAN/DAS Environment	\$ 180.00
Remote Implementation of an Additional Host into a SAN Environment	\$ 180.00
Remote Services After Hours (US/CAN)	\$ 599.00
Remote Implementation of Additional Hosts into an Existing Dell Compellent SAN, up to 2 hosts	\$ 620.00
Remote Upgrade of Software on a Dell Compellent Storage Array	\$ 473.00

Remote Configuration of Additional Disk Enclosures into an Existing Compellent Storage Environment	\$ 615.00
Remote Configuration of Disks into an Existing Compellent Storage Environment	\$ 615.00
Remote Configuration of Additional Disks into an Existing Compellent Storage Environment	\$ 615.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 2 hosts	\$ 3,999.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 4 hosts	\$ 4,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 6 hosts	\$ 5,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 8 hosts	\$ 5,999.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 10 hosts	\$ 6,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 12 hosts	\$ 7,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 14 hosts	\$ 7,999.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 16 hosts	\$ 8,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 18 hosts	\$ 9,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 20 hosts	\$ 9,999.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 22 hosts	\$ 10,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 24 hosts	\$ 11,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 26 hosts	\$ 11,999.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 28 hosts	\$ 12,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 30 hosts	\$ 13,499.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 32 hosts	\$ 13,999.00
Installation and Implementation of a Storage Blade into a New Dell Blade Chassis, Add-On	\$ 1,999.00
Installation and Implementation of Dell EqualLogic FS7xxxx into an Existing Environment	\$ 2,999.00
Installation and Implementation of Dell EqualLogic FS7xxxx into an Existing Environment, Add-On	\$ 555.00
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 2 hosts	\$ 5,942.81
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 4 hosts	\$ 6,102.18
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 6 hosts	\$ 7,911.56
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 8 hosts	\$ 8,070.93
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 10 hosts	\$ 8,230.31
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 12 hosts	\$ 10,039.60
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 14 hosts	\$ 10,199.00
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 16 hosts	\$ 10,358.40
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 18 hosts	\$ 12,167.80
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 20 hosts	\$ 12,327.10
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 22 hosts	\$ 12,486.50
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 24 hosts	\$ 14,295.90
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 26 hosts	\$ 14,455.30
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 28 hosts	\$ 14,614.60
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 30 hosts	\$ 16,424.00
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 32 hosts	\$ 16,583.40
Implementation of Replication on Dell Fluid File System NAS Devices, FS7xxx	\$ 3,832.00
Implementation of Replication on Dell Fluid File System NAS Devices, FS7xxx, Add-On	\$ 781.00
Implementation of Dell EqualLogic Replication	\$ 3,499.00
Implementation of Dell EqualLogic Replication, Add-on	\$ 999.00
Implementation of Dell EqualLogic Auto Snapshot Manager, up to 4 Hosts	\$ 3,999.00
Implementation of Dell EqualLogic Auto Snapshot Manager, up to 8 Hosts	\$ 5,499.00
Installation of an additional Dell EqualLogic Array into an existing Group, 1 Array	\$ 3,999.00
Installation of an additional Dell EqualLogic Array into an existing Group, 2 Arrays	\$ 4,399.00
Installation of an additional Dell EqualLogic Array into an existing Group, 3 Arrays	\$ 4,799.00
Installation and Implementation of an Additional Array into a New Dell EqualLogic SAN, 1 Array, Add-On	\$ 899.00
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 2 hosts	\$ 3,999.00
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 4 hosts	\$ 4,499.00
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 6 hosts	\$ 4,999.00
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 8 hosts	\$ 5,499.00
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 10 hosts	\$ 5,999.00
Upgrade and Conversion of EqualLogic Array - Offline	\$ 3,999.00
Upgrade and Conversion of EqualLogic Array - Offline, Add-On	\$ 770.00
Upgrade of Software & Firmware on an EqualLogic Storage Array Environment, up to 16 Devices	\$ 3,999.00
Upgrade of Software & Firmware on an EqualLogic Storage Array Environment, up to 16 Devices, Add-On	\$ 1,968.75
Validation of a Basic Dell EqualLogic SAN	\$ 3,999.00
Validation of an Advanced Dell EqualLogic SAN	\$ 4,999.00
Installation and Implementation of Dell EqualLogic 3-2-1 for vSphere	\$ 8,300.00
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic MWT	\$ 399.00
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic HWT	\$ 499.00
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic MWT	\$ 399.00
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic HWT	\$ 499.00
Data Migration to any Dell Storage Array, Per TB, 2 to 100 TBs	\$ 1,200.00

After Hours Work Add-On* - WWTS (QLX)	\$ 210.00
After Hours Work Add-On* - Unisys	\$ 210.00
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400.00
Remote Implementation or Upgrade of a Backup Software Solution	\$ 590.00
Remote Implementation of a Dell EqualLogic Array	\$ 750.00
Remote Implementation, Additional Storage into SAN/DAS Environment	\$ 180.00
Remote Implementation of an Additional Host into a SAN Environment	\$ 180.00
Remote Services After Hours (US/CAN)	\$ 599.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS LWT	\$ 199.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS MWT	\$ 249.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS HWT	\$ 299.00
Installation of a Dell Server, Storage or Peripheral Device, PV Storage MWT	\$ 399.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS LWT	\$ 199.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS MWT	\$ 249.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS HWT	\$ 299.00
Installation of a Dell Server, Storage or Peripheral Device, PV Storage MWT	\$ 399.00
Installation & Implement of a Dell MD3 Series DAS Environment, Up to 4 hosts	\$ 5,499.00
Installation & Implement of a Dell MD3 Series DAS Environment, Up to 8 hosts	\$ 5,999.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 2 hosts	\$ 3,999.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 4 hosts	\$ 4,499.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 6 hosts	\$ 5,499.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 8 hosts	\$ 5,999.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 10 hosts	\$ 6,499.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 12 hosts	\$ 7,499.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 14 hosts	\$ 7,999.00
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 16 hosts	\$ 8,499.00
Implementation of Dell PV MD36xxF Replication	\$ 3,999.00
Implementation of Dell PV MD36xxF Replication, Add-On *	\$ 1,499.00
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 2 hosts	\$ 3,999.00
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 4 hosts	\$ 4,499.00
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 6 hosts	\$ 4,999.00
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 8 hosts	\$ 5,499.00
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 10 hosts	\$ 5,999.00
Data Migration to any Dell Storage Array, Per TB, 2 to 100 TBs	\$ 1,200.00
Installation and Implementation of a Dell PV NX35xx or NX3600 into an Existing Environment	\$ 3,999.00
Installation and Implementation of a Dell PV NX35xx or NX3600 into an Existing Environment, Add-On*	\$ 1,999.00
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 2 hosts	\$ 5,817.29
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 4 hosts	\$ 5,976.66
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 6 hosts	\$ 7,369.37
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 8 hosts	\$ 7,528.75
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 10 hosts	\$ 7,688.12
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 12 hosts	\$ 9,497.50
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 14 hosts	\$ 9,656.87
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxx, 16 hosts	\$ 9,816.25
Implementation of Replication on Dell Fluid File System NAS Devices, NX35xx/NX36xx	\$ 3,999.00
Implementation of Replication on Dell Fluid File System NAS Devices, NX35xx/NX36xx, Add-On	\$ 799.00
Installation and Configuration of Dell PowerVault MD Series Disk Subsystem, MD1xxx - DSP - WWTS (QLX)	\$ 549.00
Installation and Configuration of Dell PowerVault MD Series Disk Subsystem, MD1xxx - DSP - Unisys	\$ 648.00
Installation and Implementation of a Additional Dell PV MD1xxx into an existing PV MD SAN, up to 3 Arrays	\$ 3,999.00
Installation and Implementation of a Additional Dell PV MD1xxx into a new PV MD SAN, up to 3 Arrays, Add-on	\$ 1,199.00
Installation of a Dell PowerVault Tape Drive - DSP - Unisys	\$ 132.00
Installation of a Dell PowerVault Tape Drive - DSP - WWTS (QLX)	\$ 132.00
Installation of a Dell PowerVault Tape Library or Autoloader, MWT - DSP - Unisys	\$ 399.00
Installation of a Dell PowerVault Tape Library or Autoloader, MWT - DSP - WWTS (QLX)	\$ 399.00
Installation PowerVault, Low SAN Environment	\$ 1,199.00
Installation PowerVault, SAN Environment	\$ 1,499.00
Installation PowerVault, ML60xx	\$ 1,499.00
Installation PowerVault, TL2000 (Fibre Channel)	\$ 1,499.00
Installation PowerVault, TL2000 (SCSI)	\$ 1,499.00
Installation PowerVault, TL4000 (Fibre Channel)	\$ 1,499.00
Installation PowerVault, TL4000 (SCSI)	\$ 1,499.00
Installation & Configuration of a Dell PV ML60XX IO Blade	\$ 4,999.00
Installation, PowerVault ML60xx 9U and/or up to 8 tape drives into existing Tape Library	\$ 1,499.00
Add a single PV Tape Library	\$ 1,606.00
Upgrade a single PV Tape Library	\$ 1,606.00

Add a single PV Tape Library	\$ 2,477.00
Upgrade a single PV Tape Library	\$ 2,477.00
Implementation of Backup Production Readiness, Symantec Backup Exec	\$ 6,170.00
Implementation of Backup Production Readiness, CommVault Simpana	\$ 6,170.00
Implementation of Backup Production Readiness, Symantec NetBackup	\$ 6,170.00
Backup PR add on, 1-4 File System Agents	\$ 587.00
Backup PR add on, 1-4 Application Agents	\$ 587.00
After Hours Work Add-On* - WWTS (QLX)	\$ 210.00
After Hours Work Add-On* - Unisys	\$ 210.00
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400.00
Remote Implementation or Upgrade of a Backup Software Solution	\$ 590.00
Remote Implementation of a Dell PowerVault MD1xxx Subsystem	\$ 399.00
Remote Implementation of a Dell PowerVault MD3xxx Subsystem	\$ 750.00
Remote Implementation of a Dell PowerVault NAS and Storage Environment	\$ 499.00
Remote Implementation, Additional Storage into SAN/DAS Environment	\$ 180.00
Remote Implementation of an Additional Host into a SAN Environment	\$ 180.00
Remote Implementation of a Dell PowerVault DL Series Appliance	\$ 499.00
Remote Services After Hours (US/CAN)	\$ 599.00
Remote Implementation of a Dell PV NX3500	\$ 920.00
Remote Configuration of a DellPowerVault Tape Library	\$ 349.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server LWT	\$ 199.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server MWT	\$ 249.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server HWT	\$ 299.00
Installation of a Dell Server, Storage or Peripheral Device, Blade Enclosure	\$ 899.00
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral LWT	\$ 199.00
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral MWT	\$ 149.00
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral HWT	\$ 299.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server LWT	\$ 199.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server MWT	\$ 249.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server HWT	\$ 299.00
Installation of a Dell Server, Storage or Peripheral Device, Blade Enclosure	\$ 899.00
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral LWT	\$ 199.00
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral MWT	\$ 249.00
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral HWT	\$ 299.00
Installation of Blades into an Existing Dell PowerEdge Enclosure, 16 Blades	\$ 899.00
Installation of Blades into an Existing Dell PowerEdge Enclosure, 16 Blades	\$ 200.00
Installation and Inspection of a Dell PowerEdge Server	\$ 349.00
Installation and Inspection of a Dell PowerEdge Server	\$ 349.00
Upgrade of Dell PowerEdge Server	\$ 299.00
Upgrade of Dell PowerEdge Server	\$ 299.00
Installation of a Dell PowerEdge Rack	\$ 569.00
Installation of a Dell PowerEdge Rack	\$ 569.00
De-Installation of a Server, Storage or Peripheral Device, PE Server LWT, QLX	\$ 149.00
De-Installation of a Server, Storage or Peripheral Device, PE Server MWT, QLX	\$ 199.00
De-Installation of a Server, Storage or Peripheral Device, PE Server HWT, QLX	\$ 299.00
De-Installation of a Server, Storage or Peripheral Device, PE Server LWT, UNY	\$ 149.00
De-Installation of a Server, Storage or Peripheral Device, PE Server MWT, UNY	\$ 199.00
De-Installation of a Server, Storage or Peripheral Device, PE Server HWT, UNY	\$ 299.00
Installation of a Dell PowerEdge Server and Microsoft Windows OS, LWT	\$ 549.00
Installation of a Dell PowerEdge Server and Microsoft Windows OS, MWT	\$ 599.00
Installation of a Dell PowerEdge Server and Microsoft Windows OS, HWT	\$ 649.00
Installation of Dell PowerEdge Server and Microsoft Windows OS, Blade	\$ 449.00
Installation of Microsoft Windows Operating System on a Dell PowerEdge Server	\$ 399.00
Installation of a Dell PowerEdge Server and Microsoft Windows OS, LWT	\$ 549.00
Installation of a Dell PowerEdge Server and Microsoft Windows OS, MWT	\$ 599.00
Installation of a Dell PowerEdge Server and Microsoft Windows OS, HWT	\$ 649.00
Installation of Dell PowerEdge Server and Microsoft Windows OS, Blade	\$ 449.00
Installation of Microsoft Windows Operating System on a Dell PowerEdge Server	\$ 399.00
PowerEdge M1000e Blade Implementation	\$ 3,999.00
Implementation of a Microsoft Cluster 1-2 Hosts	\$ 1,250.00
Implementation of a Microsoft Cluster 3-4 Hosts	\$ 1,700.00
Implementation of a Microsoft Cluster up to 8 Hosts	\$ 2,600.00
Implementation of Additional hosts into a Microsoft Cluster - 2 Host add-on *	\$ 699.00
After Hours Work Add-On* - WWTS (QLX)	\$ 210.00
After Hours Work Add-On* - Unisys	\$ 210.00

EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400.00
Remote Implementation of a Microsoft Exchange Server	\$ 1,550.00
Remote Migration of a Microsoft Exchange Server	\$ 3,090.00
Remote Migration of a Server to a New Server and Operating System	\$ 1,999.00
Remote Installation of an Operating System on a Dell PowerEdge Server	\$ 299.00
Remote Installation of an Operating System on a Dell PowerEdge Server	\$ 299.00
Remote Installation of SBS on a Dell PowerEdge Server	\$ 699.00
Remote Services After Hours (US/CAN)	\$ 599.00
Remote Migration of SBS on a Dell PowerEdge Server	\$ 2,267.00
Remote Implementation of SBS Essentials on a Dell PowerEdge Server	\$ 1,000.00
Installation of a Dell PowerConnect Switch	\$ 199.00
Installation of a Dell Force10 Switch	\$ 199.00
Installation of a Dell PowerConnect Switch	\$ 199.00
Installation of a Dell Force10 Switch	\$ 199.00
Install and Implement of a Dell Network Switch, Layer 2, 1 Force10 S-Series or 1 PowerConnect	\$ 1,399.00
Install and Implement of a Dell Network Switch, Layer 2, 1 Force10 S-Series or 1 PowerConnect, Add-On *	\$ 399.00
Install and Implement of a Dell Network Switch, Adv Layer 2, 1 Force10 S-Series or 1 PowerConnect	\$ 1,499.00
Install and Implement of a Dell Network Switch, Adv Layer 2, 1 Force10 S-Series or 1 PowerConnect, Add-On*	\$ 449.00
Install and Implement of a Dell Network Switch, Layer 3, 1 Force10 S-Series or 1 PowerConnect	\$ 1,999.00
Install and Implement of a Dell Network Switch, Layer 3, 1 Force10 S-Series or 1 PowerConnect, Add-On *	\$ 449.00
Install and Implement of a Dell Network Switch, Layer 3, 2 Addl Force10 E-Series Blades, Add-On *	\$ 599.00
Install and Implement of a Dell Network Switch, Layer 3, 1 Force10 C-Series Chassis and 2 Blades	\$ 2,599.00
Install and Implement of a Dell Network Switch, Layer 3, 2 Addl Force10 C-Series Blades, Add-On *	\$ 549.00
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 S-Series or 1 PowerConnect	\$ 2,199.00
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 S-Series or 1 PowerConnect, Add-On*	\$ 499.00
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 Z-Series Switch	\$ 3,199.00
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 Z-Series Switch, Add-On*	\$ 699.00
Install and Implement of a Dell Network Switch, Adv Layer 3,1 Force10 E-Series Chassis and 2 Blades	\$ 2,999.00
Install and Implement of a Dell Network Switch, Adv Layer 3, 2 Addl Force10 E-Series Blades, Add-On *	\$ 649.00
Install and Implement of a Dell Network Switch, Adv Layer 3,1 Force10 C-Series Chassis and 2 Blades	\$ 2,799.00
Install and Implement of a Dell Network Switch, Adv Layer 3, Addl Force10 C-Series Blades, Add-On *	\$ 599.00
Implement of a Dell Network Switch Access Control	\$ 999.00
Implement of a Dell Network Switch Multicast	\$ 999.00
Implement of a Dell Network Switch QoS	\$ 999.00
Implement of a Dell Network Switch Resiliency	\$ 999.00
Install and Implement of a Dell Network Switch - iSCSI, up to 2 Force10 S-Series or 2 PowerConnect Switches	\$ 1,999.00
Install and Implement of a Dell Network Switch, iSCSI, upto 2 Force10 Z-Series Switches	\$ 2,599.00
Install and Implement of a Dell Network Switch, iSCSI, upto 2 Force10 E-Series Chassis and 2 Blades	\$ 2,399.00
Install and Implement of a Dell Network Switch, iSCSI, upto 2 Force10 C-Series Chassis and 2 Blades	\$ 2,199.00
Installation and Implementation of a Dell SonicWALL Network Security - NSA	\$ 3,999.00
Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000	\$ 4,999.00
Installation and Implementation of a Dell SonicWALL Network Security - High Availability	\$ 2,999.00
Remote Implementation of a Dell SonicWALL Networking Security - TZ	\$ 906.00
Remote Implementation of a Dell SonicWALL Networking Security - NSA	\$ 1,365.00
Installation and Implementation of a Dell PowerConnect-W Series Wireless Network - Small	\$ 5,999.00
Installation and Implementation of a Dell PowerConnect-W Series Wireless Network - Medium	\$ 11,878.00
Installation and Implementation of a Dell PowerConnect-W Series Wireless Network - Large	\$ 29,817.00
Installation and Implementation of a Dell PowerConnect-W Series - Redundant or additional Controller	\$ 2,999.00
Installation of up to additional eight (8) Dell PowerConnect-W Series Wireless indoor APs	\$ 2,428.00
Installation of up to additional eight (8) Dell PowerConnect-W Series Wireless outdoor APs with integrated antennas	\$ 4,434.00
Installation of up to additional eight (8) Dell PowerConnect-W Series Wireless outdoor APs with external antennas	\$ 5,635.00
Installation and Implementation of a Dell PowerConnect FCoE Device, 1 Device, up to 12 Hosts	\$ 14,483.00
Installation and Implementation of a Dell PowerConnect B-DCX Series Device, 2 Devices	\$ 13,819.00
Installation and Implementation of a Dell PowerConnect B-DCX Series Device, 2 Additional Devices	\$ 6,314.00
After Hours Work Add-On* - QualXServ	\$ 210.00
After Hours Work Add-On* - Unisys	\$ 210.00
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400.00

Remote Implementation of an Ethernet Switch	\$ 350.00
Remote Implementation of a Fiber Channel Switch	\$ 350.00
Remote Services After Hours (US/CAN)	\$ 599.00
Implementation of a VMware Operating System	\$ 1,969.00
Implementation of a VMware VirtualCenter Server Software	\$ 1,999.00
Installation and Remote Implementation of a 3-2-1	\$ 4,999.00
Installation and Implementation of Dell EqualLogic 3-2-1 for vSphere	\$ 8,300.00
Installation and Implementation of HPC Solution Using RHEL OS w/ 1 Admin Node, 4 Compute Nodes	\$ 5,499.00
Install and Implement of HPC Solution Using RHEL OS, 2 Compute Nodes w/ Ethernet Add-On *	\$ 499.00
Install and Implement of HPC Solution Using RHEL OS, 2 Compute Nodes w/infiniband/Ethernet Add-On *	\$ 549.00
Install and Implement of HPC Solution Using RHEL, PC or IB Switch Add-On *	\$ 349.00
Install and Implement of HPC Solution Using RHEL, PowerEdge C410X Expansion Chassis - Add-On *	\$ 489.00
Installation and Implementation of Dell HPCC NFS Storage Solution	\$ 3,753.00
Installation and Implementation of Dell HPCC HA-NFS Storage Solution	\$ 5,908.00
Installation and Implementation of Dell HPCC HA-NFS 144/288TB Storage Solution	\$ 6,151.00
Installation and Implementation of Dell HPCC HA-NFS 576TB Storage Solution	\$ 7,552.00
Installation and Implementation of Dell HPCC HA-NFS 1152TB Storage Solution	\$ 9,150.00
Installation and Implementation of Dell Active Infrastructure for HPC Life Sciences	\$ 16,266.50
Installation and Implementation of Dell HPC Tiered Storage Solution, attached to 1 NSS HA Solution	\$ 6,943.00
Installation and Implementation of Dell HPC Tiered Storage Solution, up to 2 Tape Libraries Add on	\$ 1,225.00
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400.00
VMWare vSphere Install Configure Manage – Open Enrollment	
VMWare vSphere Install Configure Manage – Open Enrollment	\$ 3,840.00
Microsoft Office 2010 Starter Pack with Live Tutor	\$ 20.00
Windows 7 and Office 2010 Web based training with Live Tutor	\$ 25.00
Windows 8 Training for Corporate User	\$ 15.00
PowerEdge -- What's New for Dell PowerEdge™ 12G Servers (web-based/self-paced training)	\$ 199.00
PowerEdge -- Implementing & Managing Your Dell PowerEdge Servers - at Dell Campus	\$ 2,795.00
PowerEdge -- Implementing & Managing Your Dell PowerEdge Servers - at customer site	\$ 15,000.00
Minimum Qty. Collection 25 10 20	
Minimum Qty. Collection 25 10 20	\$ 15.00
Minimum Qty. Collection 25 10 20	\$ 28.00
Minimum Qty. Collection 25 10 20	\$ 52.00

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4	903-5639	Infrastructure Consulting Services-Oracle, On Call Remote DBA, 40 Monthly Hours (3 Month Contract)
5	903-5649	Infrastructure Consulting Services-Oracle, On Call Remote DBA, 40 Monthly Hours (6 Month Contract)
6	988-4237	Infrastructure Consulting Services-Microsoft, Exchange 2007 Readiness Assessment
7	987-0299	Infrastructure Consulting Services-Microsoft, Microsoft Office SharePoint Server Requirements Discovery
8	987-0309	Infrastructure Consulting Services-Microsoft, Microsoft Office SharePoint Server Fast Track
9	987-3237	Infrastructure Consulting Service-Systems Management, Monitoring Messaging Technology Introduction
10	989-5588	Infrastructure Consulting Service-Systems Management, Monitoring Database Technology Introduction
11	907-4139	Infrastructure Consulting Service, Systems Management, FastTrack- IT Analytics for Dell Management Console
12	907-4129	Infrastructure Consulting Service, Systems Management, FastTrack-Dell Management Console, Services Enabled Connector
13	993-3559	Infrastructure Consulting Service Systems Management, DMC (Servers) FastTrack
14	990-2418	Infrastructure Consulting Services-Storage, Dell File Simplification Assessment
15	994-3727	ICS -Microsoft Infrastructure Consulting Services SCCM 2007 Technology Introduction
16	994-3819	ICS -Microsoft Infrastructure Consulting Services SCOM 2007 Technology Introduction
17	907-4419	ProConsult-InfrastructureConsultingServices,Microsoft WS2008 R2,Active Directory Identity Management Services,Tech Intro
18	988-9979	Infrastructure Consulting Services-Microsoft, Windows Server 2008 Technology Workshop
19	907-4409	ProConsult-Infrastructure Consulting Service, Microsoft WS2008 R2, Remote Desktop Services, Technology Introduction
20	907-4429	ProConsult-Infrastructure Consulting Service, Microsoft WS2008 R2 and Win 7, Better Together Technology Introduction
21	990-1969	Infrastructure Consulting Services-Storage, Storage For Server Virtualization Assessment, Entry
22	990-1979	Infrastructure Consulting Services-Storage, Storage For Server Virtualization Assessment, Standard
23	990-1989	Infrastructure Consulting Services-Storage, Storage For Server Virtualization Assessment, Large
24	903-1818	Infrastructure Consulting Svcs-Storage, Storage Assessment for Server Virtualization - Enterprise 150 servers
25	903-1819	Infrastructure Consulting Svcs-Storage, Storage Assessment for Server Virtualization - Enterprise 200 servers
26	903-1828	Infrastructure Consulting Svcs-Storage, Storage Assessment for Server Virtualization - Enterprise 250 servers
27	994-3728	ICS -Microsoft Infrastructure Consulting Services -Hyper-V with Advanced Management Technology Introduction
28	994-3717	ICS -Microsoft Infrastructure Consulting Services Active Directory Healthcheck
29	994-3718	ICS -Microsoft InfrastructureConsulting Services Exchange / Active Directory Healthcheck
30	985-6729	Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Mini (upto 25 servers)
31	987-0439	Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Small (26-75 servers)
32	983-6199	Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Medium (76-200 servers)
33	985-0999	Infrastructure Consulting Services-Virtualization, Virtualization Readiness Assessment, Large (201-350 servers)
34	985-3857	Infrastructure Consulting Services-Virtualization, VMWare P2V Migration Technology Introduction (2 P2V)
35	985-3907	Infrastructure Consulting Services-Virtualization, VMware Infrastructure Upgrade Technology Introduction (2 ESX + 1 VC)
36	985-3887	Infrastructure Consulting Services-Virtualization, Virtual Infrastructure HealthCheck Assessment (2 ESX + 1 VC)
37	985-3927	Infrastructure Consulting Services-Virtualization, VMWare VI Technology Introduction (2 ESX3.5/3i + 1 VC)
38	985-3917	Infrastructure Consulting Services-Virtualization, VMware Combined vSphere and P2V Tech Intro(2 ESX 4/4i + 1 VC + 2 P2V)
39	991-4407	Infrastructure Consulting Services-Virtualization, Virtualization Operational Readiness Assessment
40	991-3219	Infrastructure Consulting Services-Virtualization, VMWare VI Server ADD-ON Technology Introduction (1 ESX3.5/3i or 1 VC)
41	992-3599	Infrastructure Consulting Services-Virtualization, VirtualizSite Recovery Manager Design Accelerator
42	905-7159	Infrastructure Consulting Services-Virtualization, Virtualization Operations Readiness Assessment Lite
43	933-9709	ICS ProConsult Install VMWare vSphere (2 hosts, 5 VMs, 1 vCenter, 5 P2Vs), SMB only, Local Only, W/O Travel & Expense
44	933-9719	ICS Install VMWare vSphere w/ vMotion for HA (5 hosts, 5 VMs on each host), SMB only, Local Only, W/O Travel & Expense
45	934-2259	ICS Virtualization Integrated System, Advanced Integration Mgmt, Accelerator Fixed Configuration
46	934-2269	ICS Virtualization Integrated System, Self Service Creator technology Introduction, Proof of Concept
47	934-2279	ICS Virtualization Integrated System, Self Service Creator Accelerator, Fixed Configuration
48	936-9749	Infrastructure Consulting Service, Custom,vStart Solution assistance and Consulting , 1Week
49	923-3839	ProConsult-ICS Virtualization AIM Technology Introduction
50	996-7509	Infrastructure Consulting Services, P2V Lite-Standard Pack Offer
51	996-7519	Infrastructure Consulting Services, Vsphere Accelerator LITE Standard Pack Offer
52	996-7529	Infrastructure Consulting Services,Vsphere Accelerator Standard Offer
53	939-5436	Infrastructure Consulting Services, VSphere Upgrade, Standard Pack Offer
54	968-4103	ICS Agile Consulting for Server Virtualization (Hyper-V & VMWare)
55	968-4104	ICS Agile Consulting for Microsoft Active Directory and Server
56	968-4105	ICS Agile Consulting for Microsoft Exchange and Active Directory
57	968-4106	ICS Agile Consulting for Microsoft Lync and Active Directory
58	968-4107	ICS Agile Consulting for Microsoft SharePoint and Active Directory
59	968-4109	ICS Agile Consulting for Microsoft System Center (SCCM and AD)
60	968-4110	ICS Agile Consulting for Microsoft Dynamics CRM
61	968-4111	ICS Agile Consulting for Microsoft SQL Server
62	969-2340	ICS, 1-250 Cloud Readiness Assessment for migration to Private Cloud, Public Cloud or Hybrid Cloud
63	969-2341	ICS, 51 - 250 Virtualization Readiness Assessment Consulting Service
64	969-2342	ICS, 1-250 Virtualization Performance Health Check Consulting Service
65	969-2343	ICS, Build a Cloud Consulting Service for On-Premises Private Clouds using VCloud Director Technology
66	903-5779	Infrastructure Consulting Svcs-End User Computing, Flex VRD CITRIX Proof of Concept Accelerator Basic
67	903-5789	Infrastructure Consulting Svcs-End User Computing, Flex VRD CITRIX Proof of Concept Accelerator Standard
68	903-5799	Infrastructure Consulting Services, Flex Design VRD Citrix BASIC, End User Computing
69	903-5809	Infrastructure Consulting Services, Flex Design VRD Citrix STANDARD, End User Computing
70	923-3589	POC for On Demand Desktop Streaming FLEX Offering - Dell
71	925-9009	FLEX Infrastructure Consulting Svcs-End User Computing Flex 1 Day Onsite Install Education incl travel - Stoneware
72	925-9019	FLEX Infrastructure Consulting Svcs-End User Computing Flex 1 Day Remote Installation, Education - Stoneware
73	925-9029	FLEX Infrastructure Consulting Svcs-End User Computing Flex 2 Day Remote Installation, Education - Stoneware
74	925-9039	FLEX Infrastructure Consulting Svcs-End User Computing Flex 3 Day Remote Installation, Education - Stoneware
75	925-9049	FLEX Infrastructure Consulting Svcs-End User Computing Flex 5 Day Onsite Install, Education incl travel - Stoneware
76	925-9059	FLEX Infrastructure Consulting Svcs-End User Computing Flex 10 Days Onsite Install, Education incl travel - Stoneware
77	929-9129	ICS-ProConsult Windows 7 QuickStart Bundle
78	931-0289	ICS ProConsult KACE Onsite Enterprise Jumpstart, 1 Week
79	933-5629	ICS ProConsult KACE Consulting Remote Enterprise Jumpstart, 1 week without Travel and Expense
80	933-7789	VAR ICS ProConsult KACE Consulting Onsite
81	933-9699	ICS ProConsult Windows 7 QuickStart Assessment, SMB Only, Local Only, with out Travel and Expense

82	935-2129	ICS Desktop Virtualization Solutions 5 Virtual Application Implementation - Onsite
83	935-2139	ICS Desktop Virtualization Solutions 5 Virtual Application Implementation - Factory, Without Mobilization
84	935-2149	ICS Desktop Virtualization Solutions Virtual Image Implementation
85	935-2159	ICS Desktop Virtualization Solutions 30 Virtual Application Implementation - Onsite
86	935-2169	ICS Desktop Virtualization Solutions 25 Virtual Application Implementation - Factory and 5 Application Onsite
87	935-2179	ICS Desktop Virtualization Solutions 20 Virtual Application Implementation - Factory and 10 Application Onsite
88	935-2189	ICS Desktop Virtualization Solutions 30 Virtual Application Implementation - Factory
89	936-4189	ICS Desktop Virtualization Solutions Trial Only Offer On Premises
90	936-5437	Infrastructure Consulting Services, Dell Desktop Virtualization Solutions Simplified Implementation
91	936-5749	ICS, DVS-Desktop Virtualization Solution Blueprint Assessment, Standard Pack Offer
92	936-8769	Global Infrastructure Consulting Credits - \$10,000
93	936-8779	Global Infrastructure Consulting Credits - \$100
94	936-8789	Global Infrastructure Consulting Credits - \$10
95	936-8799	Global Infrastructure Consulting Credits - \$1.00
96	936-9739	Global Infrastructure Consulting Credits - \$1,000
97	937-5219	ICS - Proconsult KACE Standard Optimized Deployment
98	937-6527	ICS, Application Mobilization, Standard Pack
99	937-6537	ICS, Single Application Package (Factory), Standard Pack
100	937-6547	ICS, Single Application Sequencing (Factory), Standard Pack
101	939-1367	Infrastructure Consulting Services, Mobile Email Quickstart (on site)
102	939-6377	ICS Harnessing Mobility Standard Pack
103	957-2839	Infrastructure Consulting Services, EUC Asset Management Program Evaluation
104	959-6760	ICS, Application Mobilization for Virtual Desktop as a Service
105	959-6770	ICS, Single Application Package for Virtual Desktop as a Service, Factory
106	959-6780	ICS, Single Application Sequencing for Virtual Desktop as a Service, Factory
107	961-5039	ICS, DVS-Desktop Virtualization Solution, Blueprint Assessment Lite, Standard Pack Offer
108	961-5049	ICS, DVS-Desktop Virtualization Solution, Blueprint Assessment Lite, Customer Data Provided, Standard Pack Offer
109	991-8349	Infrastructure Consulting Services, FLEX FCA BASIC, End User Computing
110	991-8359	Infrastructure Consulting Services, FLEX FCA STANDARD, End User Computing
111	991-8369	Infrastructure Consulting Services, ODDS BASIC, End User Computing
112	991-8379	Infrastructure Consulting Services, ODDS STANDARD, End User Computing
113	991-8389	Infrastructure Consulting Services, ODDS ADVANCED, End User Computing
114	991-8399	Infrastructure Consulting Services, ODDS ENTERPRISE, End User Computing
115	994-1877	Infrastructure Consulting Svcs-End User Computing, Flex VRD Proof of Concept Accelerator Basic
116	994-1878	Infrastructure Consulting Svcs-End User Computing, Flex VRD Proof of Concept Accelerator Standard
117	994-1887	Infrastructure Consulting Svcs-End User Computing, Flex DRW Proof of Concept Accelerator Basic
118	994-1888	Infrastructure Consulting Svcs-End User Computing, Flex DRW Proof of Concept Accelerator Standard
119	994-1919	Infrastructure Consulting Svcs-End User Computing, Flex ODDS Proof of Concept Accelerator Basic
120	994-1929	Infrastructure Consulting Svcs-End User Computing, Flex ODDS Proof of Concept Accelerator Standard
121	968-4108	ICS Agile Consulting for Microsoft Windows 7/Apps Packaging
122	968-9290	ICS Dell Wyse Device Manager - WDM - Consulting 1 week onsite implementation services
123	968-9291	ICS Dell Wyse Device Manager - WDM - Consulting 3 day remote implementation services
124	968-9292	ICS WSM - Consulting 1 week onsite implementation services
125	968-9293	ICS WSM - Consulting 3 day remote implementation services

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\$ 11,200.00	Migrate to Cloud
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\$ 18,000.00	Migrate to Cloud
\$ 36,000.00	Migrate to Cloud
\$ 10,499.00	Modernize Communications
\$ 19,170.00	Modernize Communications
\$ 57,600.00	Modernize Communications
\$ 12,500.00	Data Center Transformation
\$ 12,500.00	Data Center Transformation
\$ 8,500.00	Data Center Transformation
\$ 15,000.00	Data Center Transformation
\$ 11,000.00	Data Center Transformation
\$ 6,000.00	Data Center Transformation
\$ 12,500.00	Data Center Transformation
\$ 12,500.00	Data Center Transformation
\$ 12,500.00	Modernize Communications
\$ 10,499.00	Migrate to Cloud
\$ 12,500.00	Migrate to Cloud
\$ 12,500.00	Migrate to Cloud
\$ 10,900.00	Migrate to Cloud
\$ 14,300.00	Migrate to Cloud
\$ 21,300.00	Migrate to Cloud
\$ 30,965.00	Migrate to Cloud
\$ 34,284.00	Migrate to Cloud
\$ 37,700.00	Migrate to Cloud
\$ 22,500.00	Migrate to Cloud
\$ 9,995.00	Modernize Communications
\$ 9,995.00	Modernize Communications
\$ 9,900.00	Migrate to Cloud
\$ 16,500.00	Migrate to Cloud
\$ 22,200.00	Migrate to Cloud
\$ 32,000.00	Migrate to Cloud
\$ 8,200.00	Migrate to Cloud
\$ 11,200.00	Migrate to Cloud
\$ 11,200.00	Migrate to Cloud
\$ 12,200.00	Migrate to Cloud
\$ 15,700.00	Migrate to Cloud
\$ 40,000.00	Migrate to Cloud
\$ 2,200.00	Migrate to Cloud
\$ 15,700.00	Migrate to Cloud
\$ 15,000.00	Migrate to Cloud
\$ 18,500.00	Migrate to Cloud
\$ 18,500.00	Migrate to Cloud
\$ 57,975.00	Migrate to Cloud
\$ 18,950.00	Migrate to Cloud
\$ 57,975.00	Migrate to Cloud
\$ 15,597.00	Migrate to Cloud
\$ 18,950.00	Migrate to Cloud
\$ 16,300.00	Migrate to Cloud
\$ 19,150.00	Migrate to Cloud
\$ 33,650.00	Migrate to Cloud
\$ 12,500.00	Migrate to Cloud
\$8,850.00	Migrate to Cloud
\$8,850.00	Modernize Communications
\$8,850.00	DATA CENTER TRANSFORMATION
\$8,850.00	Migrate to Cloud
\$8,850.00	Migrate to Cloud
\$30,300.00	Migrate to Cloud
\$17,250.00	Migrate to Cloud
\$16,725.00	Migrate to Cloud
\$14,500.00	Migrate to Cloud
\$11,200.00	OPTIMIZED END POINT DEVICES
\$21,000.00	OPTIMIZED END POINT DEVICES
\$11,000.00	OPTIMIZED END POINT DEVICES
\$49,000.00	OPTIMIZED END POINT DEVICES
\$18,264.70	OPTIMIZED END POINT DEVICES
\$2,550.00	OPTIMIZED END POINT DEVICES
\$1,490.00	OPTIMIZED END POINT DEVICES
\$3,960.00	OPTIMIZED END POINT DEVICES
\$5,900.00	OPTIMIZED END POINT DEVICES
\$11,000.00	OPTIMIZED END POINT DEVICES
\$19,850.00	OPTIMIZED END POINT DEVICES
\$52,000.00	OPTIMIZED END POINT DEVICES
\$12,500.00	OPTIMIZED END POINT DEVICES
\$10,500.00	OPTIMIZED END POINT DEVICES
\$12,150.00	OPTIMIZED END POINT DEVICES
\$9,950.00	OPTIMIZED END POINT DEVICES

\$10,811.70	OPTIMIZED END POINT DEVICES
\$3,536.62	OPTIMIZED END POINT DEVICES
\$9,915.34	OPTIMIZED END POINT DEVICES
\$56,699.27	OPTIMIZED END POINT DEVICES
\$32,553.30	OPTIMIZED END POINT DEVICES
\$39,921.30	OPTIMIZED END POINT DEVICES
\$12,494.95	OPTIMIZED END POINT DEVICES
\$22,000.00	OPTIMIZED END POINT DEVICES
\$8,299.87	OPTIMIZED END POINT DEVICES
\$33,000.00	OPTIMIZED END POINT DEVICES
\$10,000.00	OPTIMIZED END POINT DEVICES
\$100.00	OPTIMIZED END POINT DEVICES
\$10.00	OPTIMIZED END POINT DEVICES
\$1.00	OPTIMIZED END POINT DEVICES
\$1,000.00	OPTIMIZED END POINT DEVICES
\$25,000.00	OPTIMIZED END POINT DEVICES
\$4,000.00	OPTIMIZED END POINT DEVICES
\$850.00	OPTIMIZED END POINT DEVICES
\$500.00	OPTIMIZED END POINT DEVICES
\$1,995.00	OPTIMIZED END POINT DEVICES
\$21,990.00	OPTIMIZED END POINT DEVICES
\$18,000.00	OPTIMIZED END POINT DEVICES
\$2,100.00	OPTIMIZED END POINT DEVICES
\$950.00	OPTIMIZED END POINT DEVICES
\$375.00	OPTIMIZED END POINT DEVICES
\$9,850.00	OPTIMIZED END POINT DEVICES
\$6,399.00	OPTIMIZED END POINT DEVICES
\$19,900.00	OPTIMIZED END POINT DEVICES
\$40,500.00	OPTIMIZED END POINT DEVICES
\$11,000.00	OPTIMIZED END POINT DEVICES
\$49,000.00	OPTIMIZED END POINT DEVICES
\$93,000.00	OPTIMIZED END POINT DEVICES
\$128,000.00	OPTIMIZED END POINT DEVICES
\$11,200.00	OPTIMIZED END POINT DEVICES
\$21,000.00	OPTIMIZED END POINT DEVICES
\$11,200.00	OPTIMIZED END POINT DEVICES
\$21,000.00	OPTIMIZED END POINT DEVICES
\$11,200.00	OPTIMIZED END POINT DEVICES
\$21,000.00	OPTIMIZED END POINT DEVICES
\$8,850.00	OPTIMIZED END POINT DEVICES
\$13,199.00	OPTIMIZED END POINT DEVICES
\$5,499.00	OPTIMIZED END POINT DEVICES
\$13,199.00	OPTIMIZED END POINT DEVICES
\$5,499.00	OPTIMIZED END POINT DEVICES

Installation and Implementation of a Dell Compellent Storage Array
931-0957
931-0967
931-0977
931-0987
931-0997
931-1007
931-1017
931-1027
931-1037
931-1047
931-1057
931-1067
931-1077
931-1087
931-1097
935-5638
Installation and Implementation of a Dell Compellent Super Storage Center
935-5748
935-5758
935-5768
935-5778
935-5788
Installation and Implementation of a Dell Compellent Storage NAS Device
935-5728
935-5738
995-1717
995-1727
937-2156
968-7099
968-7100
Compellent Storage Controller Additions
936-1149
Compellent Storage Host Additions
935-5648
935-5658
935-5668
935-5678
Compellent Storage Disk Enclosure Additions
936-1099
936-1109
936-1119
936-1129
936-1139
Compellent Storage Remote Instant Replay and Replay Manager
935-5688
935-5698
935-5708
935-5718
Data Migration
969-9537
Compellent Storage Controller Hardware Upgrade
956-6489
956-6499
935-7767
935-7777

EDT Weekends & Holidays Surcharge
960-5239
Remote Implementation Services
923-2699
923-2719
923-2729
929-8749
936-1229
936-1239
954-0219
954-0229
954-0229
EqualLogic Storage Installation & Implementation
931-0809
931-0819
931-0829
931-0839
931-0849
931-0859
931-0869
931-0879
931-0889
931-0899
931-0909
931-0919
931-0929
931-0939
931-0949
931-0959
968-7597
EqualLogic FS7xxxx Installation and Implementation
931-9857
967-3718
936-2378
937-5019
931-9867
936-2388
937-5029
931-9877
936-2398
937-5039
931-9887
936-2408
937-5049
931-9897
936-2418
937-5059
931-9907
936-2428
967-3717
967-3719
EqualLogic Replication & Auto Snapshot Manager
931-1049
931-1059
931-1069
931-1079
EqualLogic - Add Additional Array

931-0969
931-0979
931-0989
931-1019
EqualLogic - Add Additional Hosts
931-1089
931-1099
931-1109
931-1119
931-1129
EqualLogic Upgrade & Conversion
927-7159
927-7169
992-2489
936-5499
EqualLogic Validation
931-0999
931-1009
EqualLogic 3-2-1
934-5219
Rack & Stack Installations - DSP
WWTS (QLX)
992-2539
992-2559
Unisys
992-2529
992-2549
Data Migration
969-9537
DSP After Hours Work Add-On
929-8379
929-8399
EDT Weekends & Holidays Surcharge
960-5239
Remote Implementation Services
923-2699
961-3859
923-2719
923-2729
929-8749
Rack & Stack Installations - DSP
WWTS (QLX)
988-9497
985-5288
988-9987
992-2519
Unisys
988-9488
988-9858
988-9958
992-2509
PowerVault MD3xxx Storage DAS
936-0379
936-0389
PowerVault MD3xxxi & MD3xxxf Storage SAN
936-0399
936-0409

936-0419
936-0429
936-0439
936-0449
936-0459
936-0469
954-8529
954-8519
PowerVault MD3xxxi & MD3xxxf Host Additions
936-0499
936-0509
936-0519
936-0529
936-0539
Data Migration
969-9537
PowerVault NX35xx/NX36xx
936-0349
936-0339
954-2919
954-2929
954-2939
954-2949
954-2959
954-2969
954-2979
954-2989
936-0369
936-0359
PowerVault MD 1xxx Subsystem
992-2579
929-8389
936-0489
936-0479
PowerVault Tape
986-5259
986-5269
985-2267
985-9518
950-7727
983-4997
984-3237
986-3339
986-3348
986-3349
985-9579
987-0969
984-3167
In -cycle 2 Events
987-2539
987-2539
Out of Cycle 2 Events
987-2519
987-2519
Backup Software Implementation
905-5108
905-5118

905-5148
905-5138
905-5128
DSP After Hours Work Add-On
929-8379
929-8399
EDT Weekends & Holidays Surcharge
960-5239
Remote Implementation Services
923-2699
983-7217
961-3869
985-5307
923-2719
923-2729
953-5529
929-8749
936-0549
986-3347
Installation of a Dell Server, Storage or Peripheral Device
WWTS (QLX)
985-0947
984-1068
984-1038
992-2569
988-1629
906-2289
906-2309
Unisys
985-0937
984-1067
984-1037
989-0689
992-2479
906-2299
906-2319
Installation of Blades into an Existing Dell PowerEdge Enclosure
WWTS (QLX)
922-6089
Unisys
922-6079
Installation and Inspection of a Dell PowerEdge Server
WWTS (QLX)
923-7709
Unisys
923-7699
Upgrade of Dell PowerEdge Server
WWTS (QLX)
984-1088
Unisys
984-1087
Installation of a Dell PowerEdge Rack
WWTS (QLX)
980-7677
Unisys
900-6177
De-installation Services - DSP

WWTS (QLX)
994-0629
994-0838
994-0917
Unisys
994-0619
994-0828
994-0907
Installation of Microsoft Windows Operating System - DSP
WWTS (QLX)
985-0889
984-1078
984-1048
993-6949
980-7657
Unisys
985-0898
984-1077
984-1047
984-0979
900-6886
Dell PowerEdge M1000e Blade Implementation
934-5409
VRTX Implementation
973-3684
973-3683
Microsoft Cluster
960-0048
960-0049
960-0077
906-6759
DSP After Hours Work Add-On
929-8379
929-8399
EDT Weekends & Holidays Surcharge
960-5239
Remote Implementation Services
923-2689
923-2679
986-9589
987-2649
987-2659
992-2499
929-8749
961-4999
961-5009
Force 10 & PowerConnect - Rack & Stack Installations - DSP
WWTS (QLX)
989-6188
934-2606
Unisys
989-6197
934-2616
Force 10 & PowerConnect - EDT Implementation Services
Layer 2
934-9177
934-9187

Advanced Layer 2
934-9197
934-9207
Layer 3
938-5478
938-5488
995-7829
995-7859
995-7869
Advanced Layer 3
938-5498
938-5508
938-5538
938-5548
995-7839
995-7849
995-7879
995-7889
Additional Advanced Options
995-7939
995-7949
995-7959
995-7969
iSCSI (For Use In A Non-Dell SAN)
995-7899
995-7909
995-7919
995-7929
SonicWALL
972-1018
972-1019
972-1021
973-3501
973-3502
Wireless
972-0283
972-0284
972-0285
972-0286
972-0287
972-0288
972-0289
Other PowerConnect
908-4437
908-4447
908-4448
DSP After Hours Work Add-On
929-8379
929-8399
EDT Weekends & Holidays Surcharge
960-5239
Remote Implementation Services
923-2669
923-2659
929-8749
VMware
984-9947

984-9957
EqualLogic 3-2-1
973-3271
934-5219
HPCC Red Hat Linux Onsite Install
959-1879
959-1889
959-1899
959-1909
938-9957
HPCC Microsoft OS
Custom
HPCC NFS Storage Solution
936-6539
953-8939
996-4229
996-4239
996-4249
973-4240
HPC Tiered Storage Solution
996-4259
996-4269
EDT Weekends & Holidays Surcharge
960-5239

Installation and Implementation of a Dell Compellent Storage Array Environment, up to 2 hosts	\$ 3,848
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 4 hosts	\$ 3,928
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 6 hosts	\$ 5,248
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 8 hosts	\$ 6,394
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 10 hosts	\$ 7,707
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 12 hosts	\$ 8,574
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 14 hosts	\$ 10,658
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 16 hosts	\$ 10,754
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 18 hosts	\$ 12,586
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 20 hosts	\$ 12,934
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 22 hosts	\$ 15,361
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 24 hosts	\$ 15,764
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 26 hosts	\$ 17,348
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 28 hosts	\$ 17,444
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 30 hosts	\$ 19,145
Installation and Implementation of a Dell Compellent Storage Array Environment, up to 32 hosts	\$ 19,624
Installation and Implementation of a Dell Compellent Super Storage Center, up to 16 hosts	\$ 13,434
Installation and Implementation of a Dell Compellent Super Storage Center, up to 20 hosts	\$ 15,668
Installation and Implementation of a Dell Compellent Super Storage Center, up to 24 hosts	\$ 17,752
Installation and Implementation of a Dell Compellent Super Storage Center, up to 28 hosts	\$ 19,836
Installation and Implementation of a Dell Compellent Super Storage Center, up to 32 hosts	\$ 21,920
Installation and Implementation of a Dell Compellent NAS Device	\$ 3,768
Installation and Implementation of a Dell Compellent NAS Device, Add-On *	\$ 1,743
Installation and Implementation of a Dell Compellent FS8xxx into an Existing Dell Compellent SAN	\$ 3,992
Installation and Implementation of a Dell Compellent FS8xxx into an Existing Dell Compellent SAN - Add-On	\$ 555
Install and Implementation of 1st Dell Compellent FS8xxx in Conjunction with New Dell Compellent SAN	\$ 3,164
Implementation of Replication on Dell Fluid File System NAS Devices, FS8xxx	\$ 3,832
Implementation of Replication on Dell Fluid File System NAS Devices, FS8xxx, Add-On	\$ 781
Installation and Implementation of an Additional Controller into an Existing Dell Compellent Storage Array	\$ 5,088
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 2 hosts	\$ 2,110
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 4 hosts	\$ 2,810
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 6 hosts	\$ 4,052
Implementation of Additional Hosts into an Existing Dell Compellent SAN, up 8 hosts	\$ 4,752
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 2 enclosures	\$ 2,962
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 4 enclosures	\$ 3,248
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 6 enclosures	\$ 3,534
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 8 enclosures	\$ 3,820
Installation and Implementation of Additional Disk Enclosures into Existing Dell Compellent SAN, up to 10 enclosures	\$ 4,106
Implementation of Dell Compellent Remote Instant Replay	\$ 3,552
Implementation of Dell Compellent Remote Instant Replay, Add-on *	\$ 1,138
Implementation of Dell Compellent Replay Manager, up to 4 hosts	\$ 4,111
Implementation of Dell Compellent Replay Manager, up to 8 hosts	\$ 5,551
Data Migration to any Dell Storage Array, Per TB, 2 to 100 TBs	\$ 1,200
Hardware Upgrade of a Dell Compellent Array Controller	\$ 3,832
Hardware Upgrade of a Dell Compellent Array Controller, Add on *	\$ 2,205
Installation or Upgrade & Configuration of Components into an Existing Compellent Storage Controller(s)	\$ 2,871
Installation or Upgrade & Configuration of Components into an Existing Compellent Storage Controller(s), Add on	\$ 1,836

EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400
Remote Implementation or Upgrade of a Backup Software Solution	\$ 590.00
Remote Implementation, Additional Storage into SAN/DAS Environment	\$ 180.00
Remote Implementation of an Additional Host into a SAN Environment	\$ 180.00
Remote Services After Hours (US/CAN)	\$ 599.00
Remote Implementation of Additional Hosts into an Existing Dell Compellent SAN, up to 2 hosts	\$ 620.00
Remote Upgrade of Software on a Dell Compellent Storage Array	\$ 473.00
Remote Configuration of Additional Disk Enclosures into an Existing Compellent Storage Environment	\$ 615.00
Remote Configuration of Disks into an Existing Compellent Storage Environment	\$ 615.00
Remote Configuration of Additional Disks into an Existing Compellent Storage Environment	\$ 615.00
Installation and Implementation of Dell EqualLogic Storage Array, up to 2 hosts	\$ 3,999
Installation and Implementation of Dell EqualLogic Storage Array, up to 4 hosts	\$ 4,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 6 hosts	\$ 5,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 8 hosts	\$ 5,999
Installation and Implementation of Dell EqualLogic Storage Array, up to 10 hosts	\$ 6,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 12 hosts	\$ 7,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 14 hosts	\$ 7,999
Installation and Implementation of Dell EqualLogic Storage Array, up to 16 hosts	\$ 8,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 18 hosts	\$ 9,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 20 hosts	\$ 9,999
Installation and Implementation of Dell EqualLogic Storage Array, up to 22 hosts	\$ 10,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 24 hosts	\$ 11,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 26 hosts	\$ 11,999
Installation and Implementation of Dell EqualLogic Storage Array, up to 28 hosts	\$ 12,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 30 hosts	\$ 13,499
Installation and Implementation of Dell EqualLogic Storage Array, up to 32 hosts	\$ 13,999
Installation and Implementation of a Storage Blade into a New Dell Blade Chassis, Add-On	\$ 1,999
Installation and Implementation of Dell EqualLogic FS7xxxx into an Existing Environment	\$ 2,999
Installation and Implementation of Dell EqualLogic FS7xxxx into an Existing Environment, Add-On	\$ 555
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 2 hosts	\$ 5,943
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 4 hosts	\$ 6,102
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 6 hosts	\$ 7,912
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 8 hosts	\$ 8,071
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 10 hosts	\$ 8,230
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 12 hosts	\$ 10,040
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 14 hosts	\$ 10,199
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 16 hosts	\$ 10,358
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 18 hosts	\$ 12,168
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 20 hosts	\$ 12,327
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 22 hosts	\$ 12,487
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 24 hosts	\$ 14,296
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 26 hosts	\$ 14,455
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 28 hosts	\$ 14,615
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 30 hosts	\$ 16,424
Installation and Implementation of Dell EqualLogic FS7xx and EqualLogic Storage Array, up to 32 hosts	\$ 16,583
Implementation of Replication on Dell Fluid File System NAS Devices, FS7xxx	\$ 3,832
Implementation of Replication on Dell Fluid File System NAS Devices, FS7xxx, Add-On	\$ 781
Implementation of Dell EqualLogic Replication	\$ 3,499
Implementation of Dell EqualLogic Replication, Add-on	\$ 999
Implementation of Dell EqualLogic Auto Snapshot Manager, up to 4 Hosts	\$ 3,999
Implementation of Dell EqualLogic Auto Snapshot Manager, up to 8 Hosts	\$ 5,499

Installation of an additional Dell EqualLogic Array into an existing Group, 1 Array	\$ 3,999
Installation of an additional Dell EqualLogic Array into an existing Group, 2 Arrays	\$ 4,399
Installation of an additional Dell EqualLogic Array into an existing Group, 3 Arrays	\$ 4,799
Installation and Implementation of an Additional Array into a New Dell EqualLogic SAN, 1 Array, Add-On	\$ 899
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 2 hosts	\$ 3,999
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 4 hosts	\$ 4,499
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 6 hosts	\$ 4,999
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 8 hosts	\$ 5,499
Installation and Implementation of Additional Hosts into an existing Dell EqualLogic SAN, 10 hosts	\$ 5,999
Upgrade and Conversion of EqualLogic Array - Offline	\$ 3,999
Upgrade and Conversion of EqualLogic Array - Offline, Add-On	\$ 770
Upgrade of Software & Firmware on an EqualLogic Storage Array Environment, up to 16 Devices	\$ 3,999
Upgrade of Software & Firmware on an EqualLogic Storage Array Environment, up to 16 Devices, Add-On	\$ 1,969
Validation of a Basic Dell EqualLogic SAN	\$ 3,999
Validation of an Advanced Dell EqualLogic SAN	\$ 4,999
Installation and Implementation of Dell EqualLogic 3-2-1 for vSphere	\$ 8,300
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic MWT	\$ 399
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic HWT	\$ 499
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic MWT	\$ 399
Installation of a Dell Server, Storage or Peripheral Device, EqualLogic HWT	\$ 499
Data Migration to any Dell Storage Array, Per TB, 2 to 100 TBs	\$ 1,200
After Hours Work Add-On* - WWTS (QLX)	\$ 210
After Hours Work Add-On* - Unisys	\$ 210
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400
Remote Implementation or Upgrade of a Backup Software Solution	\$ 590.00
Remote Implementation of a Dell EqualLogic Array	\$ 750.00
Remote Implementation, Additional Storage into SAN/DAS Environment	\$ 180.00
Remote Implementation of an Additional Host into a SAN Environment	\$ 180.00
Remote Services After Hours (US/CAN)	\$ 599.00
Installation of a Dell Server, Storage or Peripheral Device, PV NAS LWT	\$ 199
Installation of a Dell Server, Storage or Peripheral Device, PV NAS MWT	\$ 249
Installation of a Dell Server, Storage or Peripheral Device, PV NAS HWT	\$ 299
Installation of a Dell Server, Storage or Peripheral Device, PV Storage MWT	\$ 399
Installation of a Dell Server, Storage or Peripheral Device, PV NAS LWT	\$ 199
Installation of a Dell Server, Storage or Peripheral Device, PV NAS MWT	\$ 249
Installation of a Dell Server, Storage or Peripheral Device, PV NAS HWT	\$ 299
Installation of a Dell Server, Storage or Peripheral Device, PV Storage MWT	\$ 399
Installation & Implement of a Dell MD3 Series DAS Environment, Up to 4 hosts	\$ 5,499
Installation & Implement of a Dell MD3 Series DAS Environment, Up to 8 hosts	\$ 5,999
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 2 hosts	\$ 3,999
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 4 hosts	\$ 4,499

Installation & Implement of a Dell MD3 Series SAN Environment, Up to 6 hosts	\$ 5,499
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 8 hosts	\$ 5,999
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 10 hosts	\$ 6,499
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 12 hosts	\$ 7,499
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 14 hosts	\$ 7,999
Installation & Implement of a Dell MD3 Series SAN Environment, Up to 16 hosts	\$ 8,499
Implementation of Dell PV MD36xxF Replication	\$ 3,999
Implementation of Dell PV MD36xxF Replication, Add-On *	\$ 1,499
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 2 hosts	\$ 3,999
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 4 hosts	\$ 4,499
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 6 hosts	\$ 4,999
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 8 hosts	\$ 5,499
Installation & Implementation of Add'l Hosts into a Dell PV Storage Environment, up to 10 hosts	\$ 5,999
Data Migration to any Dell Storage Array, Per TB, 2 to 100 TBs	\$ 1,200
Installation and Implementation of a Dell PV NX35xx or NX3600 into an Existing Environment	\$ 3,999
Installation and Implementation of a Dell PV NX35xx or NX3600 into an Existing Environment, Add-On*	\$ 1,999
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 2 hosts	\$ 5,817
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 4 hosts	\$ 5,977
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 6 hosts	\$ 7,369
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 8 hosts	\$ 7,529
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 10 hosts	\$ 7,688
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 12 hosts	\$ 9,498
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 14 hosts	\$ 9,657
Installation and Implementation of a Dell PV NX35xx or NX36xx and PV MD3xxxi, 16 hosts	\$ 9,816
Implementation of Replication on Dell Fluid File System NAS Devices, NX35xx/NX36xx	\$ 3,999
Implementation of Replication on Dell Fluid File System NAS Devices, NX35xx/NX36xx, Add-On	\$ 799
Installation and Configuration of Dell PowerVault MD Series Disk Subsystem, MD1xxx - DSP - WWTS (QLX)	\$ 549
Installation and Configuration of Dell PowerVault MD Series Disk Subsystem, MD1xxx - DSP - Unisys	\$ 648
Installation and Implementation of a Additional Dell PV MD1xxx into an existing PV MD SAN, up to 3 Arrays	\$ 3,999
Installation and Implementation of a Additional Dell PV MD1xxx into a new PV MD SAN, up to 3 Arrays, Add-on	\$ 1,199
Installation of a Dell PowerVault Tape Drive - DSP - Unisys	\$ 132
Installation of a Dell PowerVault Tape Drive - DSP - WWTS (QLX)	\$ 132
Installation of a Dell PowerVault Tape Library or Autoloader, MWT - DSP - Unisys	\$ 399
Installation of a Dell PowerVault Tape Library or Autoloader, MWT - DSP - WWTS (QLX)	\$ 399
Installation PowerVault, Low SAN Environment	\$ 1,199
Installation PowerVault, SAN Environment	\$ 1,499
Installation PowerVault, ML60xx	\$ 1,499
Installation PowerVault, TL2000 (Fibre Channel)	\$ 1,499
Installation PowerVault, TL2000 (SCSI)	\$ 1,499
Installation PowerVault, TL4000 (Fibre Channel)	\$ 1,499
Installation PowerVault, TL4000 (SCSI)	\$ 1,499
Installation & Configuration of a Dell PV ML60XX IO Blade	\$ 4,999
Installation, PowerVault ML60xx 9U and/or up to 8 tape drives into existing Tape Library	\$ 1,499
Add a single PV Tape Library	\$ 1,606
Upgrade a single PV Tape Library	\$ 1,606
Add a single PV Tape Library	\$ 2,477
Upgrade a single PV Tape Library	\$ 2,477
Implementation of Backup Production Readiness, Symantec Backup Exec	\$ 6,170
Implementation of Backup Production Readiness, CommVault Simpana	\$ 6,170

Implementation of Backup Production Readiness, Symantec NetBackup	\$ 6,170
Backup PR add on, 1-4 File System Agents	\$ 587
Backup PR add on, 1-4 Application Agents	\$ 587
After Hours Work Add-On* - WWTS (QLX)	\$ 210
After Hours Work Add-On* - Unisys	\$ 210
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400
Remote Implementation or Upgrade of a Backup Software Solution	\$ 590.00
Remote Implementation of a Dell PowerVault MD1xxx Subsystem	\$ 399.00
Remote Implementation of a Dell PowerVault MD3xxx Subsystem	\$ 750.00
Remote Implementation of a Dell PowerVault NAS and Storage Environment	\$ 499.00
Remote Implementation, Additional Storage into SAN/DAS Environment	\$ 180.00
Remote Implementation of an Additional Host into a SAN Environment	\$ 180.00
Remote Implementation of a Dell PowerVault DL Series Appliance	\$ 499.00
Remote Services After Hours (US/CAN)	\$ 599.00
Remote Implementation of a Dell PV NX3500	\$ 920.00
Remote Configuration of a DellPowerVault Tape Library	\$ 349.00
Installation of a Dell Server, Storage or Peripheral Device, PE Server LWT	\$ 199
Installation of a Dell Server, Storage or Peripheral Device, PE Server MWT	\$ 249
Installation of a Dell Server, Storage or Peripheral Device, PE Server HWT	\$ 299
Installation of a Dell Server, Storage or Peripheral Device, Blade Enclosure	\$ 899
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral LWT	\$ 199
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral MWT	\$ 149
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral HWT	\$ 299
Installation of a Dell Server, Storage or Peripheral Device, PE Server LWT	\$ 199
Installation of a Dell Server, Storage or Peripheral Device, PE Server MWT	\$ 249
Installation of a Dell Server, Storage or Peripheral Device, PE Server HWT	\$ 299
Installation of a Dell Server, Storage or Peripheral Device, Blade Enclosure	\$ 899
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral LWT	\$ 199
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral MWT	\$ 249
Installation of a Dell Server, Storage or Peripheral Device, Rack Peripheral HWT	\$ 299
Installation of Blades into an Existing Dell PowerEdge Enclosure, 16 Blades	\$ 899
Installation of Blades into an Existing Dell PowerEdge Enclosure, 16 Blades	\$ 200
Installation and Inspection of a Dell PowerEdge Server	\$ 349
Installation and Inspection of a Dell PowerEdge Server	\$ 349
Upgrade of Dell PowerEdge Server	\$ 299
Upgrade of Dell PowerEdge Server	\$ 299
Installation of a Dell PowerEdge Rack	\$ 569
Installation of a Dell PowerEdge Rack	\$ 569

De-Installation of a Server, Storage or Peripheral Device, PE Server LWT, QLX	\$ 149
De-Installation of a Server, Storage or Peripheral Device, PE Server MWT, QLX	\$ 199
De-Installation of a Server, Storage or Peripheral Device, PE Server HWT, QLX	\$ 299
De-Installation of a Server, Storage or Peripheral Device, PE Server LWT, UNY	\$ 149
De-Installation of a Server, Storage or Peripheral Device, PE Server MWT, UNY	\$ 199
De-Installation of a Server, Storage or Peripheral Device, PE Server HWT, UNY	\$ 299
Installation of a Dell PowerEdge Server and Microsoft Windows OS, LWT	\$ 549
Installation of a Dell PowerEdge Server and Microsoft Windows OS, MWT	\$ 599
Installation of a Dell PowerEdge Server and Microsoft Windows OS, HWT	\$ 649
Installation of Dell PowerEdge Server and Microsoft Windows OS, Blade	\$ 449
Installation of Microsoft Windows Operating System on a Dell PowerEdge Server	\$ 399
Installation of a Dell PowerEdge Server and Microsoft Windows OS, LWT	\$ 549
Installation of a Dell PowerEdge Server and Microsoft Windows OS, MWT	\$ 599
Installation of a Dell PowerEdge Server and Microsoft Windows OS, HWT	\$ 649
Installation of Dell PowerEdge Server and Microsoft Windows OS, Blade	\$ 449
Installation of Microsoft Windows Operating System on a Dell PowerEdge Server	\$ 399
PowerEdge M1000e Blade Implementation	\$ 3,999
Remote Implementation of a Dell PowerEdge VRTX	
Installation and Implementation of a Dell PowerEdge VRTX	
Implementation of a Microsoft Cluster 1-2 Hosts	\$ 1,250
Implementation of a Microsoft Cluster 3-4 Hosts	\$ 1,700
Implementation of a Microsoft Cluster up to 8 Hosts	\$ 2,600
Implementation of Additional hosts into a Microsoft Cluster - 2 Host add-on *	\$ 699
After Hours Work Add-On* - WWTS (QLX)	\$ 210
After Hours Work Add-On* - Unisys	\$ 210
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400
Remote Implementation of a Microsoft Exchange Server	\$ 1,550.00
Remote Migration of a Microsoft Exchange Server	\$ 3,090.00
Remote Migration of a Server to a New Server and Operating System	\$ 1,999.00
Remote Installation of an Operating System on a Dell PowerEdge Server	\$ 299.00
Remote Installation of an Operating System on a Dell PowerEdge Server	\$ 299.00
Remote Installation of SBS on a Dell PowerEdge Server	\$ 699.00
Remote Services After Hours (US/CAN)	\$ 599.00
Remote Migration of SBS on a Dell PowerEdge Server	\$ 2,267.00
Remote Implementation of SBS Essentials on a Dell PowerEdge Server	\$ 1,000.00
Installation of a Dell PowerConnect Switch	\$ 199
Installation of a Dell Force10 Switch	\$ 199
Installation of a Dell PowerConnect Switch	\$ 199
Installation of a Dell Force10 Switch	\$ 199
Install and Implement of a Dell Network Switch, Layer 2, 1 Force10 S-Series or 1 PowerConnect	\$ 1,399
Install and Implement of a Dell Network Switch, Layer 2, 1 Force10 S-Series or 1 PowerConnect, Add-On *	\$ 399

Install and Implement of a Dell Network Switch, Adv Layer 2, 1 Force10 S-Series or 1 PowerConnect	\$ 1,499
Install and Implement of a Dell Network Switch, Adv Layer 2, 1 Force10 S-Series or 1 PowerConnect, Add-On*	\$ 449
Install and Implement of a Dell Network Switch, Layer 3, 1 Force10 S-Series or 1 PowerConnect	\$ 1,999
Install and Implement of a Dell Network Switch, Layer 3, 1 Force10 S-Series or 1 PowerConnect, Add-On *	\$ 449
Install and Implement of a Dell Network Switch, Layer 3, 2 Addl Force10 E-Series Blades, Add-On *	\$ 599
Install and Implement of a Dell Network Switch, Layer 3, 1 Force10 C-Series Chassis and 2 Blades	\$ 2,599
Install and Implement of a Dell Network Switch, Layer 3, 2 Addl Force10 C-Series Blades, Add-On *	\$ 549
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 S-Series or 1 PowerConnect	\$ 2,199
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 S-Series or 1 PowerConnect, Add-On*	\$ 499
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 Z-Series Switch	\$ 3,199
Install and Implement of a Dell Network Switch, Adv Layer 3, 1 Force10 Z-Series Switch, Add-On*	\$ 699
Install and Implement of a Dell Network Switch, Adv Layer 3,1 Force10 E-Series Chassis and 2 Blades	\$ 2,999
Install and Implement of a Dell Network Switch, Adv Layer 3, 2 Addl Force10 E-Series Blades, Add-On *	\$ 649
Install and Implement of a Dell Network Switch, Adv Layer 3,1 Force10 C-Series Chassis and 2 Blades	\$ 2,799
Install and Implement of a Dell Network Switch, Adv Layer 3, Addl Force10 C-Series Blades, Add-On *	\$ 599
Implement of a Dell Network Switch Access Control	\$ 999
Implement of a Dell Network Switch Multicast	\$ 999
Implement of a Dell Network Switch QoS	\$ 999
Implement of a Dell Network Switch Resiliency	\$ 999
Install and Implement of a Dell Network Switch - iSCSI, up to 2 Force10 S-Series or 2 PowerConnect Switches	\$ 1,999
Install and Implement of a Dell Network Switch, iSCSI, upto 2 Force10 Z-Series Switches	\$ 2,599
Install and Implement of a Dell Network Switch, iSCSI, upto 2 Force10 E-Series Chassis and 2 Blades	\$ 2,399
Install and Implement of a Dell Network Switch, iSCSI, upto 2 Force10 C-Series Chassis and 2 Blades	\$ 2,199
Installation and Implementation of a Dell SonicWALL Network Security - NSA	\$ 3,999
Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000	\$ 4,999
Installation and Implementation of a Dell SonicWALL Network Security - High Availability	\$ 2,999
Remote Implementation of a Dell SonicWALL Networking Security - TZ	\$ 906
Remote Implementation of a Dell SonicWALL Networking Security - NSA	\$ 1,365
Installation and Implementation of a Dell PowerConnect-W Series Wireless Network - Small	\$ 5,999
Installation and Implementation of a Dell PowerConnect-W Series Wireless Network - Medium	\$ 11,878
Installation and Implementation of a Dell PowerConnect-W Series Wireless Network - Large	\$ 29,817
Installation and Implementation of a Dell PowerConnect-W Series - Redundant or additional Controller	\$ 2,999
Installation of up to additional eight (8) Dell PowerConnect-W Series Wireless indoor APs	\$ 2,428
Installation of up to additional eight (8) Dell PowerConnect-W Series Wireless outdoor APs with integrated antennas	\$ 4,434
Installation of up to additional eight (8) Dell PowerConnect-W Series Wireless outdoor APs with external antennas	\$ 5,635
Installation and Implementation of a Dell PowerConnect FCoE Device, 1 Device, up to 12 Hosts	\$ 14,483
Installation and Implementation of a Dell PowerConnect B-DCX Series Device, 2 Devices	\$ 13,819
Installation and Implementation of a Dell PowerConnect B-DCX Series Device, 2 Additional Devices	\$ 6,314
After Hours Work Add-On* - QualXServ	\$ 210
After Hours Work Add-On* - Unisys	\$ 210
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400
Remote Implementation of an Ethernet Switch	\$ 350.00
Remote Implementation of a Fiber Channel Switch	\$ 350.00
Remote Services After Hours (US/CAN)	\$ 599.00
Implementation of a VMware Operating System	\$ 1,969

Implementation of a VMware VirtualCenter Server Software	\$ 1,999
Installation and Remote Implementation of a 3-2-1	\$ 4,999.00
Installation and Implementation of Dell EqualLogic 3-2-1 for vSphere	\$ 8,300
Installation and Implementation of HPC Solution Using RHEL OS w/ 1 Admin Node, 4 Compute Nodes	\$ 5,499
Install and Implement of HPC Solution Using RHEL OS, 2 Compute Nodes w/ Ethernet Add-On *	\$ 499
Install and Implement of HPC Solution Using RHEL OS, 2 Compute Nodes w/infiniband/Ethernet Add-On *	\$ 549
Install and Implement of HPC Solution Using RHEL, PC or IB Switch Add-On *	\$ 349
Install and Implement of HPC Solution Using RHEL, PowerEdge C410X Expansion Chassis - Add-On *	\$ 489
Installation & Implementation of HPCC Solution using Microsoft Windows OS	Custom
Installation and Implementation of Dell HPCC NFS Storage Solution	\$ 3,753
Installation and Implementation of Dell HPCC HA-NFS Storage Solution	\$ 5,908
Installation and Implementation of Dell HPCC HA-NFS 144/288TB Storage Solution	\$ 6,151
Installation and Implementation of Dell HPCC HA-NFS 576TB Storage Solution	\$ 7,552
Installation and Implementation of Dell HPCC HA-NFS 1152TB Storage Solution	\$ 9,150
Installation and Implementation of Dell Active Infrastructure for HPC Life Sciences	\$ 16,267
Installation and Implementation of Dell HPC Tiered Storage Solution, attached to 1 NSS HA Solution	\$ 6,943
Installation and Implementation of Dell HPC Tiered Storage Solution, up to 2 Tape Libraries Add on	\$ 1,225
EDT After Hours Surcharge for Weekend and Holiday	\$ 2,400

Item	Quantity	Price	Units
Desktop Install	1,000	\$ 44.83	per system
Desktop De-Install	1,000	\$ 10.44	per system
New Peripheral Install	1,000	\$ 13.21	per system
Hard Drive Removal	1,000	\$ 13.21	per system
Asset Tagging	1,000	\$ -	per system
Peer to Peer Data Migration	1,000	\$ 14.54	per system
Attended Imaging via CD	1,000	\$ 16.52	per system
Add'l 1GB Data Migration	1,000	\$ 5.96	per system

Denominational SKU Number
934-9269
934-9009
934-9029
934-9029
934-9039
934-9059
934-8979

Category	Short Description	Price
	VMWare vSphere Install Configure Manage – Open Enrollment	3,840.00
	Microsoft Office 2010 Starter Pack with Live Tutor	20.00
	Windows 7 and Office 2010 Web based training with Live Tutor	25.00
	Windows 8 Training for Corporate User	15.00
	PowerEdge -- What's New for Dell PowerEdge™ 12G Servers (web-based/self-paced training)	199.00
	PowerEdge -- Implementing & Managing Your Dell PowerEdge Servers - at Dell Campus	2,795.00
	PowerEdge -- Implementing & Managing Your Dell PowerEdge Servers - at customer site	15,000.00

Exhibit D

Warranties

Limited Hardware Warranties

Dell-branded hardware products purchased in the U.S. or Canada may come with a 90-day, 1-year, 2-year, 3-year, 4-year, 5-year or other limited hardware warranty. Dell may offer different delivery methods for warranty service, including but not limited to parts and product dispatches, mail-in service and in-home service. Renewals and extensions of your limited hardware warranty may also be available after you purchase your product(s). To determine the warranty that came with your hardware product(s), or the warranty renewal or extension that you purchased, see your packing slip, invoice, receipt or other sales documentation. Some components of the hardware you purchased may have a shorter warranty than that listed on your packing slip, invoice, receipt or other sales documentation. Additional details related to warranty duration are listed below.

What is covered by this limited hardware warranty?

This limited hardware warranty covers defects in materials and workmanship in your Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited hardware warranty?

This limited hardware warranty does not cover:

- Software, including, without limitation, the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software or the reloading of software
- Non Dell-branded products and accessories
- Problems that result from:
 - External causes such as accident, abuse, misuse or problems with electrical power
 - Servicing not authorized by Dell
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
- Problems caused by using accessories, parts or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment
- Normal wear and tear

FOR COMMERCIAL CUSTOMERS (INCLUDING SMALL, MEDIUM AND LARGE BUSINESS AND GOVERNMENT AND PUBLIC SECTOR CUSTOMERS) AND RESELLERS. This paragraph applies if you purchase Dell products for resale or for commercial or professional purposes. DELL'S RESPONSIBILITY FOR DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT AS SET FORTH IN THIS WARRANTY STATEMENT. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE FOR DELL-BRANDED PRODUCTS, DELL PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OR CONDITION (1) OF MERCHANTABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NON-INFRINGEMENT; (2) RELATING TO ANY THIRD PARTY PRODUCT OR SOFTWARE; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT OR SOFTWARE. DELL EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY.

FOR CONSUMERS. This paragraph applies if you purchase Dell products that are normally used for personal, family or household purposes.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE OR JURISDICTION TO JURISDICTION.

DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR OR REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT.

TO THE EXTENT NOT PROHIBITED BY LAW IN YOUR STATE, PROVINCE, JURISDICTION OR COUNTRY, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED.

EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT AND TO THE EXTENT NOT PROHIBITED BY LAW, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, MERCHANTABLE QUALITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AND CONDITIONS AGAINST HIDDEN OR LATENT DEFECTS. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES AND CONDITIONS, SO THIS DISCLAIMER MAY NOT APPLY TO YOU.

TO THE EXTENT SUCH WARRANTIES AND CONDITIONS CANNOT BE DISCLAIMED UNDER THE LAWS OF THE UNITED STATES, CANADA (AND ITS PROVINCES) OR OTHERWISE, DELL LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES AND CONDITIONS TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY (AS REFLECTED ON YOUR PACKING SLIP, INVOICE, RECEIPT OR OTHER SALES DOCUMENTATION) AND, AT DELL'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES MAY NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

NO WARRANTIES OR CONDITIONS, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

FOR ALL CUSTOMERS. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY, AND WE DO NOT ACCEPT LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST OR DAMAGED DATA OR SOFTWARE. DELL DOES NOT WARRANT THAT THE OPERATION OF ANY DELL PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE SPECIFIC PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited hardware warranty last?

This limited hardware warranty lasts for the time period indicated on your packing slip, invoice or receipt except for the following Dell-branded hardware:

- All variants of ioDrive NAND Flash devices carry the length of the limited hardware warranty coverage for the Dell system with which the ioDrive NAND Flash device is shipped. ioDrive NAND Flash devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date. Additionally, NAND Flash devices use a silicon technology which has a maximum number of physical bytes which can be written to the device (the "Rated Life"). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Rated Life. ioDrive is a registered trademark of Fusion-io.
- As part of standard portable configuration, batteries carry a base 1-year limited hardware warranty regardless of the length of the system warranty. In addition, for some products, a

customer has the option of purchasing a battery that comes with a 3-year limited hardware warranty.

- The warranty for a print head that is included as original equipment in the Dell mobile printer is for parts only and is effective for a period of 1 year after the date of purchase of the printer or 1000 prints of printer usage, whichever occurs first.
- Your Series 5, 6 or 7 PERC controller battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period.
- Your Series 8 PERC controller battery comes with a 3-year limited hardware warranty, which cannot be extended beyond 3 years.
- Projector lamps carry a 90-day limited hardware warranty.
- Dell-certified and Dell-branded memory purchased separately from a Dell system ("Dell-Certified Memory") carries a lifetime limited hardware warranty.
- The limited hardware warranty for monitors purchased independent of a system lasts for the time period indicated on your packing slip, invoice, receipt or other sales documentation. Monitors purchased with a system are covered by the system limited hardware warranty.
- The limited hardware warranty for a Dell external hard disk drive purchased simultaneously with a system lasts for the longer of (a) 2 years; or (b) the duration of the system's limited hardware warranty.
- PDAs, earphones, and remote inline controls carry a 1-year limited hardware warranty.
- Other add-on hardware carries the longer of either a 1-year limited hardware warranty for new parts and a 90-day limited hardware warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell product on which such parts are installed.
- SATA hard drives in PowerEdge , PowerEdge SC and PowerVault systems launched on or after March 24, 2009 (e.g. PowerEdge T110, PowerEdge T310, PowerEdge T410, PowerEdge T610, PowerEdge T710, PowerEdge R210, PowerEdge R310, PowerEdge R410, PowerEdge R510, PowerEdge R610, PowerEdge R710, PowerEdge M610, PowerEdge M710 and PowerVault NX300) carry the lesser of either a 1-year limited hardware warranty or the length of the limited hardware warranty for the Dell system with which the SATA hard drive is shipped. Service offerings may be available to extend the SATA hard drive warranty period on these systems for an additional fee.
- Select PowerConnect products carry a lifetime limited hardware warranty with Basic Hardware Service (repair or replacement) for as long as you own the product. The PowerConnect products covered by the lifetime limited hardware warranty are: the PowerConnect 2800 series, the PowerConnect 3500 series, the PowerConnect 5500 series, the PowerConnect 6200 series, the PowerConnect 7000 series and the PowerConnect 8000 series. See www.dell.com/LifetimeWarranty for more details.
- Select PowerConnect products carry an Extended Life Limited Hardware Warranty with Basic Hardware Service, which extends until 5 years after end of product model sales, subject to the specific clarifications and limitations listed below. The Extended Life Limited Hardware Warranty does not include configuration or other advanced service provided by Dell ProSupport. The Extended Life Limited Hardware Warranty is not transferrable.

Clarifications and limitations pertaining to products with Extended Life Limited Hardware Warranty

- B-Series FCX / FCXs - Internal power supply and fans are covered; however, warranty excludes removable optics and LEDs.
- J-Series EX4200 - Warranty does not include optics and limits fan and power supply to 5 years from date of purchase.

- W-Series Access Points: W-AP92/93/93H, W-IAP92/93, W-AP104/105, W-IAP105, W-AP124/125, W-AP134/135, W-IAP134/135 - Warranty limits any power supply, antennae or accessories to 1 year from date of purchase.
- Enterprise Value, Read Intensive and Slim SSD Class Drives are not eligible for purchase of extended warranty coverage beyond 3 years.
- Dell power distribution units (PDUs), KMMs and UPSs purchased independent of a system carry a 3-year limited hardware warranty. Dell PDUs, KMMs, and UPSs purchased with a system are covered by the greater of 3 years or the term of the system limited hardware warranty, with the exception of the UPS battery limited hardware warranty, which is limited to 3 years.
- All variants of PowerEdge Express Flash PCIe SSD SLC devices carry the length of the limited hardware warranty coverage for the Dell system with which the PowerEdge Express Flash PCIe SSD SLC device is shipped. PowerEdge Express Flash PCIe SSD SLC devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date. Additionally, PowerEdge Express Flash PCIe SSD devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the "Device Life"). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Device Life.

The limited hardware warranty on all Dell-branded products purchased directly from Dell begins on the date of the packing slip, invoice, receipt or other sales documentation. For products purchased from third party retailers or resellers, the limited hardware warranty begins on the date of your original sales receipt. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited hardware warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please contact us or our authorized representatives according to the following table. Long distance telephone carrier charges may apply. Please also have your Dell Service Tag or order number available.

If you purchased through a retailer (not directly from Dell), you may be required to provide Dell with your original sales receipt from your purchase to receive any warranty service from Dell.

If you purchased through Best Buy, you must have all original sales receipts from your purchase to receive any warranty service at a Best Buy store. For Canada, if you purchased through Future Shop, you must have all original sales receipts from your purchase to receive any warranty service at a Future Shop store.

Contact	Web
Web Support:	

Contact	Phone (U.S. Only)	Service Desk (U.S. Only)
Individual Home Consumers:	U.S. Only	
Hardware Warranty Support	1-800-624-9896	
Customer Service	1-800-624-9897	
Best Buy Customers	Carry your Dell notebook, Dell desktop, or Dell monitor purchased with a Dell desktop,	

	into any Best Buy store. Visit www.bestbuy.com to locate the nearest Best Buy store.	
Wireless Service Provider	1-800-308-3355 Your wireless service provider may also be able to provide hardware warranty service on your Dell smartphone or tablet.	
Individual Home Consumers who purchased through an Employee Purchase Program:		
Hardware Warranty Support and Customer Service	1-800-822-8965	
Home and Home Office Customers:		
Hardware Warranty Support and Customer Service	1-800-456-3355	
Small, Medium, Large or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):		
Support and Customer Service	1-800-822-8965	
Government and Education Customers:		
Support and Customer Service	1-800-234-1490	
Dell-Certified Memory	1-800-BUY-DELL	
Alienware		
Hardware Warranty Support and Customer Service	1-800-ALIENWARE	
Contact	Phone (Canada Only)	
Individual Home Consumers, Home-Office:	1-800-847-4096	
All Business, Government, Education Customers and Value Added Resellers (VARs):	1-800-387-5757	
Best Buy Customers	Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Best Buy store. Visit www.bestbuy.ca to locate the nearest Best Buy store.	
Future Shop Customers	Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Future Shop store. Visit www.futureshop.ca to locate the nearest Future Shop store.	

What will Dell do?

Prior to contacting Dell, please consult your Owner's Manual or <http://support.dell.com> for troubleshooting advice and directions on running hardware diagnostics.

Upon contacting Dell technical support, you will be required to engage in a remote diagnosis session with the tech support agent to help determine the cause of your issue. Remote diagnosis may involve customer access to the inside of the product and multiple or extended sessions. If the Dell technical support agent determines that your issue is the result of a defect in materials or workmanship but the issue is not able to be resolved remotely, Dell, at its sole discretion, may dispatch a replacement part to you, arrange for you to send your product or defective part back to Dell's repair depot or replace the part or product with a comparable part or product that may be new or refurbished. If the Dell limited hardware warranty for your product includes in-home warranty service, then Dell may also elect to dispatch a service technician to your location to perform the repair or replacement (see Important Information about In-Home Warranty Service After Remote Diagnosis below).

If we determine that the problem is not covered under this limited hardware warranty, we may be able to offer you service alternatives on a fee basis.

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and products. Refurbished parts and products are parts or products that have been returned to Dell, some of which were never used by a customer. All parts and products are inspected and tested for quality. Replacement parts and products are covered for the remaining period of the limited hardware warranty for the product you purchased. Dell owns all parts removed from repaired products and, in most instances, you will be required to return defective parts to Dell.

Dell may use authorized representatives to provide any of the technical support or repair services under this limited hardware warranty.

Important Information about Returning Products to Dell for Repair or Replacement:

For mail-in warranty service (shipping included): Upon a determination by a Dell technical support agent that your product should be returned to Dell for repair or replacement, packaging, shipping instructions and a pre-paid shipping waybill will be sent to you. Upon receipt of the shipping supplies, you must package the product in the material required and call the carrier designated on your shipping instructions to arrange a pickup time. As long as you follow our shipping instructions, we will pay standard shipping charges for shipping the product in for repair and for shipping it back to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the product to you freight collect.

If your warranty does not include mail-in warranty service (shipping included), then we will issue a Return Material Authorization Number that you must include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the product to you freight collect.

When you contact us regarding certain products, such as smartphones or tablet products, we may offer to ship you a replacement product prior to receiving your original product back. In such instance, we may require a valid credit card number at the time you request a replacement product. We will not charge or invoice you for the replacement product as long as you return the original product to us within 10 days of your receipt of the replacement product and we confirm that your product issue is covered under this limited hardware warranty. If we do not receive your original product within 10 days, we will charge your credit card or invoice you for the then-current standard price for the product. If upon receipt of your original product, we determine that your product issue is not covered under this limited hardware warranty, you will be given the opportunity to return the replacement unit, at your sole expense, within 10 days from the date we contact you regarding the lack of coverage for your issue or we will charge to your credit card or invoice you the then-current standard price for the product. In addition, if you fail to pay Dell the amounts due in connection with such an invoice, Dell may suspend your limited hardware warranty support until the invoice amount is paid. A

suspension of your limited hardware warranty for failure to properly return a product or to pay an invoice will not toll the term of your limited hardware warranty and the limited hardware warranty will still expire in accordance with its original term.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media such as SIM cards, floppy disks, DVDs/CDs, or PC Cards regardless of whether a technician is also providing in-home or on-site assistance. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; data or voice charges incurred as a result of failing to remove all SIM cards; or damaged or lost removable media. Please, only include the product components requested by the phone technician.

Important Information about Part Dispatches by Dell:

For some issues, Dell may dispatch a new or refurbished part for you to replace a defective part, if we agree that the defective part needs to be replaced. You must return the defective part to Dell. When you contact us, we may offer to ship you a replacement part prior to receiving your original part back. In such instance, we may require a valid credit card number at the time you request a replacement part. We will not charge or invoice you for the replacement part as long as you return the original part to us within 10 days of your receipt of the replacement part. Failure to timely return the defective part to Dell in accordance with the written instructions provided with the replacement part may result in the suspension of your limited hardware warranty support or a charge to your credit card or invoice in the amount of the then-current standard Dell price for that part. A suspension of your limited hardware warranty for failure to properly return a part will not toll the term of your limited hardware warranty and the limited hardware warranty will still expire in accordance with its original term.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media such as SIM cards, floppy disks, DVDs/CDs, or PC Cards regardless of whether a technician is also providing in-home or on-site assistance. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; data or voice charges incurred as a result of failing to remove all SIM cards; or damaged or lost removable media. When returning parts to Dell, please only include the product components requested by the phone technician.

Important Information about In-Home Warranty Service after Remote Diagnosis:

If the Dell limited hardware warranty for your product includes in-home warranty service, then if Dell determines that your issue is covered under this limited hardware warranty and the technician cannot correct your problem over the phone or, if applicable, by dispatching a part or replacement product to you, then Dell may dispatch a service technician to your location within the United States (including Puerto Rico, but excluding the other U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Please tell the technician the full address of your system's location. Both the performance of service and service response times depend upon the time of day your call is received by Dell, the service alternative you purchased, parts availability, geographical restrictions, weather conditions and the terms of this limited hardware warranty. An adult must be present at all times during the service technician's visit. You must grant the service technician full access to the system and (at no cost to Dell) have working space, electricity and a local telephone line. If these requirements are lacking, Dell is not obligated to provide service. In addition, Dell is not obligated to provide service if you fail to provide an environment that is conducive to computer repair, including for example, if you insist on service to be provided at varying locations, if you fail to properly restrain a pet, if you threaten our technician either verbally or physically, or if your location or the general area

where the system is located is dangerous, infested with insects, rodents, pests, biohazards, human or animal excrement and/or chemicals as reasonably determined to be unsafe by our technician. If you or your authorized representative is not at the location when the service technician arrives, the service technician will not be able to service your system and you may be charged an additional amount for a follow-up service call.

If the telephone technician determines that your system needs a replacement part, you authorize the on-site technician to act as your service agent to handle the delivery and return of the warranty parts necessary to render on-site repairs. You may incur a charge if you fail to allow the on-site technician to return non-working/unused units/warranty parts to Dell.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us, a service contract with a third-party service provider, please refer to that contract for details on how to obtain service.

See www.dell.com/servicecontracts for more details.

May I transfer the limited hardware warranty?

Limited hardware warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited hardware warranty on Dell-Certified Memory may not be transferred. You may record your transfer by going to Dell's Web site:

Customer Type:	Ownership Transfer Website:
Home and Home Office:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=19&l=en&s=dhs&-ck=mn
Small & Medium Business:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=04&l=en&s=bsd&-ck=mn
Large Enterprise:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=555&l=en&s=biz&-ck=mn
Federal Government:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC1009777&l=en&s=fed&-ck=mn
State and Local Government:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC978219&l=en&s=slg&-ck=mn
Higher Education:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC956904&l=en&s=hied&-ck=mn
K-12 Education:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC1084719&l=en&s=k12&-ck=mn
Healthcare:	http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC968571&l=en&s=hea&-ck=mn

For Canadian customers, you may record your transfer by going to Dell's Canadian website: http://www1.ca.dell.com/content/topics/reftopic.aspx/gen/ccare/en/ccare_information?c=ca&l=en&s=gen

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited hardware warranty agreement and Dell's applicable terms and conditions of sale located at www.dell.com/terms (for US customers), www.dell.ca/terms (for Canadian customers - English) or www.dell.ca/conditions (for Canadian customers - French). Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Dell Printer Consumables Limited Warranties

The following sections describe the limited warranty for Dell-branded and NextLife™ Ink by Dell printer consumables (ink cartridges, toner cartridges, photo print packs, and photo paper) for the U.S., Canada, and Latin America. Refer to the appropriate limited warranty accordingly.

Consumables Limited Warranty (U.S. and Canada Only)

Dell Ink

Dell warrants to the original purchaser of genuine Dell-branded ink cartridges that they will be free from defects in material and workmanship for two years beginning on the date of invoice. Dell warrants to the original purchaser of NextLife Ink cartridges that they will be free from defects in material and workmanship for one year beginning on the date of invoice.

Toner

Dell warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge under normal use and storage conditions.

Lifetime toner warranty applies to the original toner only and does not apply to refilled or remanufactured toner cartridges.

Dell Paper

Dell warrants to the original purchaser of genuine Dell Premium Photo Paper and photo print packs that they will be free from defects in material and workmanship for 90-days beginning on the date of invoice.

If any of these products prove defective in either material or workmanship, they will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to product damage resulting from misuse, abuse, accident, cartridge refilling or remanufacturing by customer, neglect, mishandling, or incorrect environments.

Limited Lifetime Warranty for Dell-Branded Tape Media

Dell warrants to you, the end-user customer, that this product will be free from defects in material and workmanship for the lifetime of the product, if it is properly used and maintained. If this product proves defective in either material or workmanship, Dell, at its option, will (a) repair the product, (b) replace the product, or (c) refund the purchase price of the product, provided that the product has been returned to Dell with proof of purchase, such as a purchase order, invoice, or sales receipt. You must first contact your local Dell support representative for your authorization option. To contact your local support representative, please visit www.dell.com, choose your country using the drop down menu located at the top of the page and then click on services and support. This limited lifetime warranty does not apply to failure of the product resulting from misuse, abuse, accident, neglect or mishandling, improperly adjusted or maintained drives, incorrect environments or wear from ordinary use.

THIS LIMITED LIFETIME WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE, JURISDICTION TO JURISDICTION OR COUNTRY TO COUNTRY. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS LIMITED LIFETIME WARRANTY STATEMENT. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY, OR NON-INFRINGEMENT. ANY

IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED LIFETIME WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED LIFETIME WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. DELL'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DELL IS RESPONSIBLE.

SOME STATES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Dell Equallogic Warranty and Support Information

Limited Warranty

This Limited Warranty is made as of the date of shipment of the Products to the Customer (the "Effective Date") by and between Dell Inc, its subsidiaries and affiliates, with offices at 300 Innovative Way, Suite 301, Nashua, NH 03062 ("collectively "the Company"), and the Customer (as defined below).

1. Definitions.

In addition to the terms defined elsewhere in this Agreement, the following terms whenever used in this Agreement shall have the following meanings:

"Customer" means the end user of the Products.

"Hardware" means the Dell EqualLogic PS Series branded array hardware along with any end user manuals supplied by the Company.

"Maintenance Releases" means any update, upgrade, revision, patch, bug fix or an improved, upgraded or enhanced version of the Products released by the Company to which Customer is rightfully entitled by way of a valid maintenance agreement, warranty, or other Company offering. Third Party Products are excluded and subject to their own terms and conditions.

"Object Code" means computer programs assembled, compiled, or converted to magnetic or electronic binary form on software or hardware media, which are readable and usable by computer equipment, but not generally readable by humans without reverse assembly, reverse compiling, reverse conversion, reverse engineering and/or any other disassembly or decompilation.

"Product(s)" means, collectively, the Hardware and Software which may be supplied to Customer.

"Software" means all components of the Company's storage management software and related documentation made generally available by the Company from time to time not accompanied by its own license agreement. The term "Software" shall include any and all software, scripts, firmware, and microcode running on Hardware or any computer system, including all Maintenance Releases supplied in accordance with this Agreement. The Software shall be provided in Object Code form only. No source code will be provided.

"Third Party Products" means any hardware or software licensed or distributed by the Company to Customer that is not owned by the Company.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, THE COMPANY MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NONINFRINGEMENT. THE COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO

THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies only to Products sold by the Company or their authorized resellers. This Limited Warranty is void if the Product is transferred to anyone other than the end user of record as shown in the Company's sales records.

The Company warrants that the Products that you have purchased from the Company, or their authorized resellers, are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the later of the date of shipment from the Company or its authorized resellers to you. Products must be registered with the Company to receive warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your Product is required within the Limited Warranty period. This Limited Warranty extends to the original end user purchaser and is not transferable. This Limited Warranty is applicable in all countries and will be honored in any country where the Company or their authorized service providers offer warranty service, subject to the terms and conditions set forth in this Limited Warranty. Warranty service availability and response times may vary from country to country and may also be subject to registration requirements in the country of purchase.

Replacement parts may be new or refurbished equipment. Replacement parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the Product in which they are installed, whichever is longer.

During the Limited Warranty Period, the Company will repair or replace any defective component. This is your exclusive remedy for defective products. The Company reserves the right to elect, at its sole discretion, to give you a refund of your purchase price instead of a replacement. All component parts or Products removed under the Limited Warranty become the property of the Company. The Limited Warranty does not apply to expendable parts and does not extend to any Product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, improper installation, abuse or other external causes, including but not limited to fire, earthquake, flood, natural or unnatural disaster, exposure to chemicals (or levels of chemicals) not ordinarily found in a computer operating environment, or act of God; (b) by operation outside the usage parameters (including, but not limited to, temperature maximums) stated in the user documentation that shipped with the Product; (c) by use of parts not manufactured or sold by the Company; or (d) by modification or service by anyone other than (i) the Company, (ii) a Company authorized service provider, or (iii) your own installation of end user replaceable Company parts.

Although the Company is not under any obligation to provide warranty service for Product damaged in any of the ways mentioned herein, the Company may, in its sole discretion, agree to provide additional service for such Products if, after inspection by an authorized Company representative, the Company determines that the Product is still in acceptable operating condition.

These terms and conditions constitute the complete and exclusive warranty agreement between you and the Company regarding the Product you have purchased. These terms and conditions supersede any prior agreements or representations, including representations made in Company sales literature or advice given to you by the Company or an agent or employee of the Company that may have been made in conjunction with your purchase of the Product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of the Company.

THE ABOVE WARRANTIES DO NOT APPLY TO DEFECTS RESULTING FROM IMPROPER OR INADEQUATE MAINTENANCE BY CUSTOMER; UNAUTHORIZED MODIFICATION; IMPROPER USE; OPERATION OUTSIDE OF SPECIFICATIONS OR SUPPORTED CONFIGURATIONS FOR THE PRODUCT; ABUSE, NEGLIGENCE, ACCIDENT, LOSS OR DAMAGE IN TRANSIT; IMPROPER SITE PREPARATION; OR UNAUTHORIZED MAINTENANCE OR REPAIR. THE COMPANY DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. THE COMPANY IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS SUPPLIED WITH THE PRODUCT, INCLUDING,

BUT NOT LIMITED TO, THOSE INSTRUCTIONS RELATING TO SAFETY MEASURES TO BE OBSERVED WHEN INSTALLING AND/OR PERFORMING MAINTENANCE ON THE PRODUCT.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR PRODUCT ON THE STORAGE MEDIUM OF YOUR CHOOSING AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATIONS, OR LOSS OF DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL DATA. THE COMPANY IS NOT RESPONSIBLE FOR THE PRESERVATION OF ANY DATA OR THE PROTECTION OF ANY CONFIDENTIAL OR PROPRIETARY INFORMATION CONTAINED IN ANY PRODUCT, NOR IS THE COMPANY RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY DELL OR EQUALLOGIC WHEN THE PRODUCT IS MANUFACTURED.

2. Warranty Period and Replacement Parts.

The warranty period for a Product is a specified, fixed period commencing on the original date of shipment from Dell to the Purchaser of the Product.

Warranty Service on Dell EqualLogic Products

- 1 year next business day replacement on parts
- 1 year Software updates
- 1 year telephone & email support during local business hours, excluding local national holidays

Note: Service offerings may vary by geographic region. For supported Products purchased from Dell Value Added Resellers ("VAR"), the Customer may contact Dell or the VAR to identify applicable service levels.

Enhancements to this limited warranty may be purchased through a separate Service Partnership Agreement available on your Product Contact your nearest Dell Sales office for more information.

During the Limited Warranty period, the Company will repair or replace defective parts returned to the Company's facility. As part of warranty repairs, the Company may require that the system software/firmware be brought up to date. To request Limited Warranty parts replacement service, you must contact the Company's Customer Service Department within the Limited Warranty period. If Limited Warranty parts replacement service is required, the Company will issue a Return Material Authorization (RMA) Number.

If a part to be replaced falls within the warranty period, the Company will ship the replacement part via express shipping prior to receiving the defective part from you. You must ship the defective part back to the Company in its original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. If the failed part is not received by the Company within fifteen (15) business days from the date the replacement part was dispatched to customer, or the unit is not returned in the specified packaging, the customer will be invoiced at the list price for the replacement part.

The package must be labeled on the exterior of the shipping carton with the RMA number provided by the Company customer service. Products returned will not be accepted if there is damage due to external causes, including accident, abuse, misuse, natural and unnatural disasters, acts of God, problems with electrical power, servicing not authorized by the Company, usage not in accordance with product instructions, failure to perform required preventive maintenance, problems caused by use of parts and components not supplied by the Company, and damage incurred during shipment of defective parts to the Company for repair. If damage is evident from these causes, the CUSTOMER will be invoiced at the list price for the replacement parts.

Contacting Support

If your product fails during the warranty period and the troubleshooting suggestions in the product documentation do not solve the problem, you can receive support by contacting the Company via telephone:

http://support.dell.com/support/topics/global.aspx/support/enterprise_support/en/equal_logic?c=us&l=en&s=gen

Country	Telephone
Australia	1800-733-313
Austria	0820 240 58 256
Belgium	0248 28 690
China	800 858 2606
Czech Republic	22 537 2969
Denmark	32 87 5045
European Union (EU) / Emerging Markets EMEA	+44-207-026-0021
Finland	207 533 566
France	0825 004 686
Germany	699 792 2064
Greece	210 812 8918
Holland	0206 74 59 14
Hong Kong	2969-3196
India	1800-425-8045
Ireland	1850 964 270
Italy	269 63 3793
Japan	0120-912-740
Korea	080-860-9918
Luxembourg	24871036
Macau	0800-105
Malaysia	1800-088-1304
New Zealand	800-44-3561
Norway	67 11 75 16
Poland	22 579 5978
Portugal	217 61 6090
Singapore	1800-394-7447
Slovakia	25 750 6981
South Africa	11 709 7729
Spain	902 003 685
Sweden	8 5900 5516
Switzerland	0848 33 00 92
Taiwan	801-601-269
Thailand	1800-006-0005
UK	0844 444 3844
USA / Canada	800-945-3355

Be sure you have the following information available before you call:

- Product service tag, model name, and model number
- Applicable error messages
- Operating system type and revision
- Make and model of any iSCSI initiators

Out of Warranty / Out of Support Services

Out of warranty / Out of Support services are available from the Company under the Company's standard terms and conditions.

Dell KACE Limited Hardware Warranty and Support Information

Dell warrants that all Dell KACE or KACE- branded hardware products delivered by or on behalf of Dell to a licensed end user ("KACE Hardware") will be free from defects in materials and workmanship for a period of 3 years from the date of shipment to the end user.

This limited hardware warranty does not cover:

- Software, including the operating system, KBOX Agent software, and software added to the KACE Hardware products through our factory-integration system, third-party software, or the reloading of software
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by Dell;
 - Usage that is not in accordance with product instructions;
 - Failure to follow the product instructions or failure to perform preventive maintenance ;
 - Problems caused by using accessories, parts, or components not supplied by Dell;
 - Products with missing or altered Service Tags or serial numbers;
 - Products for which Dell has not received payment; or
 - Normal wear and tear.

DELL'S RESPONSIBILITY FOR DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT AS SET FORTH IN THIS WARRANTY STATEMENT. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE FOR KACE HARDWARE, DELL MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY (1) OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY, OR NON-INFRINGEMENT; OR (2) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT. DELL EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR THE LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

What do I do if I need warranty service?

Before the warranty expires, please contact us or our authorized representatives via our website: www.kace.com/support . Please also have your Dell Service Tag or order number available.

What will Dell do?

During the limited hardware warranty period, Dell or its authorized representative will repair any KACE Hardware products that prove to be defective in materials or workmanship. If Dell or its authorized representative is not able to repair the product, we will replace it with a comparable product that is new or refurbished.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR PRODUCT ON THE STORAGE MEDIUM OF YOUR CHOOSING AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATIONS, OR LOSS OF DATA. BEFORE RETURNING ANY PRODUCT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL DATA. DELL IS NOT RESPONSIBLE FOR THE PRESERVATION OF ANY DATA OR THE PROTECTION OF ANY CONFIDENTIAL OR PROPRIETARY INFORMATION CONTAINED IN ANY PRODUCT, NOR IS DELL RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY DELL WHEN THE PRODUCT IS MANUFACTURED.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited hardware warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited hardware warranty?

No. Limited hardware warranties on KACE Hardware are not transferrable.

Support and Training

KACE Appliance Installation Support. First time purchasers of KACE Hardware are required to purchase a KACE JumpStart Program at the time of purchase of their initial KACE Hardware. In connection with the KACE JumpStart Program, KACE or a KACE authorized third party will deliver online training to assist you in the installation and basic configuration of the KACE Hardware. This training will also include exercises that enable deployment of KACE Agent Software on up to 150 managed machines as well as instructions on how to successfully deploy KACE Agent Software on the remaining managed machines (if any). The KACE JumpStart Program consists of a fixed number of two hour sessions depending on the specific model and modules purchased.

Standard Appliance	JumpStart 2 sessions
Standard Bundle	JumpStart 4 sessions
Enterprise Appliance	JumpStart 6 sessions
Enterprise Bundle	JumpStart 12 sessions

These sessions must be completed within 60 days of the initial KACE Hardware shipment. Sessions not completed within that time period can be purchased separately at the then current price levels. . Dell KACE Support Services. In order for the KACE products to remain fully updated and current with all patches, you must purchase ongoing Software support services. First time purchasers of KACE Hardware or Software are required to purchase support services covering their first year of use at the time of purchase of their initial KACE Hardware or Software. Thereafter, you must elect to continue to purchase annual support services in order to continue to receive support covering the Software, whether delivered together with the KACE Hardware or separately. A description of the technical support services is available at: www.dell.com/softwarelicenseagreement.

Fee for Reinstatement of Lapsed Support Services. In the event that you elect to discontinue support services, or allow support services to lapse, you will not be entitled to receive any patches, upgrades, updates or other software support services, as described above. In addition, if you later desire to

reinstate the Dell KACE support services, you may do so but will be required to pay an amount equal to the sum of: (a) all fees for support services that you would have been required to pay between the date of termination and the date of the reinstatement had the support services remained continuously in effect, (b) the then-current annual fee for support services, and (c) a reinstatement fee equal to 25% of the then-current annual support services fee.

Other Professional Services. Professional services activities such as custom integration, unique installation services, script development, data integration and custom packaging may be available from Dell at an additional cost. For a list of current service offerings available for purchase, see:

www.kace.com/support

DELL COMPELLENT STORAGE CENTER STANDARD LIMITED WARRANTY COVERAGE

This document defines the limited warranty coverage provided by Compellent and/or designee.

DEFINITIONS

- 1) Certified operational replacement parts means tested and meet Compellent requirements.
- 2) Coverage Period means those Compellent designated hours pursuant to the defined Warranty Program.
- 3) Defective parts means Equipment or device, determined either by manual diagnostics or by an authorized service provider or by system self diagnostics to not be functioning as designed.
- 4) Equipment means the items manufactured, sold or licensed by Compellent and owned or licensed by the Customer including, if applicable, any software or firmware associated with such Equipment.
- 5) Minor software releases means software code Version revision. Generally speaking, minor releases enhance existing Version functions.
- 6) Technical Assistance means telephone support via Compellent call center.
- 7) Version means a specific level of software code, either installed or available.
- 8) Warranty Period means a specific length of time that commences at ship date and remains valid for the specified time unless otherwise noted.

LIMITED HARDWARE WARRANTY

The standard Compellent hardware Warranty Period is five (5) years from the ship date. The limited hardware warranty covers a replacement part ordering process to be fulfilled by the end of next business day, Monday through Friday, 8AM to 5PM, Central Time, excluding holidays. Once Defective parts are confirmed, Certified operational replacement parts will be shipped, no later than the end of next business day after receipt of request, via ground service. RMA and return shipping instructions will be provided with the warranty replacement part. Labor for troubleshooting, removal, and installation is not covered under this limited hardware warranty.

LIMITED SOFTWARE WARRANTY

Compellent software Warranty Period is ninety (90) days from the ship date. During the Warranty Period, Customers will receive Minor software releases and Bug fixes . Technical Assistance will be provided on a best effort basis, Monday through Friday - 8 AM to 5 PM Central Time, excluding holidays, (i.e. Coverage Period) for all software covered within the software Warranty Period . Technical Assistance provided outside the defined Coverage Period will be billed at then current Compellent Time and Material rates.

HARDWARE LIMITATIONS

As part of Compellent's Warranty and Compellent's Copilot Support terms and conditions, Compellent is released from its Support and Warranty obligations under the following conditions:

Compellent specifically does not warrant or support:

- Products, components, or parts not provided by Compellent;

- Defects in Compellent's product caused by failure to provide a suitable installation environment for the product; i.e., equipment must be properly installed, maintained, powered and adequately protected by a surge suppressor.
- Damages caused by use of the Equipment for purposes other than those for which it was designed;
- Damages caused by "Acts of God," and/or events considered "force majeure" such as fire, flood, smoke, wind, and lightning, etc;
- Damages caused by unauthorized attachments or modifications;
- Damages during shipment; or
- Abuse or misuse by Customer or any third party.

Dell Force10 Limited "Lifetime" Warranty For S25, S50, S55 and S60 Switch/Router Products (the "Agreement")

Warranty and Disclaimers.

- **Limited Hardware Warranty for S25N, S25P, S25V, S50N, S50V, S55, S55R, S60, S60R, 2-Port 10G modules and external power supplies for the listed products ("Products").** Force10 Networks, Inc. ("Force10") warrants to original end users of the Dell Force10 branded Products ("End Users") listed above only, for a period of five (5) years from the date of original shipment by Force10 ("Hardware Warranty Term"), that the hardware portion of the Products ("Hardware") purchased from Force10 or its authorized resellers will be free of defects in material and workmanship under normal use and will perform substantially in accordance with Force10's published specifications for the Product purchased. The Hardware Warranty Term for items external to the Product chassis, including without limitation, cables, optical connectors, LEDs, stacking modules, and power cords equals one (1) year from original shipment by Force10. If the Hardware fails to comply with the foregoing applicable warranty during the applicable warranty period, (a "Defect") Force10, at its sole discretion, will repair or replace the Hardware that is determined to be defective according to the Hardware Return Material Authorization process described below, provide a workaround for the non-conforming Hardware, or if replacement or repair is impractical as determined by Force10 in its sole discretion, refund the fees paid by End User for such non-conforming Hardware. Repaired or replacement Hardware may include some used, refurbished or remanufactured components which are warranted equivalent of new.
- **Limited Software Warranty.** Force10 warrants to End User for a period of five (5) years commencing from the date of original shipment by Force10, that the software portion of the products ("Software") purchased from Force10 or its authorized resellers on or after April 1, 2010, will perform substantially in accordance with Force10's published specifications for the Software purchased. If the Software fails to comply with the foregoing warranty during the warranty period, Force10, at its sole discretion, will repair or replace the Software that is determined to be defective, provide a workaround for the non-conforming Software, or if replacement or repair is impractical as determined by Force10 in its sole discretion, refund the fees paid by End User for such non-conforming Software. If the End User purchases media, Force10 warrants that the media upon which the Software is furnished will be materially free of defects in material and workmanship for sixty (60) days from the date of original shipment by Force10. The sole and exclusive remedy of the End User for such Defects will be replacement of software media. Force10 does not warrant or guarantee that the Software is free from errors or "bugs" or that the End User will be able to operate the Software without interruption or problems or that the functions in the Software will operate in all combinations of hardware and software which may be selected by End User or will meet End User's requirements.
- **Hardware Return Material Authorization.** Products will be non-returnable except as provided in the "Limited Hardware or Software Warranty" set forth above. Prior to any return by End User of any Product, End User's claim under Force10's warranty must be promptly submitted to Force10 TAC in accordance with the procedures posted at www.force10networks.com/support. A Return Material Authorization (RMA) number will be assigned by a TAC engineer and communicated to

the End User via email or online notification. The End User must clearly mark the RMA number on the returned item packaging label and return the products with the RMA form to Force10's designated repair facility, freight and insurance prepaid with a written statement describing the Defect. Force10, at its sole discretion, shall repair or replace the defective unit within ten (10) business days of receipt of the defective Product. Force10 may refuse any product not accompanied by an RMA and such refused shipments will be returned to End User freight collect. Replacement products will be warranted for the remaining Hardware Warranty Term of the original product.

- **DISCLAIMERS. THE FOREGOING WARRANTIES DO NOT APPLY IF THE PRODUCT (I) HAS NOT BEEN INSTALLED, OPERATED, REPAIRED, OR MAINTAINED IN ACCORDANCE WITH FORCE10'S INSTRUCTIONS, (II) HAS BEEN MISHANDLED, MISTREATED, USED OR MAINTAINED OR STORED OTHER THAN IN CONFORMITY WITH FORCE10'S APPLICABLE PRODUCT PUBLISHED SPECIFICATIONS, (III) HAS BEEN SUBJECTED TO ABNORMAL PHYSICAL OR ELECTRICAL STRESS, ENVIRONMENT, NEGLIGENCE, ACT OF GOD, OR ACCIDENT. ANY PRODUCT SOLD OR, IN THE CASE OF SOFTWARE, LICENSED, FOR EVALUATION, TESTING, OR DEMONSTRATION PURPOSES FOR WHICH FORCE10 DOES NOT RECEIVE A PAYMENT OF PURCHASE PRICE OR LICENSE FEE IS PROVIDED "AS IS" WITH NO WARRANTY AND WILL ONLY BE USED FOR TESTING OR EVALUATION, AS AUTHORIZED BY FORCE10, AND NOT USED FOR PRODUCTION USE. THE WARRANTIES AND DISCLAIMERS ABOVE CONSTITUTE FORCE10 AND ITS AUTHORIZED RESELLERS, SUPPLIERS AND LICENSORS' SOLE AND EXCLUSIVE LIABILITY HEREUNDER AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR DEFECTIVE OR NONCONFORMING PRODUCTS AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, TITLE, NONINFRINGEMENT, OR ARISING FROM COURSE OF PERFORMANCE, DEALING, USAGE OR TRADE. . SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO CUSTOMER IN JURISDICTIONS THAT DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST. IN NO EVENT WILL FORCE10'S LIABILITY UNDER THIS WARRANTY EXCEED THE COST OF REPAIR OR REPLACEMENT OF SUCH DEFECTIVE ITEM. CUSTOMER ACKNOWLEDGES AND AGREES THAT THIRD PARTY SOURCES PROVIDE NO WARRANTIES AND WILL HAVE NO LIABILITY WHATSOEVER IN RESPECT OF CUSTOMER'S POSSESSION AND/OR USE OF THIRD PARTY SOFTWARE. NOTWITHSTANDING ANYTHING CONTRARY HEREIN, IN NO EVENT WILL FORCE10, ITS SUPPLIERS, LICENSORS, DISTRIBUTORS, OR RESELLERS BE LIABLE FOR ANY CLAIMS ARISING FROM THE COMBINATION OF PRODUCTS WITH OTHER SOFTWARE OR HARDWARE NOT PROVIDED BY FORCE10 WHERE THE COMBINATION CAUSES THE CLAIM AND NOT THE PRODUCT STANDING ALONE.**

Dell Force10 Limited Hardware Warranty For E-Series, C-Series, S-2410, S-4810, and Z9000 Products (the "Agreement")

Warranty and Disclaimers.

- **Limited Hardware Warranty for E-Series, C-Series, S-2410, S-4810, and Z9000 Products.** Force10 Networks, Inc. ("Force10") warrants to the original End User Customer ("Customer") of the Dell Force10 branded products listed above for a period of one (1) year commencing from the date of original shipment by Force10, that the hardware portion of the product(s) listed above ("Hardware") purchased from Force10 or its authorized resellers, shall be free of defects in material and workmanship under normal use and will perform substantially in accordance with Force10's published specifications provided to Customer with the Hardware that are applicable to the product release purchased. If the Hardware fails to comply with the foregoing warranty during the applicable warranty period, (a "Defect") Force10, at its sole discretion, shall repair or replace the Hardware that is determined to be defective, provide a workaround for the non-conforming Hardware, or if replacement or repair is impractical, refund the fees paid by Customer for such non-conforming Hardware, (solely pursuant to the Hardware Return Material Authorization process describe below). The warranted Hardware may include some used, refurbished or remanufactured components which are warranted the equivalent of new.
- **Limited Software Warranty.** Force10 warrants to Customer for a period of ninety (90) days commencing from the date of original shipment by Force10, that the software portion of the

products (the "Software" as described below) purchased from Force10 or its authorized resellers, will perform substantially in accordance with the Force10's published specifications provided to Customer with the Software for the product purchased. If the Software fails to comply with the foregoing warranty during the applicable warranty period, Force10, at its sole discretion, shall repair or replace the Software that is determined to be defective, provide a workaround for the non-conforming Software, or if replacement or repair is impractical, refund the fees paid by Customer for such non-conforming Software. If the Customer purchases media, Force10 warrants for sixty (60) days commencing from the date of original shipment by Force10 that the media upon which the Software is furnished shall be materially free of defects in material and workmanship under normal use. The sole and exclusive remedy of the Customer shall be replacement of software media. Force10 does not warrant or guarantee that the Software is free from errors or "bugs" or that the Customer will be able to operate the Software without interruption or problems or that the functions in the Software will operate in all combinations of hardware and software which may be selected by Customer or will meet Customer's requirements.

- **Hardware Return Material Authorization.** Products shall be non-returnable except as provided in the "Limited Hardware Warranty" set forth above. Prior to any return by Customer of any product, Customer's claim under Force10's warranty must be promptly submitted to Force10 TAC in accordance with the procedures posted at www.force10networks.com/support. A Return Material Authorization (RMA) number will be assigned by a TAC engineer and communicated to the Customer via email or online notification. Customer must clearly mark the RMA number on the returned item packaging label and return the products with the RMA form to Force10's designated repair facility, freight and insurance prepaid with a written statement describing the Defect. Force10 may refuse any product not accompanied by an RMA and such refused shipments will be returned to Customer freight collect. Replacement products will be warranted for the remaining warranty period of the original product.
- **DISCLAIMERS. THE FOREGOING WARRANTIES DO NOT APPLY IF THE PRODUCT (i) HAS NOT BEEN INSTALLED, OPERATED, REPAIRED, OR MAINTAINED IN ACCORDANCE WITH FORCE10'S INSTRUCTIONS, (ii) HAS BEEN MISHANDLED, MISTREATED, USED OR MAINTAINED OR STORED OTHER THAN IN CONFORMITY WITH FORCE10'S APPLICABLE PRODUCT PUBLISHED SPECIFICATIONS, (iii) HAS BEEN SUBJECTED TO ABNORMAL PHYSICAL OR ELECTRICAL STRESS, ENVIRONMENT, NEGLIGENCE, ACT OF GOD, OR ACCIDENT. ANY PRODUCT SOLD OR, IN THE CASE OF SOFTWARE, LICENSED, FOR BETA, EVALUATION, TESTING, OR DEMONSTRATION PURPOSES FOR WHICH FORCE10 DOES NOT RECEIVE A PAYMENT OF PURCHASE PRICE OR LICENSE FEE IS PROVIDED "AS IS" WITH NO WARRANTY AND SHALL ONLY BE USED FOR TESTING OR EVALUATION, AS AUTHORIZED BY FORCE10, AND NOT USED FOR PRODUCTION USE. THE WARRANTIES AND DISCLAIMERS ABOVE CONSTITUTE FORCE10 AND ITS AUTHORIZED RESELLERS, SUPPLIERS AND LICENSORS' SOLE AND EXCLUSIVE LIABILITY HEREUNDER AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR DEFECTIVE OR NONCONFORMING PRODUCTS AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, TITLE, NONINFRINGEMENT, OR ARISING FROM COURSE OF PERFORMANCE, DEALING, USAGE OR TRADE. . SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO CUSTOMER IN JURISDICTIONS THAT DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST. IN NO EVENT SHALL FORCE10'S LIABILITY UNDER THIS WARRANTY EXCEED THE COST OF REPAIR OR REPLACEMENT OF SUCH DEFECTIVE ITEM. CUSTOMER ACKNOWLEDGES AND AGREES THAT THIRD PARTY SOURCES PROVIDE NO WARRANTIES AND SHALL HAVE NO LIABILITY WHATSOEVER IN RESPECT OF CUSTOMER'S POSSESSION AND/OR USE OF THIRD PARTY SOFTWARE. NOTWITHSTANDING ANYTHING CONTRARY HEREIN, IN NO EVENT WILL FORCE10, ITS SUPPLIERS, LICENSORS, DISTRIBUTORS, OR RESELLERS BE LIABLE FOR ANY CLAIMS WHERE THE COMBINATION OF PRODUCTS WITH OTHER SOFTWARE OR HARDWARE NOT PROVIDED BY FORCE10 WHERE THE COMBINATION CAUSES THE CLAIM AND NOT THE PRODUCT STANDING ALONE.**

- **Service Level Agreement(s)**

- (To be effective 30 days following commencement of the Services)

Dell Response

Dell acknowledges and understands. Please refer to Dell’s proposed service level agreements for sales consultation, order, delivery, technical and warranty support immediately following.

- **Sales Consultation / Order / Delivery**

Performance Standard	Measurement	Measurement Period	% Level	Service Price	Remedy
Sales Consultation	Sales consultation will occur within 4 hours of email or telephone initiation. Web Ordering available immediately on Premier Page or www.dell.com	Quarterly	95%	Included	Escalation and resolution via Dell’s Customer Satisfaction Process. (See Dell Response) (Includes Field Sales, Inside Sales Management and/or alternate sales representatives.
Order Placement Timeframe	Orders will be placed within 24 hours after receipt of properly formatted purchase order. Online orders are placed immediately.	Quarterly	95%	None	Escalation and resolution via Dell’s Customer Satisfaction Process. (See Dell Response) (Includes Order Processing Management / Sales Management
Delivery	Estimated Delivery will occur within an estimated 14 - 30 days after receipt of properly formatted purchase order. Average delivery occurs within an estimated 5 - 7 days after receipt of a properly formatted purchase order.	Quarterly	95%	None	Escalation and resolution via Dell’s Customer Satisfaction Process. (See Dell Response) Options for shipping method upgrades (Next Day or 2-Day overnight)
Business Reviews /	Strategy Meetings	Quarterly	100%	N/A	Escalation and

Strategy Meetings	with VITA Contract Program Leadership				resolution via Dell's Customer Satisfaction Process - See Dell Response.
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- **Telephone / Warranty Support**

Performance Standard	Measurement	Measurement Period	% Level	Service Price	Remedy
Answer Time	80% in Less than four (4) minutes. 100% in Less than six (6) minutes.	Monthly	80%		Escalate to Service Account Manager
Minutes Per Resolution	35 Minutes of Talk Time with Technician	Monthly	95%		Escalate to Service Account Manager
Problem Resolution Accuracy Rate	Resolve in 1 Call.	Monthly	80%		Escalate to Service Account Manager
Abandoned Call Rate	Calls dropped due to long hold times or Dell phone system problems.	Monthly	2%		Escalate to Service Account Manager
Ship Time for Parts	Parts Ordered before 5:00PM Ship Overnight / Same Day (MBD)	Monthly	95%		Escalate to Service Account Manager
Reporting Accuracy Rate	To be determined	Quarterly	99%	N/A	Escalate to Service Account Manager

Exhibit F – Certification Regarding Lobbying

The undersigned certifies, to the best of his or her knowledge and belief, that:

- i). No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- ii). If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- iii). The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:



Printed Name:

Nicholas Stokes

Organization:

Dell Marketing, L.P.

Date:

November 12, 2013

**EXHIBIT X STATEMENT OF WORK (SOW) TEMPLATE
BETWEEN (NAME OF AUTHORIZED USER) AND (SUPPLIER NAME)**

ISSUED UNDER

**CONTRACT NUMBER VA-XXXXXX-XXX
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
[SUPPLIER NAME]**

Exhibit X, between (Name of Agency/Institution) and (Supplier Name) (“Supplier”) is hereby incorporated into and made an integral part of Contract Number VA-XXXXXX-XXX (“Contract”) between the Virginia Information Technologies Agency (“VITA”) on behalf of the Commonwealth of Virginia (and [Supplier]. In the event of any discrepancy between this Exhibit X and the Contract, the provisions of the Contract shall control.

*[Note to Template Users: Instructions for using this template to draft a Statement of Work are in gray highlight and **italics**. These instructions should be deleted after the appropriate text has been added to the Statement of Work. Contractual language is **not italicized** and should remain in the document. Text that is highlighted in blue is variable based on the nature of the project.]*

STATEMENT OF WORK

This Statement of Work (SOW) is issued by the (Name of Agency/Institution), hereinafter referred to as “Authorized User” under the provisions of the Contract,. The objective of the project described in this SOW is for the Supplier to provide the Authorized User with a Solution (“Solution”) or Services (“Services”) or Software (“Software”) or Hardware and Maintenance or Licensed Application Services” for Authorized User Project Name. *(Customize the last sentence to state what you are getting from the Supplier, based on the VITA Contract language, and with your project name.)*

1. PERIOD OF PERFORMANCE

The work authorized in this SOW will occur within XX (XX) months of execution of this Statement of Work. This includes delivery, installation, implementation, integration, testing and acceptance all of products and services necessary to implement the Authorized User’s Solution, training, and any support, other than on-going maintenance services. The period of performance for maintenance services shall be one (1) year after implementation or end of Warranty Period and may be extended for additional one (1) year periods, pursuant to and unless otherwise specified in the Contract. *(Customize this section to match what you are getting from the Supplier, based on the allowable scope of the VITA Contract and your project’s specific needs within that allowable scope.)*

2. PLACE OF PERFORMANCE

(Assign performance locations to major milestones or any other project granularity, depending on your transparency and governance needs, if needed.)

Tasks associated with this project will be performed at the Authorized User’s location(s) in City/State, at Supplier’s location(s) in City/State, or other locations as required by the effort.

3. PROJECT DEFINITIONS

Provide project unique definitions so that all stakeholders have the same understanding. Ensure these do not conflict with the Contract definition.)

All definitions of the Contract shall apply to and take precedence over this SOW. Authorized User’s specific project definitions are listed below:

4. PROJECT SCOPE

(Provide a description of the scope of your project and carve out what is NOT in the scope of your project. Remember that it must fit within the VITA Contract scope.)

A. General Description of the Project Scope

B. Project Boundaries

5. AUTHORIZED USER'S SPECIFIC REQUIREMENTS

(Provide information about your project's and your agency's specific requirements for this particular project including, but not limited to the following subsections):

A. Authorized User-Specific Requirements

B. Special Considerations for Implementing Technology at Authorized User's Location(s)

C. Other Project Characteristics to Insure Success

6. CURRENT SITUATION

(Provide enough background information to clearly state the current situation to Supplier so that Supplier cannot come back during performance claiming any unknowns or surprises. Some example subsections are provided below. You may collapse/expand as you feel is necessary to provide adequate information and detail.)

A. Background of Authorized User's Business Situation

B. Current Architecture and Operating System

C. Current Work Flow/Business Flow and Processes

D. Current Legacy Systems

E. Current System Dependencies

F. Current Infrastructure (Limitations, Restrictions)

G. Usage/Audience Information

7. PRODUCTS AND SERVICES TO SUPPORT THE PROJECT REQUIREMENTS (AND/OR SOLUTION)

A. Required Products (or Solution Components)

(List the products, or if your project is for a Solution, the Solution components, (hardware, software, etc.) provided by Supplier that will be used to support your project requirements. Identify any special configuration requirements, and describe the system infrastructure to be provided by the Authorized User. Provide an overview that reflects how the system will be deployed within the Authorized User's environment. You are urged to refer to the VITA Contract for allowable scope and other guidance in drafting language for this section.)

B. Required Services

(List the services (e.g., requirements development, Solution design, configuration, interface design, data conversion, installation, implementation, testing, training, risk assessment, performance assessment, support and maintenance) that will be provided by Supplier in the performance of your project. You are urged to refer to the VITA Contract for the definition of Services and for the allowable scope in drafting language for this section. You will notice subsections "C" and "D" below offer areas for expanded detail on training, support and maintenance services. You may add other subsections in which you wish to expand the information/details/requirements for other service areas as well. It is likely some of this detail will be a combination of your known needs and the Supplier's proposal. In all cases the provisions should include all negotiated commitments by both parties, even if you reference by incorporation the Supplier's proposal in any subsection.)

C. Training Requirements and/or Authorized User Self-Sufficiency/Knowledge Transfer

(Provide an overview and details of training services to be provided for your project and any special requirements for specific knowledge transfer to support successful implementation of the Solution. If the intent is for the Authorized User to become self-sufficient in operating or maintaining the Solution, determine the type of training necessary, and develop a training plan, for such user self-sufficiency. Describe how the Supplier will complete knowledge transfer in the event this Statement of Work is not completed due to actions of Supplier or the non-appropriation of funds for completion affecting the Authorized User. You may refer to the VITA Contract for guidance on the allowable scope for this.)

D. Support and Maintenance Requirements

(Document the level of support, as available under the Contract, required by your project to operate and maintain the Solution. This may include conversion support, legacy system integration, transition assistance, Solution maintenance (including maintenance level), or other specialized consulting to facilitate delivery or use of the Solution.)

E. Personnel Requirements

(Provide any supplier personnel qualifications, requirements, licenses, certifications or restrictions including project manager, key personnel, subcontractors, etc., but ensure they do not conflict with the VITA Contract terms.)

F. Transition Phase-In/Phase-Out Requirements

(Describe any specific requirements for orientation or phasing in and/or phasing out of the project with the Supplier. Be specific on what the project needs and expected results are, the duration and other pertinent detail, but ensure they do not conflict with the VITA Contract provision(s) regarding Transition of Services or with any other training requirements in the SOW.)

8. TOTAL PROJECT PRICE

The total Fixed Price for this Project shall not exceed \$US XXX.

Supplier's invoices shall show retainage of ten percent (10%). Following completion of Solution implementation, Supplier shall submit a final invoice to the Authorized User, for the final milestone payment amount shown in the table in section 9 below, plus the total amount retained by the Authorized User. If travel expenses are not included in the fixed price of the Solution, such expenses shall be reimbursed in accordance with Commonwealth of Virginia travel policies as published by the Virginia Department of Accounts (<http://www.doa.virginia.gov>). In order to be reimbursed for travel expenses, Supplier must submit an estimate of such expenses to Authorized User for approval prior to incurring such expenses.

(Sections 9 through 11 should be used or deleted depending on the project's complexity, risk and need for governance. For a simple project you may only need the section 10 table, but for a more complex project, or a major IT project, you may need a combination of or all of the tables for check and balance and redundancy.)

9. PROJECT DELIVERABLES

(Provide a list of Supplier's deliverable expectations. The table is to be customized for the Authorized User's project. You may want to categorize deliverables for each phase or major milestone of the project and then categorize other interim deliverables and/or performance and status reports under one of them or under an Administrative or Project Management section.)

The following deliverables are to be provided by Supplier under this SOW. Subsequent sections may include further detail on the content requirements for some deliverables.

No.	Title	Due Date	Format Required (i.e., electronic/hard)	Distribution Recipients	Review Complete	Final Due Date
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			copy/CD/DVD		Due Date	
	Project Plan					
	Design Plan					
	Implementation Plan					
	Data Conversion Plan					
	Risk Assessment Plan					
	Test Plan					
	Training Plan					
	Performance Plan					
	Contingency Plan					
	Disaster Recovery Plan					
	Cutover Plan					
	Change Management Plan					
	Transition Plan					
	Monthly Status Reports					
	Quarterly Performance /SLA Reports					
	Training Manual					
	Final Solution Submission Letter					
	Final Acceptance Letter					

10. MILESTONES, DELIVERABLES, PAYMENT SCHEDULE, AND HOLDBACKS

(This table should include the project's milestone events, associated deliverables, when due, milestone payments, any retainage amount to be held until final acceptance and the net payment you promise to pay for each completed and accepted milestone event. This table includes sample data only and must be customized for your project needs.)

The following table identifies milestone events and deliverables, the associated schedule, any associated payments, any retainage amounts, and net payments.

Milestone Event	Associated Milestone Deliverable(s)	Schedule	Payment	Retainage	Net Payment
Project kick-off meeting	---	Execution + 5 days	---	---	---
Site survey	Site survey report	Execution + 10 days	---	---	---
Requirements Analysis & Development	Design Plan	Execution+45 days	\$30,000	\$15,000	\$15,000
	Project Plan	Execution+45 days			
	Implementation	Execution + 45			

	Plan	days			
Begin Implementation		Execution + 60 days			
Data Conversion & Mapping		Execution + 90 days	\$10,000	\$3,000	\$7,000
Installation of software	---	Execution + 90 days	\$10,000	\$1,000	\$9,000
Installation of hardware	---	Execution + 90 days	\$10,000	\$1,000	\$9,000
Configuration and testing	---	Execution + 120 days	---	---	---
Training	Training manual	Execution + 130 days	\$10,000	\$1,000	\$9,000
30-Day User Acceptance Testing	---	Execution + 160 days	\$20,000	\$2,000	\$18,000
Implementation complete	Solution	Execution + 160 days	\$10,000	--	\$10,000
Final Acceptance		Execution + 210 days	--	--	\$23,000

11. EVENTS AND TASKS FOR EACH MILESTONE

(If needed, provide a table of detailed project events and tasks to be accomplished to deliver the required milestones and deliverables for the complete Solution. Reference each with the relevant milestone. A Work Breakdown Structure can be used as shown in the table below or at the very least a Project Plan should have this granularity. The Supplier's proposal should be tailored to the level of detail desired by the Authorized User's business owner/project manager for project governance.)

The following table identifies project milestone events and deliverables in a Work Breakdown Structure format.

WBS No.	Milestone	Milestone Event	Milestone Task	Interim Task Deliverables	Duration
1.0	Site survey				
1.1		Conduct interviews			
1.1.1			Schedule interviews	None	20 days after contract start
1.1.2			Complete interviews	Interview Results Report	25 days after contract start
1.2		Receive AU information			

12. ACCEPTANCE CRITERIA

(This section should reflect the mutually agreed upon UAT and Acceptance Criteria specific to this engagement. Please read the VITA contract definitions for the definitions or Requirements and Acceptance. Ensure the language in this section does not conflict with the VITA Contract language.)

Acceptance Criteria for this Solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by the Authorized User. The UAT will ensure that all of the requirements and functionality required for the Solution have been successfully delivered. Supplier will provide the Authorized User with a detailed test plan and acceptance check list based on the mutually agreed upon UAT Plan. This UAT Plan check-list is incorporated into this SOW in Exhibit B-X.

Each deliverable created under this Statement of Work will be delivered to the Authorized User with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the Authorized User's Project Manager with space to indicate if the deliverable is accepted, rejected, or conditionally accepted. Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Project Manager. The Project Manager will have **ten (10)** days from receipt of the deliverable to provide Supplier with the signed Acceptance Receipt unless an alternative schedule is mutually agreed to between Supplier and the Authorized User in advance.

13. PROJECT ASSUMPTIONS AND PROJECT ROLES AND RESPONSIBILITIES

(This section contains areas to address project assumptions by both the Supplier and the Authorized User and to assign project-specific roles and responsibilities between the parties. Make sure that all assumptions are included to alleviate surprises during the project. Ensure that all primary and secondary (as needed) roles and responsibilities are included. You will tailor the Responsibility Matrix table below to fit your project's needs.)

A. Project Assumptions

The following assumptions are specific to this project:

B. Project Roles and Responsibilities

The following roles and responsibilities have been defined for this project:

(Sample Responsibility Matrix)

Responsibility Matrix	Supplier	Authorized User
Infrastructure – Preparing the system infrastructure that meets the recommended configuration defined in Section 2B herein		√
Server Hardware		√
Server Operating		√
Server Network Connectivity		√
Relational Database Management Software (Installation and Implementation)		√
Server Modules – Installation and Implementation	√	
PC Workstations – Hardware, Operating System, Network Connectivity		√
PC Workstations – Client Software		√
Application Installation on PC Workstations	√	
Wireless Network Access Points	√	
Cabling, Electric and User Network Connectivity from Access Points		√
Wireless Mobile Computing Products – Scanners, printers	√	
Project Planning and Management	√	√
Requirements Analysis	√	√
Application Design and Implementation	√	
Product Installation, Implementation and Testing	√	
Conversion Support	√	
Conversion Support -- Subject Matter Expertise		√
Documentation	√	
Training	√	
Product Maintenance and Support	√	

Problem Tracking	√	√
Troubleshooting – IT Infrastructure		√
Troubleshooting – Solution	√	

14. COMMONWEALTH AND SUPPLIER-FURNISHED MATERIALS, EQUIPMENT, FACILITIES AND PROPERTY

(In this section, provide details of any materials, equipment, facilities and property to be provided by your Agency or the Supplier in performance of this project. If none, so state so that the requirements are clear. If delivery of any of these is critical to the schedule, you may want to identify such delivery with hard due dates tied to “business days after project start” or “days after event/milestone.” Be sure to specify the delivery and point of contact information.)

A. PROVIDED BY THE COMMONWEALTH

B. PROVIDED BY THE SUPPLIER

15. SECURITY REQUIREMENTS

(Provide (or reference as an Attachment) Authorized User’s security requirements.)

For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier’s employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier’s employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of the Contract.

Supplier shall comply with all requirements in the Security Compliance section of the Contract

16. REQUIRED STANDARDS, CERTIFICATIONS AND SPECIFICATIONS

In addition to any standards and specifications included in the Contract, Supplier shall follow the standards and specifications listed below during performance of this effort.

(List any specific Commonwealth, VITA, Federal, engineering, trade/industry or professional standards, certifications and specifications that Supplier is required to follow or possess in performing this work. The first bullet includes a link to COVA-required standards for all Commonwealth technology projects. The rest are examples only and highlighted to reflect this. If you need an exception of any COVA-required standard, please follow the process located at this link: <http://www.vita.virginia.gov/oversight/default.aspx?id=10344> and select the Data Standards Guidance bulleted link. Your AITR can assist you.

- COV ITRM Policies and Standards: <http://www.vita.virginia.gov/library/default.aspx?id=537>
- IEEE 802®
- HIPAA
- SAS 70 Type II

17. U.S. ENVIRONMENTAL PROTECTION AGENCY’S AND DEPARTMENT OF ENERGY’S ENERGY STAR GUIDELINES RISK MANAGEMENT

(Risk is a function of the probability of an event occurring and the impact of the negative effects if it does occur. Negative effects include schedule delay, increased costs, failure of dependent legacy system interoperability, other project dependencies that don’t align with this project’s schedule, and poor quality of deliverables. Depending on the level of risk of this project, as assessed by your Project

Manager and/or Steering Committee, this section may contain any or all of the following components, at a level of detail commensurate with the level of risk. Remember to add them to the Deliverables table.)

C. Initial Risk Assessment

Authorized User and Supplier shall each provide an initial assessment from their point of view.

D. Risk Management Strategy

(The list below is taken from VITA PMD template discussing what should go into a Risk Management Strategy. Don't forget to consider and plan for any budget contingencies to accommodate potential risks that are identified.)

1. **Risk Identification Process:** The processes for risk identification.
2. **Risk Evaluation and Prioritization:** How risks are evaluated and prioritized.
3. **Risk Mitigation Options:** Describe the risk mitigation options. They must be realistic and available to the project team.
4. **Risk Plan Maintenance:** Describe how the risk plan is maintained during the project lifecycle.
5. **Risk Management Responsibilities:** Identify all project team members with specific risk management responsibilities. (e.g., an individual responsible for updating the plan or an individual assigned as a manager).

E. Risk Management Plan

(Include a description of frequency and form of reviews, project team responsibilities, steering and oversight committee responsibilities and documentation. Be sure to add all deliverables associated with risk strategizing and planning to the list of Deliverables.)

18. DISASTER RECOVERY

Planning for disaster recovery for your project is paramount to ensure continuity of service. The criticalness and complexity of your project, including its workflow into other dependent systems of the Commonwealth or federal systems, will help you determine if you require a simple contingency plan or a full-blow contingency plan that follows the Commonwealth's ITRM Guideline SEC508-00 found at this link:

http://www.vita.virginia.gov/uploadedFiles/Library/ContingencyPlanningGuideline04_18_2007.pdf

It is advisable that you visit the link before making your decision on how you need to address contingency planning and related deliverables in this SOW; as well as, how this will impact your planned budget. A likely deliverable for this section would be a Continuity of Operations Plan. You may choose to include the above link in your final SOW to describe what the Plan will entail. The same link includes the following processes, which you may choose to list in your final requirements for this section, to be performed by your team, the Supplier or both and/or a steering committee if your project warrants such oversight and approval:

- Development of the IT components of the Continuity of Operations Plan (COOP)
- Development and exercise of the IT Disaster Recovery Plan (IT DRP) within the COOP
- Development and exercise of the IT System Backup and Restoration Plan

19. PERFORMANCE BOND

(If your project is sizeable, complex and/or critical, and the VITA Contract does not already provide for a performance bond, you may want the Supplier to provide one. The VITA Contract may include an Errors and Omissions insurance requirement, which would cover the Supplier's liability for any breach of the Contract or this SOW. Be sure to read the Contract for this information. However, if you feel that this project warrants further performance incentive due to the project or the Supplier's viability, you may include the following language in this section.)

The Supplier shall post performance bond in an amount equal to one hundred percent (100%) of the total contract value and provide a copy of the bond to Authorized user within (10) days of execution of this SOW Agreement. In the event that the Supplier or any subcontractor or any officer, director, employee or agent of the Supplier or any subcontractor or any parent or subsidiary corporation of the Supplier or any subcontractor fails to fully and faithfully perform each material requirement of this SOW Agreement, including without limitation the Supplier's obligation to indemnify the Authorized User, the performance bond shall be forfeited to Authorized User. The bond shall be in a form customarily used in the technology industry and shall be written by a surety authorized to do business in Virginia and that is acceptable to Authorized User.

20. OTHER TECHNICAL/FUNCTIONAL REQUIREMENTS

(Provide any other unique project technical and functional requirements and expectations in sufficient detail in this section. Ensure they do not conflict with existing requirements in the VITA Contract. Several examples are listed.)

A. Service Level Requirements

B. Mean-Time-Between-Failure Requirements

C. Data Access/Retrieval Requirements

D. Additional Warranties

21. REPORTING

(The following are examples of reporting requirements which may be included in your SOW depending on the project's need for governance. In an effort to help VITA monitor Supplier performance, it is strongly recommended that the SOW include "Supplier Performance Assessments". These assessments may be performed at the Project Manager's discretion and are not mandated by VITA.)

A. Weekly/Bi-weekly Status Update.

The weekly/bi-weekly status report, to be submitted by Supplier to the Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

B. Supplier Performance Self-Assessment.

Within thirty (30) days of execution of the project start, the Supplier and the Authorized User will agree on Supplier performance self-assessment criteria. Supplier shall prepare a monthly self-assessment to report on such criteria. Supplier shall submit its self-assessment to the Authorized User who will have five (5) days to respond to Supplier with any comments. If the Authorized User agrees with Supplier's self-assessment, such Authorized User will sign the self-assessment and submit a copy to the VITA Supplier Relationship Manager.

C. Performance Auditing

(If you have included service level requirements in the above section entitled, Other Technical/Functional Requirements, you will want to include a requirement here for your ability to audit the results of the Supplier's fulfillment of all requirements, Likewise, you may want to include your validation audit of the Supplier's performance reporting under this Reporting section. It is important, however, that you read the VITA contract prior to developing this section's content so that conflicts are avoided. Suggested language is provided below, but must be customized for your project.)

Authorized User (or name of IV&V contractor, if there is one), will audit the results of Supplier's service level obligations and performance requirements on a monthly/quarterly basis, within ten (10) days of receipt of Supplier's self-assessments and service report(s). Any discrepancies will be discussed between the Authorized User and Supplier and any necessary invoice/payment adjustments will be made. If agreement cannot be reached, the Authorized User and Supplier will

escalate the matter in accordance with the Escalation provision of the Contract. (If none, you may add your escalation procedure in this section.)

D. Supplier Performance Assessments

(You may want to develop assessments of the Supplier's performance and disseminate such assessments to other Authorized Users of the VITA Contract. Prior to dissemination of such assessments, Supplier will have an opportunity to respond to the assessments, and independent verification of the assessment may be utilized in the case of disagreement.)

22. CHANGE MANAGEMENT

(Changes to the baseline SOW must be documented for proper project oversight. Depending on your project, you may need to manage and capture changes to configuration, incidents, deliverables, schedule, price or other factors your team designates as critical. Any price changes must be done in compliance with the Code of Virginia, § 2.2-4309. Modification of the contract, found at this link: <http://leg1.state.va.us/cgi-bin/legp504.exe?000+coh+2.2-4309+500825>. Changes to the scope of this SOW must stay within the boundaries of the scope of the VITA Contract.

For complex and/or major projects, it is recommended that you use the VITA PMD processes and templates located at: <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=567>.

Administrative or non-technical/functional changes (deliverables, schedule, point of contact, reporting, etc.) should extrapolate the affected sections of this SOW in a "from/to" format and be placed in a numbered modification letter referencing this SOW and date, with a new effective date. The VITA Contract may include a template for your use or you may obtain one from the VITA Contract's Point of Contact. It is very important that changes do not conflict with, but do comply with, the VITA Contract, which takes precedence. The following language may be included in this section, but additional language is needed to list any technical/functional change management areas specific to this SOW; i.e., configuration, incident, work flow, or any others of a technical/functional nature.)

All changes to this SOW must comply with the Contract. Price changes must comply with the Code of Virginia, § 2.2-4309. Modification of the contract, found at this link: <http://leg1.state.va.us/cgi-bin/legp504.exe?000+coh+2.2-4309+500825>

All changes to this SOW shall be in written form and fully executed between the Authorized User's and the Supplier's authorized representatives. For administrative changes, the parties agree to use the change template, attached to this SOW. For technical/functional change management requirements, listed below, the parties agree to follow the processes and use the templates provided at this link: <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=567>

23. POINT OF CONTACT

For the duration of this project, the following project managers shall serve as the points of contact for day-to-day communication:

Authorized User: _____

Supplier: _____

By signing below, both parties agree to the terms of this Exhibit.

Supplier:

Authorized User:

(Name of Supplier)

(Name of Agency/Institution)

By: _____

By: _____

(Signature)

(Signature)

Name: _____
(Print)

Title: _____

Date: _____

Name: _____
(Print)

Title: _____

Date: _____

EXHIBIT H

AWARDED MANUFACTURERS/CATEGORIES

- Dell
 - PC/All-In-One
 - Laptop
 - Rugged Laptop
 - Chrome
 - Thin Client
 - Windows Tablet
 - Android Tablet
 - Servers

- TAG
 - Rugged Tablet Windows

- Peripherals