



Service description

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

Introduction

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

The Scope of This Service

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

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

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

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

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

Service SKUs

See Appendix A

The key Service steps include

Project Planning:

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

Solution Planning:

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



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

Installation of up to three Dell PowerEdge servers:

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

Installation, Implementation and testing of Dell EqualLogic solution:

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



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

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

Pre-Stage server for P2V:

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

Perform the P2V migration:

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

Post P2V-migration:

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

Product awareness:

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



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

Project closeout:

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

Excluded Services

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

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

P2V Specific Guidelines

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

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

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



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

Service specific Customer responsibilities

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



General Customer Responsibilities

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

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

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

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

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

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

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



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

Terms & Conditions

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

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

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



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

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



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

1. Supported Products

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

2. Support Services

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

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

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

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



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

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

3. Term of Service.

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

4. Important Additional Information

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

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

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

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

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Appendix A

Service SKUs

US SKU

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

LA SKU

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

BZ SKU

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

EMEA SKU

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



Appendix B

Exceptions to Dell business hours

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



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



PROPOSAL SUMMARY

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

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

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

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



POWEREDGE R620, INTEL XEON E-26XX V2 PROCESSORS

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

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

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

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



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

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



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

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



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

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



VCENTER SERVER 5 STANDARD FOR VSPHERE 5 PER INSTANCE

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

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

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

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

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QUOTATION

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

Date: 4/21/2014

Thanks for choosing Dell! Your quote is detailed below; please review the quote for product and informational accuracy. If you find errors or desire certain changes please contact your sales professional as soon as possible.

Sales Professional Information

SALES REP:	STAN TEMPLE	PHONE:	1800 - 4563355
Email Address:	Stan_temple@dell.com	Phone Ext:	5125139107

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

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

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

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

(* Amount denoted in \$)

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Terms of Sale

This quote is valid for 30 days unless otherwise stated. Unless you have a separate written agreement that specifically applies to this order, your order will be subject to and governed by the following agreements, each of which are incorporated herein by reference and available in hardcopy from Dell at your request:

If this purchase is for your internal use only: Dell's Commercial Terms of Sale (www.dell.com/CTS), which incorporate Dell's U.S. Return Policy (www.dell.com/returnpolicy) and Warranty (www.dell.com/warrantyterms).

If this purchase is intended for resale: Dell's Reseller Terms of Sale (www.dell.com/resellerterms).

If this purchase includes services: in addition to the foregoing applicable terms, Dell's Service Terms (www.dell.com/servicecontracts/global).

If this purchase includes software: in addition to the foregoing applicable terms, your use of the software is subject to the license terms accompanying the software, and in the absence of such terms, then use of the Dell-branded application software is subject to the Dell End User License Agreement - Type A (www.dell.com/AEULA) and use of the Dell-branded system software is subject to the Dell End User License Agreement - Type S (www.dell.com/SEULA).

You acknowledge having read and agree to be bound by the foregoing applicable terms in their entirety. Any terms and conditions set forth in your purchase order or any other correspondence that are in addition to, inconsistent or in conflict with, the foregoing applicable online terms will be of no force or effect unless specifically agreed to in a writing signed by Dell that expressly references such terms.

Additional Terms for Public Customers

If you are a department, agency, division, or office of any district, state, county or municipal government within the United States ("Public Customer"), the following terms ("Public Customer Terms") apply in addition to the foregoing terms: A. If any portion of the foregoing terms and conditions (or any terms referenced therein) is prohibited by law, such portion shall not apply to you. Notwithstanding anything to the contrary, the End User License Agreements shall take precedence in all conflicts relevant to your use of any software. B. By placing your order, you confirm that (1) you are a contracting officer or other authorized representative of Public Customer with authority to bind the Public Customer to these terms and conditions, and (2) you have read and agree to be bound by these terms and conditions.

Pricing, Taxes, and Additional Information

All product, pricing, and other information is valid for U.S. customers and U.S. addresses only, and is based on the latest information available and may be subject to change. Dell reserves the right to cancel quotes and orders arising from pricing or other errors. Sales tax on products shipped is based on your "Ship To" address, and for software downloads is based on your "Bill To" address. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, including your Customer Number, to the Dell Tax Department at 800-433-9023. Please ensure that your tax-exemption certificate reflects the correct Dell entity name: Dell Marketing L.P. Note: All tax quoted above is an estimate; final taxes will be listed on the invoice. If you have any questions regarding tax please send an e-mail to Tax_Department@dell.com.

For certain products shipped to end-users in California, a State Environmental Fee will be applied to your invoice. Dell encourages customers to dispose of electronic equipment properly.

All information supplied to CITY OF SAN LEANDRO for the purpose of this proposal is to be considered confidential information belonging to Dell.

About Dell

Dell Inc. listens to customers and delivers innovative technology and services they trust and value. Uniquely enabled by its direct business model, Dell is a leading global systems and services company and No. 34 on the Fortune 500. For more information, visit www.dell.com.

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QUOTATION

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

Date: 4/21/2014

Thanks for choosing Dell! Your quote is detailed below; please review the quote for product and informational accuracy. If you find errors or desire certain changes please contact your sales professional as soon as possible.

Sales Professional Information

SALES REP:	STAN TEMPLE	PHONE:	1800 - 4563355
Email Address:	Stan_temple@dell.com	Phone Ext:	5125139107

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

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

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

Product Subtotal: \$11,090.48

Tax:	\$802.94
Shipping & Handling:	\$0.00
State Environmental Fee:	\$0.00
Shipping Method:	LTL 5 DAY OR LESS

(* Amount denoted in \$)

Statement of Conditions

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If this purchase includes services: in addition to the foregoing applicable terms, Dell's Service Terms (www.dell.com/servicecontracts/global).

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If you are a department, agency, division, or office of any district, state, county or municipal government within the United States ("Public Customer"), the following terms ("Public Customer Terms") apply in addition to the foregoing terms: A. If any portion of the foregoing terms and conditions (or any terms referenced therein) is prohibited by law, such portion shall not apply to you.

Notwithstanding anything to the contrary, the End User License Agreements shall take precedence in all conflicts relevant to your use of any software. B. By placing your order, you confirm that (1) you are a contracting officer or other authorized representative of Public Customer with authority to bind the Public Customer to these terms and conditions, and (2) you have read and agree to be bound by these terms and conditions.

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QUOTATION

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

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

Thanks for choosing Dell! Your quote is detailed below; please review the quote for product and informational accuracy. If you find errors or desire certain changes please contact your sales professional as soon as possible.

Sales Professional Information

SALES REP:	STAN TEMPLE	PHONE:	1800 - 4563355
Email Address:	Stan_temple@dell.com	Phone Ext:	5125139107

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

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

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

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

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

(* Amount denoted in \$)

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QUOTATION

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

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

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Sales Professional Information

SALES REP:	STAN TEMPLE	PHONE:	1800 - 4563355
Email Address:	Stan_temple@dell.com	Phone Ext:	5125139107

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

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

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

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

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

(* Amount denoted in \$)

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QUOTATION

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

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

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

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

Not Selected in this Configuration (640-BBHS)	1
Dell Applications for Windows 7 (658-BBIH)	1
RAID 0 (780-BBCK)	1
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Windows 7 Professional, English, 64bit (includes Windows 8.1 Pro 64bit License and Media) (536-BBBL)	1
Non-Canada Orders only (332-1286)	1
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No Energy Star (387-BBBE)	1
No Additional Network Card Selected (Integrated NIC included) (555-BBJO)	1
No Controller (526-BBBC)	1
8x Slimline DVD+/-RW Drive (429-AAHH)	1
No Sound (510-BBBX)	1
Internal Speaker (520-AADM)	1
US/Thai/Philippines Power Cord (450-AAFS)	1
Windows 8.1 USB OS Recovery(English) (620-AASO)	1
Dell Backup and Recovery Basic (637-AAAD)	1
No External Speaker (520-AABF)	1
English and French Shipping Docs (340-AAMK)	1
Dell Limited Hardware Warranty Plus Service Initial Year (934-7327)	1
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ProSupport : 7x24 Technical Support , 2 Year Extended (994-2392)	1

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ProSupport : 7x24 Technical Support , Initial (994-8180)	1
No Out-of-Band Systems MGMT,Dell Precision T3610 (631-AACZ)	1
Resource DVD not Included (430-XXYU)	1
No Additional Hard Drive (401-AADF)	1
No Additional Hard Drive (401-AADF)	1
Tech Sheet, English (340-AEYR)	1
Intel Xeon Processor E5-1650 v2 (Six Core HT, 3.5 GHz Turbo, 12 MB),Dell Fixed Precision T3610 (338-BCTE)	1
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If you are a department, agency, division, or office of any district, state, county or municipal government within the United States ("Public Customer"), the following terms ("Public Customer Terms") apply in addition to the foregoing terms: A. If any portion of the foregoing terms and conditions (or any terms referenced therein) is prohibited by law, such portion shall not apply to you. Notwithstanding anything to the contrary, the End User License Agreements shall take precedence in all conflicts relevant to your use of any software. B. By placing your order, you confirm that (1) you are a contracting officer or other authorized representative of Public

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

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All product, pricing, and other information is valid for U.S. customers and U.S. addresses only, and is based on the latest information available and may be subject to change. Dell reserves the right to cancel quotes and orders arising from pricing or other errors. Sales tax on products shipped is based on your "Ship To" address, and for software downloads is based on your "Bill To" address. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, including your Customer Number, to the Dell Tax Department at 800-433-9023. Please ensure that your tax-exemption certificate reflects the correct Dell entity name: Dell Marketing L.P. Note: All tax quoted above is an estimate; final taxes will be listed on the invoice. If you have any questions regarding tax please send an e-mail to Tax_Department@dell.com.

For certain products shipped to end-users in California, a State Environmental Fee will be applied to your invoice. Dell encourages customers to dispose of electronic equipment properly.

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QUOTATION

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

Date: 5/13/2014

Thanks for choosing Dell! Your quote is detailed below; please review the quote for product and informational accuracy. If you find errors or desire certain changes please contact your sales professional as soon as possible.

Sales Professional Information

SALES REP:	STAN TEMPLE	PHONE:	1800 - 4563355
Email Address:	Stan_temple@dell.com	Phone Ext:	5125139107

SOFTWARE & ACCESSORIES

GROUP TOTAL: \$8,300.00

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

*Total Purchase Price:	\$8,300.00
Product Subtotal:	\$8,300.00
Tax:	\$0.00
Shipping & Handling:	\$0.00
State Environmental Fee:	\$0.00
Shipping Method:	LTL 5 DAY OR LESS

(* Amount denoted in \$)

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The information in this document is believed to be accurate. However, Dell assumes no responsibility for inaccuracies, errors, or omissions, and shall not be liable for direct, indirect, special, incidental, or consequential damages resulting from any such error or omission. Dell is not responsible for pricing or other errors, and reserves the right to cancel orders arising from such errors.

Dell may make changes to this proposal including changes or updates to the products and services described, including pricing, without notice or obligation.

Terms of Sale

This quote is valid for 30 days unless otherwise stated. Unless you have a separate written agreement that specifically applies to this order, your order will be subject to and governed by the following agreements, each of which are incorporated herein by reference and available in hardcopy from Dell at your request:

If this purchase is for your internal use only: Dell's Commercial Terms of Sale (www.dell.com/CTS), which incorporate Dell's U.S. Return Policy (www.dell.com/returnpolicy) and Warranty (www.dell.com/warrantyterms).

If this purchase is intended for resale: Dell's Reseller Terms of Sale (www.dell.com/resellerterms).

If this purchase includes services: in addition to the foregoing applicable terms, Dell's Service Terms (www.dell.com/servicecontracts/global).

If this purchase includes software: in addition to the foregoing applicable terms, your use of the software is subject to the license terms accompanying the software, and in the absence of such terms, then use of the Dell-branded application software is subject to the Dell End User License Agreement - Type A (www.dell.com/AEULA) and use of the Dell-branded system software is subject to the Dell End User License Agreement - Type S (www.dell.com/SEULA).

You acknowledge having read and agree to be bound by the foregoing applicable terms in their entirety. Any terms and conditions set forth in your purchase order or any other correspondence that are in addition to, inconsistent or in conflict with, the foregoing applicable online terms will be of no force or effect unless specifically agreed to in a writing signed by Dell that expressly references such terms.

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