

Great Lakes Computer
 5555 Corporate Exchange CT SE
 Grand Rapids, MI 49512

Quote#: QTE0138215
 Date: 2/18/2010
 Expiration Date: 3/4/2010

**GREAT LAKES
 COMPUTER**

Call us at 800.488.2587

HP

ProLiant
 Integrity
 9000

Alpha
 StorageWorks
 ProCurve

ALSO OFFERING:

**CISCO
 JUNIPER**

**DELL
 SUN**

IBM

WWW.GLCOMP.COM

Company Scott County Courthouse
Contact Sam Samara
Email
Phone

Proposed By Andy Maddox
Email amaddox@glcomp.com
Phone 616-698-1100 ext 531
Fax 616-698-1200

Qty	Part Number	Description	Unit Price	Ext. Price
8	451439-B21	HP BLc Cisco 1/10GbE 3120X Switch	\$ 6,400.00	\$ 51,200.00
2	451438-B21	HP BLc Cisco 1GbE 3120G Switch	\$ (3,000.00)	\$ (6,000.00)

Subtotal: \$ 45,200.00

*Do you have surplus or decomissioned equipment to trade-in?
 Ask us how to get cash or an instant credit on this purchase.*

The Terms and Conditions and Warranty Statement listed on the following pages are an integral part of this quotation. Please ask for an updated quote after the expiration date as pricing and availability are subject to change.

Thank you for the opportunity to earn your business.

Andy Maddox

3 Year Lease Option \$ 1,526.86

The information contained in this communication is confidential, is intended only for the use of the recipient named above, and may be legally privileged. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender and delete the original message or any copy of it from your computer system. Thank you.



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Legal Quotation

To: Scott County of Iowa
416 West Fourth Street
Davenport, IA 52801

Attn: Sam Samara
Phone: 563.328.3271
Fax:
Email: ssamara@scottcountyiowa.org

In reply to your request:

Scott County New and Upgrades 450's and FATA

HP Quote #	Created	Expires
CNWY-25326-03	2/25/2010	4/30/2010

Your HP Sales Contact:

Damon Neiser,
Phone: 1 800 2778988ext. 77190
Fax:
Email: damon.neiser@hp.com

Payment Terms:

Net 30 days, subject to credit approval

Submit Purchase Order To:

Customer Service Representative
Phone: 800.386.1117
Fax: 800-386-1118
Email: OM_PCBC_SLED@hp.com
8000 Foothills Blvd
MS:5578
Roseville, CA 95747

Solution	Net Price
Hardware Total:	\$209,531.60
Software Total:	\$44,178.75
Support Total:	\$49,722.75
Other Total:	\$0.00
Shipping and Handling Total:	\$0.00
Grand Total:	\$303,433.10
Estimated Delivery upon order entry:	7 days
Delivery Method Standard Delivery Duty Paid Shipping & Handling and Special Handling Exempt	



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Quote Number
CNWY-25326-03

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Please direct inquires regarding this quote to: RFQ-PCBC-SLED@hp.com.

No.	Qty	Product	Description	Extended Item Net Price	Estimated Delivery Upon Order Entry
0100	1	AF002A	HP Universal Rack 10642 G2 Shock Rack	1,086.97	5 days
	1	Opt. 001	Factory Express Base Racking	219.00	5 days
0200	1	AG637B	HP EVA4400 Dual Controller Array	4,633.65	6 days
	1	Opt. 0D1	Factory integrated		7 days
0300	8	AG638B	HP M6412-A Fibre Channel Drive Enclosure	21,798.00	6 days
	8	Opt. 0D1	Factory integrated		7 days
0301	64	AG803B	HP EVA M6412A 450GB 15K FC Drive	89,510.40	6 days
	64	Opt. 0D1	Factory integrated		6 days
0302	32	AG691B	HP EVA M6412A 1TB FATA Drive	40,219.20	6 days
	32	Opt. 0D1	Factory integrated		7 days
0400	2	252663-D72	HP 24A High Voltage US/JP Modular PDU	436.54	5 days
	2	Opt. 0D2	Factory horizontal mount of PDU		5 days
0500	1	AF062A	HP 10K G2 600mm Stabilizer Kit	167.17	5 days
	1	Opt. B01	Include with complete system		5 days
0600	1	AF054A	HP 10642 G2 Sidepanel Kit	262.07	5 days
	1	Opt. 0D1	Factory integrated		5 days
0700	1	T5486BAE	HP Continuous Access EVA4400 Unlim E-LTU	15,750.00	5 days
0800	1	T5505EAE	HP Smartstart for EVA V3.1 E-Media Kit	78.75	5 days
0900	1	TA801AAE	HP CV+BC+DCM SW Bundle EVA4400 E-LTU	12,600.00	5 days
1000	1	HA110A3	HP 3y Support Plus 24 SVC		
	1	Opt. 13F	EVA4400 Dual Ctrl JW Supp	726.39	
	96	Opt. 13J	EVA 450-1TB HDD HW Supp	19,776.96	
	1	Opt. 13W	CA EVA Unlim LTU SW Supp	6,737.22	
	1	Opt. 1P0	CV+BC+DCM SWBundle EVA4400 LTU	5,389.02	
	8	Opt. 9DS	EVA M6412A FC Drive Enclosure Support	2,681.28	
1100	4	AJ835A	HP 2m Multi-mode OM3 LC/LC FC Cable	219.00	7 days
1200	2	AG638B	HP M6412-A Fibre Channel Drive Enclosure	5,449.50	6 days
1300	24	AG691B	HP EVA M6412A 1TB FATA Drive	30,164.40	6 days
1400	1	T5486BAE	HP Continuous Access EVA4400 Unlim E-LTU	15,750.00	5 days
1500	8	AG691B	HP EVA M6412A 1TB FATA Drive	10,054.80	6 days
1600	1	HA110A3	HP 3y Support Plus 24 SVC		
	32	Opt. 13J	EVA 450-1TB HDD HW Supp	6,592.32	
	1	Opt. 13W	CA EVA Unlim LTU SW Supp	6,737.22	
	2	Opt. 9DS	EVA M6412A FC Drive Enclosure Support	670.32	

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No.	Qty	Product	Description	Extended Item Net Price	Estimated Delivery Upon Order Entry
1700	2	AG691B	HP EVA M6412A 1TB FATA Drive	2,513.70	6 days
1800	1	HA110A3	HP 3y Support Plus 24 SVC		
	2	Opt. 13J	EVA 450-1TB HDD HW Supp	412.02	
1900	2	AG803B	HP EVA M6412A 450GB 15K FC Drive	2,797.20	6 days
2000	1	H4396B	HP No Additional Support Required		
Grand Total:					\$303,433.10

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USA only = Some Software which is delivered on physical media or resides within computer hardware can be enabled electronically. Such enablement provides the appropriate password, keys or access code (Keys) as applicable. Electronic delivery of these Keys and Software restore CDs do not qualify for state tax exemption in those states that would exempt electronically downloaded software products

Additional license authorizations restrictions and authorizations applicable to your software product are found at <http://support.OpenView.hp.com/licenses.jsp>

To receive the quoted software via E-Delivery, your purchase order MUST include the end-user's EMAIL address. If the email address is not included on the PO, HP will not be able to deliver this software via E-Delivery, and delivery will revert to standard shipment.

Additional license authorizations restrictions and authorizations applicable to your software product are found at <http://support.OpenView.hp.com/licenses.jsp>

Your order contains a License to Use (LTU) for HP Continuous Access EVA. Due to the complexity of many environments, HP recommends that all application environments configured with HP Continuous Access EVA be reviewed by the HP Continuous Access EVA Presales technical team prior to the sale. This will set proper customer expectations concerning the solution.

For HP Internal Sales Teams please contact HP Shared Solution Architects team for assistance (email:ssa@hp.com) or contact 800-424-0993 option 2. For HP Partners please contact your HP Storage Solution Consultant or Distributor for assistance. The sale of products under this quotation will be governed by the Terms and Conditions of the agreement between BUYER and Hewlett-Packard Company, Agreement Number WSCA/NASPO contract number B27164. Since special discounts are being granted under this quotation, products purchased under this quotation, shall not be further discounted under the Master Agreement. The sale of products under this quotation will predicated upon ordering the products and quantities as specified on the quotation. Changes in product mix and/or quantities may affect the discount percentage."

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Quote Number
CNWY-25326-03

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Hardware Title Passes At: At Delivery, Named Place of Destination

Please reference Hewlett-Packard's quote number, purchase agreement number (if applicable), item sequence and the following information on any resulting purchase order:

- Your requested delivery date
- The name and telephone number of the individual who is the end-user contact that Hewlett-Packard may call for product support information.
- If applicable, your support identifier or handle name, on any previously purchased support contract, covering the system on which any software herein quoted will be installed. The support identifier or handle is the one assigned when a support agreement is purchased.

Please contact your Hewlett-Packard Sales Representative should you have any technical questions or any other questions.

HP has financing options for technology solutions for the End User. If in the U.S., please contact the HP Technology Finance representative or call 1-888-999-HPTF (4783) for more information; if in Canada, please call 1-800-HP-LEASE (1-800-475-3273).

Prices are exclusive of use, sales, value added and other taxes. When applicable, such taxes will appear as a separate item on HP's invoice. Should the item(s) being quoted herein be exempt from sales tax, please ensure that the appropriate valid Tax Exemption Certificate, referencing Hewlett-Packard Company as the vendor, be forwarded to your Hewlett-Packard Order Processing Coordinator.

California law requires collection of a recycling fee for laptop computers, LCD desktop monitors, and CRTs (monitors and TVs). For more information, go to www.hp.com/go/hwrecycle. Applicable recycling fees may not be reflected in this quotation. Such fees will be included on your invoice upon order.

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Legal Quotation

To: Scott County of Iowa
416 West Fourth Street
Davenport, IA 52801

Attn: Sam Samara
Phone: 563-328-3271
Fax:
Email: ssamara@scottcountyiowa.com

In reply to your request:

HP Quote # **Created** **Expires**
CNWY-27130-00 2/25/2010 4/30/2010

Your HP Sales Contact:

Damon Neiser,
Phone: 1 800 2778988ext. 77190
Fax:
Email: damon.neiser@hp.com

Payment Terms:

Net 30 days, subject to credit approval

Submit Purchase Order To:

Customer Service Representative
Phone: 800.386.1117
Fax: 800-386-1118
Email: OM_PCBC_SLED@hp.com
8000 Foothills Blvd
MS:5578
Roseville, CA 95747

Solution	Net Price
Hardware Total:	\$3,816.41
Software Total:	\$0.00
Support Total:	\$669.60
Other Total:	\$0.00
Shipping and Handling Total:	\$0.00
Grand Total:	\$4,486.01
Estimated Delivery upon order entry:	2 weeks
Delivery Method Standard Delivery Duty Paid Shipping & Handling and Special Handling Exempt	



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Legal Quotation

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Please direct inquires regarding this quote to: RFQ-PCBC-SLED@hp.com.

No.	Qty	Product	Description	Extended Item Net Price	Estimated Delivery Upon Order Entry
0100	1	494329-B21	HP DL380R06 CTO Chassis [#1]		
	1	Opt. ABA	HP DL380G6 CTO Chassis	1,084.78	2 weeks
	1	500085-L21	U.S. - English localization		
0101	1	500085-L21	HP E5502 DL380 G6 FIO Kit	240.17	8 days
0102	1	500660-B21	HP 4GB 4Rx8 PC3-8500R-7 LP Kit	200.75	5 days
	1	Opt. 0D1	Factory integrated		5 days
0103	2	418367-B21	HP 146GB 3G SAS 10K 2.5in DP ENT HDD	392.74	5 days
	2	Opt. 0D1	Factory integrated		5 days
0104	1	481041-B21	HP Slim 12.7mm SATA DVD Optical Kit	65.70	8 days
	1	Opt. 0D1	Factory integrated		8 days
0105	1	AJ763A	HP 82E 8Gb Dual-port PCI-e FC HBA	1,642.50	6 days
	1	Opt. 0D1	Factory integrated		6 days
0106	1	503296-B21	HP 460W HE 12V Hotplg AC Pwr Supply Kit	181.77	5 days
	1	Opt. 0D1	Factory integrated		5 days
0200	1	HA104A3	HP 3y 4h 24x7 HW Support		
	1	Opt. 7G3	Proliant ServerDL38x HWSupport	669.60	
0300	1	AF556A	HP 1.83m 10A C13-UL US Pwr Cord	8.00	5 days
Grand Total:					\$4,486.01

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Legal Quotation

Quote Number Page
CNWY-27130-00 3

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The sale of products under this quotation will be governed by the Terms and Conditions of the agreement between BUYER and Hewlett-Packard Company, Agreement Number WSCA/NASPO contract number B27164. Since special discounts are being granted under this quotation, products purchased under this quotation, shall not be further discounted under the Master Agreement. The sale of products under this quotation will predicated upon ordering the products and quantities as specified on the quotation. Changes in product mix and/or quantities may affect the discount percentage."

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Exemption Certificate, referencing Hewlett-Packard Company as the vendor, be forwarded to your Hewlett-Packard Order Processing Coordinator.

California law requires collection of a recycling fee for laptop computers, LCD desktop monitors, and CRTs (monitors and TVs). For more information, go to www.hp.com/go/hwrecycle. Applicable recycling fees may not be reflected in this quotation. Such fees will be included on your invoice upon order.

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Print Date: 2/25/2010 2:51:13PM



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Legal Quotation

To: Scott County of Iowa
416 West Fourth Street
Davenport, IA 52801

Attn: Sam Samara
Phone: 563-328-3271
Fax:
Email: ssamara@scottcountyiowa.com

In reply to your request:

HP Quote #	Created	Expires
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Net 30 days, subject to credit approval
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Fax: 800-386-1118
Email: OM_PCBC_SLED@hp.com
8000 Foothills Blvd
MS:5578
Roseville, CA 95747

Solution	Net Price
Hardware Total:	\$3,816.41
Software Total:	\$0.00
Support Total:	\$669.60
Other Total:	\$0.00
Shipping and Handling Total:	\$0.00
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Estimated Delivery upon order entry:	2 weeks
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	1	Opt. ABA	U.S. - English localization		
0101	1	500085-L21	HP E5502 DL380 G6 FIO Kit	240.17	8 days
0102	1	500660-B21	HP 4GB 4Rx8 PC3-8500R-7 LP Kit	200.75	5 days
	1	Opt. OD1	Factory integrated		5 days
0103	2	418367-B21	HP 146GB 3G SAS 10K 2.5in DP ENT HDD	392.74	5 days
	2	Opt. OD1	Factory integrated		5 days
0104	1	481041-B21	HP Slim 12.7mm SATA DVD Optical Kit	65.70	8 days
	1	Opt. OD1	Factory integrated		8 days
0105	1	AJ763A	HP 82E 8Gb Dual-port PCI-e FC HBA	1,642.50	6 days
	1	Opt. OD1	Factory integrated		6 days
0106	1	503296-B21	HP 460W HE 12V Hotplg AC Pwr Supply Kit	181.77	5 days
	1	Opt. OD1	Factory integrated		5 days
0200	1	HA104A3	HP 3y 4h 24x7 HW Support		
	1	Opt. 7G3	Proliant ServerDL38x HWSupport	669.60	
0300	1	AF556A	HP 1.83m 10A C13-UL US Pwr Cord	8.00	5 days
Grand Total:					\$4,486.01

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Print Date: 2/25/2010 2:51:13PM



Scott County ECC EVA Blade project

Project Labor Price: \$31,680.00

Customer: Scott County
 Customer Address: 416 West 4th Street
 Customer City, St, Zip: Davenport, IA 52801
 Date: 2/5/2010

Contact Name: Sam Samara
 Contact Phone: 563-328-3271
 Contact Email: ssamara@scottcountyiowa
 Quote #: VSSQ34386

OVERVIEW

This work is to be performed for Customer by Vital (Company) for the installation of the Enterprise Solution. This service will be delivered on-site.

All service is to be provided to the same Customer site during normal business hours (8-5 Mon-Fri), unless otherwise specified. This installation will take place at a designated date and time.

NOTE: Actual phase implementation tasks will vary dependent upon Customer Quote and Authorized Purchase Order with selected options.

EXECUTIVE SUMMARY

Customer to be completing ECC EVA/Blade project for DR/BC to existing infrastructure already in place.

TECHNICAL SPECIFICS

Project to involve installing new EVA and blades in primary site. This will include rearranging existing servers in VM cluster and replacing them with new servers in existing enclosure. There will be 6 new servers in each enclosure running ESX in separate clusters. The existing ESX servers will be set aside for now and redeployed by the client in the near future. Long range SFP will be used for connecting to two enclosures fabrics to mimic the eventual DR configuration. CA will be implemented on both arrays.

PURCHASE ORDER VALIDATION**Phase (All)**

- Inventory Purchase Order against the Equipment Packing Slip.

SYSTEMS BUILD**Phase (EVA)****Connections to the HP SAN:**

- [1] EVA's
- [12] Servers with Fibre Channel Connectivity (with MPIO connections)
- [2] Fibre Switches
 - [24] Ports per Switch
 - [24] Ports Populated
- [0] iSCSI Connectivity Kits
- [2] Continuous Access Arrays
- Company to connect [12] hosts to SAN Fibre Channel
- Company to connect [0] hosts to SAN iSCSI
- Company to migrate [0] hosts' data to SAN **during** normal business hours
- Company to migrate [0] hosts' data to SAN **after** normal business hours

Pre-Installation Consulting and Planning:

- Prior to commencing work a Vital Engineer and/or a Project Manager will contact the Customer.
- Review the implementation activities to be performed, ensure that the prerequisites are met, explain the extent of Customer-specific tailoring available, explain the roles and responsibilities of the Customer's personnel, and agree on the corresponding project schedule.
- Customer will provide the hardware to be configured according to the HP SAN specifications.

Phase (BLC)

- Customer will provide the hardware to be configured according to the blade server specifications.
- Company to manually install OS on [0] blade(s).

Phase (VM)

- Company will convert [0] physical Windows servers to virtual machines **during** regular business hours.
- Company will convert [0] physical Windows servers to virtual machines **after** regular business hours.

CONFIGURATION & SETUP**Phase (EVA)**

- Install EVA shelves and controllers in Customer-provided rack.
- Attach EVA cables.
- Install Fibre Channel switches.
- Install HBA in Customer-provided servers.
- Install Command View on Customer-provided hardware.
- Initialize controllers.
- Update firmware as needed.
- Configure Zoning on Fibre Channel switches.
- Initialize San Management Subsystem.
- Configure Disk Groups.
- Setup Notification and SNMP strings.
- Update all passwords on SAN devices.
- Installation of Customer-optional SAN management software.

Phase (BLC)

- Install the blade chassis in the rack.
- Configure each blade for unique components.
- Setup iLo for all blade servers.
- Update firmware on chassis and enclosures.
- Install interconnects into enclosure and uplink to existing infrastructure.

Phase (VM)

- Install ESX hardware platform.
- Install and configure ESX software.
- Configure the virtual networks.
- Configure storage and presentation to the ESX server.
- Install and configure the vCenter Server (VC) software.
- Install licenses.
- Configure datacenters and clusters within VC.
- Import ESX servers into VC.
- Configure High Availability (HA).
- Enable and configure Update Manager.
- Install and configure VMware Converter.
- Enable Enhanced VMotion Compatibility (EVC) in system BIOS on all hosts.
- Configure EVC.
- Configure VMotion.
- Configure Fault Tolerance (FT).
- Configure vShield zones.
- Configure Distributed Resource Scheduling (DRS).
- Configure vNetwork Distributed Switch.
- Configure Host Profiles.
- Build ESX using Host Profiles on new servers and Migrate existing VM's to new hosts in existing site.
- Customer to pull 6 NICs out of existing blades and put in 6 of the new blades.

TESTING**Phase (EVA)**

- Install a HBA in a Customer-provided test server (host).

- Install and Configure Multipathing Software.
- Configure zoning of the Fibre Channel switches for the host to see the SAN.
- Add the test server as a Host within Command View.
- Create a virtual disk in Command View and present it to the host server.
- Validate from the host server that it can view all the disks and paths.
- Format and assign a drive to the new virtual disk.
- Perform Snap/Clone functionality if the Customer purchased this option.

Phase (VM)

- Test and verify VM functionality.
- Test and verify snapshots.
- Create and validate VM templates.
- Test and verify HA.
- Test Update Manager updates to ESX hosts.
- Test and verify VMotion.
- Test Fault Tolerance.
- Test vShield zones.
- Test and verify Storage VMotion (if applicable).
- Test and verify DRS.
- Test Distributed Switch.
- Test Host Profiles.

KNOWLEDGE TRANSFER

Phase (EVA)

- Provide overview of the Command View management home page.
- Install and configure an HBA in the Customer-provided server.
- Install and configure Multipathing software on the server.
- Provide overview of the Fibre Channel switch management page.
- Create Zone for the Fibre Channel Switch.
- Add a host to the Command View.
- Create a virtual disk for the host and present it to the host.
- Validate disk and paths for the host using Multipathing software.
- Format and assign a drive to the virtual disk.
- Demonstrate the Snap/Clone functionality if option was purchased by the Customer.
- Demonstrate the Snap/Clone scripting functionality if purchased by the Customer.
- Walk through changing all passwords on SAN devices to customer specified passwords.

Phase (BLC)

- Review hardware components and their functions.
- Building a blade:
 - Configure HBA settings (if SAN applies).
 - Create host and disk (if SAN applies).
 - Complete finishing tasks.

Phase (VM)

- Best Practices configuration.
- Overview of the ESX administration home page and vSphere client.
- Deployment of a VM.
- Demonstrate the management of a VM.
- Overview of VM resource components.
- vCenter (VC) configuration and object definitions.
- Overview of VC web client and vSphere client.
- Overview of VC security/permissions.
- Overview of HA setup and configuration.
- Demonstrate Update Manager.
- Demonstrate vCenter Converter physical-to-virtual (P2V) conversion process.
- Demonstrate VMotion.
- Demonstrate Fault Tolerance.
- Demonstrate vShield Zones.
- Demonstrate Storage VMotion (if applicable).
- Overview of DRS setup and configuration.

- Demonstrate Distributed Switch.
- Demonstrate Host Profiles.

DEPLOYMENT

Phase (EVA)

- Customer will install and configure the remaining servers for presentation to the SAN.
- Customer to move to DR location.

Phase (BLc)

- Customer will deploy remaining blade servers according to the Customer's schedule.
- Vital recommends the Customer reviews a blade installation on a non-SOW server while the Vital Engineer is on-site.
- Additional Labor will be required if the Customer requires assistance with non-SOW servers after the Vital Engineer has left the job site.
- Customer to move to DR location.

Phase (VM)

- Customer will deploy VMs.

DOCUMENTATION

Phase (All)

- Vital Project Overview Report
- Visio diagram (if applicable)

Phase (EVA)

- SAN scan.
- Brocade SAN health report or SAN visibility report (if not Brocade).
- License files.
- Baseline EVA, switch configs, "Support Show".
- EVA support document.

Phase (BLc)

- Vital Helpful Hints document.

CUSTOMER RESPONSIBILITIES

- Customer is responsible for providing a single point-of-contact for Company personnel throughout the project.
- Customer is responsible for notifying their managers and users of the installation date and potential down times associated with this project. This includes notifying managers and users of any risks associated with this project.
- Customer is responsible for providing dedicated power circuits, suitable space for placement of the equipment in a secure location and providing Company with floor plans and/or electrical drawings, as needed.
- If Customer requests additional equipment or services outside of the original order, Customer will be required to follow Company's change order control process.
- Customer is responsible for all costs associated with third-party issue resolutions and delays not contracted by Company.
- Customer is responsible to ensure all of its electronic files and other data are adequately duplicated, documented and protected.
- Company recommends that Customer changes any user ID's or passwords that were implemented or disclosed during project implementation.
- Customer is responsible for verifying that application vendors will support their product(s) when installed on a virtual server.
- Gigabit Ethernet infrastructure for ESX server ports is HIGHLY recommended for proper performance.
- vCenter Converter physical-to-virtual migration candidates must meet operating system and network bandwidth requirements.
- Dedicated Gigabit Ethernet infrastructure is required for VMotion.
- Dedicated Gigabit Ethernet infrastructure is required for Fault Tolerance.

PROJECT COORDINATION

- Company will provide a kick off meeting at the start of the project.
- Company will track equipment.
- Company will schedule the required resources for project completion.
- Upon completion of the project, a notice of project completion will be delivered.

EQUIPMENT ACQUISITION & DELIVERY

- Company will procure, inventory and deliver the equipment ordered for Customer. If Customer requests additional equipment or services, a change order will be required.
- Equipment delivered to Customer will require Customer signature and becomes the sole responsibility of the Customer. Any equipment shipped to customer and then is missing at time of installation will need to be replaced by Customer at an additional cost. Customer will provide Company with access to a secured location at the Customer's facilities for delivery of the equipment.

CHANGE ORDER

- If Customer requests additional equipment or services outside of this Agreement, a Change Order will be required which may result in additional charges.

BUILDING FACILITIES

- Customer will provide building access for equipment delivery and installation. Company will make every attempt to work with Customer's schedule for new building construction or remodeling. Customer will be responsible for Time & Material charges incurred for extra trips required by third-party vendor delays.

PROPRIETARY & THIRD PARTY APPLICATIONS

- It is the Customer's responsibility to notify Company prior to the ordering of equipment or any applications, databases, or other software/hardware that is required to interoperate with the proposed equipment. Company is not liable for the functionality of any components not specifically addressed in this scope of work.

INVOICING

- The Customer will be invoiced for the equipment upon delivery per contract terms. Payment terms for any non-HP items are referenced on the associated quote.

SUPPORT & WARRANTY

- The Customer will be able to contact Vital Support Systems Customer Care Center by calling 515-334-5755, 7 days a week, 24 hours a day. A service ticket will be opened and resources will be scheduled. Support will be charged at the standard applicable rate, unless emergency services are requested, in which case emergency rates will be charged. Standard manufacturer's warranties are provided on all equipment.

LICENSING

- Customer is responsible for ensuring that all licensing is up-to-date for any software being supplied by Customer. Company reserves the right to verify licensing on any software provided by Customer prior to installation.
- Customer is responsible for Operating System licenses.

EXCLUSIONS

- Company is not responsible for software and hardware connections not identified as part of this scope.
- Company will not be held accountable for modifications, new development, or new vendors not identified by Customer before the signing of the contract.
- Company will not be responsible for missed plan milestones due to Customer's failure to provide timely and/or accurate information.
- Company will not be responsible for third-party vendors (not contracted by Company) regarding issue resolution, delays and costs impacting the completion of the plan.
- Company will not be responsible for disconnecting Customer's circuits, unless otherwise specified in the Agreement.
- Company will not be responsible for reconstructing data stored on disk files, tapes, memories, scheduling, etc.

ASSUMPTIONS

- Company will be allowed to test during normal business hours. Customer will need to notify Company if this is not acceptable. A Change Order will need to be completed and approved to arrange additional resource scheduling for after-hours labor that is not considered to be part of this scope of work.
- Customer will have a management structure in place and available to resolve any project related issues.
- Information provided by Customer is accurate and complete.
- Plan Milestones are dependent upon availability of equipment provided by all third-party vendors.

Vital Support Systems (Company)

Scott County

(Customer)

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____