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Calence, LLC, dba Insight Networking

URL Vendor Website	DIR Contract Number DIR-SDD-1369
Vendor ID 1203791623100	Contract Term End Date 5/13/2011
HUB Type Non HUB	Contract Exp Date 5/13/2014
<input checked="" type="checkbox"/> E-Rate Qualified	

Calence, LLC, dba Insight Networking DIR

Contact Cathi Whelan	Contact Lisa Maldonado
Phone (512) 691-2043	Phone (512) 463-5662
Fax 512-691-9480	Fax (512) 475-4759

How to Order

1. For product and pricing information, visit the Calence, LLC, dba Insight Networking website or contact Cathi Whelan at (512) 691-2043.
2. Generate a purchase order, made payable to Calence, LLC, dba Insight Networking. You must reference Contract Number **DIR-SDD-1369** on your purchase order.
3. Fax your purchase order and quote form to Calence, LLC, dba Insight Networking at 512-691-9480.

Contract Overview

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Pricing: Pricing Appendix

Pricing for available products and/or services are limited to those identified in the pricing section of the main contract document listed above.

[< No thanks, return to search](#)

Available Brands

Cisco

Available Products & Services

Networking Equipment

Additional Contract Information

There are no additional documents associated with this contract

Reseller Vendor Contacts

Vendor Name	Vendor ID	HUB Type	Contact Name	Phone/Fax	Address
Austin Ribbon & Computer Supplies, Inc.	1742339797900	Woman Owned	David Litzau	Phone: 512-452-0651 Fax: 512-452-0691	9211 Waterford Centre Blvd, Suite 202 Austin, TX 78758
Capitol Complex Directory	Document Library		FAQs		Dept. of Information Resources
Statewide Search	SAD Fraud Reporting		Site Policies		300 W. 15th St. Ste. 1300
Sponsored Sites	Homeland Security		Site Map		Austin, TX 78701 MAP
Planned Procurement Schedule	Sunset Review Notification		Job Postings		512.475.4700

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State of Texas CPA Term Contract 071-A1
*/CPA Term Contract 071-A1-AUTOMOBILES AND LAW ENFORCEMENT
VEHICLES
Search Term Contracts
071-A1-AUTOMOBILES AND LAW ENFORCEMENT VEHICLES
02/2009 THRU 08/2010 071-A1

Customers using their own purchase order form for catalog items must include at a minimum the following information. Non-Automated Purchase Orders will be issued directly to the awarded contractor.

- a. CPA Contract No. 071-A1
- b. NIGP Class/Item perline item
- c. Discount percentage indicated on the catalog for each item
- d. Agencies other than "State of Texas Agencies" must include on the purchase order the following statement: "This order will be governed by the terms and conditions of TPASS Contract #071-A1".

Vendor Number: 49369 JOHNSON GRAYSON AUTOMOTIVE, d.b.a. Holiday
Chevrolet
NIGP/Commodity
071-30-75200-4

\$24,974.61 468CLE - FULL SIZE UTILITY VEHICLE
PURSUIT VEHICLE 8-CYLINDER, 5.3L V8 FLEX FUEL,
HEAVY-DUTY, 4-DOOR, 2-WHEEL DRIVE (IN
ACCORDANCE WITH TEXAS SPECIFICATION NO.
071-072-AT-2009/2010) Make: CHEVROLET Model:
TAHOE PPV CC10706 EPA Grenhouse Score: 7 City
MPG: 14 Higway MPG: 20 Final Order Date: TBD

- Ewan Ganga -

**SAFEHOUSE SECURITY SYSTEMS
SECURITY MONITORING AGREEMENT**

(Form 1)

5017 South McColl/Edinburg, Texas 78539
Tel:(956)971-0123 Fax:(956) 971-0124 1-800-SAFE-322

This Agreement, made this date of 11/1/10 by and between Safehouse Security Systems, whose address and telephone number are shown above and

Customer: Anzaldias Park

Address: S. Conwell P.O. Box 1607 M

City, State and Zip: MISSION TX 78572

Monitoring Account No: 11-3068

1. SERVICES AND EQUIPMENT TO BE FURNISHED

- a. In order to provide the services described in this Agreement, Safehouse agrees to provide and install, at the Customer's location stated above, all of the equipment listed on the Attached Schedule A (the "Equipment"). Ownership of the Equipment shall remain with Customer at all times.
- b. Safehouse will provide to Customer the services described in this Agreement (the "Monitoring Services") subject to the terms of this Agreement. Safehouse will install or maintain the Equipment at Customer's location and Safehouse authorized monitoring contractor will Monitor signals activated by the Customer's Equipment. Upon receipt of a signal indicating activation of the equipment. Safehouse authorized monitoring contractor will make reasonable efforts to telephone the emergency agency or contact set forth in Schedule B (Customer Emergency information Schedule) and notify that agency or contact of the activation of the Equipment.
- c. In addition to receiving the Monitoring Services, Safehouse will agree to service and maintain the Equipment at the Customer's location stated above for a period of one year. Customer may elect also to receive Extended maintenance services (the "Maintenance Services") from Safehouse, whereby Safehouse will agree to service and maintain the Equipment at the Customer's location stated above. The Customer may receive such Extended Maintenance Service upon execution of the attached Schedule C (Maintenance Services Agreement Schedule), in accordance with the terms of such Schedule C. The Customer should, however, at all times agree to pay Safehouse at all time of repair all reasonable charges for repairing the Equipment where such repairs or replacement are necessitated by Customer's negligence, misuse, abuse of the equipment, or Acts of God.

2. MONITORING AND MAINTENANCE SERVICE FEES

Customer agrees to pay monthly or quarterly, in advance, the monthly or quarterly Monitoring Service Charge as set forth below within 10 days of Customer's receipt of its monthly or quarterly invoice. The right of the Customer to pay the Monitoring Services charge pursuant to the payment options enumerated herein shall be extinguished in the event the Customer has not paid the Monitoring Service charge in a timely manner, in which event all payments for the initial or renewal term shall become immediately due and payable. Pursuant to Schedule C, Customer will agree to pay an addition Maintenance service charge in advance, if such Customer elects Extended Maintenance Service coverage. Monitoring service charges for partial month or quarters will be prorated. A late payment charge from the due date at the rate of one-half percent (1.5%) per month (18% per year) of the unpaid balance, or any lesser rate if required by applicable law, will be charged on any part of the invoice unpaid for 10 days after it is due.

Description of Service: 24 Hour Monitoring Service

Payment Option Monthly \$ 20.00 Quarterly \$ _____ Annual \$ _____

3. DURATION

THE INITIAL TERM OF THIS AGREEMENT SHALL BE FOR AN IRREVOCABLE ONE YEAR TERM STARTING ON THE FIRST OF THE MONTH DURING WHICH THE EQUIPMENT IS INSTALLED AND CONNECTED BY SAFEHOUSE. THIS AGREEMENT WILL AUTOMATICALLY CONTINUE FOR SUCCESSIVE ONE-YEAR RENEWAL TERMS UNLESS CUSTOMER OR SAFEHOUSE GIVES WRITTEN NOTICE OF CANCELLATION AT LEAST 60 DAYS BEFORE THE INITIAL OR RENEWAL TERM ENDS.

4. LIMITATION OF LIABILITY

- a. Customer acknowledges that the full range of equipment, Monitoring Service and Maintenance Service available to Customer has been explained by Safehouse and that Customer desires and has contracted for all Monitoring Services and Maintenance Service, if applicable, listed in this Agreement and, if elected, Schedule C.
- b. CUSTOMER ACKNOWLEDGES THAT SAFEHOUSE AND SAFEHOUSE'S AUTHORIZED MONITORING CONTRACTOR IS NOT AN INSURER AND THAT THE AMOUNTS PAYABLE BY CUSTOMER UNDER THIS AGREEMENT ARE NOT SUFFICIENT TO WARRANT SAFEHOUSE ASSUMING ANY RESPONSIBILITY FOR ANY LOSS OR INJURY, EVEN IF DUE TO SAFEHOUSE'S NEGLIGENCE OR FAILURE TO PERFORM. CUSTOMER AGREES THAT IT WILL OBTAIN WHATEVER INSURANCE NECESSARY TO COVER INJURIES, PROPERTY LOSS OR DAMAGES AT CUSTOMER'S LOCATION.
- c. IN NO EVENT SHALL SAFEHOUSE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES HOWEVER CAUSED. THESE LIMITATIONS WILL APPLY FOR ANY CLAIMS, INCLUDING WITHOUT LIMITATION, CONTRACT, TORT (INCLUDING NEGLIGENCE) AND STRICT LIABILITY EVEN IF SAFEHOUSE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

5. ADDITIONAL TERMS

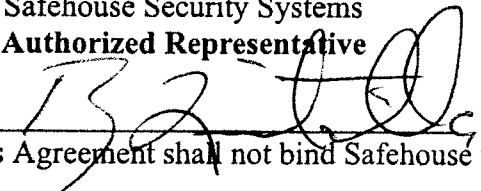
THIS AGREEMENT, THE FRONT AND BACK OF THE SCHEDULE ACCOMPANYING THIS AGREEMENT ALL CONTAIN IMPORTANT INFORMATION REGARDING CUSTOMER'S RIGHTS AND OBLIGATIONS. CUSTOMER ACKNOWLEDGES THAT PRIOR TO SIGNING THIS AGREEMENT, CUSTOMER RECEIVED, READ AND UNDERSTOOD A LEGIBLE, EXACT AND COMPLETELY FILLED-IN COPY OF THIS AGREEMENT AND THE ATTACHED SCHEDULES.

5. CANCELLATION RIGHTS - RESIDENTIAL CUSTOMERS

YOU, THE CUSTOMER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. TO CANCEL THIS TRANSACTION, MAIL OR DELIVER A WRITTEN NOTICE OF CANCELLATION, SIGNED AND DATED TO THE ABOVE ADDRESS.

SIGNATURES

Safehouse Security Systems
Authorized Representative



Customer Signature _____

This Agreement shall not bind Safehouse unit it is executed by its duly authorized representative.

(SEE REVERSE SIDE)

**SAFEHOUSE SECURITY SYSTEMS
SECURITY MONITORING AGREEMENT**

(Form 1)

5017 South McColl/Edinburg, Texas 78539
Tel:(956)971-0123 Fax:(956) 971-0124 1-800-SAFE-322

This Agreement, made this date of 1/1/10 by and between Safehouse Security Systems, whose address and telephone number are shown above and

Customer: Penitas Ivan Field

Address: 7411 W. Fm 1427 Military - P.O. Box 607

City, State and Zip: MISSION, TX 78572

Monitoring Account No: S11-4022

1. SERVICES AND EQUIPMENT TO BE FURNISHED

- a. In order to provide the services described in this Agreement, Safehouse agrees to provide and install, at the Customer's location stated above, all of the equipment listed on the Attached Schedule A (the "Equipment"). Ownership of the Equipment shall remain with Customer at all times.
- b. Safehouse will provide to Customer the services described in this Agreement (the "Monitoring Services") subject to the terms of this Agreement. Safehouse will install or maintain the Equipment at Customer's location and Safehouse authorized monitoring contractor will Monitor signals activated by the Customer's Equipment. Upon receipt of a signal indicating activation of the equipment. Safehouse authorized monitoring contractor will make reasonable efforts to telephone the emergency agency or contact set forth in Schedule B (Customer Emergency information Schedule) and notify that agency or contact of the activation of the Equipment.
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Payment Option Monthly \$ 20.⁰⁰ Quarterly \$ _____ Annual \$ _____

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- b. CUSTOMER ACKNOWLEDGES THAT SAFEHOUSE AND SAFEHOUSE'S AUTHORIZED MONITORING CONTRACTOR IS NOT AN INSURER AND THAT THE AMOUNTS PAYABLE BY CUSTOMER UNDER THIS AGREEMENT ARE NOT SUFFICIENT TO WARRANT SAFEHOUSE ASSUMING ANY RESPONSIBILITY FOR ANY LOSS OR INJURY, EVEN IF DUE TO SAFEHOUSE'S NEGLIGENCE OR FAILURE TO PERFORM. CUSTOMER AGREES THAT IT WILL OBTAIN WHATEVER INSURANCE NECESSARY TO COVER INJURIES, PROPERTY LOSS OR DAMAGES AT CUSTOMER'S LOCATION.
- c. IN NO EVENT SHALL SAFEHOUSE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES HOWEVER CAUSED. THESE LIMITATIONS WILL APPLY FOR ANY CLAIMS, INCLUDING WITHOUT LIMITATION, CONTRACT, TORT (INCLUDING NEGLIGENCE) AND STRICT LIABILITY EVEN IF SAFEHOUSE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

5. ADDITIONAL TERMS

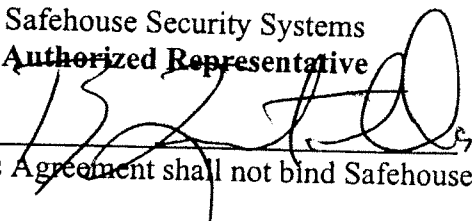
THIS AGREEMENT, THE FRONT AND BACK OF THE SCHEDULE ACCOMPANYING THIS AGREEMENT ALL CONTAIN IMPORTANT INFORMATION REGARDING CUSTOMER'S RIGHTS AND OBLIGATIONS. CUSTOMER ACKNOWLEDGES THAT PRIOR TO SIGNING THIS AGREEMENT, CUSTOMER RECEIVED, READ AND UNDERSTOOD A LEGIBLE, EXACT AND COMPLETELY FILLED-IN COPY OF THIS AGREEMENT AND THE ATTACHED SCHEDULES.

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SIGNATURES

Safehouse Security Systems
Authorized Representative



Customer Signature _____

This Agreement shall not bind Safehouse unit it is executed by its duly authorized representative.

(SEE REVERSE SIDE)

Requisition

Req # 00174243

PO #

Date: 04/20/10

Bill To: x
x

Vendor : 152285
AUSTIN RIBBON & COMPUTER SUPPLIES INC
9211 WATERFORD CENTRE BLVD STE 202
AUSTIN TX 78758

Ship To: INFORMATION TECHNOLOGY DEPARTMENT
100 E. CANO, 4TH FLOOR
EDINBURG TX 78540

Contact: EDNA KIRBY
956-292-7010

Contract No:

Special Instructions:

Approved for C.C.

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
		DIR-SDD-886 DIR-SDD-601 DIR-SDD-293 QUOTE SQ-106150 DO NOT DUPLICATE ORDER		
30.00	EACH	WYS/902175-01L WYSE C10LE Thin Client	299.00	8,970.00
30.00	EACH	WYS/906207-01 TCX Suite VDI	35.00	1,050.00
30.00	EACH	WYS/730958-04 WYSE: Thin Blazer Maintenance 3 years	15.00	450.00
30.00	EACH	WYS/730973-03 TCX Suite VDI - 3 Year Maintenance	21.00	630.00
30.00	EACH	QUE/9923-16476 vWorkspace Desktop Edition including EOP (3 Years Business Critical Support Maintenance)	117.21	3,516.30
1.00	EACH	ARCHW/DEPLOY ARC Onsite Professional Deployment Services (see attached statement of work)	18,717.00	18,717.00
16.00	EACH	ARC Remote Support Services	115.00	1,840.00
		<u>Account No</u>	<u>Encumbrance</u>	
		0-1100-415-00-200-001-0-745	35,173.30	
			Freight	.00
			Total	35,173.30
		REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233		

1100-415-001

Authorized By: _____



AUSTIN RIBBON + COMPUTER
www.arc-texas.com

9211 Waterford Centre Blvd., Suite 202
Austin, Texas 78758
Phone: 512-452-0651
Fax: 512-452-0691

SALES QUOTE

SQ-106150

3/30/2010

Customer	Contact	Ship To
Quote for New Account *Quoted Prices are TAX EXEMPT *TERMS - COD* AUSTIN TX 78731	Hidalgo County *Quoted Prices are TAX EXEMPT *TERMS - COD* AUSTIN TX 78731	Ref Cust. PO #

Account	Terms	Account Rep
---------	-------	-------------

NEW

C.O.D

Nathan Tart

Quotation	PO #	Reference	Ship VIA	Page	Printed
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SQ-106150

VENDOR CARRIER

1

5/12/2010
8:42:47AM

Item	Description	Qty	Price	UM	Amount
1	WYS/902175-01L Wyse C10LE Thin Client	30	\$245.18	EA	\$7,355.40
2	VIA 1 GHz - 512 MB RAM - 128 MB Flash - Wyse Thin OS				
3	WYS/906207-01 TCX Suite VDI	30	\$28.71	EA	\$861.30
4	WYS/730958-04 WYSE: Thin Blazer Maintenance 3 years	30	\$12.30	EA	\$369.00
5	WYS/730973-03 TCX Suite VDI - 3 Year Maintenance	30	\$17.22	EA	\$516.60
6	DIR-SDD-601 <i>1870 0048</i> End Date Time :5/10/2010 11:47:30 AM Total Date Time (hh:mm:ss): 0: 0: 7				
7	QUE/9923-16476 vWorkspace Desktop Edition including EOP (3 Years Business Critical Support Maintenance)	30	\$104.29	EA	\$3,128.70
8	DIR-SDD-293 <i>20-54 0048</i>				
9	ARCHW/DEPLOY ARC Onsite Professional Deployment Services (see attached statement of work)	1	\$18,717.00	EA	\$18,717.00
10	ARCHW/DEPLOY ARC Remote Support Services <i>150</i>	16	\$115.00	EA	\$1,840.00
11	DIR-SDD-886				
12					

Tax Details
EXEMPT \$0.000

Taxable

\$0.00

Total Tax
Exempt
Total

\$0.00
\$32,788.00
\$32,788.00

Balance

\$32,788.00



9211 Waterford Centre Blvd., Suite 202
 Austin, Texas 78758
 Phone: 512-452-0651
 Fax: 512-452-0691

SALES QUOTE	
SQ-106150	3/30/2010

Customer	Contact	Ship To
Quote for New Account *Quoted Prices are TAX EXEMPT *TERMS - COD* AUSTIN TX 78731	Hidalgo County *Quoted Prices are TAX EXEMPT *TERMS - COD* AUSTIN TX 78731	Ref Cust. PO #

Account	Terms	Account Rep
NEW	C.O.D	Nathan Tart

Quotation	PO #	Reference	Ship VIA	Page	Printed
SQ-106150			VENDOR CARRIER	1	4/16/2010 8:12:31AM

Item	Description	Qty	Price	UM	Amount
1	DIR-SDD-886 and DIR-SDD-601 and DIR-SDD-293				
2					
3	WYS/902175-01L Wyse C10LE Thin Client <i>200803</i>	30	<i>plus price</i> \$299.00	EA	\$8,970.00
4	VIA 1 GHz - 512 MB RAM - 128 MB Flash - Wyse Thin OS <i>200816</i>				
5	WYS/906207-01 TCX Suite VDI <i>3007</i>	30	\$35.00	EA	\$1,050.00
6	WYS/730958-04 WYSE. Thin Blazer Maintenance 3 years <i>92087</i>	30	\$15.00	EA	\$450.00
7	WYS/730973-03 TCX Suite VDI - 3 Year Maintenance <i>92087</i>	30	\$21.00	EA	\$630.00
8					
9	QUE/9923-16476 vWorkspace Desktop Edition including EOP (3 <i>20103</i> Years Business Critical Support Maintenance) <i>92087</i>	30	\$117.21	EA	\$3,516.30
10					
11	ARCHW/DEPLOY ARC Onsite Professional Deployment Services (see attached statement of work) <i>92087</i>	1	\$18,717.00	EA	\$18,717.00
12	ARCHW/DEPLOY ARC Remote Support Services <i>92087</i>	16	\$115.00	EA	\$1,840.00

<i>Amount</i>	Tax Details EXEMPT \$0.000	Taxable	\$0.00
		Total Tax	\$0.00
		Exempt	\$35,173.30
		Total	\$35,173.30
		Balance	\$35,173.30

ASAP!

3. Product and Service Offerings

A. Products

Products available under this Contract are limited to Wyse branded hardware and software. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above.

B. Services

Services available under this Contract are limited to installation, maintenance, support and training. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

4. Pricing

A. Manufacturer’s Suggested Retail Price (MSRP)

MSRP is defined as the product sales price suggested by the manufacturer or publisher of a product.

B. Customer Discount

Wyse Products	Customer Discount
Winterm Thin Client Hardware	18%
Device Management	23%
Streaming Manager	23%
Services	Customer Discount
Services	23%

C. Customer Price

1) The price to the Customer shall be calculated as follows:

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

2) Customers purchasing products and services under this Contract may negotiate more advantageous pricing or participate in special promotional offers. In such event, a copy of such better offerings shall be furnished to DIR upon request.

3) If pricing for products or services available under this Contract are provided at a lower price to: (i) an eligible Customer who is not purchasing those products or services under this Contract or (ii) any other entity or consortia authorized by Texas law to sell said products and services to eligible Customers, then the available Customer Price in this

3. Product and Service Offerings

A. Products

Products available under this Contract are limited to Business Objects, Ericom, Quest, and Verisign Software Products. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above.

B. Services

Services available under this Contract are limited to installation, support services, warranty, product maintenance, and product training. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

4. Pricing

A. Manufacturer’s Suggested Retail Price (MSRP)

MSRP is defined as the product sales price suggested by the manufacturer or publisher of a product.

B. Customer Discount

The minimum Customer discount for all products and services will be the percentage off MSRP as specified below.

Customer Discount includes the DIR Administrative Fee specified in Section 5.

Software and Services	Customer Discount
Business Objects	3.52% - 30.43%
Ericom	25.38%
Quest	26.84% - 26.91%
Verisign	5.25% - 9.96%
Services (including maintenance)	Customer Discount
Business Objects	3.57% - 31.24%
Ericom	25.38%
Quest	9.97% - 99.39%
Verisign	1.49% - 9.96%

C. Customer Price

1) The price to the Customer shall be calculated as follows:

$$Customer\ Price = MSRP - Customer\ Discount$$

Technology Upgrade/Migration and Transformation

1) Definition: Technology Upgrade/Migration may be required to increase business functionality, reengineer a business function, keep current with vendor upgrades or when upgrading existing technology. Technology Transformation may be accomplished by converting/migrating legacy applications to new technology either with or without new business functionality or it may include introducing new technology into the enterprise. Technology Upgrade/Migration may also include providing website content accessibility compliance.

2) Examples of included services: assessments of the current application portfolio, evaluation of the technology assets before beginning technology transformation and Business Case development for justification of an initiative. Also included are: technology transformations, which may include, appropriate Return on Investment (ROI), benchmarks and milestones. The following activities may also be included: planning, analysis, requirements development, proof of concept, deployment, implementation, integration, remediation, data migration, documentation, application programming and support services; and training support.

4. Statement of Work (SOW) / Purchase Order Issuance

A. In order to be awarded a Purchase Order hereunder, Vendor must respond, in writing, to a Statement of Work (SOW) for services as issued by Customers, consistent with the Terms and Conditions of this Contract. Vendor shall only respond to SOWs for Technology Categories which Vendor has been awarded in this Contract. Customer SOWs must be complete, signed by an authorized representative of Customer and must be in the form contained in Appendix C. Vendor understands that no work under any SOW issued by Customer shall commence until receipt of Purchase Order.

B. Service provided under this Contract shall be based on the Statement of Work form set forth in Appendix C of this Contract. Customers may negotiate the terms and conditions of a SOW to suit their business needs, so long as the SOW terms and conditions do not conflict with or weaken the terms of this Contract. Vendor shall perform its work in compliance with this Contract and the agreed upon Statement of Work with Customer.

C. The value of any one SOW may not exceed \$10 million including all extensions, renewals and change orders.

5. Pricing

A. Customer Price

Customers purchasing services under this Contract shall negotiate pricing directly with the Vendor in accordance with the Customer's Statement of Work.

B. DIR Administrative Fee

The administrative fee specified in Section 5 below shall not be broken out as a separate line item when pricing or invoice is provided to Customer.



AUSTIN RIBBON + COMPUTER

PROFESSIONAL SERVICES

Proposal for Virtual Desktop Infrastructure Lab Deployment for:

Hidalgo County

Virtual Desktop Infrastructure Integration Services -
DIR-SDD-886

Version 3.0

April 15, 2010

ARC Manager of Professional Services: Russell Harris, 512-496-3932, Russell.Harris@arc-texas.com
ARC Program Manager: Sasha Vrajich, 512-940-8524, Sasha.Vrajich@arc-texas.com



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Professional Services

1. Background

Hidalgo County TX is currently evaluating the use of a Virtual Desktop Infrastructure and has requested ARC to setup a Proof of Concept lab "VDI Lab".

This services proposal is in accordance with the Department of Information Resources (DIR) contract DIR-SDD-886.

ARC is pleased to submit this proposal to assist Hidalgo in designing and setting up best of breed VDI solution.

2. Objectives

This project will deliver a VDI lab with 30 thin client terminals utilizing virtualized desktops. This VDI lab will prove out the following success criteria:

- a) Deployment of a virtual desktop on up to 30 thin client terminals (similar to standard desktops)
- b) Microsoft Office2007 applications operate as expected (similar to standard desktops)
- c) Microsoft Internet Explorer web applications (flash based) work as expected (similar to standard desktops)
- d) Printing to network attached printers is successful
- e) The use of SCSI scanners operates successfully
- f) The City's internet content filtering system, Lightspeed, operates as expected

3. Scope Statement

The following services and deliverables are in scope for the duration of this project:

In Scope

- Utilize 2 customer provided 'dual core' server to be used as the Hypervisors
 - Customer to build 2 provided servers to Operating System level (Windows 2008 R2)
 - ARC to install/configure/enable VMWare ESX4.0 on 1 customer provided server
 - ARC to install/configure/enable Quest broker on 1 customer provided Virtual Machine server
- Install and setup hypervisor server to support up to 30 Virtual Desktops
 - Includes imaging/deployment of the software specified in Appendix B
- Install and setup Quest broker to support up to 30 Virtual Desktops using "desktop redirection"
- Install and setup Wyse Manager on 1 customer provided Virtual Machine Server
- Installation and configuration of up to 30 TCX licenses for multimedia support
- Installation and deployment of 30 thin clients to 1 Hidalgo specified lab or classroom
- Knowledge transfer on VDI solution administration and support (4 hrs max)
- Installation and configuration of 1 Wyse management console on one virtual desktop



Out of Scope

- Application testing and/or application migration to AD
- Migration services, outside of pilot testing & validation
- Storage, network, and backup configuration changes to existing environment
- Testing, installation, and deployment of any applications not listed in Appendix B
- Troubleshooting and/or resolution of items listed in Appendix D
- Installation or configuration of additional features/functionality not listed in Appendix C
- Any other activities not referenced in the above scope section or notated in a customer approved change request
- Cabling, power, or other infrastructure related tasks

4. Customer Mandates

In order to effectively deliver the products and services described herein, it is expected that the customer will assist ARC by providing the following:

- Workspace to perform expected duties
- Provide network personnel to make appropriate changes to networks, routers, DNS, in order to enable proper email or webmail access
 - 1 Dedicated VLAN for the POC lab
 - 100Mb connection to the desktop/thin client from router or switch to VDI servers
- IT administrator to assist in changes to servers and/or applications as needed
- Network drops, power, cooling, and rack space to support the number of systems identified in section 3 above
- All software and/or application licensing for software listed in Appendix B to be provided by customer *prior* to project start
- Provide all Ethernet cables to connect to the terminals and connect to the servers where applicable
- Provide power and power strips where applicable for the terminals in the in scope locations

5. Deliverables & Completion Criteria

The following deliverables will be developed during the life of the project. This table defines what the deliverable is and the measurable completion criteria for it, in order to know that the project is complete. The project will be considered complete when all the deliverables identified below are complete. At that time all ongoing work will transition to the sustaining organization.

The project will be considered complete with successful implementation, testing and/or conclusion of the following:

Deliverable	Description	Completion Criterion
Configure 2 - VMWare server w/Virtual Desktops	Hypervisor servers with 30 virtual desktops and in scope applications published	Installed and in production



Deliverable	Description	Completion Criterion
1 Quest Broker & Wyse management server	1 customer provided server will run Quest Broker services, and Wyse management services	Installed and in production
30 VDI Terminals	30 Wyse thin clients installed and provide a virtual desktop with in scope applications	On-line with desktop and applications delivered
Application Demonstration	Demonstrate the functionality of the applications listed in Appendix B	Demonstration Checklist
Printing features	Demonstrate the functionality of the features listed in Appendix C	Demonstration Checklist
Image creation and application deployment	Demonstrate the ease of creating an image and adding a new application to the customer environment	Demonstration Checklist

ARC will, upon completion of the effort required by this Scope of Work, provide to Customer a Services Completion Form executed by the ARC cognizant Project Manager. This form will indicate that to the best of ARC's knowledge and belief all work required to be expended by ARC under this Project has been successfully completed in accordance with the Statement of Work. Customer s will indicate its acceptance of the work by either countersigning the form and returning it to ARC, or by making payment on the final invoice associated with the Project.

6. Solution Approach

ARC will utilize industry best practices to deliver an efficient VDI solution. This strategy will be jointly developed and closely coordinated with HIDALGO personnel.

Based on ARC's understanding of the current project scope and depth, ARC is proposing the following approach:

- a) Install, configure VMWare ESX 4.0 & base image (*est. 2 days*)
- b) Application installation (*est. 1 days*)
- c) Virtual desktop creation/cloning (*est. 1 day*)
- d) Thin client imaging and physical deployment (*est. 2 days*)
- e) Broker installation & application group setup (*est. ½ day*)
- f) Test & validate hardware and apps (*est. 2 days*)

ARC believes that a 30 unit VDI lab can be delivered in less than 2 weeks. Once delivered, this infrastructure can be used as the base for expanding the VDI offering into all Hidalgo locations and/or business units.

* Note: Any dates or timelines presented are estimations only. Named resources may be unavailable during later phases and can be substituted at ARC discretion.



6.1. Expected Solution Bill of Materials

In order to deliver the services and solution as described, it is expected that the following Bill of Materials (BOM) components will make up the "solution":

Component	P/N	Description	Qty	Procured Through
Server OS		Window Server 2008 R2 w/Hyper-V - Standard	2	ARC
		Microsoft VECD (Annual)	30	ARC
Hardware		Dual Core Server w/32 Gb RAM	2	Customer
		Dual Core Virtual Server	1	Customer
HyperVisor		VMWare ESX 4.0	3	Customer
Broker		vWorkspace Std	30	ARC
		3 year Support		
Media Acceleration		TCX 4.0	30	ARC
		3 year Support		
Thin Client (Wyse)	C10LE	Wyse C10LE	30	ARC
		3 year Support		



7. Risks

Risk	Area of Impact	Potential Effect on Program Success	Proposed Mitigation
Software/hardware usability issues	Schedule, Budget	May impact POC success	Follow up and verify with Customer that all in-scope software and/or hardware has been identified prior to project start
Change in project scope	Schedule and Budget	Adding tasks and dependencies beyond original scope that could cause project team to miss the execution completion deadline	Carefully control scope changed via change of plan (COP) to the original project plan, PD and WO.
Access to lab and or server closet	Schedule	Limited access to lab and/or server room will delay project completion	Schedule appropriate availability for in scope rooms

8. Assumptions

Pricing is based upon the following assumptions:

No.	General Assumptions
1	The customer and ARC shall assign a POC as the Project Manager and each shall have the authority in all aspects of the project
2	The Customer and ARC shall follow the Communication Management Plan
3	The Customer Project Manager shall obtain and provide project requirements, information, data, decisions and approvals according to the project plan unless both parties agree to a different response time and provided the information is available from the customer
4	The Customer shall provide ARC Project personnel with reasonable and safe access to the project site and adequate office space, as required.
5	The Customer Project Manager shall assist in resolving project issues and communicate issues to the appropriate persons within customer's organization, as required.
6	Internet Access will be available to the ARC technicians
7	The Customer shall provide access to and use of information, data, customer facilities, equipment, and internal resources as applicable to the project
8	The Customer shall provide all Login ID's passwords, domain specifications, and access issues prior to the scheduled services
9	Customer shall provide the technical points of contact that have a working knowledge of the enterprise components to be considered during this project. ARC may request that meetings be scheduled with these contacts.
10	All hardware and software required for the project is on-site and ready for deployment.



11	Scope of this project is based on information gathered to-date and is subject to re-scoping in the event additional tasks or technical issues arise. Any time spent beyond the projected project hours will be billed to the customer at the project staff standard hourly rate.
12	ARC project team is not responsible for any application configurations malfunctions.
13	ARC project team assumes no responsibility for unprotected data.
14	Customer is responsible for removing any viruses or providing disaster recovery services
15	Customer shall provide custom scripting if required
16	Customer shall be responsible for storage configuration, performance tuning, system optimization or other similar services unless specifically noted herein.
17	Additional ARC and/or Customer's resources will be made available where appropriate.
18	Vendor and suppliers will be able to make the promised date for delivery.
19	Planned holidays or vacations will be taken into account for the project schedule
20	Customer will be responsible for the purchase of all customer required application software licenses pertaining to the server.
21	ARC and Customer's management will promptly resolve issues and obstacles to success.
22	Core team and extended team resources will be committed to the project and efforts supported by management.
23	The implementation schedule may be adjusted depending on the delivery dates of the hardware.



No.	IT Environment and Technical Assumptions
1	ARC can leverage the customer's network to perform the Services if required for data transfer; network is not used for batch jobs or backups which would impact delivery of Services.
2	All login IDs, passwords, domain specifications and personal settings for each end user are provided.
3	Network infrastructure is stable and is the same across all customer sites.
4	ARC is not responsible for application malfunctions or conflicts between customer applications.
5	Customer has a Windows 2003 or higher Active Directory infrastructure in place
6	Customer will provide remote access (VPN and/or Remote Desktop Protocol) to in scope servers for remote installation and configuration
7	Customer has purchased user CALs for their environment



9. Deployment Service Pricing

The base price for the Services to be performed by ARC, applicable cancellation and rescheduling fees for the Services are listed below:

Value Added Services to be Performed		Quantity	Total Price
Virtualization	Included		
VDI Deployment Services	Included		
Project Manager (Technical)	Included		
Microsoft VECD Licenses – First Year	Included	30	
Microsoft Windows Server 2008 R2	Included	2	
Total Price			\$18,717.00
Remote Support Services	\$115 per hour	16	\$1,840.00
Time & Material Rates:	Rate	Units	
Remote Support Services	\$115 per hour		
On-site Support Services	\$145 per hour	Minimum 8 Hours	

Notes:

- Prices and/or scope of services will be adjusted by ARC to reflect the actual operating environment if the assumptions are found to be incorrect or there is a material failure of Customer to perform its responsibilities as set forth in this SOW. Any time spent beyond the projected project hours will be billed to Customer at the Project Staff standard T&M hourly rate.
- Prices exclude costs for procurement of any hardware or software (attached).
- Prices include travel expenses.
- Price per unit may change if an approved change request is received to add or remove units
- Microsoft VECD Licenses are based on a 3 year commitment.



Project Acceptance

1. Change Management

When ARC or Customer determines that a change is necessary to refine a process, procedure, or specific responsibility identified in this SOW, the party proposing the change will document the request using the change request form provided in Project Kickoff Meeting. The request will be presented in a change management meeting where both parties will mutually agree to accept or reject the change request. This change management meeting should be within 5 business days of the request. A conference call between both parties that addresses the change request would be considered a change management meeting as long as both parties are present.

The receiving party will review the proposed Change Request and determine whether the change is acceptable or requires modifications. Both parties will review the proposed Change Request and will (i) approve it, (ii) agree to further investigation, or (iii) reject it ("Change Management Process"). When the parties agree to the change, they will sign the Change Request, which upon signing by both parties will constitute authorization to implement the change.

2. Acceptance

Customer shall either accept or reject ARC's Services or Work Product within a reasonable number of days from performance. For this Project SOW, Services or Work Product shall be accepted or rejected within 5 days from performance. Services or Work Product will be deemed acceptable to Customer if it conforms in all material respects with Services described in this SOW.

a) Remedy \ Warranty

- If Customer gives notice of rejection, then ARC will have an additional ten (10) days, within which to cure any deficiencies identified in writing by Customer.
- ARC services have a 30 day warranty upon completion of deployment. Customer's written notification of deficiencies must occur within this 30 day period otherwise T&M rates will apply.

3. Payment Terms

ARC agrees to invoice Customer based on milestones completed as outlined in the Pricing table. Customer upon receipt of the weekly invoice agrees to a net payment term of (30) days.



4. Approval

IN WITNESS WHEREOF, The Customer and ARC have caused this SOW to be signed and delivered by their duly authorized representatives as of the date of last signature below (the "Effective Date").

Customer	Austin Ribbon & Computer (ARC)
By:	By:
Printed Name:	Printed Name: Russell Harris
Title:	Title: Professional Services Manager
Date:	Date:
	ARC Assigned Project Manager
	By:
	Printed:
	Date:



Appendix A – Change Request Form

Case# 000000	Between:	ARC-Customer	ARC-Vendor	Priority (select one)	Emergency, High, Medium, Low
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Client Name	(there must be a name in this field)	Date	
Change Manager	(there must be a name in this field)	Related Issue #	(indicates if this was moved to the Issue/Activity log)

CONTACT INFORMATION			
Prepared by		Phone	Email
Change Owner	(there must be a name in this field)	Phone	Email
Client/Vendor Contact		Phone	Email

DESCRIPTION OF EXISTING STATE ↓	
Details: (Select from SOW, Clearly state process to be changed, Cite rationale for original design)	

SUGGESTED CHANGE ↓	IMPACT → Cost	Schedule	Quality or Quantity	Related SOW Section
Details: (Include Rationale, Scope of Change, Specific requirements to be implemented Identify personnel changes)				

IMPACT ↓	
Details: (Include: Itemized Costs, Specific New schedule,)	

Total Cost of this Change	\$	Paid By → (keep all that apply)	VENDOR/SUPPLIER	CUSTOMER	ARC				
SELECT ONE →	This change is:	Accepted	date	Rejected	date	On Hold	date	*Revise	date

*REVISIONS TO SUGGESTED CHANGE OR REASON FOR REJECTION AND NEXT STEPS
(include date and explanation-submit to Change Manager for re-consideration---Significant changes must be approved by either the Change Review Board or the Solution Design Center)

ARC		CUSTOMER/VENDOR	
Signature		Signature	
Name		Name	



Appendix B - Software Applications

Application List:

- Microsoft Office 2007:
 - o Word
 - o Excel
 - o Power Point
 - o Outlook
 - Internet Applications and Plugins
 - o Internet Explorer 7
 - o Windows Media Player 11
 - o Quicktime – Version 7.2
 - o Shockwave – Version 11
 - o Flash – Version 10
 - Time & Attendance (Hidalgo County provided application)
 - Adobe Writer v9.x
 - Ableterm (Tyler Technologies/The Software Group)
-



Appendix C – Features and Functions

Features List:

The current solution set will need to provide the following features and/or functions;

- Network printing
- Scanning from SCSI scanners



Appendix D – Known Issues and Limitations

Issues List:

The current solution set may present the following limitations or conflicts which do not currently have a fix;

- High definition audio/video multimedia performance may have some limitations