



2550 James Maury Drive, Herndon VA 20171 * T: (888) 545-3685 * www.suitebriar.com

**Google Apps Licensing & Managed Deployment -- Statement of Work
Customer: DA Office of Hidalgo, TX.**

This Statement of Work (“SOW”) is between Suitebriar, Inc. (referred to hereinafter as “Suitebriar”) and DA Office of Hidalgo, TX (referred to hereinafter as “CUSTOMER”).

SCOPE OF SERVICES

Suitebriar and Customer have agreed to engage in Suitebriar’s Managed Deployment service. The program is designed for customers that intend to perform a migration to Google Apps, and wish to engage Suitebriar to help execute many of the tasks involved in the deployment process.

Suitebriar will work with the Customer to complete tasks in a timely manner and troubleshoot within the scope of services when necessary. Suitebriar’s Managed Deployment Service is a 2-6 week project which encompasses all 4 phases of the deployment.

- **Phase I Discovery:** Discovery Session performed by Suitebriar to gain Technical and Organizational Requirements
- **Phase II Setup & Configuration:** Suitebriar to consult the application of current environment, accounts, and settings to Google Apps.
- **Phase III Migration & Change Management:** Suitebriar to support and consult on the migration of mail, calendar, contacts data from legacy server to Google Apps. Change Management and Training services (if scoped within SOW) will be in the outline below.
- **Phase IV Go-Live Support:** Suitebriar will provide administrative assistance in Go-Live support tasks.

Migration Consulting Services	Description	Scope
Discovery and Planning	<ul style="list-style-type: none"> ● Technical Kickoff Call ● Deployment Planning ● Project Plan (Deliverable) 	In Scope
Setup & Configuration	<ul style="list-style-type: none"> ● Google Apps Setup & Configuration ● Domain Verification ● Account Configuration: Best practice Domain, API, Sharing, & Apps Settings Configuration ● Provisioning: Users, Nicknames, Aliases, Secondary Domains, Group, Custom URLs, Service Apps Settings (Email, Calendar, Drive, Chat, Mobile, Sites) 	In Scope



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Data Migration	<ul style="list-style-type: none"> • Server Mail/Calendar/Contacts • Client Side Outlook Migrations Support for data located on Machines • \$18/user *150 users 	In Scope
IT Team & Early Adopter Deployment	<ul style="list-style-type: none"> • Dual Delivery • Delta Migration • Post Go-Live Troubleshooting • Optional Mock Phase 	In Scope
Deployment Support & Troubleshooting	<ul style="list-style-type: none"> • Configuration Support • Migration Support • Go-Live Support 	In Scope
Google Apps Directory Sync	<ul style="list-style-type: none"> • Google Active Directory Sync Setup and Configuration • Google Apps User Data Sync • Google Apps Password Sync • Custom Mapping of LDAP users to Apps nicknames, groups, and shared contacts • Best Practices and Guidance on Test Syncs, Change Limits, Notifications, and Scheduled Syncs 	In Scope
Vault Setup & Training	<ul style="list-style-type: none"> • Vault Settings and Configuration Discovery • Email Retention Policy Implementation • Vault Administrative Groups and Privileges Configuration 	In Scope
PST File Migration	<ul style="list-style-type: none"> • Consolidated PST Migration • Migration of Archives into users inboxes and/or Google Vault 	In Scope
Public Folder Migration Configuration	<ul style="list-style-type: none"> • Replicate Public Folders as Google Groups • Migration of mail data from Public Folders into Google Groups • Provisioning of Groups Members and Settings 	In Scope
DNS Name Server Configuration	<ul style="list-style-type: none"> • Customer to provide credentials for access to DNS name server host with access to zone file records for additions, updates, and changes to CNAME, MX, TXT, and SPF records pertinent to the deployment of Google Apps 	In Scope
(One Time Fee) Migration Total:		\$2,700.00



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Undeliverables

The following technical deliverables are not standard practices and/or service offerings provided by Suitebriar and are not considered to be within the scope of this SOW.

Legacy Environment	Exporting of users, data, and settings from legacy environment outside of the migration of data via the migration tool
Unified Messaging	Unified messaging deployment PBX/voice integration with Google Apps
SMTP Relay Hardware & Application Configuration	Printer/Fax and other hardware or applications requiring SMTP relay setup and configuration must be addressed by the customer but Suitebriar will provide support and best practices
Calendar connector	Setup of calendar connector for free/busy during co-existence period
Custom Scripting	All Customer Scripts will need to be addressed in a separate SOW

Change Management and Training

Suitebriars' experience and expertise will help to ensure that end users and administrators are able to become fluent in the fundamental concepts behind Google Apps. This will result in an enthusiastic, disruption free adoption of Google Apps.

Offering	Description	Scope, Price
Change Management & Training	Silver Training Package <ul style="list-style-type: none"> • 3 Webinars • Customized Communications • Customized Help Guides • Customized Transition Site • Communications 	Out of Scope \$2,999.00
Onsite Support/Training	On-Site Training/Support <ul style="list-style-type: none"> • Google Apps Consultant Onsite for 8 hour period: 8am - 5pm (1 hr lunch) • Onsite Consulting can be scheduled as "pre go-live" Training OR "go-live" Support • Travel Expenses to be paid by Customer 	Out of Scope \$1,499.00
	Change Management Pricing	\$0.00



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Premium Support Services

Suitebriar appreciates the opportunity to provide your organization with additional Premium Level Services and Support for your Google Apps instance. Supporting Google Apps for Business requires expertise and experience with not only the various services available within Google Apps (Mail, Calendar, Contacts, Drive, etc.), but also with Google itself.

Level of Support	Description	Scope, Price
Premium Support Services	<ul style="list-style-type: none">● Assigned Escalation Manager● Support not limited to Technical, but will still only work with the technical POC● Phone support/Email support● Remote desktop support● Open support cases with Google● Escalate support cases with Google● Included in Google road map discussions● Based on historical request, provide Quarterly Report with Resources with Training offers<ul style="list-style-type: none">○ Guaranteed support response times<ul style="list-style-type: none">■ Priority 1 = 30 minutes■ Priority 2 = 2 hour (within local business hours)■ Priority 3 = 4 hour (within local business hours)■ Priority 4 = 6 hours (within local business hours)● Support for one calendar year	Out of Scope \$1,999.00
	Additional Support Pricing	TBD



Summary of Costs

Licensing	Description	Price
Google Apps Unlimited	Google Apps Unlimited (\$120/u/y) *150 users <ul style="list-style-type: none"> • Google Apps for Work (Complete Suite of Apps) • Google Vault Archive and E-Discovery • Advanced Auditing Capabilities in Google Drive • Data Loss Prevention • Unlimited Storage 2 Free months of Google Apps Licensing. 14 months for the price of 12. The 13th and 14th month will not be billed.	\$18,000.00
	Recurring cost: \$1,500.00 Monthly	
	Total:	\$18,000.00

Category	Pricing
Core Managed Deployment (One time fee)	\$2,700.00
Services Total:	\$2,700.00
Grand Total of Licenses and Services:	\$20,700.00

Suitebriar, Inc. Terms & Conditions

SERVICE DELIVERY AND PAYMENT TERMS

Suitebriar will provide all services based on fees listed to be paid in Net 30 terms. The following are estimates by hours and cost estimates by service. Price does not include any applicable sales tax. If payments are not made on a timely basis, Suitebriar may, after providing notice and a five day cure period for such untimely payments, alter or suspend its provision of Services hereunder. If CUSTOMER breaches its obligation to make timely payment. Suitebriar may seek all available remedies permitted under the Prompt Payment of Claims Act (Texas Law).

SCOPE CHANGES

Based on the scope of a project, Suitebriar is able to estimate the time, resource needs, and cost of the project. If the project scope is increased at any point during the delivery of the project, Suitebriar will have to dedicate additional time and resources to the project resulting in an increased cost to the customer. If a change to project scope is requested by CUSTOMER during the delivery of the project, Suitebriar will provide CUSTOMER with a time and cost estimate for the additional project scope via an additional Statement of Work. CUSTOMER will have the final determination as to which scope of changes should be completed by Suitebriar



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and which should be postponed to a later date or altogether dismissed.

EXPENSES

Travel and lodging will be invoiced at actual costs, meals and incidentals will be billed on a per diem basis as outlined by US Federal guidelines <http://www.gsa.gov/portal/content/104877>. Payment for expenses must be received within 15 days of the invoice date.

PAYMENT RECOVERY

Both parties understand that project success is based on a mutual commitment and participation as well as a high standard of quality. In the event that CUSTOMER feels that the project is no longer required, it will notify Suitebriar in writing upon which time Suitebriar will cease providing services and bill CUSTOMER only for work performed up to the time of notification.

ASSUMPTIONS

The following assumptions are being made:

Information Availability Assumptions:

- A. CUSTOMER will provide super admin rights for all legacy and destination relevant platforms to all Suitebriar to consult the deployment as needed.
- B. CUSTOMER will ensure timely access to, and compliance from, CUSTOMER's key executives, CUSTOMER work groups and other project teams to (i) support Suitebriar's Services, (ii) perform the agreed upon acceptance procedures in a timely manner and (iii) help accomplish the objectives of the Project.
- C. Decisions to be made by CUSTOMER will be made promptly and communicated through the CUSTOMER Project Manager.
- D. CUSTOMER shall obtain all consents necessary from third parties required for Suitebriar to perform its obligations hereunder.
- E. It is assumed that CUSTOMER project team members are empowered to make decisions on behalf of CUSTOMER and have enough knowledge of the CUSTOMER's business processes and technology to make decisions about requirements for each of the functional areas.

General Assumptions

- A. We assume that the CUSTOMER information provided or referenced by CUSTOMER is accurate and complete.
- B. Each party will retain responsibility for its compliance with any laws, regulations, or other authorities, in effect on the date of execution of this Arrangement, including those areas on which it relies on the other party's performance under the Contract. Use of the term "ensure" is defined to mean that both parties will use all reasonable and commercial efforts to accomplish their legal responsibilities under the terms of the agreement.
- C. CUSTOMER will be responsible for any contractual relationship with third parties



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and for ensuring that such third parties cooperate with Suitebriar.

D. Suitebriar will have no responsibility for the performance of other contractors or vendors engaged by CUSTOMER, or delays caused by them, in connection with the project, even if Suitebriar has been involved in selecting or recommending such other contractors or vendors. Suitebriar will use commercially reasonable efforts to promptly make CUSTOMER aware of any such contractor performance matters.

E. CUSTOMER will provide access to relevant documentation necessary for performing Project activities.

F. CUSTOMER shall be responsible for its use of the Services and any deliverables. Customer understands and agrees that CUSTOMER is responsible for determining whether any Services and deliverables provided by Suitebriar address CUSTOMER's requirements, comply with all laws and regulations applicable to CUSTOMER, and comply with CUSTOMER's applicable internal guidelines and any other agreements it has with third parties.

Confidentiality

Treatment of Confidential Information. During the Term and thereafter, neither Suitebriar nor CUSTOMER will use the other Party's Confidential Information for any purpose other than pursuant to the SOW. The receiving Party will also keep Confidential Information in strict confidence and take steps to prevent disclosure, publication or dissemination of Confidential Information that the receiving Party takes to protect its own, confidential or proprietary information of a similar nature, which steps will in no event be less than a reasonable standard of care for such information.

Limited Warranty and Limitation of Liability

Suitebriar warrants that it shall use commercially reasonable efforts to perform the Services in accordance with the requirements of this SOW subject to CUSTOMER's satisfaction of the above specified ASSUMPTIONS, which warranty shall expire thirty (30) days from the performance of such Services.

EXCEPT FOR THE WARRANTY SET FORTH IN THE PRECEDING PARAGRAPH, SUITEBRIAR MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO THE SERVICES OR WORK PRODUCT PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTIES ARISING FROM THE COURSE OF DEALING OR COURSE OF PERFORMANCE, AND SUITEBRIAR HEREBY DISCLAIMS THE SAME. WITHOUT LIMITING THE FOREGOING, SUITEBRIAR DISCLAIMS ANY WARRANTY THAT THE SERVICES OR WORK PRODUCT WILL MEET CUSTOMER'S REQUIREMENTS OR THAT THE SERVICES OR DELIVERABLES WILL BE PROVIDED OR OPERATE UNINTERRUPTED OR ERROR-FREE.



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(a) IN NO EVENT SHALL EITHER PARTY’S LIABILITY TO THE OTHER FOR DAMAGES RESULTING FROM ANY CLAIMS ARISING FROM OR RELATING TO THIS AGREEMENT WHETHER CAUSED BY FAILURE TO DELIVER, NONPERFORMANCE, DEFECTS, BREACH OF WARRANTY OR OTHERWISE, EXCEED THE FEES PAYABLE TO SUITEBRIAR UNDER THIS SOW, AND (b) NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY LOST PROFITS OR REVENUES, LOSS OF USE, LOSS OF DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS, LICENSES OR SERVICES OR SIMILAR TO ECONOMIC LOSS, OR FOR ANY PUNITIVE, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR SIMILAR DAMAGES OF ANY NATURE, WHETHER FORESEEABLE OR NOT, UNDER ANY WARRANTY OR OTHER RIGHT PROVIDED HEREUNDER OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF NON PERFORMANCE OF THIS AGREEMENT, OR FOR ANY CLAIM MADE BY A THIRD PARTY REGARDLESS OF WHETHER THE LIABLE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIM OR DAMAGES.

Applicable Law

This Agreement will be governed by and interpreted in accordance with the laws of the State of Texas. CUSTOMER and Suitebriar consent to the exclusive jurisdiction of the federal courts of the State of Texas for any legal action, suit or proceedings arising out of or in connection with this Agreement, and agree that any such action, suit, or proceeding may be brought only in such court. If a federal forum is not available, then the Parties may litigate in any State Court in Texas of competent jurisdiction located in the Hidalgo Texas Region.

SUITEBRIAR, INC.

DA Office of Hidalgo, TX

By: _____

By: _____

Name: Nick Connolly

Name: _____

Title: Principal

Title: _____

Date: _____

Date: _____

Due to the changing nature of the information provided within this SOW, this document must be executed within thirty days (30) days of the date of submission. Suitebriar will be pleased to update and resubmit this SOW upon request. By signing this SOW Customer also agrees to the the Google Apps Terms of the [Licensing Agreement](#).



PROPOSAL FOR HOSTING SERVICES

1 FANATICAL PLACE | CITY OF WINDCREST, SAN ANTONIO, TEXAS 78218 U.S.A.

Prepared on: 30 November 2015
(Proposal valid until 23 December 2015.)

Prepared for:
Jaime Guerrero

Jaime Guerrero

Texas United States
jaime.guerrero@da.co.hidalgo.tx.us
(956) 457-9150

Prepared by:
J.L. Cruz
Acquisition Representative I - US
jl.cruz@RACKSPACE.COM
+12103122057

Notice of Confidentiality

The contents of this Proposal are confidential and proprietary information of Rackspace. Your acceptance of this Proposal and review of its contents constitutes your acknowledgment that the contents are Rackspace's confidential and proprietary information and your agreement not to disclose the same to any person other than persons in your organization who have a need to know in order to evaluate a possible business relationship with Rackspace for managed hosting services.

Fanatical Support® – The Rackspace® Difference

Most companies will rent you access to their raw computing infrastructure. But the cloud does not operate on infrastructure alone. It takes a wide variety of specialized engineering skills to architect and manage not only the infrastructure, but also the many complex tools and applications that run on top of it, including the latest data engines and eCommerce platforms. With other providers, that is your responsibility. But we do things differently at Rackspace. We do not just offer you the cloud, we manage it for you.

Fanatical Support is not just what we do. It is really what makes us, well, us. It is our need to make a difference in the lives of our customers — no matter how big or small. Really, it is our way of life. Working hard 24x7x365 to support you is more than our job. It is who we are. Our driving purpose is to take care of your business, to make sure things go as smoothly as possible. And if for some reason they do not, you will be surprised at the lengths we go to make things right.

THE FUNDAMENTALS OF RACKSPACE

- Founded in 1998
- Listed on the New York Stock Exchange (RAX) in 2008
- Headquarters in San Antonio, Texas
- Global Offices in Hong Kong; London; Amsterdam; Australia; Austin, Texas; and Blacksburg, Virginia
- Nine (9) Worldwide Data Centers in Hong Kong, China (1); Sydney, Australia (1); London, United Kingdom (2); Dallas, Texas (2); Ashburn, Virginia (2); and Chicago, Illinois (1)
- Over 300,000 customers in over 120 countries
- Host 60% of Fortune 100 companies

INDUSTRY LEADERSHIP

- #1 hosting provider for the Internet Retailer Top 1,000 eCommerce Websites
- #1 in hosting Magento® Enterprise Edition
- #1 in hosted Microsoft SharePoint® deployments
- #1 in hosting OpenStack private clouds
- The leader in hybrid cloud solutions, creating best-fit, specialized solutions
- Founder, alongside NASA, of OpenStack, and operator of the largest OpenStack public cloud
- Founder, alongside Intel, of the OpenStack Innovation Center

RACKSPACE EXPERTISE

- Four-time Microsoft Hosting Partner of the Year
- Premier Tier Partner in the VMware vCloud® Air™ Network
- VMware® Hybrid Cloud Powered
- Red Hat® Premier Hosting Partner
- MySQL Certified Hosting Partner
- Microsoft Gold Certified
- Magento Platinum Hosting Partner
- ISO 27001:2005 Certified
- Level 1 Payment Card Industry (PCI) Service Provider
- SSAE16 Type II SOC1, SOC2 (Security and Availability Only), and SOC3
- Safe Harbor Certified
- CDSA Content Protection and Security Standard Certified

EMPLOYEE CERTIFICATION

- 165+ Cisco certifications, including CCNAs and CCNPs
- 200+ Microsoft certifications, including MCITPs, MCSAs, MCSEs, and MCTSs
- 160+ RedHat certifications, including RHCEs, RHCSAs, and RHCAs
- 149+ VMware certifications, including
- 83+ VCPs, VCAPs, and vExperts

WHY RACKSPACE IS A SMART BUSINESS DECISION

- Uptime and redundancy are shared responsibilities, rather than a burden for the customer alone.
- Economies of scale are nice – but economies of expertise are even more valuable. The highest performance and cost-efficiency come when you combine infrastructure with specialized expertise and the exceptional customer service – Fanatical Support.
- Every customer has easy access to engineers – by phone, chat, or email, 24x7x365 – to help with planning, architecting, building, and operations.



Thank you!

Our success as a company is measured by the success, growth and happiness of our customers. We have a vested interest in supporting you for years to come. This proposal has been tailored to your unique business needs as we've discussed over our phone and email conversations. Thank you for the time and the opportunity to share with you the meaning of Fanatical Support. Sincerely,

J.L. Cruz
Acquisition Representative I - US

DRAFT

Solution Details:

Data Center: **Customer Data Center (CDC1)**
 Service Level: **Email & Apps**
 Term: **Month to Month**

Option 1**Configuration 1**

Rackspace Fanatical Support for Google Apps for Work			Customer Data Center (CDC1)	
Quantity	Per Unit Fees		Totals	
	Setup	Utility	Setup	Utility
1	\$0.00 USD	\$1,950.00 USD	\$0.00 USD	\$1,950.00 USD
<ul style="list-style-type: none"> • Collaboration via Shared Calendars and Global Directory • Google Docs (including online Docs, Sheets, and Slides) • Integrated Chat and Video via Google Hangouts • Enforced SSL connections • Integrated Spam and Virus Protection • eMail Service: Rackspace Fanatical Support for Google Apps for Work - Unlimited QTY: 150 <ul style="list-style-type: none"> ◦ Unlimited Storage (< 5 users get 1 TB each) ◦ Google Vault for Archiving 				

Monthly Recurring ⁽¹⁾	\$0.00 USD
Monthly Utility Fee ⁽²⁾	\$1,950.00 USD
Total Monthly Invoice ⁽³⁾	\$1,950.00 USD
Setup Fee	\$0.00 USD
One Time Fee	\$0.00 USD
Total One Time/Setup Fee	\$0.00 USD

Please note that the prices above exclude applicable taxes

1. Your Services Description may comprise several distinct services. Rackspace may raise an invoice for each service separately on the service's online date.
2. Monthly Utility Fee may change based on usage.
3. The amount due under the Total Monthly Invoice may change if your use of bandwidth-based products and services exceeds the subscribed amount.

The Rackspace Cloud Portfolio

Rackspace is unique because it offers customers their choice in application hosting and the expertise and guidance from our industry-leading **Fanatical Support®**. Whether your business needs the agility of public cloud, the security of dedicated hardware, or the blending of both, we can help.



PUBLIC CLOUD

Persistent, elasticity-based virtual servers

Public Cloud provides compute for your sites and apps. You get the persistence of a traditional server, plus the on-demand flexibility of the cloud. Additional services provide a complete cloud-based application platform including CDN-enabled object storage, load balancing, databases, monitoring, block storage, and DNS.

It is elastic. You are in control: Add more resources to serve spikes and heavy traffic events, then remove resources when you do not need them. Create servers in minutes.

It is cost-effective. You only pay for what you use. It is simpler and more affordable than buying and installing your own gear and does not require capital expenses.

We have your back. You control your configuration through our easy-to-use Control Panel — but you are never on your own. Our trained specialists are available anytime you have a question, 24x7x365.

We take care of the hard stuff. With a managed cloud account you can count on the experience of Rackers to help you design, build, and run your applications on the cloud.

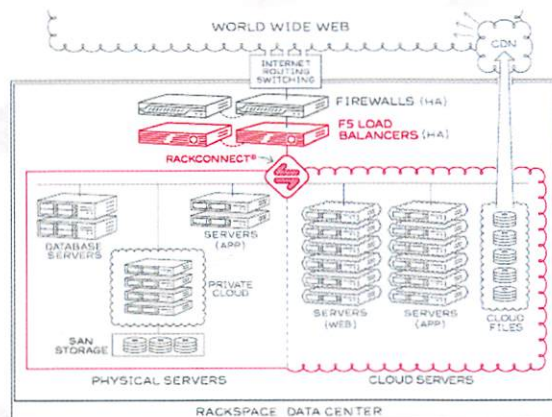
You get a choice. Because the Rackspace Cloud is built on OpenStack®, you do not have to lock your data into a proprietary technology. Plus, you select and deploy the operating system and cloud products you need.

Hybrid Hosting is the combination of dedicated servers, managed virtualization, and cloud servers working together within a Rackspace data center. By deploying our RackConnect® service, you can, for example, use a hardware firewall and load balancer to filter and route traffic between your dedicated and cloud servers.



HYBRID HOSTING

Securely connecting cloud to your managed hosting configuration



"Rackspace's main differentiator is their hybrid model that allows us to quickly add burst capacity when our traffic spikes from major ad campaigns."

Vashdev Vangani
Department Manger of
Information Technology
Mazda North American Operations



PRIVATE CLOUD

Cloud benefits running on your hardware

Private Cloud powered by OpenStack is an open source cloud operating system that controls large pools of compute, storage, and networking resources throughout a data center, all managed through a dashboard that gives administrators control while empowering their users to provision resources through a web interface. This platform is designed for developers and ideal for automation.

Rackspace Managed Services

Our managed cloud approach addresses the most common pain points businesses struggle with when building and managing their IT infrastructure: architecture, scaling, monitoring, alerts, operations, and administration. Our team of IT professionals can take care of these details for you — combining specialized expertise and the exceptional customer service we call **Fanatical Support®** — so you can focus on your core business.

Discover how our managed cloud services can work for your business. Here are some of the key solution areas we specialize in:

Managed Data Services

Scale seamlessly, unlock performance, and leverage our expertise

In the past few years, there has been an explosion in relational, NoSQL, and Big Data technologies, and most companies are struggling to get the most out of it. We can help, with the right mix of database technologies, infrastructure, and service levels that will complement your existing database ecosystem and unlock its full potential.

eCommerce & Web Content Management

Specialized hosting for commerce and content applications

Creating an exceptional customer experience online is hard enough. You should not have to worry about building a high-performance infrastructure as well. That is why we offer hosting platforms optimized for eCommerce software and WCM platforms, plus one-on-one support from our Magento, Oracle, AEM, Sitecore, WordPress, and Drupal specialists.

Web Applications

Powerful, reliable infrastructure, plus the expertise to help you run it

It takes more than reliable, high-performance infrastructure to succeed in the cloud. You need the expertise to optimize and run your workloads at scale. Our cloud engineers can help create a custom hybrid cloud that is unique to your workload, and then manage it for you — freeing up your development teams to focus on your apps.

Email & Collaboration

Specialized hosting for productivity and collaboration

We make it simple for your company to communicate and get things done by offering a variety of professional productivity and collaboration services — including hosted email, Microsoft Exchange, SharePoint®, and Lync. We take care of the day-to-day management of these platforms, around the clock, so you can focus on your business.

IT Transformation

Empowering your IT team to deliver innovation

Cloud and hybrid solutions can reduce costs, increase agility, and save you money, but you need to select the right technologies for your business. Our specialists can work with you to reduce complexity, improve reliability, and manage scale — and help you put the entire plan into action if a new solution is right for you.



experience fanatical support®

Options Summary (monthly fee)

Hidalgo	Users	Price
Google Apps For Work Unlimited	150	\$13
Migration in December	150	FREE
24x7x365 Support	150	INCLUDED
Total Monthly Cost (no additional fee's)	150	\$1950.00
Total Cost Per User	1	\$13

Why Choose Rackspace?

- Positioned as a leader in Gartner's Magic Quadrant for Cloud Infrastructure as a Service and Web Hosting
- A full suite of Managed Services to build the perfect hosted solution for your business
- Industry-Leading Service Level Agreements
- 100% Network Uptime Guarantee



The Fanatical Support Promise™

Our Commitment. Delivered.

Working hard 24x7x365 to support you is more than our job. It's who we are. Our driving purpose is to take care of your business, to make sure things go as smoothly as possible. And if for some reason they don't, you'll be surprised at the lengths we go to make things right. Any issue you have is quickly taken care of by your own expert Rackspace Support Team, so you'll never have to worry about it again. Ever.

Just how far are we willing to go to make sure you experience Fanatical Support? Well, if we don't live up to The Fanatical Support Promise, we'll even let you leave Rackspace before your commitment is up. But we're sure it will never come to that.

rackspace
HOSTING

J.L Cruz

Sales Special

VIWO Inc.

10801 National Blvd
 Suite 410
 Los Angeles California 90064
 U.S.A
 Website: www.viwoinc.com

Proposal

Date December 02, 2015
Invoice# PRP-46934

Bill To
Hidalgo, Texas DA

P.O.# JM
Terms Due on Receipt

Date December 02, 2015
Due Date December 02, 2015

Item	Description	Qty	Rate	Amount
Google Apps for Work Unlimited Annual	<p>Google Apps for Work Unlimited is the premium version of Google Apps. In addition to everything available in Google Apps for Business, it includes unlimited storage and Google Vault for everyone in your organization, plus additional Drive administration, auditing, and reporting features.</p> <p>Google Apps Unlimited is \$120 per user per year.</p> <p>Discounted rate = 14/12* 14 months for the price of 12 - valid 1st year only</p>	150.00	120.00	18,000.00
Deployment of Google Apps Managed Seats:	<p>Google Apps Deployment Package (Includes everything you need for a proper setup) 1 x FEE</p> <p>Package Includes: -Kick Off & Project Planning -Migrate Data from Legacy System Into Google (Email, Calendar, Contacts) Setup and Configuration: -Create/Set Up Domain (Includes Configuring MX Records With No Down Time) -Customizing your Google Apps account to your specifications and creating your users. This can optionally include setting up domain aliases, groups, nicknames, send as and reply as addresses, etc. -Configure Spam Filtering. -Set Up Preferred Email Client -Set Up SmartPhone Sync - Account Management -Support - Unlimited Level 1 support forever and We offer premium tech support from our U.S. based staff for anything from resolving complex technical issues to setting up a new user's mobile phone.</p> <p>**Includes 1 Hour Post Support, Billed in 15 Min. Good for Any Google Apps Related Issue</p>	1.00	0.00	0.00
Phased Migration Bundle		150.00	52.50	7,875.00

Item	Description	Qty	Rate	Amount
	<p>ViWo will perform the following:</p> <ul style="list-style-type: none"> -MIGRATE all data (mail, contacts, calendar) from current mail server or client to Google Apps for Business. -SYNC the user's email client, if desired. Outlook, etc. -Implement dual delivery for a PHASED migration from the current server. This will ensure no downtime and a smooth transition to the platform. -SYNC any smart phone device with Google Apps for Business (iPhone, Android, etc.) 			
Google Apps Support Hrs (Invoiced)	<p>1 Hour of Google Apps Post Support. Used after initial GA account setup. Deducted from your account in 15 minute increments after purchase. Unused Support Time Never Expires.</p> <p>Used to help setup OUTLOOK for users, sync phones and assist with Active directory</p> <p>To create a support ticket, visit: http://viwoinc.com/support</p> <p>--This support time is intended to be used for post Google Apps Setup support--</p>	3.00	129.00	387.00
ADLDAP Google Apps Active Directory Sync (GAADS) Setup	Set Up Customers Active Directory to sync with Google Apps	1.00	799.00	799.00
ADLDAP GAPS Setup	<p>\$599 a one time fee.</p> <p>Additional domains can be added for \$299.</p> <p>Gives users the ability to sync password from Microsoft Active Directory Server or LDAP Server with Local File Capture.</p> <p>Includes 30 days No Questions Asked Support.</p> <p>Requires GADS. Additional \$899 Fee Will Apply for GADS Installation and Setup.</p>	1.00	599.00	599.00

Thank you for your business.

Sub Total	27,660.00
Total	USD27,660.00
Balance Due	USD27,660.00

Terms & Conditions

All services purchased can be returned / refunded within 7 days, so long as the service attached to the order has not been performed or provided. A 15% restocking / processing fee will be applied to any refunds.

ViWo does not own, and is not responsible for any 3rd party applications, including updates, changes to features or functionality.

Google Apps Business, Google Vault, Backupify, and Postini User Licenses purchased are final and cannot be refunded.

Additional Google Apps Business and Google Vault Annual Licenses are prorated to the month.