



## Statement of work for FORT BRAGG, CALIFORNIA

Exchange upgrade



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## 1 INTRODUCTION

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This Statement of Work ("SOW") sets forth the Services (as defined herein) to be provided by Dell Marketing LP ("Dell") to FORT BRAGG, CALIFORNIA ("Customer"). The Services are governed by and subject to the terms and conditions specified in Customer's separate signed master services agreement with Dell to the extent such agreement authorizes Customer to order the Services described herein; or, in the absence of such agreement, the Professional Services Agreement ("PSA"), which is available at [www.dell.com/PSATerms](http://www.dell.com/PSATerms) and in hardcopy upon request and incorporated by reference in its entirety into this SOW, and the parties acknowledge having read and agree to be bound by such online terms, (the effective agreement shall be deemed the "Agreement").

The following appendices are attached hereto and incorporated by reference:

- Appendix A - Supported Sites

## 2 TERM

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The term of this SOW shall begin on the date of the last signature ("Effective Date") as set forth in the Signature Section of this SOW and unless terminated in accordance with this SOW or the Agreement, shall expire on the date that Dell completes the provision of Services in accordance with this SOW; provided, however, in the event the Customer has not engaged Dell to perform such Services and three (3) months have passed since the later of the Effective Date and Dell's completion of the last requested Service-related deliverable, Dell may terminate this SOW by providing thirty (30) days prior written notice. Further, in the event the term of this SOW extends beyond one (1) year, Dell reserves the right to revisit the pricing on each anniversary of the Effective Date.

## 3 SUMMARY OF SERVICE

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Dell will provide the services as specifically described herein (the "Services"), which include the following:

- Exchange Upgrade
- SCOPE OF SERVICE

### 3.1 Introduction

#### CURRENT ENVIRONMENT

1. The Customer is operating Cisco ASA firewall with dedicated Police Department (PD) and City LAN connections
  2. The Customer is operating a dual homed AD server that is operating in the PD and City networks
  3. The Customer is operating a single Site with the AD system with 3 AD servers running Windows 2012R2
  4. All of the FSMO roles are running on one AD server
  5. The AD based AD servers have duplicate IP addresses registered
  6. The Exchange server is operating as the domain time server
  7. The Customer is operating a point to point wireless system between the PD and City networks
  8. The Customer has purchased a new Dell server as a Hyper-V server for both the PD and city
  9. The new Hyper-V server is dual homed into both networks running Windows 2012R2
-

10. The Customer is operating a RTM Exchange 2010 system with 110 mailboxes
11. The existing Exchange server is running on an Active Directory server
12. The Customer utilized App River as a hosted SPAM filter

## GOALS

1. Improve the internal security for the email and Active Directory systems
2. Ensure that the email system is able to function for internal communications during an Internet outage
3. Improve the function of the Active Directory system and the replication of the wireless link
4. Upgrade the Exchange system to the latest stable version

## DESIGN NOTES

1. The existing Dell R730 server will be updated and configured as a Hyper-V server
2. Separate secure v-switches will be created for each network connection
3. A single virtual server will be created as an Active Directory server utilizing the same version of Windows as the existing server
4. A separate AD site will be created for each side of the wireless network link
5. A single Microsoft Exchange virtual server with both the CAS and Mailbox roles
6. The server will be configured with Microsoft Windows 2016 and Exchange 2016
7. The server will be configured to utilize Microsoft storage spaces and SSD caching
8. Inbound and outbound email will be routed through the existing hosted email filter
9. The existing firewalls will be configured to allow inbound HTTP and HTTPS access to the server
10. The existing firewalls will be configured to only allow inbound SMTP email from the hosted email filter
11. The Exchange system will be configured to send and receive email from the hosted email filter
12. The Exchange system will be configured to receive email from selected internal systems as specified by the Customer

## SITES

1. Fort Bragg - 416 North Franklin St Fort Bragg CA 95437

## 3.2 Detailed Description

### Remote Build Out

1. Remote build out of 1 Microsoft Windows Server Hyper-V Server to support Windows 2016 and the network security upgrades
2. Remote build out of 1 Microsoft Active Directory Virtual Server 2012R2
3. Remote build out of 1 Microsoft Exchange Virtual Server 2016
4. Remote configuration on the existing Microsoft AD system to support the Exchange system
5. The Customer will configure the existing firewalls to support the Exchange system and network upgrades
6. The Customer will configure the hosted email filter for the new exchange system
7. Remote upgrade of the existing Active Directory from 2012R2 to 2012R2
8. Remote upgrade of the existing Exchange system from 2010 to 2016 and mailbox migration
9. Remote provide up to 8 hours of installation, cutover, and Go Live support for the new CUSTOMER installed network equipment

### As-Built and Closeout

10. Remote provide up to 4 hours of As-Built Review on the installed systems

11. Provide the CUSTOMER with Project Closeout documentation

### **Project Administration**

1. LANAIR will assign a technical lead to the project
2. LANAIR will coordinate and conduct a Project Discovery Meeting with the assigned technical lead to review the project in detail, discuss the existing environment, gather information for Design, and discuss the initial deployment timeline
3. LANAIR will conduct weekly project status calls throughout the Delivery Phases of the project and a weekly technical review call during critical phases of the project
4. CUSTOMER will assign a business and a technical sponsor for the project
5. CUSTOMER agrees to grant LANAIR remote access to the environment for the purpose of remote configuration during business hours utilizing the LANAIR secure CPS agent on an existing CUSTOMER server

### **Sales Hand-off Call**

The LANAIR engagement team will lead CUSTOMER project sponsors and stakeholders in an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

1. Introduction of the delivery team, roles, and responsibilities
2. Review project goals and purpose of engagement
3. Explanation of the expected engagement deliverables and work products

### **Technical Discovery**

LANAIR will conduct a pre-engagement planning call with CUSTOMER to initiate the project. Topics to be discussed include:

1. Project timelines and scheduling
2. Conduct detailed design sessions with key project stakeholders, functional groups and subject matter experts as necessary
3. Draft the architecture design, taking into account all project requirements and vendor best practices
4. Identification of key CUSTOMER project team members with whom LANAIR will work to accomplish the tasks defined in this SOW
5. Identification of any required hardware, software, networking, security, and information that CUSTOMER needs to provide to successfully complete this engagement

### **Pre-Installation Readiness**

1. Prior to the installation of equipment, LANAIR will conduct a health and performance check on the existing systems as needed. Remediation of issues on existing system as a result of the health and performance checks is outside of this project scope of work
2. LANAIR will conduct a Pre-Installation Readiness Meeting to verify environment readiness prior to any onsite or remote work
3. The CUSTOMER will confirm rack space, outlets, power, cooling, cabling, and staff availability prior to any onsite installation of equipment
4. The CUSTOMER will confirm available ports and configurations are in place on existing network to support the connections from the equipment
5. The CUSTOMER will provide the required licensing and ISO's for the software that will be installed with the equipment

## **SYSTEMS CONFIGURATION**

### **Hyper V Host and Hypervisor**

1. LANAIR will configure the Dell iDRAC on the servers for out-of-band management
2. LANAIR will configure the Dell iDRAC for SNMP monitoring
3. LANAIR will configure the RAID on the server
4. LANAIR will upgrade the firmware and BIOS
5. LANAIR will install and configure Microsoft Windows Operating System
6. LANAIR will install and configure the Hyper-V role
7. LANAIR will configure the Windows server and TCP/IP stack for Hyper V
8. LANAIR will install and configure the Microsoft Windows Fail-Over Clustering Role on the Hyper-V servers
9. LANAIR will configure 2 ports on each physical server as a converged network to support both virtual machine management traffic for the Hyper-V system.
10. LANAIR will not configure the Hyper-V system for replication
11. LANAIR will not install the Microsoft System Center Virtual Machine Manager

### **Microsoft AD Upgrade (Multiple Servers)**

1. CUSTOMER will update the existing systems if required to support the new Active Directory servers
2. LANAIR will install and configure 2 new virtual servers in the new hypervisor environment as a Microsoft 2012R2 Active Directory server in the existing domain and forest
3. LANAIR will configure the DNS role on the new AD servers
4. LANAIR will configure the DNS role to forward non-authoritative DNS requests to ISP caching DNS server
5. LANAIR will install the DHCP Server role on two new AD servers
6. CUSTOMER will configure the existing network systems to forward (relay) DHCP requests to the new DHCP server.
7. LANAIR will configure DHCP Failover between the two new AD servers
8. LANAIR will migrate the DHCP scopes from the current Windows DHCP server to the new DHCP failover pair
9. LANAIR will configure up to 10 new DHCP scopes on the new AD servers
10. LANAIR will configure the DHCP scope options to support the current systems
11. LANAIR will configure the DHCP server to be both AD and DNS integrated
12. LANAIR will not install and configure Certificate Authority role
13. LANAIR will configure the new AD servers to utilize the IP addresses of the existing (old) AD servers if required
14. LANAIR will uninstall AD from the existing AD servers
15. LANAIR will raise the domain and forest functional level
16. LANAIR will decommission the existing Active Directory server by unjoining them from the domain and power them off

### **Microsoft Exchange Migration (Single Server)**

1. LANAIR will create 1 Microsoft Windows Server virtual machine
2. LANAIR will join the newly created VM to existing Active Directory domain
3. LANAIR will install Microsoft Exchange Server 2013 Client Access Server (CAS) and the Mailbox (MB) server roles, or 2016 Mailbox (MB) server role, on the created VM
4. LANAIR will not configure the Exchange Edge Transport Role
5. LANAIR will not configure the Exchange Unified Communications Role
6. LANAIR will not configure the Exchange Journaling Service
7. LANAIR will not configure the Exchange Archiving Service

8. LANAIR will configure up to 5 Exchange databases within the new Exchange system.
9. LANAIR will configure the Exchange virtual directories to support Outlook Anywhere, Outlook Web App, and ActiveSync
10. LANAIR will configure Global Address list and Offline Address Book replication
11. LANAIR will configure Exchange to support existing SPAM filter for inbound and outbound SMTP traffic
12. LANAIR will configure SMTP connectors for required internal email relay (Often used for Fax servers and alerting)
13. LANAIR will create a subject name alternative (SAN) certificate signing request. The Certificate Authority will require that the CUSTOMER approve the certificate order, and may require validation or documentation from the CUSTOMER.
14. LANAIR will migrate Exchange organizational settings from the existing Exchange system
15. LANAIR will migrate the existing receive connectors to the new Exchange server
16. LANAIR will perform LANAIR internal system tests and remediate to the deliverables defined within the scope as LANAIR responsibilities
17. LANAIR will configure the Exchange servers to support SSL offloading
18. LANAIR will work with CUSTOMER to configure firewall to point to the new Microsoft Exchange server as the internet facing HTTPS and SMTP server
19. LANAIR will add the new Exchange servers to the existing send connector(s)
20. LANAIR will migrate the mailboxes the new Exchange server
21. LANAIR will migrate the non-corrupted public folders to the new Exchange server
22. LANAIR will uninstall the legacy Exchange server(s) and unjoin it/them from the domain

## PROJECT CLOSEOUT

1. LANAIR will provide the CUSTOMER with systems orientation on the installed systems. LANAIR also recommends formal training on the installed systems separate from this scope of work
2. LANAIR will provide the CUSTOMER with a closeout package to include Project Closeout and Completed Project Deliverables forms to be signed by CUSTOMER
3. LANAIR will provide the CUSTOMER with the following after approval of all Project Closeout documentation:
  1. Grant the CUSTOMER access to the installed systems
  2. Provide the CUSTOMER with a Post Project Support Voucher to be utilized during business hours

Provider will perform the following Project Management activities during the term of this SOW:

- Single point of contact and accountability for successful delivery of the Services
- Maintain focus on time, cost and scope
- Coordinate and facilitate kick-off, status, deliverable review and closeout meetings
- Establish and manage the Services schedule, communications and status reporting
- Provide up to one status call and brief status report per week
- Identify, monitor and manage Services risk, issues and escalations
- Facilitate change management as needed
- Confirm the Services delivered are in accordance with the SOW
- Written notification (including email) to Dell Customer of completion of delivery of these Services
- Up to one (1) deliverable review or phase completion call per week
- Monitor the Services budget and invoices
- Manage the Dell Customer relationship

- Track and status progress against Services objectives
- All Project Management activities will be conducted remotely.

### 3.3 Customer Responsibilities

Customer agrees generally to cooperate with Dell in its delivery of the Services. Customer agrees to the following responsibilities:

- 1) During the term of this SOW, Customer is responsible for promptly notifying Dell in writing of a) any changes Customer makes to its information technology environment that may impact Dell's delivery of the Services; and b) if Customer becomes aware that any of the Assumptions set forth herein are incorrect.
- 2) Customer will maintain a backup of all data and programs on affected systems prior to Dell performing the Services and during the term of the SOW. Dell will have no liability for loss or recovery of data, programs or loss of use of system(s) arising out of or in connection with the Services provided under this SOW.
- 3) Prior to the start of this SOW, Customer will indicate to Dell in writing a person to be the single point of contact, according to project plan, to ensure that all tasks can be completed within the specified time period. All Services communications will be addressed to such point of contact (the "Customer Contact"). Failure to do so might result in an increase in project hours and/or length in schedule.
- 4) Customer agrees to make available suitable resources, space, personnel, documentation, and systems.
- 5) Customer will provide technical points-of-contact, who have a working knowledge of the enterprise components to be considered during the Services ("Technical Contacts"). Dell may request that meetings be scheduled with Technical Contacts.
- 6) Customer Contact will have the authority to act for Customer in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements.
- 7) Customer Contact will ensure that any communication between Customer and Dell, including any scope-related questions or requests, are made through the appropriate Dell Project Manager.
- 8) Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
- 9) Customer Contact will ensure attendance by key Customer contacts at Customer meetings and deliverable presentations.
- 10) Customer Contact will obtain and provide project requirements, information, data, decisions and approvals within one working day of the request, unless both parties agree to a different response time.
- 11) Customer may be responsible for developing or providing documentation, materials and assistance to Dell and agrees to do so in a timely manner. Dell shall not be responsible for any delays in completing its assigned tasks to the extent that they result from Customer's failure to provide such timely documentation, materials and assistance.
- 12) Customer Contact will ensure the Services personnel have reasonable and safe access to the Project site, a safe working environment, an adequate office space, and parking as required.
- 13) Customer will inform Dell of all access issues and security measures, and provide access to all necessary hardware and facilities.
- 14) Customer is responsible for providing all hardware, software, internet access, and facilities for the successful completion of the Services. Facilities and power must meet Dell's requirements for the products and Services purchased.



- 15) Customer is responsible for any and all software licensing requirements. Unless otherwise directed by Customer in writing, during the installation process, Technician will “accept” on Customer’s behalf any and all electronic agreements provided with the installed hardware and/or software, including without limitation licenses, terms of sale, and other terms and conditions. Customer agrees that its purchase, license, and/or use of any hardware or software installed by Technician under this SOW shall be subject to and governed by such electronic agreements to the same degree as if Customer had itself accepted the electronic agreements.

### 3.4 Assumptions

Dell has made the following specific assumptions while specifying the Services detailed in this SOW:

- 1) The provision of the Services does not include the development of any intellectual property created solely and specifically for the Customer under this SOW.
- 2) Provider agrees not to commence delivery of these Services with the Dell Customer until such time that the PSOW and Dell PO are fully executed with Services coordinated by the Dell Contact.
- 3) Upon completion of fully executed PSOW and PO, a Dell Project Manager will contact you to begin Services scheduling. Any additional and/or conflicting terms and conditions stated on the PO shall be void and have no effect on this PSOW.
- 4) The provision of the Services does not include the development of any intellectual property created solely and specifically for Dell or the Dell Customer under this SOW.

### 3.5 Out of Scope

For the avoidance of doubt, the parties acknowledge that the following activities are not included in the scope of this SOW.

- 1) Any services, tasks or activities other than those specifically noted in this SOW.
  - 2) Any Dell training or certification services not specifically described in this SOW.
  - 3) Except as set forth herein, Dell is not responsible (including financial responsibility) for any Customer and/or third party personnel, hardware, software, equipment or other assets currently utilized in the Customer’s operating environment.
  - 4) Any LANAIR training or certification services not specifically described in this SOW.
  - 5) Troubleshooting or remediation of any issues with existing systems or hardware
  - 6) Network troubleshooting or tools-based remediation. The existing networking infrastructure and its supporting services are considered “healthy” for the duration of the delivery of the Services.
  - 7) Identification of applications compatible with virtualization and analysis of interdependencies other than what is outlined in the scope of work.
  - 8) Software licensing not identified in the professional services or hardware quotes.
  - 9) The project will involve As-Built Review, Proof of Concept, and Product Orientation on the newly configured systems. Customers without previous experience in the technology should not expect to become proficient as a result of the Product Orientation. Proficiency can only be achieved through formal training and experience.
  - 10) Performance and Regression testing of existing network infrastructure.
  - 11) Regression testing of new infrastructure.
  - 12) Testing or validating performance for remote site user workloads.
  - 13) Configuration of Microsoft License Infrastructure
-

- 14) Performance and Scalability validation of existing server and network infrastructure.
- 15) Physical to virtual (P2V) conversions of existing environment unless stated in the Systems Configuration sections.
- 16) Application support including installation, de-installation, troubleshooting, and compatibility validation not detailed in the Systems Configuration sections.
- 17) Consultation for configurations outside of the Key Deliverables section of this scope of work
- 18) Support for workstation and end point devices
- 19) Data migration including user data, databases, file shares, applications, and mailboxes unless otherwise stated
- 20) Support for ISP related issues
- 21) Customer understands that the performance usability of the quoted system is dependent on existing systems that are outside the control and responsibility of LANAIR.
- 22) Customer is responsible for all configurations on existing switches, firewall and networking equipment to support the installation of the new equipment unless otherwise stated in the above Systems Configurations sections  
Customer will be responsible for site readiness including server room, racks, power, and cooling for the new systems
- 23) Upon request by Customer, Dell will provide a proposal for such out of scope services pursuant to the Change Management Process as defined in Section 6.

### 3.6 Schedule / Timeline / Milestones

Dell anticipates the Services will span an estimated period of 110 contiguous business hours.

Once this Service has been scheduled, any changes to the schedule must occur at least 8 business days prior to the scheduled date. If Customer reschedules this service within 7 business days of the scheduled date, this may necessitate invoking the Change Control Process to determine the impact, if any, and any related price adjustments.

### 3.7 Service Hours

Dell intends to provide the Services during the scheduled hours stated below (the "Service Hours").

This Service will be performed during normal business hours typically 8:00 a.m. to 5:00 p.m., Monday through Friday, Customer local time and will include travel time to and from the Customer location and excludes local holidays, unless other arrangements have been made in writing between Dell and Customer.

## 4 PRICING

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This section describes the methodology for determining invoice amounts (the "Charges") for the Services provided under this SOW. Customer hereby agrees to pay the Charges in accordance with the Invoicing and Payment terms of the Agreement and as further supplemented within this SOW.

Charges shall be as follows:

### 4.1 Purchase Order Amount

Except as otherwise provided below, the Total amount to be noted on the Purchase Order provided to Dell for this SOW is: USD 23,186.43

- . If this SOW includes estimates, invoices will be based on actuals usage or expenses incurred.

#### 4.1.1 One-Time Charge Following Customer Signature

Dell will invoice Customer upon Customer signature of the SOW the following One-Time Charge:

One-Time Charge: USD 23,186.43

#### 4.1.2 Expenses

Expenses are included in the Charges under this SOW. Unless the Scope changes, pursuant to the Change Management Process, Dell will not charge any additional expenses in connection with delivering the Services without the express written consent of Customer. Additional expenses could include Service-related expenses such as actual, reasonable and necessary travel and living expense.

### 4.2 Pricing Clauses:

- 1) Pricing – The terms of this SOW (including but not limited to the pricing) shall be valid for thirty (30) days following initial delivery date (“Initial Delivery Date”) of this SOW to Customer. In the event this SOW is executed by Customer and returned to Dell after such thirty (30) day period, Dell may, in its sole discretion, (i) accept the SOW on the stated terms or (ii) reject the SOW and provide Customer with a revised SOW setting forth any necessary updates to the terms of the previous SOW.
- 2) The price for the Service is based on Customer’s environment as disclosed to Dell. If the assumptions, Customer responsibilities and parameters within the scope of the Service used to develop the SOW are found to be incorrect or have changed, the parties agree to pursue resolution through the Change Management Process set forth in this SOW.
- 3) If any of the volumetric assumptions used in this SOW (including, time on task, locations, service consumption, and/or configuration factors and excluding estimated hours or expenses) relied upon by Dell vary by +/- five (5%) percent, Dell has the right to adjust the pricing to reflect such changes.
- 4) Taxes - All prices are in USD and are exclusive of all applicable taxes

## 5 CHANGE MANAGEMENT PROCESS

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The Change Management Process (“Change Management Process”) is the process that governs changes to the scope of the Service during the Term of this SOW, as described below. The Change Management Process may be used to modify the Service described in this SOW, then, if required, a subsequent Contract Modification.

Changes permitted to be made pursuant to this Change Management Process will be limited to changes to Section 3 (Summary of Service) and Section 4 (Scope of Service) and adjustments in Section 5 (Pricing) associated with changes to Sections 3 and 4 of this SOW.

Either party may request a permitted change in the Scope of the Service by completing a Change Order Form at

[www.dell.com/servicecontracts/RFC](http://www.dell.com/servicecontracts/RFC)

The receiving party will review the proposed Change Order and will (i) approve it, (ii) agree to further investigation, or (iii) reject it. Changes agreed pursuant to the Change Management Process will not be effective until mutually executed by both parties.

Any desired modifications to this SOW which are not permitted above in this Section 6, will require that a written amendment to this SOW or a new SOW be mutually executed by the parties.

## 6 OTHER PROVISIONS

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- 1) Dell may use affiliates and subcontractors to perform Services.
- 2) Dell may perform all or part of the Services off-site at a Dell or other location.
- 3) Services may be performed outside the country in which Customer and/or Dell is located. From time to time, Dell may change the location where Services are performed and/or the party performing the Services; provided however, Dell shall remain responsible to Customer for the delivery of Services.
- 4) Customer acknowledges that Dell will request Customer's participation in a Customer feedback survey. Additionally, Dell may approach Customer to serve as reference regarding Dell's performance of the Services. If Customer agrees to be a reference, Customer and Dell will agree in writing to the terms of such reference. The Infrastructure Consulting References Program has been developed to facilitate the confidential conversations between Dell customers and prospective accounts.
  - a) Customers are invited to join the program at the conclusion of their project for a period of one year.
  - b) We will only share your contact information to a potential customer who is interested in contacting you for a discussion on your previous experiences.
  - c) We limit usage of your reference to no more than once/month.
  - d) We will not publish your name, organization, or any customer identifiable details based on participation in this program.
- 5) If a conflict arises between the terms of the Purchase Order, SOW and Agreement, the following order of precedence shall be followed: first, the SOW; second, the Agreement; and third, the Purchase Order (if any). Provided, however, in no event will any terms and conditions contained in any Purchase Order apply irrespective of whether such terms and conditions are in conflict with or merely ancillary to any terms and conditions in the SOW or Agreement.
- 6) At Dell's request, Customer agrees to cooperate with Dell to provide the following marketing assistance to Dell.
  - Provide reference calls to potential Dell customers for similar Services with reasonable limits on the number of requested calls.
  - Participate in and approve a success story detailing business benefits Customer has derived from utilizing the Services provided by Dell. All content developed by Dell is subject to Customer's final approval.

## 7 GENERAL

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Dell shall not be responsible for any delay or failure to provide Service to the extent caused by: (1) failures by Customer to perform its responsibilities under this SOW; (2) materially inaccurate assumptions; (3) a

defect, deficiency or failure with respect to Customer's network, systems, software, data or other equipment; or (4) modifications to Customer's network, systems, or other equipment made by a party other than Dell or its representatives. In the event that either party becomes aware of the occurrence of one or more of the foregoing events, they shall notify the other party accordingly. Notwithstanding such occurrence, Dell may, following discussion with Customer regarding the impact of such incident, continue to provide the Service and shall use commercially reasonable efforts to perform the Service under this SOW. Customer shall reimburse Dell for its reasonable additional costs of providing the Service and out of pocket expenses for such efforts and only to the extent attributable to the items defined above.

## 8 SIGNATURES

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Dell and Customer have caused this SOW to be signed and delivered by their duly authorized representatives.

FORT BRAGG, CALIFORNIA

Dell Marketing LP

By: .....

By: .....

Printed: .....

Printed: .....

Title: .....

Title: .....

Date: .....

Date: .....

Please note that for administrative purposes only, Services may not be scheduled or commenced until Dell receives a Customer's purchase order that references this SOW. Upon receipt and acceptance of the Customer's purchase order, a Dell Project Manager will contact you to begin Services scheduling. Any additional and/or conflicting terms and conditions stated on Customer's purchase order shall be void and have no effect on this SOW.

Please email a copy of your purchase order and this signed SOW (with all pages in full) to  
Email: US\_DPS\_Project\_Administration@dell.com, RE: FORT BRAGG, CALIFORNIA, 14604600 / RFS-2017-14072.

The purchase order amount should include estimated expenses, if they are billable.

Appendix A

Supported Sites

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The Services will be provided for the following supported sites during the term of this SOW. Additional supported sites may be included as mutually agreed using the Change Management process as defined in section 6.

Supported Site	Address	City	State	Zip	Qty
Headquarter	416 N Franklin Street	Fort Bragg	California	95437	1

## Contact Summary

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Customer	FORT BRAGG, CALIFORNIA Customer Number: Contact Name: Phone: Email:	
Initial Delivery Date	19/08/2017	
Document Author	Name:	Carina Marcela Romero
	Title:	Internal Solution Architect
	Organization:	Dell Global Solution Design Center
	Phone:	5491162800227
	Email:	carina_romero@dell.com
Customer Billing Contact	Name:	
	Address:	
	Phone number:	
Dell Segment Contact	Name:	
	Phone:	
	Email:	
Locations where work will be performed		
Dell Opportunity Number	14604600 / RFS-2017-14072	