STERLING

Quote No.	Q-00541023	**Date**	3/21/2024
Ref. No.	LHC - VxRail Exp	**Exp. Date**	4/19/2024

Sterling Account Manager
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Customer Information
Lake Havasu City
Jonathan Baskette
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Terms	FOB	Contract	Estimated Lead Time
Prepayment	Destination	NASPO AZ DELL CTR068890	60 Days ARO Estimated

Group	Line No.	QTY	Part Number	Description	Unit Price	Extension
VXRAIL						
	1	1	210-BBGT	VXRAIL P670F, ALL FLASH		$62,217.93
	2	1	329-BDWH	PSNT INFO		
	3	1	379-BENB	VSAN NODE		
	4	1	384-BDPY	VXRAIL PV670/F/N, S670 FIRMWARE LOCK		
	5	1	634-CJRH	VXRAIL SOFTWARE 7.0.481 FACTORY INSTALL		
	6	1	379-BDYQ	NO TRANSFORMATIONAL LICENSE AGREEMENT		
	7	1	321-BGYN	2.5" CHASSIS WITH UP TO 24 HDDS (SAS/SATA/NVME), 4X2.5" REAR HDDS (SAS/SATA)		
	8	1	379-BDSR	NO GPU ENABLEMENT		
	9	1	325-BDYT	VXRAIL 2U BEZEL V2		
	10	1	338-CBXQ	INTEL XEON GOLD 6342 2.8G, 24C/48T, 11.2GT/S, 36M CACHE, TURBO, HT (230W) DDR4-3200		
	11	1	338-CBXQ	INTEL XEON GOLD 6342 2.8G, 24C/48T, 11.2GT/S, 36M CACHE, TURBO, HT (230W) DDR4-3200		
	12	1	379-BDCO	ADDITIONAL PROCESSOR SELECTED		
	13	1	370-AEVR	3200MT/S RDIMMS		
	14	1	540-BCOC	BROADCOM 57414 DUAL PORT 10/25GBE SFP28, OCP NIC 3.0		
	15	1	461-AAIG	TRUSTED PLATFORM MODULE 2.0 V3		
	16	1	770-BBBQ	READYRAILS SLIDING RAILS		
	17	1	770-BDRQ	CABLE MANAGEMENT ARM, 2U		
	18	1	450-AKKS	DUAL, HOT-PLUG, POWER SUPPLY, 1100W MM (100-240VAC) TITANIUM, REDUNDANT (1+1)		

19	1	750-ACOM	FAN FOAM, HDD 2U
20	1	379-BDTB	4X2.5 REAR STORAGE
21	1	878-0273	DELL HARDWARE LIMITED WARRANTY
22	1	878-0948	PROSUPPORT PLUS MISSION CRITICAL 4-HOUR 7X24 ONSITE SERVICE WITH EMERGENCY DISPATCH 3 YEARS
23	1	878-0949	PROSUPPORT PLUS MISSION CRITICAL 7X24 TECHNICAL SUPPORT AND ASSISTANCE 3 YEARS
24	1	951-2015	THANK YOU FOR CHOOSING DELL PROSUPPORT PLUS. FOR TECH SUPPORT, VISIT //WWW.DELL.COM/CONTACTDELL
25	1	379-BEWY	INFORMATIONAL PURPOSES ONLY
26	1	812-4011	PRODEPLOY PLUS NO CHARGE TRAINING 200
27	1	819-2575	PRODEPLOY PLUS DELL EMC VXRAIL DEPLOYMENT
28	1	819-2576	PRODEPLOY PLUS DELL EMC VXRAIL DEPLOYMENT VERIFICATION
29	1	389-DYHH	PE R750 CCC Marking, No CE Marking
30	1	389-DYHF	DELL/EMC LABEL (BIS) FOR 2.5" CHASSIS
31	1	379-BDSW	SAS/SATA/NVME CAPABLE BACKPLANE
32	1	340-CWLS	P/V 670 SHIPPING, DAO
33	1	481-BBFG	POWEREDGE R750 SHIPPING MATERIAL
34	1	379-BDTF	2.5 CHASSIS
35	1	330-BBVY	VXRAIL P670F, RISER CONFIG 5, 2A+4B, 2X8FH, 2X16LP
36	1	329-BHKH	VXRAIL P670F BRANDING
37	1	329-BFGT	R750 MOTHERBOARD WITH BROADCOM 5720 DUAL PORT 1GB ON-BOARD LOM
38	1	412-AAVB	HEATSINK FOR 2 CPU CONFIGURATION (CPU GREATER THAN OR EQUAL TO 165W)
39	1	370-AAIP	PERFORMANCE OPTIMIZED
40	1	780-BCQR	C43, NO RAID
41	1	405-AAXY	DELL HBA355I CONTROLLER FRONT
42	1	750-ADED	FRONT PERC MECHANICAL PARTS, FOR 2.5" X24 SAS/SATA CHASSIS
43	1	403-BCMB	BOSS-S2 CONTROLLER CARD + WITH 2 M.2 480GB (RAID 1)
44	1	470-AERS	BOSS CABLES AND BRACKET FOR R750 (4X2.5" REAR)
45	1	385-BBQV	IDRAC9, ENTERPRISE 15G
46	1	379-BCQY	IDRAC GROUP MANAGER, DISABLED
47	1	379-BCSG	IDRAC,LEGACY PASSWORD
48	1	379-BCRB	DHCP WITH ZERO TOUCH CONFIGURATION
49	1	750-ADGJ	VERY HIGH PERFORMANCE FAN X6
50	1	350-BBYX	NO QUICK SYNC
51	1	631-AACK	NO SYSTEMS DOCUMENTATION, NO OPENMANAGE DVD KIT
52	1	387-BBEY	NO ENERGY STAR
53	1	800-BBDM	UEFI BIOS BOOT MODE WITH GPT PARTITION
54	1	350-BCFZ	P670F LUGGAGE TAG
55	32	370-BBQN	32GB RDIMM, 3200MT/S, DUAL RANK 16GB BASE X8 - HCI

56	2	345-BEPV	800GB SSD SAS ISE, MU, UP TO 24GBPS 512E 2.5IN HOT-PLUG, AG DRIVE		
57	6	345-BJMG	7.68TB SSD VSAS READ INTENSIVE 12GBPS 512E 2.5IN HOT-PLUG ,AG DRIVE SED, 1DWPD - HCI		
58	1	540-BBUJ	BROADCOM 57414 DUAL PORT 10/25GBE SFP28 ADAPTER, PCIE FULL HEIGHT		
59	2	492-BBDG	JUMPER CORD - C13/C14, 4M, 250V, 12A (NORTH AMERICA, GUAM, NORTH MARIANAS, PHILIPPINES, SAMOA)		
60	4	407-BCGJ	SFP28 SR OPTIC, 25GBE, 85C, FOR ALL SFP28 PORTS		
61	2	149-BBST	VXRAIL VMWARE, VSAN ADVANCED, 3 YEARS		
62	6	634-BWZS	VXRAIL HCI SYSTEM SOFTWARE, CAPACITY DRIVE, 7.68TB		
63	32	634-BYME	VXRAIL HCI SYSTEM SOFTWARE MEMORY, 32GB		
64	2	823-4137	PROSUPPORT PLUS MISSION CRITICAL, VSAN, ADVANCED, 1 PROCESSOR, 3 YEARS		
65	1	823-9267	PRODEPLOY ADDITIONAL DEPLOYMENT TIME:8 HOUR ONSITE HYPER-CONVERGED INFRASTRUCTURE TECHNICAL RESOURCE		
66	1	210-ARZC	RECOVER POINT FOR VIRTUAL MACHINE		
67	1	865-3492	3 YEARS PROSUPPORT PLUS MISSION CRITICAL RECOVERPOINT FOR VIRTUAL MACHINES SFTWR SPT-CONTRACT		
68	1	900-9997	ON-SITE INSTALLATION DECLINED		
69	1	626-BBBG	STORAGE SOFTWARE INFO		
70	1	142-BBNV	HCIA RECOVERPOINT FOR VMS FOR 1 NODE		

Horizon

71	1	HAH-CRCUEP-12PT0-C1S-2	VMware Horizon Enterprise Plus Subscription - (Core) Concurrent User Qty 10 - 12 Month Prepaid VMware Inc. - HAH-CRCUEP-12PT0-C1S	$3,008.79	$3,008.79
72	4	HAH-ADCUEP-12PT0-C1S-2	VMware Horizon Enterprise Plus Subscription - (Add-on to Core) Concurrent User Qty 10 - 12 Month Prepaid VMware Inc. - HAH-ADCUEP-12PT0-C1S	$3,009.74	$12,038.96

Services

73	362	STPS-SE3	Sr. Consultant - Information Systems	$100.00	$36,200.00

Quotation Comments
Contract #: C000001041647

Sales Tax	$ 5,872.16
TOTAL	$ 113,465.68
TOTAL W/TAX	$ 119,337.84

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Terms and Conditions

All products and services sold, licensed, resold, distributed, and provided (as applicable) by Sterling are subject to Sterling's Return Guidelines (located at https://sterling.com/contact/return-information/) and the terms and conditions (if any) imposed by the applicable Sterling Partner (the original manufacturer, seller, licensor, or provider).

Enterprise Services

Lake Havasu City
Horizon VDI Deployment Services

10 January 2024

Case # 34114

SUBMITTED BY:

STERLING

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CONTENTS

Document Control			
Date	Author(s)	Description	Version
January 10, 2024	Shane Schmidt	Sterling Proposal	1.0

1. ENGAGEMENT DETAIL

Period of Performance	These Services will be limited to 120 contiguous business Hours . The actual schedule will be developed and agreed upon following project initialization. The actual schedule may change as the project progresses. Any changes will be managed in accordance with the Change Management Process described below.
Service Hours	Mutually Agreed Upon - Sterling will perform the Services during a time mutually agreed upon by the Customer and Sterling in writing as part of the operational documentation related to the Services.
Service Delivery Method	Remote/Onsite
Customer Hours of Operation	TBD
Estimated Start Date	TBD
Estimated End Date	TBD
Estimated Outage Window	TBD
Security Clearance Required	No
Place of Performance	**Lake Havasu City**
	2330 McCulloch Blvd North, Lake Havasu City, AZ 86403

2. INTRODUCTION

This Statement of Work (SOW) describes the services to be provided by **Sterling**, ("Provider") for **Lake Havasu City**, ("Customer"). 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. This SOW shall expire if not executed within ninety (90) days of the date of creation. See appendices attached hereto and incorporated by reference.

3. SCOPE OF SERVICE

The objective of the Services is to provide one (1) onsite/remote resource to assist customer with End User with deployment of one (1) VxRail node into the End User's existing VxRail cluster. Upon completion of the deployment of the new hardware, Sterling Services will deploy and configure a proof of concept (POC) of VMware Horizon environment.

Horizon VDI Deployment Services

3.1 PROJECT INITIATION | DESIGN | DISCOVERY

3.1.1 Project Initiation: (Remote)
- Conference call with Lake Havasu City to obtain site-specific information, set expectations, etc.
- Customer will provide configuration information for any existing infrastructure as needed to prepare for services, prior to engineer onsite arrival.
- Review scope of work, discuss project objectives and expectations.
- Customer to inventory all equipment and confirm receipt at least one week prior to engineer onsite arrival.

3.1.2 Design and Discovery: (Remote)
- Review and obtain the site technical requirements with the customer.
- Since this proposal includes adding one (1) node to existing cluster, Provider will confirm the following is available in existing environment:
  - Validate rack type, rail type, and space requirements.
  - Validate power and network requirements.
  - Confirm existing and new VxRail software versions.
- Review VMware Horizon requirements based on previous discussion for any changes to design and plan.
- Create a valid implementation plan based on the customer's hardware and software configuration:
  - Define/confirm that the configuration meets the minimum hardware and software requirements for the environment.
  - Define and document network settings such as IP addresses, gateway, hostnames, SNMP, NTP, and DNS, if applicable
- Create User Functional Testing (UFT) criteria and planning document.
  - UFT will provide proof that environment was built and working as attended and agreed upon by both parties.
  - As this environment is a proof of concept, all parties understand and agree that not all applications or features may be working 100% until further configuration is completed which will not impede the understand that the Horizon POC is a working solution.
- Finalize Deployment timeline and plan for both VxRail and Horizon software.

3.1.3 VxRail Deployment: (Onsite)
- Unpack and inspect hardware.
- Rack, mount, and/or position the product & components.
- Install and route power and network cables.
- Power on equipment, confirm server boots, check for error lights and obvious issues.
- Validate Customer Top of Rack switch configuration meets the requirements for VxRail implementation.
- Complete base configuration services.
- Add a node to an existing VxRail cluster.
- Enable Data-At-Rest-Encryption (DARE) on datastore, if required, and VMware approved KMS server is accessible.
- Install customer-supplied VMware licenses for the VxRail cluster.
- Validate new node is included with cluster and ready for customer use.

3.1.4 VMware Horizon Deployment: (Onsite/Remote)
- Customer requesting the following services to be completed by Provider:
  - Create VMware Horizon POC for approx. 50 Users starting with Customer Service Team and expanding from there.

- Main applications include M365 software including Teams and one (1) customer provided application.
    - Customer is aware JAVA based application will need testing to verify performance in a VDI environment.
- Provider to deploy software and provide training to Customer's Admin Team.
- Provider will be onsite for the first week of deployment to assist with design and planning meetings. Remaining configuration and testing services will be completed remotely.

3.1.5 Microsoft Active Directory
- Review OU structure and GPOs for the environment and address any potential gaps that do not align with VMWare and Microsoft leading practices.
- Customer will review changes required and provide guidance on approvals.
- Provider to configure group policy objects for VDI environment.

3.1.6 VMWare Horizon View Configuration
- Build and configure up to one (1) Horizon View site in up to one (1) data center.
- Build & configure up to one (1) Horizon View Connection server.

3.1.7 VMWare Instant Clones Configuration
- Configure host connection for desktop pool creation.
- Provider to give guidance on Master Image setup and requirements.
    - Customer to provide one (1) standard master desktop image(s) using Microsoft OS with all necessary applications installed based on existing Golden Image in use.
- Create Desktop Pool using instant clones.
- Publish VDI desktops.

3.1.8 VMWare Access Gateway
- Configure internal access only per customer's request.
    - Customer understands that external access will require additional configuration.
- Advise customer on any network policies required for access.
    - Customer to complete any network changes on Firewalls or existing network infrastructure.
    - Customer to review and configure SSL certificates if required.
        - Customer is requesting wildcard SSL or existing DigiCert if available.

3.1.9 VMWare Dynamic Environment Manager (DEM)
- Build & configure up to one (1) Dynamic Environment Manager VM.
- Customer to build & configure up to one (1) File server VM.
    - Customer will be responsible for data migration of User data from existing desktops to the VDI environment.
- Create profile management folder structure for users.
- Create security configuration for VDI environment.
- Configure user personalization and user environment.

3.1.10 VMWare AppVolumes
- Review features for AppVolumes.
- If customer requests to utilize AppVolumes, Provider will complete the following:
    - Customer to build and provide one (1) SQL server VM.
    - Configure AppVolumes environment.
    - Demonstrate to customer how to Profile an application.
        - Customer will Profile Applications for future use as POC broadens.

3.1.11 Microsoft KMS
- Review requirements for Microsoft KMS server.
    - Customer's preference is to activate Microsoft Licenses online if configuration supports.
    - If KMS server is required based on approved plan, Provider to complete the following:
        - Build & configure up to one (1) KMS server for Windows and Office activation.
        - Configure clients to receive KMS licensing.

3.1.12 User Functional Testing (Remote)
- Conduct functional testing of the new environment as agreed upon during design sessions.

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3.1.13   User Training and Support Services: (Remote)
- Provider to include up to twenty-four (24) hours of addition support services, including the following areas:
  - Provider will provide up to 8 Hours of knowledge transfer prior to transitioning the environment to the Customer and project closure. Knowledge transfer topics may vary based on the engagement parameters as well as Customer IT proficiency within scope technologies. Knowledge transfer generally covers topics such as:
    - Management Console
    - Administrative functions
    - Best practices
    - Reporting
      - All Training/Knowledge Sessions will be recorded for future customer use.
      - *Note - Knowledge transfer session is not intended as a substitute for formal training. To maximize success of the implementation, Provider strongly recommends curriculum-based training for Customer IT personnel who will be responsible for post-deployment operational sustainment.
  - Provider will provide up to 16 Hours of remote support services upon completion of the Horizon POC. Customer may request support services including such areas as the following, but not limited to:
    - Additional configuration services.
    - Additional training services.
    - Review or changes to Horizon design.
    - Other changes as requested related to the Horizon or VxRail services in this proposal.

3.1.14   Project Deliverables (Remote)
- Conduct User Functional Testing of the new environment.
- Provide User Training and Recordings.
- Provide As-Built documentation.

3.2   PROJECT CLOSURE AND DELIVERABLES
- Project Closeout meeting
- Review project deliverables
- Deliver final project documentation package.
- Obtain Customer Acceptance Form ("CAF")

4. PROJECT MANAGEMENT

4.1   STERLING
- Sterling will perform the following Project Management activities during the term of this SOW:
- Maintain focus on time, cost, and scope.
- Identify, monitor, and manage Services risk, issues, and escalations.
- Coordinate and facilitate kick-off, status, deliverable review, and closeout meetings.
- Create, monitor, and manage the Project Workbook
- Facilitate change management as needed.
- Single point of contact and accountability for successful delivery of the Services
- Coordinate regular Project Status calls.
- Facilitate project deliverables and closure documentation.
- All Project Management activities will be conducted remotely.

4.2 LAKE HAVASU CITY
Customer will perform the following Project Management activities during the term of this SOW:
- Assign project sponsor, primary project technical POC and project stakeholders.
- Provide Sterling personnel with adequate workspace, supplies, facilities, and systems within reasonable proximity to where services are to be performed (onsite services only)
- Coordinate the scheduling of all necessary Customer resources required for the Services and ensure those resources are available throughout the engagement, including technical contacts.
- Maintain communication with end users to prevent scheduling conflicts and ensure continuous workflow for Sterling Consultant(s).

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- Notify Sterling PM immediately with any issue related to the completion of the services described in this SOW and participate in the escalation of such issues until resolution is achieved.

5. SCHEDULING

Upon completion of a Sterling SOW (Statement of work) Sterling and Customer will agree on firm and fixed dates for the work to begin, all work scheduled will require a minimum of two (2) week lead time. Both parties will use their best reasonable efforts to inform the other party at least two (2) weeks before requesting changes to dates for onsite/remote work.

- Delays caused by the Customer that prevent Provider from performing Services as scheduled may result in additional charges. Provider will notify Sterling Services of delays that prevent the service from being performed. Customer shall provide or update existing purchase order (with a purchase order number) for the price or charges for Services either upfront or as agreed to as specified in this Agreement.
- Customer Delays: Both parties acknowledge that unforeseen events may occasionally occur in the normal course of business, potentially leading to delays in the Customer's timely participation in the services engagement described herein.
  - If the Customer experiences project delays exceeding a cumulative total of ten (10) business days or more than five (5) business days in a single instance, the Provider reserves the right to temporarily suspend the provision of Services and reassign Provider personnel.
  - The Customer is required to provide a written Notice of Re-Engagement certifying their renewed availability to participate in the project within the required timeframe.
  - During the suspension period, the Provider retains the right to invoice the Customer for weekly Project Management hours to compensate for incurred costs resulting from the delay. Billing will include Consulting/Engineering hours consumed up until the project suspension.
  - Once the Customer provides the Notice of Re-Engagement, the Provider will resume the provision of Services and allocate resources accordingly.
  - The Provider's right to charge for Project Management hours during the suspension period is intended to mitigate the impact of the delay and ensure that necessary project oversight and coordination can continue.
  - Any exceptions or modifications to these assumptions must be agreed upon in writing by both parties and documented in an addendum to the Agreement.

6. CUSTOMER RESPONSIBILITIES | ASSUMPTIONS | LIMITATIONS

Sterling and Customer will share responsibility for the success of this implementation. The full cooperation of Customer management, staff and any necessary internal parties will be required to achieve the desired results. This includes making sufficient time for review of written materials, meetings, etc.

In order to keep the costs of the project to a minimum, Customer staff may be utilized to perform the basic data gathering tasks. It is assumed that any data gathered by Customer personnel will be accurate. This data will be analyzed to determine the existing hardware/software architecture.

6.1 CUSTOMER RESPONSIBILITIES
- Maintain a backup of all data and programs on affected systems prior to Sterling performing the Services and during the term of the SOW.
- Developing or provide documentation of existing environment consistent with best practices. Examples include a Network Topology map of the existing network. This Topology map should include IP addresses, Gateways, VLAN's, and VPNs on local area network.
- Configuration and troubleshooting infrastructure services including (but not limited to) AD/DNS/OU/GPO, IP Subnet availability, NTP, Network and Firewall settings, as it relates to infrastructure requirements.
- Provision access to customer systems necessary to perform services including service accounts, usernames, and passwords.
- Coordinate and lead all Customer 3rd party vendors as required to facilitate services and accept responsibility for delays caused by other vendors.
- Ensure all required racks or equipment, power outlets, and power distribution units ("PDUs"), provided are installed and functional.

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- Coordinate scheduling of internal resources such that knowledge transfer is conducted in one contiguous session (unless otherwise stated herein).
- Procurement and provisioning of all software licenses (including portal credentials where necessary)
- Ensuring all systems and software impacted by this service are under the current support agreement.
- Promptly notifying Sterling Services in writing of: a) any changes Customer makes to its information technology environment that may impact Sterling Services' delivery of the Services; or b) business, organizational, security and technical issues that may have an impact on the performance and delivery of the Services. The Change Management Process will control any changes to the CSOW following the notice.
- Provide Sterling Services with any required consents necessary to perform the Services.
- Maintain a current version of an anti-virus application continuously running on any system to which Sterling Services is given access and will scan all Deliverables and the media on which they are delivered. Customer will take reasonable back-up measures and, in particular, will provide for a daily back-up process and back-up the relevant data, software and programs before Sterling Services performs any work on Customer's production systems.
- Unless this CSOW specifically requires Sterling Services to provide a software license, Customer is responsible for any and all software licensing requirements. Unless otherwise directed by Customer in writing during the installation process, Sterling Services 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 Sterling Services under this CSOW shall be subject to and governed by such electronic agreements to the same degree as if Customer had itself accepted the electronic agreements.
- Ensuring the Sterling Services personnel have: reasonable and timely access to the project site, software, hardware, and internet access; a safe working environment; an adequate office space; parking; and remote access as required. Facilities and power must meet Sterling Services' requirements for the products and Services purchased.
- Prior to the start of this CSOW, indicating to Sterling Services in writing a person to be the single point of contact (SPOC) to ensure that all tasks can be completed within the specified time period (the "Customer Contact"). All Services communications will be addressed to the Customer Contact.
- Customer will designate primary point(s) of contact to ensure that communications between Provider and the customer are timely and effective.
- Customer Contact will have the authority to act for Customer in all aspects of the Services including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements. Customer Contact will ensure attendance by key Customer personnel at Customer meetings and Deliverable presentations. Customer Contact will ensure that any communication between Customer and Sterling Services are made through the SPOC. 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.
- Providing technical points-of-contact, who have a working knowledge of the information technology components to be considered during the Services and have the authority to make business decisions ("Technical Contacts"). Sterling Services may request that meetings be scheduled with Technical Contacts.
- Scheduling and coordination for customer IT resources.
- The Customer will provide all licenses, hardware, operating systems, and software required to complete the project and ensure that all hardware that is part of the engagement (to include any hardware and software being replaced) is covered by maintenance and warranty agreements.
- Customer has purchased licensing for software being installed and maintains applicable support agreements.
- The Customer will provide timely response to information requests to ensure all projects maintain an acceptable completion timetable.
- Customer will provide all applicable usernames and passwords.
- The Customer will provide a primary contact that will be responsible for all formal and informal communications regarding the content and format of the proposed system.
- Customer will provide the Provider Consultant with reasonable remote access to local network through VPN.
- The Customer will provide effective access to the systems support staff and process/system subject matter experts to ensure that data required to complete the project is readily available.
- The Customer will make the required personnel available for the meetings and reviews required to maintain an acceptable completion timetable.
- The Customer is responsible for providing all relevant company policies prior to implementation.
- The Customer will be responsible for the accuracy of the information provided to the Provider consultants.

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- The Customer will provide the appropriate access to offices, systems, and information required by the Provider consultants to complete the project.
- Making appropriate service outage windows available for Sterling Services as needed.
- The physical and network security of End User environment.
- Providing all documentation on Sterling Services standard templates unless both parties agree otherwise.
- End User has purchased licensing for software being installed and maintains applicable support agreements.
- End User will provide all licenses, hardware, operating systems, and software required to complete the project and ensure that all hardware that is part of the engagement (to include any hardware and software being replaced) is covered by maintenance and warranty agreements.
- End User will provide all applicable usernames and passwords.
- End User will designate primary point(s) of contact to ensure that communications between Sterling Services and the End User are timely and effective.
- End User will provide timely response to information requests to ensure all projects maintain an acceptable completion timetable.
- End User will provide a primary contact that will be responsible for all formal and informal communications regarding the content and format of the proposed system.
- End User will provide the Sterling Services Consultant with reasonable remote access to local network through VPN for any remote activities.
- End User will provide effective access to the systems support staff and process/system subject matter experts to ensure that data required to complete the project is readily available.
- End User will make the required personnel available for the meetings and reviews required to maintain an acceptable completion timetable.
- End User is responsible for providing all relevant company policies prior to implementation.
- End User will be responsible for the accuracy of the information provided to the Sterling Services Consultants.
- End User will provide the appropriate access to offices, systems, and information required by the Sterling Services Consultants to complete the project.
- Ensure availability of existing environment specifications, including rack type, rail type, space, power, and network requirements.
- Collaborate on VMware Horizon requirements and communicate any changes to design and plan.
- Participate in change management processes related to network policies, firewall configurations, and other infrastructure changes.
- Provide necessary resources and collaboration for testing and validate the functionality of applications within the VDI setup.
- Promptly report any issues, incidents, or concerns related to the implemented VxRail and VMware Horizon environments.

For engagements delivered by Sterling remotely:
- Physical installation, power up and configuration required for remote access to all necessary devices.
- VPN credentials and access to all affected devices on the network.
- Physical tasks associated with troubleshooting as needed.

Note: Sterling assumes 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 CSOW.

6.2 ASSUMPTIONS
- All holidays and non-working days are identified prior to scheduling the start of the services and will not impact the agreed upon schedule once services are started.
- It is assumed that the Customer's environment meets all prerequisites defined in the Prerequisites Appendices
- It is assumed that the Customer's IT personnel have the background and skill set to perform operations and maintenance functions for in-scope technologies once knowledge transfer and handoff are complete.
- Knowledge transfer to be completed within five (5) business days from the completion of implementation/ configuration services.
- Provider will communicate any time off requests to the Sterling Services Project Administrator / Resource Coordinator and is subject to approval by Sterling Services and Customer
- For this project, Provider will perform some of the work remotely. Remote access to Infrastructure will be needed.
- It is assumed that travel is not part of this statement of work, if travel is required, it will require a change order according to section 10 of this CSOW.

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- Provider assumes that the Customer environment is free from viruses, worms or other malicious software and is working properly according to generally accepted industry standards in all respects.
- If the Customer makes any changes to the scope of work during or after the work begins under the CSOW, additional charges and/or schedule changes may apply.
- Assumed that the End User will provide timely access to the project site for onsite activities, including hardware deployment and configuration.
- Key stakeholders from the End User side will be available for necessary meetings, decision-making, and collaboration throughout the project duration.
- Assumption that the existing infrastructure, including power, network, and rack configurations, meets the specified requirements for VxRail and VMware Horizon deployment.
- It is assumed that the End User will actively participate in User Functional Testing ("UFT") and provide timely feedback on the performance and functionality of the implemented solutions.

6.3 LIMITATIONS
The following tasks are considered out of scope for this engagement:
- Sterling is not responsible for conflicts with existing software or network permissions conflicts, as configured by customer network and active directory.
- Sterling will work with vendors for installation or configuration of third-party software but is not responsible for issues that arise with third party software.
- The development of any intellectual property created solely and specifically for the Customer under this SOW.
- De-installation or re-arranging of existing equipment, unless described in this SOW.
- Any other training, services, tasks, or activities not specifically described in this SOW.
- The development of any intellectual property created solely and specifically for the End User under this SOW.
- Any post-delivery support to the Deliverables produced.
- Sterling Services is not responsible for conflicts with existing software or network permissions conflicts, as configured by customer network and active directory.
- Sterling Services will work with vendors for installation of 3rd party software but is not responsible for issues that arise with third party software.
- Procurement of additional hardware or licenses beyond what is explicitly mentioned in the scope is out of scope.
- Any physical site preparation, including but not limited to construction, electrical work, or HVAC modifications, is out of scope.
- Major upgrades or modifications to the existing network infrastructure beyond what is required for VxRail and Horizon deployment are out of scope.
- The responsibility for backing up and migrating data rests with the End User.
- Custom software development or modification of existing applications is out of scope.
- Conducting extensive security audits or penetration testing beyond the configuration of security features specified in the scope is out of scope.
- Ongoing day-to-day system administration tasks beyond the agreed-upon support period are out of scope.
- Hardware upgrades or expansion beyond the initial project scope and timeframe are out of scope.

7. PRICING AND ASSUMPTIONS

7.1 FIXED FEE CHARGE
Customer agrees to pay sterling on a fixed fee, ("ff") basis for services performed under this SOW.

Following the performance of the service, the customer agrees to pay the provider an amount not to exceed the following one-time charge. such an amount will be paid in accordance as stated in the Pricing Table in Section 8 of this SOW.

One Time Charge: $36,200.00

7.2 PRICING ASSUMPTIONS
Actual Travel and Expenses may vary based on advanced notice for resource scheduling and other variables. If such variables impact the travel and expenses fee, Sterling will notify the Customer prior to incurring additional expenses,

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provide an estimate of the additional cost, create a change order, and implement the change upon Customer's acceptance of the Change Order.

8. CHANGE MANAGEMENT PROCESS

Upon Sterling's or Customer determination that a change is necessary to refine a process, procedure, or add a service that is not included within the original scope of work, a change order will be created by the Sterling PM, outlining the change and, if applicable, any costs associated with the change.

The customer will review the proposed Change Request and determine whether the change is acceptable or requires modifications. Both parties will (a) sign the Change Request, (b) agree to modifications to the Change Request, or (c) reject the Change Request. Changes to the scope of work will be implemented only upon agreement and signature of the Change request by both parties.

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9. ACCEPTANCE OF PROPOSAL

IN WITNESS WHEREOF, Customer and Sterling Computers 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").

By signing this document all parties are responsible for the terms and conditions within this agreement.

Lake Havasu City	Sterling Computers
By:	By:
Printed Name:	Printed Name:
Title:	Title: Sr. Project Manager
Date:	Date:

This data, furnished in connection with this quotation, shall not be disclosed outside the Government Organization and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided that, if a contract is awarded to this Offeror as a result of or in connection with the submission of this data, the Government Organization shall have the right to duplicate, use, or disclose the data to the extent provided in the contract. This restriction does not limit the Government Organization's right to use the information contained in the data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets marked with the following legend: 'Use or disclosure of the data on this sheet is subject to the restriction on the title page of this proposal'.

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APPENDIX A – SUPPORTED SITES

Supported Site	Address	City	State/Province	Zip/Postal	Qty
Lake Havasu City	2330 McCulloch Blvd North	Lake Havasu City	AZ	86403	

APPENDIX B - CHANGE ORDER EXAMPLE DOCUMENT

PROJECT INFORMATION			
"Project"	Project ID		
"Customer"	Customer Name	Lake Havasu City	
"Project"	Project Name		
"Case"	Case No.	34114	
"RFC"	RFC No. 0001		
"Company PM"	Name:	Email:	Phone:
"Sterling PM"	Name:	Email:	Phone:

SCOPE OF CHANGE	
Reason for change	

SCOPE DETAILS	
Milestone Name	
Tasks	
Deliverables	
Completion Criteria	
Customer Responsibilities	

PRICING TABLE						
Milestone	Resource Type or Cost Item	Hours/ Units	Hours/ Unit Cost	Sub-Total	Expenses Cost	Total
				$ 0.00		$ 0.00
				$ 0.00		$ 0.00
				$ 0.00		$ 0.00
Totals						

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10 January 2024

v1.3.8.30.2021