



Connected Classroom

Dell Marketing L.P.

Davis Joint Unified School District



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1 Scope of Services

This Statement of Work (“SOW”) describes the managed deployment services to be provided by Dell Marketing L.P. (“Dell”) to Davis Joint Unified School District (“Customer”). This SOW will be governed by the California Participating Addendum for NASPO National Price Agreement MNWNC-108, State Contract No. 7-15-70-34-003. The term of this SOW shall begin on the date this SOW is fully executed and will terminate no later than 52 weeks following the Services start date (which will be mutually agreed by Dell and Customer during the kickoff call).

- Services will be delivered at 15 locations in the Davis Joint Unified School District (DJUSD).
- The duration of the SOW is expected to 2 Months.
- Service Hours are Business Hours Monday through Friday (excluding nationally-observed holidays), based on a forty (40) hour week (“Service Hours”).
Note: Dell is flexible based on school session hours and installation time may vary outside Normal Business hours.
- Hardware being installed under this SOW is being purchased and delivered pursuant to a separate hardware purchase agreement between Dell and Customer (except for approved hardware purchased by Customer from a third party for installation by Dell). For clarity, Dell will deliver hardware as specified in the Purchase Order or other documentation related to the hardware purchase transaction.

Dell is providing the following Services under this SOW:

This Connected Classroom 2016 Project affects multiple rooms in 15 locations within DJUSD with services including: Projector Installation, Screen, Mounting Installation, cable runs and will take place over 2-4 weeks.

2 Program Management

Dell’s program management office will manage and implement the deployment of equipment described in Appendix A under this SOW (“Services”). Dell and Customer will each assign a program manager who will coordinate the activities to be performed under this SOW (“Program Manager”). The Program Manager for each party will serve as the point-of-contact for all communications and any modification to the scope, requirements, or responsibilities under this SOW.

2.1 Dell Responsibilities

Dell and/or its Program Manager will perform the following activities:

- Serve as central point of contact for all Service delivery issues.
- Manage Dell tasks and resources associated with the Program and coordinate activities with Customer.
- Conduct meetings to communicate roles, responsibilities, review assumptions, and schedule activities.
- Use standard industry recognized project management tools and methodologies.
- Employ a regular reporting mechanism to identify project tasks, next steps, and potential problems.
- Manage the logistics regarding order through delivery for the Services in support of mutually developed project and installation schedule.
- Manage the field related activities associated with the physical installation of the equipment in support of the mutually developed project and installation schedule.
- Make any changes associated with the Program in compliance with the Change Management Process described in this SOW.
- Manage the escalation of issues between Dell and Customer.

2.2 Customer Responsibilities

Customer and/or its Program Manager will perform the following activities:

- Provide reasonable assistance, cooperation, timely decisions and support in connection with the provision of the Services by Dell.
- Coordinate the scheduling of all Customer-designated resources required for the Services.
- Obtain all consents, approvals, and licenses required by Customer's suppliers, licensors, and lessors that are necessary to support or permit the provision of Services under this SOW.
- Assign a site coordinator for each Customer site where Services will be provided.
- Manage the escalation of issues between Dell and Customer.
- Complete Services completion and Customer sign-off documentation, as applicable.
- Provide someone onsite to sign off on the installation within 72 hrs. after the actual install takes place. If Dell cannot get a signoff, then Dell is allowed to bill for the install as it will be considered complete.

3 Requested Services

3.1 Pre-Deployment Activities

Dell will provide Services for Customer sites identified in Appendix C (each, a "Customer Site"). The Services will be performed during the Service Hours.

3.1.1 Site Assessment

Dell and Customer will complete the activities listed below before deployment Services begin. These activities will validate the assumptions, requirements, procedures, and responsibilities set forth in this SOW. In the event any assumption, requirement, procedure, or responsibility is found to be incorrect, the pricing and/or scope of Services will be modified to reflect the actual operating environment.

3.1.2 Schedules

Dell and Customer will mutually agree in writing to a deployment schedule and group of end users that make up each Schedule Group (collectively, the "Deployment Schedule"). The Deployment Schedule will be distributed by Customer to end-users identified in each Schedule Group prior to the scheduled installation of their Client Systems. Customer will promptly notify Dell of any conflicts in order to lock the schedule prior to the scheduled installation date. Any modifications or cancellations occurring prior to the scheduled installation date will be subject to additional fees.

3.2 Projector Installation

3.2.1 Install Standard Ceiling Mounted Projector

- Mount Customer-purchased/provided universal ceiling mount bracket, 9" extension column, and all appropriate mounting hardware.
- Ceiling mounting kit will be installed above the drop tiles and secured to the ceiling structure for each video projector requiring installation which will be a retrofit into an existing 8'-10' drop ceiling with 2x2 or 4x2 drop ceiling tiles in each room as specified by Customer.
- Mount bracket at Customer-specified location in each room.
- Mount Customer-purchased/provided projector unit to the bracket in each room.
- Provide written analysis if the projector location in the room could cause any projector vibration or interference from external sources to affect projector performance and provide to the Dell PMO.
- Test connectivity and operation of wireless projector.

- Provider will mount equipment per OEM requirements unless customer infrastructure does not allow at which time the installer will mount per Dell requirements.

3.2.2 Install Wall Short Throw Projectors

- Install wall mounting bracket for Projector
- Mount Customer-purchased/provided projector unit to the bracket in each room.
- Provide written analysis if the projector location in the room could cause any projector vibration or interference from external sources to affect projector performance and provide it the Dell PMO.
- Test connectivity and operation of projector.

3.2.3 Mount Manual Pull-Down Wall Screen

- Mount a white matte 96" x 72" pull-down wall screen in the classroom per Customer's specifications.
- The screen will extend 6" from the wall using Customer-purchased wall brackets.

3.2.4 Extended Cable Run

- Run AV Cabling from projector to termination plate
- Cabling to consist of VGA and HDMI
- All cabling will be run through Raceway and through drop ceiling.
- Provider will provide an average of 2 sticks of raceway per cable run /room

Assumptions

- Customer is responsible for any repairs to walls or ceiling needed due to the any re-installation of the projectors.
- Any customer provided equipment needed for installs will be made available on-site in the rooms being deployed.
- Customer laptop/desktop must be made available during installation.
- All hardware other than raceway will be provided by the customer

3.3 Minor/Accessory 'Optional' Device Installation Services

3.3.1 Off-Site Trash Removal

- Remove installation trash off-site.

4 Customer Responsibilities

Customer will be responsible for the activities listed below:

- Providing a licensed electrician, if necessary, for electrical runs and outlets, and any wiring or cabling work not provided as part of the Services.
- Installing of all power outlets for any equipment, including the ceiling mounts for the projectors. Dell will not perform, nor will Dell be responsible for, performing any construction-related activities unless otherwise specifically set forth in this SOW.
- Providing Customer point of contact, with authority to act for Customer in all aspects of the Program and resolve conflicting requirements.
- Providing Internet and e-mail access.
- Informing Dell of all access issues and security measures, and provide access to all necessary hardware and facilities.

- Providing all hardware, software, and facilities for the successful completion of this Program.
- Completing Customer Satisfaction Survey.
- Developing or providing documentation, materials and assistance to Dell and agrees to do so in a timely manner. Dell will 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 or from Customer's failure to perform any of its responsibilities.
- Preparing electrical runs and outlets.
- Providing surge protectors.
- Confirming Customer's Site Coordinator is on-site and available as needed by Dell at the deployment site.
- Receiving hardware at Customer's receiving dock.
- Ensuring the systems and hardware have been moved to the installation room(s).
- Confirming and ensuring the existing architecture can physically support the equipment to be installed.
- Inspecting structure above drop tiles to ensure ceiling mounting hardware will have enough head room to secure with tie wires from the true ceiling above the drop tiles.
- Ensuring that the facility is compliant with local building codes, that wire runs to the video source (workstation) and that power source is compliant with local fire safety codes and local building codes. Ensuring that Dell's performance of the Service will not violate any applicable ordinances, codes, regulations or laws.
- Backing up software and data. It is solely Customer's responsibility to complete a backup of all existing data, software, and programs on affected product(s) before receiving Services (including telephone support). DELL WILL HAVE NO LIABILITY FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF AFFECTED PRODUCT(S) OR NETWORKS.
- Removing confidential data. Before returning any supported products to Dell, Customer should remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC cards. Dell is not responsible for Customer's confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.
- Customer will confirm prior to Dell's arrival at service locations that individual hardware box quantities and delivery locations match the carrier bill of lading and will resolve any shipment issues (including delivery locations or delivery content) with the carrier or equipment manufacturer (including Dell), unless otherwise specifically set forth herein (e.g. in the event Dell is providing warehousing and redelivery services under this SOW, Dell will perform this reconciliation at the warehouse location).

5 Pricing

5.1 *Managed Deployment Pricing*

The per-technician price for the Services to be performed by Dell, and applicable cancellation, and rescheduling fees for the Services are listed below:

NOTE: Material discrepancies between the SOW Assumptions, the pre-sale Site Survey, the Site Survey Questionnaire, and or the actual operating environment may result in a price increase in accordance with the change management process.

5.1.2 Pricing Tables

These Services will be limited to a minimum fixed fee of 1,122 hours of technician time, conducted over a 2 - 4 week period.

Resource and Skill Set	Duration Hours	Labor Rate Per Hour	Extended Hourly Price
Audio Video Technicians Reference: DGS Agreement 5137002-025, Senior Lead Tech Contract Rate @ \$154 per hour. Quoted labor rate includes a 5.7% discount.	1,122	\$145.22	\$162,936.84

As Needed Services

As Needed Services	Estimated Quantity	Price (USD) Per installation
MISC. Hardware (6 Floor wire thresholds)	1	Included
Time and Materials - During Normal Service Hours	N/A	\$145.22
Time and Materials - Outside Normal Service Hours	N/A	\$145.22

Cancellation and Reschedule Fees	
Cancellation Fee: User	\$145.22 per hour
Reschedule Fee: User	\$145.22 per hour

5.1.2 Managed Deployment Pricing Notes

- Cancellation or re-scheduling of any scheduled deployment after the schedule has been locked will be subject to the fees listed in the above chart plus any actual travel expenses incurred.
- Prices and/or scope of services will be adjusted by Dell to reflect the actual operating environment if the Assumptions are found to be incorrect or there is a material failure of Customer to perform its responsibilities as set forth in this SOW.
- Prices exclude costs for procurement of any hardware or software.
- Pricing is based off the timing assumptions in 6.2
- Price is fully burdened with no additional fees.
- Hourly rate that goes beyond one hour is billed as an additional hour.
- Price excludes Customer-requested travel by the Dell Program Manager which will be invoiced to Customer based on reasonable and customary, expenses incurred.

6 Assumptions

Pricing is based on the following assumptions that were used to develop the Services to be provided under this SOW ("Assumptions")

6.1 Scope Assumptions

- Minimum quantity of 1,122 technician hours to receive Services under the SOW.
- Changes to the mutually agreed schedule for performance of Services or modifications to the Services will only be in accordance with the Change Management Process.

6.2 Timing Assumptions

All Service Groups

Service Description	Total Units	Time Assumption (minutes)	Number of Technicians	Total Technician time (hours)
Installation				
Install Wall Mounted Short Throw Projector with Whiteboard	74	120	2	296
Install Standard Ceiling Projector to existing mounts	53	60	2	106
Install Ceiling mount for Projector	102	90	2	306
Install Manual Pull down Screen	187	45	2	243.1
Extended Cable Run	227	30	1 1/12	170.25
Total Technician Time				1122

Note: Total technician time is rounded up.

6.3 Scheduling Assumptions

- Schedules will maximize the quantity of Services at each Customer Site which are in reasonable proximity within the same building and minimize the number of return visits to each Customer site.
- Schedule Groups will be formed to allow a consistent daily volume of Services at a Customer Site.
- Services will be scheduled to take place over consecutive days at a Customer Site to ensure maximum efficiency of resources.
- Customer will meet the following scheduling milestones:

Scheduling Milestones	Business Days	
Installation Instructions finalized	15	Prior to the date of the first scheduled deployment
Site Surveys complete	15	Prior to scheduled deployment
Site ready to receive Services	10	Prior to scheduled deployment
Schedule Groups finalized, Schedule Locked	15	Prior to scheduled deployment
End-user profiles completed	10	Prior to scheduled deployment
Customer to provide all logon IDs, passwords, domain specifications and personal settings for each end-user	5	Prior to scheduled deployment
Pilot Test Performed	15	Following execution of the SOW or as mutually agreed

6.4 Customer Sites & Facilities Assumptions

- Customer will provide a safe working environment and reasonable office accommodations.
- Customer will provide safe and adequate parking facilities.
- Customer will provide access to facilities, including any necessary keys or badges.
- Customer preparation of all work areas and end-user desks will be completed prior to the scheduled start of Services, including access to power, and network connectivity.

6.5 General Assumptions

- Facilities and power meet Dell's requirements for the products purchased.
- Service Hours are 8:00AM-9:00PM Monday through Friday excluding nationally-observed holidays. Note: Dell is flexible based on school session hours and installation time may vary outside Normal Business hours.
- No high voltage electrical work, wiring, cabling, trenching or other electrical or construction to be performed as part of the Services, except as specifically set forth herein.
- Rooms will have adequate power and lighting for crew use.
- All cable provided is plenum rated and pulled through Customer furnished conduit if necessary and provided.
- All cable runs provided by Customer will be installed via raceways or inside wall if applicable.
- Customer will ensure rooms will be made available according to the schedule. If rescheduling is required, a change order will be issued and additional charges may be incurred.
- Rooms will be left free of installation related debris upon departure with all deployment-related debris removed off-site.
- Dell assumes no liability for security of components once delivered to Customer's facility.
- Power requirements for the installed systems are 110V AC power. There are no special unique power requirements.
- Customer supplied power must meet or exceed the minimum manufacturer's requirements for proper operation. Operational issues caused by power deficiencies including but not limited to voltage fluctuations or ground loop interference (audio system noise) are excluded from this SOW. Additional hardware may be required to resolve these issues and will be at the Customer's expense.
- Projector and audio system components should be on the same 20 amp circuit to avoid problems with ground looping.
- All electrical requirements for the audio and visual systems will be installed prior to the installation of the audio and visual systems. This includes any conduit requirements.
- All construction tasks will be completed prior to the installation.
- This includes floor carpeting or tile, ceiling work, painting, coring, and millwork.
- Based upon final specifications Dell reserves the right to update audio and visual configurations through the Change Management Process with Customer approval.
- There are no students' viewing angle obstructions.
- There are no known factors that would affect the installation, e.g., historical facility, asbestos, modular walls.
- The planned changes have been discussed with Customer's facilities staff.
- All necessary or appropriate approvals, permits, licenses and consents have been obtained prior to the delivery of the Services.
- The distance from the teaching station to the whiteboard location does not exceed 12 feet.

7 Out Of Scope Services

Pricing excludes any services not specified in this SOW, including but not limited to the following:

- Procurement of hardware, software, or other equipment required for the Services, unless identified in the SOW.
- Packaging software applications for installation.
- Providing end-user orientation or training unless otherwise stated in the SOW.
- Post-installation support.
- Transporting equipment between buildings or between Customer sites, or moving equipment between floors without the use of elevators.

- Packing, shipping, or disposing of legacy systems unless otherwise stated in the SOW.
- Shipping of any hardware, software, or any materials required for the Services.
- Removing viruses (Dell will, however, promptly notify Customer site coordinator upon discovery of any virus).
- Disaster recovery, including but not limited to: re-imaging, reloading software applications or recovering backup data.
- Modular services or remedial hardware maintenance or software maintenance unless otherwise stated in the SOW.
- Modular services or support for third-party products unless otherwise stated in the SOW.
- Travel incurred due to re-schedules or delays not caused by Dell, or schedules which cause excessive travel between Customer sites for scheduled installations of a Schedule Group.
- Media-based installation of applications.
- PDA connection.
- Asset tagging or custom factory integration services.
- Any and all construction-related activities (including but not limited to installation of any power outlets, or any activities that alter Customer's facilities)

8 Change Management Process

When Dell or Customer determines that a change is necessary to refine a process, procedure, or specific responsibility identified in this SOW, the party proposing the change will document the request using the change request form provided in Appendix B ("Change Request").

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

9 NDS Equipment

Customer's Program Manager is responsible for contacting the Dell help desk or Dell Program Manager to report a non-deployable Dell-branded system. A non-deployable system is a Dell-branded system that has failed or is non-functioning at time of install ("NDS"). In the event any equipment covered by this SOW is deemed to be a NDS at the time of installation, Dell will (a) repair or replace the Dell-branded equipment if it is under warranty, (b) for non-Dell-branded equipment purchased from Dell, assist Customer in facilitating the repair or replacement of the equipment under the terms of the existing warranty, or (c) for third-party equipment not purchased from Dell or for products that are no longer under warranty, notify Customer.

10 General

Dell shall not be responsible for a failure to provide Services to the extent caused by: (1) any failure by Customer to perform its responsibilities under this SOW or the Agreement or failure to correct assumptions set forth in this SOW or the Agreement; (2) any materially inaccurate assumptions; (3) problems caused by Customer software or data; (4) a defect or deficiency with respect to Customer's network, systems, or other equipment; (5) failures of hardware not provided by or maintained by Dell; or (6) modifications to hardware made by a party other Dell or its authorized representatives.

IN WITNESS WHEREOF, Dell and Customer 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”).

Davis Joint Unified School District

Dell Marketing L.P.

By: _____

By: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Customer signed SOW must be received by Dell before any work can be started.

Appendix A - Equipment to be Deployed

- Standard Ceiling Projector
- Ceiling mount for Projector
- Extended Cable Run to Include Raceway
- Wall mounted Short Throw Projector
- Manual pull down screen
- Cables for Cable Runs
- Misc Hardware (6 Floor wire thresholds)

Services quote total please see:

TBD

Appendix B - Change Request Form

CR# 0000	Between:	Dell-Customer	Dell-Vendor
Client Name	(there must be a name in this field)		
Change Manager	(there must be a name in this field)		
CONTACT INFORMATION			
Prepared by			
Change Owner	(there must be a name in this field)		
Client/Vendor Contact			
DESCRIPTION OF EXISTING STATE ↓			
Details: (Select from SOW, Clearly state process to be changed, Cite rationale for original design)			
SUGGESTED CHANGE ↓	IMPACT → Cost		Quality or Quantity
Details: (Include Rationale, Scope of Change, Specific requirements to be implemented Identify personnel changes)			
IMPACT ↓			
Details: (Include: Itemized Costs, Specific New schedule,)			
Total Cost of this Change	\$	Paid By → (keep all that apply)	VENDOR/SUPPLIER
SELECT ONE →	This change is:	Accepted date	Rejected date
*REVISIONS TO SUGGESTED CHANGE OR REASON FOR REJECTION AND NEXT STEPS			
(include date and explanation-submit to Change Manager for re-consideration---Significant changes must be approved by either the Change Review Board or the Solution Design Center)			
DELL		CUSTOMER/VENDOR	
Signature		Signature	
Name		Name	
Date		Date	

Appendix C - Customer Sites

The Services will be provided for the following Customer locations during the term of this SOW. Additional Customer locations may be included as mutually agreed using the Change Management Process. Customer Program Manager will ensure that a Site Coordinator is assigned for each location prior to delivery of Services.

Customer Site	Address	City	State	Zip	Qty
Davis Joint Unified School District	15 sites within the District		CA		1,122 hours Technician Time

Appendix D - Dell Major Metropolitan Areas

City	St	City	St	City	St
Birmingham	AL	Kansas City	KA	Albany	NY
Montgomery	AL	Wichita	KS	New York	NY
Fayetteville	AR	Erlanger	KY	Rochester	NY
Little Rock	AR	Louisville	KY	Syracuse	NY
Phoenix	AZ	Lake Charles	LA	Brecksville	OH
Tempe	AZ	Metairie	LA	Cincinnati	OH
Tucson	AZ	New Orleans	LA	Cleveland	OH
Bakersfield	CA	Shreveport	LA	Columbus	OH
Fresno	CA	Sulphur	LA	Oklahoma City	OK
Grover Beach	CA	Boston	MA	Tulsa	OK
Los Angeles	CA	Malden	MA	Eugene	OR
Sacramento	CA	Westboro	MA	Portland	OR
San Diego	CA	Portland	ME	Camp Hill	PA
San Francisco	CA	Detroit	MI	Coraopolis	PA
San Jose	CA	Grand Rapids	MI	Sharon Hill	PA
San Luis Obispo	CA	Livonia	MI	Harrisburg	PA
W Sacramento	CA	Minneapolis/St. Paul	MN	Philadelphia	PA
Denver	CO	Jackson	MS	Pittsburgh	PA
Hartford	CT	St. Louis	MO	Charleston	SC
Shelton	CT	Arden Hills	MN	Columbia	SC
Washington	DC	Duluth	MN	No. Charleston	SC
Ft Lauderdale	FL	Columbia	MO	Knoxville	TN
Jacksonville	FL	Fenton	MO	Memphis	TN
Miami	FL	Jefferson City	MO	Nashville	TN
Orlando	FL	Kansas City	MO	Austin	TX
Pensacola	FL	Pearl	MS	Corpus Christi	TX
Tallahassee	FL	Billings	MT	Dallas	TX
Tampa	FL	Charlotte	NC	El Paso	TX
Atlanta	GA	Durham	NC	Houston	TX
Forest Park	GA	Raleigh	NC	Lubbock	TX
Cedar Rapids	IA	Wilmington	NC	San Antonio	TX
Des Moines	IA	Bismarck	ND	Salt Lake City	UT
Boise	ID	Omaha	NE	Herndon	VA
Chicago	IL	Newark	NJ	Richmond	VA
Elk Grove Village	IL	Albuquerque	NM	Roanoke	VA
Peoria	IL	Las Vegas	NV	Williston	VT
Evansville	IN	Reno	NV	Seattle	WA
Ft. Wayne	IN			Spokane	WA
Indianapolis	IN			Tukwila	WA
				Madison	WI
				Charleston	WV
				Nitro	WV

Definitions

Change Order

A written request by either party requesting change to the set of services or deadlines provided under this SOW. All Change Orders must be executed by both parties in accordance with the Change Management Process described in this SOW.

Client Systems

Desktop: CPU and Monitor
Laptop, which may include a Docking Station

Dell PMO

Dell Program Management Office

Intelligent Classroom

An integrated suite of multi-media tools that provides personal computing, instructional, and collaboration tools.

Legacy System

The Client Systems installed at Customer's site that are to be upgraded or de-installed, removed, and replaced with a Dell computer system during a site installation event. Server or workstation class computer systems and external peripherals are not Legacy Systems

Operations Manual

The equipment operations manual presented to Customer upon completion of site acceptance.

Out-of-Scope Services

Any services not specifically provided for in this SOW will be considered Out-of-Scope unless a Change Order is in place covering such services.

Blended Pricing

Blended Pricing is based on the estimated classroom services to be deployed provided by Customer prior to the deployment. Variances in the estimates in excess of (+/-) five (5) percent of the actual classroom services deployed are subject to a blended hourly rate.

- Blended pricing is computed as the sum of fully burdened AV Technician hours

Program

The complete set of Services to be performed by Dell described in this SOW.

Schedule Group

- A group of deployment events that are scheduled to occur on a specific date at a specific time at a specific location.

Service Hours

- Services are to be performed during the hours set forth below in Section 1 ("Service Hours"). Services performed outside the Service Hours will be mutually agreed in writing and are subject to additional fees. Typical Service Hours options are:
 - Business Hours - Monday through Friday, 8:00 a.m. to 5:00 p.m. local time (excluding nationally-observed holidays)
 - Outside Business Hours (Monday - Friday)
 - Weekends and nationally-observed holidays

.

Site Survey

The pre-sales survey used to determine Customer environment.

Site Assessment

A survey conducted during the pre-deployment activities to confirm site readiness and consistency with the Site Survey.