



## A quote for your consideration!

Based on your business needs, we put the following quote together to help with your purchase decision. Please review your quote details below, then contact your sales rep when you're ready to place your order.

**Total:\$201,513.15****Quote number:**  
3000012134935.1**Quote date:**  
Mar. 22, 2017**Quote expiration:**  
Apr. 21, 2017**Deal ID:**  
10468641**Company name:**  
CITY OF BROKEN ARROW**Customer number:**  
657299**Phone:**  
(918) 251-5311**Purchase Order:**  
095385**Sales rep information:**  
Celinda Garza  
Celinda\_Garza@Dell.com  
(800) 456-3355  
Ext: 5139087**Bill to:**  
CITY OF BROKEN ARROW  
P O BOX 610  
BROKEN ARROW  
OK 74013-0610  
US  
(918) 251-5311

### Pricing Summary

Item	Qty	Unit price	Subtotal
Latitude 14 Rugged 5414	60	\$2,703.06	\$162,183.60
HAVIS VEHICLE MOUNTING BASE PACKAGE WITH SHORT HANDLE: FORD CROWN VICTORIA	36	\$376.92	\$13,569.12
HAVIS VEHICLE MOUNTING BASE PACKAGE WITH SHORT HANDLE: FORD EXPEDITION	2	\$380.37	\$760.74
Havis DS-DELL-406 Basic Port Replication - docking station	51	\$490.19	\$24,999.69

DBC as low as \$6,046.00/ month^

Subtotal:	\$201,513.15
Shipping:	\$0.00
Environmental Fees:	\$0.00
Non-Taxable Amount:	\$201,513.15
Taxable Amount:	\$0.00
Estimated Tax:	\$0.00
<b>Total:</b>	<b>\$201,513.15</b>

**Dear Customer,**

Please review the quote for product and information accuracy. If you find errors or desire certain changes please contact me as soon as possible.

Regards,

Celinda Garza

Order this quote easily online through your [Premier page](#), or if you do not have Premier, using [Quote to Order](#)

**Shipping Group 1**

<b>Shipping Contact:</b> RECV DEPT	<b>Shipping phone:</b> (918) 251-5311	<b>Shipping via:</b> Standard Ground	<b>Shipping Address:</b> 1700 WEST DETROIT PURCHASING WHSE BROKEN ARROW OK 74012-0000 US
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SKU	Description	Qty	Unit Price	Subtotal
	Latitude 14 Rugged 5414	60	\$2,703.06	\$162,183.60

**Estimated Delivery Date: Apr. 17 - Apr. 25, 2017**

**Contract Code: WN26AGW**

**Customer Agreement No: SW1020D**

338-BJIQ	Intel Core i7-6600U Processor, Security, (Dual Core, 4M Cache, 2.60 GHz)	60	-	-
619-AIKP	Windows 7 Professional English, French, Spanish 64bit (Includes Windows 10 Pro License)	60	-	-
658-BCSB	Microsoft(R) Office 30 Days Trial	60	-	-
570-AADK	No Mouse	60	-	-
580-ABYR	Sealed Internal RGB Backlit English Keyboard	60	-	-
370-ACDF	16GB (2x8GB) 2133MHz DDR4 Memory	60	-	-
340-AJPV	TPM Enabled	60	-	-
490-BDCP	Intel Integrated HD Graphics 520	60	-	-
400-ANBI	256GB Solid State Drive	60	-	-
429-AAGQ	PowerDVD Software not included	60	-	-
555-BCMT	Intel Dual Band Wireless 8260 (802.11ac) W/ Bluetooth	60	-	-
540-BBLW	No PCMCIA Card or ExpressCard Reader	60	-	-
429-AAYC	Tray load DVD Drive (Reads and Writes to DVD/CD)	60	-	-
658-BDGG	Dedicated u-blox NEO-M8 GPS Card	60	-	-
492-BBEM	65W AC Adapter, 3-pin	60	-	-
556-BBQS	DW5808E Gobi5000 4G/LTE Wireless WAN Card for AT&T (Windows 7)	60	-	-
631-AAZD	Intel vPro Technologys Advanced Management Features	60	-	-

340-BICE	Quick Setup Guide (English)	60	-	-
391-BCRV	14.0" FHD(1920 x 1080 ) Outdoor-readable, Touch, with Camera with Privacy Shutter and Microphone	60	-	-
451-BBWD	9-cell (97Wh) Lithium Ion Battery With ExpressCharge	60	-	-
634-BENZ	No DDP ESS Software	60	-	-
954-3465	No DDPE Encryption Software	60	-	-
620-AAOH	No Media	60	-	-
817-BBBB	No FGA	60	-	-
210-AJRP	Latitude 5414, XCTO	60	-	-
555-BCZH	Intel Dual-Band Wireless-AC 8260 Driver	60	-	-
450-AAEJ	US Power Cord	60	-	-
340-AGIK	Safety/Environment and Regulatory Guide (English/French Multi-language)	60	-	-
590-TEVW	Docking connector for Rugged Docking Station only	60	-	-
332-1286	US Order	60	-	-
387-BBFE	Energy Star	60	-	-
389-BDCE	No UPC Label	60	-	-
340-ACQQ	No Option Included	60	-	-
340-AFRW	ODM Info	60	-	-
340-BIRL	Shipping Material for Latitude 14 Rugged (5414)	60	-	-
389-BKKW	Regulatory label	60	-	-
389-BJUE	Intel Core i7 vPro Processor Label	60	-	-
590-TEVT	No Additional Serial Ports	60	-	-
800-BBGF	BTO Standard shipment Air	60	-	-
340-AATY	Dell Client System Update	60	-	-
340-AAUC	Dell Digital Delivery Cirrus Client	60	-	-
340-ADFZ	Dell Power Manager	60	-	-
422-0007	Dell Data Protection Security Tools Digital Delivery/NB	60	-	-
422-0052	SW,MY-DELL,CRRS	60	-	-
640-BBDI	Adobe Reader 11	60	-	-
640-BBEU	Dell Data Protection Protected Workspace	60	-	-
640-BBQK	System Driver, Dell Rugged Latitude 5414	60	-	-
658-BBNF	Waves Maxx Audio Royalty	60	-	-
658-BCUV	Dell Developed Recovery Environment	60	-	-
389-BKND	Regulatory Label for Non Rubber Keyboard with WWAN	60	-	-
808-6796	ProSupport Plus: Next Business Day Onsite, 2 Years Extended	60	-	-
808-6797	ProSupport Plus: Next Business Day Onsite, 3 Years	60	-	-
808-6805	Dell Limited Hardware Warranty Initial Year	60	-	-
808-6826	ProSupport Plus: Accidental Damage Service, 5 Years	60	-	-
808-6827	ProSupport Plus: Keep Your Hard Drive, 5 Years	60	-	-
808-6845	ProSupport Plus: 7X24 Technical Support, 5 Years	60	-	-
975-3461	Dell Limited Hardware Warranty Extended Year(s)	60	-	-
997-8367	Thank you for choosing Dell ProSupport Plus. For tech support, visit <a href="http://www.dell.com/contactdell">www.dell.com/contactdell</a> or call 1-866-516-3115	60	-	-
575-BBCH	No Stand included	60	-	-
460-BBEX	No Carrying Case	60	-	-

SKU	Description	Qty	Unit Price	Subtotal
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HAVIS VEHICLE MOUNTING BASE PACKAGE WITH SHORT HANDLE: FORD CROWN VICTORIA	36	\$376.92	\$13,569.12
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Estimated Delivery Date: Apr. 17 - Apr. 25, 2017

Contract Code: WN26AGW

Customer Agreement No: SW1020D

A3985781	HAVIS VEHICLE MOUNTING BASE PACKAGE WITH SHORT HANDLE: FORD CROWN VICTORIA	36	-	-
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SKU	Description	Qty	Unit Price	Subtotal
	HAVIS VEHICLE MOUNTING BASE PACKAGE WITH SHORT HANDLE: FORD EXPEDITION	2	\$380.37	\$760.74

Estimated Delivery Date: Apr. 17 - Apr. 25, 2017

Contract Code: WN26AGW

Customer Agreement No: SW1020D

A3985789	HAVIS VEHICLE MOUNTING BASE PACKAGE WITH SHORT HANDLE: FORD EXPEDITION	2	-	-
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SKU	Description	Qty	Unit Price	Subtotal
	Havis DS-DELL-406 Basic Port Replication - docking station	51	\$490.19	\$24,999.69

Estimated Delivery Date: Apr. 17 - Apr. 25, 2017

Contract Code: WN26AGW

Customer Agreement No: SW1020D

A7916312	Havis DS-DELL-406 Basic Port Replication - docking station	51	-	-
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Subtotal:	\$201,513.15
Shipping:	\$0.00
Environmental Fees:	\$0.00
Estimated Tax:	\$0.00
<b>Total:</b>	<b>\$201,513.15</b>

## Important Notes

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### Terms of Sale

Unless you have a separate written agreement that specifically applies to this order, your order will be subject to and governed by the following agreements, each of which are incorporated herein by reference and available in hardcopy from Dell at your request: Dell's Terms of Sale ([www.dell.com/learn/us/en/uscorp1/terms-of-sale](http://www.dell.com/learn/us/en/uscorp1/terms-of-sale)), which include a binding consumer arbitration provision and incorporate Dell's U.S. Return Policy ([www.dell.com/returnpolicy](http://www.dell.com/returnpolicy)) and Warranty (for Consumer warranties; for Commercial warranties).

If this purchase includes services: in addition to the foregoing applicable terms, the terms of your service contract will apply (Consumer; Commercial). If this purchase includes software: in addition to the foregoing applicable terms, your use of the software is subject to the license terms accompanying the software, and in the absence of such terms, then use of the Dell-branded application software is subject to the Dell End User License Agreement - Type A ([www.dell.com/AEULA](http://www.dell.com/AEULA)) and use of the Dell-branded system software is subject to the Dell End User License Agreement - Type S ([www.dell.com/SEULA](http://www.dell.com/SEULA)).

You acknowledge having read and agree to be bound by the foregoing applicable terms in their entirety. Any terms and conditions set forth in your purchase order or any other correspondence that are in addition to, inconsistent or in conflict with, the foregoing applicable online terms will be of no force or effect unless specifically agreed to in a writing signed by Dell that expressly references such terms.

### Pricing, Taxes, and Additional Information

All product, pricing, and other information is valid for U.S. customers and U.S. addresses only, and is based on the latest information available and may be subject to change. Dell reserves the right to cancel quotes and orders arising from pricing or other errors. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, including your Customer Number, to the Dell Tax Department at 800-433-9023. Please ensure that your tax-exemption certificate reflects the correct Dell entity name: **Dell Marketing L.P.**  
Note: All tax quoted above is an estimate; final taxes will be listed on the invoice.

If you have any questions regarding tax please send an e-mail to [Tax\\_Department@dell.com](mailto:Tax_Department@dell.com).

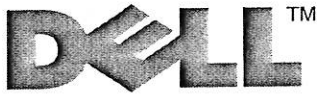
For certain products shipped to end-users in California, a State Environmental Fee will be applied to your invoice. Dell encourages customers to dispose of electronic equipment properly.

#### **^Dell Business Credit (DBC):**

OFFER VARIES BY CREDITWORTHINESS AS DETERMINED BY LENDER. Offered by WebBank to Small and Medium Business customers with approved credit. Taxes, shipping and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 3% of account balance. Dell Business Credit is not offered to government or public entities, or business entities located and organized outside of the United States.

#### **\*Dell Financial Services Lease:**

1. This proposal is property of Dell Financial Services and contains confidential information. This proposal shall not be duplicated or disclosed in whole or part. Minimum transaction size \$500.
2. All terms are subject to credit approval, execution and return of mutually acceptable lease documentation.
3. Lease rates are based upon the final amount, configuration and specification of the supplied equipment. Interim rent may apply and be due in the first payment cycle.
4. The Lease Quote is exclusive of shipping costs, maintenance fees, filing fees, licensing fees, property or use taxes, insurance premiums and similar items, which shall be for Lessee's account.
5. This proposal is valid through the expiration date shown above, or, if none is specified, for 30 calendar days from date of presentation.



## Statement of Work

### **BROKEN ARROW**

*Date: February 27, 2017*

**Prices quoted are valid for 120 days from the date of this document.**

This Statement of Work ("SOW") describes the managed deployment services to be provided by Dell Marketing L.P. ("Dell") to BROKEN ARROW ("Customer"). This SOW will be governed by the Commercial Terms of Sale located at web address <http://www.dell.com/CTS>, or the master services agreement signed by Dell and Customer to the extent such agreement authorizes Customer to order the Services described herein (as applicable, the "Agreement"). 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).

#### **1.0 General Overview**

##### **Installation (48 Vehicles)**

Installation of new equipment: Estimated Start date June 12, 2017

- **2 - 2015 Ford Explorers**
  - Remove Panasonic dock & install Havis Dell dock only with new power cabling. (Havis mount already exists)
- **11 – 2012, 2013 & 2014 Chevy Tahoes**
  - Remove Panasonic dock and install Havis Dell dock only. (Keeping JottoDesk mount) running new power cabling.
- **33 – 2001 - 2011 Ford Crown Victoria's**
  - Remove JottoDesk mount and Panasonic dock and install Havis mount package & Havis Dell dock with new power cabling.
- **2 – 2010, and 2006 Ford Expedition**
  - Remove JottoDesk mount and Panasonic dock and install Havis mount package & Havis Dell dock with new power cabling.

**Locations** 1101 North 6th St, Broken Arrow, OK

- Indoor installation facilities will be used where necessary or accessible due to bad weather conditions.

Customer will provide a single point of contact to Dell and will assist in coordinating and implementing the deployment as necessary. Customer agrees to provide a single site per location for installation services and vehicles will be provided in a continuous flow to the installation techs. Customer installation locations will contain at least one bay where the installs will occur.

##### **Deployment Schedule**

Installations will occur according to a mutually agreed upon schedule. The installation schedule will attempt to provide a continuous flow of Customer vehicles through each established installation bay, so that the installer will not experience "down time". Customer will not be responsible for any down time incurred by Dell staff due to lack of work and vehicle flow. These are Emergency vehicles and an unforeseen emergency may take precedence over a vehicle installation. However, every effort will be



BROKEN ARROW

ID # 10468641

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made to adhere to the agreed upon schedule. Once the deployment schedule is agreed upon the Customer is responsible for communicating the schedule to its personnel and is responsible for setting appointments with each individual to bring his/her vehicle in to the installation bay according to the established schedule.

Customer will require each individual to bring his/her vehicle to the install location at the prescribed date and time. The installation schedule will be matched to the vehicles ID, vehicle configuration and any other necessary information.

### **Materials**

Dell will provide a detailed listing of mounting equipment required for each vehicle make and model scheduled to receive an installation.

Dell will drop ship the Dell Laptops directly to the Customer location.

The required mounting materials will include, but may not be limited to the following equipment.

#### **Vehicle Details:**

- QTY 2 - 2015 Ford Explorers.
- QTY 11 - 2012, 2013 & 2014 Chevy Tahoes
- QTY 33 - 2001 - 2011 Ford Crown Victoria's
- QTY 2 - 2006 & 2010 Ford Expedition

Dell will provide its technicians all the necessary tools required to install the project components

Customer will provide the following at each scheduled installation site.

- Each site must have one full available bay to complete the work. It must have electricity, adequate lighting.

At the completion of the project, Dell will supply a report with completed installation information. Dell is responsible for providing the Dell PM with documentation of the installation and Customer acceptance. Reports must be in a consistent, repeatable format that is mutually agreed-upon between the Dell PM and the Customer.

### **Project Management**

Dell will provide an assigned Project Manager (PM) for standard support services consisting of purchasing and deploying Dell products. Guided by Customer's overall requirements, Dell Project Managers lead cross-functional project teams to plan, implement, and manage deployment programs using consistent and proven "Best Practice" project management methodologies. Dell's Project Managers ensure compliance to mutually agreed upon project parameters and schedules, and provide the planning, scheduling, and management of all assigned resources.

Once in the Program Operations phase, the primary objective of the PM is to deliver quality service by implementing cost effective business practices that improve existing processes. The Dell PM leverages Dell's business model to streamline services in the areas of:

- Project Setup / Planning
- Project Implementation / Execution
- Project Completion / Closeout
- Coordination of Vendor activities

Note: after the initial kickoff of this project the PM will provide the customer a project plan. The Project Manager will Monitor and control the project.

Dell's Project Managers smoothly transition deployment programs from the requirements gathering



through the implementation phases, ensuring conformance to contract and Statement of Work requirements. Project Managers are empowered to escalate issues within Dell and drive problem resolution.

### Project Planning

- Prior to performance of the agreed-upon services the Dell Project Manager will coordinate with Customer personnel to create a predefined schedule for the agreed upon services which will incorporate critical timelines and milestones to be strictly followed. This will ensure that all necessary steps in the service process are covered to create a positive Customer experience. Unless otherwise agreed upon in this SOW, services will be performed Monday through Friday, 8:00am - 5:00pm, excluding holidays.
- Dell will dedicate adequate personnel to this project to assure all service requirements are met for the duration of the agreed-upon services.
- Dell will coordinate the schedule of on-site personnel to minimize disruption to the workplace during all deployment services.

## 2.0 Deliverables

### Installations

**Schedule:** Upon signature of the SOW Dell and Customer will mutually agree to the date.

All vehicles are subjected to a pre- and post- inspection. For tracking the inspections DELL utilizes a document called a "VIR" (Vehicle Inspection Report). Both of these inspections are logged on the VIR.

### Vehicle Inspection (Prior to Installation)

This inspection includes checking the following for damage and functionality:

- Dents and dings.
- Cracked windshields.
- Parking lights.
- Brake lights.
- Head lights.
- Dome lights.
- Existing equipment such as two way radios and other current equipment

### Installation of new equipment

- Work with BROKEN ARROW to develop installation specifications of new mounting solution to be installed into vehicles.
- **QTY 2 - 2015 Ford Explorers**
  - Remove Panasonic dock
  - Install Havis dock only. (Havis mount already exists)
  - Remove old power cabling and install new power cabling.
- **11 – 2012, 2013 & 2014 Chevy Tahoes**



- Remove Panasonic dock
- Install Havis dock only (Keeping JottoDesk mount).
- Remove old power cabling and install new power cabling.
- **QTY 33 – 2001 - 2011 Ford Crown Victoria's**
  - Remove JottoDesk mount and Panasonic dock
  - Install Havis mount package & Havis dock.
  - Remove old power cabling and install new power cabling.
- **QTY 2 – 2006 & 2010 Ford Expedition**
  - Remove JottoDesk mount and Panasonic dock
  - Install Havis mount package & Havis dock.
  - Remove old power cabling and install new power cabling.
- Neatly bundle and connect all wiring.
- Place new laptop into docking station
- Power on laptop and confirm operation per supplied procedure.
- Complete installation data sheet to confirm installation meets specifications.
- Remove installation trash from car and place in designated disposal container.
- Supply all proper installation tools and installation parts such as; tie straps, tape, connectors, wire loom etc) used for installation.
- SOW is based on minimum 3 new mounts with de-install or 8 dock swaps per tech per day
- SOW is based on a minimum of 48 vehicles

**Daily project reporting – The project Manager will give the customer an end of day call and report the installation activity for that day.**

Post Inspection.

**This inspection includes checking the following for damage and functionality: (post inspection)**

- Dents and dings.
- Cracked windshields.
- Parking lights.
- Brake lights.
- Head lights.
- Dome lights.
- Existing equipment such as two way radios and other current equipment

Processes and Reporting Features

At the end of each installation day, Dell Field Managers complete the Daily Recap Report. This report includes the following:

- Number of units installed.
- Number of units completed.
- Number of units missed.



- Missed Reasons listing (reason why each vehicle was missed – vehicle not at location, no keys, etc.).
- Notes and Comments.

Total weekly installations are compiled into a weekly report in MS Excel format. Dell utilizes a document called a 'Weekly Recap Report' which documents how many vehicles were completed for that week.

Below is an 'example' reporting template 'Weekly Recap Report' that Dell would use to provide status on installs.

Example

Week Of: <u>10/5/2009</u>									
#	Dell Technician	Installation Location	Monday 10/5/2009	Tuesday 10/6/2009	Wednesday 10/7/2009	Thursday 10/8/2009	Friday 10/9/2009	Saturday 10/10/2009	Sunday 10/11/2009
1	Joe Technician	123 Main Street	10	10	11	10	12	0	0
12									
									WEEK TOTAL

\*For tracking individual vehicle installations, Dell utilizes a document called a "VCD" (Vehicle Completion Document). This document contains the following information:

- Customer location data – street address, city, state and zip.
- Vehicle data – make, make, model, year, VIN# and fleet #.
- Product installed – make, model, ser# or other #'s.
- Technician signature and date.
- Customer signature and date.
- Warranty repair, service or other information performed on the vehicle.

A hard copy of each VIR and VCD is then passed onto customer for invoicing and customer billing purposes. The VCD is also used as a vehicle tracking document to be referred to for future reference. Dell archives every VIR and VCD from every installation.

#### Problem Resolution

Any Dell technician that experiences any type of issue (unit not working, no keys for a vehicle, etc.) will report those issues to a Dell Field Manager. The Field Manager will then escalate these issues to the Dell Project Manager.

For any on site issue such as accidental vehicle damage, unit damage or other circumstance is recorded. Dell utilizes a document called a 'Project Incident Report'. This document contains the following information;

- Date.
- Location data – street address, city, state and zip.
- Contact person notified – company name and time contacted.
- Incident description.
- Incident resolution.
- Additional comments.
- Representative sign-off – signature required.



## Change Management

As with any project, situations may arise that are outside of the scope of services detailed within the agreement. The change control process will be used when either party determines that an out-of-scope service delivery requirement exists. As these situations or requests for services arise, either party may address the issue by completing a \*Change Request Form. This form will define the out-of-scope requirement and the projected level of effort required to provide the solution.

## Change Control Process

The established change control process consists of the following steps:

- Either party identifies an alteration to the scope, deliverables or milestones that affects the cost, schedule and/or quality of the deliverables; and brings this alteration to the attention of that organization's project contact.
- The DELL PM will review the form and determine if the scope change request is valid. If it is determined to be a valid request, it will be brought to the attention of the other party's project contact. This should take no longer than 24 hours.
- If both managers agree on the need for a modification to the scope, an investigation will be conducted to determine the effects of the implementation on price, schedule or other terms of the project. This should take no longer than five calendar days.
- Results of the investigation will be reviewed by both project contacts, and a determination will be made as to whether or not to implement the change request
- If both parties mutually agree to implement the \*Change Request, the SOW shall be amended in writing and signed by both BROKEN ARROW and DELL.

## Installation Process

Below is the process for scheduling, installing and coordinating the Dell installations.

### One week out – call from project team to schedule installation location:

- Confirm site data.
- Confirm vehicle quantity.
- Confirm site access (PINs, codes, keys etc.).
- Confirm date & time.
- Confirm contact info.
- Confirm on-site location area for old mounting hardware, docking stations and wire harnesses.

***\*Best to resolve any site issues at this time such as vehicle in shop, product not on site etc.***

### One day out – call from installation team to site contact:

- Confirm site contact.
- Confirm address.
- Confirm vehicle quantity.
- Confirm site access.
- Confirm start time.

### Day of Installation:

- Arrive on site, typically an hour or so before vehicles are available to facilitate set up.
- Meet contact, discuss plan for installations.



- De-Install and Install new hardware.
- Follow DELL testing procedures.

Batch vehicle installation data for customer sign off (hard copy tear-off form /electronic data capture) on VCD

#### **Installation Warranty**

DELL installations will be warranted for quality and workmanship for 3 months (90 days) from date of installation. (Note: Hardware warranty is covered with the hardware purchase, the installation is a separate agreement).

Service call to repair such faulty workmanship installations will be executed within 10 business days from issuance. If the issue is affecting vehicle operation or driver safety the service call will be executed within 2 business days.

- Warranty is limited to labor required to replace defective connectors, repair installation workmanship defects in installed wiring, mounts, etc. Warranty does not cover damage due to tampering, deliberate cutting or disconnection of cables or connectors, or damage caused by vehicle accidents. (Note: This agreement is for installation warranty, in the event of none covered installation warranty, Dell and the Customer will address via change order).
- Installation warranty excludes replacement of defective hardware such as, docking station, associated cables, or other peripherals.

Non-warranty services are addressed as Out of Scope and are subject to Time and Material fees.

### **3.0 Definitions**

As used in this Agreement, the following terms shall have the following meanings:

- "SOW" is a Statement of Work which describes the services that will be performed.
- Master Services Agreement ("MSA") is an agreement between Dell and Service Provider that covers services terms and conditions.
- "Business Day" is defined as the time between 8 AM and 5PM in the time zone within which the work is being performed on any day, on which commercial banks are open for business within the United States, excluding Saturday, and Sunday and holidays.
- "Commencement Date" is defined as the effective date upon final execution of the agreement by Dell.
- "Customer" is defined as Dell's Customer: Broken Arrow "Dell" is defined as Dell Marketing, LP.

Any work not defined "in scope" within the services to be performed under this SOW, and asked of a Dell technician to complete, will carry and \$155.22 \_ per hour fee, based on a minimum of 30 minutes for each incident.

- "Initial Term" is defined as that period of time as set forth in the Statement of Work, 14 days from agreed upon 'Commencement Date'.

### **3.5 Dell Activities**

#### **IMPLEMENTATION PLAN**



- Technicians = Based on Multiple installation sites, Dell will utilize technicians to perform the work within the required timeframe and board at hotels locally.
- Scope of Project: Installer is required to install and test the docking station, hardwire the PC power supply from the docking station to the vehicle battery, and perform any necessary task to complete the installation.
- Vehicle Access = Dell assume a continuous flow of vehicles as scheduled.
- Point of Contact = The installation site will require a Customer Point of Contact (POC) who will be responsible to authorize Dell to install the equipment in the vehicle. The POC will keep other parties away from the installation site to allow for uninterrupted production.
- Project Forms = the POC will provide authorization for Dell to proceed by presenting the cleaned vehicle, along with a Work Order Request Form to the Dell lead Technician. The form will provide basic information and acts as the method for the customer to sign off, once the vehicle is completed. The form will be provided by Dell Project manager before installations begin
- Equipment = Dell will be responsible to supply only the equipment defined above in this document, Customer and Dell components will be onsite, prior to the start of the installation services.

#### **SUPPORT**

- Dell acts as installation contractor, and will not be required to trouble shoot software issues.

#### **4.0 CUSTOMER Responsibilities**

Customer is responsible for the following:

- Providing employees to assist Dell with information necessary to complete the tasks herein
- Providing a single point-of-contact, typically Program Sponsor, to work with Dell
- Providing the installation schedule a minimum of two weeks prior to the installation date.
- Provide sign-off for acceptance of the installation.
- Installing appropriate software package on the new Dell Laptop
- Have all mounting hardware, received through shipments to Customer site, available at the installation facility when Dell arrives to begin work.
- Providing Dell access to the following facilities and related resources:
  - Access to the building(s) and any other facilities the Dell Team will need to use
  - Access to continuous flow of vehicles in order for installers to avoid wait time.
  - Access (as required) to elevators to move equipment between floors.
- Canceling any scheduled installs with Dell PM at least three (3) business days in advance to eliminate a second install charge.

The following assumptions are critical to the delivery of the services described in this Statement of Work:



Description	Facts or Assumptions
All tools (carts etc) necessary to perform and complete installation services on the vehicle types as required	<p>Details of materials required are to be provided by Dell (Note, Dell's project Manger will make sure all materials are on site before installations begin).</p> <p>PO to be provided by Customer</p> <p>Shipment of mounting materials to be performed by Dell</p> <p>Receipt of mounting materials to be performed by Customer</p> <p>Availability at the installation site to be provided by Dell</p>
Equipment receiving location	Equipment will be drop shipped to Customer site
Equipment receiving	To be performed by Customer
Deployment <ul style="list-style-type: none"> <li>Installation of new equipment</li> </ul>	To be performed by Dell
Software Image loading	To be performed by Customer

## 5.0 Pricing

Service Activity	Per vehicle
<b>Deployment:</b> <b>2 - 2015 Ford Explorers</b> <ul style="list-style-type: none"> <li>Remove Panasonic dock &amp; install Havis Dell dock only with new power cabling. (Havis mount already exists)</li> </ul>	<b>\$267.81</b> Rate is subject to change if quantity is lower than stated in this SOW.
<b>Deployment:</b> <b>11 – 2012, 2013 &amp; 2014 Chevy Tahoes</b> <ul style="list-style-type: none"> <li>Remove Panasonic dock and install Havis Dell dock only. (Keeping JottoDesk mount) running new power cabling.</li> </ul>	<b>\$267.81</b> Rate is subject to change if quantity is lower than stated in this SOW
<b>Deployment:</b> <b>33 – 2001 - 2011 Ford Crown Victoria's</b> <ul style="list-style-type: none"> <li>Remove JottoDesk mount and Panasonic dock and install Havis mount package &amp; Havis Dell dock with new power cabling.</li> </ul>	<b>\$601.31</b> Rate is subject to change if quantity is lower than stated in this SOW.
<b>Deployment:</b> <b>2 – 2006 &amp; 2010 Ford Expedition</b> <ul style="list-style-type: none"> <li>Remove JottoDesk mount and Panasonic dock and install Havis mount package &amp; Havis Dell dock with new power cabling.</li> </ul>	<b>\$601.31</b> Rate is subject to change if quantity is lower than stated in this SOW.
Dell Project Management:	\$ _ Included in Install _
<b>Total</b>	

.Note: Minimum of 37 vehicles to be installed based on the pricing above.



BROKEN ARROW

ID # 10468641



Vehicles made seamlessly available on consecutive days

## 6.0 Out of Scope Activities

In the event Dell is directed to perform services or activities that are outside the scope of this Statement of Work, Dell will request an approved change control form from the Dell PM. The activities and pricing will be addressed either in the change control, or a separate SOW. Before performing any out of scope work, Dell will provide Dell a Change Control Form (obtainable from the Dell PM) with a detailed description of the services to be rendered, and an estimated Dell time/cost for the service. The Dell PM is responsible for obtaining Dell authorized signature. Once the Dell approval is obtained in writing and Dell provides the Customer's version of the Change Control Form, the Dell will obtain Customer's authorizing signature.

Services not included in the scope of the project will only be performed with prior approval from Customer. These services may include, but are not limited to: repairs to existing wiring, antenna or antenna cable replacement, printer repairs, de-installation and reinstallations of complete systems from one vehicle to another, and significant installation schedule changes or lapses that are given with little or no advance notice that would impact the pre-defined installation schedule (thus prolonging a team's deployment period and impact travel costs and expenses).

Any work not defined "in scope", and asked of the Dell technician to complete, will carry a \$155.22 \_ per hour fee, based on a minimum of 30 minutes for each incident.

## 7.0 General Dependencies

- Static costs are built into the installation pricing of the primary equipment. If that installation is not chosen, but secondary services are chosen, the pricing for those secondary services are subject to change, to accommodate the static costs.
- At least two weeks before the project begins, Customer will provide Dell with all the necessary site information, schedule constraints, and access information required to execute the project.
- Customer is responsible for receiving equipment at designated installation location.
- Customer will supply onsite trash dumpster
- Customer will provide a detailed list containing the number of vehicles including VIN numbers, makes and models to receive installation.
- Customer will be responsible for ensuring a steady flow of vehicles in each bay on the scheduled day of installations.
- Customer is responsible for communicating the installation schedule and requiring officers to bring the vehicles to the designated location on the day of the scheduled installation per vehicle. If there is a deviation greater than -10% in the number of vehicles that keep the established appointment, the Customer is subject to a second installation charge.
- Customer is responsible for installing the required image/software for Dell Laptop.
- Installations will be scheduled per a mutually agreeable rollout schedule so that work may be done in a continuous and geographic fashion.

## 8.0 Signature

Dell proposes the activities and pricing in this Statement of Work and Customer accepts the same:

**AGREED:** DELL MARKETING L.P.

**ACCEPTED:** BROKEN ARROW

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Address** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Address** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**APPROVED FOR:**

**ASSISTANT CITY ATTORNEY**

## Appendix A – 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)		
<b>CONTACT INFORMATION</b>			
Prepared by			
Change Owner	(there must be a name in this field)		
Client/Vendor Contact			
<b>DESCRIPTION OF EXISTING STATE ↓</b>			
Details: (Select from SOW, Clearly state process to be changed, Cite rationale for original design)			
<b>SUGGESTED CHANGE ↓</b>	<b>IMPACT →</b> Cost	Schedule	Quality or Quantity
Details: (Include Rationale, Scope of Change, Specific requirements to be implemented Identify personnel changes)			
<b>IMPACT ↓</b>			
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
<b>*REVISIONS TO SUGGESTED CHANGE OR REASON FOR REJECTION AND NEXT STEPS</b>			
(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)			
<b>DELL</b>		<b>CUSTOMER/VENDOR</b>	
Signature		Signature	
Name		Name	
Date		Date	