

A decorative graphic consisting of numerous thin, parallel, wavy lines that create a sense of motion and depth, flowing from the left side of the page towards the right.

Submitted to:
Denton Independent School District

Submitted by:
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Dell Global Services

6/22/2011



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Statement of Work For Denton Independent School District

This Statement of Work (“SOW”) is between Dell Marketing L.P. CONFIDENTIAL (“Dell”), and Denton Independent School District (“Denton ISD” or “Customer”) for the services described in this SOW (individually, the “Service” or collectively, the “Services”) and is effective as of the date last executed in the Signature section below.

The services shall be performed in accordance with this SOW and the State of Texas Department of Information Resources Contract DIR-SDD-890-TX. Neither Dell nor its representatives, employees, contractors and/or subcontractors take responsibility for, nor are they liable for, any decisions made in the development of any systems, products, or software solutions that are made by, or for, Customer, or by employees or other representatives, contractors and/or subcontractors of Customer.

The terms at www.dell.com/softwarelicenseagreement shall apply if the Agreement does not contain a license provision for Software (including but not limited to software, utilities, tools, or other code locally installed on Customer’s systems or accessed through the Internet) provided or otherwise made available to you by Dell in connection with the Services and is not otherwise subject to a separate license agreement.

Confidentiality: All information supplied to Customer for the purpose of this SOW is to be considered Dell confidential.

SharePoint Dashboard POC-Phase 1

1.0 Overview and Shared Objectives

Denton Independent School District has been providing a quality education since it was founded in 1882. The district, which is located about 25 miles north of Dallas and Fort Worth, encompasses 180 square miles and contains all or parts of 15 cities, communities or major developments. Currently, the district includes three comprehensive high schools, six middle schools, 20 elementary schools, an early childhood center, an alternative high school, an advanced technology complex and other specialized schools and centers.

The students in Denton ISD not only perform well on all assessments, they outscore their Texas classmates in most accountability testing. The students continue to show an increase in most testing programs from SAT to TAKS testing. Towards that end, the district is committed to continuing to affect positive student outcomes within its district, and has partnered with the Education Data Collaborative in order to perform analysis of the data required to support this.

Denton ISD currently needs to provide access to a series of eight to ten reports for teachers and principals which will be used to influence these outcomes. They would like to host and share these reports on a SharePoint Server 2010 platform. Denton ISD has requested Dell Services to deliver a proof of concept environment to demonstrate how these reports can be delivered to principals and teachers using this technology.

Dell will create proof of concept environment consisting of a single, medium-sized, 2-tier SharePoint Server 2010 Farm and configure a single Web Application and Site Collection to host a Dashboard Site. The Dashboard Site will consist of a primary Web Page that contains a document library and a SQL



Server Reporting Services Web Part to render PDF and XLS files based on the data files provided by the Education Data Collaborative.

Dell Services will deliver this through the development of a Solution Assessment / Envisioning Document, the implemented POC environment and an As Built Document. This engagement is expected to take no more than 6 weeks to implement

Dell agrees to deliver to Customer the Services described in Section 3 herein.

2.0 Project Scheduling

This project is estimated to take up to six (6) calendar weeks. Some of the work will be onsite and other pieces developed offsite.

Phase	Estimated Duration	Onsite/Off Site
Assessment / Envisioning	1 week	2 days on-site
Solution Design	2 weeks	2 weeks on-site
Development and Implementation	3 weeks	2 weeks on-site
Total	6 weeks	4 weeks, 2 days on-site

3.0 Project Scope and Definition

Dell will perform the tasks for this Service as follows:

Assessment / Envisioning

- Review overall goals, objectives, and success criteria with key project stakeholders
- Review existing, installed hardware and platform to ensure meets requirements for SharePoint Server 2010 installation
- Review SQL Server implementation to ensure meets requirements for SharePoint Server 2010 installation
- Review required reporting including data files, presentation, security
- Review required portal (home page) layout required for pilot
- Develop Solution Assessment / Envisioning Document
- Review Solution Assessment / Envisioning Document with customer, adjust
- Present final Solution Assessment / Envisioning Document

Solution Design

- Design 2-tier SharePoint Farm environment



- Design SQL databases in existing SQL environment
- Design SharePoint Web Application for Central Admin
- Design SharePoint Web Application for Dashboard POC
- Design single site collection and site for Dashboard POC
- Design document library for PDF reports
- Design data import process using SSIS, and underlying database
- Design SharePoint webpart for SQL Reporting Services (OOB functions only)
- Design reports to be presented on dashboard based on report selected (up to 10 reports)
- Design Site security to allow principals and teachers to view document library
- Design client access for IE 7 or greater
- Design Dashboard Site test plan

Development and Implementation

- Prepare platform for SharePoint 2010 medium farm installation (service accounts, AD, etc)
- Create SQL databases for SharePoint 2010
- Install SharePoint 2010
- Configure Central Admin
- Create Dashboard Web Application and Site Collection
- Create Dashboard Site
- Configure document library for PDF reports
- Configure SSRS web part
- Develop 10 reports
- Configure Security for Dashboard Site Collection
- Test and remediate Dashboard Site
- Test client access
- Develop POC As Built Document and review with client
- Roll out to customer, provide support during first week of usage

As used in this SOW, knowledge transfer, demonstrations and documentation, and all references thereto, and the pricing quoted herein specifically exclude any Dell training and certification services. Knowledge transfer outlines only a high level informal transfer of basic knowledge of the Dell services from the Dell Consultant to Customer's local contact or IT representative. Dell training and certification offerings are available to Customer subject to a separate price quote.



4.0 Deliverables

The following is a list of deliverables that will be provided to Customer under this SOW subject to time authorized through this SOW.

Deliverable	Description	Method of Delivery
Solution Assessment / Envisioning Document	<ul style="list-style-type: none"> Summary of goals, requirements, and high level solution 	PDF
Implemented Environment	<ul style="list-style-type: none"> Implementation of SharePoint Server 2010 and configuration of the features to enable the dashboard POC 	Technical consultant configuration of SharePoint Server 2010
As Built Document	<ul style="list-style-type: none"> Documented environment configuration 	PDF

5.0 Assumptions and Customer Responsibilities

Assumptions:

Dell may make certain assumptions while specifying the Services and deliverables detailed in this SOW. It is the Customer’s responsibility to identify any incorrect assumptions or take immediate action which will make all of Dell’s assumptions correct. Dell has made the following specific assumptions while specifying the Services detailed in this SOW:

- 1) If the assumptions used to develop the SOW are found to be incorrect, the parties agree to meet and negotiate, in good faith, equitable changes to the SOW, Service Levels and/or Fee Schedule, as appropriate.
- 2) The resources to perform the Services shall be available (including any travel time) Monday through Friday, 8:00 a.m. to 5:00 p.m. local Customer time (excluding nationally-observed holidays) based on a forty (40) hour week, unless previously agreed upon between Customer and Dell.
- 3) Dell reserves the right to perform portions of the work remotely according to a schedule mutually agreed to by both Customer and Dell.
- 4) This SOW includes travel to one domestic location(s) within the continental United States as detailed in this SOW. Any additional travel to other locations is considered out of scope and will require the approval of Customer via the change control process detailed in this SOW.
- 5) Dell is not responsible for resolving compatibility or other issues that cannot be resolved by the manufacturer or for configuring hardware or software in contradiction to the settings supported by the manufacturer.
- 6) Dell is not responsible for project or Service delivery delays caused by Customer facility or personnel challenges.



- 7) Completing transition within the agreed timeframe is contingent upon Dell receiving the necessary Customer information and gaining access to the necessary Customer resources, personnel, and facilities in a timely manner.
- 8) Dell's pricing does not assume the responsibility of any Customer or third party personnel, hardware, software, equipment or other assets currently utilized in the Customer's operating environment.
- 9) Dell reserves the right to sub-contract portions or all of the requested Services.
- 10) All users will have at minimum read only access to the Dashboard Site and content
- 11) No segregation of data or content based on user
- 12) Reports in the document library are static reports and will change infrequently
- 13) This is a proof of concept deployment of SharePoint Server 2010 with only the features described to support the dashboard requirements

Not Included With This Service:

- 1) Any services or activities other than those specifically noted in this SOW.

Customer Responsibilities:

Both Customer and Dell are responsible for collaborating on the execution of the Services. Dell's responsibilities have been set forth elsewhere in this SOW. Customer agrees generally to cooperate with Dell to see that the Services are successfully completed. Customer agrees to the following assigned responsibilities:

- 1) Prior to the start of this SOW, Customer will indicate to Dell in writing a person to be the single point of contact, according to project plan, to ensure that all tasks can be completed within the specified time period. All Services communications will be addressed to such point of contact (the "Customer Contact"). Failure to do so might result in an increase in project hours and/or length in schedule.
- 2) Customer will provide technical points-of-contact, who have a working knowledge of the enterprise components to be considered during the Services ("Technical Contacts"). Dell may request that meetings be scheduled with Technical Contacts.
- 3) The Customer Contact will have the authority to act for Customer in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements.
- 4) The Customer Contact will ensure that any communication between Customer and Dell, including any scope-related questions or requests, are made through the appropriate Dell Project Manager.
- 5) The Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
- 6) The Customer Contact will ensure attendance by key Customer contacts at Customer meetings and deliverable presentations.
- 7) The 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.



- 8) Customer may be responsible for developing or providing documentation, materials and assistance to Dell and agrees to do so in a timely manner. Dell shall not be responsible for any delays in completing its assigned tasks to the extent that they result from Customer's failure to provide such timely documentation, materials and assistance.
- 9) The Customer Contact will ensure the Services personnel have reasonable and safe access to the Project site, a safe working environment, an adequate office space, and parking as required.
- 10) Customer will inform Dell of all access issues and security measures, and provide access to all necessary hardware and facilities.
- 11) Customer is responsible for providing all hardware, software, telephone internet access, and facilities in a timely manner for the successful completion of the Services. Facilities and power must meet Dell's requirements for the products and Services purchased.
- 12) Customer agrees to complete a customer satisfaction survey.
- 13) Customer acknowledges that Dell will approach Customer during the Term of the SOW to obtain input regarding Dell's performance of the Service and nomination as a sales reference. At that time Customer and Dell will agree in writing to the terms of such reference, if any, including Customer serving as a case study and providing information pertaining to Customer's experience with the Service.

Data Backup

Customer will complete a backup of all existing data and programs on affected systems prior to Dell arriving at the location to deliver this Service. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.**

6.0 Change Control Process

The "Change Control Process" is the process that governs changes to the scope of the Services during the term of this SOW. The Change Control Process will apply to new Services components and to enhancements of existing Services.

A written "Change Order" will be the vehicle for communicating any desired changes to the Services. It will describe the proposed change to Services scope, pricing, resources, tasks, and deliverables; the reason for the change; related assumptions and Customer responsibilities; and the schedule and price impacts of the change. The Dell Project Manager will draft the Change Order document based on discussions with Customer and Dell team. Only changes included in a Change Order signed by both Customer and Dell will be implemented.

In some cases, a Change Order will authorize Dell to study the impacts that a proposed change will have in terms of required changes to Services scope, schedule, and price. If, upon completion of the study, Customer agrees to proceed with an identified scope change, the Dell Project Manager will draft a separate Change Order to detail the specifics associated with that change.



7.0 Dell Personnel Skills and Qualifications

Dell, will, at its sole discretion, determine the number of personnel and the appropriate skill sets necessary to complete the Services. Customer understands that Dell resources may include employees of Dell and/or a service provider or subcontractor to Dell. Dell personnel may work on-site at Customer location or off-site at a Dell or other location as determined by the needs of the Services and by specific agreement of the Customer project manager. Dell has identified the following initial resource levels for these Services. Key responsibilities for the resources are identified below.

Collaboration Solution Architect

- Participate in internal kickoff meetings to provide successful transition of scope to Service team
- Assist Service team with any risk, issues or escalations related to Service scope
- Assist Service team in product demonstrations to further prove out solutions relative to the Service

Practice Manager

- Provide business and technical thought leadership to the Services team to ensure successful delivery of the Services
- Participate in key Service calls for context and technical support
- Provide business and technical review of design, architecture, and other deliverables for accuracy and incorporation of best practices
- Help team identify and manage technical risk, issues, and escalations

Technical Consultant

- Understand server architecture, technology and product requirements
- Perform day-to-day execution of technical tasks
- Participate in technical requirements sessions, documentation, and analysis
- Review functional requirements documents
- Participate in design meetings to define technical solution, if included in Service scope
- Create technical specification documents, if included in Service scope
- Define and perform unit testing, if included in Service scope
- Identify and help resolve Service risks and issues
- Provide input to status reports
- Identify need for possible change requests and discuss with Customer and Dell Project Manager

Project Manager (PM)

- Single point of contact and accountability for successful delivery of the Services
- Maintain focus on time, cost and scope
- Coordinate and facilitate kick-off, status, deliverable review and closeout meetings



- Establish and manage the Services schedule, communications and status reporting
- Provide up to one status call and brief status report per week
- Identify, monitor and manage Services risk, issues and escalations
- Facilitate change management as needed
- Confirm the Services delivered are in accordance with the SOW
- Obtain deliverable and Services completion acceptance from Customer
- Up to one deliverable review or phase completion call per week
- Monitor the Services budget and invoices
- Manage the Customer relationship
- Track and status progress against milestones (if milestones are noted within SOW)
- Project management activities are conducted remotely, with minimal onsite time (e.g., kickoff, deliverable review, closeout)

8.0 Payment Criteria

Fixed Fee: Payment for Services is a Fixed Fee of US \$65,000.00

Invoice/Payment Terms: Invoice for Services will be issued upon receipt of Customer signature of this SOW. Payment is due thirty (30) days from date of invoice.

Expenses: Expenses are included in the Fixed Fee price. Unless the scope changes; Dell will not charge any additional expenses in connection with delivering the Services without the express written consent of Customer. Additional expenses include Service related expenses including actual, reasonable and necessary travel and living expense.

Taxes: Dell's pricing does not include applicable local taxes.

Scope Changes: Additional fees may apply if Customer changes or expands the scope of the Services. Any additional work that is required outside the scope of this SOW requires written approval by Customer and Dell as described in the Change Control Process detailed in this SOW.

Services Scheduling: Services may not be scheduled or commenced until the Purchase Order (if any) and signed SOW is received by Dell. Upon receipt of a signed SOW and Purchase Order, a Dell Project Manager will typically contact you within 7 business days to begin Services scheduling. Services Scheduling will be based upon Customer's schedule preferences/requirements and the availability of required resources.

Pricing: The terms offered by Dell under this SOW (including but not limited to the pricing) shall be valid for thirty (30) days following initial delivery of this SOW to Customer. In the event this SOW is executed by Customer after such thirty (30) day period, Dell may in its sole discretion, (i) accept the SOW on the stated terms or (ii) reject such SOW and may provide Customer with a revised SOW setting forth any necessary updates to the terms of the previous SOW.



9.0 Termination

Customer may terminate this SOW for convenience upon providing Dell with thirty (30) days written notice. Upon any termination of this SOW or the associated Agreement, Customer shall pay all of Dell's unpaid fees and out-of-pocket expenses accrued through the effective date of such termination. If Customer fails to perform any payment obligations hereunder and such failure remains un-remedied for fifteen (15) days, Dell may suspend its performance until payment is received or terminate this SOW and the associated Agreement upon written notice.

10.0 Order of Precedence

This SOW, together with the Purchase Order (if any) and the Agreement, states all of the rights and responsibilities of, and supersedes all prior and contemporaneous oral and written communications between Dell and Customer regarding this Service. The use of pre-printed forms, such as Purchase Orders, will be for convenience only, and all pre-printed terms and conditions stated on such forms will not apply to this Agreement. Should a conflict arise between the terms of the Purchase Order, SOW and Agreement, the following order of precedence shall be followed: first, the SOW, second the Agreement, and third the Purchase Order (if any); provided, however, that any terms and conditions printed on the Purchase Order shall not apply.



11.0 Signature

Please fax or email a copy of your Purchase Order and this signed SOW (with all pages in full) to 512-283-7899 or [US DPS Project Administration@dell.com](mailto:US_DPS_Project_Administration@dell.com), Attention: Dell – Intake Manager. The Purchase Order amount should include estimated expenses if they are billable.

Denton Independent School District	Dell Marketing L.P. CONFIDENTIAL
By:	By:
Print Name:	Print Name:
Title:	Title:
Date:	Date:



Contact Summary

Date	6/22/2011
Customer Primary Contact for Service	Denton Independent School District Customer Number: 81872968 Contact Name: Ernie Stripling Title: Technology Information Officer Phone: (940) 369 0123 Email: estripling@dentonisd.org
Customer Billing Contact	Denton Independent School District 1307 N Locust St Denton, TX 76201 (940) 369 0123
Customer Location(s) Where Work Will Be Performed	1307 N Locust St Denton, TX 76201
Dell Account Representative	David Galvan Phone: (469) 247-5764 Email: David_A_Galvan@Dell.com
Dell Services Contact	Roy Stanyer Solutions Architect Email: Clayton_Stanyer@Dell.com
Dell Services Technical Domain Principal / Solution Architect or other Services Contact	Name: Michael Porreca Title: Subject Mater Expert Phone: (412) 979-5372 Email: Michael_Porreca@Dell.com
Dell Opportunity Number	3017082
Dell RFS Number	RFS-2011-12802



Appendix – Dell Training and Education Services

Dell can be your trusted partner by offering training and education services for Dell products as well as other key technology areas. Training can be delivered through various options including:

- Online;
- Classroom-based; and
- On-site courses

Our training portfolio includes classes on storage (Dell/EMC, EqualLogic and Server); official Microsoft and VMware virtualization courses; and other key technology based offerings that can be customizable to meet your organization's unique environment and tailored specifically to the audience learning objectives. All instructor led courses can be customized such as adding more content, reducing class length, combining classes or focusing on only a couple of key concepts that are relevant to the student's daily duties.

Visit the following links to view our most current offerings (standard and customized options):

- **Dell/EMC Training:** www.LearnDell.com/storage
- **EqualLogic:** www.LearnDell.com/equallogic
- **Server:** www.LearnDell.com/server
- **Client:** www.LearnDell.com/client
- **Microsoft:** www.LearnDell.com/microsoft
- **VMware:** www.LearnDell.com/virtualization

Training Delivery Options	
IT Professional and End User	<p>Instructor Led Training</p> <p>Private instructor led training can be customized to meet your needs. Class length depends upon the depth of topics desired to be covered in training.</p>
	<p>Live Distance Learning</p> <p>Live instructor training from the convenience of home or office delivered over remote connection such as Live Meeting or WebEx.</p>
	<p>Blended Training</p> <p>Integrate online and instructor led training to create an effective learning experience.</p>
	<p>Price: Dell can work with you to meet your budget needs.</p>
Job Aids	<p>A variety of customized or standardized job aids, quick reference cards and course materials can be provided.</p>

Ask your Dell account representative or Dell consultant to have a Dell training consultant work with you to design an optimal training plan for your team or email US_Training@dell.com. Dell training and certification services are not included in this SOW, and are available through a separate price quote, change order or separate SOW.



Appendix – Training Recommendations – SharePoint

To get the most benefit out of your technology investment, your staff must be fully skilled in the features and functions of the new tools. The following will outline the training that Dell highly recommends for organizations implementing SharePoint 2007 and 2010 technologies. Microsoft SharePoint training provides students with the knowledge and skills to connect people, process, and information with SharePoint products and technologies.

IT Professionals Training Plan Summary

Below is the recommended training for IT professionals new to SharePoint 2007 and 2010 technologies. Dell provides eLearning and Instructor-Led Training (ILT) at your site or in publically scheduled classes.

		SharePoint 2010
Delivery Method	Instructor-Led Courses	<ul style="list-style-type: none"> • Course 50435 Implementing and Administering Microsoft SharePoint Foundation 2010 2 days • Course 50353: SharePoint 2010 Overview for IT Professionals 2 days • Course 50429: SharePoint 2010 Business Intelligence 5 days
	eLearning	Currently in Development
		Implement and Manage SharePoint Services 3.0 and MOSS 2007
Delivery Method	Instructor-Led Courses	<ul style="list-style-type: none"> • 5060: Implementing Windows SharePoint Services 3.0 2 Days • 5061: Implementing Office SharePoint Server 2007 3 Days <p>• \$3,000/day (Private, Onsite; max 10 people) Travel/setup extra if required.</p> <p>• SKU 991-9749 * Number of days</p>
	eLearning	<p>Microsoft Technical Online Training Library with Live Experts \$550.00 per person for 1 year unlimited access to all 600+ courses and the Live Experts: SKU: 991-9659 Complete List of Courses</p> <p>Key collections for IT staff implementing SharePoint 2007 that are part of the library:</p> <ul style="list-style-type: none"> • Collection 5403: Implementing Windows SharePoint Services 3.0 <ul style="list-style-type: none"> ○ Courses in this collection • Collection 5404: Implementing MOSS 2007 <ul style="list-style-type: none"> ○ Courses in this collection



Information Worker and SharePoint Site Owners Training Plan Summary

Implementing SharePoint in an organization is often as much about implementing new technology as it is about a culture change in how information is stored, shared and collaborated. To instill this cultural shift it is critical to thoroughly train end users. Otherwise, your organization will never realize its ROI.

Recommended training is below for Information Workers and SharePoint Site Owners of SharePoint Services and MOSS 2007 technologies. Dell provides eLearning and Instructor-Led Training (ILT) at your site or in publically scheduled classes.

		Using SharePoint Services and MOSS 2007
Audience	Information Workers	Minimum Recommendation
	SharePoint Site Owners	Minimum Recommendation
Delivery Method	eLearning Collections	Collection 5266: Core Training for Windows SharePoint Services 3.0 Collection 5266 is a bundle of 4 courses designed to help users learn core skills and knowledge to get the most out of SharePoint Services 3.0 This collection includes the following online courses: <ul style="list-style-type: none"> Course 5465: Getting Started with SharePoint Services 3.0 Course 5466: Creating / Managing SharePoint Services 3.0 Site Course 5467: Team Collaboration with SharePoint Services 3.0 Course 5468: Using SharePoint Services 3.0 with Microsoft 2007 Office System Applications
		Time: Approximately 1 Hour (Self-Paced)
	Instructor-Led Courses	Collection 5266: Core Training for Windows SharePoint Services 3.0 \$19 per person for 1 year unlimited access to the course and Dell's Live Experts (SKU: 990-0187)
		Dell can provide instructors to be used to provide: <ul style="list-style-type: none"> Formal classroom instruction – onsite and in public classes Seminars and lunch and learns Go-live support; Personal coaching; and more Dell's Training Consultants can gather your organizations Price: requirements and provide customized pricing that will fit your organizations budget and needs.
Job Aids	Dell can provide a variety of customized or standardized job aids, quick reference cards and course materials	

For more information on Dell's Microsoft Training visit www.LearnDell.com/Microsoft

NOTE: Dell Training and Certification Services detailed in this appendix are not included in this SOW, and are available through a separate price quote, change order or separate SOW.

