

SERVICES ORDER CONFIRMATION

Number: COD_KACE_SOC_201904_MG_rev1

Customer	CITY OF DORAL		
Activities in Connection With:	KACE		
Order Quantity:	14	Hours	
Activities to be Performed At:	8401 NW 53 rd Ter Doral, FL 33166 United States		
(R)emote or (O)nsite	remote		
ESM	David Matar		
Opportunity Number	3565341		

This Services Order Confirmation ("SOC") is to confirm Customer's purchase of the Order Quantity stated above of Quest Software Inc.'s professional services. The Time (defined below) will be used to perform activities such as those described in the Planned Activities section below. This SOC will become valid when executed by Customer and Quest.

Planned Activities

Product:

- KACE Systems Management Appliance (SMA)
- KACE Systems Deployment Appliance (SDA)

Activity Name	Estimated Duration
SDA - Windows 10 System Imaging best practices	10 hours
SMA – Software Distribution	2 hours
SMA – Inventory	2 hours

No.	SDA - Windows 10 System Imaging best practices	1. Knowledge Transfer on building a Windows 10 base image with no software installed, according to KACE best practices.
1	<i>Planned Activities</i>	<p>1. We will demonstrate how to create one (1) KBE using the current SDA driver pack.</p> <p>2. We will demonstrate how to configure the following pre and post install task</p> <ul style="list-style-type: none"> a. Default Get/Set computer name task and explain how it works b. The default join domain task <p>3. We will demonstrate how to create up to three (3) post install task using Adobe Acrobat DC, Google Chrome, Office 2016 as examples.</p> <p>4. We will demonstrate how to create one (1) Windows 10 base image with no third party drivers and no software installed, according to KACE best practices.</p> <p>Step 1 – create one (1) Windows 10 Ent or Pro Scripted install</p> <ul style="list-style-type: none"> 1. -Deploy a single partitioned Windows 10 x64 scripted install to a workstation\virtual machine 2. --use built-in creating a single partition task 3. --with no post install task 4. --must be volume or open license media 5. --do not join the domain <p>Step 2 - Configure the workstation\virtual machine</p> <ul style="list-style-type: none"> 6. -Delete the KACE directory on the root of the drive and delete %allusersprofile%\quest\kace. 7. -Install all windows patches and updates 8. **System Imaging best practices**

		<ol style="list-style-type: none"> 9. -Create a local administrator profile and customize the profile that you want to set up as default (Sysprep will run from this user account) 10. -Dell KACE recommends creating a base image and using post-installation tasks to deploy your software at a later time, this will make your images more flexible when having to deploy to numerous departments or different types of users. 11. -If you are making a "full" image, avoid installing software that is updated regularly (flash, reader, etc.), make these into post install tasks and leverage the K1000 for updates. 12. -Do not install applications such as anti-virus, encryption (example Dell Data Protection), security, virtual CD software, any software that emulates hardware, or the K1000 agent in your image. <p>Step 3 – To capture your image without sysprepping</p> <ol style="list-style-type: none"> 13. -shut-down workstation\virtual machine 14. -boot to KBE and capture image 15. -name it a Non-Sysprepped image with date XX-XX-XXXX <p>Step 4 - Sysprep your image.</p> <ol style="list-style-type: none"> 16. -Use KACE sysprep_creator 17. -copy profile of user running Sysprep 18. -run Sysprep and shut-down workstation\virtual machine 19. -number of times for auto login - at least 2 <p>5. We will capture one (1) image with no software installed.</p> <p>Step 5 - capture image</p> <ol style="list-style-type: none"> a. -boot to KBE and capture image b. -name it Sysprepped with date XX-XX-XXXX <p>Step 6 – prepare to deploy the image</p> <ol style="list-style-type: none"> 20. -Add Pre/Mid/Post Installation tasks to your image on the K2000 21. --use built-in Pre-Install Task: create a single partition task, format drive C: 22. --use built-in Post install Task: K1000 agent for windows (modify for K1000 hostname and update MSI if needed) <p>6. Quest will deploy one (1) image</p> <p>Step 7 – deploy the image</p> <ol style="list-style-type: none"> 23. Test your deployment on a different workstation for verification 24. -verify the image deployed successfully
	<i>Dependencies</i>	<ol style="list-style-type: none"> a. The Customer will download, import and configure a 6.0 virtual SDA prior to the onsite week. b. DHCP\ PXE boot is already working in the customer's environment c. Customer owns a Windows 10 Ent or Pro Volume license media (OEM is not supported) d. Unless stated in the Planned activities no software or custom scripts will be used in the image creation process.
No. 2	SMA – Software Distribution	<ol style="list-style-type: none"> 1. Knowledge transfer on SMA Software Distribution best practices
	<i>Planned Activities</i>	<ol style="list-style-type: none"> 1. We will provide an introduction to the Software Distribution feature 2. We will review your software deployment objectives and provide implementation support based on best practices 3. We will assist with the creation, configuration, and testing of the managed install process for up to five (5) standard applications that support enterprise deployment, such as: <ol style="list-style-type: none"> a. Techsmith Camtasia Studio™ b. Oracle Java 7/8 Update c. Microsoft Silverlight d. Microsoft Visual C++ Redistributables e. Microsoft Office 2010/2013/2016 f. Mozilla Firefox™ g. Adobe Flash Player™ h. Adobe Acrobat Reader™ i. Adobe Acrobat™ j. SonicWALL VPN Client k. Cisco VPN Client

		<ol style="list-style-type: none"> I. Autodesk Revit™ m. (Other applications as determined) <ol style="list-style-type: none"> 4. We will demonstrate/provide knowledge transfer to your SMEs about managed installs that support: <ol style="list-style-type: none"> a. Windows™ installer b. Installers supporting scripting c. Installers supporting command-line switches d. Multi-file installers (ZIP) 5. We will assist with the creation and configuration of one (1) file synchronization 6. We will assist with the creation and configuration of one (1) software update processes 7. We will assist with the creation and configuration of up to two (2) software uninstallers for software that supports command line uninstalls 8. We will explain how Task Chains work and assist with identifying scenarios where this feature might be leveraged
	<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Software Distribution needs 2. Access to desire software media and/or download portal 3. License keys and registration information for software titles selected that have said requirement 4. Access to either physical or virtual machines for testing purposes
No. 3	SMA – Inventory Overview	<ol style="list-style-type: none"> 1. Knowledge Transfer on general overview of the SMA.
	<i>Planned Activities</i>	<ol style="list-style-type: none"> 1. To complete the Product Overview and Discovery activity, Quest anticipates that it will: <ol style="list-style-type: none"> a. Provide a general overview of all the capabilities of the KACE SMA <ol style="list-style-type: none"> i. Security/Patching ii. Reporting iii. Service Desk iv. Scripting v. Distribution vi. Asset Management vii. Monitoring viii. Inventory ix. Labels
	<i>Dependencies</i>	

General

- The “Order Quantity” above is Quest’s good faith estimate of the number of eight hour days (“Days”) or the number of hours needed to perform the Planned Activities (the “Time”). Although it may take less or more Time than the Order Quantity to complete the Planned Activities, no Time beyond the Order Quantity will be provided without the express written consent of Customer.
- The typical lead time for scheduling the start of an Engagement is four to six weeks following Quest's receipt of a purchase order for the Activities.
- If Customer cancels or reschedules an Engagement less than ten (10) days before it is scheduled to begin, it shall forfeit three (3) Days of Activities and reimburse Quest for any non-refundable travel expenses Quest incurs as a result of the cancellation or rescheduling. Otherwise, no travel expenses will be billable by Quest to Customer under this SOC.
- Customer will make the appropriate technical resource(s) available to Quest on a full-time basis while Quest is performing the Activities.
- Quest plans to use approximately 20% of the Time stated above for project management Activities.

Other Terms

- The Time is considered “prepaid” and will expire without right of refund twelve (12) months from the date of the full execution of this SOC.

This SOC is governed by the terms and conditions stated above and the Transaction Services Agreement (“TSA”) at <https://www.quest.com/legal/service-agreements.aspx> as of the date this SOC is executed by Customer. Capitalized terms not defined herein shall have the meaning stated in the TSA. The TSA is hereby incorporated herein.

Agreed: CITY OF DORAL

By: 

Name: Albert P. Chidress

Title: CITY MANAGER

Date: May 7, 2019

Quest Software Inc.

By: _____

Name: _____

Title: _____

Date: _____



Quotation

For CITY OF DORAL	Date 4/23/2019
Attn: Alex Cruz Phone # +1(305) 593-6624 Fax # +1(305) 470-6850 Email: alexander.cruz@cityofdoral.com	Quote # 1-676Y5I5 Rev # 1
	Valid From 4/23/2019 Through 4/29/2019
	Sales Rep Samuel Gallegos
	Phone # Fax #

Bill To CITY OF DORAL Alex Cruz 8401 NW 53rd Ter DORAL, FL 33166 United States	Ship To CITY OF DORAL Alex Cruz 8401 NW 53rd Ter DORAL, FL 33166 United States	End User CITY OF DORAL Alex Cruz 8401 NW 53rd Ter DORAL, FL 33166 United States alexander.cruz@cityofdoral.com
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Line	Part #	Product	Qty	Unit Price	H/W & # of CPU's	Extended Price
1	KCH-KCE-PP	KACE PREPAID CONSULTING PER HOUR	14	\$328.13	Net Price: \$328.13	\$4,593.82

Payment Terms: Net 30

Subtotal	\$4,593.82
Estimated Tax	\$0.00
Total	\$4,593.82

For CITY OF DORAL Attn: Alex Cruz Phone # +1(305) 593-6624 Fax # +1(305) 470-6850 Email: alexander.cruz@cityofdoral.com	Date 4/23/2019 Quote # 1-676Y5I5 Rev # 1 Valid From 4/23/2019 Through 4/29/2019 Sales Rep Samuel Gallegos Phone # Fax #
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BY ISSUING A PURCHASE ORDER FOR THE PRODUCTS LISTED ABOVE (A "PO"), OR BY SIGNING, OR OTHERWISE ACCEPTING THIS QUOTATION, CUSTOMER AGREES THAT THIS QUOTATION AND THE SOFTWARE TRANSACTION AGREEMENT LOCATED AT [HTTPS://WWW.QUEST.COM/LEGAL/LICENSE-AGREEMENTS.ASPX](https://www.quest.com/legal/license-agreements.aspx) AS OF THE DATE STATED ABOVE (COLLECTIVELY, THE "AGREEMENT") SHALL CONSTITUTE THE ENTIRE AND EXCLUSIVE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO SUCH PRODUCTS AND SHALL SUPERSEDE ANY AND ALL OTHER AGREEMENTS AND COMMUNICATIONS, WRITTEN OR ORAL, EXPRESS OR IMPLIED WITH RESPECT THERETO.

IF CUSTOMER ISSUES A PO, THE PARTIES AGREE THAT THE PO SHALL BE CONSIDERED CUSTOMER'S ACCEPTANCE OF THIS QUOTATION AND NOT A COUNTER-OFFER. PROVIDER'S FAILURE TO OBJECT TO THE TERMS AND CONDITIONS IN THE PO SHALL NOT INDICATE PROVIDER'S ACCEPTANCE OF SUCH TERMS AND CONDITIONS NOR OPERATE AS A WAIVER OF OR MODIFICATION TO THE AGREEMENT.

Any amounts payable by Customer that remain unpaid after the due date shall be subject to a late charge equal to 1.5% of the invoice amount per month from the due date until such amount is paid, or the maximum rate permitted by law if less.

All applicable taxes, including state, local, value added and other taxes, and shipping and handling charges, shall be as provided for on the invoice.

Provider, or its designated auditing agent, may verify Customer's deployment of the Products for compliance with the terms and conditions of the Agreement.

A copy of the Product Guide located at <https://www.quest.com/assets/22090/> as of the above date is hereby incorporated by reference.

All prices are in U.S. dollars.

For CITY OF DORAL

Date 4/23/2019

Attn:

Alex Cruz
Phone # +1(305) 593-6624
Fax # +1(305) 470-6850
Email: alexander.cruz@cityofdoral.com

Quote #	1-676Y5I5	Rev #	1
Valid From	4/23/2019	Through	4/29/2019
Sales Rep	Samuel Gallegos		
Phone #		Fax #	

Accepted By CITY OF DORAL

Accepted By Quest Software Inc.

Authorized Signature

Authorized Signature

Printed Name

Albert P. Childress

Printed Name

Title

City Manager

Title

Date:

May 7, 2019

Date:

ORIGINAL

Purchase Order

Fiscal Year 2019

Page 1 of 1

THIS NUMBER MUST APPEAR ON ALL INVOICES,
PACKAGES AND SHIPPING PAPERS.

Purchase Order # **20191377-00**

Delivery must be made within doors of specified destination.

BILL TO

2100
CITY OF DORAL - FINANCE DEPARTMENT
8401 NORTHWEST 53RD TERRACE
DORAL, FL 33166

VENDOR

QUEST SOFTWARE INC.
4 POLARIS WAY
ALISO VIEJO CA 92656

SHIP TO

INFORMATION TECHNOLOGY
8401 NW 53rd TERRACE
DORAL, FL 33166

Vendor Phone Number		Vendor Fax Number		Requisition Number		Delivery Reference	
				20191594			
Date Ordered	Vendor Number	Date Required	Freight Method/Terms		Department/Location		
05/01/2019	6722	04/29/2019			INFORMATION TECHNOLOGY		
Item#	Description/Part No.			Qty	UOM	Unit Price	Extended Price
1	KCH-KCE-PP KACE PREPAID TRAINING/CONSULTING PER HOUR @ \$328.13 PER QUOTATION NO. 1-676Y5i5			1.0	EACH	\$4,593.820	\$4,593.82
***** GL SUMMARY *****							
001 -2200-513-500540-00000-00000-00000				4,593.82			

Receiving Report

PO Total **\$4,593.82**