



Date of Council Meeting: June 25, 2013

**TOWN OF LEESBURG
TOWN COUNCIL MEETING**

Subject: Awarding the Contract for Server Virtualization to PCM-G Inc. in the Amount of \$139,969.88

Staff Contact: Annie Carlson, IT Manager
Kathy Elgin, Chief Procurement Officer

Recommendation: I recommend that Town Council approve an award of contract for Server Virtualization to PCM-G Inc. in the amount of \$139,969.88.

Issue: Should Town Council approve a contract to PCM-G, Inc for the server virtualization project?

Fiscal Analysis: The adopted budget for Fiscal Year 2013 includes funding the server virtualization project in the amount of \$140,000. The adopted budget for Fiscal Year 2014 includes \$50,000 to be used for contingency and additional required equipment. No additional appropriations are necessary.

Background: The Town's network servers are aging at an increasing rate while processing and storage needs of the Town are growing. In order to address this challenge, Town staff, with input from the Technology Commission, evaluated server virtualization since it is the industry standard approach to optimizing performance and investment in network servers while controlling infrastructure sprawl. Server virtualization is used for many purposes such as, but not limited to running multiple operating systems and applications on a single server; consolidating hardware; increasing productivity with fewer servers; streamlining server management and maintenance; deploying new applications; and reducing costs for equipment maintenance.

The server virtualization project began in the spring of 2012 as a recommendation by the Town's Information Technology consultant (ARGroup) to address the simultaneous aging out of servers and rapidly growing need for new servers. In December 2012, the Information Technology Department had a full network system assessment performed. The needs assessment was then used to research and design a comprehensive server virtualization solution.

State Contract No. VA-090202-PCMG with PCM-G is in place for this work. The contract was competed by the Virginia Information Technology Agency (VITA) and is available to be used by the Town.



PCM-G Inc.

14120 Newbrook Drive, Suite 100 - Chantilly, VA 20151

Duns #: 12-936-5420

Tax ID #: 33-0964088



VA-090202-PCMG VA-101029-PCMG

Sales Rep: Andrew Stroll
 Phone: (800) 625-5468 x38597
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 E-mail: andrew.stroll@pcmg.com

TOWN OF LEESBURG, VA
 ACCOUNTS PAYABLE
 25 WEST MARKET STREET
 LEESBURG, VA 20176
 703-777-2420

Customer: Annie Carlson
 Reference: FY13
 Quote: # S8086375
 Quote Date: 5-Jun-13
 Expiry: 12-Jul-13

Line	Qty.	Manufacturer	PCM-G Part #	Manufacturer Part #	Description	Contract#	Unit Price	Ext. Price
1	2	AF SRVS	TBD	TBD	DL560 CTO (breakdown file attached)	VA-090202-PCMG	\$ 35,626.02	\$ 71,252.04
2	2	AF SRVS	TBD	B7E26A	HP StoreVirtual 4530 600GB 15K (7.2TB)	VA-090202-PCMG	\$ 20,366.13	\$ 40,732.26
3	2	AF SRVS	TBD	B7E21A	HP Store Virtual 10Gb uplift	VA-090202-PCMG	\$ 1,066.52	\$ 2,133.04
4	2	AF SRVS	TBD	U7J41E	HP Store Virtual 4000 Startup	VA-090202-PCMG	\$ 976.79	\$ 1,953.58
5	2	AF SRVS	TBD	U6H50E	DL560 Gen 8 5 yr 4hr 24x7 PC support	VA-090202-PCMG	\$ 4,770.48	\$ 9,540.96
6	2	AF SRVS	TBD	U8A82E	Store Virtual 5 yr 4 hr 24x7 proactive Care	VA-090202-PCMG	\$ 7,179.00	\$ 14,358.00

Courier: UPS GROUND

Ship-to: 25 WEST MARKET STREET
 LEESBURG, VA 20176

Sub-total	\$ 139,969.88
Tax	\$ -
Shipping F.O.B.	\$ -
Total	\$ 139,969.88

VA-090202-PCMG



IMPORTANT P.O. INSTRUCTIONS

Please make P.O. out to 'PCM-G' (i.e. not 'PC Mall' or 'Macmall').
 Include PART #'s, QUOTE #, SIGNATURE, and the terms 'NET 30' (or less).
 Please FAX (310-630-6897) or E-MAIL (andrew.stroll@pcmg.com) P.O. to 'ATTN: ANDREW STROLL'.
SOFTWARE LICENSING: Include END-USER NAME, PHONE #, and E-MAIL ADDRESS in SHIP-TO field on P.O.

PCMG Quote #S8086375**HP DL560 Server Details**

<u>Part Number</u>	<u>Description</u>	<u>Price</u>
[8881131 / 686792-B21]	HP ProLiant DL560 Gen8 CTO Server	\$ 3,298.51
[8881088 / 686845-L21]	HP DL560 Gen8 Intel® Xeon® E5-4640 (2.4GHz/8-core/20MB/95W) Processor FIO Kit	\$ 3,020.63
[*197939 / 686845-3PK]	HP DL560 Gen8 Intel® Xeon® E5-4640 (2.4GHz/8-core/20MB/95W) Processor Kit x3	\$ 9,061.89
[*273419 / 672631-96G]	HP 96GB (6x16GB) Dual Rank x4 PC3-12800R (DDR3-1600) Reg CAS-11 Memory Kit	\$ 1,590.06
[*273419 / 672631-96G]	HP 96GB (6x16GB) Dual Rank x4 PC3-12800R (DDR3-1600) Reg CAS-11 Memory Kit	\$ 1,590.06
[*273419 / 672631-96G]	HP 96GB (6x16GB) Dual Rank x4 PC3-12800R (DDR3-1600) Reg CAS-11 Memory Kit	\$ 1,590.06
[*273419 / 672631-96G]	HP 96GB (6x16GB) Dual Rank x4 PC3-12800R (DDR3-1600) Reg CAS-11 Memory Kit	\$ 1,590.06
[1004812 / 701599-DN1]	Microsoft® Windows® Server 2012 Datacntr FIO Npi en/fr/es/xc SW	\$ 3,043.18
[1212423 / C6N36A]	HP Insight Control including 1yr 24x7 Support ProLiant ML/DL/BL-bundle Single Server FIO License	\$ 321.48
[8640088 / 652605-B21]	HP 146GB 6G SAS 15K rpm SFF (2.5-inch) SC Enterprise 3yr Warranty Hard Drive	\$ 289.17
[8640088 / 652605-B21]	HP 146GB 6G SAS 15K rpm SFF (2.5- inch) SC Enterprise 3yr Warranty Hard Drive	\$ 289.17
[2730192 / 673642-B21]	HP 365GB Multi Level Cell G2 PCIe ioDrive2 for ProLiant Servers (Minimum 1GB memory required)	\$ 5,234.94
[2750080 / 631681-B21]	HP 2GB P-series Smart Array Flash Backed Write Cache	\$ 442.22
[2750241 / 684208-B21]	HP Ethernet 1GbE 4-port 331FLR Adapter	\$ 8.06
[1004911 / 713534-B21]	HP Embedded Cntrl Bypass FIO Instruction	\$ 0.01
[8640117 / 656364-B21]	HP 1200W Common Slot Platinum Plus Hot Plug Power Supply Kit	\$ 321.39
[0557534 / AF556A]	HP C13 - AS3112-3 AU 250V 10Amp 2.5m Power Cord	\$ 7.61
[*258031 / U4618E]	HP Care Pack, Install Startup ProLiant DL580	\$ 1,291.49
[*302929 / UF369E]	HP Startup Insight Control Environ SVC	\$ 2,636.03
		<u>\$ 35,626.02</u>

HP Installation and Startup of HP ProLiant Servers - U.S.

HP Care Pack Services

Technical data



HP Installation and Startup of HP ProLiant Servers provides for the installation of your new HP ProLiant Server and operating system. This will assist you in bringing your new HP ProLiant Server and operating system into operation in a timely and professional manner.

Service benefits

This service provides a trained HP service specialist to perform an installation that meets HP quality standards, for:

- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of an HP service specialist to answer basic questions during the onsite delivery of this service
- Custom installation as detailed in "Delivery specifications" or in a Statement of Work (SOW)
- Verification prior to installation that all service prerequisites are met

Service features highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will confirm with the Customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
Service deployment	<p>The deployment activities will include:</p> <p>Hardware</p> <ul style="list-style-type: none">• Installation of the server: unpacking the server, inspecting it for damage, and installing it according to the product specifications (if the server is part of a rack system, it will be inserted into the rack)• Installation of hardware options: system hardware options purchased with the system will be installed at the same time• Physical connection of the product to a LAN or WAN, as appropriate• Setup and configuration of a single print queue and one locally connected printer that is supported by the installed operating system• Consolidation of all packaging material and notification to the Customer that the materials are ready for removal <p>Software</p> <ul style="list-style-type: none">• Installation of HP Systems Insight Manager• For Microsoft® Windows®:<ul style="list-style-type: none">- Installation of the operating system and the appropriate network protocols, as required- Creation of a Windows Server account with up to ten user accounts- Creation and setup of one Windows Server file share on a local disk• For Novell NetWare:<ul style="list-style-type: none">- Installation of the operating system and the appropriate network protocols, as required- Creation of a single-layer NDS structure- Configuration of ten Novell NetWare clients- Configuration of an additional server into an existing Novell NetWare NDS structure• For Linux® Server operating systems*:<ul style="list-style-type: none">- Installation of the operating system and the appropriate network protocols, as required- Installation of HP drivers, as applicable- Creation of a Linux server account with up to ten user accounts <p>* The supported Linux distributions are: Red Hat, SUSE, Caldera, TurboLinux, Mandrake, Debian, and Conectiva.</p>
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service, such as power-on self-tests (POSTs) specific to the product being installed, verification of product operation, and verification that the current device software and firmware are loaded.
Customer orientation session	Upon completion of the deployment activities, the HP service specialist will provide an orientation session, up to one hour, on the product and/or technology, to include information on basic hardware product usage and hardware features.

Service eligibility

The Customer must meet the following prerequisites for the delivery of this service:

- Have a new HP ProLiant Server and a supported version of either Microsoft, Linux, or Novell operating system and valid licenses

- Have no earlier version of the operating system installed on the new HP ProLiant Server for which this service is to be applied
- Have all cabling and network connections installed and functional

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software
- Environmental compliance or site preparation
- External cabling
- Application integration or integration of third-party products or peripherals not included with the system
- Assembly of external storage devices
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization
- Any services not clearly specified in this document

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified under "Service eligibility" are met
- Ensure availability of all hardware, firmware, and software that the HP service specialist will need in order to deliver this service
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations

General provisions/Other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- HP reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

For more information

For more information on HP Installation and Startup of HP ProLiant Servers or other HP Services, contact any of our U.S. sales offices or visit our Web site at:

www.hp.com/hps/carepack

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HP Proactive Care Service

HP Services



HP Proactive Care Service (Proactive Care) offers an integrated set of proactive and reactive services designed to help you improve the availability and performance of your converged infrastructure. In a complex environment, many components need to work together effectively. Proactive Care has been specifically designed to support these complex environments, providing an end-to-end support solution that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks.

In the event of a service incident, Proactive Care provides access to technical solution specialists with the goal to help you to resolve critical issues fast. HP employs enhanced escalation procedures intended to help rapidly resolve complex incidents. In addition, the Advanced Solution Center support team of HP specialists is equipped with remote support technologies and tools designed to reduce downtime and increase productivity.* Proactive Care includes onsite hardware repair if it is required to resolve the issue. You can choose from a range of hardware reactive support levels to meet your business and operational needs.

Leveraging HP's Remote Support Technology, Proactive Care helps you avoid issues by providing firmware release and software patching analysis with recommendations, helping you keep your environment current. You will receive a regular 'proactive scan' of your Proactive Care covered infrastructure, which can help you to identify and resolve configuration, availability, and security problems before they impact your operations. Proactive Care also provides regular incident reporting to help you identify problem trends and avoid repeat problems.

Proactive Care is structured to make it easy for you to purchase and adapt to changes in your environment. The Personalized Support option can be easily added to the Proactive Care contract to provide an assigned Account Support Manager.

*Remote Support Technology is a customer-installable prerequisite for HP Proactive Care Service.

Service benefits

Proactive Care can help you to maximize return on your investment in a converged infrastructure with features designed to provide:

- Rapid incident resolution from specialist-trained, solution-oriented resources who manage the case end to end
- Avoidance of problems caused by infrastructure whose revision level is out of date
- Improved performance through regular proactive scans to help ensure that system configurations are consistent with HP best practices
- Reduction of incidents by anticipating issues through real-time monitoring of the environment and case history trend reporting

With the purchase of the Personalized Support option, Proactive Care provides:

- Increased accountability and personalization through the assignment of an account support manager, who will provide support planning, tailored advice, and periodic reviews

Service feature highlights

Table 1. HP support resources

Core features

- Remote support resources:
 - Technical account manager (TAM)
 - Technical solution specialist (TSS)

Table 2. Proactive features

Core features

- Firmware release and software patching analysis and recommendations
- Proactive scans
- Incident reporting
- Remote support solution
 - Remote support technology installation assistance
 - HP Support Center

Optional features

- Personalized support
 - Support plan
 - Support review meetings
 - Operational and technical advice
- Personalized Support Additional Day

Service feature highlights *continued*

Table 3. Reactive features

Core features	Reactive service-level choices	Additional core feature for Proactive Care with defective media retention services
<ul style="list-style-type: none"> Remote support service coverage window (24x7) HP Advanced Solution Center Response to critical hardware and software incidents (24x7) Enhanced escalation management Remote hardware and software incident diagnosis and support HP electronic remote support solution Basic software support for non-HP products Collaborative call management on non-HP products Access to electronic support information and services Replacement parts and materials 	<ul style="list-style-type: none"> Hardware and software reactive support Hardware reactive support options: <ul style="list-style-type: none"> – HP Next Business Day Proactive Care Service – HP 4-hour 24x7 Proactive Care Service – HP 6-hour Call-to-Repair Proactive Care Service Hardware onsite support Onsite response time for hardware support Hardware call-to-repair time commitment <ul style="list-style-type: none"> – Enhanced parts inventory management (call-to-repair time commitment only) Software reactive support features <ul style="list-style-type: none"> – Non-critical software response – Software product and documentation updates – License to use software updates – HP recommended software and documentation updates method 	<ul style="list-style-type: none"> Defective media retention

Specifications

Table 1. HP support resources

Feature	Delivery specifications
Core features	
Remote support resources	The Customer receives support from the HP Advanced Solution Center, which provides access to the following trained technical specialists.
Technical account manager (TAM)	Technical account managers (TAMs) are a shared, remotely located team of specialists providing proactive services. TAMs provide the Customer with scheduled, proactive firmware and software update reviews, analysis, and recommendations. TAMs are available to discuss these recommendations as well as any problems that would affect security, performance, availability, and configuration identified during scheduled proactive scans. TAMs are available to discuss incident reports. TAMs manage the delivery of proactive services end to end and engage additional specialist resources as required.
Technical solution specialist (TSS)	An HP Advanced Solution Center remote technical solution specialist provides all remote incident support and is assigned to you from call receipt to call closure. The Customer is connected to a TSS in the HP Advanced Solution Center, who works with the Customer to resolve technical issues. The TSS may elect to engage additional specialist resources, as required, to help facilitate resolving the problem. Even when additional resources are used, the TSS remains engaged throughout the process to help ensure a consistent end-to-end support experience for the Customer.

Specifications

Table 2. Proactive features

Feature	Delivery specifications
Core features	
Firmware release and software patching analysis and recommendations	<p>System performance and stability require maintenance at the correct levels of software and firmware revisions. Twice a year, HP reviews the products under the Proactive Care contract to verify that they are at the recommended revision levels. HP provides a report with recommendations as to applicable software versions, patches, and firmware revisions. A TAM contacts the Customer to discuss these recommendations.</p> <p>HP performs the following core deliverables as part of the firmware updates and software patching analysis and recommendation activity.</p>
Firmware release and recommendations	<p>Analysis: For HP BladeSystem environments and HP ProLiant servers, the firmware analysis includes the enclosure and all its components, including server and storage blades, power and cooling components, networking, interconnects, and HP Virtual Connect technology. The analysis also covers any drivers related to firmware updates. For storage and network devices, the firmware analysis includes any supported devices covered by the Proactive Care contract.</p> <p>Installation: For firmware that is defined by HP as non-customer installable and that cannot be installed remotely, HP can provide onsite installation. HP installs these firmware revisions, if requested by the Customer, during standard HP business hours at no additional charge to the Customer. For firmware defined by HP as customer installable, HP provides telephone assistance, if requested by the Customer, during the related hardware device support coverage window. The Customer can purchase additional assistance to install customer-installable firmware and/or increase frequency of analysis.</p>
Software patch analysis and recommendations	<p>Analysis: If the Customer has purchased Proactive Care* on supported server operating system, virtualization software, storage/SAN software, or network software; Software patch analysis and recommendations provides a comparison of the Customer's current version information against the latest supported releases, indicating whether the current installed version is a supported or unsupported release. HP also indicates whether the current installed version is the latest release. Recommendations on upgrading to the latest release are included.</p> <p>If the Customer has not purchased Proactive Care on the operating system or virtualization software* but has purchased the service on an underlying server, HP will provide one annual software update notification only.</p> <p>Installation assistance: HP provides telephone assistance, if requested by the Customer, to help with the installation of software patches for supported software. The Customer can purchase additional assistance to install supported software revisions and patches and/or increase frequency of analysis.</p> <p>*A list of Proactive Care supported products, with selected operating system and virtualization software, can be found at the following website: www.hp.com/go/proactivecaretechnology</p> <p>Please consult an HP representative for more details.</p>
Proactive scan	<p>Twice a year, HP performs a proactive scan of Proactive Care supported products in the computing environment. For HP servers, this service provides a technical assessment that is designed to help identify potential system security, performance, configuration, and availability problems before they impact the Customer's business operations. For storage and network products covered by the Proactive Care Service, HP reviews support advisories, analyzes them for applicability to the Customer's environment, and makes specific recommendations that HP believes will help reduce risk or improve operations.</p> <p>For servers, HP Remote Support Technology or licensed third-party software tools are used to collect, securely transport, and analyze configuration and system data to uncover trends or specific revisions or parameters that enable HP to make recommendations. This analysis uses diagnostic tools to compare the computing environment to system management best practices. HP then prepares a report that details the findings and highlights the risks and issues that require resolution or investigation, identifying deviations from HP best practices, and recommends an appropriate course of action. The diagnostic tools assess the Customer's computing environment for a single operating system on any of that environment's physical servers or partitions for which Proactive Care has been purchased.</p> <p>The Customer receives a report for supported HP servers, storage, and networking products. A TAM discusses the implications and recommendations with the Customer. Implementation of the recommendations is the Customer's responsibility. The Customer can purchase additional assistance to implement the recommendations.</p>
Incident reporting	<p>The Customer receives a quarterly report detailing the Customer's incident history and incident trend analysis. A Customer who wishes to discuss any of the data in the report may submit a request to a TAM.</p>
Remote support solution core deliverables	<p>HP will perform the following core deliverables as part of the remote support solution activity.</p>

Specifications

Table 2. Proactive features *continued*

Feature	Delivery specifications
Core features <i>continued</i>	
Remote support technology installation assistance	<p>Remote support technology is a customer-installable prerequisite for the HP Proactive Care Service and is made available to HP Support Customers at no additional charge.</p> <p>To help ensure a successful outcome from HP's remote monitoring and support solutions, HP will provide up to 8 hours of remote technical advice with the installation and configuration of the initial remote support technology installation.</p> <p>As part of this activity, HP explains the features and benefits of the remote support solution and recommends the appropriate configuration based on the type and number of devices supported in the Customer's Proactive Care environment.</p> <p>To maintain eligibility for this service, the Customer is responsible for adding additional devices to the configuration, installing future upgrades, and maintaining the Customer contact details configured in the remote support solution.</p>
HP Support Center	<p>The HP Support Center (www.hp.com/go/hpsc) is HP's next-generation support portal that provides a helpful online resource. Key features of this personalized portal include, HP Insight Online (personalized dashboard), support forums, support case submittal, drivers, software and firmware downloads, patch management, product pages, guided troubleshooting, top issues, warranty and contract details, and software updates.</p>
Optional features	Optional features are available at an additional charge.
Personalized support	<p>If the Customer elects to buy the Personalized Support option for the Proactive Care support experience, HP will assign an account support manager (ASM) to the Customer's organization. The HP account support manager (ASM) has broad experience across multiple technologies and engages with the Customer onsite to provide best-practice advice and collaboration regarding projects and issues.</p> <p>To help meet the Customer's IT objectives, the ASM works with the Customer to develop—and routinely review—a mutually agreed-upon support plan. The ASM will also conduct support review meetings twice a year with the Customer.</p> <p>The support plan, support review meetings, and operational and technical advice are all features of the personalized support option. The option is charged on an environment basis and accordingly the features apply to the products and devices covered by the Proactive Care service agreement. The features of the Personalized Support option cannot be applied to products or devices covered by other service agreements.</p>
Support plan	<p>The support plan is developed by the HP ASM after meeting with designated members of the Customer's IT management staff. The plan is designed to help the Customer proactively minimize risk to the business by documenting, tracking, and executing key services. The starting point is to identify the Customer's IT needs and urgent priorities. The plan then maps out the specific services that HP will provide on a delivery schedule designed to help the Customer achieve those goals and get the best results from IT and service investments. To promote ongoing risk minimization, the support plan is updated annually.</p>
Support review meeting	<p>Twice a year, the ASM conducts a review session with the Customer. During this session, the Customer and ASM review the support provided by HP over the previous 6-month period and the benefits achieved through the Proactive Care Service activities. The review sessions draw on the proactive scan, firmware/software revision management and incident reports, highlighting progress made and areas requiring urgent attention. The review sessions also provide an opportunity to discuss trends, any planned changes or projects in the Customer's IT environment and the impact those changes may have on the Customer's support requirements. Any new support requirements can be identified and discussed at that time and may be updated in the support plan. The review session also provides an open forum to help ensure the continued alignment of HP support services with the Customer's IT priorities. The ASM may advise on HP best practices regarding the Customer's current and future operational needs and projects. The ASM can provide additional reviews, at an extra charge, if required by the Customer.</p>
Operational and technical advice	<p>The ASM provides the Proactive Care Customer with HP best-practice advice and collaboration concerning projects and issues. Specific knowledge of the Customer's environment uniquely prepares the ASM to tailor advice to the Customer on matters such as system administration, upgrade planning, product usage, configuration, system performance, problem analysis, and product selection.</p> <p>This option provides four standard business-hour days per year of collaborative operational and technical advice scheduled on an as-needed basis by the customer.</p>
Personalized Support Additional Day	<p>Customers who require more time than is provided by the Personalized Support option can elect to purchase additional days through the Personalized Support Additional Day option.</p>

Specifications

Table 3. Reactive features

Feature	Delivery specifications
Core features	
Remote support service coverage window (24x7)	The default coverage window for Proactive Care Service remote support is 24 hours per day, Monday through Sunday including HP holidays.
HP Advanced Solution Center	The Proactive Care Service provides 24x7 remote support access to the HP Advanced Solution Center. This center provides skilled technical resources with the rapid response times designed specifically for Proactive Care Customers as defined below
Response to critical hardware and software incidents (24x7)	<p>Customer access to the Advanced Solution Center is via special phone number, 24 hours per day, 7 days per week. When the Customer calls with a Severity 1 critical hardware or software problem, the Customer either is connected to a technical solution specialist immediately or can expect a return call from a TSS within 15 minutes. For Severity 2 critical hardware or software problems the Customer will receive a call back within 30 minutes. The TSS is trained in the recovery of complex computing environments and has access to HP's full array of technical knowledge and resources to help resolve the issue, including escalation to higher expertise levels if required. In the event of a hardware issue requiring an onsite presence, a hardware specialist is dispatched to the Customer's site in accordance with the purchased hardware onsite reactive service coverage level on the affected device.</p> <p>In addition to providing initial troubleshooting, the TSS performs failure data collection and incident definition, employing rigorous case management and escalation procedures and engaging additional technical specialists as needed.</p> <p>Hardware support onsite response times and call-to-repair time commitments, as well as software support remote response times, differ depending on incident severity and the purchased on-site coverage level. The Customer determines the incident severity level when logging or confirming a case with HP.</p> <p>Incident severity levels are defined in the 'General provisions' section.</p>
Enhanced escalation management	<p>HP employs integrated case management tools and enhanced escalation procedures to resolve complex support incidents. For Severity 1 issues, the Advanced Solution Center may engage a critical event manager (CEM) to monitor and coordinate the end-to-end process and ensure the prompt and effective engagement of additional expertise to accelerate resolution of an incident.</p> <p>Incident severity levels are defined in the 'General provisions' section.</p>
Remote hardware and software incident diagnosis and support	<p>Once the Customer has placed a service request call and HP has acknowledged* receipt of the call, HP will work to isolate the hardware or software problem and to troubleshoot, remedy, and attempt to resolve the problem remotely with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostic tests using Insight Remote Support to access covered products, or HP may use other means available to facilitate remote problem resolution.</p> <p>Incidents on covered hardware or software can be reported to HP via telephone or Web portal, as locally available, or via HP Insight Remote Support as an automated equipment reporting event 24 hours per day, Monday through Sunday. HP acknowledges receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer, and then proceeds to remotely troubleshoot the service request. HP retains the right to determine the final resolution of all reported problems.</p> <p>*Please see the 'General provisions' section for more details.</p>
HP electronic remote support solution	<p>The HP electronic remote support solution provides 24x7 remote monitoring with robust troubleshooting and repair capabilities and can include remote system access solutions. It may also offer a convenient central point of administration as well as an enterprise view of any open incidents and report history. An HP support specialist will use the remote system access only with the Customer's prior written authorization.</p> <p>HP Insight Remote Support 7 enables Customers to take advantage of HP Insight Online, which provides access to a personalized, all-in-one dashboard that includes service and support tracking, as well as warranty and contract information of all devices monitored by HP Insight Remote Support 7. Customers can also share device information with their HP authorized partners for service support and consultation.</p> <p>The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>
Basic support for non-HP software products	Where the Customer has not purchased Proactive Care support on selected non-HP software products* that reside on server hardware equipment covered by Proactive Care support, HP shall attempt to resolve problems on these products by applying known remedies that have been made available to HP. If the problem is still not resolved, then collaborative call management can be initiated at the Customer's request (refer to the 'Collaborative call management on non-HP software products' section for more details).

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Core features <i>continued</i>	
Collaborative call management on non-HP software products	<p>If HP determines that a problem is caused by selected third-party software and the problem is not resolved by the Customer applying known, available fixes, HP will, at the Customer's request, initiate collaborative call management with the third-party software vendor.</p> <p>Collaborative call management can only be provided in cases where appropriate support agreements are in place between the Customer and that vendor to enable HP to do so. Collaborative call management applies to selected non-HP software when HP Proactive Care has not been purchased for the software, but the software resides on a server that is covered by Proactive Care support.</p> <p>Collaborative call management involves HP engaging the software vendor with whom the Customer has a support agreement. HP provides information about the Customer's issue, as obtained during the basic software support service call (refer to the 'Basic support for non-HP software products' section for more details). It is then the responsibility of the third-party software vendor to resolve the Customer issue.</p> <p>Once the software vendor is engaged, HP will close the HP call, but the Customer can resume the service issue with HP if needed by referencing the original call identification number.</p> <p>*For a list of the non HP software products eligible for basic software support and collaborative call management, please refer to www.hp.com/go/collaborativesupport. In addition to the products covered on this list, some additional vendor products are noted at www.hp.com/go/proactivecaretechnology.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none">• Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software Support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users• Expanded Web-based searches of entitled technical support documents, to facilitate faster problem-solving• Certain HP proprietary service diagnostic tools with password access• A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.• Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.
Replacement parts and materials	<p>HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage:</p> <p>Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
Reactive service-level choices	
Hardware and software reactive support	<p>Each Proactive Care Service level includes proactive and reactive support for hardware and software products. For each Proactive Care Service level, HP provides all the core proactive service features noted in table 1 and 2 as well the related core reactive service features noted in table 3.</p> <p>For hardware products the Proactive Care portfolio offers three distinct hardware service levels:</p> <ul style="list-style-type: none">• HP Next Business Day Proactive Care Service• HP 4-hour 24x7 Proactive Care Service• HP 6-hour Call-to-Repair Proactive Care Service <p>For software products, the Proactive Care service provides 24x7 reactive software support.</p> <p>The variations in the Proactive Care reactive service levels are outlined below. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Hardware and software reactive support options	

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Reactive service-level choices <i>continued</i>	
HP Next Business Day Proactive Care Service	<p>HP provides the following reactive service levels for the specific devices covered under this option:</p> <p>Hardware support coverage window:</p> <ul style="list-style-type: none">– Standard business hours, standard business days (9x5): Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. <p>Hardware support onsite response time:</p> <ul style="list-style-type: none">– Next-day onsite response: An HP authorized representative will arrive at the Customer's site during the onsite coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. <p>Software technical support 24x7 coverage window:</p> <ul style="list-style-type: none">– Service is available 24 hours per day, Monday through Sunday including HP holidays. Service features are defined in the 'Software reactive support features' section.
HP 4-hour 24x7 Proactive Care Service	<p>HP provides the following reactive support levels for the specific devices covered under this option:</p> <p>Hardware support coverage window:</p> <ul style="list-style-type: none">– 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. <p>Hardware support onsite response time:</p> <ul style="list-style-type: none">– 4-hour onsite response: An HP authorized representative will arrive at the Customer's site during the onsite coverage window to begin hardware maintenance service within 4 hours after the service request has been logged. Service features are defined in the 'Hardware onsite support and response time' section below. <p>Software technical support, with a 24x7 coverage window:</p> <ul style="list-style-type: none">– Service is available 24 hours per day, Monday through Sunday including HP holidays. Service features are defined in the 'Software reactive support features' section.
HP 6-hour Call-to-Repair Proactive Care Service	<p>HP provides the following reactive support levels for the specific devices covered under this option:</p> <p>Hardware support coverage window:</p> <ul style="list-style-type: none">– 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. <p>Hardware call-to-repair time commitment:</p> <p>For critical incidents (Severity 1 or 2), HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the initial service request. Service features are defined in the 'Hardware onsite support' and 'Hardware call to repair time commitment' sections.</p> <p>Software technical support, with a 24x7 coverage window:</p> <ul style="list-style-type: none">– Service is available 24 hours per day, Monday through Sunday including HP holidays. Service features are defined in the 'Software reactive support features' section.
Hardware onsite support	<p>For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for selected enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.</p>

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Reactive service-level choices <i>continued</i>	
Onsite response time for hardware support	<p>For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite in accordance with the purchased hardware on-site reactive coverage level of the affected device.</p> <p>Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in 'General Provisions'. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Hardware call-to-repair time commitment	<p>For critical incidents (Severity 1 or 2) with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment timeframe. For non-critical incidents (Severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in 'General provisions'.</p> <p>Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HP or at the commencement time for work scheduled in agreement with the Customer, as specified in the 'General provisions' section. Call-to-repair time ends with HP's determination that the hardware is repaired, or when the service request is closed with the explanation that HP has determined that no onsite intervention is required.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced, or, for eligible storage products, that access to the Customer's data has been restored. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the call-to-repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes such that the hardware call-to-repair time commitment can be put in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.</p>
Enhanced parts inventory management (call-to-repair time commitment only)	<p>To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for Customers who have selected the call-to-repair option. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible service requests.</p>
Software reactive support features	<p>HP provides the following reactive software support features for Customers who purchase a software license and the associated Proactive Care Service coverage from HP.</p>
Non-critical software response	<p>Once a non-critical software service request (Severity 3 or 4) is received, HP will respond to the call within 2 hours after the service request has been logged. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting incidents and resolving configuration parameters.</p> <p>For critical software response (Severity 1 or 2), please refer to the 'HP Advanced Solution Center' feature described earlier in this document.</p>
Software product and documentation updates	<p>As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HP Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.</p>
License to use software updates	<p>The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms.</p> <p>The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p>

Specifications

Table 3. Reactive features *continued*

Feature	Delivery specifications
Reactive service-level choices <i>continued</i>	
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or third-party hosted website.
Additional core feature for Proactive Care with defective media retention services	
	<p>The Proactive Care portfolio offers the following three additional service levels that include hardware defective media retention (DMR) as an additional core feature:</p> <ul style="list-style-type: none"> • HP Next Business Day with DMR Proactive Care Service • HP 4-hour 24x7 with DMR Proactive Care Service • HP 6-hour Call-to-Repair with DMR Proactive Care Service <p>Please note that for each of these Proactive Care with DMR service options, HP also provides all the core proactive service features noted in tables 1 and 2, as well as the core reactive service features noted in table 3.</p> <p>The hardware reactive elements are the same as those highlighted earlier in this section, with the addition of defective media retention capability for eligible devices.</p>
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement Disk or SSD/Flash Drive is provided by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement.

Specifications

Table 4. Service travel zones

Description	Travel zone specification																					
Geographic locations	Travel zones and charges, if applicable, may vary in some geographic locations.																					
Hardware onsite response time	All response times apply only to sites located within 25 miles (40 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP-designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge. Travel zones and charges may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP-designated support hub will be modified for extended travel, as shown in the table below.																					
Travel zones table for hardware onsite response time																						
	<table border="1"> <thead> <tr> <th>Distance from HP-designated support hub</th> <th>4-hour hardware onsite response time</th> <th>Next-day hardware onsite response time</th> </tr> </thead> <tbody> <tr> <td>0–25 miles (0–40 km)</td> <td>4 hours</td> <td>Next coverage day</td> </tr> <tr> <td>26–50 miles (41–80 km)</td> <td>4 hours</td> <td>Next coverage day</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>4 hours</td> <td>Next coverage day</td> </tr> <tr> <td>101–200 miles (161–320 km)</td> <td>8 hours</td> <td>1 additional coverage day</td> </tr> <tr> <td>201–300 miles (321–480 km)</td> <td>Established at time of order and subject to availability</td> <td>2 additional coverage days</td> </tr> <tr> <td>More than 300 miles (480+ km)</td> <td>Established at time of order and subject to availability</td> <td>Established at time of order and subject to availability</td> </tr> </tbody> </table>	Distance from HP-designated support hub	4-hour hardware onsite response time	Next-day hardware onsite response time	0–25 miles (0–40 km)	4 hours	Next coverage day	26–50 miles (41–80 km)	4 hours	Next coverage day	51–100 miles (81–160 km)	4 hours	Next coverage day	101–200 miles (161–320 km)	8 hours	1 additional coverage day	201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days	More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability
Distance from HP-designated support hub	4-hour hardware onsite response time	Next-day hardware onsite response time																				
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201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days																				
More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability																				

Specifications

Table 4. Service travel zones *continued*

Description	Travel zone specification								
Hardware call-to-repair time commitment	A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HP-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below:								
Travel zone table for hardware call-to-repair time commitment									
	<table border="1"> <thead> <tr> <th>Distance from HP-designated support hub</th> <th>6-hour hardware call-to-repair time</th> </tr> </thead> <tbody> <tr> <td>0–50 miles (0–80 km)</td> <td>6 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>8 hours</td> </tr> <tr> <td>More than 100 miles (160+ km)</td> <td>Not available</td> </tr> </tbody> </table>	Distance from HP-designated support hub	6-hour hardware call-to-repair time	0–50 miles (0–80 km)	6 hours	51–100 miles (81–160 km)	8 hours	More than 100 miles (160+ km)	Not available
Distance from HP-designated support hub	6-hour hardware call-to-repair time								
0–50 miles (0–80 km)	6 hours								
51–100 miles (81–160 km)	8 hours								
More than 100 miles (160+ km)	Not available								

Specifications

Table 5. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support the Customer, HP uses a powerful suite of tools and technologies for managing complex and diverse IT environments. HP remote support technologies integrate the management of multiple servers, operating systems, and networking and storage devices, and are a pre-requisite for Proactive Care support delivery.</p> <p>Leveraging inbuilt monitoring and on-board intelligence, this suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster problem resolution when problems occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help HP service specialists resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations against HP standard best practices.</p> <p>Recognizing that any remote support solution must provide security for the Customer's IT environment, these remote support technologies comply with industry-standard security tools and practices. HP's rigorous security architecture provides both data integrity and transaction security through a multilevel, layered structure. This includes encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p>

Information highlighted in the following sections covers all features available with both HP Proactive Care Pack services and HP Proactive Care Contractual services.

Service limitations

Services provided within the scope of one Proactive Care support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HP business hours. Except as otherwise noted in this document, the scope of HP Proactive Care Service is limited to the products under the Proactive Care support contract. In cases where a Customer buys products to add to an existing Proactive Care agreement, the Customer will be given an opportunity during the ramp-up phase of the new agreement to align the support deliverables with the schedule for the existing agreement.

Scope of products covered

This service is available for selected servers, software, storage devices, storage arrays, network devices, and storage area networks only, as noted at the following website: www.hp.com/go/proactivecaretechnology

The features of this service may differ, or be limited, based on specific devices or software. Please check with an HP sales office for specific limitations and local availability.

General limitations

The HP delivery staff will provide the required proactive deliverables during HP standard business hours, on standard business days, either remotely or onsite, at the discretion of HP.

Support outside standard business hours is purchased separately and is subject to local availability.

HP retains the right to determine the final resolution of all service requests.

HP does not act in the capacity of nor take on the responsibility of an insurer of security, and states that no security provides absolute protection. While these services represent HP's efforts at security, rendered in accordance with industry best practices, no security can provide guaranteed protection.

The following activities are excluded from this service:

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Services that, in HP's opinion, are required due to improper treatment or use of the products or equipment
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Backup and recovery of the operating system, other software, and data

Hardware call-to-repair commitment

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

Hardware call-to-repair time options are specified in the 'Service feature highlights' section (see table 3). All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives, and other parts classified by HP as Customer Self Repair (CSR) parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended Customer Self Repair (CSR) and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the Customer Self Repair process and parts, please refer to: www.hp.com/go/selfrepair

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Any restoration/recovery of compromised data
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

Hardware onsite support

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other

service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

In the event that a Customer Self Repair (CSR) part is provided to return the system to operating condition, the onsite response time, if any, shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the Customer Self Repair process and parts, please refer to: www.hp.com/go/selfrepair

Software

For the Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software product families that currently do not include software updates. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software product families where entitlement to receive and use new versions of software is not included in this service.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product quick specs, or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on Disk or SSD/Flash Drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

Service prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service

The installation and use of HP's remote support solution is a mandatory requirement for the Customer to receive all features and service deliverables provided under the Proactive Care Service. During any such time that the customer has not deployed the remote support solution, HP is not obligated to provide the Proactive scan and Firmware release and software patching analysis and recommendations deliverables, and the Customer remains responsible for full payment of all fees associated with the provision of Proactive Care Service.

Installation of customer-installable firmware and software is the responsibility of the Customer. There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

The Personalized Support option may only be purchased if the Customer has an existing Proactive Care agreement or is purchasing the option with HP Proactive Care Service at the same time. The Personalized Support Additional Day option may only be added if the Customer has an existing Proactive Care Personalized Support agreement or is purchasing the optional additional days with Personalized Support at the same time.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP authorized service provider will, at HP's discretion, i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time-and-materials rates.

The Customer will identify a focal point and an internal Customer team to work collaboratively with the HP account team in the development, implementation, and ongoing review of the support plan.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing and maintaining the appropriate HP remote support solution, with a secure connection to HP, and to provide all necessary resources in accordance with the HP remote support solution release notes, in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host the remote support solution. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HP for remedial activities at the agreed-upon time.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

In order for HP to provide collaborative call management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HP can submit calls on the Customer's behalf. In addition, the Customer must provide HP with the appropriate information needed for HP to initiate a service call with the software vendor on behalf of the Customer. HP will not be able to transfer calls to the vendor and assumes no responsibility for failure to do so. HP's obligations are limited to the placement of support calls only.

HP is not liable for the performance or non-performance of third-party vendors, their products, or their support services. Purchase of this service does not assign the support agreement between the Customer and vendor to HP. The Customer remains responsible for performance of its obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates as described in the 'Service prerequisites' section. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

It is the Customer's responsibility to work with HP to schedule delivery of the Proactive Care Service features identified for delivery for a specified number of times on an annual basis. The customer forfeits any unused services not delivered within the 12 month period.

The Customer must:

- Take responsibility for registering to use the HP or third-party vendor's electronic facility in order to access knowledge databases, to obtain product information. HP will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon any hardcopy or email notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack documentation or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) are to occur within 10 days of the change

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives

- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for the commencement of remedial action. Note: For events received via HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Onsite hardware support response times and call-to-repair time commitments, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:

- Severity 1—Critical Down: for example, the production environment is down; a production system or production application is down or at severe risk; data corruption, loss, or risk has occurred; business is severely affected; there are safety issues
- Severity 2—Critically Degraded: for example, the production environment is severely impaired; a production system or production application has been interrupted or compromised; there is risk of reoccurrence; there is significant impact on business
- Severity 3—Normal: for example, a non-production system (e.g., test system) is down or degraded; a production

system or production application has been degraded with a workaround in place; non-critical functionality has been lost; there is limited impact on the business

- Severity 4—Low: there is no business or user impact

Ordering information

All units with individually sold HP Care Pack services (e.g., hard drives within a storage array; server and storage blades, interconnects, HP designated Premium Options, SAN switches within a BladeSystem enclosure, etc.) must be ordered with the same service level as the product they are contained in if that service level is available on those units. Proactive Care is not designed to be sold on software-only configurations due to the integrated nature of the service deliverables. Thus the software and hardware should be sold at the same Proactive Care service level.

Local availability: The Customer may order support from HP's current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries or areas.

To obtain further information or to order HP Proactive Care Service, contact a local HP sales representative and reference the following product numbers (x denotes the service length in years; options are 3, 4, or 5 years).

HP Proactive Care configurable/flexible Care Pack services are available as follows:

- HP Next Business Day Proactive Care Service (H1K90Ax)
- HP 4-hour 24x7 Proactive Care Service (H1K92Ax)
- HP 6-hour Call-to-Repair Proactive Care Service (H1K94Ax)
- HP Next Business Day with DMR Proactive Care Service (H1K91Ax)
- HP 4-hour 24x7 with DMR Proactive Care Service (H1K93Ax)
- HP 6-hour Call-to-Repair with DMR Proactive Care Service (H1K95Ax)
- HP Proactive Care Personalized Support (H4B58Ax)
- HP Proactive Care Personalized Support Additional Day (H4B59Ax)

HP Proactive Care Contractual services are available as follows:

- HP Next Business Day Proactive Care Service (H1K90AC)
- HP 4-hour 24x7 Proactive Care Service (H1K92AC)
- HP 6-hour Call-to-Repair Proactive Care Service (H1K94AC)
- HP Next Business Day with DMR Proactive Care Service (H1K91AC)
- HP 4-hour 24x7 with DMR Proactive Care Service (H1K93AC)
- HP 6-hour Call-to-Repair with DMR Proactive Care Service (H1K95AC)
- HP Proactive Care Personalized Support (H4B58AC)

- HP Proactive Care Personalized Support Additional Day (H4B59AC)

For the complete list of HP Proactive Care non-configurable/fixed Care Pack services, please contact your local HP sales representative or HP reseller.

For more information

For more information on HP Proactive Care Service or other HP Systems Support services, contact any of our worldwide sales offices or visit our website at:

[HP support services: www.hp.com/services/alwayson](http://www.hp.com/services/alwayson)
[HP Care Pack services: www.hp.com/services/carepack](http://www.hp.com/services/carepack)

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4AA3-8855ENW Rev. 1, August 2012



HP Installation and Startup Service for P4000 SAN Solutions

HP Services

Technical data



HP Installation and Startup Service for HP P4000 SAN Solutions provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of the HP P4000 Solutions products.

Service benefits

- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Access to HP technical resources for problem resolution
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Installation and startup by an HP technical specialist
- Reduced implementation time and cost
- Greater ability for your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Service planning
- Service deployment
- Installation verification test (IVT)
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>A service specialist will contact the Customer to review expectations and to validate that all predelivery requirements have been or will be met prior to installation.</p> <p>The HP service specialist will work with the Customer to plan all necessary activities. The service planning activities will include:</p> <ul style="list-style-type: none">• Communication, and verification, of the OS, hardware, software, driver, and environmental prerequisites required for the installation of HP P4000 SAN Solution• Collection, using a predelivery checklist, of the information needed to plan the deployment, including:<ul style="list-style-type: none">- Confirmation that the application servers are supported and determination of any steps needed to bring them within specifications- Hardware RAID levels to be implemented- Information on any volume design, up to a limit of 20 volumes, that the Customer wishes to have implemented• Agreement on the proposed configuration and review of the service completion criteria• Creation of a written installation plan to serve as both the project plan and completion point for this service• Scheduling of service delivery at a time mutually agreed upon by HP and the Customer
Service deployment	<p>Service deployment activities will include:</p> <ul style="list-style-type: none">• Installation of the hardware into a Customer-supplied rack (not applicable to HP P48xx Solutions)• Connection of Customer-supplied and pre-run network cabling to the storage nodes (not applicable to HP P48xx Solutions)• Installation of the central management console (CMC)• Installation of any licensing• Creation of a management group• Creation of a storage cluster• Creation of up to 20 storage volumes, as specified by the Customer• Configuration of the Failover Manager (if appropriate)• Connection of up to four application servers, on supported Windows® and VMware platforms only, to the volumes on the SAN• Either installation of the P4000 Health Check Utility, or discovery of the P4000 hardware within an existing implementation of HP Remote Tool Software
Installation verification test (IVT)	<p>HP will run the appropriate installation verification testing (IVT) required to verify operation of the P4000 SAN Solution configuration.</p>
Customer orientation session	<p>The service specialist will conduct an orientation session of up to two hours in duration, specifically covering a discussion/demonstration of the SAN/iQ basic features. Included are:</p> <ul style="list-style-type: none">• Management groups, clusters, and volumes• RAID options• Review of the CMC for viewing SAN condition• Review of basic maintenance tasks to be performed on a regular basis• Help locating troubleshooting information, including demonstration of online help <p>Orientation is informal and is not intended as a classroom activity or as a substitute for formal product training. Other subject areas, such as hardware management, security, volume management, and snapshots, are covered by HP Education training courses.</p>

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must have applied for and obtained the required licensing.
- The Customer's existing computing operating system platform(s) and network must be fully operational and supported.
- If appropriate, P4000sb nodes must be properly configured as a part of the HP Virtual Connect domain for the enclosure.
- Where geographically separate sites are being configured, networks and gateways must be fully operational between locations.
- IP addresses for each node must be available.
- A supported machine, either physical or virtual, to be used for the CMC must be supplied by the Customer. It must be preconfigured with the correct operating platform and connected to the network.
- The application servers must be supported and part of the same subnet as the P4000 nodes.
- The supported rack(s) must have sufficient space to mount the appropriate hardware (not applicable to HP P48xx Solutions).
- All cabling must be supplied and pre-run.
- If the Customer wishes to have additional volumes created (up to 20), then the design must be supplied. Customized storage volume design is not part of this service.

For additional node setups, the following additional prerequisites apply:

- An existing, operational P4000 SAN must already be present.
- Existing SAN/iQ or firmware versions must support the requirement of any new nodes.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Application integration or integration of third-party products or peripherals not included with the system
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer's overall SAN, blade, or fabric architecture
- Integration with any hardware or software components not supported by HP P4000 Solution software
- Installation of any cabling to connect the hardware to the network environment
- Configuration of any network, internal or external, or Virtual Connect domain
- Customized design of storage volumes to meet the Customer's unique environment
- Configuration of additional features such as remote IP copy, smartclones, and snapshots that are not clearly specified as included with this service
- Development of scripting, such as for snapshots
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network
- Performance testing or modeling

- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Any other services not clearly specified in this document or the associated Statement of Work
- 'Same-site' service is limited to one physical site.
- 'Multiple-site' service is limited to two physical sites, both of which must be within the same country.
- 'Additional nodes' service requires that all nodes must be installed on one physical site.

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Be responsible for all data backup and restore operations
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining these systems and associated software
- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Coordinate service deployment on third-party-maintained products (if applicable) with HP
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable

General provisions/Other exclusions

- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

- Delivery of the service will be scheduled at a time mutually agreed upon between HP or the certified HP channel partner and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed to by HP or the HP certified channel partner. Any services provided outside of HP standard business hours may be subject to additional charges.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Please check with a local HP authorized representative to find out whether a specific location is eligible for this service.
- Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.
- Portions of the service may be delivered remotely or onsite.
- Each service visit is delivered as a single contiguous event. Customer resource availability and other restrictions or environments that require additional visits beyond the defined scope of the service are not included and are available at additional cost.
- Travel charges may apply in some geographic locations. Please contact a local HP representative for details.

Ordering information

To obtain further information or to order HP Installation and Startup Service for P4000 SAN Solutions, contact a local HP sales representative.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website:

HP support services: www.hp.com/services/alwayson

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PRESENTED: June 25, 2013

RESOLUTION NO. 2013-

ADOPTED: June 25, 2013

A RESOLUTION: AWARDING THE CONTRACT FOR SERVER VIRTUALIZATION TO PCM-G INC. IN THE AMOUNT OF \$139,969.88

WHEREAS, a significant number of Town network servers are in a state of decline; and

WHEREAS, new technology allowing the consolidation of many servers into one “virtualized” server has emerged to provide cost, labor, and power savings; and

WHEREAS, the Town has access to PCM-G Inc.’s State Contract VA-090202, a competed, rideable contract; and

WHEREAS, PCM-G has provided a quote in the amount of \$139,969.88 dated June 5, 2013, that is within the Town’s budget for this item from the Capital Asset Replacement Fund; and

WHEREAS, the Information Technology Manager recommends an award of contract for Server Virtualization to PCM-G Inc.

THEREFORE, RESOLVED, by the Council of the Town of Leesburg in Virginia that the contract for the server virtualization project is hereby awarded to PCM-G, Inc. in the amount of \$139,969.88, and the Town Manager is hereby authorized to proceed accordingly with the respective contract in a form acceptable to the Town Attorney.

PASSED this 25th day of June, 2013.

Kristen C. Umstattd, Mayor
Town of Leesburg

ATTEST:

Clerk of Council