

VCE SITE READINESS ASSESSMENT

PSVC-SRA1-00-A03

Service Overview

VCE Site Readiness Assessment PSVC-SRA1-00-A03 (“Service”) evaluates seven aspects of required physical infrastructure (as defined below under Service Scope) at one planned data center installation location (“Installation Location”) for VCE converged infrastructure systems (“VCE Systems”) to determine whether the location is physically ready to support proper installation and configuration of the VCE Systems. The Service also provides a 40GE network assessment at the Installation Location if the customer has Cisco ACI-ready Nexus 40GE switches in their VCE Systems and intends to use the 40GE capability.

The Service is appropriate as a first step after the purchase of VCE Systems. The Service provides VCE expertise in data center facilities management to facilitate the smooth, efficient, and successful deployment and operations of VCE Systems.

Service Scope

Subject to the “Customer Responsibilities,” VCE personnel or authorized agents shall work closely with the customer to perform the following activities as part of the Service:

- Initiate a kickoff meeting in a timely manner to review project scope, expectations, communication plans, and availability of required resources.
- Determine the engagement process and schedule.
- Assess seven (7) aspects of the Layer 1 data center physical infrastructure: space, floor loading, power, cooling, data communications, pathways, and telecommunications bonding.
- Evaluate the fiber optic cabling infrastructure’s ability to support a 40Gb/s spine and leaf network architecture, specifically the required
 - Number of connections
 - Connection points
 - Transceiver types

- Fiber interfaces
- Cabling media
- Link distance from spine to leaf
- Spine-to-leaf fiber cabling performance
- Determine whether the Installation Location is ready and prepared to receive the planned VCE Systems.
- Document all findings, including required preparations and improvement actions, in a Site Readiness Assessment report.

Roles and Responsibilities

- VCE Consultants: Conduct the engagement, which includes the required analysis, document preparation, findings presentation, and data center upgrade plan.
- VCE Project Manager: Plans and coordinates all VCE engagement-related activities.
- Customer Technical Lead: Responsible for providing access to data center for review, providing any architecture and design documentation, and conducting any facilities-related remediation required as a result of the Site Readiness Report

Key Activities

The following table represents the key tasks delivered as part of the Service and responsible parties.

Task	Responsibility
Project kickoff	All
On-site assessment	All
Assessment document preparation	VCE
Presentation of findings	All
Upgrades (if required)*	
Ready for VCE Systems deployment	
* May require additional services and cost and will be subject to a custom statement of work	

VCE Staffing

VCE provides appropriate on-site and/or off-site representatives to perform the Service specified in the Service Scope section.

Customer Responsibilities

Customer must

- Make reasonable facilities accommodations for the VCE project team for engagement activities that occur at the installation location. These accommodations will include a desk/cubicle, voice telephone, Internet access, and shared access to laser printer, copier, fax, and conference room facilities.
- Complete VCE supplied questionnaires within required timelines.
- Provide VCE on-site and/or off-site representatives with access to the customer's systems and networks (including, without limitation, remote systems and remote network access) as necessary to perform the Service during normal VCE business hours or at mutually agreed times.
- Manage interface with customer's technical support and application teams, including all vendors and third parties, as necessary.
- Ensure that authorized representatives of the customer will perform activities, attend meetings, make decisions, and complete documentation requested by VCE in a timely fashion and in accordance with the times specified in the agreed project plan. Such activities include project kickoff, project planning, attending interviews, and responding to questionnaires and surveys.
- Provide Customer Technical Leads with relevant domain, business, and/or technical expertise, as required. Customer Technical Leads are the acknowledged spokespersons for the areas they represent, and the VCE project team requires regular and timely access to them.
- Provide VCE at least one technical contact with appropriate data center access privileges.
- Be responsible for, and assume any risk associated with any problems resulting from the accuracy, content, completeness, and consistency of any data, materials, or information supplied by the customer.
- Acknowledge receipt and acceptance/rejection of all deliverables associated with the Service as quickly as commercially reasonable, but in all events within 10 (ten) business days of delivery (not including local public holidays). The customer will use the VCE project milestone completion form to indicate acceptance of deliverables. If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted.

- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or unrecoverable data in connection with the Service.
- Restrict and prevent VCE access to data not pertinent to the Service, including, but not limited to, personally identifiable information.
- Assume all responsibility for completing site improvements as specified in the Site Readiness Assessment report prior to the arrival of VCE Systems.

Service Schedule

The anticipated on-site Service start date is 4 (four) weeks after receipt and approval by VCE of the customer's purchase order for this Service or as mutually agreed upon. The anticipated timeline for the Service is

- Week One – Service engaged and kick-off call conducted with VCE and customer representatives
- Week Two – On-site assessment performed at Install Location, and Site Readiness and Remediation Report issued by VCE

Customer may elect to order additional custom services from VCE under a separate custom Statement of Work ("SOW") such as:

- Site improvement plan integrated into deployment schedule, and adjustments made to VCE System configuration at factory (if required)
- Site improvements made as needed (time required may vary based on extent of changes necessary)

Customer shall have 12 (twelve) months from the date of purchase to complete the Service ("Service Period"), after which this Service shall automatically expire and will be null and void. No refund will be due or paid to customer for unclaimed or incomplete work.

Service Scope Changes

Any changes to the Service, the schedule, charges, or this Service Scope must be agreed upon in writing by VCE. Until changes are agreed to in writing, VCE will continue to perform the Service as provided in this document and such Service is deemed to be in accordance with the obligations of VCE.

Service Scope Exclusions

Only the Service stated in this document is included, and any additional work is out of scope of the Service and must be purchased separately. Specifically excluded services include, but are not limited to, the following:

- Procurement of any VCE Systems
- Implementation of any VCE Systems
- Recommendations not related to the 7 (seven) aspects of the physical infrastructure for the VCE System

- Layer 3 or higher-layer items or any application or “purpose of use” suitability
- Evaluation of
 - IT equipment, including switches, routers, gateways, appliances, servers, storage arrays, service provider equipment, digital or analog telephony equipment, or monitoring equipment
 - Security, monitoring, video surveillance, or access control equipment
 - Fire and life safety detection or prevention equipment
 - The structural integrity or suitability of the data center space
 - Power distribution systems or Uninterruptible Power Supply (UPS) systems upstream of the specific VCE Systems branch circuit or circuits or outside of the data center white space
 - Mechanical systems, HVAC equipment, or other air handling equipment, other than assessment of layout and placement for proper airflow to the planned VCE Systems cabinets
- Modification of the customer’s application software
- Development of custom solutions including, without limitation, scripting
- Multiple, basic installation services requiring project management services
- Third-party application support
- Any configuration work to non-virtualized bare-metal servers
- Operational process documentation or “Run Books”
- Any database/application installation and/or replatforming
- Physical or virtual migration services
- Procurement of any hardware or software licenses
- Provision of security-cleared project resources to meet government or customer-specific security requirements
- Provision of the power, cooling, and environmental standards needed to support VCE Systems

- Remediation or site improvement activities to meet VCE Systems requirements
- Any infrastructure or network architectural design work
- Any other services offered under separate part number or SKU

Terms and Conditions

Customer’s issuance of an order to purchase the Service signifies its agreement to the terms and conditions in this document and its acknowledgment that the Service is provided under and is governed by either (a) a separate written agreement between the parties for the delivery of professional services, or in lieu of a signed agreement, (b) the standard VCE™ Professional Services Terms and Conditions available at www.vce.com/serviceterms (the “Governing Agreement”).

VCE licensed software is subject to VCE standard end-user license agreement available at www.vce.com/noindex/legalterms. License rights for any third-party software pass directly from the third-party supplier to customer and are subject to such third party’s software terms, which customer authorizes VCE to accept on its behalf or on behalf of its end users as a condition of installing or using such software.

This document constitutes a Service Order, or statement of work (SOW), as defined in the Governing Agreement. This is a fixed-price order. VCE will bill and invoice customer at its standard time-and-material rates plus travel expenses for any additional services beyond the Service, including, but not limited to, any remediation services performed by VCE as deemed necessary by VCE, or any costs incurred for customer’s failure to meet its responsibilities specified in this document. All project activities will be conducted in English and all documentation supplied to VCE by customer to support the delivery of the Services will be provided in English.

Unless otherwise provided in the Governing Agreement, customer is deemed to accept the Service rendered if no objection is raised within 10 (ten) days after customer is presented with a milestone completion form or other statement of completion by VCE. VCE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Effective for orders placed on or after August 19, 2017.

For More Information

More information about Dell EMC solutions and services is available from www.dell.com and from your local representative.