Crawford County General Health District

W. Scott Kibler, MA, FACHE
HEALTH COMMISSIONER

1520 Isaac Beal Road   Phone: 419-562-5871
Bucyrus, Ohio 44820   Fax: 419-562-2048

Email: cchc@crawford-co.org

Synopsis of Galion server issues

- 06/17/2008 – 2 Servers were purchased with PHI Grant funds $4471.95

- 07/10/2008 - Server set-up completed $525.00

- 06/17/2011 - Dell Service expired – no notification was received because Multi-Media House Company did not transfer ownership of servers to the Health District through Dell.

- 08/29/2012 – During Health District's move to new office, Rose notified CCGHD Health Commissioner of changes to the Global Policy for both servers that had been made at some point previously by Galion Server Technician and was affecting CCGHD computer log-ins.

- 01/31/2013 – Olivia contacted Rose Wagner (County IT office) to notify her of issues with Galion's server that may affect the Health Districts Server.

- 01/31/2013 – Galion server has a virus that was spread from Galion City Financials server to Galion HD server. Also identified is a critical hardware failure with the Galion HD server that requires repair before complete server failure occurs and affects CCGHD as well.

- 02/07/2013 – Rose contacted Dell about quote for reinstating server maintenance agreement (see quote). Approx. cost to Galion $928.41

- 02/12/2012 – Discussion about server issues was conducted by Rose Wagner, Scott Kibler, and Dawn Kocher. CCGHD believes it would be in the District's best interest, in light of continued issues, to sever connection between servers. This cannot be completed without the Galion Server being repaired. An Independent Certified Server Technician would need to be hired to correct global policy issues and make repairs to the domain to proceed without further issues. This cost would start out at over $2000.00.

- Due to the age of the server, Galion should consider replacement of the current server.

Steve,

Yes I did speak with Eric and we discussed many possibilities as to why you are not able to accomplish data retrieval in the manner of logging on with a Crawford account in the Galion building and access the Crawford data. As for firewall access, see the details below:

- Galion Server (host 10.70.52.10) has open access on all ports to the Crawford Server (host 10.70.48.11) – this includes icmp for testing
- Crawford Server (host 10.70.48.11) has open access on all ports to the Galion Server (host 10.70.52.10) – this includes icmp for testing
- The entire Crawford network, or all PCs (10.70.48.0 /24) have access on all ports to the Galion Server (host 10.70.52.10)
  - *This is not necessary for DR replication and should be removed*
- The entire Galion network, or all PCs (10.70.52.0 /24) have access on all ports to the Crawford Server (host 10.70.48.11)
  - *This is not necessary for DR replication and should be removed*

These changes are time stamped as 1/7/2009 on the Galion firewall and 5/7/2009 on the Crawford firewall.

The backup and replication of data is working properly (via the server to server firewall rules). The Disaster Recovery plan assumes if the Galion work site is destroyed, including the server, Galion staff can travel to Crawford LHD, sit at a PC, login into the domain and access their data. If this assumption is correct, all of the data traffic needed here is INSIDE the Crawford LHD network and firewall, thus never needing to travel outside to Galion. Therefore, the firewall rules should have no effect whatsoever on the DR strategy and the problem is most likely sever/domain related.

The only pathway left to open on the firewall is allowing each server to communicate to every PC on their neighbor network:
- Galion Server (host 10.70.52.10) to have access on all ports to entire Crawford network (10.70.48.0 /24)
- Crawford Server (host 10.70.48.11) to have access on all ports to entire Galion network (10.70.52.0 .24)

I do not suggest this because it is only expanding the communication between the Galion network and the Crawford network. In a DR event, one site or the other will not be reachable. The only true test of the DR plan working properly is to drop the connection to the neighbor network completely and make sure all the internal domain actions are occurring properly.

Finally, in my personal opinion, I would suggest taking off the firewall rules that allow the networks to communicate with their neighboring server (ex: Crawford user PCs having access to Galion server) for security purposes. If a PC at Crawford contracted a virus, it could easily be spread to the Galion server. The only access that should be needed is server to server for replication.

I will be available Thursday if you would like to talk more on this subject. Feel free to contact me.

Thank you,

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Thank you,

A Professional Technology Solution Prepared Especially for

City of Galion Health Dept.

Project Name
DC Server Replacement

April 1, 2013

Professionally Prepared By

Scot Moats, Client Solution Advisor
smoats@mtbt.com

In collaboration with Lorelei Caudill, Solution Architect

MT BUSINESS TECHNOLOGIES
1150 National Parkway
Mansfield, OH 44906
419-529-6100
419-529-6833 Fax

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MT Business Technologies, Inc.

DC Server Replacement Solution:

HP ProLiant ML350e G8 Server (Qty – 1)

- Number of Processors Supported: 2
- Number of Processors Installed: 1
- Processor Manufacturer: Intel Xeon E5-2420 Hexa-core (6 Core) 1.90 GHz
- Cache: 15 MB
- QuickPath Interconnect: 7.20 GT/s
- 64-bit Processing: Yes
- Hyper-Threading: Yes
- Chipset Model: Intel C600
- Memory Installed: 8 GB
- Maximum Memory: 48 GB
- Memory Technology: DDR3 SDRAM
- Memory Standard: DDR3-1333/PC3-10600
- Number of Total Memory Slots: 12
- Memory Card Reader: Yes
- Memory Card Supported: Secure Digital (SD) Card
- Hard Drives: 4 x 500 GB 3.5" Internal Hard Drives (3 in RAID 5 with Hot Spare)
- Controller Type: Serial ATA/600
- RAID Supported: Yes
- RAID Levels: 0, 1, 1+0, 5
- Number of Total Expansion Bays: 7
- Number of External 5.25" Bays: 3
- Number of 3.5" Bays: 4
- Number of Total Expansion Slots: 6
- Number of PCI Express x4 Slots: 1
- Number of PCI Express x8 Slots: 2
- Number of PCI Express x16 Slots: 3
- Optical Drive Type: DVD-Reader
- Graphics Controller Manufacturer: Matrox
- Graphics Controller Model: G200
- Ethernet Technology: Gigabit Ethernet
- Total Number of USB Ports: 10
- Network (RJ-45): Yes
- VGA: Yes
- Remote Management: Yes
- Number of Power Supplies Installed: 2
- Maximum Power Supply Wattage: 460 W

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- Certifications & Standards: ACPI 2.0b Compliant, PCIe 3.0 Compliant, PXE Support, WOL Support, Novell Certified, IPMI 2.0, SMASH CLP, DCMI 1.0 Compliant, Microsoft Logo Certifications, SMBIOS 2.7.1, FCC Rating Class B, CISPR 22, EN55022, EN55024, FCC CFR 47, Pt 15, ICES-003, CNS13438, GB9254, K22, K24, EN 61000-3-2, EN 61000-3-3, EN 60950-1, IEC 60950-1
- Green Compliance Certificate/Authority: WEEE
- Form Factor: Tower
- Rack Height: 5U
- Height: 18.2" Width: 8.6" Depth: 29.1"
- Weight (Approximate): 57.21 lb
- **Standard Warranty: 3 Year Limited, 3-Year Labor, 3-Year Onsite support with next business day response.**

GOVT - Microsoft Windows Server 2012 Standard - OLP (Qty – 1)
- Product Name: Windows Server 2012 Standard
- Product Type: Software Licensing
- License Pricing: Local Government
- License Quantity: 2 Processor
- Licensing Program: Microsoft Open License for Government

GOVT - Microsoft Windows Server 2012 Standard Server User CAL (Qty – 10)
- License Pricing: Volume, Local Government
- License Quantity: 1 User CAL

HP Ultrium 920 SAS External Tape Drive (Qty – 1)
- Product Type: LTO Ultrium 3 Tape Drive
- Storage Capacity: 400 GB (Native)/800 GB (Compressed)
- Recording Method: Linear Serpentine
- Recording Formats: LTO Ultrium 3 (Read/Write)
- LTO Ultrium 2 (Read/Write)
- LTO Ultrium 1 (Read)
- Data Transfer Rate: 61.44 MBps (Native)/122.88 MBps (Compressed)
- Buffer: 64 MB
- Interfaces/Ports: 3Gb/s SAS - SAS
- Form Factor: 5.25" 1/2H External
- Height: 8.9" Width: 11.7" Depth: 3.1"
- Weight (Approximate): 10.30 lb
- Green Compliance Certificate/Authority: RoHS2
- **Standard Warranty: 3 Year Limited, 3-Year Labor, 3-Year Onsite support with next business day response.**

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Client Initials

HP Smart Array P222/512 FBWC 6Gb 1-port Int/1-port Ext SAS Controller (Qty – 1)
- Product Type: SAS Controller
- Host Interface: PCI Express 3.0 x8
- Data Transfer Rate: 600 MBps
- Interfaces: Serial Attached SCSI (SAS), Serial ATA/600
- RAID Supported: Yes
- RAID Levels: 0, 1, 1+0, 5, 50
- Data Backup Type: Flash Backed Cache
- Standard Memory: 512 MB ECC DDR3 SDRAM
- Ports: 1 x SFF-8087 6Gb/s SAS - Serial Attached SCSI (SAS) Internal
- Height: 7.5" x Width: 9.5" x Thickness: 2.3"
- Form Factor: Low-profile Plug-in Card
- Weight (Approximate): 1.00 lb
- Green Compliant: Yes
- Green Compliance Certificate/Authority: WEEE

HP LTO Ultrium 3 Non-Custom Labeled Tape Cartridge (Qty – 1)
- Packaged Quantity: 20
- Product Type: Data Cartridge
- Tape Technology: LTO Ultrium - LTO-3
- Storage Capacity: 400 GB (Native)/800 GB (Compressed)
- Tape Length: 2230.97 ft
- Durability: 1000000 Head Passes
- Labeled: Yes
- Weight (Approximate): 10.08 oz

1PK LTO ULTRIUM UNIVERSAL CLEANING CARTRIDGE (Qty – 1)
- Packaged Quantity: 1
- Product Type: Cleaning Cartridge
- Tape Technology: LTO Ultrium - LTO-3

Symantec Backup Exec 2012 With 1 Year Essential Support - License (Qty – 1)
- Product Name: Backup Exec 2012 With 1 Year Essential Support
- Product Type: Software Licensing
- License Pricing: Volume, Government
- License Price Levels: S - (1+)
- License Quantity: 1 Server
- Licensing Program: Symantec Buying Program: Government

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MT's Professional Services

Description of Services for ML350e G8 Server – (DC / File / Print)
MT Business Technologies Systems and Network Engineer(s) will…
- ❑ Install and configure 1 x HP ML350e G8 Tower server:
    - ❑ Un-package and inspect the contents for completeness
    - ❑ Install one Intel Xeon E5-2420 Hexa-core (6 Core) 1.90 GHz
    - ❑ Install (8GB) of Random Access Memory (RAM)
    - ❑ Install four 500GB 3.5 LFF HDD
    - ❑ Configure drives in RAID 5, Stripe with Parity with one Hot Spare
    - ❑ Install redundant power supplies
    - ❑ Install DVDROM drive
    - ❑ Power on the unit and perform functionality checks

Operating System Installation and Configuration Work:
- Install and configure MS Windows Server 2008 R2 Standard
- Update all current "Hot Fixes" and Service Packs
- Install and configure HP management tools
- Install and configure DHCP
- Install and configure DNS
- Client to supply switch credentials
- Create and configure Active Directory (client to provide valid list)
- Install and configure network device shares
    - ▪ 2 MFP's
    - ▪ 2 Printer
    - ▪ 1 Scanner
- Create server based network shares identical to those on the current server
- Create user directories
- Configure security on network shares
- Configure external sources for time
- Redirect "MY DOCUMENTS" to user directory for 6 users
    - ▪ Migrate user documents from old server to shared drive on new server
        - • Up to 25GB per user
- Create Group Policies identical to those on the current server
- Copy HDIS data from old server and any other files/folders from the shared drives that pertain to the Galion Health Department
- Install Powerchute
- Install antivirus software (client provided)

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Workstation Work (6 End user Devices):
- Check connection to network printers
- Confirm access to new server and mapped drives
- Confirm access to the HDIS data via the client

Description of Services for HP Ultrium 920 SAS External Tape Drive:
MT Business Technologies Systems and Network Engineer(s) will…

Tape Drive Configuration Work:
- ❑ Review the Requirements for this project with you before the start of the project, document the Requirements and receive your approval on the Requirements. The Requirements Document will form the basis of the implementation of this system

- ❑ Install and configure 1 x HP Ultrium 920 SAS External Tape Drive:
  - ❑ Un-package and inspect the contents for completeness
  - ❑ Power on the unit and perform functionality checks
  - ❑ Install P222 SAS Card in server
  - ❑ Attach HP External Tape Backup Drive
  - ❑ Install Symantec Backup Exec 2010 (Roll Back from 2012)
  - ❑ Configure backup jobs
  - ❑ Inventory tapes

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Your cooperation is essential to the performance of services as set forth within this ordering document. You acknowledge that MT's ability to perform the services depends upon the following project assumptions and your fulfillment of the following obligations:

A. Client Obligations:
- Maintain the properly configured hardware/network/operating system platform to support the services.
- Provide regulated and consistent power to all installed hardware.
- You acknowledge that support may be required for any software that you supply as part of the performance of this work. MT will not be liable for fees associated with 3rd party software support.
- You will provide licensing for software not purchased through MT as a part of this agreement.
- You will allow full access to network during implementation of project
- Provide MT with full access to your relevant functional, technical and business resources with adequate skills and knowledge to support the performance of services.

B. Assumptions that went into our formulation of a project cost:

General:
- MT Business Technologies proposes project costs based on normal business hours of 8am to 5pm Mon. - Fri. If your needs require that work be performed in off-hours, MT Business Technologies will adjust the project cost accordingly.
- Your system may be inoperable for certain amounts of time during the project.
- If you provide any portion of the equipment related to this project that MT did not set-up, you bear the risk that it is not properly configured. The work to properly configure the provided equipment is not included and will be handled on a **Change Order**.

Server/Network Related:
- While MT Network Engineers are working on, or transferring data from, existing server hardware, there will be intermittent outages of network resources and applications
- While MT Network Engineers are working on the migration of the existing workstations to the new Domain Controller server, there will be intermittent availability of each workstation.
- While MT Network Engineers are working on implementing the firewall hardware, there will be intermittent outages of network resources and applications
- MT strongly recommends a firewall solution to protect network data. If there is not a firewall solution in place, MT can provide options to meet your requirements.
- Workstations running the Windows 9.x, XP Home, or Vista Home platforms will NOT be able to take advantage of network resources dependent on Active Directory participation.

Software Installation & Data Transfer:
- You will supply all media and key codes for software specified in this project's scope of work to be installed, reinstalled, or otherwise transferred on existing or new equipment. If media, key

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codes, or proper documentation cannot be provided at the time of services, then MT has the right to exclude this service from the existing scope of work.
- This project only includes the transfer of one "users" profile data and information per workstation
- You understand that that this project does not include data transfer services for any new workstations being added to the current network.
- Data transfer is outside the scope of work for this project.
- Application software, unless otherwise noted in this scope of work, is to be transferred to new hardware by you.
- Transfers of databases and files, outside of user profiles, are outside of this scope of work.
- Any data to be transferred to the new computers must be defined by you; any data not defined by you will not be transferred and will be lost in the event that the original computer is reformatted or rededicated. MT is not responsible for such loss of end user's data.
- The migration of user profiles, including email and Internet Explorer favorites, is outside the scope of this project.
- Data migration of email and internet favorites is outside the scope of work for this project.
- Unless otherwise noted, the transfer of application software and associated data is outside of this scope of work for this project.

Infrastructure (Network connections, Routers, Switches & Firewalls):
- Structured cabling, other than patch cables, is outside the scope of work for this project.
- You will procure a high-speed Internet connection, and ensure that it is ready for use, before the project's installation date.
- A third-party vendor will run CAT5e cable to each access point.
- You will provide CAT5e cable to each access point.
- MT can recommend a third-party contractor at additional costs outside of this proposal to provide cabling services.
- Sealing and mounting of outside equipment will be performed by a third-party vendor.

Data Protection/Power Protection:
- You will provide an adequate data back-up solution for all new hardware.
- You will ensure that a dedicated 120V AC circuit, and ensure that it is ready for use, before the project's installation date.
- Uninterruptable Power Supplies (UPSs) have specific requirements for 120V AC outlets:
- For a UPS of 1500VA or less: NEMA 5-15P
- For a UPS between 1500VA and 2200VA: NEMA 5-20P
- For a UPS over 2200VA: NEAM L5-30P
- You will provide an existing Anti-virus solution for all new hardware.
- There is no Anti-Virus solution being proposed do to a lack of Internet connection. MT **strongly** recommends addressing this issue in the future **before** going "live" on the Internet.
- The detection and subsequent removal of viruses, spyware, and other malware is outside of this scope of work for this project.

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Project planning and Risk Mitigation:

- You will provide access to existing building and IT resources necessary to complete the project in a timely manner. Delays caused by lack of appropriate access will be billed separate from this project.
- You understand that MT may perform a project mobilization meeting before the start of the project to allow the implementation team to review project expectations and milestones. In the event unforeseen issues should arise from this meeting MT will discuss required changes and submit **a Change Order** for client approval
- Additions, deletions, or any modifications to this document will require the submittal of a **Change Order**.
- A known good backup of current system is **required** before implementation of project. MT is not responsible for lost data during implementation either server or user profile data
- You understand that MT will not support or recommend local printers in a Terminal server environment.
- You understand that MT will perform a chargeable proof of concept before accepting a Terminal server project
- MT will not be liable for any fees associated with 3rd party software or hardware support.
- You understand that the need for proper physical security of their IT resources, and assumes all responsibility for providing a secure location for the IT resources and associated data.
- Phone support from the third party software vendor may be required for replacement of software or data on your PCs. In order for MT to utilize phone support, you must have a valid software support contract in place. If a valid software support contract is not in place, you will be responsible for all technical support charges incurred for such phone support.
- Any additional work required that is not included in this scope of work for this project can be performed under MT Time Blocks^{TM}, and is not included in the pricing for this project

Project Completion and Extended Support:

- Support begins once your project objectives have been completed and signed off.
- All issues relating to your project's functionality are covered under a Guarantee for the next 30 days after the date your **Project Guarantee Commencement** was signed.
- After your 30 Day Guarantee you may be eligible for other programs that can be tailored to maintain your equipment and/or network.
- Programs you may be eligible for include NetworkGuardian, Time Block purchases, and Open Billing.

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How to Order

Total Solution:	**$ 15,809.41**

Total solution price included in this proposal does not include sales tax or shipping, if applicable

Payment Milestones

Milestone	Amount
Upon Order Implementation	$
Upon Project Completion	$

Purchase Order Number	

Please Note: This proposal was created with the assumption that all items quoted were available at the time of its submission.   All prices are subject to industry changes, availability of product and promotional changes without notice. While we make every effort to provide you with the most accurate, up-to-date information, occasionally, one or more of our items may become unavailable due to a variety of factors, i.e. high demand, discontinued, delays in production.

Please let us know a few days before you are ready to make a final decision and we will update the proposal to reflect the current product and promotions available.   We will make any changes and updates to the proposal and provide you with a listing of the differences. If at the time we place your order we find that we can obtain the same or better item at the same or better price we may substitute for betterment.   In the event that an item is constrained, unavailable or the promotional price period has expired, we will provide alternate choices and updated pricing for your consideration and approval.

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This Ordering Document is agreed and executed this day between the parties. Tax, if required, may be added separately to your invoice. **Purchased equipment is and will remain the property of MT Business Technologies until final payment is received and all terms and conditions of the contract are satisfied.**

Client:
Authorized
Signature:_____

Name:_____

Title:_____
Order
Date:_____
Your Project
Manager _____

MT Business Technologies
Authorized
Signature:_____

Name:_____

Title:_____

Date:_____

Proposal Expires:
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MT Business Technologies, Inc.

CHANGE ORDER

Check Here to Select	Item Description	Quantity	Price
TOTAL AMOUNT OF CHANGE ORDER			

This Change Order is agreed and executed this day between the parties. Tax, if required, may be added separately to your invoice.

Client:
Authorized
Signature:_____

Name:_____

Title:_____
Order
Date:_____

MT Business Technologies
Authorized
Signature:_____

Name:_____

Title:_____

Date:_____

MT Internal Document Approval

Project Management/Technical Team   Date

Sales Engineering Team   Date

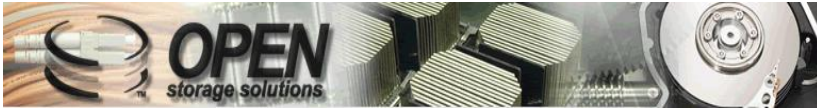Account Executive   Date

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Stephen Novack D.O. P.   4/24/2013
Galion City Health Department
113 Harding Way East
Galion , Ohio 44833
    (419) 468-1075

Quote# JAF04241362-13 PE620 Dell State term contract number 534109- 24

TOTAL QUOTE AMOUNT:	$3,510.99			
Product Subtotal:	$3,481.00			
Tax:	$0.00			
Shipping & Handling:	$29.99			
Shipping Method:	Ground		Total Number of System Groups:	1
GROUP: 1	QUANTITY: 1	SYSTEM PRICE: $3,481.00	GROUP TOTAL: $3,481.00	

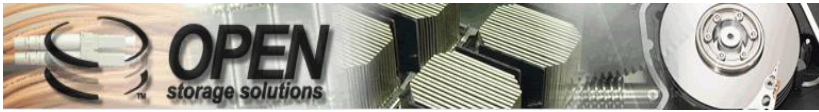|	
	PowerEdge T320 (225-3201)
	Free Eval AppAssure Backup and Replication Virtual or Physical Svrs and Apps (421-9349)
	PowerEdge T320 Shipping (331-7510)
	On-Board Broadcom 5720 Dual Port 1GBE (430-4715)
	Basic Management (331-3482)
	PERC Cable for 3.5in 8HD Hot Plug Chassis (331-7560)
	LCD display for T320 (331-7919)
	Chassis with up to 8, 3.5 inch Hard Drives (342-4612)
	Security Bezel (318-1544)
	Power Saving Dell Active Power Controller (330-5116)
	Raid 5 for H710P/H710/H310 (3-16 HDDs) (331-7529)
	PERC H310 Adapter RAID Controller, Full Height (342-4047)
	Intel Xeon E5-2420 1.90GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 95W (319-0185)
	Heat Sink, Dell PowerEdge T320/T420 (319-0193)
	4GB RDIMM, 1333 MT/s, Low Volt, Single Rank, x4 Data Width (317-9649) - Quantity 3
	1333 MHz RDIMMs (331-4422)
	Performance Optimized (331-4428)
	500GB 7.2K RPM SATA 3Gbps 3.5in Hot-plug Hard Drive (341-8728) - Quantity 4
	Electronic System Documentation and OpenManage DVD Kit, Dell PowerEdge T320 (331-7567)
	DVD-ROM, SATA, Internal (313-6765)
	No Rails (330-4120)
	Dual, Hot-plug, Redundant Power Supply (1+1), 495W (331-4603)
	Power Distribution Board for Hot Plug Power Supplies (331-7658)
	Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509) - Quantity 2
	Windows Server 2008 R2 SP1, Standard Edition, Includes 5 CALS (421-5433)
	Windows Server 2008 R2 SP1, Standard Edition, Media Kit (421-5440)
	5-pack of Windows Server 2008 User CALs (420-8373)
	Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-3355 (989-3439)
	Dell Hardware Limited Warranty Plus On Site Service Initial Year (996-6564)
	Dell Hardware Limited Warranty Plus On Site Service Extended Year (996-6574)
	ProSupport: Next Business Day Onsite Service After Problem Diagnosis,Initial Year (996-7124)
	ProSupport: Next Business Day Onsite Service After Problem Diagnosis,2 Year Extended (996-7144)
	ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (996-7264)
	On-Site Installation Declined (900-9997)
	Proactive Maintenance Service Declined (926-2979)

Delivery: 15-20 days upon receipt of order   Prepared by: Joe Frankino/Joe Frankino
F.O.B.:Dell   This quote is valid for 30 days   Terms: Net 30 Days
E-Mail: joef@openstore.com

Stephen Novack D.O. P.   4/24/2013
Galion City Health Department
113 Harding Way East
Galion , Ohio 44833
    (419) 468-1075

Quote# JAF04241362-13   PV LTO 3   Dell State term contract number 534109- 24

TOTAL QUOTE AMOUNT:	**$2,826.00**		
Product Subtotal:	**$2,818.00**		
Tax:	**$0.00**		
Shipping & Handling:	**$8.00**		
Shipping Method:	**Ground**	**Total Number of System Groups:**	**1**

GROUP: 1	QUANTITY: 1	SYSTEM PRICE: $2,818.00	GROUP TOTAL: $2,818.00
		PowerVault LTO-3 External Tape Backup (225-0529)	
		6Gb SAS HBA, Dual Port (342-1091)	
		SAS Cable, 6GB, Ext tape, 2M (330-8625)	
		Dell Hardware Limited Warranty Initial Year (927-1467)	
		Dell Hardware Limited Warranty Extended Year(s) (932-8768)	
		Pro Support: Next Business Day Onsite Service After Problem Diagnosis, 2 Year Extended (937-3072)	
		ProSupport: 7x24 HW / SW Tech Support and Assistance , 3 Year (937-3332)	
		Pro Support: Next Business Day Onsite Service After Problem Diagnosis, Initial Year (938-5670)	
		Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-3355 (989-3439)	
		On-Site Installation Declined (900-9997)	
		Proactive Maintenance Service Declined (926-2979)	
		Power Cord,125V,USA (310-5088)	
		Tape Media for LTO3, 400/800GB5 Pack (341-2625	

OPEN STORAGE SOLUTIONS

- 5136 Richmond Road #1 Cleveland Ohio 44146
Phone 216-595-1055 Fax 216-595-9686

Delivery: 15-20 days upon receipt of order   Prepared by: Joe Frankino/*Joe Frankino*
F.O.B.:Dell   This quote is valid for 30 days   Terms: Net 30 Days
E-Mail: joef@openstore.com