HP ValuPacks are standardized consulting services, provided by HP Solution Center Service Professionals, with pre-defined custom deliverables that focus on administering your HP computing environment.

ValuPacks are specifically designed to give you a selection of rapid, affordable, high-quality services that complement your HP support agreement and expand your in-house technical resource capabilities.

ValuPacks offer the fastest quotation and delivery possible, with flexible billing options and streamlined ordering.
Hewlett-Packard Company conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers and the community.

Hewlett-Packard Company believes the information in this document is accurate as of its publication. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors contained herein or inadvertent omissions.

HP Support Services are governed by country-specific HP Terms and Conditions of Sale and Service or HP Care Pack Support Service Agreement Terms and Conditions.

Proprietary Notice

Restriction on Use and Disclosure of Proposal and Quotation Information Data -

The information contained in this HP ValuPack Consulting Description has been furnished on a confidential and restricted basis. It is to be used for the sole purpose of evaluating Hewlett-Packard Company as a provider of the goods and/or services described herein and shall be returned upon request. It is furnished in confidence with the understanding that it will not, without the prior written permission of Hewlett-Packard, be used or disclosed for other than evaluation purposes; provided, however, that in the event a contract is awarded on the basis of this ValuPack Consulting Description, the customer shall have the right to use and disclose this Information to the extent provided in the contract. Hewlett-Packard represents only the HP products and services as set forth herein, and makes no representations, warranties, guarantees, or commitments for any third-party products or services.

Return of this proposal to Hewlett-Packard Company using email or FAX transmission will constitute legal acceptance of the deliverables and terms or the proposal, provided the HP ValuPack Order Form has been completed by the Customer.

Please see our web site for a complete menu of available per event services at

http://www.hp.com/hps/perevent
1.0 Overview:

1.1 Request:

The customer or purchaser as identified in the HP ValuPack Order Form to this ValuPack Consulting Description, hereinafter the Customer, has requested that the HP Solution Center, hereinafter HP, provide the Cisco IOS Configuration Service – Network Device ValuPack.

1.2 Installation Overview:

HP Installation Consulting ValuPack is part of a suite of deployment services designed to provide a quick response to your need for additions and reconfigurations to your organization’s IT infrastructure while giving you the peace of mind that comes from knowing that your hardware and software products from HP and selected third-parties have been installed in a professional manner by a highly skilled HP service professional.

The HP Installation ValuPack provides for the installation and configuration or reconfiguration of HP branded servers, desktop systems, networking and software products, as well as HP-supported software from other vendors. This installation consulting also covers the installation of additional software into your existing system or environment, or the installation of software updates as they are made available.

1.3 Method of Delivery:

_____XX_____ Remote          ______ On-Site (at the Customer’s location)

2.0 Agreement:

2.1 General:

This HP ValuPack Consulting Description, together with the country-specific Hewlett-Packard Company Terms and Conditions of Sale and Service, HP Services Per Event Support, HP ValuPack Consulting & Short-Term Consulting Warranty constitute the entire agreement (“Agreement”) between the parties with respect to its subject matter.

The Customer’s additional or different terms and conditions will not apply.

HP ValuPack Consulting services will be provided or arranged by HP.

HP reserves the right to assign or subcontract to third parties any and all services detailed in this HP ValuPack Consulting Description.

The Customer must have an active Software support contract with HP or have a valid support contract with a third-party and accept all responsibility for support services required during the delivery of this HP ValuPack.

Any product(s) updated through this consulting are limited to HP licensed products found on the customer’s HP Software Support agreement.
2.2 Availability:

HP Solution Center per event consulting (HP ValuPack Consulting) is provided based on the availability of technical service professionals.

2.3 Eligibility:

Only products that are sold by HP or HP branded products sold by an HP authorized reseller are eligible for this HP ValuPack.

It is preferred that the Customer have an active Software support contract with HP Services for the computing environment on which this consulting will take place. Alternatively and at additional costs, the Customer may have a valid support contract with a third-party and accept all responsibility for support services which may be required during the delivery of this consulting. If no current service contract is in place, a pre-installation remote inspection, and/or additional consulting, may need to be purchased to return the system or environment to a fully supported configuration.

All Hewlett-Packard Company software properly licensed by Hewlett-Packard Company or the original manufacturer and supported by HP Services may be eligible for HP ValuPack consulting. Unless otherwise specified within this document, the software and the system(s) on which it is installed must be properly maintained at the latest major revision level, including Engineering Change Orders (patches & updates) and must contain at least the minimum hardware and prerequisite software as specified in the applicable Software Product Description (SPD) or product documentation in the absence of an SPD.

3.0 Customer Responsibilities:

As part of this agreement the Customer will be responsible for the following:

- Assignment of a designated Customer Project Manager, 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 consulting via direct telephone access, pager access, or telephone messaging with a guaranteed response time of not more than thirty minutes.

- Provide HP with details on the current configuration and topology information including hardware platform(s), operating system(s) and application(s).

- Maintain a current backup copy of the operating system, network system, development programs, and all other applicable software programs, data and files.

- Assure HP that all products serviced by this HP ValuPack are properly licensed to the Customer.

- Provide fully privileged access to the system(s) on which this ValuPack consulting service will take place via dial-in facilities or other remote access method, acceptable to HP, as required to support remote communications for the Customer’s system(s) and/or environment.
• Provide information and data as requested by the assigned HP Service Professional, Technical Support Engineer, or Consultant.

• Immediately notify HP in the event of changes to equipment configuration and/or changes to software products installed on the system(s) to be services by this ValuPack.

• Provide full and unconditional access to any source code associated with the delivery of this ValuPack.

• Ensure that all site preparation, power supply, compatibility requirements, and other specified service prerequisites are met.

• Ensure immediate availability of all hardware, firmware and software required for the HP Service Professional to complete this installation, configuration or reconfiguration consulting.

• Coordinate with HP any service deployment on third-party-maintained hardware and/or software when applicable.

• For remote service which requires HP to access the Customer’s system(s), obtain, install and demonstrate as operational, and at no cost to HP, any modems or other necessary Customer or third-party owned and/or maintained equipment and/or software to assure HP a secure electronic connection to the Customer’s environment, which could affect the ability of HP to fulfill its obligation(s) of this HP ValuPack consulting service.

• For any onsite service component(s), provide at no charge to HP the following:
  o Customer will have a representative present when HP provides support and/or consulting at the Customer’s site/location.
  o Customer will notify HP if the environment in which support and/or consulting is being provided poses a potential health or safety hazard to HP employees or subcontractors; HP may require the Customer to maintain such system(s) or software environment(s) under HP supervision and may postpone service and/or consulting delivery until such hazard has been remedied.

4.0 HP Responsibilities:

As part of this agreement, HP will provide the following **HP Installation ValuPack Standard Deliverables:**

• Review the Customer’s purchase of the HP ValuPack, in accordance with information the Customer provides on the HP ValuPack Order Form.

• Schedule delivery of the ValuPack following receipt of completed HP ValuPack Order Form and following HP’s acceptance of the order, in accordance with standard business practices and at the earliest possible data according to staffing levels of the HP Service Professional, Technical Support Engineer or Consultant providing the consulting service. Typically installation services are scheduled no earlier than three business days following purchase and order acceptance.

• Provide all services between the hours of 8:00 AM and 5:00 PM local time, Monday through Friday, excluding HP published holidays. “After hours” delivery may be available pending resource availability.
• Provide the consulting services of an HP Service Professional, Technical Support Engineer, or Consultant proficient in the service and products associated with this ValuPack.

• Provide a Custom Installation Plan of any software or software updates that are delivered by this service, as listed here:
  o Verification that all installation prerequisites have been satisfied
  o Verification of customers computing environment associated with this installation
  o Document system and network settings and/or parameters that need to be included in the environment following the installation
  o Installation of an IOS image onto a Cisco device, per customer’s request. If customer has no specific IOS request, HP will select an IOS image for the environment, based on support recommendations and expertise
  o Enablement of device network connectivity
  o Configuration of up to 10 user and password accounts on to the network device
  o Document the environmental configuration that needs to maintained following the installation

• Provide a Custom Installation:
  o Verify pre-installation prerequisites
  o Verify system stability via system reboot (if necessary)
  o Install an IOS image onto a Cisco device, per customer’s request. If customer has no specific IOS request, HP will select an IOS image for the environment, based on support recommendations and expertise
  o Enable network connectivity of the device
  o Configure up to 10 user and password accounts on to the network device and restrict configuration ability by specifying an enable password
  o Configure the new installation in accordance with the requirements documented in the installation plan
  o Test installation, verifying proper operation of the installed IOS image
  o Provide the customer with an installation orientation to include one or more of the following:
    ▪ Documentation of the installation
    ▪ List of all products and patches installed
    ▪ Documentation of configuration or reconfiguration
    ▪ Information or product usage (instructional or documentation)
    ▪ Document any special features of the installed product(s)
    ▪ Provide answers to customer’s questions regarding the product(s) installed
**HP Installation ValuPack Optional Deliverables:**

The following optional deliverables are available for specific customer requirements:

- **After Hours Installation:** Just right for the customer who requires that the installation be performed at times other than during standard business hours of Monday through Friday between 8AM and 5PM, excluding HP published holidays.

- **Emergency Installation Response:** This option is for those occasions when the onsite installation is required earlier than three business days following the Customer’s purchase and HP’s order acceptance of the HP Installation ValuPack.

- **Installation Non-Contract Access Fee:** Installation of any software that is performed outside of the Customer’s contracted support service delivery window for the product(s) being installed. This fee also applies to customers who have no HP software support contract.

**5.0 HP ValuPack Considerations, Restrictions, and Constraints:**

The following considerations, restrictions, and constraints are applicable to the delivery of this HP ValuPack service:

- All services will be provided according to the hours stated under “HP Responsibilities’ and ‘Cost of ValuPack” herein.

- All software, hardware, and firmware encountered in the delivery of this HP ValuPack must adhere to the minimum hardware and software requirements as specified in the applicable Software Product Description (SPD) and its addenda and/or requirements or recommendations of the manufacturer(s).

- If security restrictions apply to any or all Customer systems to be supported by this ValuPack, the Customer may be required to assume additional responsibilities for maintaining the system and/or software.

- Any installation service being provided as part of this ValuPack is limited to the most current version of software and/or firmware.

- Problems arising from interoperation with product(s) not support by HP are outside the scope of this service.

- If HP is unable to complete the deliverables specified in this HP ValuPack Consulting Description within thirty (30) days following commencement of this ValuPack service due to the Customer’s failure to meet its obligations, the ValuPack will be considered completed and will be invoiced.

- Delays caused by any failure of the Customer to meet the ‘Customer Responsibilities’ will be charged at the prevailing HP Solution Center consulting rate for time and materials.

- The ability of HP to deliver this ValuPack 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 may provide HP.
• HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from the work required to address service prerequisites or other requirements not met by the Customer.

• Defective hardware, as identified during the installation, will be referred to the Customer’s hardware warranty or hardware support agreement.

• The Customer is responsible for contacting the vendor for repair or replacement of defective third-party products not supplied or supported by HP.

• The following services are not included under this agreement, unless specifically included elsewhere in this document:
  o Use of any tools providing electronic access to Hewlett-Packard Company. Electronic problem submittal and access to electronic databases may be available through a support contract. The Customer may already have such a contract in place.
  o Customer modifications to the HP supported software or hardware
  o Software product media, documentation, licenses, and license updates
  o Services outside of the contracted hours of coverage
  o Services required due to improper treatment or use of the equipment or software by other(s) then HP.
  o Services required due to unauthorized attempts by other than HP personnel to repair, maintain, or modify the equipment and/or software
  o Services required due to causes external to the Hewlett-Packard Company maintained equipment and/or software
  o Individual hardware products that cannot, in the opinion of HP, be properly repaired due to excessive wear or deterioration. These products may be withdrawn from service upon applicable prior notice
  o Individual software products that have been discontinued or reclassified as “Customer Supported.” These products may be withdrawn from service upon applicable prior notice
  o Code, code examples, commands, sample commands or modifications to code or commands
  o Service deployment (installation) on hardware not covered by an HP warranty, HP service agreement or third-party service agreement
  o Resolution of hardware-related problems encountered during verification testing, unless covered by an active warranty or HP hardware service agreement
  o Any service not clearly specified in this document.

• There must be adequate space on the network device to support the size of the new IOS image.

• The new IOS image will be oriented toward the customer’s goal for that network device. However, advanced configuration of the device, to perform that goal, may be outside the scope of this valuapack. (Ex: If the customer wished to have an IOS image installed on a router to perform as a gatekeeper for VOIP network; HP will install a
version of IOS capable of performing gatekeeper duties, but they will not implement your gatekeeper environment.)

- Installation of the Cisco IOS will be oriented towards the device performing a customer-defined goal. If the customer does not have a specific IOS request, HP can make a recommendation based on the needs of the network device. This recommendation will be based on expertise and supportability, however does not entail responsibility for the success or failure of the IOS to perform the desired needs.

- HP is not responsible for configuring this device beyond basic default configuration. Examples of this are the IOS image, IP address, username and passwords, and enable privileges. HP may perform configuration of the device beyond the basic levels of configuration, at additional costs. The determination of configuration level scope will be made at HP’s sole discretion.

- HP is not responsible for the backup of network device before or after the installation of the Cisco IOS.

- In order to ensure proper operation, the target network device must be physically connected to the pre-existing network at time of IOS configuration.

6.0 Acceptance of HP ValuPack Deliverables:

As this HP ValuPack consists of professional advice, technical support services, and/or packaged consulting, there is no Acceptance Test Plan, acceptance test, or formal acceptance included.

The HP ValuPack will be considered completed by HP and accepted by the Customer when one or more of the following criteria have been satisfied:

- HP has completed its obligations and deliverables of the HP ValuPack as detailed under HP Responsibilities herein
- Forty-five (45) days following acceptance of the ValuPack Order by HP
- Twenty-one (21) days following commencement of the delivery of the ValuPack.

7.0 Cost of HP ValuPack:

HP Services Solution Center and Custom Projects Program are pleased to offer this HP ValuPack at the following costs (quoted in US currency):

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<th>Software / Firmware / Software Update Installation Services</th>
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<tr>
<td>Labor: (preparation time, research time, travel time, and any applicable onsite time)</td>
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<td>Standard Business Hours</td>
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<tr>
<td>Cisco IOS Configuration Service – Network Device</td>
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NOTES:

- Hours based on customer’s local time for onsite and delivery site time for remote effort.
- Standard Business Hours are Monday through Friday, 8AM – 5PM, excluding HP holidays.
- Service is subject to applicable Federal, State and Local Taxes.
- Non-fixed price costs are estimates only. In the event of a potential cost overrun, the Service Professional, Technical Support Engineer, Consultant or third-party vendor will contact the Customer as soon as such potential is detected, and the change management process will be invoked.

Product Selection: Please indicate [1] the product(s) to be installed, [2] day and time you would like the installation to commence (allow time for pre-installation activity) and [3] your Software Support Contract ID, System Handle, Obligation Number or Access Number.

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<th>Product(s) to be installed:</th>
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<th>Day &amp; Time you would like to schedule the installation</th>
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8.0 HP ValuPack Consulting Warranty:

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<th>Per Event Support, HP ValuPack Consulting &amp; Short-Term Consulting Warranty</th>
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<tr>
<td>Hewlett-Packard Company country-specific Terms &amp; Conditions, together with this HP ValuPack Consulting Description, defines Hewlett-Packard Company’s service delivery obligation for HP ValuPack Consulting provided by the HP Services U.S. Solution Center (HP). HP shall determine the category of labor required, based on the technical complexity of the service or consulting requested, as described in this HP ValuPack Consulting Description, and assign HP Service Professional(s), Technical Support Engineer(s), Consultant(s) or a third-party vendor accordingly.</td>
</tr>
<tr>
<td>The HP ValuPack Consulting provided is in the nature of professional assistance and advice. HP warrants that the service will be performed in a good workman-like manner. However, HP does not warrant or guarantee in any form or manner the results and/or achievements of the service provided. The service does not include advice or conclusions about the ultimate state of operation or security of the Customer’s system(s). HP is not responsible for the work or activity of any non-Hewlett-Packard Company personnel.</td>
</tr>
<tr>
<td>Except for the express warranties stated herein, Hewlett-Packard Company disclaims all warranties, including all implied warranties of merchantability and fitness for a particular purpose, and the stated express warranties are in lieu of all obligations or liabilities on the part of Hewlett-Packard Company arising out of or in connection with the performance of the service or consulting.</td>
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9.0 Signature Acceptance:

The Customer’s signature indicates the customer’s acceptance of this HP ValuPack Consulting Description and its governing Terms and Conditions.

Receipt of a valid form of payment, as indicated on the HP ValuPack Order Form, constitutes authorization for Hewlett-Packard to schedule and deliver the work as specified herein and to issue invoice(s) in accordance with Section 6.0, Acceptance of HP ValuPack Deliverables.

Please complete the HP ValuPack Order form and return the complete HP ValuPack Consulting Description to Hewlett-Packard at the email address, FAX or postal address listed on the HP ValuPack Order form. Upon our acceptance of this engagement, Hewlett-Packard will sign and return a copy to your attention, indicating HP’s acceptance of your order.