



# Supplemental Schedule Order

06030032

**Client** \_\_\_\_\_

City of Columbus \_\_\_\_\_

**Description of Products/Services** \_\_\_\_\_

City of Columbus Libra 460 production and development - 2017 renewal (ID: 164228) \_\_\_\_\_

**This Order consists of the Products and/or Services described on the forms listed and checked below:**

Check if applicable	Number of pages	Total dollars	Form number	Description
<input checked="" type="checkbox"/>	2	\$ 0.00	4305 4931	Equipment Sale Schedule
<input checked="" type="checkbox"/>	2	\$ 190,104.00	4305 4933	Software Licenses Schedule
<input type="checkbox"/>			4305 4934	Information Services Schedule
<input checked="" type="checkbox"/>	3	NA	4305 4940	Support Services Addendum
<input checked="" type="checkbox"/>	2	\$ 35,116.56*	4305 4942	Support Services Schedule
<input type="checkbox"/>			4305 4935	Systems Integration Addendum
<input type="checkbox"/>			4305 4936	State and Local Government Addendum
<input type="checkbox"/>			4305 5383	Statement of Work
<input type="checkbox"/>			4305 7940	OS2200 Metering Software Schedule
<input type="checkbox"/>			4305 7942	MCP Metering Software Schedule
<input type="checkbox"/>			4305 7944	NDP Measured Software Schedule
<input type="checkbox"/>			4305 7975	Application Support Services Addendum
<input type="checkbox"/>			4305 7983	Application Support Services Schedule
<input type="checkbox"/>			FM100057	Unisys Stealth Solution Product Addendum
<input type="checkbox"/>			FM100048	ClearPath Cloud Software Schedule
<input type="checkbox"/>				*Total Prepay amount

This Supplemental Schedule Order ("Order") is placed under the Agreement identified by the Agreement Number listed above. Unisys may accept or decline this Order. The terms and conditions of the Agreement will govern this Order. If there is no Agreement Number listed above when Client signs this Order, the Order will be governed by the Agreement that is identified below and attached to this Order, and Unisys will assign an Agreement Number upon its acceptance of the Order.

Agreement title and form number (complete only if there is no Agreement Number in the block above)

[Click here to enter text.](#)

**Agreed and Accepted**

Unisys Corporation

Client: City of Columbus

\_\_\_\_\_  
(Signature) (Date)

\_\_\_\_\_  
(Signature) (Date)

\_\_\_\_\_  
(Printed/typed name)

\_\_\_\_\_  
(Printed/typed name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Title)



# Equipment Sale Schedule

Agreement Number

06030032

**Equipment Location**

CITY OF COLUMBUS 1601 Arlingate Ln  
Columbus, OH 43228-4117 USA

**List of Products Applicable to this Agreement**

Currency: USD

Item No.	Style	Description	Warranty	Qty	Unit Purchase Price	Client Installable	Installation Charge	Total purchase price
1	USB102401-FDR	4GB USB flash memory stick		1	0	Yes		0
2	ES3599021-PDU	ES3000 C13-C14, PDU, 12AMP, 6.5 FT, 2		2	0	Yes		0
3	ES3503011-SMC	ES3/35xx G3 iDRAC7 Express		1	0	Yes		0
4	ES3503012-SMC	ES3/35xx G3 vFlash SD Slot Filler		1	0	Yes		0
5	ES3500022-DSK	ES3/35xx 300GB 15K RPM SA SCSI 6GBPS 2.5IN HP HD		6	0	Yes		0
6	ES3599131-DSK	300GB 10K SAS,6G,2.5,HP		2	0	Yes		0
7	ES3534031-RAD	ES3/3530T G3 PERC H710p Adapter RAID Controller, 1GB NV		1	0	Yes		0
8	ES3599171-PCE	ES3000 LPe12000 8GB Single FC HBA		1	0	Yes		0
9	ES3534122-RAD	ES3/3530T G3 RAID 1+Unconfigured RAID for H710P/H710/H3		1	0	Yes		0
10	ES3599181-PCE	ES3000 LPe12002 8GB Dual FC HBA		1	0	Yes		0

Page: Install Charge	Page: Purchase Price
0	0
Total Install Charge	Total purchase price
0	0
Other	0
Grand total	0
Less Down Pyrmt	
Total amount due	0

**Call-Home Option Pricing** - Pricing for certain Unisys servers reflect a discount for enablement of the call-home feature for warranty service. For those servers designated as being furnished with the call-home feature, Client acknowledges and agrees that failure by Client to enable the call-home feature may result in additional charges to Client.

**For purposes of this Schedule:**

**"PPM"** means 8:00 AM to 5:00 PM, Client's local time, Monday through Friday, excluding Unisys designated holidays;

**"Installation Date"** means (a) for equipment installed by Unisys, the date Unisys completes installation or (b) for equipment installed by Client, the tenth day following shipment to Client, and

**"Support Center Services"** is assistance provided by electronic or voice communication during the PPM on operating the Equipment, identifying errors or malfunctions and advising on known detours, and determining the need for on-call remedial service. During non-PPM hours, it will consist of expediting response to network down and system emergencies. Some non Unisys products are not included in this service.

**Service Warranty**

Unisys provides a Service Warranty for equipment designated A, B, C, D, H or P in the Warranty column. Support Center Services are included in the Service Warranty for the Client Installable equipment for ninety (90) days from the Installation Date. The Service Warranty also includes Mail-In Service, Equipment On-Call Remedial Maintenance or parts exchange according to the following descriptions:

- a) For equipment designated "A" that is within 50 miles (80 kilometers in Canada) of the center of a Unisys Primary Service City, Unisys will make every reasonable effort to respond to requests for on-site service within four (4) hours provided the request is received no later than four (4) hours prior to the end of the PPM (4 hour response).
- b) For equipment designated "A" that is more than 50 miles (80 kilometers in Canada) from the center of the nearest Unisys Primary Service City and for equipment designated "B", Unisys will make every reasonable effort to respond to requests for on-site service received during a PPM no later than the next PPM (Next Business Day Service).
- c) For equipment designated "C", Unisys will make every reasonable effort to respond to on-site service requests two (2) business days from the call placement during the PPM (Second Day Service).
- d) For equipment designated "D", each unit shipped or brought to the Unisys designated location at Client expense and risk will be repaired or exchanged by Unisys within seven (7) business days after receipt (Mail-In Service).
- e) For equipment designated "H" that is within 50 miles (80 kilometers in Canada) of the center of a Unisys Primary Service City, Unisys will make every reasonable effort to respond to requests for on-site service within four (4) hours. For equipment designated "H" that is more than 50 miles (80 kilometers in Canada) from the center of the nearest Unisys Primary Service City, Unisys will make every reasonable effort to respond to requests for on-site service received during a PPM no later than the next PPM (Next Business Day Service).
- f) For equipment designated "P", Unisys will provide, on an exchange basis, replacements for defective parts provided that Client complies with Unisys or Unisys supplier's then current exchange policies and instructions for obtaining and installing replacement parts and returning failed parts.

The number immediately following the A, B, C, D, H or P designation identifies the number of months, following the Installation Date, that the Service Warranty will be performed.



# Equipment Sale Schedule

06030032

List of Products Applicable to this Agreement

Currency: USD

Item No.	Style	Description	Warranty	Qty	Unit Purchase Price	Client Installable	Installation Charge	Total purchase price
11	ES3503003-PCE	ES3/35xx G3 Broadcom 5720 DP 1Gb NIC		1	0	Yes		0
12	RCK1020021-FRS	ES3000 42Ux19x42 Rack With Doors and Sides, Ground Ship		1	0	Yes		0
13	RCK1020011-REQ	42Ux19x42 custom service flag		1	0	Yes		0
14	WPR3440003-NBD	ACC:42U Rack Warranty 3 YRS.		1	0	Yes		0
15	CBL17103-5	Cable: 5m Fiber OM3 10GbE 50/125 LC-LC		2	0	Yes		0
16	UET3306433-PDU	ES3000 20A, 240V, L6-20P/13 x C13 PDU		2	0	Yes		0
17	SYS460-HNK	Acc: Libra 460 Trigger Style		1	0	No		0
18	ES70004-SUI	Rack mounted keyboard, mouse and monitor shelf		1	0	Yes		0
19	RCK1020012-FP	1U Filler Panel,Steel		4	0	Yes		0
20	RCK1020032-FP	3U Filler Panel,Steel		9	0	Yes		0
21	PCI9430231-PCE	PCIe x4, 2-port SCSI JBOD		1	0	Yes		0
22	ALP652-FAS	Removable 30-Cartridge ACL, single LTO5 HP drive, FC-AL		1	0	Yes		0
23	CBL17103-5	Cable: 5m Fiber OM3 10GbE 50/125 LC-LC		1	0	Yes		0
24	OSM1000-PRC	PWR CORD:IEC320-C13/C14		1	0	No		0
25	WUL3534121-WWP	ES3000 3530T G3 3yr 7x24x4 Warranty Upgrade		1	0	Yes		0
26	LM46016-R2	Libra 460,Rack,16 bays,2 Quad-Cores, 64GB Memory		1	0	No		0
27	USB102401-FDR	4GB USB flash memory stick		1	0	Yes		0
28	ES3503003-PCE	ES3/35xx G3 Broadcom 5720 DP 1Gb NIC		1	0	Yes		0
29	ES3599181-PCE	ES3000 LPe12002 8GB Dual FC HBA		1	0	Yes		0
30	ES3599021-PDU	ES3000 C13-C14, PDU, 12AMP, 6.5 FT, 2		2	0	Yes		0
31	ES3534031-RAD	ES3/3530T G3 PERC H710p Adapter RAID Controller, 1GB NV		1	0	Yes		0
32	ES3500022-DSK	ES3/35xx 300GB 15K RPM SA SCSI 6GBPS 2.5IN HP HD		6	0	Yes		0
33	ES3599131-DSK	300GB 10K SAS,6G,2.5,HP		2	0	Yes		0
34	ES3599171-PCE	ES3000 LPe12000 8GB Single FC HBA		1	0	Yes		0
35	ES3503011-SMC	ES3/35xx G3 iDRAC7 Express		1	0	Yes		0
36	ES3503012-SMC	ES3/35xx G3 vFlash SD Slot Filler		1	0	Yes		0
37	ES3534122-RAD	ES3/3530T G3 RAID 1+Unconfigured RAID for H710P/H710/H3		1	0	Yes		0
38	RCK1020021-FRS	ES3000 42Ux19x42 Rack With Doors and Sides, Ground Ship		1	0	Yes		0
39	RCK1020011-REQ	42Ux19x42 custom service flag		1	0	Yes		0
40	UET3306433-PDU	ES3000 20A, 240V, L6-20P/13 x C13 PDU		2	0	Yes		0
41	CBL17103-5	Cable: 5m Fiber OM3 10GbE 50/125 LC-LC		2	0	Yes		0
42	ES70004-SUI	Rack mounted keyboard, mouse and monitor shelf		1	0	Yes		0
43	SYS460-HNK	Acc: Libra 460 Trigger Style		1	0	No		0
44	RCK1020012-FP	1U Filler Panel,Steel		4	0	Yes		0
45	RCK1020032-FP	3U Filler Panel,Steel		9	0	Yes		0
46	PCI9430231-PCE	PCIe x4, 2-port SCSI JBOD		1	0	Yes		0
47	ALP652-FAS	Removable 30-Cartridge ACL, single LTO5 HP drive, FC-AL		1	0	Yes		0
48	CBL17103-5	Cable: 5m Fiber OM3 10GbE 50/125 LC-LC		1	0	Yes		0
49	OSM1000-PRC	PWR CORD:IEC320-C13/C14		1	0	No		0
50	WPR3440003-NBD	ACC:42U Rack Warranty 3 YRS.		1	0	Yes		0
51	WUL3534121-WWP	ES3000 3530T G3 3yr 7x24x4 Warranty Upgrade		1	0	Yes		0
52	LM46016-R2	Libra 460,Rack,16 bays,2 Quad-Cores, 64GB Memory		1	0	No		0
							Page: Install Charge	Page: Purchase Price
							0	0

Exhibit A



# Software License Schedule

Agreement Number

06030032

**Equipment Location**

CITY OF COLUMBUS 1601 Arlingate Ln  
Columbus, OH 43228-4117 USA

**List of Products Applicable to this Agreement**

**Currency: USD**

Item No.	Style	Description	Qty	Warranty	License Plan	License Charge	Initial License Charge	Installation Charge
1	DSS5100-ADM	FILE MGT:EOM 10 DDA Designer/Web Assistant	1		Customer Supplied			
2	CSS10460-CP	IOE Comp Pkg 64 Bit English	1		Customer Supplied			
3	CS10-OS9	Ops Sentinel Add-On Pkg	1	W	ETP12	0		
4	CSS10460-8	IOE 40/972	1	W	ETP12	100,796		
5	CSL10460-8	Image Enabler40/972	1	W	ETP12	22,928		
6	CS10-END	IOE Encryption Opt US	1	W	ETP12	0		
7	CSP1040-DI2	Ent Database Svr Inquiry	1	W	ETP12	4,786		
						Page: Purchase Price		Page: Install Charge
						128,510		
						Total purchase price		Total Install Charge
						190,104		0
						Grand total		190,104

**License Plan**

1. The initial license term (and the corresponding charges for licenses) will begin upon Unisys Shipment or Client's download of the Software or Software key. Temporary backup use of Software may require Client to purchase additional enabled performance for the backup SPU.

2. Software licenses for which Unisys charges either an **Annual License Charge (ALC)** or a **Monthly License Charge (MLC)** will continue on a month-to-month basis and the ALC will renew annually until the license is terminated or canceled in accordance with the Termination and Cancellation section in this Agreement.

3. For certain licenses, Unisys may charge an **Initial License Charge** which includes the first monthly or annual license charge.

4. **Extended Term Plan (ETP):** Software licenses for which Unisys charges a single fee may have a 12 to 84 month extended term. Upon expiration of the extended term, the license will be automatically continued on a month-to-month basis for a Monthly License Charge, unless terminated in accordance with the Termination and Cancellation section of this Agreement, or Client may pay another ETP fee for an additional extended term, if available.

5. **Fixed Term Plan (FTP):** Software licenses for which Unisys charges a single fee may have a 12 to 84 month fixed term. Upon expiration of the fixed term, the license will not automatically renew notwithstanding any conflicting terms in the Agreement; and will end unless the license is extended by Unisys acceptance of an Order from Client to purchase an additional FTP license, if available.

6. **One Time Charge (OTC):** Client may use the Software for so long as Client continues to use the Software on the equipment, include SPU(s), for which it was licensed in accordance with the Agreement.

7. Software that has no license charge listed on this Schedule will have a license term that is coterminous with Client's possession and use of the equipment on which the Software is installed.

\* Software designated **Subscription ("SUBSCRN")** entitles Client to receive functional update releases for the Software during the subscription term, provided Client has a current license and the latest applicable Maintenance Releases for the Software. Software designated **License Only ("LO")** is provided without media or documentation; Client may make (a) one copy of the item for each LO license granted by Unisys, and (b) one copy for backup purposes, with each copy retaining all original notices and legends. Software designated **Driver** is for use solely with the device models specified in the driver's then-current published specification; a separate license is required for each individual addressable device.

**UNISYS SHALL HAVE NO LIABILITY FOR ANY CLAIM OF INFRINGEMENT OR MISAPPROPRIATION BASED SOLELY ON OPEN SOURCE SOFTWARE OR THIRD PARTY SOFTWARE CONTAINED IN ANY UNISYS PRODUCT.**

4305 4933-009 (7/13)

Exhibit A

Agreement Number:

06030032

**UNISYS** Software License Schedule

List of Products Applicable to this Agreement

Currency: USD

Item No.	Style	Description	Qty	Warranty	License Plan	License Charge	Initial License Charge	Installation Charge
8	CSP1040-DB1	DataMgt:dbaTools - Analyzer	1	W	ETP12	3,759		
9	DSU500-ADM	SUBSCRN: EOM DDA DESIGNER/WEB ASSISTANT SUBSCRIPTION	1	W	ALC12	2,904		
10	CSU10460-8	SSU Scrn 40/972	1	W	ETP12	9,830		
11	CSU1040-DB1	Subscrn:dbaTOOLS Analyzer Software Discount	1	W	ETP12	1,343 -17,561		
12	CS10-OS9	Ops Sentinel Add-On Pkg	1	W	ETP12	0		
13	CSS10460-CP	IOE Comp Pkg 64 Bit English	1		Customer Supplied			
14	DSS5100-ADM	FILE MGT:EOM 10 DDA Designer/Web Assistant	1		Customer Supplied			
15	SDK10460-8	SDK 40/972	1	W	ETP12	50,398		
16	SDL10460-8	SDK Image Enabler40/972	1	W	ETP12	11,464		
17	CS10-END	IOE Encryption Opt US	1	W	ETP12	0		
18	DSU500-ADM	SUBSCRN: EOM DDA DESIGNER/WEB ASSISTANT SUBSCRIPTION	1	W	ALC12	2,904		
19	SDU10460-8	SSU Scrn SDK 40/972 Software Discount	1	W	ETP12	4,915 -8,362		
						Page: Purchase Price		Page: Install Charge
						61,594		0

4305 4933-009 (7/13)

The terms of this Support Services Addendum (this "Addendum") are in addition to the Unisys Master Agreement for Products and Services available at <http://www.unisys.com/ms/terms-and-conditions> or other written agreement you may have with Unisys, as applicable (the **Agreement**). This Addendum applies to Support Services for Products identified in a written schedule (**Schedule**) to the Agreement, whether ordered from Unisys or an authorized Unisys reseller or as part of a Marketplace Subscription License. The terms of this Addendum will control over any contradictions with terms of the Agreement. Except as defined in this Addendum, all capitalized terms shall have the meaning used in the Agreement.

## Section A. Definitions and General Terms and Conditions

**Principal Period of Maintenance (PPM)** means 8:00 AM to 5:00 PM, Client's local time, Monday through Friday excluding Unisys designated holidays.

**Commencement Date** means, unless specified otherwise on the Schedule, (i) for the initial Order for Support Services for the Product, the latest of the date the Product is shipped by Unisys or downloaded by Client or Unisys accepts an Order for Support Services and (ii) for renewals and extensions, the anniversary of the Commencement Date of the initial Order for Support Services under (i) above.

**7 X 24** means seven (7) days per week, twenty-four (24) hours per day including Unisys designated holidays.

**Next Business Day (NBD) Service** means Unisys will make every reasonable effort to respond to Client's request for on-site Support Services received during a PPM no later than the close of business of the next PPM.

**4 Hour Response (4HR)** means that if Client is located within a Primary Service City, Unisys will make every reasonable effort to respond to Client's requests for on-site Support Services within four (4) hours. Response is measured, during the Client's contracted hours of coverage, from the time that Unisys receives the request for service from Client until Unisys arrives at Client's site.

**2 Hour Response (2HR)** means that if Client is located within a Primary Service City, Unisys will make every reasonable effort to respond to the Client's request for on-site Support Services within two (2) hours. Response is measured from the time that Unisys receives the request for service from Client until Unisys arrives at Client's site.

**Off Hours** means all contracted hours of Support Services other than the PPM.

**Primary Service City** means an area that includes a 50-mile (80-kilometer in Canada) radius from the center of a Unisys designated Primary Service City. If Unisys moves its Primary Service City or Client relocates its site so that Client's site is no longer within a 50-mile (80-kilometer in Canada) radius from the center of a Unisys Primary Service City, Unisys reserves the right to adjust 2HR and 4HR or to change the contracted Service Level.

**Failed Unit** means a unit of equipment enrolled under Support Services, which is identified by Client as not in working order and deemed eligible by Unisys for exchange.

**Client Replaceable Unit (CRU)** means a component or other non-critical plug-in assembly delivered to the Client on the next business day for Client's personnel to affix the repair/replacement.

**Exchange Unit** means new, repaired, or previously used equipment in working order that Unisys conveys to Client as a replacement for a Failed Unit. The Failed Unit will become the property of Unisys upon Client's receipt of the Exchange Unit or, if later, upon receipt of the Failed Unit by Unisys. Client warrants that title to the Failed Unit and Unisys warrants that title to the Exchange Unit will be free and clear of all claims, liens, and encumbrances including security interests.

**Service Levels** mean various groupings of the Services Elements described in Section B.

**Initial Term of Services** means that unless specified otherwise on the Schedule or in the Agreement or a Marketplace Subscription License, the Initial Term for Support Services will be twelve (12) months from the Commencement Date. The Term of Services for Support Services included in a Marketplace Subscription License, whether Initial Term, renewal, or extension, is the subscription term of the applicable Marketplace

Subscription License. Except as specified in Section C of this Addendum, Products subsequently added to a system already enrolled under Support Services must be enrolled at the same Service Level as the system to which it is attached. Unless otherwise specified on the Schedule, the Initial Term of Support Services for Products subsequently enrolled under Support Services will end with the applicable term of Support Services for those previously enrolled Products and, for purposes of changes to Support Services charges, will be deemed to have the same anniversary of the Commencement Date of Services as those previously enrolled Products. Unless otherwise provided in the Support Services Schedule, Unisys will invoice Client for Support Services for Metered Software for the Term in advance. If Client depletes its MIPS Balance to zero before the end of the Term of Usage for the Metered Software specified in Client's Metered Software Schedule, any Support Services charges for such Metered Software that have not already been prepaid for the remaining period of the Support Services Term will be immediately due and payable by Client. Unisys may change Support Services charges on each anniversary of the Commencement Date upon ninety (90) days prior written notice to Client. Unisys may charge Client time and material rates for service on Products that are not identified by the manufacturer's style and model number on the Schedule or for service on enrolled Products that are outside the scope of the contracted services. Unisys may terminate Support Services upon at least thirty (30) days advance written notice if Unisys determines that any alterations, attachments, or Software modifications not authorized by Unisys or failure to install a maintenance release will interfere with Unisys provision of Support Services. Unisys may terminate Support Services, modify Service Elements, Service Plans or discontinue Support Services for Products upon the earlier of (a) ninety (90) days prior notice via written notification or posting by Unisys at its support website: [www.service.unisys.com](http://www.service.unisys.com) or (b) at the expiration of the then-current Term, whether the Initial Term or any renewal or extension of the Initial Term, for those Support Services. If Client does not want to continue receiving the Support Services under such changed terms, Client may end contracted Support Services by giving Unisys written notice no later than thirty (30) days prior to the end of this ninety (90) day period and Unisys will refund any unearned payments for the Support Services. Following the Initial Term, Support Services will continue on an annual renewal basis at Unisys then-current list prices until terminated or canceled according to the terms of the Agreement.

**Hosting Provider** means a provider of hosted public cloud resources and a marketplace or cloud based-storefront, or both, through which software applications may be acquired for use with and run only in the public cloud resources provisioned from the Hosting Provider.

**Marketplace Subscription License** means a license acquired in a Hosting Provider's marketplace or cloud-based storefront to install and run a Unisys Software Product only in the Hosting Provider's public cloud on a subscription basis.

## Section B. Description of Service Elements

**Equipment On-Call Remedial Maintenance** includes on-site repair or Exchange Unit service of equipment, at Unisys option, if a problem remains unresolved after Client has utilized Support Center Services as prescribed.

Replacements for certain failed components such as keyboards, mice, and other non-critical plug-in assemblies designated by Unisys as Client Replaceable may, at Unisys option, be shipped directly to Client for Client installation. Should Client elect to have the Unisys Customer Infrastructure Representative visit the site to install such components, additional charges may apply.

**Mail-In Service** allows Client, at its expense and risk, to ship a Failed Unit to the Unisys designated location. Within seven (7) business days of receipt, Unisys will, at its option, either repair the Failed Unit or give Client an Exchange Unit.

**Advance Exchange Service** allows Client to notify Unisys of a Failed Unit enrolled in Support Services. Upon notification, Unisys will ship an Exchange Unit to the Client using a next day delivery service. Client will install the Exchange Unit and shall ship the Failed Unit to Unisys within fourteen (14) days after Client's receipt of the Exchange Unit. Client agrees to pay Unisys an additional fee, as determined by Unisys, if Client fails to return Failed Unit within fourteen (14) days of Client's receipt of Exchange Unit. Advance Exchange Service is limited to selected equipment.

**Equipment Maintenance Parts** are parts required for Product repairs made by Unisys personnel. NBD, 2HR and 4HR do not apply to Parts availability.

**Essential Engineering Changes** are changes released by Unisys for safety purposes or changes Unisys determines are essential to the performance of equipment. Changes will be installed at a mutually acceptable time during the applicable hours of contracted coverage. For non Unisys equipment, Unisys will install Essential Engineering Changes (a) based upon the availability of required materials at no cost to Unisys, and (b) at current hourly labor charges.

**Electronic Call Home Support** allows Unisys Support Centers to receive system data via the Internet from Client and perform remote failure analysis. Client will supply the equipment, software, and communication facilities to use the Electronic Call Home Support capabilities of the Product as outlined in the Unisys product support plan. If Client does not permit Unisys to use Electronic Call Home Support as defined in the Product's support plan, Client agrees to pay additional charges for Support Services as determined by Unisys. Electronic Call Home Support is limited to selected products.

**Equipment Preventive Maintenance**, including the installation of engineering changes deemed appropriate by Unisys, will be performed at Client's location according to the manufacturer's recommendations at a mutually acceptable time during the applicable hours of contracted coverage.

**Support Center Service** provides assistance, (7X24 by only voice communications for Support Services included in Marketplace Subscription Licenses and during the PPM by electronic or voice communication for Support Services for other than Marketplace Subscription Licenses), on operating the Products, identifying Product errors or malfunctions and advising on known detours, reporting software problems via a User Communication Form (UCF), and determining the need for on-site Support. On-site support is excluded from Support Services for any Marketplace Subscription License. Support Center Services during Off Hours consist of expediting response to network down and system emergencies.

### Services Not Included in Support Services

Support Services do not include: (a) repair of failures due to manufacturer's design defects or workmanship; (b) repair of failures due to abuse, accidents, neglect, or improper use, including damage to LCD screens or other Laptop Computer components; (c) repair of failures due to disaster or external factors (including failure or fluctuation of electrical power or air conditioning, fire, or flood); (d) repair of failures due to excessive use, wear, and tear, which is in excess of manufacturer's recommended duty cycle;

(e) refurbishment including restorations due to obsolescence (when parts for Equipment are not readily available on commercially reasonable terms) or end of life cycle failures including phosphorus "burn in" or "low intensity" characteristics of monitors; (f) repair of machines not identified as Equipment; (g) the loading of software, software configurations or any data files; (h) the backup of any data files; (i) supplies not obtained from Unisys or replacement of supplies expended during operation of devices (including batteries, ink and other consumables); and, (j) Product(s) for which Unisys has discontinued engineering support.

If Unisys determines Equipment requires refurbishment rather than repair, Unisys will notify Client and remove the Equipment from Support Services.

Client may ask Unisys to do the refurbishment on an hourly billable service basis and Unisys may provide refurbishment of Equipment subject to the availability of parts, manufacturer's support, and trained personnel.

**User Communication Service** provides for reporting of suspected Product errors or malfunctions or suggested new feature changes. Unisys will make reasonable efforts to provide detours or corrections for Unisys Products or non Unisys Products if available to Unisys at no additional charge from the vendor. Client will install all error corrections except for Marketplace Subscription Licenses, which will be provided to, and installed by, the Hosting Provider according to the arrangements between the Hosting Provider and Unisys. User Communication Service and UCF submissions are available only for Products for which Unisys is then currently providing development center support (also called engineering support).

**Software Maintenance Release Service** provides error corrections and maintenance releases that Unisys develops or provides for currently supported Software level(s). Unisys licenses these releases only for use on the designated computer system(s) or, for Software licensed under a Marketplace Subscription License, in an environment provided and hosted by a Hosting Provider, in each instance under the applicable license agreement. Client will install all applicable error corrections and maintenance releases except for Marketplace Subscription Licenses, which will be provided to, and installed by, the Hosting Provider according to the arrangements between the Hosting Provider and Unisys. Certain software products may require a Unisys Subscription Service in order to receive Software Maintenance Release Service.

**Electronic Support Service** provides Client with access to an Internet web site to place Product service requests, to obtain information on known errors and corrections, and to receive information on Unisys products and services. Software Support Services included in a Marketplace Subscription License do not include Electronic Support Service as a Service Element.

**Software On-Site Support** provides software support at the Client's site if Unisys determines that a Software Product problem remains unresolved and on-site assistance is required, after Client has used Support Center Services as prescribed. Desktop and selected non Unisys software Products are not eligible for Software On-Site Support.

**Systems Operations Review** provides an annual meeting, at a time mutually agreed to between Unisys and Client, to conduct a computer systems operation review. Client is responsible for scheduling the meeting. This service applies to systems designated by Unisys as enterprise servers or mainframes.

**Support Center Response Commitment** (available only during the PPM) provides electronic or voice response by Unisys to Client's declared emergencies no later than one (1) hour after receipt of Client's request for service at the Support Center designated by Unisys.

### Section C. Service Level Descriptions

The following describes the six Service Levels and the Service Elements included in each of the Service Levels. **Not all Service Elements and Service Levels are available for all Products. Refer to Descriptions of Service Elements for additional details.** Individual Service Elements contained in a higher Service Level than contracted are provided at Client request, as available, at then-current Unisys conditions and charges. All hardware and software Products within a system configuration must be enrolled under the same Service Level except for desktop and network products and application software. All Client Replaceable Units are shipped to the Client to arrive the next business day regardless of the service level subscribed.

Service Elements	Service Levels – Hardware Support Services					
	1 <i>Mail-In</i>	2 <i>Advanced Exchange</i>	3 <i>Standard PPM</i>	4 <i>Standard PPM</i>	5 <i>Business Critical 7X24*</i>	6 <i>Business Critical 7X24*</i>
Equipment On-Site Remedial Maintenance Service			NBD*	4HR	4HR	2HR
Mail-In Service	X					
Advance Exchange Service		X				
Equipment Maintenance Parts	X	X	X	X	X	X
Essential Engineering Changes	X	X	X	X	X	X
Electronic Call Home Support			X	X	X	X
Equipment Preventive Maintenance			X	X	X	X

\*Note: CRU maintenance plans are required.

Service Elements	Service Levels – Software Support Services					
	1**	2	3	4	5	6
Support Center Service	X	X	X	X	X	X
User Communication Service	X	X	X	X	X	X
Software Maintenance Release Service	X	X	X	X	X	X
Electronic Support Service	X	X	X	X	X	X
Software On-Site Support					X	X
Systems Operations Review					X	X
Support Center Response Commitment						X

\* Certain Support Services are only available during the PPM and/or may be limited during Off Hours as described in this Addendum.

\*\* Support Services included in a Marketplace Subscription License consist of **Software Support Services, Service Level 1 minus** Electronic Support Services.





# Support Services Schedule

Agreement Number

06030032

**Equipment Location**

CITY OF COLUMBUS  
1601 Arlingate Ln  
Columbus, OH 43228-4117 USA

**Bill To Location**

DEPARTMENT OF TECHNOLOGY  
PO Box 2949  
Columbus, OH 43216-2949 USA

**Service Level**

- (1) Mail In
- (2) Advanced Exchange
- (3) Standard NBD
- (4) Standard 4HR
- (5) Business Critical 4HR
- (6) Business Critical 2HR

**Contact / Telephone Number**

DUKES, GREG / 614645-6124

**Contact / Telephone Number**

**Email Address**

**Email Address**

**Initial Term**

1 Year

**Coterminous Ending**

**Annual rate increase cap**

**Billing Period**

Prepay

**Commencement Date**

**List of Products Applicable to this Agreement**

Currency: USD

Level	Style	Serial Number	Description	Qty	Monthly Service Warranty Upgrade			Monthly Support Services	
					Period	Unit Charge	Total Charge	Unit Charge	Total Charge
5	ES3599021-PDU		ES3000 C13-C14, PDU, 12AMP, 6.5 FT, 2	2	0			Incl	Incl
5	ES3503011-SMC		ES3/35xx G3 iDRAC7 Express	1	0			Incl	Incl
5	ES3503012-SMC		ES3/35xx G3 vFlash SD Slot Filler	1	0			Incl	Incl
5	ES3500022-DSK		ES3/35xx 300GB 15K RPM SA SCSI 6GBPS 2	6	0			Incl	Incl
5	ES3599131-DSK		300GB 10K SAS,6G,2.5,HP	2	0			Incl	Incl
5	ES3534031-RAD		ES3/3530T G3 PERC H710p Adapter RAID Co	1	0			Incl	Incl
5	ES3599171-PCE		ES3000 LPe12000 8GB Single FC HBA	1	0			Incl	Incl
5	ES3534122-RAD		ES3/3530T G3 RAID 1+Unconfigured RAID for	1	0			Incl	Incl
5	ES3599181-PCE		ES3000 LPe12002 8GB Dual FC HBA	1	0			Incl	Incl
5	ES3503003-PCE		ES3/35xx G3 Broadcom 5720 DP 1Gb NIC	1	0			Incl	Incl
5	RCK1020021-FRS		ES3000 42Ux19x42 Rack With Doors and Side	1	0			Incl	Incl
5	RCK1020011-REQ		42Ux19x42 custom service flag	1	0			Incl	Incl
5	WPR3440003-NBD		ACC:42U Rack Warranty 3 YRS.	1	0			Incl	Incl
5	UET3306433-PDU		ES3000 20A, 240V, L6-20P/13 x C13 PDU	2	0			Incl	Incl
5	RCK1020012-FP		1U Filler Panel,Steel	4	0			Incl	Incl
5	RCK1020032-FP		3U Filler Panel,Steel	9	0			Incl	Incl
5	ALP652-FAS		Removable 30-Cartridge ACL, single LTO5 HF	1	0			500.39	500.39
5	WUL3534121-WWP		ES3000 3530T G3 3yr 7x24x4 Warranty Upgra	1	0			Incl	Incl
5	LM46016-R2		Libra 460,Rack,16 bays,2 Quad-Cores, 64GB	1	0				
Warranty upgrade to equipment on-call remedial maintenance.									
USD 666.96 prepaid for 12 months.									
5	DSS5100-ADM		FILE MGT:EOM 10 DDA Designer/Web Assist	1	0			58.00	58.00
5	CSS10460-CP		IOE Comp Pkg 64 Bit English	1	0			33.71	33.71

**Total Prepaid Value: 35,116.56**

Page: Upgrade Charges	Page: Monthly Charges
0.00	592.10
Total Upgrade Charges	Total Monthly Charges
0.00	2,815.22
Other	Other
Upgrade Grand Total	Grand total
0.00	2,815.22

**Charges**

If Client is ordering Support Services for equipment which has a Monthly Service Warranty Upgrade Period ("Period"), the following applies. This Period is the number of months, if any, indicated for each item of equipment commencing (i) for the initial Order for Support Services for the equipment on the latest of the date the equipment is shipped by Unisys or Unisys accepts an Order for Support Services, and (ii) for renewals and extensions, on the anniversary of the Commencement Date of the initial Order for Support Services under (i) above. During any portion of this Period in which the ordered Support Services are in effect for the equipment, the then-applicable Monthly Service Warranty Upgrade charge will apply instead of the Monthly Support Services charge."

4305 4942-006 (2/12)



# Support Services Schedule

Agreement Number

06030032

List of Products Applicable to this Agreement

Currency: USD

Level	Style	Serial Number	Description	Qty	Monthly Service Warranty Upgrade			Monthly Support Services	
					Period	Unit Charge	Total Charge	Unit Charge	Total Charge
5	CS10-OS9		Ops Sentinel Add-On Pkg	1	0			Incl	Incl
5	CSS10460-8		IOE 40/972	1	0			674.16	674.16
5	CSL10460-8		Image Enabler40/972	1	0			153.93	153.93
5	CS10-END		IOE Encryption Opt US	1	0			Incl	Incl
5	CSP1040-DI2		Ent Database Svr Inquiry	1	0			232.45	232.45
5	CSP1040-DB1		DataMgt:dbaTools - Analyzer	1	0			157.00	157.00
5	ES3503003-PCE		ES3/35xx G3 Broadcom 5720 DP 1Gb NIC	1	0			Incl	Incl
5	ES3599181-PCE		ES3000 LPe12002 8GB Dual FC HBA	1	0			Incl	Incl
5	ES3599021-PDU		ES3000 C13-C14, PDU, 12AMP, 6.5 FT, 2	2	0			Incl	Incl
5	ES3534031-RAD		ES3/3530T G3 PERC H710p Adapter RAID Co	1	0			Incl	Incl
5	ES3500022-DSK		ES3/35xx 300GB 15K RPM SA SCSI 6GBPS 2	6	0			Incl	Incl
5	ES3599131-DSK		300GB 10K SAS,6G,2.5,HP	2	0			Incl	Incl
5	ES3599171-PCE		ES3000 LPe12000 8GB Single FC HBA	1	0			Incl	Incl
5	ES3503011-SMC		ES3/35xx G3 iDRAC7 Express	1	0			Incl	Incl
5	ES3503012-SMC		ES3/35xx G3 vFlash SD Slot Filler	1	0			Incl	Incl
5	ES3534122-RAD		ES3/3530T G3 RAID 1+Unconfigured RAID for	1	0			Incl	Incl
5	RCK1020021-FRS		ES3000 42Ux19x42 Rack With Doors and Side	1	0			Incl	Incl
5	RCK1020011-REQ		42Ux19x42 custom service flag	1	0			Incl	Incl
5	UET3306433-PDU		ES3000 20A, 240V, L6-20P/13 x C13 PDU	2	0			Incl	Incl
5	RCK1020012-FP		1U Filler Panel,Steel	4	0			Incl	Incl
5	RCK1020032-FP		3U Filler Panel,Steel	9	0			Incl	Incl
5	ALP652-FAS		Removable 30-Cartridge ACL, single LTO5 HP	1	0			500.39	500.39
5	WPR3440003-NBD		ACC:42U Rack Warranty 3 YRS.	1	0			Incl	Incl
5	WUL3534121-WWP		ES3000 3530T G3 3yr 7x24x4 Warranty Upgra	1	0			Incl	Incl
5	LM46016-R2		Libra 460,Rack,16 bays,2 Quad-Cores, 64GB M	1	0				
Warranty upgrade to equipment on-call remedial maintenance. USD 666.96 prepaid for 12 months.									
5	CS10-OS9		Ops Sentinel Add-On Pkg	1	0			Incl	Incl
5	CSS10460-CP		IOE Comp Pkg 64 Bit English	1	0			33.71	33.71
5	DSS5100-ADM		FILE MGT:EOM 10 DDA Designer/Web Assista	1	0			58.00	58.00
5	SDK10460-8		SDK 40/972	1	0			337.08	337.08
5	SDL10460-8		SDK Image Enabler40/972	1	0			76.40	76.40
5	CS10-END		IOE Encryption Opt US	1	0			Incl	Incl
							Page: Upgrade Charges	Page: Monthly Charges	
							0.00	2,223.12	