

Block of Hours Agreement

February 28, 2013

Block of Hours Overview

City of Columbus

Purchase Price: \$6,800.00

Type of Contract: Block of Hours

Number of Hours: 40

Emphasis: Professional Services Engagements for Voice Solutions

(Billable MAC and Service incidents can be applied to Block of Hours Agreement that are outside of any current or future Maintenance Contract)

Description of Services:

- Block of Hours designed for various Professional Services Engagements built around the CIC Voice Solution.
- Both Service (break/fix) and MAC (move/add/change) engagements will be covered.
- The pricing extended via this contract are introductory rates, and after the depletion of these hours, the rates are subject to change
- Any cost for manufacturer’s support will be passed on to City of Columbus

Pricing Schedule for Skill Sets through Block of Hours Contract:

Skill Set – Labor	160 Tech Support Technical Support price per hour (business hours)	Unit Deduction (1 Hour)
ININ Engineer	\$170.00	1 unit per hour ¹

Response Time for Professional Services Engagements:

All engagements (onsite and remote) will be treated differently due to severity of issue. Due to technicians and engineers being assigned to other projects, City of Columbus must call in advance (minimum three days) to schedule a time for the technician to do specified MAC work. Service work (break/fix) will be responded to within approximately 8 business hours for minor issues and within three (3) business hours for major service issues. If this is not possible, City of Columbus will be notified by G3 Technology Partners Support of the approximate ETA. Standard business hours for G3 Technology Partners are from the timeframe of 8:00 am to 5:00 pm Eastern Time (excluding major holidays) Monday thru Friday. After-hours response (Saturday and Sunday) will be handled as a “best effort” due to an actual Maintenance

¹ A single unit covers work completed during standard business hours 8:00 a.m. – 5:00 p.m., Monday-Friday. Work performed Monday-Friday 5:00 p.m. -8:00 a.m. or Saturday will deduct 1.5 units per hour from the block. Work performed on Sunday will deduct 2 units per hour from the block. Work performed on a G3 observed holiday will result in 3 units per hour from the block.

Agreement not being executed, which will include major service issues and pre-scheduled MAC requests. If an after-hours request cannot be fulfilled as anticipated the City of Columbus helpdesk (or after hours contact) will be immediately informed of the anticipated ETA of dispatch.

Pricing for this Block of Hours Contract is valid April 2013 – April 2014.

Life of Contract:

This contract will be valid for twelve (12) months . The client will receive monthly updates as to how many hours remain on the block of hour's contract. At each six (6) month mark from the date of purchase, there will be a formally scheduled conference call with City of Columbus and G3 Technology Partners to ensure that the hours will be used within the life of the agreement. At this time, special arrangements can be made at the sole discretion of G3 Technology Partners to alter or extend the terms of the agreement.

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City of Columbus

All block of hours agreements will begin immediately once payment for hours is received in full by G3 Technology Partners. A signed agreement must be present to ensure that representatives from City of Columbus have read all of the agreement information. The special labor rate will not be granted until payment for hours is received in full.

G3 Technology Partners will offer an alternative during the period of this contract to City of Columbus so that the remaining revenue balance can be applied to some type of purchase (material, other services, etc.) offered by G3 Technology Partners. The remaining balance can be applied towards that purchase as a discount to the original quote submitted by a G3 Technology Partners Representative. This should be discussed with a representative of G3 Technology Partners prior to any discounts taken, as prior approval is required.

Once the block of hours has been purchased, G3 Technology Partners will ensure that work is performed according the guidelines established by the agreement. A refund will not be provided for unused hours.

IN WITNESS WHEREOF, the parties have caused this agreement to be executed by their authorized representatives as of the day and year first written above.

G3 Technology Partners

City of Columbus

Signature Date

Signature Date

Lacey Emery
Name (print)

Name (print)

Account Manager
Title

Title

(317) 876-6416
Phone #

Phone #