NETRAID
POWER PERFORMANCE PERFECTION

Capability Statement

NETRAID was founded in 2004, has been providing comprehensive multi-vendor data center hardware maintenance services and solutions nationwide for over 16 years offering onsite hardware support for all major OEM's nationwide. With the ability to provide 24x7x2 hour onsite support.

Since that time, our company has become authorized resellers and partners for Dell, HPE, EMC, IBM, Nexsan, Cisco and many more. We have direct access to onsite support with all major OEM's as needed. The ability to use OEM personnel allows us to escalate any maintenance issue if needed, by contacting the OEM directly. This includes emergency services. We have been servicing these types of equipment for many years.

NETRAID will provide service on the agreed service level agreement for hardware maintenance. All service calls will be placed to a dedicated 800 number or through our online portal. We offer the ability for your staff to open tickets anytime directly online, via email or phone. Service begins the moment a service request is placed. The online portal and service numbers are monitored 24/7 with service beginning by diagnosing the maintenance issue using a number of techniques which include; error messages, symptoms, and error codes.

Care packages will also be placed onsite; prior to failure. This will further reduce downtime to minutes instead of hours. This ensures timely parts will be available to you when a hardware failure is reported. The inventory will be defined upon contract execution and stocked. A typical inventory of parts placed onsite, prior to failure, includes hard drives, ram, and power supplies, boards.

We have multiple highly qualified engineers that we employ based on performance and equipment needs of the customer. Technicians are located within a 20 mile radius of the data center to ensure a 4 hour response time with parts. NETRAID prides itself on its engineers. We understand very well that our product per se is technical service. Therefore, our service engineers must be the very best in the industry.

In order to ensure that the service we deliver is just as exemplary, NETRAID has various systems, tools, and processes to screen and manage our engineers. Engineer assignment is done manually, not through a bulletin board or bidding process.

More detailed information can be found in our attached Service Delivery Process, Call Flow Process and Total Call Ownership..

We thank you for the opportunity and look forward to serving you as one of our customers in the near future.

Thank you,

Matthew Langan
Director of Operations

NETRAID

POWER PERFORMANCE PERFECTION

NETRAID

EXTENDED HARDWARE MAINTENANCE & SUPPORT
City of Columbus

Oct 23
2020

NETRAID
225 Wimpole Drive
Rochester Hills, MI 48309

Phone 1-855-638-7243
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E-mail info@netraid.com

X

EIN #: 73-1702250
DUNS #: 968003421
CAGE #: 6CAK2

OEM	Model#	Type	Description	Co-Termed Contract	Cost per Month
HPE	P2000	2S6505C080	3 enclosure disk array	11/28/20 - 05-31-2021	$30.00
HPE	Proliant DL360p Gen8	MXQ52704XP	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant ML570G4	USE748N1ZK	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant ML570G4	USE706N3P8	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL380G3	EA5PLDN438	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL380G4	USE638N6X6	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL380 G5	2UX70201WR	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant ML570G4	2UX62401E7	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360G5	MXQ843A4W8	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360G5	MXQ843A4WM	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360G5	MXQ843A4YM	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360G5	MXQ843A4U8	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360 G6	MXQ95000FL	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360 G6	MXQ91705GS	Server	11/28/20 - 05-31-2021	$5.00
HPE	BL460cGen8	MXQ433056Z	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	BL465cGen8	MXQ433056S	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	BL460cGen7	MXQ433056Y	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	BL465cGen7	MXQ4330570	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ433056W	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ433056T	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ433056X	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ433056V	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ503096C	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ503096F	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ503096G	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ503096K	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500JF	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ42905N2	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ42905N1	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ503096L	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ42905N3	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J4	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ52703VG	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ52703VK	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ52703VJ	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ52703VH	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ52703VC	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ52703VD	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL460c Gen8	MXQ503096D	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J5	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500JH	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500JG	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ42905N0	Blade server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	MXQ52704XN	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	USE240FYTC	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	MXQ41500YR	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	MXQ41500YQ	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J3	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	MXQ41508F7	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	MXQ41508F8	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500JB	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500JD	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J7	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	USE248N86W	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J8	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J2	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	MXQ41500J6	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant BL465c Gen8	USE248N86V	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360 G7	mxq05202jk	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360 G7	mxq043005G	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL 360 G5	MXQ851A1J4	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL 360 G5	MXQ851A1HZ	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360 G7	USE129NDAV	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	use338exbn	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL 360 G5	MXQ802A64k	Server	11/28/20 - 05-31-2021	$5.00
HPE	Proliant DL360p Gen8	use307wcs8	Server	11/28/20 - 05-31-2021	$5.00

Manufacturer	Model	Serial	Type	Term	Price
HPE	Proliant DL360p Gen8	use307wcs7	Server	11/28/20 - 05-31-2021	$5.00
EMC	CX700 XPE SAN CHASSIS 8GB DDR	APM00060404881	SAN device	11/28/20 - 05-31-2021	$10.00
EMC	40U-CAB CX700		Rack Cabinet - Dual Power Supplies	11/28/20 - 05-31-2021	$9.00
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00051601849	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060802959	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060901031	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900355	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900356	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900357	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900358	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2P		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 300GB 10K 2GB FC HDD	FCNST061300223	HDD	11/28/20 - 05-31-2021	included
EMC	DAE2		15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2-ATACITY	APM00051601849	15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 500GB 3.5" 7.2K 2/4Gb SATA HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2	APM00065103355	15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2-ATA	APM00085101747	15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 1TB 3.5" 7.2K 2/4Gb SATA HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2	APM00085100376	15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2	APM00085002167	15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2	APM00085202604	15 Slot Enclosure	11/28/20 - 05-31-2021	$40.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	11/28/20 - 05-31-2021	included
EMC	DAE2	APM00085100377	15 Slot Enclosure	11/28/20 - 05-31-2021	
EMC	EMC 300GB 10K 2GB FC HDD		HDD	11/28/20 - 05-31-2021	included
EMC	EMC Connectrix EC-1500 Model B	HK19114Q1680	Network Switch	11/28/20 - 05-31-2021	$5.00
HPE	MSL6000 0	USX603004C	Tape Library	11/28/20 - 05-31-2021	$45.00
HPE	MSL6000 0	USX624Z0C8	Tape Library	11/28/20 - 05-31-2021	$45.00
EMC	AD595A	HU1074615Y	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU107461PU	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10518N7H	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10801PU7	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10728UAD	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10538BCW	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10521TGJ	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10746157	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	MXP0914CLK	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU104513W8	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU1074617U	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10736APU	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU1053530R	HDD	11/28/20 - 05-31-2021	$2.00
EMC	AD595A	HU10746204	HDD	11/28/20 - 05-31-2021	$2.00
HPE	P2000	2S6023B507	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6109D006	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6109D029	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6238D143	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	286023B509	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6238D140	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6239D022	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6239D023	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6239D021	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6239D020	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6239D075	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6239D076	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6302C322	Disk Array	11/28/20 - 05-31-2021	$30.00

HPE	P2000	2S6305D113	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6304D553	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6249C010	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6243D349	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6243D425	Disk Array	11/28/20 - 05-31-2021	$30.00
HPE	P2000	2S6243D350	Disk Array	11/28/20 - 05-31-2021	$30.00
EMC	VNX5300 DPE 15x3.5" DRIVES - 8x600GB, 15K	VNX53D156015M	APM00120202339	11/28/20 - 05-31-2021	$60.00
EMC	RecoverPoint Appliance Gen5-TAA For VNX L2	VNX-RPHW5-G5T	FC6RP141000033	11/28/20 - 05-31-2021	$20.00
EMC	RecoverPoint Appliance Gen5-TAA For VNX L2	VNX-RPHW5-G5T	FC6RP141000018	11/28/20 - 05-31-2021	$20.00
EMC	RecoverPoint Appliance Gen5-TAA For VNX L2	VNX-RPHW5-G5T	FC6RP140900082	11/28/20 - 05-31-2021	$20.00
EMC	VNX5700 SPE 4x6G SAS BE EMC Rack	VNX5700SPE	APM00110901691	11/28/20 - 05-31-2021	$30.00
EMC	RecoverPoint Appliance Gen5-TAA For VNX L2	VNX-RPHW5-G5T	FC6RP141000028	11/28/20 - 05-31-2021	$20.00
EMC	VNX5700 SPE 4x6G SAS BE EMC Rack	VNX5700SPE	APM00110600370	11/28/20 - 05-31-2021	$30.00
EMC	VNX5700 SPE 4x6G SAS BE EMC Rack	VNX5700SPE	APM00125085793	11/28/20 - 05-31-2021	$30.00
QLogic	QLogic 36 Port QDR InfiniBand Switch	12300-BS01	00066A00E300940B	11/28/20 - 05-31-2021	$5.00
QLogic	QLogic 36 Port QDR InfiniBand Switch	12300-BS01	00066A00E3009CF4	11/28/20 - 05-31-2021	$5.00
QLogic	QLogic 36 Port QDR InfiniBand Switch	12300-BS01	00066A00E3009450	11/28/20 - 05-31-2021	$5.00
QLogic	QLogic 36 Port QDR InfiniBand Switch	12300-BS01	00066A00E30093EB	11/28/20 - 05-31-2021	$5.00
EMC	Data Domain DD6300 12 bays, 14TB EMC Warranty until 7/27/2020	DD6300-14TB	APM00173022961	11/28/20 - 05-31-2021	$50.00
EMC	DD640 12TB 12x1TB NFS	DD640-12TB	2FA2321013	11/28/20 - 05-31-2021	$30.00
EMC	Brocade 5100 24P/40P Base Switch	DS-5100B	BRCALM2533F051	11/28/20 - 05-31-2021	$12.00
EMC	Brocade 5100 24P/40P Base Switch	DS-5100B	BRCALM2533F04J	11/28/20 - 05-31-2021	$12.00
EMC	Brocade 5300 DS-5300B 48P/80P Base Switch	DS-5300B	BRCAHX2547F02V	11/28/20 - 05-31-2021	$25.00
EMC	Brocade 5300 DS-5300B 48P/80P Base Switch	DS-5300B	BRCAHX2547F02Y	11/28/20 - 05-31-2021	$25.00
EMC	Brocade 6510 24P/48P 16GB FTR Base Switch EMC Warranty Expires 06 OCT 2023	DS-6510F-B	BRCBRW4032N05S	11/28/20 - 05-31-2021	$0.00
EMC	Brocade 6510 24P/48P 16GB FTR Base Switch EMC Warranty Expires 06 OCT 2023	DS-6510F-B	BRCBRW4032N05Y	11/28/20 - 05-31-2021	$0.00
EMC	DS-6520B 16GB 96 port FC switch	DS-6520B	BRCCHQ2525J02T	11/28/20 - 05-31-2021	$65.00
EMC	DS-6520B 16GB 96 port FC switch	DS-6520B	BRCCHQ2525J02M	11/28/20 - 05-31-2021	$65.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301436-0011	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301438-0190	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-201520-0006	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301438-0193	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301435-0127	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301536-0186	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301436-0008	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301433-0109	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301438-0192	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301438-0191	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-201517-0006	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301433-0116	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301435-0129	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301438-0196	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-301524-0641	11/28/20 - 05-31-2021	$30.00
EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	NL400-SAT-002	SN400-201247-0026	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164600071	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164300145	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JAMYE162500018	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164600068	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JAMYE153700205	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164500114	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164500021	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164400139	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164300074	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	APMYE164800012	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164500112	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164500080	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164400212	11/28/20 - 05-31-2021	$30.00
EMC	NL410 - 36T/24G/2x10GE 2x1GE	NL410-SAT-008	JWXYE164500130	11/28/20 - 05-31-2021	$30.00
EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	X200-SATA-S121	SX200-201521-0050	11/28/20 - 05-31-2021	$20.00
EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	X200-SATA-S121	SX200-201521-0059	11/28/20 - 05-31-2021	$20.00
EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	X200-SATA-S121	SX200-201521-0048	11/28/20 - 05-31-2021	$20.00
EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	X200-SATA-S121	SX200-201522-0042	11/28/20 - 05-31-2021	$20.00
				Total Month	**$3,226.00**

NETRAID
POWER PERFORMANCE PERFECTION

Customers Account		Billing Contact		NETRAID Accounts Manager		Contract Start	Contract End
Attention	Robin Cook	*Attention*	Robin Cook	*Attention*	Matthew Langan	**10/1/2020**	**9/30/2021**
Company	Department of Technology	*Company*	Department of Technology	*Company*	NETRAID		
Address	1111 E Broad Street	*Address*	1111 E Broad Street	*Address*	225 Wimpole Drive		
	Columbus, OH 43205		Columbus, OH 43205		Rochester Hills, MI 48309		
Phone	614-645-7247	*Phone*	614-645-7247	*Phone*	1-855-638-7243 x558		
Fax	614-645-0544	*Fax*	614-645-0544	*Fax*	1-248-686-3355		
Email	rgcook@columbus.gov	*Email*	rgcook@columbus.gov	*Email*	matt@netraid.com		

Vendor (OEM)	Item, Part, Type or Model Number	Serial Number	Description	Type	Location	Service Level Agreement (SLA)	RAIDVIEW Monitoring	Coverage Start Date	Qty	MMC Unit Price	MMC Ext Price	Months	Annual Unit Cost
	Multi-Vendor - Support Pricing												
HPE	P2000	2S6505C080	3 enclosure disk array	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	Proliant DL360p Gen8	MXQ52704XP	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant ML570G4	USE748N1ZK	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant ML570G4	USE706N3P8	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL380G3	EA5PLDN438	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL380G4	USE638N6X6	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL380 G5	2UX70201WR	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant ML570G4	2UX62401E7	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360G5	MXQ843A4W8	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360G5	MXQ843A4WM	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360G5	MXQ843A4YM	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360G5	MXQ843A4U8	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360 G6	MXQ95000FL	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360 G6	MXQ91705GS	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	BL460cGen8	MXQ433056Z	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	BL465cGen8	MXQ433056S	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	BL460cGen7	MXQ433056Y	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	BL465cGen7	MXQ4330570	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ433056W	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ433056T	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ433056X	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ433056V	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ503096C	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ503096F	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ503096G	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ503096K	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500JF	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ42905N2	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ42905N1	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ503096L	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ42905N3	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J4	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ52703VG	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ52703VK	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ52703VJ	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ52703VH	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ52703VC	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ52703VD	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL460c Gen8	MXQ503096D	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J5	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00

Manufacturer	Model	Serial	Description	Type	Location	Service	Warranty	Date	Qty	Unit	Ext	Term	Total
HPE	Proliant BL465c Gen8	MXQ41500JH	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500JG	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ42905N0	Blade server	Blade server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	MXQ52704XN	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	USE240FYTC	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	MXQ41500YR	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	MXQ41500YQ	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J3	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	MXQ41508F7	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	MXQ41508F8	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500JB	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500JD	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J7	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	USE248N86W	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J8	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J2	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	MXQ41500J6	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant BL465c Gen8	USE248N86V	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360 G7	MXQ05202JK	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360 G7	MXQ043005G	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL 360 G5	MXQ851A1J4	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL 360 G5	MXQ851A1HZ	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360 G7	USE129NDAV	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	USE338EXBN	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL 360 G5	MXQ802A64K	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	USE307WCS8	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	Proliant DL360p Gen8	USE307WCS7	Server	Server	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
EMC	CX700 XPE SAN CHASSIS 8GB DDR	APM00060404881	SAN device	SAN device	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$10.00	$10.00	6	$60.00
EMC	40U-CAB CX700		Rack Cabinet - Dual Power Supplies	Rack Cabinet - Dual Pow	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$9.00	$9.00	6	$54.00
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00051601849	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060802959	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060901031	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900355	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900356	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900357	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 146GB 10K 2GB/S FC HDD	APM00060900358	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2P		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 300GB 10K 2GB FC HDD	FCNST061300223	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2		15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2-ATACITY	APM00051601849	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 500GB 3.5" 7.2K 2/4Gb SATA		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2	APM00065103355	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2-ATA	APM00085101747	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 1TB 3.5" 7.2K 2/4Gb SATA HD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2	APM00085100376	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2	APM00085002167	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2	APM00085202604	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00
EMC	EMC 300GB 10K 2GB FC HDD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	DAE2	APM00085100377	15 Slot Enclosure	16 Slot Enclosure	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$40.00	$40.00	6	$240.00

Mfr	Model	Serial Number	Description	Category	Location	Service	Warranty	Date	Qty	Price	Ext Price	Term	Total
EMC	EMC 300GB 10K 2GB FC HDD		HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	15	included	included	6	included
EMC	EMC Connectrix EC-1500 Model B	HK19114Q1680	Network Switch	Network Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
HPE	MSL6000 0	USX603004C	Tape Library	Tape Library	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$45.00	$45.00	6	$270.00
HPE	MSL6000 0	USX624Z0C8	Tape Library	Tape Library	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$45.00	$45.00	6	$270.00
EMC	AD595A	HU1074615Y	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU107461PU	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10518N7H	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10801PU7	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10728UAD	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10538BCW	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10521TGJ	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10746157	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	MXP0914CLK	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU104513W8	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU1074617U	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10736APU	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU1053530R	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
EMC	AD595A	HU10746204	HDD	HDD	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$2.00	$2.00	6	$12.00
HPE	P2000	2S6023B507	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6109D006	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6109D029	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6238D143	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	286023B509	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6238D140	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6239D022	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6239D023	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6239D021	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6239D020	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6239D075	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6239D076	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6302C322	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6305D113	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6304D553	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6249C010	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6243D349	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6243D425	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
HPE	P2000	2S6243D350	Disk Array	Disk Array	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	VNX53D156015M	APM00120202339	VNX5300 DPE 15x3.5" DRIVES - 8x600GB, 15K	Controller	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$60.00	$60.00	6	$360.00
EMC	VNX-RPHW5-G5T	FC6RP141000033	RecoverPoint Appliance Gen5-TAA For VNX L2	Appliance	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	VNX-RPHW5-G5T	FC6RP141000018	RecoverPoint Appliance Gen5-TAA For VNX L2	Appliance	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	VNX-RPHW5-G5T	FC6RP140900082	RecoverPoint Appliance Gen5-TAA For VNX L2	Appliance	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	VNX5700SPE	APM00110901691	VNX5700 SPE 4x6G SAS BE EMC Rack	Controller	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	VNX-RPHW5-G5T	FC6RP141000028	RecoverPoint Appliance Gen5-TAA For VNX L2	Appliance	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	VNX5700SPE	APM00110600370	VNX5700 SPE 4x6G SAS BE EMC Rack	Controller	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	VNX5700SPE	APM00125085793	VNX5700 SPE 4x6G SAS BE EMC Rack	Controller	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
QLogic	12300-BS01	00066A00E300940B	QLogic 36 Port QDR InfiniBand Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
QLogic	12300-BS01	00066A00E3009CF4	QLogic 36 Port QDR InfiniBand Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
QLogic	12300-BS01	00066A00E3009450	QLogic 36 Port QDR InfiniBand Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
QLogic	12300-BS01	00066A00E30093EB	QLogic 36 Port QDR InfiniBand Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$5.00	$5.00	6	$30.00
EMC	DD6300-14TB	APM00173022961	Data Domain DD6300 12 bays, 14TB	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$50.00	$50.00	6	$300.00
EMC	DD640-12TB	2FA2321013	DD640 12TB 12x1TB NFS	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	DS-5100B	BRCALM2533F051	Brocade 5100 24P/40P Base Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$12.00	$12.00	6	$72.00
EMC	DS-5100B	BRCALM2533F04J	Brocade 5100 24P/40P Base Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$12.00	$12.00	6	$72.00
EMC	DS-5300B	BRCAHX2547F02V	Brocade 5300 DS-5300B 48P/80P Base Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$25.00	$25.00	6	$150.00
EMC	DS-5300B	BRCAHX2547F02Y	Brocade 5300 DS-5300B 48P/80P Base Switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$25.00	$25.00	6	$150.00
EMC	DS-6510F-B	BRCBRW4032N05S	Brocade 6510 24P/48P 16GB FTR Base Switch	Switch	Columbus, OH 43205	24x7x4	No	10/7/2023	1			0	$0.00
EMC	DS-6510F-B	BRCBRW4032N05Y	Brocade 6510 24P/48P 16GB FTR Base Switch	Switch	Columbus, OH 43205	24x7x4	No	10/7/2023	1			0	$0.00
EMC	DS-6520B	BRCCHQ2525J02T	DS-6520B 16GB 96 port FC switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$65.00	$65.00	6	$390.00
EMC	DS-6520B	BRCCHQ2525J02M	DS-6520B 16GB 96 port FC switch	Switch	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$65.00	$65.00	6	$390.00
EMC	NL400-SAT-002	SN400-301436-0011	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00

EMC	NL400-SAT-002	SN400-301438-0190	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-201520-0006	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301438-0193	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301435-0127	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301536-0186	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301436-0008	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301433-0109	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301438-0192	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301438-0191	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-201517-0006	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301433-0116	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301435-0129	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301438-0196	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-301524-0641	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL400-SAT-002	SN400-201247-0026	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164600071	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164300145	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JAMYE162500018	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164600068	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JAMYE153700205	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164500114	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164500021	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164400139	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164300074	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	APMYE164800012	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164500112	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164500080	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164400212	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	NL410-SAT-008	JWXYE164500130	NL410 - 36T/24G/2x10GE 2x1GE	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$30.00	$30.00	6	$180.00
EMC	X200-SATA-S121	SX200-201521-0050	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	X200-SATA-S121	SX200-201521-0059	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	X200-SATA-S121	SX200-201521-0048	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
EMC	X200-SATA-S121	SX200-201522-0042	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s	Storage	Columbus, OH 43205	24x7x4	No	11/28/2020	1	$20.00	$20.00	6	$120.00
								CATEGORY TOTAL:		$3,226.00	$3,226.00		$19,356.00

Basic Terms: Pricing based on customer provided information and is subject to correction based on actual equipment configuration. All equipment is assumed to be in good, working condition and fully functional prior to the start of this maintenance agreement.	**TOTAL EXTENDED MMC:**	$3,226.00	**TOTAL TERM:** $19,356.00

Maintenance Information Sheet

Equipment Location	
Address #1	1601 Arlingate Ln
	Columbus, OH 43228
Address #2	1111 E Broad St
	Columbus, OH 43205

Source of Maintenance

NETRAID Accounts Manager	
Point of Contact	Matthew Langan
Phone	1-855-638-7243 (24 hour emergency assistance)
Email Support	help@netraid.net
Online Management	https://my.netraid.net/ (billing & support portal)

NETRAID is responsible for supplying any computer hardware and hardware maintenance support to complete the maintenance work-order.

NETRAID is also responsible for hardware time and material charges; either from a third party support group or the regional hardware maintenance support group.

Any questions can be directed to:	
Company	NETRAID
Address:	225 Wimpole Drive
	Rochester Hills, MI 48309
Point of Contact	Matthew Langan
Toll Free Phone	1-855-NETRAID x558
Direct Phone	248-971-0015
Fax	248-686-3355
Email	matt@netraid.com

1.0 SCOPE AND CLASSIFICATION

1.1 Scope: This Invitation to Bid (ITB) is to provide the City of Columbus, Department of Technology (DoT) with extended warranty services for its HPE, EMC Data Center systems, Brocade and Qlogic-infiniband san switches,CX700,VNX, Isilon, Recover Point Data domain hardware and Software support services. Bidders must be able to maintain, provide advanced troubleshooting and monitoring, repair or replace all failed equipment, peripheral software, applicable patches, parts and firmware, within a 4 hour window and furnish support on a 24/7/365 basis.

1.2 Classification: Bidders must meet the following requirements to provide the City of Columbus with HPE and EMC extended warranty services as detailed herein. Only authorized partners or distributors of HPE and EMC are eligible to bid in response to this ITB.

      1.2.1 **Bidder Experience:** Bidders must have at least five (5) years' experience providing HPE and EMC extended warranty services.

      1.2.2 **Bidder References:** Bidders must be able to provide at least three (3) references from existing extended warranty customers, equivalent to the size of the City's current hardware environment or larger.

      1.2.3 **Specification Questions:** In order to enable accurate communication in respect to this ITB, and to provide bidders the opportunity to seek clarification on any matters pertaining to the ITB requirements, and to enhance the bidders understanding of the City's needs, questions regarding this bid must be sent by writing via email to vendorservices@columbus.gov no later than 11:00AM (local time) on Monday, October 11, 2020 Responses will be posted as an addendum to this bid on the City's website http://vendorservices.columbus.gov no later than 5:00 PM (local time) on Friday, October 16, 2020. Emails containing the written questions should include the Solicitation Number and Title in the Subject Line.

2.0 APPLICABLE PUBLICATIONS

3.0 REQUIREMENTS
3.1 General Requirements:

3.1.1 **Term:** The initial contract term shall be a six month term in effect from 11/28/2020 through 5/31/2021 as the DoT anticipates a considerable decrease in the number of pieces of equipment that will require maintenance and support in the renewal period beginning 6/01/2021; with four (4) additional one (1) 1year terms.

　　3.1.1.1 **Annual Extension:** Subject to mutual agreement, the period covered by the ensuing contract, under the same terms and conditions stated therein can be extended for four (4) additional one (1) year terms, or portion thereof, at the same pricing and the same escalator clause.

3.1.2 **Pricing:** The bidder shall submit a firm, fixed price per item per month for the items listed starting on Excel spreadsheet included with this specification. Prices shall be all-inclusive, incorporating travel-related costs, overhead, general and administrative costs, and profits.

　　3.1.2.1 **Escalator/De-escalator Clause:** No price adjustment shall be granted during the first six (6) months duration of an awarded contract. Thereafter, price adjustments may be negotiated as part of any annual extension, as described in 3.1.1.1.

　　3.1.2.2 **Right of Cancellation:** If at any time during the term of the contract the supplier's total request(s) for a price increase(s) are greater than fifteen (15%), the City of Columbus may cancel this agreement with thirty (30) days written notification.

3.1.3 **Quantity:** Part numbers and quantities for each item are as stated within the Hardware/Product List on Excel spreadsheet included with this specification.

3.2 Bidder Requirements: The requirements of this section will be used by the City of Columbus to determine if each bidder meets the minimum standard required to be considered a responsible bidder. Please complete all forms and attach any supplemental pages as may be necessary to meet these requirements.

3.2.1 **Experience Required:** Bidder shall document and submit the bid with their ability to provide extended warranty services for HPE and

EMC equipment. Documentation shall include (at a minimum) information meeting the following criteria.

3.2.1.1 **HPE Server and Equipment Qualified: _Only_** bidders that have at least five (5) years documented experience providing maintenance and repair services for HPE equipment in environments equivalent to the City of Columbus' Data Center will be considered for a contract. The bidder shall supply the City of Columbus with references that clearly demonstrate server, enterprise, and midrange equipment level HPE experience in repair and maintenance.

3.2.1.2 **EMC Director Class Qualified: _Only_** bidders that have at least five (5) years documented experience providing maintenance and repair services for EMC equipment in environments equivalent to the City of Columbus' Data Center will be considered for a contract. The bidder shall supply the City of Columbus with references that clearly demonstrate server, enterprise, and midrange equipment level EMC experience in repair and maintenance.

3.2.1.3 **Manufacturer Relationships:** The bidder shall provide the history of their relationship with manufacturer(s) that will potentially be providing equipment, software and services, including but not limited to the following:
- Length of the relationship
- Level of the relationship
- A brief history of the relationship

3.2.2 **References:** The bidder shall provide documentation of long-term relationships with customers that are equivalent to the size of the City's current hardware environment or larger. Bidders shall furnish the City with a list that outlines the number and types of similar contracts within Columbus, Ohio and the state of Ohio. Supply at least three (3) references from companies that the bidder supports that are similar in scope, complexity, and cost. Onsite visits may be scheduled with those companies.

3.2.2.1 **Contact Information Required:** The reference contact information shall include the customer name, point of

contact name, start/end dates of the project, customer email address, street address, telephone number and fax number.

3.3 Personnel: The Bidder must submit supplemental pages containing resumes of the primary staff that will be working on the project. The information shall include current position with the bidder, verifiable technical training, education, and experience level on the specific hardware that they will be maintaining and repairing. Bidder will also be expected to supply the same documentation for any additional technician(s) assigned to the City of Columbus' account during the terms of the contract (i.e. new hires, staff transfers to City account, subcontractors, etc.).

3.3.1 **Local Staffing:** Detail how many engineers and support staff are available locally and include the distance in miles that it would take to reach the greater downtown Columbus area. Also, include the mileage from your nearest office to the City of Columbus' Data Center.

3.3.2 **Background Check:** Once the contract is in place, all contractor technicians must pass the City of Columbus Division of Police background check requirements before entry into the City Data Center(s) is granted. Upon request of the City, the bidder shall withdraw any of the Bidder's employees on assignment to the City who is, in the City's reasonable opinion, unsatisfactory for servicing the City's needs under this agreement. In all such cases, the bidder agrees to assign a replacement employee who is acceptable to the City.

3.3.3 **Subcontractor Identification:** The bidder is required to provide a workforce with the experience and certified training required to complete the project. Where the employees are not employed directly by the bidder but are being provided by subcontractors in order to provide any of the necessary experience/certificates to perform the work for this project, those subcontractors must be identified on page 5G.

3.3.3.1 **Information Required:** If subcontractor(s) are to be used, please list (as part of the bid response) names, addresses, telephone numbers and a contact person for each subcontractor. The expectation is that subcontractor must be HPE software/hardware qualified to maintain and repair various HPE Enterprise and Mid-Range Servers, as well as EMC equipment. All subcontractors must have valid contract compliance certification.

3.3.3.2 **Subcontractor Contact:**   Should the bidder use subcontractors, the City shall use the bidder as the primary contact point.

3.4 Specification Requirement: The bidder shall provide extended warranty maintenance, support and repair services as requested, and repair or replace all failed equipment and system-related software (including peripheral software or parts) to a safe and normal operation.

3.4.1 **Maintenance and Support Services:** The City of Columbus operations is 24/7/365 days a year. Support must be available throughout the year. The City reserves the right to have the bidder maintain mission critical systems during the holidays. City holidays are – New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.

3.4.1.1 **Preventative Maintenance:** Preventative maintenance activity must be performed at regularly scheduled intervals for the upkeep of the equipment and the system-related software. A maintenance plan must be submitted with the bid for review. The plan must describe the procedure used to add equipment to the maintenance process, for example: what criteria are used to select devices for servicing in a preventative maintenance schedule? Explanation must be attached with the bid.

In collaboration with City of Columbus personnel, the successful bidder will develop a detailed inventory of equipment to be maintained that itemizes each piece of equipment and describes pertinent information related to each piece of equipment.

When the City of Columbus deletes and/or adds equipment to the inventory, the bidder will be provided a thirty (30) day notice of such changes. Such changes must be reflected on subsequent monthly invoices, as described in Section 5.3.

3.4.1.2 **Change Management Logs:**   Change management logs for the server and associated peripherals shall be supplied and maintained by the bidder. A copy/example of the change management log shall be submitted with the bid. All copied must be submitted in Microsoft Office 2007 or higher.

3.4.1.3 **Performance Measures Report:** The bidder, on demand, shall supply and perform hardware diagnostics for all equipment and make recommendations to resolve any hardware performance issues. The measures must be in report form. A sample report must be provided with the bid.

3.4.1.4 **Progress Meetings:** At the request of the City, the successful bidder must attend meetings as scheduled by the City of Columbus. If a problem needs to be addressed, the City of Columbus reserves the right to meet with the bidder more often.

3.4.1.5 **Support Services:** The bidder shall directly, or through subcontract, provide the City of Columbus access to support via phone line and electronic correspondence that is manned by engineers. The bidder shall give the City access to online knowledge base and resource database and also notify the City of any system updates, general hardware and O/S, firmware upgrades and security alerts, etc. The bidder shall submit supplemental pages describing their support processes and functionality. Description must include phone number(s), email address(es), web address(es), and service level targets for responding to and resolving incidents and requests.

    3.4.1.5.1 The bidder must provide EMC support (not necessarily help desk) for enterprise storage devices, SAN switches, patches, and associated peripherals, and O/S.

    3.4.1.5.2 Bidder will supply the City with an FTP site for use in transmitting files, patch updates, etc.

    3.4.1.5.3 Bidder's telephone support personnel must be dedicated to supporting the City's enterprise hardware and associated peripheral systems.

    3.4.1.5.4 The City expects call backs in a timely manner, thirty (30) minutes or less for telephone support.

    3.4.1.5.5 Bidder shall describe their business process for opening a call, via online and telephone situations along with the subsequent steps required for customer follow-up.

3.4.1.5.6 Bidder shall describe their business process of designating priorities for service calls.

3.4.1.6 **Updates:** Any/all firmware upgrades and/or patches must not be installed unless written approval from the designated City point of contact has been given. The anticipated hardware and software costs for such updates shall be included in the item per month charges proposed on the Hardware/Product List on Excel spreadsheet included with this specification.

3.4.1.6.1 **O/S:** All service and support options must include provisions to notify the City of the update availability of patches, microcode, O/S, and supply the City with all hardware/software and security updates.

3.4.1.6.2 **Hardware and Software:** Hardware and software updates shall include (if applicable) security or firmware patches which must be disseminated to the City, as soon as the updates are published by the manufacturer.

3.4.1.7 **Alert Process:** Bidder must describe and document their alert escalation process for both technical and administrative concerns.

3.4.2 **Repair Services:** The bidder shall repair and replace all failed equipment and system-related software (including peripheral software and parts) to a safe and normal operation. The anticipated cost of such repairs shall be included in item per month charges proposed on the Hardware/Product List starting on Excel spreadsheet included with this specification.

3.4.2.1 **Response to Repair Calls:** Bidder must respond on-site, no longer than four (4) hours from the initial time a call for repair service is placed by the City. For instance, if a specific hardware is designated as a 24/7 with four (4) hour response, this will require the bidder to be onsite within four hours or sooner with the parts and an action plan for problem resolution which will be conveyed to the City of Columbus' point of contact.

3.4.2.2 **Parts Availability:** Bidder must demonstrate the ability to support the City via their spare parts inventory business

process. Bidder must provide onsite spare part capabilities to support the City. In the event that a part is not available onsite, the part must be shipped onsite, same day with a maximum of four (4) hours turnaround time or next day depending on the SLA requirement of the hardware.

3.4.2.3 **Manufacturer Direct Support:** A resolution plan will be conveyed to the City of Columbus' point of contact, if the bidder cannot resolve the problem. The bidder shall bring in the manufacturer's support technicians to repair any issues that are not resolved according to the contracted hardware service level agreement. Such repair costs will be the responsibility of the bidder.

3.4.2.4 **Emergency Services:** The bidder shall provide information on services or processes that are used in the event of a disaster or emergency situation such as a flood, power outage, technician not available, terrorism, biological, etc.

3.5 **Termination:**   If the bidder neglects to perform work properly, refuses or delays extensively to remedy any inferior quality workmanship, or in any manner fails to perform any provision of this contract, the City of Columbus (10 calendar days after written notice) may terminate this agreement and make good such deficiencies, deducting the cost thereof from any payment then or thereafter due the bidder. Delay of the City to terminate the agreement shall not result in a waiver of any rights provided herein.

The City may at any time upon written notice to the bidder, in which notice shall specify that portion of the work to be terminated and the date said termination is to take effect, terminate (without prejudice to any right or remedy of the City)the whole or any portion of the work for convenience of the City. The bidder's sole remedy, in the event of such termination, will be payment for such portion of the work as is completed prior to the notice of termination.

The bidder shall surrender to the City all property belonging to the City upon completion, termination or cancellation of this Contract. All references to the bidder under this section shall include any of its employees, agents or subcontractors. The City may withhold any final payment due the bidder until the bidder certifies to the City in writing that the bidder has returned all hard and soft copy works for hire, including but not limited to all drawings and documentation, and has removed said works from the bidder's files, including all types of storage media.

4.0 INSPECTION, TESTING AND EVALUATION PROCEDURES

4.1 Testing: All components of HPE, EMC, Brocade and Qlogic-infiniband san switches, equipment, parts, software and service will be tested by bidder with the aid of the City, if needed after hours to ensure proper functionality. Acceptance by the City shall be based upon proven and complete functionality for a period of 15 days.

5.0 PREPARATION FOR DELIVERY

5.1 Delivery Location: All deliveries for equipment/replacement parts will be FOB destination, inside delivery, onsite to DoT's Data Center and addressed to the City's designated point of contact. The bidder is responsible to inspect all equipment for damage and usability prior to any installation or repair delivery to the City of Columbus' DoT Data Center.

5.2 Contact Person: Contact person will be designated on the City of Columbus, Purchase Order. A 24-hour notice by phone call will be required prior to deliveries. Deliveries will be taken between 800AM and 500PM.

5.3 Invoices: Supplier will invoice the City of Columbus quarterly, based on an up to date inventory of equipment which must be accompanied with the invoice, per section 3.4.1.1.. Accurate invoices shall be processed for payment Net 30 days.

> 5.3.1 **Invoice Address:**
> DoTinvoices@columbus.gov or
> City of Columbus / Department of Technology, Fiscal Section
> PO Box 2949
> Columbus, Ohio 43216

> 5.3.2 **Invoice Content:** Each invoice shall show the City PO Number, period of service (e.g. Jan 1 – Jan 31), an itemized list of the type and quantities of equipment maintained, the all-inclusive monthly cost associated with each item, and a total amount payable.

> 5.3.3 **Invoice Backup:** Each invoice must have attached the latest version of the equipment inventory, detailing each individual item and charges for the quarter and all prior quarters. This backup information must be presented in a mutually agreeable format that enable the designated City staff person to verify the accuracy of the invoice, and approve for payment or resolve discrepancies with the supplier.

6.0 NOTES

6.1 Proposal Page Instructions: Bidders are required to respond to every item number requested on the Hardware/Products List (on Excel spreadsheet included with this specification), either in the form of a bid price, or as a "No Bid". Failure to do so may be used as a basis for rejection of the bid.

6.2 Disclosure: The contractor agrees that no information will be disclosed to third parties or published in case studies, advertisements, white papers, customer testimonials, etc. without the written consent of the City of Columbus.

6.3 ITB Contact Information: All questions and communications relating to this ITB must be directed to the contact persons named. All other communications between a vendor and any other City staff concerning this ITB are prohibited.

6.4 Insurance Requirement:

6.5 Liability Insurance: The contractor shall take out and maintain during the life of the contract, such Public Liability (bodily injury and property damage) Insurance as shall protect him from claims from damages for personal injury, including accidental death, as well as from claims for property damage which may arise from operations under the contract, whether such operation be by himself or any subcontractor or by anyone directly or indirectly employed by either of them. Such insurance policy shall include the City as named insured. The contractor shall maintain coverage of the types and in the amounts specified below. Submitting a certificate of insurance shall evidence proof of such insurance coverage. A contractor's "umbrella" type policy with limits specified below may be submitted for this requirement, with the City as named insured.

> The amount of such insurance shall be as follows:
>
> Bodily Injury Liability
>
> > Each Person $1,000,000.00
> > Each Accident...................................$1,000,000.00
>
> Property Damage Liability
>
> > Each Person $1,000,000.00
> > Each Accident...................................$1,000,000.00

Such insurance shall remain in full force and effect during the life of the contract.

Insurance may not be changed or cancelled unless the insured and the City are notified in writing not less than thirty (30) days prior to such change or cancellation. If any part of the contract is sublet, the contractor is responsible for the part sublet being adequately covered by insurance herein above described.

Contractor assumes all risk of loss and damage to the equipment provided unless loss or damage occurs at the time the operator and equipment are being operated for the purpose designated by the City and such loss or damages is cause by an act of the City or its employee, which constitutes gross negligence or wanton misconduct.

6.6 Worker's Compensation Insurance: The contractor shall take out and maintain, during the life this contract, adequate worker's compensation insurance for all his employees employed at the site of the project and, in case any work is sublet, the contractor shall require the subcontractor similarly to provide worker's compensation insurance for the latter's employees, unless such employees are covered by the protection afforded by the contractor. The contractor shall furnish three (3) copies of the worker's compensation certificate showing that the contractor has paid his industrial insurance.

6.7 Save Harmless: Contractor shall protect, indemnify and save the City of Columbus harmless from and against any damage, cost, or liability, including reasonable attorney's fees resulting from claim, by third parties for any or all injuries to persons or damage to property arising from intentional, willful or negligent acts or omissions of contractor, its officers, employees, agents, or subcontractors.

REFERENCES

The bidder must briefly document its capabilities and submit an outline of its experience and work history in HPE equipment and services for the past five years by submitting the contact information of Professional References from five (4) separate implementation projects. References should consist of projects of a similar scope, complexity, and cost.

Business Name: Wayne State University   Tel #. 313-577-4739

Address: 5925 Woodward Ave Detroit, MI 48202

E-mail Address: robert.hogle@wayne.edu   Fax #.

Contact: Bob Hogle   Work performed from 2013 to Current

Work Performed:

24x7x4 & 8x5xNBD Onsite Support of HP, Sun, Dell, Brocade, EMC SAN

and Hitachi SAN

Business Name: City of Orlando   Tel #. 407-246-2864

Address: 400 South Orange Avenue Orlando, FL 32801

E-mail Address: todd.berube@cityoforlando.net   Fax #. _____

Contact: Todd Berube   Work performed from 2013 to Current

Work Performed:
_____

   24x7x4 Onsite Support for EMC, Dell, Sun, IBM, Brocade, HP Servers/Switches/Storage
_____

_____

_____

Business Name: Univision Inc   Tel #. 586-747-3763

Address: 7746 23 Mile Road Utica, MI 48316

E-mail Address: univisionmi@gmail.com   Fax #. _____

Contact: Joseph Hellebuyck   Work performed from 2012   to Current

Work Performed:
_____

24x7x4 Onsite & Remote Support for IBM, Dell, Apple, Cisco
_____

_____

_____

_____

Business Name: City of Columbus   Tel #. 614-645-2678

Address: 77 N Front Street Columbus, OH 43215   __

E-mail Address: SJDvorak@columbus.gov   Fax #. _____

Contact: Scott Dvorak   Work performed from 2015   to 2019

Work Performed:
_____

24x7x4 Onsite Support for HPE, Dell, EMC, Storage Arrays and Servers
_____

_____

DOES NOT APPLY
_____

EXPERIENCE/CERTIFICATIONS REQUIRED

The bidder is required to provide a workforce with the experience and certified training required to complete this Project. Where the employees are not employed directly by the bidder but are being provided by subcontractors in order to provide any of the necessary experience/certificates to perform the work for this project, those subcontractors must be identified within this section of the bid at the date and time the bid is due.

SUBCONTRACTOR COMPANY NAME
SUBCONTRACTOR ADDRESS / PHONE
SUBCONTRACTOR FEDERAL ID#
DESCRIBE SUBCONTRACTOR PARTICIPATION

SUBCONTRACTOR COMPANY NAME
SUBCONTRACTOR ADDRESS / PHONE
SUBCONTRACTOR FEDERAL ID#

DOES NOT APPLY

DESCRIBE SUBCONTRACTOR PARTICIPATION

SUBCONTRACTOR COMPANY NAME

SUBCONTRACTOR ADDRESS / PHONE

SUBCONTRACTOR FEDERAL ID#

DESCRIBE SUBCONTRACTOR PARTICIPATION

PROPOSAL

To the Department of Technology Director of the City of Columbus, Ohio:

We (I) propose to furnish the following article(s) and/or service(s) at the price(s) and terms stated subject to all instructions, conditions, specifications and all attachments hereto. We (I) have read all attachments including the specifications and fully understand what is required.

Delivery: ___1___ calendar day(s) after receipt of order.

Terms: NET30

Company Name or Bidder's Name: NETRAID

Business Address of Bidder: 225 Wimpole Drive Rochester Hills, MI 48309

REQUIRED Company Employee Information:
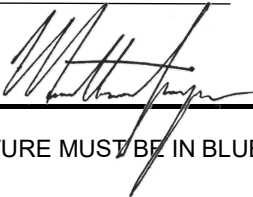
Total number of company employees = 22

Total number of company employees working in Columbus = 3   Additional number of employees that will be working in Columbus in the event this contract is awarded to your company = NA

The full name and residence of all persons and parties interested in the foregoing bid are: (If a corporation, give the name and address of the president and secretary; if firm or partnership, the names and address of the Members or partners.)

Name	**Address**
Matthew Langan	225 Wimpole Drive Rochester Hills, MI 48309

Authorized Signature X _____ **Title:** Director of Operations

(SIGNATURE MUST BE IN BLUE INK)   (TITLE MUST BE GIVEN)

REVISED 10-5-05

DOES NOT APPLY

CONTRACT SIGNATURE AFFIDAVIT

(Must be completed when the individual signing the Contract is NOT an officer or Member of the Company.)

STATE OF:_____COUNTY OF: _____

_____, being duly sworn, deposes and says
that he/she is _ of___, a Corporation, LLC, or LLP organized and existing under **(Title)**
(Company Name) and by virtue of the laws of the State of_____, and
having its principal office at

_____

(City, State, Zip Code)

Affiant further says that he/she is familiar with the records, minute books and by-laws of

_____

(Company Name)

Affiant further says that_____is

(Name of Person Signing Contract)   (Title)

Of the Company and is duly authorized to sign the Contract for:_____

For said Company by virtue of _____

**(State whether the provision of by-laws or a resolution of the Board of Directors.
If resolution, give date of adoption.)**

_____

Signature of Affiant**

** AFFIANT MUST BE SOMEONE OTHER THAN THE INDIVIDUAL SIGNING THE CONTRACT.**

Sworn to before me and subscribed in my presence this_____day of

_____20_____

Notary Public

My Commission Expires: _____

NETRAID
POWER PERFORMANCE PERFECTION

Call Flow Process

NETRAID has defined processes that govern the way we handle calls from beginning to end. NETRAID's typical call flow for a Break-Fix service call is listed below:

1. Service call comes into our Customer Care Center or online at our PowerPanel Online Management System.

2. Independent of the service call entry process, the agent who receives the request enters the pertinent information into our call management system. This would include:
   a. Customer Name
   b. Customer Address
   c. Customer City, State, Zip
   d. Point of Contact Name
   e. Point of Contact Phone
   f. Customer Reference Number (optional)
   g. Equipment Model #
   h. Equipment Serial #
   i. Problem Description
   j. Troubleshooting Performed (optional)
   k. Parts Required (optional)

3. Once the agent enters this information, he/she will place the call in queue for our technical support team.

4. Our technical support team will telephone the customer within 1 hour of call entry to do problem determination in order to determine the parts needed.
   a. NETRAID does not simply dispatch a technician onsite to do the part diagnosis. NETRAID performs phone triage in order to obtain a First Time Fix (FTF).

   i. Once the part has been identified the ticket is submitted to our dispatch queue for a technician to be assigned.
   ii. If the problem determination cannot be made, the call will be placed in our dispatch queue for a technician to be dispatched the within the required SLA to diagnose and replace parts or order parts in necessary.

5. The Technical Assignment Group agent will identify the appropriate engineer to which the service call should be dispatched. The appropriate engineer is determined using a custom built management tool that stores all information about our engineers.

6. The Technical Assignment Group matches an engineer based on the zip code, equipment skill, certification, availability, and customer satisfaction ratings.

7. The Technical Assignment Group personally calls the engineer to ensure that he/she is available and can work on the equipment in question to fully qualify the tech prior to dispatch.

8. The Technical Assignment Group also reviews the customer specific information with the engineer, including who he/she is representing and the process for this customer, as well as sending him/her the correct paperwork for the event. This paperwork will contain a signature sheet for the client (called an RFS), the specific instructions for this service call, and any additional material that may be needed

9. Once the engineer is confirmed, the Technical Assignment Group conferences the engineer in with the client to set the appropriate ETA..

NETRAID
POWER PERFORMANCE PERFECTION

Call Flow Process

10. The Client Relationship Specialist then calls the engineer again and reviews with him/her the client information and the ETA.

11. The engineer arrives on-site and calls into our Customer Care Center to note that he/she is onsite.

12. If the engineer has any technical questions while on-site or once they are finished their diagnosis, the engineer will call into our Helpdesk, and the correct part will be determined. If there is any difficulty in performing this triage, the OEM or part vendor of the unit in question will be brought in via phone to assist.

13. The Helpdesk agent identifies the part number required for the failing unit and places the call into our Logistics queue.

14. The Logistics agent is then responsible for procuring the part from the best available source within the SLA, whether it be onsite or for delivery. This agent will check client stocking locations, forward stock locations, engineer stock locations, and then the best available vendor. If the part is not available at a stocking location onsite or near the service location, it is sent Next Day Air or Same Day Critical from the appropriate stocking location.

15. The part arrives within the SLA, and the Client Relationship Specialist manages the ETA with the customer and the engineer to complete the repair.

16. The engineer arrives on-site, installs the part, and repairs the machine. If another part is required, the engineer will call back into our Help desk, repeating the process from above.

NETRAID
POWER PERFORMANCE PERFECTION

Service Delivery Process

NETRAID provides a wide range of coverage to our customers in order to better provide the expected service delivery. We are available to provide service up to 24 hours a day, 7 days a week including holidays. We can customize a Service Level Agreement to meet your needs. If you would like more information on these, please contact your Representative.

There are many different departments that work together at NETRAID to attain the World Class Service that we deliver. Below you will find a list of our departments and what you can expect from each.

Call Center – All calls are routed to this department. If the customer is not using our web based call management tool, they can phone in to the call center to open a service order. Additionally, if the customer has any questions or concerns and cannot contact their dedicated account manager, they may call the Call Center for assistance.

PowerPanel Online Management – All customers are provided with an account to our web based support and billing tool. This tool allows you to place, interact with, and open tickets on all service events placed with NETRAID, as well as managing invoices and payments. All users are presented with training on how to utilize this program to its fullest capabilities. If you would like more information on this program, please contact your Representative.

Technical Support – Once a service order is opened, our Technical Support Department will contact the site contact in an attempt to triage the malfunction on the unit. It is their goal to make a part determination at the opening of a ticket. Our tech support group has many resources available, including 3rd party vendors as well as electronic resources. In addition to the resources, our tech support undergoes weekly "hands-on" training classes on our customer's assets.

Logistics – Once the needed part is determined and is not available onsite, our Logistics Department procures the part same business day. Based on the customer's contract, the part will be ordered and shipped to the site overnight. Once the quote is approved, the part will be shipped via overnight delivery in order to ensure next day fix.
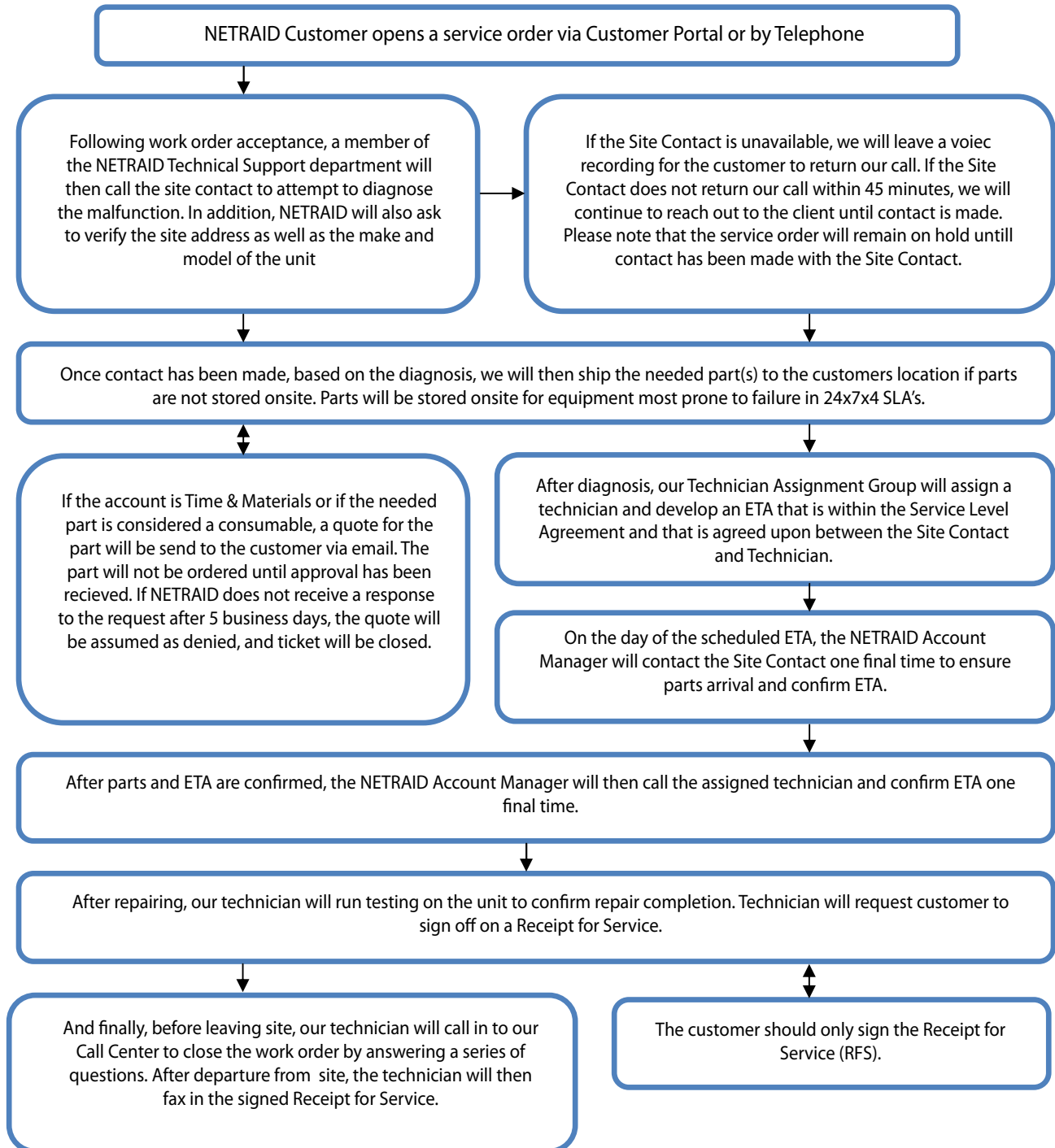
Technician Assignment Group (TAG) – After tech support makes contact with the site contact, our TAG group will then make contact with the technician who is assigned to that area and review the scope of work, and ensure that he/she is fully confident and capable. The TAG agent will then confirm the technician is available to service the work order within the SLA. If the technician meets all of the previous requirements, they will then agree on an ETA. After ETA has been established with the technician, the site contact will be contacted to confirm that the ETA is convenient for them. If the ETA needs to be revised, our TAG will return to the technician and make the necessary arrangements.

Service Engineers – NETRAID prides itself on its engineers, also referred to as Technicians. We understand very well that our product per se is technical service. Therefore, our service engineers must be the very best in the industry. In order to ensure that the service we deliver is just as exemplary, NETRAID has various systems, tools, and processes to screen and manage our engineers.

Client Relationship Specialists (CRS) – Each customer has an assigned CRS, also known as Account Manager who oversees all activities made on a service order. The CRS is responsible for ensuring all of the above is done correctly and within a timely manner. They are also responsible for confirming the ETA with both the technician and the site contact to ensure nothing has changed. And finally, they are the main point of contact here at NETRAID and are to keep all parties updated with each work order and handle any and all escalations that may occur.

NETRAID
POWER PERFORMANCE PERFECTION

Service Delivery Process

NETRAID Customer opens a service order via Customer Portal or by Telephone

Following work order acceptance, a member of the NETRAID Technical Support department will then call the site contact to attempt to diagnose the malfunction. In addition, NETRAID will also ask to verify the site address as well as the make and model of the unit

If the Site Contact is unavailable, we will leave a voiec recording for the customer to return our call. If the Site Contact does not return our call within 45 minutes, we will continue to reach out to the client until contact is made. Please note that the service order will remain on hold untill contact has been made with the Site Contact.

Once contact has been made, based on the diagnosis, we will then ship the needed part(s) to the customers location if parts are not stored onsite. Parts will be stored onsite for equipment most prone to failure in 24x7x4 SLA's.

If the account is Time & Materials or if the needed part is considered a consumable, a quote for the part will be send to the customer via email. The part will not be ordered until approval has been recieved. If NETRAID does not receive a response to the request after 5 business days, the quote will be assumed as denied, and ticket will be closed.

After diagnosis, our Technician Assignment Group will assign a technician and develop an ETA that is within the Service Level Agreement and that is agreed upon between the Site Contact and Technician.

On the day of the scheduled ETA, the NETRAID Account Manager will contact the Site Contact one final time to ensure parts arrival and confirm ETA.

After parts and ETA are confirmed, the NETRAID Account Manager will then call the assigned technician and confirm ETA one final time.

After repairing, our technician will run testing on the unit to confirm repair completion. Technician will request customer to sign off on a Receipt for Service.

And finally, before leaving site, our technician will call in to our Call Center to close the work order by answering a series of questions. After departure from site, the technician will then fax in the signed Receipt for Service.

The customer should only sign the Receipt for Service (RFS).

NETRAID
POWER PERFORMANCE PERFECTION

Total Call Ownership

TOTAL CALL OWNERSHIP – It's in every service ticket we do. Your dedicated Customer Relationship Specialist (CRS) is your Single Point of Contact for Service Events. Your CRS provides real-time monitoring with proactive issue resolution by managing all phases of the service call.

PHASE 1 – TICKET OPEN is the initiation of every service event requested by our clients and managed by NETRAID. Service requests can be opened via:

- Telephone
- E-mail
- Our proprietary web-based service portal - PowerPanel

PHASE 2 – TECHNICIAN ASSIGNMENT is done manually, not through a bulletin board or bidding process. Our technician assignment group contacts the technician directly and confirms availability. We also maintain documentation that our technician is:

- Minimum of A+ Certified
- Qualified to Service the Specific Equipment
- "Real World Experienced" – not just "book smart"

PHASE 3 – DIRECT COORDINATION with the service location ensures that our technician and the point of contact at the service address are able to set the on-site appointment as quickly as possible. We make the calls to:

- Schedule Availability
- Follow up to re-confirm appointment
- Close the ticket and get feedback on Service Quality

PHASE 4 – PLATINUM LEVEL TRIAGE is conducted by our Premier Service Level Tech Support staff. Our access to over 20 Major OEM support centers provides

- Competent and Accurate remote diagnosis
- Quick resolution to un-common errors
- Fast and Detailed prognosis for on-site resolution

What does Total Call Ownership mean to you?
Quite Simply . . . . Peace of Mind

NETRAID References

Reference 1

Organization	Ferris State University
Contact Person	Jennifer Thede
Address	330 Oak Street
	Big Rapids, MI 49307
Phone	231-591-5346
Email	jenniferthede@ferris.edu
Summary of Work	24x7x4 Onsite Support for EMC, Dell, HP, Sun, Brocade, Servers/Switches/Storage

Reference 2

Organization	City of Orlando
Contact Person	Todd Berube
Address	400 South Orange Avenue
	Orlando, FL 32801
Phone	407-246-2864
Email	todd.berube@cityoforlando.net
Summary of Work	24x7x4 Onsite Support for EMC, Dell, Sun, IBM, Brocade, HP Servers/Switches/Storage

Reference 3

Organization	Wayne State University
Contact Person	Bob Hogle
Address	5925 Woodward Ave
	Detroit, MI 48202
Phone	313-577-4739
Email	robert.hogle@wayne.edu
Summary of Work	24x7x4 & 8x5xNBD Onsite Support of HP, Sun, Dell, Brocade

Reference 4

Organization	City and County of Denver
Contact Person	John Beck
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	Denver, CO 80202
Phone	720-337-4382
Email	John.beck@denvergov.org
Summary of Work	24x7x4 Onsite Support for HP, Dell, IBM, Sun, Gateway

Reference 5

Organization	Univision Inc
Contact Person	Joe Hellebuyck
Address	7746 23 Mile Road
	Utica, MI 48316
Phone	586-747-3763
Email	univisionmi@gmail.com
Summary of Work	24x7x4 Onsite & Remote Support for IBM, Dell, Apple, Cisco