



City of Columbus
Park Place Renewal

Quote

Prepared For : City of Columbus

Submitted By : Nick Geiser

Customer # :

Park Place Support Expires: July 31st, 2019

Attention : Brian Lenhart

STS 534530 - STS Expires 11/18/19

Phone : 614.318.9058

Project : Park Place Support Renew [tps://procure.ohio.gov/PriceList/534530%20pricelist.pdf](https://procure.ohio.gov/PriceList/534530%20pricelist.pdf)

E-Mail: nickgei@cdw.com

Date : 6/20/2019

Quote Expiration : July 20th, 2019

Qty.	Part #	Description	STS Price	Unit Price	Extended Price
1YR Park Place Renewal					
1	5574332	Park Place Renewal - City of Columbus	\$104,974.10	\$42,684.10	\$42,684.10

Grand Total:					\$42,684.10
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*Prices are contingent on final pricing approval from Manufacturer
Quote provided based on specification provided by customer. No workload validation has been done.
The terms and conditions subject to https://procure.ohio.gov/TCond/534530_TandC.pdf*



Quote For: City of Columbus
 Pricing valid for 90 days from this date: 02-May-19
 QUOTE : 227558-1

COMPANY: City of Columbus
CONTACT: Ronny Varghese
 614.645.2270
 rdvarghese@columbus.gov

ADDRESS: 77 N Front St Fl 2
 Columbus, OH 43215-1895
 United States

TERM START: 01-Aug-2019
TERMS END: 31-Jul-2020
COVERAGE START: 01-Aug-2019

CURRENCY: USD
QUOTE TYPE: Maintenance
AGREEMENT #: D44810M

CDW STS 534530 **BILL FREQUENCY:** Full Term Prepaid

LINE	OEM	DESCRIPTION	SERIAL #	QTY	SLA	Location	HOST	START	END	STATUS	TOTAL
1.1	EMC	VNX5300 DPE 15x3.5" DRIVES - 8x600GB, 15K - ParkView	APM00120202339	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	\$1,309.40
1.2	PPT	• ParkView Hardware Monitoring – Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.3	EMC	• VNX DAE 15x3.5" 3U		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.4	EMC	• VNX 1.0TB 7.2K SAS 6Gb/s 3.5" HDD		15	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.5	EMC	• VNX 600GB 15K SAS HDD		7	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.6	EMC	• VNX 4-Port 1GigE DM Module		2	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.7	EMC	• VNX5300 Data Mover+FC SLIC-Mini Rack		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.8	EMC	• SFP (mini-GBIC) 8Gb FC for VNX51/53		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.9	EMC	• VNX Second Standby Power Supply for VNX 51/53		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.10	EMC	• VNX5300 4-Port 8G FC I/O Module Pair		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.11	EMC	VNX5700 SPE 4x6G SAS BE EMC Rack - ParkView Support	APM00125085793	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	\$11,677.00
1.12	PPT	• ParkView Hardware Monitoring – Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.13	EMC	• VNX 4-Port 1GBase-T DM Module		2	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.14	EMC	• VNX5700 Add on Data Mover+FC SLIC-M R		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.15	EMC	• VNX DAE 15X3.5" SAS 6Gb/s		13	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.16	EMC	• VNX 2nd Control Station-Mini Rack		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.17	EMC	• VNX57/75 1.2Kw SPS 15/25 Drv Vlt DAE-E R		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.18	EMC	• VNX 4-Port 8G FC 10 Module Pair		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.19	EMC	• VNX 4-Port 8G FC 10 Module Pair		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.20	EMC	• VNX 300GB 15K 3.5" Vault Pack		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.21	EMC	• VNX 2.0TB 7.2K NL-SAS 3.5" HDD		67	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.22	EMC	• VNX 300GB 15K SAS 3.5" HDD		33	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.23	EMC	• VNX 600GB 15K SAS 3.5" HDD		71	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.24	EMC	• VNX 200GB Flash Drive 6Gb/s SAS 3.5" SSD		10	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.25	EMC	VNX5700 SPE 4x6G SAS BE EMC Rack - ParkView Support	APM00110901691	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	\$5,735.10
1.26	PPT	• ParkView Hardware Monitoring – Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.27	EMC	• VNX 4-Port 1GBase-T DM Module		2	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.28	EMC	• VNX DAE 15X3.5" 6Gb SAS Exp -EMC Rack		4	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.29	EMC	• VNX DAE 15X3.5" SAS 6Gb/s		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.30	EMC	• VNX57/75 1.2Kw SPS 15/25 Drv Vlt DAE-E R		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.31	EMC	• VNX 4-Port 1Gbase-T iSCSI 10 Mod Pr		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.32	EMC	• VNX 4-Port 8G FC 10 Module Pair		3	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.33	EMC	• VNX 300GB 15K 3.5" Vault Pack		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.34	EMC	• VNX 2.0TB 7.2K NL-SAS 3.5" HDD		21	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	
1.35	EMC	• VNX 600GB 15K SAS 3.5" HDD		50	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Renewal	



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Smarter Data Center Support™

1.36	EMC	VNX5700 SPE 4x6G SAS BE EMC Rack - ParkView Support	APM00110600370	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	\$19,837.80
1.37	PPT	• ParkView Hardware Monitoring – Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.38	EMC	• VNX 4-Port 1GBase-T DM Module		2	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.39	EMC	• VNX5700 Add on Data Mover+FC SLIC-M R		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.40	EMC	• VNX DAE 15X3.5" SAS 6Gb/s		22	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.41	EMC	• VNX 2nd Control Station-Mini Rack		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.42	EMC	• VNX57/75 1.2Kw SPS 15/25 Drv Vlt DAE-E R		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.43	EMC	• VNX 4-Port 1Gbase-T iSCSI 10 Mod Pr		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.44	EMC	• VNX 4-Port 8G FC 10 Module Pair		3	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.45	EMC	• VNX 300GB 15K 3.5" Vault Pack		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.46	EMC	• VNX 2.0TB 7.2K NL-SAS 3.5" HDD		69	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.47	EMC	• VNX 300GB 15K SAS 3.5" HDD		76	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.48	EMC	• VNX 600GB 15K SAS 3.5" HDD		153	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.49	EMC	• VNX 100GB Flash Drive 6Gb/s SAS 3.5" SSD		14	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.50	EMC	• VNX 200GB Flash Drive 6Gb/s SAS 3.5" SSD		13	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.51	EMC	RecoverPoint Appliance Gen5-TAA For VNX L2 - ParkView	FC6RP140900082	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	\$1,031.20
1.52	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.53	EMC	RecoverPoint Appliance Gen5-TAA For VNX L2 - ParkView	FC6RP141000018	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	\$1,031.20
1.54	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.55	EMC	RecoverPoint Appliance Gen5-TAA For VNX L2 - ParkView	FC6RP141000033	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	\$1,031.20
1.56	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	
1.57	EMC	RecoverPoint Appliance Gen5-TAA For VNX L2 - ParkView	FC6RP141000028	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	\$1,031.20
1.58	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Renewal	

Grand Total

\$42,684.10

Service Description:

Park Place Technologies (PPT) will provide support services, and service coordination for the maintenance, repair, and/or up to the replacement of equipment, if applicable, for the equipment listed on Schedule above. Park Place will identify the details relating to the Services in the Schedule for maintenance services. The Schedule will also identify locations at which the Services will be provided and the equipment serial number(s) that will receive maintenance service.

What You Can Expect:

PPT will provide and bear both the cost of parts consumed through normal wear and tear, and the cost of labor required to maintain the equipment listed on the attached schedule or as changed by the Customer for the Term of this SOW. PPT shall include replacement parts as necessary to conform with the warranty provisions outlined above. Maintenance parts may be new or refurbished to perform as new. Failed parts containing proprietary data shall remain the Customer's property; all other failed parts shall become Park Place property upon exchange.

In addition to the contracted level of support as listed above and in the Schedule, PPT offers all our customers access to the PPT Contact Center Help Desk, 24 hours a day, 7 days a week, 365 days a year for the purpose of:

- General phone support for the covered hardware
- General phone support for the covered operating system
- Opening of a support incident
- Call status reports



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Levels of Support:

1) Coverage Window (Days)

Days of service coverage in a week in which the PPT services are delivered, five days (Monday – Friday), or seven days (Sunday – Saturday). As noted by first numeral in the SLA abbreviation, ex. 7 x 24 x 4, seven days.

2) Coverage Window (Hours)

Hours of service coverage during the day that PPT services are delivered, 9,12, or 24 hours. As noted by second set of numeral(s) in the SLA abbreviation, ex. 7 x 24 x 4, 24 hours.

3) Response Time

The period of time that begins when the initial call for service has been received and acknowledged by the PPT Contact Center. Service tickets are time stamped for such a determination. PPT will use commercially reasonable efforts to respond. The Customer may choose a Response Time outside of (slower than) the contracted Response Time based on its own business needs. Response time is noted by third set of Alpha/numeric(s) characters in the SLA abbreviation, ex. 7 x 24 x 4, 4 hours.

4) ParkView Hardware Monitoring

In the event of a predictive failure, the response time will be within a commercially reasonable effort to respond and notify the customer of the impending hardware issue. PPT will schedule a time to resolve the failure (still in a predictive state) at a mutually agreed upon day and time between the customer and PPT. In the event of an actual failure, PPT will respond within the contracted Response Time as outlined in the above section 3, Response Time.

Please note the Support Level for the contract incident will commence when PPT's personnel has completed triage and determined the fault is with the contracted equipment and not due to any external issue, i.e. Software.

Transition to Support:

An Onsite and/or Virtual Audit may be held to discuss service delivery, discover any possible problems/risks, and formulate an appropriate plan. This Audit shall be upon mutual agreement between PPT and the Customer.

Work will be performed during the service level hours specified in the Schedule. Purchase of additional Services may be required, or travel expenses and time may be invoiced to you, if you require work completed outside the scope of this SOW.

Ramp Up Period:

Work under this SOW may require a ramp-up period at the initial stage of coverage for PPT to appropriately spare up at the local stocking facility. Such ramp-up period will be 30 days for equipment that is located in the US, Canada, or UK or 45 days for equipment located in all other international locations. All calls for service made during the Ramp Up Period will be on a reasonable effort only.

In the event that a break-fix incident requires firmware support services, PPT will provide reactive firmware support to bring an asset back to its pre-failure state. If an OEM firmware purchase, deployment, or installation is not part of a reactive break-fix event, it is not included under the scope of services. PPT will replace physical components and assets with hardware that contains matching- or latest-compatible firmware revisions to ensure full operability within the customer's environment.

PPT will implement change management as defined in the Exception Management section of this SOW. An executed contract addendum and/or Purchase Order for additional services will be required before the scope of this SOW is expanded.

Please refer to your Schedule (attached) for your scheduled support.

US Phone: 800.343.4654

EMEA & UK Customers: +44 (0) 8082 346735

Canadian Customers: 800.343.4654

APAC Customers: 800.343.4654

Latin America Customers: 800.343.4654

E-mail: support@parkplacetech.com

Customer Portal: <http://alert.parkplacetech.com>



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Customer Responsibilities:

- The Customer is responsible for the security, backup, and reinstallation of their data at all times. PPT accepts no liability for loss of software or data due to hardware failure.
- Provide PPT with the serial numbers for all equipment covered under this SOW, as amended from time to time. Lack of serial numbers may impact PPT's ability to timely respond to a request for service.
- Provide PPT with the necessary workspace and access to the equipment listed on the schedule.
- Identify and maintain a technical contact to whom PPT may direct general technical information.
- Client is responsible to inform PPT of solid state (SSD) and/or self-encrypting (SED) drives utilized in the configuration prior to quoting new, additions, or renewal maintenance agreements. PPT reserves the right to exclude SSD/SED drives from maintenance coverage unless they are identified prior to quoting.

Escalation Procedure:

PPT recognizes that teamwork will be essential to resolving any escalating issues that arise during the course of this agreement. Therefore, PPT will work with you to develop and implement solutions to any problems encountered during the contract term. If PPT encounters any unusual circumstances that prevent normal service from being performed or service levels from being met, or experiences any dissatisfaction or complaints from you, PPT field personnel will immediately escalate the issue to the PPT Operations Manager by the most expedient means and processes available.

Change Management:

Situations may arise that require the scope of the SOW to change. A change can be requested when one of the following elements of the SOW requires alteration: SLA, Equipment Removal, Equipment Addition, Equipment Location, or the Billing Cycle. As these situations arise, the Customer should contact their dedicated account executive to request a contract addendum. This addendum will define the requested changes and the date on which the change will take effect. Once the addendum is signed and accepted, should the change produce a billing impact, PPT will invoice Customer as mutually agreed.

This Quote is based upon acceptance within 30 days of this date. Changes to components, service level, or quantities will require adjustments to the cost above. In that event, a revised SOW will be provided to you.