



City of Columbus
Park Place Renewal

Quote

Prepared For : City of Columbus

Submitted By : Nick Geiser

Customer # :

Park Place Support Projected Start Date: August 1st, 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@cdwg.com

Date : 6/20/2019

Quote Expiration : July 20th, 2019

Qty.	Part #	Description	STS Price	Unit Price	Extended Price
1YR Park Place Additions					
1	5574331	Park Place Additions - City of Columbus	\$188,557.36	\$76,104.90	\$76,104.90

Grand Total:	\$76,104.90
---------------------	--------------------

*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

TERM START: 01-Aug-2019

TERMS END: 31-Jul-2020

COVERAGE START: 01-Aug-2019

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

CDW STS 534530

BILL FREQUENCY: Full Term Prepaid

CURRENCY: USD

QUOTE TYPE: Maintenance

AGREEMENT #: D44810M

LINE	OEM	DESCRIPTION	SERIAL #	QTY	SLA	Location	HOST	START	END	STATUS	TOTAL
1.59	EMC	Data Domain DD6300 12 bays, 14TB - ParkView Support	APM00173022961	1	7x24x4	Columbus, OH	QH6DDREP	01-Aug-2019	31-Jul-2020	Add	\$1,056.70
1.60	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.61	EMC	DD640 12TB 12x1TB NFS - ParkView Support	2FA2321013	1	7x24x4	Columbus, OH	QH6DDOMA	01-Aug-2019	31-Jul-2020	Add	\$1,529.40
1.62	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.63	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301524-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.64	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.65	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-201247-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.66	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.67	QLogic	QLogic 36 Port QDR InfiniBand Switch	00066A00E30094	1	7x24x4	Columbus, OH	DCW-	01-Aug-2019	31-Jul-2020	Add	\$490.60
1.68	QLogic	QLogic 36 Port QDR InfiniBand Switch	00066A00E30094	1	7x24x4	Columbus, OH	DCW-	01-Aug-2019	31-Jul-2020	Add	\$490.60
1.69	QLogic	QLogic 36 Port QDR InfiniBand Switch	00066A00E30094	1	7x24x4	Columbus, OH	DCE-	01-Aug-2019	31-Jul-2020	Add	\$490.60
1.70	QLogic	QLogic 36 Port QDR InfiniBand Switch	00066A00E3009C	1	7x24x4	Columbus, OH	DCE-	01-Aug-2019	31-Jul-2020	Add	\$490.60
1.71	EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s - ParkView	SX200-201521-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,516.10
1.72	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.73	EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s - ParkView	SX200-201522-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,516.10
1.74	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.75	EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s - ParkView	SX200-201521-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,516.10
1.76	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.77	EMC	X200-22.8TB 11x2TB+1x800GB SSD SATA 6Gb/s - ParkView	SX200-201521-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,516.10
1.78	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.79	EMC	Brocade 5100 24P/40P Base Switch - ParkView Support	BRCALM2533F04	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$385.90
1.80	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.81	EMC	Brocade 5100 24P/40P Base Switch - ParkView Support	BRCALM2533F05	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$385.90
1.82	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.83	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-201520-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.84	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.85	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-201517-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.86	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.87	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301436-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.88	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.89	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301435-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.90	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.91	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301436-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.92	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	
1.93	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301433-	1	7x24x4	Columbus, OH		01-Aug-2019	31-Jul-2020	Add	\$2,300.70



PARK PLACE TECHNOLOGIES



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

Smarter Data Center Support™

1.94	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.95	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301433-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.96	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.97	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301435-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.98	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.99	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301438-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.100	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.101	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301438-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.102	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.103	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301438-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.104	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.105	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301438-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.106	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.107	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301438-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.108	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.109	EMC	NL400 - 36TB, 24GB RAM, 2 x 10GigE SFP & 2 x GbE - ParkView	SN400-301536-	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$2,300.70
1.110	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.111	EMC	Brocade 5300 DS-5300B 48P/80P Base Switch - ParkView Support	BRCAXH2547F02	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$896.10
1.112	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.113	EMC	Brocade 5300 DS-5300B 48P/80P Base Switch - ParkView Support	BRCAXH2547F02	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$896.10
1.114	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.115	EMC	DS-6520B 16GB 96 port FC switch - ParkView Support	BRCCHQ2525J02	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$938.20
1.116	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.117	EMC	DS-6520B 16GB 96 port FC switch - ParkView Support	BRCCHQ2525J02	1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	\$938.20
1.118	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.119	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164600071	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.120	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.121	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JAMYE153700205	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.122	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.123	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164600068	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.124	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.125	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164500021	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.126	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.127	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164300145	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.128	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.129	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JAMYE162500018	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.130	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.131	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164500114	1	FC, 7x24x4	Columbus, OH	11-Dec-2019	31-Jul-2020	Add	\$1,427.90
1.132	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.133	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	APMYE164800012	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.134	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.135	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164500130	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.136	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.137	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164300074	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.138	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	



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

Smarter Data Center Support™

1.139	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164500112	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.140	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.141	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164400212	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.142	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.143	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164400139	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.144	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.145	EMC	NL410 - 36T/24G/2x10GE 2x1GE - ParkView Support	JWXYE164500080	1	FC, 7x24x4	Columbus, OH	12-Dec-2019	31-Jul-2020	Add	\$1,422.10
1.146	PPT	• ParkView Hardware Monitoring ~ Storage		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.147	EMC	Brocade 6510 24P/48P 16GB FTR Base Switch - ParkView	BRCBRW4032N0	1	FC, 7x24x4	Columbus, OH	11-Jun-2023	31-Jul-2020	Add	\$145.20
1.148	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	
1.149	EMC	Brocade 6510 24P/48P 16GB FTR Base Switch - ParkView	BRCBRW4032N0	1	FC, 7x24x4	Columbus, OH	11-Jun-2023	31-Jul-2020	Add	\$145.20
1.150	PPT	• ParkView Hardware Monitoring ~ Networking		1	7x24x4	Columbus, OH	01-Aug-2019	31-Jul-2020	Add	

Grand Total

\$76,104.90

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



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

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>



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

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.