

# Requisition

**Supplier:** PARK PLACE TECHNOLOGIES      0000051772  
 5910 LANDERBROOK DRIVE  
 MAYFIELD HEIGHTS OH 44124  
 United States

**Phone:** (800) 343-4654  
**email:** michael.federico@parkplacetech.com

**Ship To:** RECEIVING  
 10 COLLEGE PARKWAY  
 FOLSOM CA 95630-6798

<b>Business Unit:</b> <b>GENFD</b> <b>OPEN</b>	
Req ID: 0001049108	Date: 03/20/2024
Page 1	
Requisition Name: PARKPLACE-NetLab SAN Maint	
Requester Ronald Lewis	
Requester Signature	
Buyer: Brenda Haney	
Approved:	
Entered By: LEWISJ      20-MAR-2024	

Line-Schd	Description	Quantity	UOM	Price	Extended Amt	Due Date
1-1	HW MAINTENANCE - CS500 DC 2XGIGE 2X10GBE 12X2.0TB HDD 4X600GB SSD PARKVIEW SUPPORTED (SER# AF124870)	1	EA	6,687.00	6,687.00	03/22/2024

6,687.00 Sub-total  
518.24 Est. tax

Total Requisition Amount:      7,205.24

Please reference SCHEDULE : 762412-1.  
 Please email PO to mcharlton@parkplacetech.com.

<u>BU</u>	<u>Acct</u>	<u>Fd</u>	<u>Org</u>	<u>Prog</u>	<u>Sub</u>	<u>Proj</u>	<u>Amount</u>
GENFD	5600	12	FL.VI.SWPA	07000	00000	487Z	6,687.00

**Purchases Charged to Catagorical Programs, Grants or Special Project.**

Program Name: Strong Workforce Program-Regional  
 Project Grant: 487Z  
 Program Director: C Morris  
 Program Goal: Eligible grant funded purchase

<b>Approval Signature</b>	<b>Approval Signature</b>	<b>Approval Signature</b>
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**PARK PLACE**  
TECHNOLOGIES

**SCHEDULE : 762412-1**

# Schedule For: Folsom Lake College

Pricing valid for 30 days from this date: 12-Mar-24

<b>COMPANY:</b> Folsom Lake College	<b>CONTACT:</b> Kyle El-Ayoubi 9166917496 El-AyoK@crc.losrios.edu	<b>TERM START:</b> 01-Feb-24	<b>PPT REP:</b> Michael Charlton
<b>ADDRESS:</b> 10 College Parkway Folsom, CA 95630 United States	<b>BILL TO:</b> Folsom Lake College 6699 Campus Drive Placerville, CA 95667 United States	<b>TERMS END:</b> 31-Jan-25	mcharlton@parkplacetech.com
		<b>COVERAGE START:</b> 01-Feb-24	<b>CURRENCY:</b> USD
		<b>BILL FREQUENCY:</b> Full Term Prepaid	<b>SCHEDULE TYPE:</b> Maintenance
		<b>PAYMENT TERMS:</b> Net 30	<b>AGREEMENT #:</b>

**ASSET LOCATION:** 10 College Pky, Folsom, CA 95630, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.1	HP	CS500 DC 2xGigE 2x10GbE 12x2.0TB HDD 4x600GB SSD ParkView Supported	AF124870	5x9xNBD	1	01-Feb-24	31-Jan-25	New	6,687.00
1.2	PPT	• ParkView Hardware Monitoring ~ Storage Misc: AF124870		7x24x4	1	01-Feb-24	31-Jan-25	New	Included
1.3	PPT	• ParkView Technical Advice and Guidance - Mid-Range Misc: AF124870		7x24x4	1	01-Feb-24	31-Jan-25	New	Included

**GRAND TOTAL: 6,687.00**

Tax is not included in this quote, but will be listed on the invoice when applicable. If you are exempt, please provide an exemption certificate to avoid being charged sales tax.

## Service Description:

Park Place Technologies (PPT) shall 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 #762412-1

Park Place will identify the details relating to the Services in the Schedule for maintenance services, which can be found below. The Schedule will also identify locations at which the Services will be provided and the equipment serial number(s) that will receive maintenance service.

Fees will be invoiced according to the frequency listed on the Schedule. Fees that are invoiced more frequently than annually, will reflect changes that occurred during that period, and may not occur in equal amounts.

## 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 below. 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 below 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

## 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.



SCHEDULE : 762412-1

# Schedule For: Folsom Lake College

Pricing valid for 30 days from this date: 12-Mar-24

## 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. The ramp up period for certain international locations may be extended beyond 45 days due to governmental regulations or procedures that are beyond the control of PPT. All calls for service made during the Ramp Up Period will be on a reasonable effort only. The Ramp Up Period will also be impacted by the receipt of final configurations if not provided during the quoting process.

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: + 1 800-343-4654

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

Canadian Customers: +1 800-343-4654

APAC Customers: +1 800-343-4654

Latin America Customers: +1 800-343-4654

Customer Portal: <https://centralpark.parkplacetechnologies.com/login>

## 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 all 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. For any SSD and/or SED drive that fail because of end of use life, PPT reserves the right to charge for the materials expense related to the replacement.

## 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 Statement of Work 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.

## Additional Services

### “Technical Advice and Guidance”

#### Service Details

Park Place Technologies Technical Advice and Guidance (TAG) Support is an **additional** coverage that must be listed in the attached equipment schedule. TAG is designed for customers with their own robust system and storage administration team. TAG provides a collaborative approach to review and assist in resolution of hardware break/fix issues surrounding hardware, software, firmware, and network connectivity and compatibility issues. Additionally, it offers support for remote administration assistance, storage performance, and support for licensed features. The customer is responsible for all on-site or remote system and storage administration and will provide remote access to the Park Place Technologies team upon request

#### Additional Support Requirements

Park Place Technologies Technical Advice & Guidance is remote-assisted support and should never be considered a replacement for an onsite system administrator. Customers are required to provide a system or storage administrator as the primary point of contact. It is the client's responsibility to obtain/maintain software patches and firmware in accordance with the OEM End-User License Agreement (EULA) or Master Software Agreement (MSA). Park Place may recommend software and firmware patches or updates but cannot legally distribute said patches or updates as they are the Intellectual Property (IP) of the respective original equipment manufacturer.

### “Storage Management Base (STORM Base)”

#### Service Description

Park PlaceView Storage Management is an **additional** coverage that must be listed in the attached equipment schedule. ParkView Storage Management™ brings our 30-year Storage expertise and in-house tools to support and optimize your block and file storage systems. Our managed service, delivered by the ParkView Enterprise Operations Center (EOC), streamlines IT Storage operations by simplifying your storage environments' management to provide you with 24x7 monitoring of health and performance, incident management,

provisioning, patching, and optimization. Park Place Technologies (PPT) shall provide managed services for the monitoring of the equipment listed on the attached Equipment Schedule. Park Place will identify the details relating to the Services in the Schedule for managed services, which can be found below. The Schedule will also identify locations at which the equipment resides and the equipment serial number(s) that will receive managed service. Fees will be invoiced according to the frequency listed on the Schedule. Fees that are invoiced more frequently than annually, will reflect changes that occurred during that period, and may not occur in equal amounts.

#### Levels of Support

##### Base

- Enterprise monitoring backed by the 7x24 EOC
- Actionable Alert / Event Notification
- Common cause identification
- Resource References with remedial action steps
- Defined Escalation Procedure

### “Netsure+” Hardware Maintenance: Network Equipment (NS+)

Netsure+ consignment inventory management hardware maintenance, is Park Place Technologies service designed specifically for equipment deemed eligible for this service model. Response time begins once a problem diagnosis has been validated by Park Place's Technical Support. Hardware Replacement means a fault has been deemed to be a Hardware failure.

- Customer shall procure the necessary NetSure+ Spares for its sparing inventory and ship the spares to Park Place. Park Place shall cover the cost of shipping. Park Place shall inspect all such spares upon receipt, enter all pertinent details into its tracking system and store such spares in appropriate stocking locations until the spares are dispatched. Park Place shall have no liability for any failure to provide the Services or meet any Service Levels to the extent arising out of Customer's failure to procure an adequate inventory of NetSure+ Spares.
- Customer shall be responsible for procuring the spares/replacement equipment (“NetSure+ Spares”) to be dispatched by Park Place when equipment covered under NetSure+ malfunctions.



**PARK PLACE**  
TECHNOLOGIES

SCHEDULE : 762412-1



## Schedule For: Folsom Lake College

Pricing valid for 30 days from this date: 12-Mar-24

· Customer is responsible for replenishing its inventory of NetSure+ Spares throughout the Term of Coverage.

· Upon expiration or termination of the Agreement, and provided that all undisputed Fees have been paid in full, PPT shall return all unused NetSure+ Spares to Customer.

License Transfer - The Customer is responsible to transfer appropriate licenses to the newly replaced hardware. PPT will provide guidance and support provided by PPT through this process.

This SOW is made pursuant to the parties existing agreement in effect; if non-in effect, the SOW is pursuant to PPT GENERAL TERMS AND CONDITIONS.  
<http://www.parkplacetechnologies.com/customer-service/terms-and-conditions>

**Agreed:**

Folsom Lake College

By: \_\_\_\_\_ Authorized Signature

Please return one signed copy of this Statement of Work to:

Park Place Technologies LLC  
5910 Landerbrook Drive, Suite 300  
Mayfield Heights, OH 44124  
United States