



SCHEDULE : 214391-0

Schedule For: City of Riverside

Pricing valid for 30 days from this date: 04-Mar-19

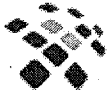
COMPANY: City of Riverside	CONTACT: Alan Lee 951.826.5618 ALee@riversideca.gov	TERM START: 01-May-19	PPT REP: Newton Fuller 440.947.5344 nfuller@parkplacetech.com
ADDRESS: 3900 Main St Riverside, CA 92522-0001 United States	BILL TO: City of Riverside 3900 Main St Riverside, CA 92522-0001 United States	TERMS END: 14-Sep-19	CURRENCY: USD
		COVERAGE START: 01-May-19	SCHEDULE TYPE: Maintenance
		BILL FREQUENCY: Monthly	AGREEMENT #: D46401M
		PAYMENT TERMS: Net 30	

ASSET LOCATION #1: 3085 St Lawrence St, Riverside, CA 92504, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.1	NetApp	NetApp FAS8020 ParkView Supported	941411000039	7x24x4	1	01-May-19	14-Sep-19	Add	2,784.34
1.2	NetApp	• NetApp FAS8020	701417001196	7x24x4	1	01-May-19	14-Sep-19	Add	Included
1.3	NetApp	• DS4246 Disk Shelf with 24x4.0TB 7.2K		7x24x4	3	01-May-19	14-Sep-19	Add	Included
1.4	NetApp	• DS2246 Disk Shelf with 12x200GB SSD 2.5" drives		7x24x4	1	01-May-19	14-Sep-19	Add	Included
1.5	NetApp	• DS2246 Disk Shelf with 24x1.2.0TB 10K SAS Drives		7x24x4	2	01-May-19	14-Sep-19	Add	Included
1.6	PPT	• ParkView Hardware Monitoring ~ Storage Misc: 941411000039		7x24x4	1	01-May-19	14-Sep-19	Add	0.00

ASSET LOCATION #2: 3900 Main St, Riverside, CA 92522, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
2.1	NetApp	NetApp FAS8040 ParkView Supported	701417001242	7x24x4	1	01-May-19	14-Sep-19	Add	11,047.56
2.2	NetApp	• NetApp FAS8040	701417001243	7x24x4	1	01-May-19	14-Sep-19	Add	Included
2.3	NetApp	• DS2246 Disk Shelf SSD 24x200GB EN,-C		7x24x4	1	01-May-19	14-Sep-19	Add	Included
2.4	NetApp	• DS2246 Disk Shelf with 24x1.2.0TB 10K SAS Drives		7x24x4	2	01-May-19	14-Sep-19	Add	Included
2.5	NetApp	• DS2246 Disk Shelf 2U		7x24x4	1	01-May-19	14-Sep-19	Add	Included

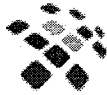


ASSET LOCATION #2: 3900 Main St, Riverside, CA 92522, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
2.6	NetApp	• 800GB SSD SAS 6Gb/s 15mm 2.5" Disk		7x24x4	4	01-May-19	14-Sep-19	Add	Included
2.7	NetApp	• 1.8TB 10K SAS 6Gb/s 2.5" HDD DS2246		7x24x4	20	01-May-19	14-Sep-19	Add	Included
2.8	NetApp	• DS4246 Disk Shelf with 24x4.0TB 7.2K		7x24x4	3	01-May-19	14-Sep-19	Add	Included
2.9	NetApp	• DS4486 Disk Shelf w/ 48x10TB 7.2K SATA Disks		7x24x4	1	01-May-19	14-Sep-19	Add	Included
2.10	NetApp	• DS2246 Disk Shelf with 24x1.2.0TB 10K SAS Drives		7x24x4	9	01-May-19	14-Sep-19	Add	Included
2.11	PPT	• ParkView Hardware Monitoring ~ Storage Misc: 701417001242		7x24x4	1	01-May-19	14-Sep-19	Add	0.00

GRAND TOTAL: 13,831.90

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) 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 # 214391-0

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

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 : 214391-0

Schedule For: City of Riverside

Pricing valid for 30 days from this date: 04-Mar-19

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>

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.

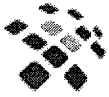
Escalation Procedure:

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.

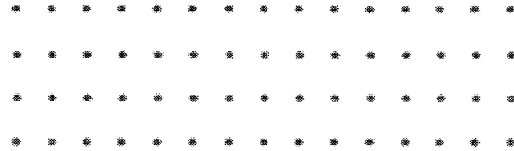
Change Management:

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 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.



PARK PLACE
TECHNOLOGIES
SCHEDULE : 214391-0



Schedule For: City of Riverside

Pricing valid for 30 days from this date: 04-Mar-19

This SOW is made pursuant to the parties' existing agreement if effect; if no agreement has been executed between the parties, this SOW is made pursuant to PPT's General Terms and Conditions. <http://www.parkplacetechologies.com/customer-service/terms-and-conditions>

Agreed:

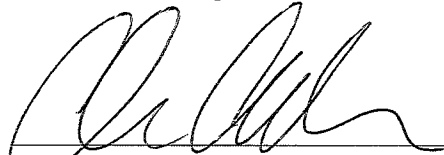
City of Riverside

By _____ Authorized Signature

Agreed:

Park Place Technologies LLC

By _____ Authorized Signature


Chris Adams, CEO


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

CERTIFIED AS TO FUNDS AVAILABILITY:



Financial Officer / City Treasurer

Approved as to Form
By: 
Rosemary Koo
Senior Deputy City Attorney