



SCHEDULE : 716682-1

Schedule For: City of Broken Arrow

Pricing valid for 90 days from this date: 10-Jan-24

COMPANY: City of Broken Arrow	CONTACT: Steven Williams +1.918.2592400 swilliams@brokenarrowok.gov	TERM START: 01-Oct-23	PPT REP: Joshua Duffy jduffy@parkplacetech.com
ADDRESS: 220 S 1st St Broken Arrow, OK 74012-4152 United States	BILL TO: City of Broken Arrow PO Box 610, Attn Accounts Payable Broken Arrow, OK 74013-0610 United States	TERMS END: 30-Sep-24	CURRENCY: USD
		COVERAGE START: 01-Oct-23	SCHEDULE TYPE: Maintenance
		BILL FREQUENCY: Full Term Prepaid	AGREEMENT #: D46179M-004
		PAYMENT TERMS: Net 30	

ASSET LOCATION: 220 S 1st St, Broken Arrow, OK 74012-4152, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.1	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MN	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.2	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MU	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.3	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MY	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.4	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2N5	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.5	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MX	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.6	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MH	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.7	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MP	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.8	Cisco	Aironet 1542 AP 802.11ac	FGL2147B2MV	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.9	Cisco	Cisco Aironet 1852I PoE+ Access Point 2.4/5 GHz	KWC21390138	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.56
1.10	Cisco	Cisco Aironet 1852I PoE+ Access Point 2.4/5 GHz	KWC21390135	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.11	Cisco	Cisco Aironet 1852I PoE+ Access Point 2.4/5 GHz	KWC2139010A	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.12	Cisco	Cisco Aironet 1852I PoE+ Access Point 2.4/5 GHz	KWC21390136	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.13	Cisco	Cisco Aironet 1852I PoE+ Access Point 2.4/5 GHz	KWC231502XT	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32

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LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.14	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139010C	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.15	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139011D	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.16	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139010B	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.17	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139011A	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.18	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213900Y7	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.19	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213705KY	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.20	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139012A	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.21	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013L	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.22	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013M	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.23	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013A	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.24	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC22270BYQ	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.25	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC21390125	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.26	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC231502XV	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.27	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213705L2	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.28	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2240004F	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.29	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213705KX	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.30	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139012Y	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.31	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013K	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32

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LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.32	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC22490728	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.33	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013E	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.34	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2240004G	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.35	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC21390133	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.36	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213705L3	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.37	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139012V	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.38	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC21390131	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.39	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC21390139	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.40	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213705KZ	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.41	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC21390123	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.42	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013J	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.43	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139012H	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.44	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC213705KW	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.45	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC224106VK	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.46	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC21390134	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.47	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC224106VQ	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.48	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013C	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32
1.49	Cisco	Cisco Aironet 1852I PoE+ Access Point ▯ 2.4/5 GHz	KWC2139013D	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	13.32

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LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.50	Cisco	Catalyst 2960S Stack 24 GbE PoE 370W 4 X SFP LAN - ParkView Support ParkView Supported	FOC1734Z4FL	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	212.40
1.51	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.52	Cisco	Catalyst 2960S Stack 24 GbE PoE 370W 4 X SFP LAN - ParkView Support ParkView Supported	FOC1734Z4AL	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	212.40
1.53	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.54	Cisco	Catalyst 2960S Stack 48 GbE PoE 370W 4 X SFP LAN - ParkView Support ParkView Supported	FOC1734W209	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	232.08
1.55	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.56	Cisco	Catalyst 2960S Stack 48 GbE PoE 370W 4 X SFP LAN - ParkView Support ParkView Supported	FOC1429Z1VS	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	232.08
1.57	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.58	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FCW2134A2SG	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	229.80
1.59	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.60	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FCW2042A140	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	229.80
1.61	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.62	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FOC2042Y11N	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	229.80
1.63	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.64	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FCW2132A1WM	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	229.80

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1.65	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.66	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FJC2220W31U	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	229.80
1.67	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.68	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FCW2132A1WK	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	229.80
1.69	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.70	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FJC2235W5CY	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	266.40
1.71	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.72	Cisco	Catalyst 2960X 24PS-L - Switch - 24 ports - ParkView Support ParkView Supported	FJC2235W5EW	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	266.40
1.73	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.74	Cisco	Catalyst 2960X 48FPS-L Switch - 48 ports - ParkView Support ParkView Supported	FCW2032A0NJ	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	310.68
1.75	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.76	Cisco	Catalyst 2960X 48FPS-L Switch - 48 ports - ParkView Support ParkView Supported	FOC2042Z017	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	310.68
1.77	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.78	Cisco	Catalyst 2960X 48FPS-L Switch - 48 ports - ParkView Support ParkView Supported	FOC2042Z010	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	310.68
1.79	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included



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LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.80	Cisco	Catalyst 2960X 48FPS-L Switch - 48 ports - ParkView Support ParkView Supported	FOC2042Z01R	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	310.68
1.81	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.82	Cisco	Catalyst 2960X 48FPS-L Switch - 48 ports - ParkView Support ParkView Supported	FOC1928S251	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	310.68
1.83	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.84	Cisco	Catalyst 2960X 48FPS-L Switch - 48 ports - ParkView Support ParkView Supported	FJC2302W0Y1	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	374.16
1.85	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.86	Cisco	Catalyst 3560CX 12 port PoE IP Base - ParkView Support ParkView Supported	FOC2139T3D5	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	191.64
1.87	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.88	Cisco	Catalyst 3560CX 12 port PoE IP Base - ParkView Support ParkView Supported	FOC2139T3CV	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	191.64
1.89	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.90	Cisco	Catalyst 3560CX 12 port PoE IP Base - ParkView Support ParkView Supported	FOC2139T3C7	Network 5x9xNBD NL	1	01-Oct-23	30-Sep-24	Renewal	191.64
1.91	PPT	• ParkView Hardware Monitoring ~ Networking		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.92	Dell	EqualLogic PS6510ES 41x2TB NL-SAS+7x400GB SSD DC - ParkView Support ParkView Supported	CHT72Y1	5x9xNBD	1	01-Oct-23	30-Sep-24	Renewal	5,538.72
1.93	PPT	• ParkView Hardware Monitoring ~ Storage		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.94	Dell	PowerEdge R630 Server - ParkView Support ParkView Supported	CY69SD2	7x24x4	1	01-Oct-23	30-Sep-24	Renewal	673.20
1.95	PPT	• ParkView Hardware Monitoring ~ x86 Server		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included



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1.96	Dell	PowerEdge R630 Server - ParkView Support ParkView Supported	CJ59T52	7x24x4	1	01-Oct-23	30-Sep-24	Renewal	673.20
1.97	PPT	• ParkView Hardware Monitoring ~ x86 Server		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.98	Dell	MD1400 12x3.5in HDD 2U Rackmount Storage	24LJCH2	5x9xNBD	1	01-Oct-23	30-Sep-24	Renewal	577.44
1.99	Dell	MD1400 12x3.5in HDD 2U Rackmount Storage	24LHCH2	5x9xNBD	1	01-Oct-23	30-Sep-24	Renewal	577.44
1.100	Dell	PowerEdge R630 Server - ParkView Support ParkView Supported	9YKSDH2	5x9xNBD	1	01-Oct-23	30-Sep-24	Renewal	996.84
1.101	PPT	• ParkView Hardware Monitoring ~ x86 Server		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included
1.102	Dell	PowerEdge R630 Server - ParkView Support ParkView Supported	9YKTDH2	5x9xNBD	1	01-Oct-23	30-Sep-24	Renewal	996.84
1.103	PPT	• ParkView Hardware Monitoring ~ x86 Server		7x24x4	1	01-Oct-23	30-Sep-24	Renewal	Included

GRAND TOTAL: 15,991.56

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 #716682-1

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.

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 : 716682-1



Schedule For: City of Broken Arrow

Pricing valid for 90 days from this date: 10-Jan-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:

City of Broken Arrow

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