



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 5

[List View](#)**General Information** [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 937872

Procurement Type: Central Contract - Fixed Amt

Vendor ID: VS0000038874

Legal Name: PPT Holdings I, LLC

Alias/DBA: Park Place Technologies, LLC

Total Bid: \$290,448.00

Response Date: 10/04/2021

Response Time: 11:43

Responded By User ID: ecommerceppt

First Name: Sam

Last Name: Szilagyi

Email: ecommerce@parkplacet

Phone: 800-931-3366

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC2200000003

Published Date: 9/22/21

Close Date: 10/7/21

Close Time: 13:30

Status: Closed

Solicitation Description: Mainframe Server, VTL, DASD Maintenance (OT22030)

Total of Header Attachments: 5

Total of All Attachments: 5



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Solicitation Response

Proc Folder: 937872
Solicitation Description: Mainframe Server, VTL, DASD Maintenance (OT22030)
Proc Type: Central Contract - Fixed Amt

Solicitation Closes	Solicitation Response	Version
2021-10-07 13:30	SR 0210 ESR09302100000002194	1

VENDOR
VS0000038874 PPT Holdings I, LLC

Solicitation Number: CRFQ 0210 ISC2200000003

Total Bid: 290448 **Response Date:** 2021-10-04 **Response Time:** 11:43:37

Comments: The presented pricing is our formal renewal quote for the next 4 years ('21-'22, '22-23, '23-24, '24-25).

FOR INFORMATION CONTACT THE BUYER
 Jessica S Chambers
 (304) 558-0246
 jessica.s.chambers@wv.gov

Vendor Signature X	FEIN#	DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Mainframe Server, VTL, DASD Maintenance - Year 1				72612.00

Comm Code	Manufacturer	Specification	Model #
81112303			

Commodity Line Comments: See provided 12 month quote totaling \$72,612.00 highlighted on page 2 of the quote.

Extended Description:

Mainframe Server, VTL, DASD Maintenance - Year 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Mainframe Server, VTL, DASD Maintenance - Year 2				72612.00

Comm Code	Manufacturer	Specification	Model #
81112303			

Commodity Line Comments: See provided 24 month quote totaling \$145,224.00 highlighted on page 2 of the quote.

Extended Description:

Mainframe Server, VTL, DASD Maintenance - Year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Mainframe Server, VTL, DASD Maintenance - Year 3				72612.00

Comm Code	Manufacturer	Specification	Model #
81112303			

Commodity Line Comments: See provided 36 month year quote totaling \$217,836.00 highlighted on page 2 of the quote.

Extended Description:

Mainframe Server, VTL, DASD Maintenance - Year 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Mainframe Server, VTL, DASD Maintenance - Year 4				72612.00

Comm Code	Manufacturer	Specification	Model #
81112303			

Commodity Line Comments: See provided 48 month quote totaling \$290,448.00 highlighted on page 2 of the quote.

Extended Description:

Mainframe Server, VTL, DASD Maintenance - Year 4



SCHEDULE : 517171-1

Schedule For: State of West Virginia

Pricing valid for 30 days from this date: 22-Sep-21

COMPANY: State of West Virginia	CONTACT: Gene Walters 3043525287 gene.p.walters@wv.gov	TERM START: 15-Sep-21	PPT REP: John Spiccia jspiccia@parkplacetech.com
ADDRESS: 10 Hale St Fl 3 Charleston, WV 25301 United States	BILL TO: State of West Virginia 10 Hale St Fl 3 Charleston, WV 25301 United States	TERMS END: 14-Sep-25	CURRENCY: USD
		COVERAGE START: 15-Sep-21	SCHEDULE TYPE: Maintenance
		BILL FREQUENCY: Full Term Prepaid	AGREEMENT #:
		PAYMENT TERMS: Net 30	

ASSET LOCATION #1: 1900 Kanawha Blvd E, Wv Capitol Complex, Charleston, WV 25305, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.1	EMC	VMAX 20K Base-64GB w/Encryption	HK192606633	7x24x4	1	15-Sep-21	14-Sep-25	New	91,658.40
1.2	EMC	• VMAX 20K Delta Infrast		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.3	EMC	• 146GB 15K FC 4Gb/s 3.5in HDD		7x24x4	52	15-Sep-21	14-Sep-25	New	Included
1.4	EMC	• 300GB 15K FC 4Gb/s HDD VMAX 20K		7x24x4	52	15-Sep-21	14-Sep-25	New	Included
1.5	EMC	• VMAX 20K Sb Dir Delta		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.6	EMC	• VMAX 20K Sb Standby Power Supply		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.7	EMC	• VMAX 20K 15 Slot Disk Array Enclosure		7x24x4	8	15-Sep-21	14-Sep-25	New	Included
1.8	EMC	• VMAX 20K 8Gb 4M FIC		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.9	IBM	zSeries Enterprise BC12 Model H06	68D77	7x24x4	1	15-Sep-21	14-Sep-25	New	74,600.16
1.10	IBM	• zSeries zBC12 Intergrated Facility for Linux (IFL)		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.11	IBM	• zSeries Enterprise zBC12 ZIIP		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.12	IBM	• zSeries Enterprise zBC12 2-Way Processor S02		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.13	IBM	TS7720 Virtualization Engine (VTS) Model VEA	78H4077	7x24x4	1	15-Sep-21	14-Sep-25	New	26,123.04
1.14	IBM	TS7700 Cache Controller Model CS8		7x24x4	1	15-Sep-21	14-Sep-25	New	32,093.76

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LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.15	IBM	• IBM 3952 Model F05 - Expansion Frame		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.16	IBM	• TS7700 SATA Cache Module		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.17	IBM	• FICON LongWave Attachment		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.18	IBM	• GRID ENABLEMENT		7x24x4	1	15-Sep-21	14-Sep-25	New	Included

ASSET LOCATION #2: 68 Richard D. Minnich Dr, Sutton, WV 26601, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
2.1	IBM	TS3500 Model L23 Tape Library	78A4126	7x24x4	1	15-Sep-21	14-Sep-25	New	15,125.76
2.2	IBM	• TS1120 Model E05 Tape Drive		7x24x4	6	15-Sep-21	14-Sep-25	New	Included
2.3	IBM	TS7740 Virtualization Engine (VTS) Model V06	78H4070	7x24x4	1	15-Sep-21	14-Sep-25	New	22,387.20
2.4	IBM	TS7740 Cache Controller Model CC8		7x24x4	1	15-Sep-21	14-Sep-25	New	28,459.68
2.5	IBM	• IBM 3952 Model F05 - Expansion Frame		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
2.6	IBM	• FICON LongWave Attachment		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
2.7	IBM	• GRID ENABLEMENT		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
2.8	IBM	• Dual Port FC HBA		7x24x4	1	15-Sep-21	14-Sep-25	New	Included

36 month price \$217,836.00* 24 month price \$145,224.00*

12 month price \$72,612.00*

GRAND TOTAL: 290,448.00

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 #517171-1

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.

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.parkplacetechologies.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 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 : 517171-1



Schedule For: State of West Virginia

Pricing valid for 30 days from this date: 22-Sep-21

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:

State of West Virginia

Agreed:

Park Place Technologies LLC

By: _____ Authorized Signature

PPT: _____ 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



SCHEDULE : 517171-1

Schedule For: State of West Virginia

Pricing valid for 30 days from this date: 22-Sep-21

COMPANY: State of West Virginia	CONTACT: Gene Walters 3043525287 gene.p.walters@wv.gov	TERM START: 15-Sep-21	PPT REP: John Spiccia jspiccia@parkplacetech.com
ADDRESS: 10 Hale St Fl 3 Charleston, WV 25301 United States	BILL TO: State of West Virginia 10 Hale St Fl 3 Charleston, WV 25301 United States	TERMS END: 14-Sep-25	CURRENCY: USD
		COVERAGE START: 15-Sep-21	SCHEDULE TYPE: Maintenance
		BILL FREQUENCY: Full Term Prepaid	AGREEMENT #:
		PAYMENT TERMS: Net 30	

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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.parkplacetechologies.com/login>

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PARK PLACE
TECHNOLOGIES

SCHEDULE : 517171-1



Schedule For: State of West Virginia

Pricing valid for 30 days from this date: 22-Sep-21

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<http://www.parkplacetechnologies.com/customer-service/terms-and-conditions>

Agreed:

State of West Virginia

Agreed:

Park Place Technologies LLC

By: _____ Authorized Signature

PPT: _____ 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



SCHEDULE : 517171-1

Schedule For: State of West Virginia

Pricing valid for 30 days from this date: 22-Sep-21

COMPANY: State of West Virginia	CONTACT: Gene Walters 3043525287 gene.p.walters@wv.gov	TERM START: 15-Sep-21	PPT REP: John Spiccia jspiccia@parkplacetech.com
ADDRESS: 10 Hale St Fl 3 Charleston, WV 25301 United States	BILL TO: State of West Virginia 10 Hale St Fl 3 Charleston, WV 25301 United States	TERMS END: 14-Sep-25	CURRENCY: USD
		COVERAGE START: 15-Sep-21	SCHEDULE TYPE: Maintenance
		BILL FREQUENCY: Full Term Prepaid	AGREEMENT #:
		PAYMENT TERMS: Net 30	

ASSET LOCATION #1: 1900 Kanawha Blvd E, Wv Capitol Complex, Charleston, WV 25305, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.1	EMC	VMAX 20K Base-64GB w/Encryption	HK192606633	7x24x4	1	15-Sep-21	14-Sep-25	New	91,658.40
1.2	EMC	• VMAX 20K Delta Infrast		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.3	EMC	• 146GB 15K FC 4Gb/s 3.5in HDD		7x24x4	52	15-Sep-21	14-Sep-25	New	Included
1.4	EMC	• 300GB 15K FC 4Gb/s HDD VMAX 20K		7x24x4	52	15-Sep-21	14-Sep-25	New	Included
1.5	EMC	• VMAX 20K Sb Dir Delta		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.6	EMC	• VMAX 20K Sb Standby Power Supply		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.7	EMC	• VMAX 20K 15 Slot Disk Array Enclosure		7x24x4	8	15-Sep-21	14-Sep-25	New	Included
1.8	EMC	• VMAX 20K 8Gb 4M FIC		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.9	IBM	zSeries Enterprise BC12 Model H06	68D77	7x24x4	1	15-Sep-21	14-Sep-25	New	74,600.16
1.10	IBM	• zSeries zBC12 Intergrated Facility for Linux (IFL)		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.11	IBM	• zSeries Enterprise zBC12 ZIIP		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.12	IBM	• zSeries Enterprise zBC12 2-Way Processor S02		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.13	IBM	TS7720 Virtualization Engine (VTS) Model VEA	78H4077	7x24x4	1	15-Sep-21	14-Sep-25	New	26,123.04
1.14	IBM	TS7700 Cache Controller Model CS8		7x24x4	1	15-Sep-21	14-Sep-25	New	32,093.76

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LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
1.15	IBM	• IBM 3952 Model F05 - Expansion Frame		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
1.16	IBM	• TS7700 SATA Cache Module		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.17	IBM	• FICON LongWave Attachment		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
1.18	IBM	• GRID ENABLEMENT		7x24x4	1	15-Sep-21	14-Sep-25	New	Included

ASSET LOCATION #2: 68 Richard D. Minnich Dr, Sutton, WV 26601, United States

LINE	OEM	DESCRIPTION	SERIAL #	SLA	QTY	START	END	STATUS	TOTAL
2.1	IBM	TS3500 Model L23 Tape Library	78A4126	7x24x4	1	15-Sep-21	14-Sep-25	New	15,125.76
2.2	IBM	• TS1120 Model E05 Tape Drive		7x24x4	6	15-Sep-21	14-Sep-25	New	Included
2.3	IBM	TS7740 Virtualization Engine (VTS) Model V06	78H4070	7x24x4	1	15-Sep-21	14-Sep-25	New	22,387.20
2.4	IBM	TS7740 Cache Controller Model CC8		7x24x4	1	15-Sep-21	14-Sep-25	New	28,459.68
2.5	IBM	• IBM 3952 Model F05 - Expansion Frame		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
2.6	IBM	• FICON LongWave Attachment		7x24x4	2	15-Sep-21	14-Sep-25	New	Included
2.7	IBM	• GRID ENABLEMENT		7x24x4	1	15-Sep-21	14-Sep-25	New	Included
2.8	IBM	• Dual Port FC HBA		7x24x4	1	15-Sep-21	14-Sep-25	New	Included

36 month price \$217,836.00* 24 month price \$145,224.00*
 12 month price \$72,612.00*

GRAND TOTAL: 290,448.00

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 #517171-1

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.

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.parkplacetechologies.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 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 : 517171-1



Schedule For: State of West Virginia

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