



**MAINTENANCE - SCHEDULE A**

**Sold To:**  
10021821

**Ship to Address:**  
312 Courthouse Square  
Bay Minette, AL. 36507

**Term of Service:**  
1 Year

**Quote Expiration Date:**

**Bill to Name:**  
Baldwin County

**Services**  
**Commencement Date:**  
3/6/2021

**Service Level:**  
Black Box: Remote Plus Parts & Monitoring  
Entitlements: Phones Not Included  
SWA: Included 24X7

**Vendor:**  
ATOS

**Black Box Maintenance**  
**Payment Terms**

Annual in Advance

**Software Support/3rd**  
**Party Payment Terms**

Annual in Advance

BLACK BOX SUPPORT			
Description	Location	Effective Dates	Total
Main_EOC (Mcauliffe Dr) - Black Box Remote Only Support - Unify OpenScope 4K V8, Session Border Controllers, OpenScope Contact Center, OpenScope Xpressions, Softgate Access 500	20141292	Start Date: 3/6/2021 End Date: 3/5/2021	\$ 36,337.80
B. M. Annex II Bldg (Courthouse Sq)	20032195		Included in Above Pricing
Central Annex I (Palmer St)	20017135		Included in Above Pricing
Loxley Board of Ed (B Ave)	20031764		Included in Above Pricing
CIS Legal Annex (West Third St)	20017916		Included in Above Pricing
Robertsdale Sheriffs (County Rd)	20140507		Included in Above Pricing
Fairhope Courthouse (Fairhope Ave)	20140698		Included in Above Pricing
Foley Courthouse (East Section St)	20140700		Included in Above Pricing
B.M. Jail (Hand Ave)	20141517		Included in Above Pricing
B.M. City Hall (D'Olive)	20141518		Included in Above Pricing
Church (Courthouse Sq)	20141529		Included in Above Pricing
B.O.E (North Hand Ave)	20141519		Included in Above Pricing
B.M CH (1 Courthouse Sq)	20136679		Included in Above Pricing
Central Annex II (Hwy 59)	20127494		Included in Above Pricing
B.M. Revenue (Hwy 31)	20130634		Included in Above Pricing
ATOS - Software Subscription Program	648466	Start Date: 6/28/2021 End Date: 6/27/2022	\$ 38,126.00

**Support Total: \$ 74,463.80**

**OTHER TERMS APPLICABLE TO THIS SCHEDULE**

- 1 If this Schedule includes break/fix maintenance support, this Schedule does not include paging, headsets, terminals, printers, UPS, batteries or power plant. Move Add and Change requests are not included as part of the break/fix maintenance and will be invoiced as completed.
- 2 Black Box support of manufacturer or OEM Equipment, Software and/or Systems that are End of Life (EOL) will be based on a commercially reasonable effort. Parts/Software for EOL Systems will be provided, if available, from Black Box depot or OEM.
- 3 All pricing reflected in this Schedule A are reflective of the above system configuration and does not include or forecast for any upgrades or changes. The intention is for the contract to be tried up prior to the beginning of the next annual term with any additional product and/or licenses purchased.



- 4 Remote Diagnostics requires 24X7 access and modem connection, provided by the customer. Any Service provided remotely are dependent upon access via the modem. If Customer does not provide remote access, Black Box will charge on a time and materials basis for work that could be accomplished remotely, but as a result, required an onsite presence.
- 5 On site labor are not included in this service offering. This will be billable as utilized



# REMOTE SUPPORT WITH PARTS SERVICE PLAN UNIFY OPENScape Support Solutions

The Remote Plus Parts Service plan provides parts & shipping (excluding telephone sets) and defined response times. On-site support is available at Black Box Network Services' Contract Labor Rates on a scheduled best effort basis.

## SERVICE FEATURES

### Support from Single Service Provider

- One Toll-Free 800 #
- Remote Labor Included During Coverage Hours
- Remotely Diagnose Problem \*\*\* **(Requires 24x7 Remote Access)**
- Materials are included with the exception of Customer Provided Servers
- Technical Assistance Center
- Alarm Monitoring 24X7 (Black Box Pass To Customer)
- Manufacturer Corrective Software Updates\*\*\*\*
- Escalation to Manufacturer Technical Assistance Center \*\*\*\*

### Defined Service Response Time

- Coverage Hours 8am-5pm, Monday – Friday (P1 & P2 – 24X7X365)
- Remote Response within Thirty (30) minutes of Initial Call for **P1** and **P2** service issues
- Remote Response within Twenty-Four (24) Hours of Initial Call for **P3** and Forty-Eight (48) Hours of Initial Call for **P4** service requests
- Black Box Network Services Holidays Included
- On-Site Support Available and Billable at Black Box Network Services' Current Labor Rates (Portal to Portal, 2 Hour Minimum)

### Benefits

- Ease and Convenience of a Single Source Solution
- Cost Effective Service Option
- Experienced Technical Expertise
- Designed Specifically for Environments utilizing technically trained in house staff
- The Service Desk is staffed 24x7\*

#### Service SLA descriptions - Customer Reported/ Monitored Service Issues

(P1) – Existing system or application is down or causing critical impact to business operations (System Down).

(P2) – Existing system or application is severely degraded impacting significant aspects to business operations (High Priority).

(P3) – Existing system or application is degraded but most business operations remain functional (Medium Priority).

(P4) – Information requested on products or capabilities. Little or no impact to business operations (Low Priority).

\* The **Black Box Services Desk** is staffed 24x7 with personnel responsible for entering customer service requests and dispatching on-call technical support engineers for problem resolution. P3, P4 service will be provide next business day.

\*\*\* Requires **24x7 Unassisted Remote Access** to customer's system via network (VPN or other persistent connection).

\*\*\*\* **Unify SSP** contract required for access to corrective content and manufacture support.

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