

State of Alabama)

County of Baldwin)

CONTRACT FOR PROFESSIONAL SERVICES

This Contract for **Professional and Construction** Services is made and entered into by and between the County of Baldwin (hereinafter called "COUNTY") acting by and through its governing body, the Baldwin County Commission, and **Norstan Communications, Inc., d/b/a Black Box Network Services**, (hereinafter referred to as "PROVIDER").

WITNESSETH:

Whereas, at its regular meeting on Tuesday, January 19, 2021, the COUNTY authorized staff to solicit a Request for Proposals (RFPs) for Unify Telecommunications Maintenance and Support Services; and

Whereas, the PROVIDER responded to the RFP and was chosen by the COUNTY to provide needed services in accordance with the RFP and Response.

NOW, THEREFORE, in consideration of the premises and the mutual covenants herein contained the sufficiency of which being hereby acknowledged, PROVIDER and COUNTY do hereby agree as follows:

I. **Definitions.** The following terms shall have the following meanings:

- A. COUNTY: Baldwin County, Alabama
- B. COMMISSION: Baldwin County Commission
- C. PROVIDER: Norstan Communications, Inc.,
d/b/a Black Box Network Services

II. **Obligations Generally.** The COUNTY hereby retains, and the PROVIDER agrees to perform for the COUNTY, those services as hereinafter set forth. This document shall serve as the binding contract for the services of PROVIDER. PROVIDER shall immediately commence performance of the services outlined herein upon full execution of this Contract. All work shall be commenced and completed in a timely manner as, and at the times, herein set out.

III. **Recitals Included.** The above recitals and statements are incorporated as part of this Agreement and shall have the effect and enforceability as all other provisions herein.

- IV. Professional Qualifications. For the purpose of this Contract, the PROVIDER represents and warrants to the COUNTY that it possesses the professional, technical, and administrative personnel with the specific experience and training necessary to provide the professional services required herein.
- V. No Prohibited Exclusive Franchise. The COUNTY neither perceives nor intends, by this Contract, a granting of an exclusive franchise or violation of Art. I, Section 22 of the Alabama Constitution.
- VI. Representation/Warranty of Certifications, Etc. PROVIDER represents and warrants that PROVIDER is presently certified, licensed and otherwise permitted under all necessary and applicable laws and regulations to perform the services herein, and that PROVIDER shall renew, maintain, and otherwise ensure that all such certifications, licenses, and permits are current and valid, without interruption, for and through completion of the services. The representation and warranty aforesaid is a material inducement to the COUNTY in entering this Contract, and the parties agree that the breach thereof shall be deemed material at the County's option.
- VII. Legal Compliance. PROVIDER shall at all times comply with all applicable Federal, State, local and municipal laws and regulations.
- VIII. Independent Contractor. PROVIDER acknowledges that it is an independent contractor, and PROVIDER shall at all times remain as such in performing the services under this Contract. PROVIDER is not an employee, servant, partner, or agent of the COUNTY and has no authority, whether express or implied, to contract for or bind the COUNTY in any manner. The parties agree that PROVIDER shall be solely responsible for and shall have full and unqualified control over developing and implementing its own means and methods, as it deems necessary and appropriate in providing the aforementioned services, and that the COUNTY's interests herein are expressly limited to the results of said services. PROVIDER is not entitled to unemployment insurance benefits, and PROVIDER is responsible for and obligated to pay any and all federal and state income tax on any monies paid pursuant to this Contract.
- IX. No Agency Created. It is neither the express nor the implied intent of PROVIDER or COUNTY to create an agency relationship pursuant to this Contract. Therefore, the PROVIDER does not in any manner act on behalf of COUNTY and the creation of such a relationship is prohibited and void.
- X. Unenforceable Provisions. If any one or more of the provisions contained herein shall, for any reason, be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof. This Contract shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

- XI. Entire Agreement. This Contract represents the entire and integrated agreement between COUNTY and PROVIDER and supersedes all prior negotiations, representations, or agreements, either written or oral. This Contract may be amended only by written instrument signed by all parties.
- XII. Failure to Strictly Enforce Performance. The failure of the COUNTY to insist upon the strict performance of any of the terms, covenants, agreements and conditions of this Contract shall not constitute, and shall never be asserted by PROVIDER as constituting, a default or be construed as a waiver or relinquishment of the right of the COUNTY to thereafter enforce any such term, covenant, agreement, or condition, but the same shall continue in full force and effect.
- XIII. Assignment. This Contract or any interest herein shall not be assigned transferred or otherwise encumbered by PROVIDER without the prior written consent of the COUNTY, which may be withheld or granted in the sole discretion of the COUNTY.
- XIV. Ownership of Documents/Work. The COUNTY shall be the owner of all copyright or other intellectual property rights in reports, documents and deliverables produced and paid for under this Contract, and to the extent permitted by Alabama law, any such material may be reproduced and reused at the discretion of the COUNTY without payment of further consideration. PROVIDER shall not transfer, disclose, or otherwise use such information for any purpose other than in performance of the services hereunder, without the COUNTY's prior written consent, which may be withheld or granted in the sole discretion of the COUNTY.
- XV. Notice. Notice required herein shall be in writing, unless otherwise allowed, and said notice shall be deemed effective when received at the following addresses:

PROVIDER: Norstan Communications, Inc.
D/b/a Black Box Network Services
30941 Mill Lane G175
Spanish Fort, AL 36527
ATTN: Lynn Langley

COUNTY: Baldwin County Commission
c/o Chairman
312 Courthouse Square
Suite 12
Bay Minette, AL 36507

- XVI. Services to be Rendered. PROVIDER is retained by the COUNTY as a professionally qualified Contractor. The general scope of work for the services shall include all the terms and Conditions of "Request for Proposals", the same being expressly incorporated herein by reference, and without limitation will encompass:

“All provision and conditions and/or specifications listed/stated in the Request for Proposals for Unify Telecommunications Maintenance and Support for the Baldwin County Commission”.

- A. PROVIDER will provide ongoing communications with COUNTY regarding this service, including updates, emails, etc. as requested. Additionally, PROVIDER will meet with COUNTY as needed or requested.
- B. PROVIDER is responsible for the professional quality, technical accuracy, timely completion and coordination of all services furnished by or in relation to this Contract.
- C. PROVIDER represents and warrants that its services shall be performed within the limits and standards provided by the COUNTY, in a manner consistent with the level of care and skill ordinarily exercised by similar providers under similar circumstances at the time the services are performed.

XVII. General Responsibilities of the COUNTY.

- A. The COUNTY shall provide reasonable notice to PROVIDER whenever the COUNTY actually observes or otherwise actually becomes aware of any development that affects the scope or time of PROVIDER's services hereunder or any defect or nonconformance in the work of PROVIDER.
- B. The COUNTY shall pay to PROVIDER the compensation as, and subject to the terms set out below.

XVIII. Termination of Services. The COUNTY or PROVIDER may terminate this contract, with or without cause or reason, by giving thirty (30) days written notice of such to the other party. Upon receipt of such notices, PROVIDER shall discontinue its work to the extent specified in the notice.

In the event of termination, the COUNTY shall pay PROVIDER for all services satisfactorily rendered, and for any expenses deemed by COUNTY to be a reimbursable expense incurred pursuant to this Contract and prior to the date of termination.

XIX. Compensation Limited. The compensation to be paid to the PROVIDER shall be the full compensation for all work performed by PROVIDER under this Contract. Any and all additional expenditures or expenses of PROVIDER, not listed in full within this Contract, shall not be considered as a part of this Agreement and shall not be demanded by PROVIDER or paid by COUNTY.

XX. Direct Expenses. Compensation to PROVIDER for work shall be paid **\$74,463.80 per Attachment A**). Said compensation shall be all inclusive,

including without limitation, reimbursement of all cost, incidentals and operating expense associated with those directly engaged in performance of the requested services.

- XXI. Method of Payment. PROVIDER shall submit invoices to the COUNTY for payment for work performed. Such invoice shall be accompanied by a detail account of compensation to be paid PROVIDER.

Payment shall be made by the COUNTY within thirty (30) days of the approval of the invoice submitted by the PROVIDER. The COUNTY agrees to review and approve invoices submitted for payment in a timely manner.

- XXII. Effective and Termination Dates. This Contract shall be effective for twelve (12) months and commence immediately upon the same date as its full execution, with an option to issue two (2) twelve (12) month contracts or extend the first contract until such time that a new contract can be bid and awarded. Any additional contract or extension will be at the same prices, terms and conditions. Any successive contract(s) must have the written approval of both the County and the Vendor no later than thirty (30) days prior to the expiration of the original contract. [Nothing herein stated shall prohibit the parties from otherwise terminating this Contract according to the provisions herein.]

- XXIII. Force Majeure. The Parties hereto shall incur no liability to the other if performance becomes impossible or impracticable by reason on an event or effect that the parties could neither have anticipated nor controlled. This allowance shall include both an act of nature and acts of third parties. Any costs that would otherwise be incurred and/or necessitated by the provisions herein shall be alleviated for either party by such event or effect.

- XXIV. Indemnification. Provider shall indemnify, defend and hold County and its Commissioners, affiliates, employees, agents, and representatives (collectively "County") harmless from and against any and all claims, demands, liabilities, damages, losses, judgments, costs, and expenses including, without limitations, attorneys' fees, for any and all personal injury (including death) and property damage of any kind or nature whatsoever, incurred by, asserted against, or imposed upon County, as a result of or in any manner related to provision of services hereunder, or any act or omission, by Provider. Contractor shall provide the COUNTY with proof of general liability coverage including the COUNTY as an additional insured. This indemnification shall survive the expiration of this Contract.

- XXV. Number of Originals. This Contract shall be executed with three (3) originals, each of which are equally valid as an original.

- XXVI. Governing Law. This Contract in all respects, including without limitation its formation, validity, construction, enforceability and available remedies, shall be governed by the laws of the State of Alabama, without regard to Alabama conflict of law principles.

XXVII. Insurance. Prior to performing services pursuant to this Contract, Provider shall carry, with insurers satisfactory to County, throughout the term of hereof, Auto Liability Insurance, including owned, hired and non-owned vehicles, with limits of not less than \$1,000,000, combined single limit, for both bodily injury liability and property damage liability each occurrence, Commercial General Liability Insurance, including all contractual liability hereunder, with limits not less than \$1,000,000, combined single limit, for both bodily injury liability and property damage liability each occurrence, and Worker's Compensation Insurance, meeting the statutory limits of the State of Alabama and Employer's Liability Insurance fully covering all employees and supervisors participating in the work at the subject property site. All liability insurance shall name the County as an additional insured. Prior to commencing operations hereunder, a Certificate of Insurance evidencing such coverage, satisfactory to County, shall be furnished to County, which shall specifically state that such insurance shall provide for at least ten (10) days' notice to County in the event of cancellation, termination, or any change in such insurance policies. The worker's compensation certificate shall bear an endorsement clearly evidencing a waiver of the right of subrogation against County and County Representatives. Should Provider fail to furnish current evidence upon demand of any insurance required hereunder, or in the event of cancellation, termination or change in any such insurance, County may, at its option, suspend this Contract until insurance is obtained, terminate this Contract immediately without further action, or hold Provider in material default and pursue any and all remedies available.

IN WITNESS WHEREOF, the parties hereto have executed this contract on the last day of execution by the COUNTY as written below.

COUNTY

ATTEST:

JOE DAVIS, III / Date
Chairman

WAYNE DYESS / Date
County Administrator

NOTARY & SIGNATURE PAGE TO FOLLOW

State of Alabama)

County of Baldwin)

I, _____ Notary Public in and for said County, in said State, hereby certify that, Joe Davis, III, whose name as Chairman of Baldwin County Commission, and Wayne Dyess, whose name as County Administrator, are known to me, acknowledged before me on this day that, being informed of the contents of the Contract for Professional and Construction Services, they, as such officers and with full authority, executed same knowingly and with full authority to do so on behalf of said Commission.

Given under my hand and official seal, this the _____ day of _____, 2021.

Notary Public
My Commission Expires

PROVIDER:

Norstan Communications, Inc., d/b/a Black Box Network Services

By _____/Date
Its _____

State of Alabama)

County of Baldwin)

I, _____ Notary Public in and for said County and State, hereby certify that _____ as _____ of Norstan Communications Inc., d/b/a Black Box Network Services, whose name is signed to the foregoing in that capacity, and who is known to me, acknowledged before me on this day that, being informed of the contents of the foregoing, he executed the same voluntarily on the day the same bears date for and as an act of said Norstan Communications, Inc., d/b/a Black Box Network Services.

GIVEN under my hand and seal on this the _____ day of _____, 2021.

Notary Public
My Commission Expires



“ATTACHMENT A”

MAINTENANCE - SCHEDULE A

Sold To:

10021821

Ship to Address:

312 Courthouse Square
Bay Minette, AL. 36507

Term of Service:

1 Year

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

Black Box Maintenance

Payment Terms

Annual in Advance

Software Support/3rd

Party Payment Terms

Annual in Advance

Quote Expiration Date:

Vendor:

ATOS

BLACK BOX SUPPORT			
Description	Location	Effective Dates	Total
Main_EOC (Mcauliffe Dr) - Black Box Remote Only Support - Unify OpenScape 4K V8, Session Border Controllers, OpenScape Contact Center, OpenScape 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 true 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



ProtecNet®

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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Ease and Convenience of a Single Source Solution• Cost Effective Service Option• Experienced Technical Expertise	<ul style="list-style-type: none">• 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.

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 we be provided, if available, from Black Box depot or OEM.