

Revised Purchase Order**Sales Tax Exemption**

Texas A&M University-Commerce is exempt from state and municipal sales taxes under Chapter 20 Title 122A, revised Civil Statutes of Texas, for all purchases made for the exclusive use of Texas A&M University-Commerce.

The laws of the State of Texas shall govern this Purchase Order.

Member of the Texas A&M University System.

Purchase Order			
Purchase Order Date	PO/Reference No.	Revision No.	Revision Date
Nov 22, 2021	AB0671410	1	Jan 3, 2022
Contact instructions for questions regarding this Purchase Order: If Buyer Contact information is listed below, please contact the Buyer. If not, please contact the Customer.			
Buyer Contact:			
Buyer	Buyer Email	Buyer Phone Number	
sdb - Barnes, Sandy	sandy.barnes@tamuc.edu	903.468.3000	
Customer Contact:			
Name:		Mallory Dennie	
Email:		MALLORY.DENNIE@TAMUC.EDU	
Phone:		+1 903-886-5421	

Order acceptance instructions:

Vendor guarantees that the products delivered or the services performed as a result of this Purchase Order will meet or exceed all specifications herein. Any exceptions to the pricing or the description contained herein must be approved by Texas A&M University-Commerce's Purchasing Department prior to shipping.

Supplier Information		Delivery Information	
Supplier Name	SHI GOVERNMENT SOLUTIONS INC	Delivery Address	
Address	1301 S MOPAC EXPRESSWAY #375 AUSTIN, Texas 78746 United States	TAMUS Member:	21-Texas A&M University - Commerce (21)
Phone	+1 800-870-6079	Attn:	Mallory Dennie
Fax	+1 512-732-0232	VPIO	
FOB / FREIGHT	Destination	Room	BA 132
Pre-Pay & Add	No	2600 S Neal St	
Payment Terms	0, Net 30	Commerce, TX 75428	
Contract Number - Header	C3497010	United States	
Contract Number - Line	<i>no value</i>	Delivery Information	
Quote number		Required Delivery Date	
		Ship Via	Best Carrier-Best Way

Notes to Supplier**Shipping Instructions**

Attachments for supplier

SHI_Warranty Serv...

PO Clauses

Header	001	No Collect Freight Charges Accepted	Neither COD nor "Collect" freight or handling charges will be accepted.
	508	Changes must be Approved Prior	Any changes to this Contract without the undersigned Purchasing Agent's prior written approval is not authorized and at the expense of the Supplier.
	509	Cancellation due to Funding	This contract is subject to cancellation without penalty, either in whole or in part, if funds are not appropriated by the Texas Legislature, or otherwise not made available to the using Agency.
	522	Governance	Any agreement entered into by Texas A&M University-Commerce shall be governed by the laws of the State of Texas.

525	Best Value Clause	Agency invokes "Best Value" purchase exemption under House Bill 1545.
536	Terms & Conditions - TAMU-Commerce	This purchase shall be in accordance with the Texas A&M University-Commerce terms and conditions. To obtain, please go to the following address: http://www.tamuc.edu/facultyStaffServices/purchasing/references/forms/default.aspx

Line No.	Product Description	Catalog No.	Size / Packaging	Unit Price	Quantity	Ext. Price
1 of 1	Park Place Technologies-Hardware Maintenance	NA	EA	15,364.68 USD	1 EA	15,364.68 USD
Total						15,364.68 USD

Billing Information	Billing Address
<p>To assure timely payment please e-mail invoices to the email provided in the bill to address. If the invoice is sent via email, please do not send a duplicate copy through the mail. Only if email is not an option then submit invoices to the billing address indicated in the "Billing Address" section. To inquire about electronic invoicing via cXML, CSV or PO flip through the supplier portal, e-mail vendorhelp@tamuc.edu.</p> <p>Invoice must include the PO/Reference number shown above.</p>	<p>Texas A&M University-Commerce</p> <p>***Do Not Mail Invoices***</p> <p>Email invoices to invoices@tamuc.edu</p> <p>PO Box 3011</p> <p>Commerce, TX 75429</p> <p>United States</p>



Schedule For: Texas A&M University - Commerce

Pricing valid for 90 days from this date: 12-Nov-21

SCHEDULE : 505815-2

COMPANY: Texas A&M University - Commerce CONTACT: Jeffrey Faunce
+1.903.8865102
jeff.faunce@tamuc.edu

ADDRESS: PO Box 3011
Commerce, TX 75429-3011
United States

TERM START: 15-Nov-2021
TERMS END: 14-Nov-2022
COVERAGE START: 15-Nov-2021

CURRENCY: USD
SCHEDULE TYPE: Maintenance
AGREEMENT #: D73932M

BILL FREQUENCY: Full Term Prepaid

PAYMENT TERMS: Net 30

LINE	OEM	DESCRIPTION	SERIAL #	QTY	SLA	Location	HOST	START	END	STATUS	TOTAL
1.1	HP	MSL4048 0-Drive Tape Library	MXA501Z00M	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	1,887.15
1.2	HP	• LTO-5 Tape Drive		4	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	Included
1.3	HP	StoreOnce 4500 24TB Backup	2M24430LXS	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	2,143.97
1.4	HP	• StoreOnce 4500 12LFF SAS-2 Expansion	PR67BXQRNE	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	Included
1.5	HP	• StoreOnce 4500 48TB Upgrade Kit	PR6JNFNXDE	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	Included
1.6	PPT	HP StoreOnce Technical Support - Mid-Range	2M25030VPW-SOS	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	2,456.40
1.7	PPT	HP StoreOnce Technical Support - Mid-Range	2M24430LXS-SOS	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Renewal	2,456.40
2.1	Dell	PowerEdge R630 Server - ParkView Support	GGKRKH2	1	5x9xNBD	Commerce, TX		02-Jun-2022	14-Nov-2022	Add	178.33
2.2	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		02-Jun-2022	14-Nov-2022	Add	Included
2.3	Dell	PowerEdge R720 Server - ParkView Support	224WGX1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.4	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.5	Dell	PowerEdge R720 Server - ParkView Support	224TGX1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.6	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.7	Dell	PowerEdge R720 Server - ParkView Support	226WGX1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.8	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.9	Dell	PowerEdge R630 Server - ParkView Support	9R03482	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	393.85
2.10	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.11	Dell	PowerEdge R630 Server - ParkView Support	FXGX482	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	393.85
2.12	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.13	Dell	PowerEdge R630 Server - ParkView Support	D3W5KB2	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	393.85
2.14	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.15	Dell	PowerEdge R630 Server - ParkView Support	FZRFS52	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	393.85
2.16	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.17	Dell	PowerEdge R720 Server - ParkView Support	226VGX1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.18	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.19	Dell	PowerEdge R720 Server - ParkView Support	225VGX1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.20	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.21	Dell	PowerEdge R720 Server - ParkView Support	226TGX1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.22	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
2.23	Dell	PowerEdge R720 Server - ParkView Support	37ZWQV1	1	5x9xNBD	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	466.30
2.24	PPT	• ParkView Hardware Monitoring ~ x86 Server		1	7x24x4	Commerce, TX		15-Nov-2021	14-Nov-2022	Add	Included
3.1	HP	StoreOnce 4500 24TB Backup	2M25030VPW	1	5x9xNBD	Stephenville, TX		15-Nov-2021	14-Nov-2022	Renewal	1,402.91
3.2	HP	• StoreOnce 4500 12LFF SAS-2 Expansion	PRM1896MCE	1	5x9xNBD	Stephenville, TX		15-Nov-2021	14-Nov-2022	Renewal	Included

Grand Total

15,364.68



Schedule For: Texas A&M University - Commerce

Pricing valid for 90 days from this date: 12-Nov-21

SCHEDULE : 505815-2

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 above. 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 For: Texas A&M University - Commerce

Pricing valid for 90 days from this date: 12-Nov-21

SCHEDULE : 505815-2

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
Singapore Customers: 800.101.3819
Latin America Customers: 800.343.4654
For additional Toll Free Numbers for your country:
<https://www.parkplacetechnologies.com/contact-us>
E-mail: support@parkplacetech.com
Customer Portal: <http://centralpark.parkplacetechnologies.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.

Asset Number Asset Address

- 1 2008 University Dr., Commerce, TX 75428, United States
- 2 Po Box 3011, Commerce, TX 75429-3011, United States
- 3 1333 W Washington St, Stephenville, TX 76401, United States