

SECTION A: CUSTOMER INFORMATION	
Customer Name ("Customer"): City of Redondo Beach City Hall Site ID: 1061772	Norstan Communications, Inc. dba Black Box Network Services 4155 Cottonwood Lane Maple Grove, MN 55369
Principal Address: 415 Diamond St. Redondo Beach, CA 90277	Billing Address: 415 Diamond St. Redondo Beach, CA 90277
Tax ID No.	The terms of the Agreement shall govern this Order. Effective Date of Agreement: NA <input type="checkbox"/> MOA # <input type="checkbox"/> Hosted/Cloud <input type="checkbox"/> Other:
SECTION B: PAYMENT TERMS (EXCLUDING TAXES)	
<p>UCC:</p> <p>Total Price \$NA</p> <p>Invoice/Payment Terms: 20% of System Price due at Customer signing* 70% of System Price due at Delivery* 10% of System Price due at Cutover* *Net 30 days from date of invoice.</p>	<p>Cabling/Infrastructure Services:</p> <p>Total Material \$NA Total Labor \$NA Total Price \$NA</p> <p>Invoice/Payment Terms: 100% Materials due upon delivery* Labor monthly progress payments* Hourly Rates (if applicable) \$NA /hour standard time \$NA/hour non-standard time *Net 30 days from date of invoice.</p>
SECTION C: SERVICES (MAINTENANCE, SUPPORT, MANAGED SERVICES, AND/OR HOSTED/CLOUD)	
Service Fee (excluding applicable taxes):	\$31,574.14
Commencement Date:	11/01/20 through 10/31/21
Term of Order (if applicable):	12 Months
Black Box Maintenance Invoice Cycle :	Annually in Advance
SECTION D: ATTACHMENTS	
Note any Applicable Attachments: Maintenance Schedule A (1 (One) pages), Avaya Formerly Nortel Comprehensive Plan	
SECTION E: TERMS AND CONDITIONS	
Unless Customer and Black Box have entered into a separate written agreement for the equipment or services set forth in this Order Form, the following terms and conditions shall apply to this Order https://www.bboxservices.com/legal/terms-conditions-of-sale.	
SECTION E: SIGNATURES	
Customer: City of Redondo Beach City Hall	Norstan Communications, Inc. dba Black Box Network Services
BY: (Authorized Signature)	BY: DocuSigned by: <i>Ian White</i> 696A0C84353F45D... (Authorized Signature)
NAME (please print): William C. Brand	NAME: Ian White
TITLE: Mayor	TITLE: Director Enterprise Operations
DATE:	DATE: 10/14/2020 10:57 AM PDT

Attest:

Eleanor Manzano, City Clerk

APPROVED AS TO FORM:

Michael W. Webb, City Attorney

APPROVED:

Risk Manager



MAINTENANCE SCHEDULE A

Black Box Maintenance

Site Number:

1061772

Site Name:

City of Redondo Beach City Hall

Payment Terms

Annually in Advance

Site Address:

415 Diamond St.
Redondo Beach, CA 90277

Services Commencement Date:

11/1/2020

Term of Service:

12 Months

Service Level:

Black Box: Comprehensive 24x7
Entitlements: Admin Phones Included Only
SWA: Included 8X5

Quote Expiration

10/31/2020

Vendor Support Type:

Avaya, Extreme

Black Box Network Services Comprehensive 24x7 Maintenance				
Hardware Description	Sold To Number	Equipped Ports	Effective Dates	Annual Total
CS1000 RIs. 7.6	318808154	1	Start Date: 11-01-2020 End Date: 10-31-2021	\$31,574.14
1061789 - CITY OF REDONDO BEACH FIRE STATION Core 1 (Geo Redundant System from City Hall)		1		Included
COM 3.0 VSN MANAGER		1		Included
EW Software Support - S22044 for AH2735012-3.0 Avaya Software Support		1		Included
Grand Total BBNS Maintenance				\$31,574.14

Total Annual Price:

\$31,574.14

OTHER TERMS APPLICABLE TO THIS SCHEDULE

- 1 If this Schedule includes break/fix maintenance support, this Schedule does not include paging, headsets, consoles, 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 Server Hardware is the responsibility of the customer if the unit is out of manufacturer warranty, in a virtual environment or customer provided. Black Box is not responsible for the operating system or virus protection.
- 4 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 trued up prior to the beginning of the next annual term with any additional product and/or licenses purchased.
- 5 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.
- 6 SOFTWARE SUPPORT : If you have SOFTWARE ASSURANCE ONLY ORDERS- Any Black Box on site labor, required to replace parts and/or resolve service issues will be billable to the customer at contract labor rates.
- 7 MULTI-YEAR Software Support Term and Payment: The Software Support agreement will have an initial one year, three-year or five year term of service ("initial Term") commencing on the receipt date of the quote(s) and associated Purchase Order(s). The Software Support Plan cannot be terminated for convenience during the one year, three year or five year term. The Software Support Purchase price will be billed either annual in advance or all upfront (depending on customer choice) . Payment is due within thirty (30) days after your receipt of each invoice.
- 8 The term of this Order shall commence on the date Black Box executes the Order and will continue as set forth in the Order (the "Order Term"). If neither Customer nor Black Box provides the other written notice of cancellation at least thirty (30) days prior to the end of the Order Term, the Order Term will automatically renew for additional periods of one (1) year at Black Box's then current rate(s).



COMPREHENSIVE SERVICE PLAN AVAYA CS1000 Support Solutions

The Service Desk will provide remote diagnostics and resolve the problem or dispatch onsite assistance if needed. The Comprehensive Plan includes all parts, labor, and priority response.

SERVICE FEATURES

Support from Single Service Provider

- One Toll-Free 800 #
- Materials
- Labor Included During Coverage Hours
- Remotely Diagnose Problem *** **(Requires 24x7 Remote Access)**
- Dispatch Onsite as Needed
- Technical Assistance Center
- Work to Completion/Continuous Effort-P1 and P2
- Manufacturer Corrective Software Updates ****
- Escalation to Manufacturer Technical Assistance Center ****
- Alarm Monitoring **(Requires 1FB and NetPath Onsite)**
- 24 Hour x 7 Day Service Center *

Defined Service Response Time

- Coverage Hours 8am-5pm, Monday-Friday
- 24x7 Emergency Protection for P1 and P2 service issues.
- Onsite or Remote Response within Ninety (90) Minutes of Initial Call for **P1 and P2** service issues ***
- Black Box Network Services Holidays Included
- Onsite or Remote Response within Twenty-Four (24) Hours of Initial Call for **P3, P4** service requests

Benefits

- Ease and Convenience of a Single Source Solution
- Priority Response and Problem Resolution for P1 and P2 service issues
- Experienced Technical Expertise
- Extended Service Protection Options Available Enabling Long Term Service Planning

All maintenance may be performed remotely or onsite as determined by us to most effectively and efficiently address the maintenance to be performed.

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.*

**** *Avaya PASS 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.

Welcome to Black Box!

The Black Box Service Desk is designed to deliver an exceptional customer experience. It is staffed with certified U.S.-based experts who are ready to answer your questions and take care of your service needs including service outages, repairs, Moves, Adds, Changes (MAC) and more.

Please update your records with the Black Box Service Desk number. Thank you for your business. We look forward to serving you.

What are the Black Box Service Desk Hours of Operation?

- 24 hours a day, 365 days a year

How do I open a new support ticket with the Service Desk?

For assistance you can:

- Call **1-800-676-8800**
 - Enter your Site ID
 - Select the option that best fits your needs (**1 for service or 2 for MAC**)
- Via our Web Portal @ <https://csc.blackbox-vs.com>
- **Note: For emergency outages please call 1-800-676-8800**

How can I request an update on my ticket?

You should receive regular updates; however, for an update you can:

- Call the update line at **1-800-676-6198** and enter your ticket number –
-or- –
- Visit our Web Portal @ <https://csc.blackbox-vs.com>

How do I escalate my ticket?

- We strive for quick, high quality resolution of all service incidents; however, if you need to escalate your ticket for any reason, follow the simple steps below. Black Box is committed to your satisfaction. Please provide your ticket number when making an escalation.

Escalation Level:	When to Escalate:	Contact:	Contact Details:
1	If no response received <u>two hours</u> after ticket submitted or if a ticket priority needs to be increased.	Black Box Service Desk	Phone: 1-800-251-3028
2	If no response from 1 st escalation or <u>one hour</u> after 1 st escalation.	Manager/Supervisor on Duty	Phone: 1-888-855-9480
3	If no response from 1 st or 2 nd escalation or <u>one hour</u> after 2 nd escalation.	Sandeep Rajhans Director, Global Response Center	Mobile: 214-458-4965 Email: sandeep.rajhans@blackbox.com
4	If no response from above escalations or if response does not meet client approval.	Joe Walker Senior Director, Global Technology Services	Office: : 724-338-9025 Mobile: 251-583-9872 email: joe.walker@blackbox.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/30/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Commercial Lines - (412) 765-3510 USI Insurance Services LLC Six PPG Place, Suite 200 Pittsburgh, PA 15222	CONTACT NAME: Kathy Kuremsky PHONE (A/C, No, Ext): 413-430-6039 FAX (A/C, No): 610.577.2289 E-MAIL ADDRESS: kathleen.kuremsky@usi.com														
INSURED Norstan Communications, Inc. d/b/a Black Box Network Services 10050 Crosstown Circle, Suite 600 Eden Prairie, MN 55344	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Travelers Property Casualty Co of America</td> <td style="text-align: center;">25674</td> </tr> <tr> <td>INSURER B: Travelers Indemnity Company</td> <td style="text-align: center;">25658</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Travelers Property Casualty Co of America	25674	INSURER B: Travelers Indemnity Company	25658	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: Travelers Property Casualty Co of America	25674														
INSURER B: Travelers Indemnity Company	25658														
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES

CERTIFICATE NUMBER: 14925260

REVISION NUMBER: See below

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CONTRACTUAL LIAB <input checked="" type="checkbox"/> \$10M AGG GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			TC2JGLSA-475M2729-20	03/31/2020	03/31/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			TC2J-CAP-475M1536-20	03/31/2020	03/31/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			ZUP91N117261920NF	03/31/2020	03/31/2021	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	UB7P7739312051 UB7P7703512051R (AZ,MA, UB7P7739312051 (CA)	03/31/2020 03/31/2020 03/31/2020	03/31/2021 03/31/2021 03/31/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

RE: CITY OF REDONDO BEACH IS AN ADDITIONAL INSURED WITH RESPECT TO THE GENERAL AND AUTO LIABILITY COVERAGE, ONLY AS REQUIRED BY CONTRACT, SUBJECT TO THE TERMS AND CONDITIONS OF THE POLICY.

CERTIFICATE HOLDER

CITY OF REDONDO BEACH
 415 DIAMOND STREET
 REDONDO BEACH CA 90277

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

The ACORD name and logo are registered marks of ACORD © 1988-2015 ACORD CORPORATION. All rights reserved.