

SystemsCare Agreement
Prepared for
IOWA VETERANS HOME

Submitted To
Dan Deeter

Agreement Dates
November 01, 2017 - October 31, 2018

Contract Number
CNR-19204-V9K9

Prepared By
Darla Portz
Account Executive

On
October 03, 2017

Statement of Work

Statement of Work Timeframe:

This CEC SystemsCare Agreement will run from 11/1/2017 through 10/31/2018. Unless otherwise stated, at the end of this timeframe CEC and IOWA VETERANS HOME will review this agreement and update the Equipment List and terms.

Response Time:

Response time for this SystemsCare Agreement begins when IOWA VETERANS HOME contacts the CEC Customer Support Center (CSC), via the telephone numbers listed below. Emails, recommended for non-emergencies only, are processed as received and may delay CEC Customer Response Time. Once the CSC is contacted, IOWA VETERANS HOME is offered the following Response Time.

Emergency Response: A callback within two (2) hours and a Technician onsite within four (4) hours on a 24x7 basis.

Response times are valid for items on the attached Equipment List. Calls requiring a response outside of these noted response times and/or hours, or for items not on the attached Equipment List, will be billed to IOWA VETERANS HOME at CEC's T&M rates.

- **Minimum Time Charges for T&M Service Work**
 - Phone Support – Cases will be billed in 15 minute increments but will carry a 30 minute minimum charge during normal business hours. For after-hours phone support cases will be billed in 30 minute increments and carry a 1 hour minimum charge.
 - On-Site Support – Cases will be billed for actual time onsite but will carry a 2 hour minimum charge plus travel from Technicians supporting office.
 - Remote Support (Remote Access) – Cases will be in 30 minute increments but will carry a 1 hour minimum charge.

The CSC phone numbers are:

Corporate	(319) 294-9000
Toll free	(866) 423-2247
Email	csc@cecinfo.com (email for non-emergencies only)

*** CEC's normal business hours are 7:30am to 4:30pm Monday through Friday, exclusive of CEC-observed holidays.**

Service Agreement Labor:

CEC Labor to repair items on the attached Equipment List, from normal use and service, is included with this SystemsCare Agreement when performed during the Response Time as noted above. Normal use and service does not include negligence, misuse, external force or physical abuse, loss of electrical power or power fluctuation. Labor completed outside of the Response Time noted above, for items not on the attached Equipment List, or for repair items outside of normal use and service, will be billed to IOWA VETERANS HOME at CEC's T&M rates. Lift rental or rental of specialized equipment needed for repair of equipment is not included with this SystemsCare Agreement.

Parts Repair & Replacement:

Component Parts Replacement is included with this SystemsCare Agreement from normal use and service of items on the attached Equipment List, excluding nurse-call related CRT & LCD Monitors, pillow speakers, hospital owned beds, and PC's/servers and hardware not supplied by Communications Engineering Company. Legacy system repair is subject to manufacturer's repair parts availability and in some situations it may become necessary to utilize inventory from decommissioned systems. Advanced system replacement, complete system replacement and replacement of physically damaged equipment is not included in this SystemsCare Agreement. CEC Technicians do not carry equipment in their trucks. CEC Technician will first attempt to troubleshoot and/or repair the defective equipment, if unable to do so CEC will send the unit to the manufacturer for factor repair. CEC will extend any manufacturer warranty; in the event that the unit is out of warranty and there is a charge to repair the unit a quote will be sent to the person listed as the case contact. IOWA VETERANS HOME will have the option to repair the defective unit or purchase a new unit.

Preventative Maintenance:

Preventative Maintenance checks are not included with this SystemsCare Agreement.

Software Updates:

Annual software updates are not included with this SystemsCare Agreement and will be based on manufacturer release dates. CEC cannot be held responsible for or cover under this Service Agreement issues resulting from other updates not provided by, supported by or outside Ascom. All items not covered will be resolved at CEC T&M charges.

Ascom Pinnacle Product Protection Plan (PPP):

Under the Pinnacle Product Protection Plan, the Customer will receive enhanced or extended coverage for the Ascom portable handsets, infrastructure and central equipment. The Plan will also cover accidental damage. Ascom will replace defective belt clips covered in the Plan at no additional charge.

Ascom UNITE Maintenance:

The Ascom (US) Inc. UNITE Maintenance Plan is designed to extend the standard 30-day warranty period of the Ascom UNITE software and Ascom ELISE hardware. Product UPGRADES are made available to the End Customer, which include function and performance improvements and enhancements.

Ascom Software Maintenance VoIP Gateway:

The Ascom (US) Inc. Software Maintenance Plan (SMP) allows customers to upgrade and update the Ascom VoIP Gateway software to new releases that are offered during the plan term. Under an active SMP, new versions of software do not need to be purchased.

Equipment List

Location	System	Warranty Expiration
	IVH Nurse Call Systems 2016	
Malloy		
Malloy 4th Floor North	Telligence	Sep-16
Malloy 3rd Floor North	Telligence	Sep-16
Malloy 2nd Floor North	Telligence	Sep-16
Malloy Main/Basement	Telligence	Sep-16

Malloy 2nd Floor South	Telligence	Sep-16
Malloy 3rd Floor South	Telligence	Sep-16
Malloy 4th Floor South	Telligence	Sep-16

Dack

Dack 2nd Floor	Telligence	Jun-17
Dack Main Basement	Telligence	Jun-17
Dack 3rd Floor	Telligence	Jun-17
Dack 4th Floor	Telligence	Jun-17

Ulery

Ulery 1	Telligence	Sep-15
Ulery 2	Telligence	Sep-15
Ulery 3	Telligence	Sep-15
Ulery 4	Telligence	Sep-15
Ulery 5	Telligence	Sep-15
Ulery 6	Telligence	Sep-15
Ulery 7	Telligence	Sep-15
Ulery 8	Telligence	Sep-15

Fox

Fox 1	Telligence	Sep-15
Fox 2	Telligence	Sep-15
Fox 3	Telligence	Sep-15
Fox 4	Telligence	Sep-15
Fox Common	Telligence	Sep-15

Headend Equipment

Malloy Telligence Bridge (IMT)	Workstation	Nov-16
Dack Telligence Bridge	Workstation	Nov-16
Ulery Telligence Bridge	Workstation	Nov-16
Fox Telligence Bridge	Workstation	Nov-16
Unite AM server	VM server	Nov-16
Unite Call Manager UCM	Elise 3 Module	Nov-16
Unite Tap for Pagers	Elise 3 Module	Nov-16
Unite Loggin Anylize	Elise 3 Module	Nov-16
Unite Connect for NC 1	Elise 3 Module	Nov-16
Unite UCM -2	Elise 3 Module	Nov-16
Unite VOIP Gateway	Ascom 6910	Nov-16
Unite VOIP Gateway	Ascom 6910	Nov-16

Wireless Phones

Qty 125 Ascom I62	Wireless mobility device	Oct-16
-------------------	--------------------------	--------

Authorization to Proceed

CEC is authorized to proceed with the SystemsCare Agreement coverage in accordance with the attached Statement of Work. CEC and IOWA VETERANS HOME acknowledge that this Statement of Work is subject to the Terms and Conditions listed below.

Please select your SystemsCare Agreement coverage levels by checking the box next to the desired line items.

SystemsCare Agreement for 11/1/2017 - 10/31/2018	Amount	X
CEC Emergency Response for all systems 24x7 with 2x4 (Ascom / Paging / ShoreTel / Cameras / Security / Nurse Call)	\$42,250.00	
Ascom Maintenance including Pinnacle Product Protection, Software Maintenance, UNITE Maintenance	\$28,757.25	
Total:	\$71,007.25	

By signing this Proposal, Customer expressly agrees to be bound by the terms of this Proposal and the CEC Standard Terms and Conditions.

Authorized Signature(s) & Date

IOWA VETERANS HOME

Authorized Signature

Title

Printed Name

Date

After Hours Contact Information

In some instances, a customer may need to be contacted after normal business hours by CEC. Please provide a valid after-hours contact name and phone number.

Contact Name (please print)

Contact Phone Number

Terms and Conditions

This Proposal for sale of equipment or performance of services by CEC is subject to, and expressly conditioned upon, CEC Standard Terms and Conditions. (<http://www.cecinfo.com/terms>) CEC Standard Terms and Conditions cannot be waived or altered without the express written consent of a CEC Corporate Officer.

Payment in full is required before service coverage begins
Installation and upgrades outside of this agreement will be billed at CEC time and materials rates (T&M)
SystemsCare Agreement Prices are valid until 11/1/2017
Taxes and handling costs, where applicable, are not included in the SystemsCare Agreement cost