

ORIGINAL

C-11130  
09/09/2016



Phone: 480 964 8911

Email: kricci@goserco.com

Web: www.goserco.com

We have prepared a quote for you

## EXTENDED WARRANTY PLAN 2017

Quote #008239 v1

Prepared for

**GLENDALE REGIONAL PUBLIC SAFETY TRAINING**

Prepared by

**Kit**



Phone: 480-964-8911

Email: [kricci@goserco.com](mailto:kricci@goserco.com)

Web: [www.goserco.com](http://www.goserco.com)

Friday, September 09, 2016

**GLENDALE REGIONAL PUBLIC SAFETY TRAINING**

Loretta Hadlock  
11550 W Glendale Ave  
Glendale, AZ  
[lhadlock@glendaleaz.com](mailto:lhadlock@glendaleaz.com)

Dear Loretta,

This Quote is for renewal of your Gold Extended Warranty Plan (EWP) Maintenance for the 2017 year effective 01/01/17, covering the system at the Glendale Public Safety Training location. The NAS is physically located at the MAIN location, and is billed to this account. In 2016, 32 Channels from the MAIN location (retired) ALR were moved to the ALR at this Public Safety Training location, resulting in a total of 80 channel licenses but only 72 physical channels. To reduce the cost of this EWP contract, it is being Invoiced as a 72 channel ALR. If additional channels beyond the 72 are configured to record in the future, the EWP pricing will reflect the full capacity of 80 channels. Because EWP was pre-paid for equipment removed from service in 2016 at the MAIN location, a 1-time Credit appears on this Invoice.

Goserco recently renewed the Annual Extended Warranty Plan Credit for 2017. This provides a 2% Credit toward the next Extended Warranty Plan for customers whose payments arrive at Goserco, Inc. offices on or before the 15th of the month after the Due Date. So for customers receiving this offer whose Due Date is 01/01/17, payments received on or before 01/15/17 will receive the Credit applied to their 2018 Agreement! You can get more information from the attached flier.

If you have any questions or I can be of any assistance, please don't hesitate to let me know. Thank you!

**Kit Ricci**  
*Maintenance Contracts Administrator*

**Goserco, Inc.**  
7165 E. University Dr.  
Suite 180  
Mesa, AZ 85207  
ROC302489

**(480) 964-8911 Ext. 5106**  
**(800) 285-0108 Ext. 5106**  
**(480) 964-8911 (fax)**

[kricci@goserco.com](mailto:kricci@goserco.com)  
**My Office Hours are M-F 7:30-3:30**

A handwritten signature in black ink, appearing to read 'Kit Ricci'.

Kit  
Maintenance Contracts Administrator  
Goserco HQ



Phone: 480-964-8911

Email: kricci@goserco.com

Web: www.goserco.com

**Maintenance from January 01, 2017 through December 31, 2017**

**All Equipment, including Client software and servers:**

**Max-Pro 72ch Recorder s/n AL55K121177007, Dongle 17183**

**Vision AIQ/AIR/IC Server s/n 2052729**

**Vision NAS (located at MAIN location - 6835 N. 57th Drive)**

Product		Price	Qty	Ext. Price
CG-EWP-Gold	<p><b>EWP: Gold EWP contract: M-F business hours response (excluding holidays), Remote &amp; on-site, parts and labor included. Refresher training &amp; unlimited phone support. Remote access is required. Terms and conditions are shown on EWP contract.</b></p> <p>Acceptance of customer equipment not covered prior to the Contract Start Date by a New Machine Warranty or Maintenance Contract will be subject to the equipment being in sound functional condition as of the Contract Start Date. All necessary repairs as of the inception of this Contract will be subject to charges based on Goserco's current Time and Materials basis.</p>	\$16,021.81	1	\$16,021.81
Discount	<p><b>1-Time Credit for Equipment removed from MAIN location during 2016 for which EWP had previously been paid.</b></p>	(\$1,449.83)	1	(\$1,449.83)
CV-V5-C89-170-3312	<p><b>Audiolog Premium Software Maintenance (per annum). This line item is paid directly to Verint for support.</b></p>	\$1,519.62	1	\$1,519.62
<b>Subtotal:</b>				<b>\$16,091.60</b>



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## EXTENDED WARRANTY PLAN 2017

**Quote Information:**

Quote #: 008239

Version: 1

Delivery Date: 09/09/2016

Expiration Date: 01/31/2017

**Prepared for:**

GLENDALE REGIONAL PUBLIC SAFETY

TRAINING

11550 W Glendale Ave

Glendale, AZ

Loretta Hadlock

lhadlock@glendaleaz.com

623-930-3000

**Prepared by:**

Goserco HQ

Kit

480-964-8911 X5106

Fax 480-964-8912

kricci@goserco.com

Quote Summary		Amount
Products		\$16,091.60
Total		\$16,091.60

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature

Date

**EXTENDED WARRANTY PLAN  
FOR VOICE LOGGING RECORDER  
LEVEL – (M-F 8am-5pm) GOLD**

7165 E University Drive  
Suite 180  
Mesa, AZ 85207  
480.964.8911



For technical support: [tech.support@goserco.com](mailto:tech.support@goserco.com)

Goserco, Inc. (GOSERCO) offers the following contract and conditions for extended warranty protection for, and covered services performed on, the listed equipment\* installed at CITY OF GLENDALE, GLENDALE REGIONAL PUBLIC SAFETY TRAINING CENTER, 11550 W GLENDALE AVE, GLENDALE, AZ 85307. GOSERCO and the City of Glendale, an Arizona municipal corporation, acting through the Glendale Police Department (customer) agree to abide by the terms specified by this contract. GOSERCO and Customer are referred to herein individually as "Party" and collectively as "Parties".

**CONTRACT PERIOD**

Coverage under this contract begins at 12:01 am JANUARY 01, 2017, and terminates at 11:59 pm DECEMBER 31, 2017.

**THIS CONTRACT PROVIDES FOR THE FOLLOWING**

1. Support via e-mail ([tech.support@goserco.com](mailto:tech.support@goserco.com)), telephone support, and on-site service when necessary, 8:00am - 5:00pm (local time) Monday through Friday (excluding holidays). Guaranteed response times as follows: M-F 8AM-5PM MST 2 hours within receipt of call or email. After hours and or "emergency" service calls (not covered under this contract and is billable at the current afterhours service rate) are responded to with 4 hours (only a voicemail, if left, on the on-call technical support personnel phone will be considered an emergency). Leaving a voicemail on the GOSERCO service line and or sending an email is NOT considered an emergency and will be responded to the next business day.
2. Response to requests for technical support or service received between 8:00am - 5:00pm (local time) Monday through Friday, excluding holidays. Calls for technical support or service received during these hours will be handled via telephone and/or remote access first - if it determined by technical support personnel that an on-site visit will be required, it will be scheduled accordingly.
3. Emergency on-site response (typically same day) is considered necessary when two or more channels are not recording. Please note that if any failure to record is determined to be due to some other factor besides the recording equipment (i.e. radio problem, phone problem, etc.) travel and on-site time charges will be incurred at the applicable hourly rates.
4. Parts – please note that due to great variation in customer environments, only two DVD-RAM drives (if installed in the system) per contract year are covered. Additional drives will be replaced at actual cost, with no labor charge. Also, please note that coverage for parts is contingent upon specific environmental and other requirements being met (please see terms and conditions).
5. Manufacturer recommended or required recording application updates (service packs, hot fixes, etc.). In general, recording application updates will be performed via remote access. If updates require upgrading clients, this service may be performed on-site. In the event that a manufacturer releases a no-cost version upgrade of recording application software, such upgrades will be delivered or performed with no labor charge (excluding shipping and handling for upgrade media).
6. This contract provides coverage for the voice logging recorder only. Peripherals (i.e. reproducer workstations, label printers, UPS equipment, etc.) are not covered, unless specified and agreed upon by both parties, and specifically listed on the following page.
7. "Refresher", or system training for new personnel, via remote access, provided up to twice annually (1 hr. each).

**TERMS AND CONDITIONS OF THIS CONTRACT**

1. This is an annual contract. This contract is to be billed and prepaid on or before the date of commencement, and billed each subsequent year until cancellation by either party.
2. City reserves the right to cancel the Contract at any time without notice. Cancellation must be in writing and mailed to the address listed in Notice Section 11, below.

**EXTENDED WARRANTY PLAN  
FOR VOICE LOGGING RECORDER  
LEVEL – (M-F 8am-5pm) GOLD**

7165 E University Drive  
Suite 180  
Mesa, AZ 85207  
480.964.8911



For technical support: [tech.support@goserco.com](mailto:tech.support@goserco.com)

**TERMS AND CONDITIONS (Continued)**

3. All requests for technical support or service must include direct call back contact information. Customers must indicate, in writing, the person(s) authorized to call for service, and person(s) authorized to receive administrative system passwords, if such security is desired. Otherwise, by signing this agreement, customer agrees and authorizes that any calling party from their facility may receive such services or information.
4. For systems equipped with DVD-RAM drives, Panasonic DVD-RAM media is the only supported media. Requests for service related to archiving may be delayed if not using supported media.
5. Voice logging recorder must be connected to appropriate power from an Uninterruptible Power Supply (UPS) at all times. Absence of, or lack of appropriate maintenance of, appropriate UPS power will void coverage of voice logging recorder under this contract.
6. Remote access to voice logging recorder is required. This can be via dial-up, or Internet (VPN or web service). While it is not required that remote access is available 100% of the time (although this is recommended), emergency responses may require immediate remote access to the system for proper diagnostics and verification of system status. Goserco is not responsible for any delay due to holdup in establishing remote access to the system. The customer is responsible for providing all remote access site-specific details and any special remote access client software (when required). In the event that remote access is only granted on a case-by-case, or temporary basis, the customer is responsible for establishing the readiness (connecting phone line, enabling remote access, etc.).
7. Customer is responsible for maintaining equipment in an adequately-cooled and relatively dust-free environment.
8. Customer is responsible for providing the services of relevant I.T. personnel that may be required during repairs, updates, troubleshooting, etc. in a timely manner.
9. **E-Verify.** Both Parties acknowledge that immigration laws require them to register and participate with the E-Verify program (employment verification program administered by the United States Department of Homeland Security and state. Both Parties warrant that they have registered with and participate with E-Verify. If either Party later determines that the other non-compliant Party has not complied with E-Verify, it will notify the non-compliant Party by certified mail of the determination and of the right to appeal the determination.
10. **Non-Discrimination.** Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.
11. **Notice.** All notices relating to this Agreement shall be deemed given when mailed, by certified or registered mail, or overnight courier, to the other Party at the address set forth below or such other address as may be given in writing from time to time:

If to Customer: City of Glendale, Glendale Police Department  
Attn: Interim Police Chief Rick St. John  
6835 North 57<sup>th</sup> Drive  
Glendale, Arizona 85301

With a copy to: Glendale City Attorney  
5850 West Glendale Avenue  
Glendale, Arizona 85301

**EXTENDED WARRANTY PLAN  
FOR VOICE LOGGING RECORDER  
LEVEL – (M-F 8am-5pm) GOLD**

7165 E University Drive  
Suite 180  
Mesa, AZ 85207  
480.964.8911



**For technical support: tech.support@goserco.com**

**TERMS AND CONDITIONS (Continued)**

If to GOSERCO: Goserco, Inc.  
7165 East University Drive, Suite 180  
Mesa, Arizona 85207

12. No Boycott of Israel. The Parties agree that they are not currently engaged in, and agree that for the duration of the Agreement they will not engage in, a boycott of Israel, as that term is defined in A.R.S. §35-393.

**THIS CONTRACT DOES NOT PROVIDE FOR**

1. Any technical support or service outside of 8:00am - 5:00pm (Arizona time) Monday through Friday – after hours, weekends, or Goserco-observed holidays, are outside the scope of this contract. If after hours technical support or service is requested, labor and travel will be computed at the applicable hourly rates for after hours, weekend, and holiday service.
2. Connection or repair of any telephone adapters (logger patches) and associated wiring, or feed source wiring.
3. Relocating, adding record channels, and/or moving of recorder equipment or installation of additional clients.
4. Repairs due to any power problem, or acts of nature regardless of cause (i.e., power surge, fire, water damage, lighting strikes, etc.) - all service requests that require an on-site response due to any power problem, or an act of nature, will be billable at applicable rates. Additionally, any damage due to power problems or acts of nature voids the parts warranty protection.
5. Problems resulting from any unauthorized changes or modifications to the operating system, including any malicious acts from external sources including but not limited to viruses, spyware, hacking attempts, etc.
6. Any internal networking configuration, problems, or modifications that may affect the recording system (such as restrictive domain policies), or the ability of remote clients to connect properly to the voice logging recorder.
7. Windows Updates and virus protection – these are the responsibility of customers with Windows-based systems. Both require manufacturer approval (and specific exclusions in some cases) via Goserco, Inc. prior to application.
8. Hardware upgrades or release-level software version upgrades in recording application software.

MAKE	MODEL	SERIAL NUMBER	COMMENTS	AMOUNT
VERINT	MAX PRO 72CH	55K121177007		\$ 16,021.81
VISION	AIR/AIQ/IC	2052729	INCLUDED IN ABOVE PRICE	
VISION	NAS		INCLUDED IN ABOVE PRICE (located at MAIN location)	
VERINT	TIER 2 SOFTWARE		PAID DIRECTLY TO VERINT	1,519.62
		CREDIT for 2016	EWP at MAIN location	(1449.83)
<b>TOTAL</b>				<b>\$16,091.60</b>

Goserco, Inc.	Kit Ricci	Customer Name	CITY OF GLENDALE, GLENDALE REGIONAL PUBLIC SAFETY TRAINING CENTER
Authorized Signature		Authorized Signature	
Today's Date	September 21, 2016	Today's Date	9-22-16

**ATTEST:**

City Clerk

Approved as to form

City Attorney