

CITY CLERK ORIGINAL

C-8750-2
12/24/2015

7165 E. University Drive, #180
Mesa, AZ 85207
480-964-8911 Metro Phoenix Area
800-285-0108 Toll Free
480-964-8912 Fax
www.goserco.com

Extended Warranty Invoice

Goserco, Inc.

Date	Invoice #
10/27/2015	8768

Bill To
Police Administration 6835 N. 57th Drive Public Safety Complex Glendale, AZ 85301-2599

Ship To
CITY OF GLENDALE GLENDALE POLICE DEPARTMENT 11550 West Glendale Ave. Glendale, AZ 85307 Attn: Loretta Hadlock

P.O. No.	Due Date	Terms	Current EWP Expires
	01/01/2016	Due on receipt	12/31/2015

Item	Quantity	Description	Rate	Amount
Gold EWP With Re...	1	Maintenance from January 01, 2016 to December 31, 2016 (revised 12/08/15) Verint Max Pro 48 Ch, s/n AL55K121177007, Dongle 17183; & Vision AIR/AIQ/IC Server s/n S10717912A02249 Gold Level (M-F 8am-5pm with Remote) EWP contract. See attached contract for terms and conditions. Payment must be received in GOSERCO, Inc.'s Mesa office by the 15th of the month following the expiration date of the contract. If payment is not received by the 15th then any service calls will be billed at our standard hourly rate. Attached, please find our Extended Warranty Plan. This contract will be considered accepted upon payment.	8,971.44	8,971.44
C89-170-3312	1	Audiolog Premium Software Maintenance (per annum). This line item is paid directly to Verint for support.	518.86	518.86
Acceptance		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.	0.00	0.00

A/R: Patrice Minetta 480-964-8911-5102 800-285-0108-5102 pminetta@goserco.com Maintenance Contracts Admin: Kit Ricci 480-964-8911-5106 800-285-0108-5106 kricci@goserco.com	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Sales Tax</td> <td style="width: 20%; text-align: right;">\$0.00</td> </tr> <tr> <td>Payments/Credits</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">\$9,490.30</td> </tr> <tr> <td>Balance Due</td> <td style="text-align: right;">\$9,490.30</td> </tr> </table>	Sales Tax	\$0.00	Payments/Credits	\$0.00	Total	\$9,490.30	Balance Due	\$9,490.30
Sales Tax	\$0.00								
Payments/Credits	\$0.00								
Total	\$9,490.30								
Balance Due	\$9,490.30								

**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

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, 2016**, and terminates at 11:59 pm **DECEMBER 31, 2016**.

THIS CONTRACT PROVIDES FOR THE FOLLOWING

1. Support via e-mail (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 within 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

TERMS AND CONDITIONS (Continued)

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

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.

***LISTED EQUIPMENT**

MAKE	MODEL	SERIAL NUMBER	COMMENTS	AMOUNT
VERINT	MAX PRO 48CH	55K121177007		\$8,971.44
AIR/AIQ		717912A02249	INCLUDED IN ABOVE PRICE	
VERINT	TIER 2 SOFTWARE		PAID DIRECTLY TO VERINT	518.86
TAX				
TOTAL				\$9,490.30

Goserco, Inc.	Kit Ricci	Customer Name	CITY OF GLENDALE, GLENDALE REGIONAL PUBLIC SAFETY TRAINING CENTER
Authorized Signature		Authorized Signature	
Today's Date	December 09, 2015	Today's Date	

ATTEST:

Approved as to City Clerk

City Attorney