C-8750-1
12/18/2014

Extended Warranty Invoice

Goserco, Inc.
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

CITY CLERK
ORIGINAL

Date	Invoice #
11/18/2014	8345

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

Ship To
City of Glendale
11550 West Glendale Ave.
Glendale, AZ 85307
Attn: Loretta Hadlock

P.O. No.	Due Date	Terms	Current EWP Expires
	01/15/2015	Due on receipt	12/31/2014

Item	Quantity	Description	Rate	Amount
		Maintenance from January 01, 2015 to December 31, 2015 Verint Max Pro 48 Ch, s/n AL55K121177007, Dongle 17183; & Vision AIR/AIQ/IC Server s/n S10717912A02249		
Gold EWP With Re...	1	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.	8,544.23	8,544.23
C89-170-3312	1	Audiolog Premium Software Maintenance (per annum). This line item is paid directly to Verint for support.	494.15	494.15
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	0.00T

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

Sales Tax (8.05%)	$0.00
Payments/Credits	$0.00
Total	$9,038.38
Balance Due	$9,038.38

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

Goserco, Inc.

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 **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, 2015**, and terminates at 11:59 pm **DECEMBER 31, 2015.**

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 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.

7165 E University Drive
Suite 180
Mesa, AZ 85207
480.964.8911

Goserco, Inc.

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 wil notify the non-compliant Party by certified mail of the determination and of the right to appeal the determination.

10. Foreign Prohibitions, Both Parties certify under A.R.S. §§35-391 et. Seq., and 35-393 et. Seq., that they do not have, and during the term of this Agreement will not have, "scrutinized" business operations, as defined in the preceding statutory sections, In the countries of Sudan or Iran.

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 Attn: Chief Debora Black 6835 North 57th Drive Glendale, Arizona 85301
With a copy to:	Glendale City Attorney 5850 West Glendale Avenue Glendale, Arizona 85301
If to GOSERCO:	Goserco, Inc. 7165 East University Drive, Suite 180 Mesa, Arizona 85207

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Goserco, Inc.

For technical support: tech.support@goserco.com

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**		$8,607.98
AIR/AIQ		**717912A02249**	INCLUDED IN ABOVE PRICE	
VERINT	TIER 2 SOFTWARE		PAID DIRECTLY TO VERINT	494.15
TAX				
TOTAL				$9,038.38

Goserco, Inc.	**Kit Ricci**	**Customer Name**	**GLENDALE REGIONAL PUBLIC SAFETY TRAINING CENTER**
Authorized Signature		**Authorized Signature**	
Today's Date	November 18, 2014	**Today's Date**	12-12-14

ATTEST:

City Clerk

Approved as to form

City Attorney