



LINEAR SYSTEMS

8403 Maple Place
Rancho Cucamonga, CA. 91730
909-899-4345 909-899-4346 FAX

CITY CLERK ORIGINAL

C-8345
02/12/2013 **INVOICE**

DATE	INVOICE #
12/10/2012	20129082

BILL TO	
Glendale Police Administration 6835 N 57th Drive Glendale, AZ 85301	
Account #	
GLE2863	

SHIP TO
Glendale Police Dept Attn Sgt Daniel Soto 6835 N 57 Dr Glendale, AZ 85301

P.O. #	TERMS	REP	SHIP VIA	FOB	SHIP DA...	DUE DATE	INVOICED
	Net 30	JH	FedEx Ground	Source	8/29/2012	1/9/2013	12/10/2012

ITEM	DESCRIPTION	QTY.	B/O	LIST \$	UNIT \$	TOTAL
SYS7764000638	Rimage Professional 5400N 1 Blu-Ray & 1 CD/DVD burner w/ Everest E400 printer w/ Network Software Suite	1			12,740 00	12,740 00T
SW1100DPAM	Linear DIMS Direct Publish/Archive Module (requires DIMS)	1			1,000 00	1,000 00T
LS1100OS	On-site installation, integration, & training	1			1,000 00	1,000 00
LS1100HSDVDAS	Linear Hardware support contract for DIMS DVD Authoring System	1			1,250 00	1,250 00
SHIPPING	Shipping & handling w/ insurance	1			200 00	200 00
DISCOUNT	Discount				-700 00	-700 00
	Shipped with order quantity one mouse & keyboard **19" monitor shipped 9/5/12**					

Sales Tax (0.0%)		\$0.00
Total		\$15,490.00
Balance Due		\$15,490.00

20% restocking fee on all returned merchandise 50% restocking fee on special orders or on product returned without all original packing materials No returns on software
 All products will be considered shipped complete and undamaged unless Linear is notified otherwise within 48 hours No returns without a RMA # issued by Linear
 All products carry manufacturers warranty only unless specified in writing All additional service contracts (Preferred Customer Program) must be listed on invoice
 Signature on invoice or acceptance of shipment acknowledges receipt of order
 Customers with past due invoices will not be shipped any new orders or RMAs
 Past due invoices from the date of invoice will be charged 25% interest per day as per Department of General Services Prompt Payment Act
 Linear Systems is a CERTIFIED SMALL BUSINESS with the Department of General Services REF #0020657 This requires all customers and agencies to be in compliance with prompt payment terms



Premium Hardware Maintenance & Support Agreement

- 1.1 **Warranty.** Linear Systems will provide 1st tier, 2nd tier, 3rd tier, and 4th tier support for the complete system solution and the associated cost of support is included in the pricing.
- 1.2 **Telephone Support.** Primary system telephone support will be from Rancho Cucamonga, California. Additional support may be provided from Linear offices in New York NY, Pahrump NV, London England, or Victoria British Columbia.
- 1.3 **Online Support.** Online system support will utilize a secure VPN connection (provided by IT) that can be monitored by the Agency's System Administrator. Support will be connected to Linear Technical Staff based in Rancho Cucamonga, California.
- 1.4 **On-Site Support.** On-site system support will be dispatched from Rancho Cucamonga, California and may be handled by authorized local service providers.
- 1.5 **Support Tiers.** Support Tiers are defined as:
 - 1st tier is telephone and/or online support provided by Linear Systems Tech Support. Support is available from 09:00 - 17:00 PST Monday - Friday. This support is provided to the DIMS Solution Administrator and not to all users. Most issues can be resolved with 1st tier support. Consistently, Linear Systems has telephone response times in minutes during normal business hours. Emergency and Administrative Technical Support is available after hours via voice mail and/or cell phone for 24/7/365 with a 4-hour response time. 24/7/365 support is optional and not included in this proposal. There are options available for 24/7/365 to include faster response times, support to the DIMS Solution Administrator, or support for all system users.
 - 2nd tier is phone and/or online support involving the manufacturer. Linear's Technical Staff will conference call to resolve any issues that require outside assistance via phone.
 - 3rd tier support will involve shipping replacement hardware or software to the DIMS Solution Administrator for exchange. Linear will cross ship the product prior to receiving the equipment in question. Linear's Technical Staff will provide phone support for integration or installation of the replaced parts.

- 4th tier support consists of an on-site or depot repair, depending on the options selected for support. One or more of our technical personnel and/or the manufacturer will repair or replace the product.

1.6 **Agreements.**

A 1-Year Parts and Labor *On-Site* Service Maintenance Agreement is included in the maintenance proposal dated 8/20/2012.

A 1-Year Parts and Labor *Depot* Service Maintenance Agreement is included in the maintenance proposal dated 8/20/2012.

*Depot maintenance for a download station does not require return of unit for card reader replacement or external hard drive replacement. In the event that a replacement is needed for either a card reader or external hard drive, Linear will ship the new hardware to the Department and provide a shipping account number to return the old hardware back to Linear.

*The option for 24/7/365 service response and on-site service is available but not included in this proposal. These options provide for a 4-hour maximum telephone response time for the 24 hour telephone technical support, and 48 hour on-site response time from dispatch for on-site service.

1.7 **Performance.**

Linear Systems shall perform its services with care, skill, and diligence, in accordance with the applicable professional standards currently recognized by such profession, and shall be responsible for the professional quality, technical accuracy, completeness, and coordination of all reports, designs, drawing, plans, information, specifications, and other items and services furnished under the Contract. Linear Systems shall comply with all applicable federal, state, and local laws, ordinances, codes, and regulations in performing its services. If Linear Systems fails to meet applicable professional standards, Linear Systems shall, without additional compensation, correct or revise any errors or deficiencies in its reports, drawings, specifications, designs, and other items or service

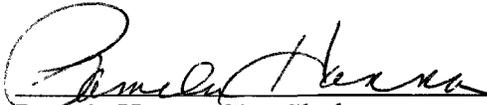
- 1.8 **Term.** Linear Systems will provide telephone and online technical support at no additional charge for 1 year, per the terms of the proposal for the Linear DIMS Digital Information Management System hardware and components purchased from Linear.

CITY OF GLENDALE, an Arizona
municipal corporation



Horatio Skeete, Acting City Manager

ATTEST:



Pamela Hanna, City Clerk (SEAL)

APPROVED AS TO FORM:



Craig Tindall, City Attorney