

CITY CLERK
ORIGINAL
LINEAR SYSTEMS

LAW ENFORCEMENT
 **DIVISION**

C-8345-2
09/11/2015

SUPPORT AND SERVICE AGREEMENT

How it will be provided:

Linear manufactures all equipment in house. From that point all products are boxed in customized packing designed specifically for electronic equipment. All product is shipped FedEx Ground with insurance to the designated location(s). We also allot time for the end user to stage equipment prior to the arrival of the Linear Systems representative in order to maximize the time for administrator and user training.

How it will be supported:

Support Hours:

- Linear Systems Rancho Cucamonga facility hours of operation are as follows
 - Monday – Friday 0900 - 1700 PST
- Hours for Technical Support
 - Monday – Friday 0900 - 1700 PST
- Available Support and Maintenance Plans:
 - Depot Maintenance and Support and Onsite Maintenance and Support costs are detailed in the master quote and included in the cost.
 - Additional support: 24/7/365 phone support is also provided for Glendale Police Department.

Support Services:

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.

Telephone Support. Primary system telephone support will be from Rancho Cucamonga, California. Additional support may be provided from Linear Systems offices in Pahrump, NV and Tampa, FL.

Online Support. Online system support will utilize a secure VPN connection (provided by IT) that can be monitored by the DIMS System Administrator. Support will be connected to Linear Technical Staff based in Rancho Cucamonga, California.

Onsite Support. Onsite system support will be dispatched from Rancho Cucamonga, California and may be handled by authorized local service providers.

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 0900 - 1700 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 from Linear Tech Support and, if support is required for equipment not manufactured by Linear, possibly involving the manufacturer's Technical Support staff. The Technical Staff at Linear 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. When replacement hardware is sent, the old hardware becomes the property of Linear Systems and must be

returned for testing and/or destruction. The Technical Staff at Linear will provide phone support for integration or installation of the replaced parts.

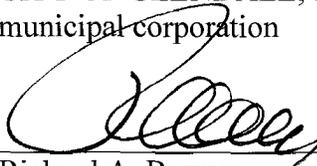
4th tier support consists of an onsite or depot repair, depending on the options selected for support. One or more of our technical personnel and/or the manufacturer will repair or replace the product.

Please contact Linear Systems Technical Support or your Account Executive for additional information or clarification.

Linear Systems is committed to providing the highest level and quality of service and will always strive to exceed your expectation. If we ever fail to, please inform us and we will redouble our efforts.

Linear Systems
909-899-4345
support@linear-systems.com

CITY OF GLENDALE, an Arizona
municipal corporation



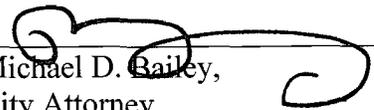
Richard A. Bowers,
Acting City Manager

ATTEST:



Pamela Hanna,
City Clerk (SEAL)

APPROVED AS TO FORM:



Michael D. Bailey,
City Attorney