



Contract for: Lexington-Fayette Urban County Government DEEM August 3, 2017

TECHNICAL SUPPORT PLAN

Agreement Term:

08/01/2017 - 07/31/2018

Software:

- Unlimited phone support and Online diagnostics through Go-To-Assist
- Response time within 24 hours (business days only) as a high priority support call
- Transfer of software and database to new PC

Quantity	Type & Version	Months Covered	Contract Price	Total Price
1	Card Exchange SBS Professional Master	12	\$325.00	\$325.00
1	Card Exchange SBS Professional Master	12	\$195.00	\$195.00
1	**DISCOUNT**		(\$175.00)	(\$175.00)

Annual Software Contract: \$345.00

Hardware:

- Includes all parts and labor excluding printheads unless otherwise stated. (Printheads will be replaced at a discounted rate)
- Typical lead time on repairs is 3-5 business days
- All inbound shipping will be the responsibility of the End User. All outbound shipping will be covered by Total ID Solutions
- Loaner printer pricing is available upon request

Quantity	Brand & Model	Months Covered	Contract Price	Total Price
1	Evolis Primacy Duplex	12	\$395.00	\$395.00

Annual Hardware Contract: \$395.00

Annual Technical Support Plan Total: \$740.00

By declining the following Technical Support Plan, service calls will be charged at the following rates:

- \$175.00 / hour billed in 15 minutes increments.

All hardware service will be quoted on a per evaluation basis.

TSP CONTRAT ACCEPTED BY:			
Print Name:	Jim Gray, Mayor	Phone:	859-280-8061
Signature:		Date:	SEP 14 2017
COMPANY INFORMATION			
Company Name:	Lexington-Fayette Urban County Government	Email:	hlambert@lexingtonky.gov
Company Address:	200 East Main Street	PO #:	0000150416
City:	Lexington	State:	KY Zip: 40507

