

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

# TECHNICAL SUPPORT PLAN

A	greement	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	T.,,,, 0 V			
<del></del>	Type & Version	Months Covered	Contract Price	Total Price
	Card Exchange SBS Professional Master	12	\$325.00	\$325.00
1	Card Exchange SBS Professional Master	12		
1	**DISCOUNT**	12	\$195.00	\$195.00
Annual Soft	(\$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			
1		Months Covered	Contract Price	Total Price
<del> </del>	Evolis Primacy Duplex	12	\$395.00	\$395.00
				40,0.00
Annual Har	dware Contract:			

**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 May	Man /	Ma	Phone: 850 280 9064	
Signature:	Jim Gray, May	<del>₹₹₩</del>	1 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	Date: SEP 1 4 7///7	
COMPANY INFORMATION			<del>U</del>	Date. OLI 177917	
Company Name:	Lexington-Fayet	Ja Urban Ca		Email: hlambat@lovingtorle	
			ounty Governmer		
City:		PO #: 0000150416			
	Lexington			State: KY Zip: 40507	



## INVOICE

**Total ID Solutions** 

1330 Lloyd Road Wickliffe, OH 44092 Phone (440) 944-6000 Fax (440) 944-6003

**INVOICE #T082017** August 3, 2017

TO:

Lexington-Fayette Urban County Government D

## COMMENTS OR SPECIAL INSTRUCTIONS

Technical Service Plans are paid upon receipt. Please remit payment along with a signed copy of the above agreement to process your TSP contract.

	PO NUMBER	REQUISITIONER	SHIPPED VIA	TERMS
SALES REP	PONUMBER			Due upon
			ļ	receipt

	DESCRIPTION		UNIT PRICE	TOTAL PRICE
QUANTITY			\$345.00	\$345.00
1	Software Support			\$395.00
1	Hardware Support		\$395.00	\$395.00
			-	
			<u></u>	
			SUBTOTAL	\$740.00
SALES TAX				
SHIPPING & HANDLING				
	TOTAL DUE			\$740.00

Make all checks payable to Total ID Solutions, Inc. If you have any questions concerning this invoice, contact Christopher Mack, (440) 944-6000