



August 3, 2017

Contract for: Lexington-Fayette Urban County Government DEEM

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:		Phone:	
Signature:		Date:	
COMPANY INFORMATION			
Company Name:		Email:	
Company Address:		PO #:	
City:		State:	Zip:



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.

SALES REP	PO NUMBER	REQUISITIONER	SHIPPED VIA	TERMS
				Due upon receipt

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	Software Support	\$345.00	\$345.00
1	Hardware Support	\$395.00	\$395.00

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