

CITY OF COLUMBUS - DEPARTMENT OF PUBLIC UTILITIES

Service Agreement

1yr From Date of Execution

	<u>Renewal</u> <u>Price</u>	<u>Prior</u> <u>Contract</u> <u>Price</u>	<u>Change</u>	<u>Comments</u>
Software Support	\$4,978	\$4,921	\$57	
Subsystem Equipment	\$12,007	\$11,927	\$80	
Badge Readers	<u>\$7,469</u>	<u>\$7,469</u>	<u>\$0</u>	
Total Support Cost	\$24,454	\$24,317	\$137	

SERVICE AGREEMENT PRICING WORKSHEET

CUSTOMER- CITY OF COLUMBUS - DEPARTMENT OF PUBLIC UTILITIES

NUMBER OF MONTHS: 12

AGREEMENT NUMBER:

PERIOD: BEGIN END

1yr from date of execution

PRODUCT NO.	DESCRIPTION	COVERAGE	JOB	LOC.	CODE	SHIPPED	NEW WARR.	WARRANTY MONTHS	QUANTITY	NEW TERM TOTALS	
<u>SOFTWARE SUPPORT</u>											
Remote connection type: VPN											
FRONTIER SOFTWARE- VERSION R4											
61-13982-M	SERVER	UNLIMITED PH CONSULTATION			D			0.00	1	\$1,680	
FWS-1L	WORKSTATION	UNLIMITED PH CONSULTATION			D			0.00	9	\$1,872	
FPORTAL-4L	FRONTIER PORTAL LICENSE 4-PACK	UNLIMITED PH CONSULTATION			D			0.00	55	\$1,210	
61-14422-1	IMAGEWORKS LICENSE W/BADGE DE	UNLIMITED PH CONSULTATION			D			0.00	1	\$208	
FBADGE-1KL	BADGE LICENSE PACK (1000 BADGES)	UNLIMITED PH CONSULTATION			D			0.00	1	\$8	
									SUBTOTAL - SOFTWARE:		\$4,978

SUBSYSTEM COMPONENTS:

01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	10042		A	6/23/06	12	0.00	4	\$552
01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	11007		A	5/15/07	12	0.00	1	\$138
01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	11887		A	12/18/07	12	0.00	1	\$138
01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	12630		A	7/23/08	12	0.00	3	\$414
01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	12715		A	7/30/08	12	0.00	1	\$138
01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	13299		A	1/8/09	12	0.00	1	\$138
01-13041A	RCM2 READER CONTROL	7/24 ON-SITE	XEN1545		A	2/10/16	12	0.00	1	\$138
01-13913-2	MOOSE P.S. WEATHERIZ	7/24 ON-SITE			A	1/10/02	12	0.00	1	\$50
01-13913-2	MOOSE P.S. WETHERIZ	7/24 ON-SITE			A	1/10/02	12	0.00	1	\$50
01-13914	RDP 20X16X8 NEMA	7/24 ON-SITE			A	1/10/02	12	0.00	1	\$174
01-13989-2RCM	ALARM/RCM RDP	7/24 ON-SITE	19728		A	11/19/13	12	0.00	1	\$526
05-14006A-02	MIB SERIAL PORT	7/24 ON-SITE	XEN1545		A	2/10/16	12	0.00	1	\$42
01-14206	STD MX RDP WITH 2 RCM2 BOARDS	7/24 ON-SITE	4833		A	7/23/02	12	0.00	1	\$406
01-14206	MX-RDP W/2 RCM BOARDS	7/24 ON-SITE	12630		A	8/7/08	12	0.00	1	\$406
01-14206	MX-RDP W/2 RCM BOARDS	7/24 ON-SITE	15512		A	10/31/11	12	0.00	4	\$1,624
01-14206-MSG2	MX-RDP W/2 RCM & MSG2	7/24 ON-SITE	16877		A	1/31/12	12	0.00	1	\$479
01-14306	MX-RDP W/3 RCM BOARDS	7/24 ON-SITE	19966		A	8/9/13	12	0.00	1	\$510
01-14306-MSG2	MX-RDP W/3 RCM & MSG2	7/24 ON-SITE	19966		A	8/9/13	12	0.00	2	\$1,166
01-14406	MX-RDP W/4 RCM BOARDS	7/24 ON-SITE	12630		A	7/31/08	12	0.00	1	\$614
01-14406	MX-RDP W/4 RCM BOARDS	7/24 ON-SITE	19966		A	8/9/13	12	0.00	1	\$614
01-14406-MSG2	MX-RDP W/4 RCM & MSG2	7/24 ON-SITE	19966		A	8/9/13	12	0.00	1	\$688
01-14462-NOMSG2	IP DOOR CONTROLLER	7/24 ON-SITE	19728		A	6/28/13	12	0.00	1	\$162
01-14462	IP DOOR CONTROLLER	7/24 ON-SITE	15512		A	10/31/11	12	0.00	1	\$216
01-14462	IP DOOR CONTROLLER WEATHERIZED	7/24 ON-SITE	15512		A	10/31/11	12	0.00	1	\$216
01-14464	IP DOOR CONTROLLER WEATHERIZED	7/24 ON-SITE	19966		A	8/9/13	12	0.00	2	\$450
01-14467	MSG2 DESKTOP W/WALL ADAPTER	7/24 ON-SITE	16048		A	3/29/11	12	0.00	5	\$540
01-61688	ALARM PNL.ASSY, 8-OP, 16-PT	7/24 ON-SITE	10042		A	7/7/06	12	0.00	1	\$345
01-63288	ALARM PNL.ASSY, 8-OP	7/24 ON-SITE			A	3/31/01	12	0.00	1	\$481
05-00172C	PCB ASSY, 12 VDC 2 FORM C INTE	7/24 ON-SITE	11007		A	5/15/07	12	0.00	2	\$16
05-00172C	PCB ASSY, 12 VDC 2 FORM C INTE	7/24 ON-SITE	12630		A	7/23/08	12	0.00	5	\$40
05-00172C	PCB ASSY, 12 VDC 2 FORM C INTE	7/24 ON-SITE	15512		A	10/31/11	12	0.00	11	\$88

SERVICE AGREEMENT PRICING WORKSHEET

CUSTOMER- CITY OF COLUMBUS - DEPARTMENT OF PUBLIC UTILITIES

NUMBER OF MONTHS: 12

AGREEMENT NUMBER:

PERIOD: BEGIN END
1yr from date of execution

PRODUCT NO.	DESCRIPTION	COVERAGE	JOB	LOC.	CODE	SHIPPED	NEW WARR.	WARRANTY MONTHS	QUANTITY	NEW TERM TOTALS
05-00172C	PCB ASSY, 12 VDC 2 FORM C INTE	7/24 ON-SITE	16954		A	11/11/11	12	0.00	1	\$8
05-00172C	PCB ASSY, 12 VDC 2 FORM C INTE	7/24 ON-SITE	16877		A	1/31/12	12	0.00	1	\$8
05-14440	MSG2, 10/100 MBIT GATEWAY	7/24 ON-SITE	15512		A	10/31/11	12	0.00	4	\$432
SUBTOTAL - SUBSYSTEM COMPONENTS:										\$12,007

BADGE READERS:

01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	10042		A	7/7/06		0.00	7	\$539
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	11007		A	5/15/07		0.00	2	\$154
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	11887		A	12/18/07		0.00	1	\$77
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	12715		A	7/30/08		0.00	1	\$77
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	12630		A	7/31/08		0.00	16	\$1,232
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	12630		A	10/29/08		0.00	1	\$77
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	13299		A	1/8/09		0.00	2	\$154
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	15512		A	10/31/11		0.00	16	\$1,232
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	16954		A	11/11/11		0.00	2	\$154
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	16877		A	1/31/12		0.00	1	\$77
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	18988		A	11/27/12		0.00	1	\$77
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	19728		A	6/28/13		0.00	10	\$770
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	19966		A	8/9/13		0.00	33	\$2,541
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	20526		A	1/22/14		0.00	2	\$154
01-12093E	RDR, PROX, MX2 w/ HID MODULE	7/24 ON-SITE	20527		A	1/22/14		0.00	2	\$154
SUBTOTAL - BADGE READERS:										\$7,469

TOTAL ANNUAL PAYMENT										\$24,454
-----------------------------	--	--	--	--	--	--	--	--	--	-----------------

SERVICE AGREEMENT TERMS OF COVERAGE

RENEWAL: Multi-Year Agreements will be reviewed annually, at least 30 days prior to renewal to add or delete equipment/software coverage and to adjust applicable warranties. After the first years coverage, the additional years coverage may increase or decrease.

At the time of a service contract's renewal the customer MUST provide SGI Matrix, LLC with the current remote access phone number(s). These phone numbers MUST be validated by the Help Desk to insure that any covered Software/Hardware phone support issues can be accessed. During the term of the service agreement should remote access not be available, all time for related phone consultation will be billable at the current labor rates and a purchase order (PO) will be required for the activity.

TAXES: The prices quoted herein do not include any applicable sales and/or use taxes. Customer agrees to pay SGI Matrix, LLC any present or future taxes or any other government charges now or hereafter imposed by existing or future laws with respect to this Agreement. If you are exempt, please provide SGI Matrix, LLC with a valid exemption certificate at the time of your order. Otherwise, applicable sales tax will be added when SGI Matrix, LLC invoices for this Service Maintenance Agreement.

SERVICE AGREEMENT PRICING WORKSHEET

CUSTOMER- CITY OF COLUMBUS - DEPARTMENT OF PUBLIC UTILITIES

NUMBER OF MONTHS: 12

AGREEMENT NUMBER: PERIOD: BEGIN END
1yr from date of execution

PRODUCT NO.	DESCRIPTION	COVERAGE	JOB	LOC.	CODE	SHIPPED	NEW WARR.	WARRANTY MONTHS	QUANTITY	NEW TERM TOTALS
-------------	-------------	----------	-----	------	------	---------	-----------	-----------------	----------	-----------------

COVERAGE: Only equipment listed on this exhibit will be covered under the Service Maintenance Agreement. All equipment covered in this Agreement shall be repaired if it has become defective through normal wear and usage. Maintenance Services shall not include the labor and/or material required to repair equipment that has otherwise become defective, including, but not limited to, damage caused by accidents, physical abuse or misuse of the equipment, lightning damage, fires, or other acts of God. Time and Material charges shall apply to troubleshoot any related issue and/or repair of the equipment not listed.

Service Agreement does not include the replacement of consumables, such as batteries, Printheads, cleaning rollers, ribbons, print cartridges or modules, etc. or replacement of equipment that is worn out through extended use beyond the equipment's normal life.

Additional services at current SGI Matrix, LLC rates, plus expenses.

HARDWARE/SOFTWARE PHONE AND REMOTE SUPPORT - Remote support coverage is offered as 7x24 and includes all technical hardware and software consultation by SGI Matrix 24 hour helpdesk. This is a minimum option on any service agreement and is included in all agreements. SGI Matrix, LLC uses remote connectivity technology (dial up modem, VPN, etc.) to correct or address any software issues and is available 24 hours a day 7 days a week.

Customer is responsible for on-line remote support including analog telephone lines for support modems and/or network access support connectivity. On-site services required due to customer not providing lines for support modems and/or network access support connectivity shall result in additional charges at SGI Matrix standard rates plus actual travel expenses.

Any Software/Hardware that can not be accessed remotely, for the purpose of phone support, will not be covered under the service agreement by phone consultation. Phone consultation, and any related onsite support, will only be serviced on a Time & Materials basis at the current labor rates. This will require a separate PO either per occurrence or as an open PO to be used as required.

ACCESS REQUIREMENTS: In order for a customer to obtain a service agreement that includes a fixed price for Software/Hardware phone support, customer shall at all times, provide SGI Matrix, LLC with complete and unrestricted access to all Covered System components, including remote connectivity technology (dial up modem, VPN, etc.). SGI Matrix, LLC may at reasonable times (such as running a system analysis for the service agreement renewal) and as necessitated by maintenance procedures, regulate the primary equipment incidental to the operation of the Covered System.

RETURN TO FACTORY: All equipment with Return to Factory (RTF) coverage must be handled in accordance with SGI Matrix RMA procedure. Customer shall contact SGI Matrix's Help Desk for an RMA number and ship the equipment prepaid to the destination directed by SGI Matrix. Return shipping costs will be via carrier selected by SGI Matrix, LLC and paid by SGI Matrix. All RTF items are to be removed, shipped and reinstalled by the customer. If a SGI Matrix, LLC Technician is dispatched for RTF equipment, standard SGI Matrix, LLC labor rates will be charged.

SOFTWARE: Software Upgrade and Support Agreement provides upgrades to all new releases of the Frontier solution at no additional cost. Also included in this agreement is Frontier manufacturer support. This ensures priority who has this agreement in place access to Frontier support resources to the Frontier Solution Partner for the customer. Upgrades shall not include new or custom features and functions which are specific to the Customer. Custom software is available by separate quote.

SERVICE AGREEMENT PRICING WORKSHEET

CUSTOMER- CITY OF COLUMBUS - DEPARTMENT OF PUBLIC UTILITIES

NUMBER OF MONTHS: 12

AGREEMENT NUMBER:

PERIOD: BEGIN END
1yr from date of execution

PRODUCT NO.	DESCRIPTION	COVERAGE	JOB	LOC.	CODE	SHIPPED	NEW WARR.	WARRANTY MONTHS	QUANTITY	NEW TERM TOTALS
-------------	-------------	----------	-----	------	------	---------	-----------	-----------------	----------	-----------------

PHOTOIMAGING: Coverage includes telephone and e-mail diagnostics support and RTF repair. It is important to be at the machine when requesting telephone diagnostics or support. The SGI Matrix, LLC technician will require the Printer/Camera/Laminator (Unit) Model, Serial Number, Description of the problem and location of the unit to initiate telephone support or issue an RMA. Repair for the covered unit during the contract period includes all parts and labor, except printheads, cleaning rollers and other wear items. Customer pays shipment of covered printer to SGI Matrix, LLC; SGI Matrix, LLC pays standard return shipment for repaired printer. Proper packing is important, it is extremely important to keep the original box and shipping materials. Shipping damage is not covered under the contract; if proper packaging is not available, SGI Matrix, LLC will provide packaging on request for a fee, plus shipping. Units returned in improper packaging will be returned in factory-approved packing at the customer's expense. Shipping insurance is recommended.

PHOTOIMAGING-CONTINUED: SGI Matrix, LLC Service Technician will trouble-shoot, repair, clean, test and properly package the covered unit for return to owner. Overnight return shipping is available at an extra charge. Shipping damage and misuse of photo imaging equipment is not covered.

All printer consumables MUST be purchased from SGI Matrix, LLC in order to preserve eligibility for printer coverage under this Service Agreement

WARRANTY: Other than as specifically provided herein, SGI Matrix, LLC makes no other warranties, express or implied, including without limitation the implied warranties of merchantability and fitness for a particular purpose. Further, SGI Matrix, LLC shall not be liable for consequential damages even if SGI Matrix, LLC has been advised of the possibility of such damages. Customer's sole remedy under this agreement shall be limited to repair, or at SGI Matrix's sole discretion, replacement of the covered system components.

Materials Warranty: Defective materials and / or components received by SGI Matrix, LLC will be repaired and / or replaced within ten (10) working days of receipt. Repaired equipment will carry a 90 day warranty by Xentry. All third party equipment and software will carry applicable warranty provided by the vendor. To return material and / or components, factory authorization must be obtained. To obtain a Return Materials Authorization ("RMA"), please call SGI Matrix, LLC customer service at 1-800-562-3343. Materials/components should be sent to: SGI Matrix, LLC SERVICE DEPARTMENT 1041 BYERS ROAD, MIAMISBURG OH 45342.

Materials must be shipped in original packaging provided by the vendor, or equivalent packaging approved by SGI Matrix, LLC Systems. Failure to ship material in appropriate packaging may void warranty. SGI Matrix, LLC does not assume and shall have no liability under this Agreement for failure to provide or delay in providing service due directly or indirectly to causes beyond the control and without fault or negligence of SGI Matrix, including but not restricted to, acts of God, acts of public enemy, acts of the United States, any state, territory of the United States or any political subdivision of the foregoing, or the District of Columbia, its agents, employees or subcontractors, fires, floods, epidemic, quarantine restrictions, strikes, freight embargoes and unusually severe weather conditions or defaults of SGI Matrix, LLC subcontractors or vendors due to any such causes. Other than as specifically provided herein, SGI Matrix, LLC makes no other warranties, express or implied, including without limitation implied warranties or merchantability and fitness for a particular purpose.

Any covered equipment must be serviced ONLY by certified SGI Matrix, LLC technicians dispatched by SGI Matrix. Any covered equipment for which a service call is made and which is found to have been serviced by a non-certified technician will be repaired on a T&M basis.