

AMH Service Agreement

RFID Library Solutions

11030 89th Ave N
Maple Grove, MN 55369
(763) 273-4643

This Annual Services Agreement is a legal agreement between Pueblo City/County Library District (Library) and RFID Library Solutions, Inc. (RFIDLS), which governs the terms and conditions under which RFIDLS will perform Automated Material Handling (AMH) system maintenance on four (4) systems within the District. This agreement is for the existing AMH systems located at the Rawlings, Pueblo West, Lamb & Barkman branches within Pueblo, CO. The library agrees to provide access to the system when required and as needed to return it to proper operation. The service agreement is for one year and starts on Jan. 1st, 2016, and expires on Dec. 31, 2016. The cost of this agreement is **\$58,770.00**, invoiced on the date of signing, due net 30 payment terms.

The service on the AMH systems provides for (2) two annual preventative maintenance visits to be scheduled in advance with the Library at each location. The Annual Services Agreement **does not include** the cost of replacement parts/equipment. It does include all the time, labor and expenses involved in returning the system to normal operating function. The agreement also includes all software upgrades and support to achieve the system's customary working conditions.

Support will be available by calling our toll free number, **(877) 924-7434** and selecting support **Option 1**. We will provide phone support 7 days a week and 24 hours a day. Staff may contact their technician via email: kyle@rfidls.com at any time for general service questions. Remote assistance is available and recommended, but only established with the library's permission.

Included in the two (2) preventative maintenance visits are the following planned tasks: First, the on-site visit will be conducted by a certified RFID LS Technician familiar with the PCCLD AMH systems. In this agreement, all PM Service visits are guaranteed to be performed by a certified & trained RFID LS employee. Second, the trained technician will thoroughly inspect the entire system and keep a log of concerns or areas that need attention. At this time, repairs or wear patterns can be discussed with staff and the service log updated. Third, if agreed upon by both parties, plans can be made for ordering parts as well as a timeline for future servicing of the system. Fourth, the preventative maintenance visits will be coordinated and scheduled at the Library's convenience. Once completed, an inspection report will be generated and shared with the Library. The Library will receive a copy that will indicated the system's condition, repairs made, as well as any areas of concern.

RFID Library Solutions

Library: Pueblo City/County Lib. Dist.

Signature 

Signature _____

Print Name Eric Kohorst

Print Name _____

Date Dec. 21st, 2015

Date _____