

Quote Date: 11/29/2021  
Quote Number: QUO-164970-P5R3

## Service & Maintenance/Extended Warranty Quote

### Invoice To:

Pueblo City-County Library (CO)- Rawlings  
Jill Kleven  
100 E Abriendo Avenue  
Pueblo CO 81004  
US

jill.kleven@pueblolibrary.org  
Tel: 719-562-5629

### System Main Location:

Pueblo City-County Library (CO) - Rawlings  
Jill Kleven  
100 E. Abriendo Ave.  
Pueblo CO 81004-4290  
US

Contract Number: US-118368-G9D0  
Term: 1/1/2022 - 12/31/2022

Item ID	Item Type	Quantity	Sale Price (USD)	Sub Total
SUP000002-000-US	ANNUAL SUPPORT & MAINTENANCE Contract Term: Jan 01, 2022 - Dec 31, 2022	1.000	\$55,853.00	\$55,853.00
<b>Total (Less Sales Tax):</b>				\$55,853.00

### bibliothecca Contact:

Contract Team  
Service-renewals-us@bibliothecca.com  
Tel: 800-328-0067

### Terms & Conditions:

Service and Maintenance prices exclude any applicable sales tax. If tax-exempt, a copy of Tax Exemption Certificate is required with Purchase Order for all tax-exempt customers.

Terms are NET 30 Days from Date of Invoice.

Quotes are good for 180 days.

## Service & Maintenance/Extended Warranty Quote

Location	Asset Name	Serial #	Start Date	End Date	Price
Pueblo City-County Library (CO)- Rawlings (Main)	Comprise Annual	2341212MK001	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019010	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019018	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	Comprise Annual	234171200043	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Pueblo West Branch	Comprise Annual	2341212MK007	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Pueblo West Branch	Comprise Annual	2341212MK008	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019019	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019020	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019021	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	Comprise Annual	2341212MK012	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	Comprise Annual	2341212MK015	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019022	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019023	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO) - Lamb Branch	Comprise Annual	2341212MK024	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Lamb Branch	Comprise Annual	2341212MK025	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019024	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019025	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO) - Pueblo West Branch	Comprise Annual	2341212MK005	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019026	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO) - Barkman Branch	Comprise Annual	2341212MK027	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019027	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO) - Barkman Branch	Comprise Annual	2341212MK035	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	Comprise Annual	234120800018	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019028	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	Comprise Annual	234141000032	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	Comprise Annual	234141000037	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	Comprise Annual	234141000041	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	Comprise Annual	234141000039	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019029	1/1/2022	12/31/2022	\$49.00

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Pueblo City-County Library (CO) - Patrick A. Lucero Library	Comprise Annual	234150400091	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Patrick A. Lucero Library	Comprise Annual	234160100041	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Lamb Branch	Comprise Annual	234160100153	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Barkman Branch	smartserve 400	000116	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Barkman Branch	smartserve 400	000101	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Barkman Branch	smartserve 400	000155	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	smartserve 400	0066093	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	smartgate 400 (Dual Aisle)	bib018969	1/1/2022	12/31/2022	\$1,300.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	smartgate 400 (Dual Aisle)	bib018970	1/1/2022	12/31/2022	\$1,300.00
Pueblo City-County Library (CO) - Lamb Branch	smartgate 400 (Dual Aisle)	bib018971	1/1/2022	12/31/2022	\$1,300.00
Pueblo City-County Library (CO) - Barkman Branch	Comprise Annual	234160300030	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	Comprise Annual	234170300031	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Library at the Y	Comprise Annual	234170500050	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019011	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019012	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019013	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019014	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019015	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	RFID Workstation	bib019030	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	smartserve 400	000151	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	smartserve 400	000583	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	smartserve 400	0066092	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019016	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartstation 200	bib019017	1/1/2022	12/31/2022	\$49.00
Pueblo City-County Library (CO)- Rawlings (Main)	libraryConnect Annual, 26-50 devices	Subscription	1/1/2022	12/31/2022	\$7,499.00
Pueblo City-County Library (CO) - Lamb Branch	smartserve 400	000156	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Lamb Branch	smartserve 400	000148	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Lamb Branch	smartserve 400	000145	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Library at the Y	smartserve 400	000111	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Patrick A. Lucero Library	smartserve 400	000144	1/1/2022	12/31/2022	\$800.00

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Pueblo City-County Library (CO) - Patrick A. Lucero Library	smartserve 400	000118	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Pueblo West Branch	smartserve 400	000106	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Pueblo West Branch	smartserve 400	000125	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Pueblo West Branch	smartserve 400	000117	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO) - Pueblo West Branch	smartserve 400	000119	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartserve 400	000140	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartserve 400	000151	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartserve 400	000143	1/1/2022	12/31/2022	\$800.00
Pueblo City-County Library (CO)- Rawlings (Main)	smartgate 400 (single aisle)	bib018975	1/1/2022	12/31/2022	\$1,000.00
Pueblo City-County Library (CO) - Patrick A. Lucero Library	smartgate 400 (Dual Aisle)	bib018972	1/1/2022	12/31/2022	\$1,300.00
Pueblo City-County Library (CO) - Pueblo West Branch	smartgate 400 (Dual Aisle)	bib018973	1/1/2022	12/31/2022	\$1,300.00
Pueblo City-County Library (CO) - Barkman Branch	smartgate 400 (Triple Aisle)	bib018976	1/1/2022	12/31/2022	\$1,900.00
Pueblo City-County Library (CO) - Pueblo West Branch	Comprise Annual	234170500095	1/1/2022	12/31/2022	\$599.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	AMH Induction:2820	28200253	1/1/2022	12/31/2022	\$1,941.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	AMH Induction:2820	28200252	1/1/2022	12/31/2022	\$1,941.00
Pueblo City-County Library (CO) - Patrick A. Lucero Library	AMH Induction:2820	28200251	1/1/2022	12/31/2022	\$1,941.00
Pueblo City-County Library (CO) - Tom L. & Anna Marie Giodone Library	AMH Sortation:2840 SL	2851006	1/1/2022	12/31/2022	\$775.00
Pueblo City-County Library (CO) - Greenhorn Valley Branch	AMH Sortation:2840 SL	28510005	1/1/2022	12/31/2022	\$775.00
Pueblo City-County Library (CO) - Patrick A. Lucero Library	AMH Sortation:2840 SL	28510003	1/1/2022	12/31/2022	\$775.00

# Service & Maintenance/Extended Warranty Quote

## Terms & Conditions Continued:

### WHAT IS COVERED:

**Hardware:** In consideration of payment of the agreement price, Bibliotheca will furnish labor and replacement parts necessary to maintain the Equipment specified in this agreement in proper operating condition during the term of this agreement, provided that the Equipment is installed by an authorized Bibliotheca Service Provider and used as directed. This Service Agreement covers Equipment failure during normal usage. Bibliotheca agrees to provide:

- On-site remedial maintenance during On-Site Coverage Hours (except for depot repair agreements) When Bibliotheca is notified that the Equipment is not in good working order. Bibliotheca will provide a toll-free telephone number for Customer to place, and Bibliotheca will receive, Equipment maintenance service calls twenty-four (24) hours per day, seven (7) days per Week.
- All labor, service parts and Equipment modifications Bibliotheca deems necessary to maintain the Equipment in good working order. All service parts will be furnished on an exchange basis and will be new parts or parts of equal quality. For certain Equipment, Bibliotheca reserves the right to replace the entire unit with new equipment or equipment of equal quality when Bibliotheca determines that replacement is more economical than on-site repair. All Equipment and service parts removed for replacement become the property of Bibliotheca.

**Software:** In consideration of payment of the agreement price, Bibliotheca will furnish over-the-phone software support and remote troubleshooting of the Bibliotheca Software specified in this agreement as well as updates necessary to maintain the Bibliotheca Software specified in this agreement in proper operating condition during the term of this agreement, provided that the Bibliotheca Software is installed and used as directed. Bibliotheca agrees to provide:

- All software configuration modifications Bibliotheca deems necessary to maintain the Bibliotheca Software in good working order
- Bibliotheca Software updates
- Internet Filter list updates (as applicable)
- A toll-free telephone number for Customer to place and Bibliotheca to receive software support calls. Over-the-phone software support calls may be placed twenty-four (24) hours per day, seven (7) days per week. Calls will be addressed during Bibliotheca Software Support Coverage Hours in the order they were received.

**WHAT IS NOT COVERED:** The basic maintenance fee does not include and Bibliotheca is not obligated to provide or perform repair of damage or increase in service time caused by (i) failure of Customer to provide continually a proper operating environment and supply of power as prescribed by the Equipment manufacturer; (ii) accident; (iii) Acts of God, including but not limited to fire, flood, water, wind and lightning; (iv) neglect, abuse or misuse; (v) failure of Customer to follow Bibliotheca's published operating instructions; (vi) modification, service or repair of the Equipment by other than Bibliotheca authorized personnel; (vii) use of Equipment for purposes other than for which designed; (viii) painting or refinishing the equipment; (ix) relocation of the equipment; (x) replacement of broken or damaged cabinetry; to include items such as lattices, base covers, book check covers, etc.; (xi) electrical work external to the Equipment; (xii) cosmetic restoration (e.g., filling of holes in floor or walls, plugging or wire run openings, removal of tape residue, etc.) after removal or relocation of equipment for any reason; (xiii) restoration of Equipment performance when it has been degraded by placement of unauthorized interference sources within the affected range of said equipment; (xiv) service requests related to use of markers (strips) other than those manufactured by Bibliotheca or its authorized distributor(s), (xv) modification, or repair of the Bibliotheca Software by other than Bibliotheca authorized personnel; (xvi) use of the Bibliotheca Software for purposes other than for which designed; (xvii) virus / hacker activity; (xviii) Non- Bibliotheca Software related updates and upgrades including, but not limited to, Operation System, Anti-Virus, Intrusion Detection. (xix) labor or materials associated with consumables such as receipt printer paper, separator jaws, patron counter batteries, and similar items.

**RENEWAL:** This agreement is NOT automatically renewable. If a renewal agreement is offered by Bibliotheca, the agreement price quoted will reflect the age of the product and the service costs at the time of renewal.

**ENTIRE AGREEMENT:** This instrument sets forth the entire agreement between the parties, and no representation, promise or condition not contained herein shall modify these terms whether made prior to or subsequent to the execution of this agreement.

**Submit Purchase Order by fax to 1-877-689-2269 or by email to [service-renewals-us@bibliotheca.com](mailto:service-renewals-us@bibliotheca.com).**

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_