

## Service and Maintenance/Extended Warranty Quote

Quote Date: 12/05/2019  
Quote Number: QUO-106638-Q9M8

**Licensee Bill To:**

Pueblo City-County Library (CO)  
Jill Kleven  
100 E Abriendo Avenue  
Pueblo CO 81004  
United States of America

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

**System Licensee:**

Pueblo City-County Library (CO)  
Jill Kleven  
100 E Abriendo Avenue  
Pueblo CO 81004  
United States of America

**Sales Contact:** Contract Team

**Sales Phone:** 800-328-0067

**Sales Email:** [service-renewals-us@bibliotheca.com](mailto:service-renewals-us@bibliotheca.com)

Contract: US-77343-G6H0  
Term: 1/1/2020 - 12/31/2020  
Renewal/Consolidation

Quote expires (180) days from Quote Date above.

Item ID	Item Type	Quantity	Sale Price	Sub Total
SUP000002-000-US	ANNUAL SUPPORT & MAINTENANCE Contract Term: Jan 01, 2020 - Dec 31, 2020	1	\$55,454.000	\$55,454.00
<b>Total (Less Sales Tax):</b>				\$55,454.00
<b>Grand Total:</b>				\$55,454.00

3M Library Systems has merged with Bibliotheca LLC. Together, our customers will enjoy the best of both worlds. If you are a former 3M Library System customer, please note that your Service & Maintenance contract will be managed and serviced by Bibliotheca LLC.

*Service and Maintenance prices exclude any applicable sales tax. Please provide Tax Exempt Certificate, if applicable.*

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Rawlings	Comprise Annual	234160100153	1	01/01/20	12/31/20	\$599.00
Rawlings	Comprise Annual	234160300030	1	01/01/20	12/31/20	\$599.00
Rawlings	Comprise Annual	234170300031	1	01/01/20	12/31/20	\$599.00
Rawlings	Comprise Annual	234170500050	1	01/01/20	12/31/20	\$599.00
Rawlings	Comprise Annual	234170500095	1	01/01/20	12/31/20	\$599.00
Patrick A. Lucero	2820 Induction	28200251	1	01/01/20	12/31/20	\$1,941.00
Greenhorn Valley	2820 Induction	28200252	1	01/01/20	12/31/20	\$1,941.00
Tom L. & Anna Marie Giodone	2820 Induction	28200253	1	01/01/20	12/31/20	\$1,941.00
Patrick A. Lucero	2840 SL Sortation	28510003	1	01/01/20	12/31/20	\$775.00
Greenhorn Valley	2840 SL Sortation	28510005	1	01/01/20	12/31/20	\$775.00
Tom L. & Anna Marie Giodone	2840 SL Sortation	28510006	1	01/01/20	12/31/20	\$775.00
Tom L. & Anna Marie Giodone	smartgate 400 (Dual Aisle)	bib018969	1	01/01/20	12/31/20	\$1,300.00
Greenhorn Valley	smartgate 400 (Dual Aisle)	bib018970	1	01/01/20	12/31/20	\$1,300.00
Lamb	smartgate 400 (Dual Aisle)	bib018971	1	01/01/20	12/31/20	\$1,300.00
Patrick A. Lucero	smartgate 400 (Dual Aisle)	bib018972	1	01/01/20	12/31/20	\$1,300.00
Pueblo West	smartgate 400 (Dual Aisle)	bib018973	1	01/01/20	12/31/20	\$1,300.00
Rawlings	smartgate 400 (Quad Aisle)	bib018974	1	01/01/20	12/31/20	\$2,200.00
Rawlings	smartgate 400 (single aisle)	bib018975	1	01/01/20	12/31/20	\$1,000.00
Barkman	smartgate 400 (Triple Aisle)	bib018976	1	01/01/20	12/31/20	\$1,900.00
Rawlings	smartstation 200	bib019010	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019011	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019012	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019013	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019014	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019015	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019016	1	01/01/20	12/31/20	\$49.00
Rawlings	smartstation 200	bib019017	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019018	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019019	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019020	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019021	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019022	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019023	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019024	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019025	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019026	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019027	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019028	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019029	1	01/01/20	12/31/20	\$49.00
Rawlings	RFID Workstation	bib019030	1	01/01/20	12/31/20	\$49.00
Rawlings	Evanced Annual (10+ selfChecks)	Evanced	1	01/01/20	12/31/20	\$2,500.00



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## TERMS AND CONDITIONS

### WHAT WE WILL DO:

**Hardware:** In consideration of payment of the agreement price, and according to service level purchased, 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: \_\_\_\_\_