



Quote

No.: **5038**

Date: 3/15/2021

Phone: (210) 736-3119 Fax: (210) 737-1240

1318 North Brazos

San Antonio, TX 78207

Prepared for:

Audry Verver 512.753.2107

San Marcos PD- 3174

2300 IH 35 S

San Marcos, TX 78666-5919 US

Prepared by: Bill Behar

Account No.: 913

Phone: (512) 753-2108

Job: Hardware Refresh

Quantity	Part Number	Description	Sell	Total
HGAC Contract number RP07-20				
A. Catalog / Price Sheet Items being purchased				
1	C120-300K-R1-V10	Chassis, HG4U - Xeon Silver 4110 processor, 32GB RAM, 2 TB RAID1, W2019	\$5,804.89	\$5,804.89
1	CBL-8643	Cable, 4xInternal SAS, SFF-8643	\$23.43	\$23.43
1	RC-SAS-9341-8i	Controller, LSI 9341PCI-Express 8 Port	\$576.27	\$576.27
2	HD-SATA-2TB	Hard Drive, 2TB SATA	\$304.53	\$609.06
2	NICE-E1000	Card, Network 1000bT Ethernet PCI-E	\$70.28	\$140.56
Hardware cost \$ 7,177.64				
1	HWRF-NG911-CORE (v9)	Reinstall NG Capture911 Core software w/ ANI/ALI.	\$1,542.80	\$1,542.80
14 Analog recording				
1	SACH-E016-A	Card, Analog Interface, PCIe, 16-Port	\$1,663.22	\$1,663.22
14	HWRF-NG911-SWRL	Reinstall NG Capture911 Channel license.	\$48.21	\$674.94
134 IP Phone sets				
134	HWRF-NG911-SWRL	Reinstall NG Capture911 Channel license.	\$48.21	\$6,460.14
6	NGSC-SEAT	Screen Capture Workstation License	\$143.58	\$861.48
			\$18,356.79	

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Quantity	Part Number	Description	Sell	Total
B. Unpublished Options, Accessory or Service items - Itemize Below				
1	IRC-9002	Peripheral Kit: Monitor, KYBD, Mouse and Speakers, UPS	\$1,035.00	\$1,035.00
1	HWRP-AQUA-PQA	Reinstall Priority Dispatch Aqua Pro QA	\$0.00	\$0.00
1	HWRP-REPL-0256	Reinstall Replicate 256 Ports To Remote Server	\$0.00	\$0.00
1	HWRP-FSAR-0001	Reinstall ACD Free Seating - Auto Record	\$0.00	\$0.00
				\$1,035.00
C. Other Allowances, Discounts, Trade-Ins, Freight, Make Ready or Miscellaneous Charge				
1	QTRSUPP	Maintenance for existing software	\$8,489.04	\$8,489.04
1.00	INSTALLCEC - HWRP	Installation	\$2,400.00	\$2,400.00
				\$10,889.04

Installation charge for customer provided hardware - \$1200

Total does not include applicable sales tax.

Item Total:	\$30,280.83
Freight:	\$200.00
Grand Total:	\$30,480.83

Prices are firm until 6/30/2021

Terms: 50% down / 50% on delivery

Quoted by: Bill Behar, bill@comelectronics.com

Date: 3/15/2021

Please allow 4-6 weeks for standard delivery and/or installation unless expedited services have been quoted above.

All parts and labor are warranted for one year from delivery and installation.

Accepted by: _____

Date: _____

Please sign this quote and fax it back as confirmation of your order.

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Concurrent Software Support during Hardware Refresh Warranty Period

Tier III Concurrent **\$8,245.29**

The new hardware and software on this quote will have a 1-year manufacturer's warranty. All existing software and licensing transferred from your old system to the new system is not covered under the new warranty but must be maintained separately under concurrent software support coverage.

Annual Post-warranty Maintenance Options:

Tier I - Remote Software Support Only **\$8,380.29**

The Software Only option is a 24-hour remote maintenance and software update plan. Most problems can be corrected quickly through dial-up access into the voice logging server. If a dedicated phone line is provided, the system will also automatically report any malfunction directly to HigherGround who will then correct the problem perhaps even before it becomes evident to you. As new software features come available, they will be automatically downloaded to the system.

*If a dedicated phone line is not available, a shared line could be switched as needed (perhaps a fax line), however, automatic trouble reporting could not occur.

Tier II - Hardware Exchange **\$9,958.71**

Exchange service includes the software maintenance above and defective board / module exchange of otherwise warrantable parts. Parts identified by the customer as defective will be pre-shipped by Commercial Electronics for immediate replacement. On-site labor required to replace parts is provided by the customer.

Tier III - Standard Business day On-site **\$11,010.99**

Standard service continues the same service as that provided during the warranty period; i.e. 24-hour monitoring*, remote* software updates and covers all system hardware as well. Most malfunctions are typically not hard equipment failures, and can be corrected by reinitializing programs remotely. However, should an otherwise warrantable failure occur to the hardware, this plan covers all parts, labor and mileage during normal business hours. Should after-hours service be required, the customer would be responsible for additional labor charges of \$112.50 per hour.

Tier IV - 24x7 On-site **\$17,097.85**

Our 24-Hour service option extends the standard service to full 24-hour response for equipment failures or other situations requiring an on-site technical presence. Standard repair service is provided from 8:00 a.m. to 4:30 p.m., Monday through Friday. 24-hour service covers repair actions necessary to restore primary operation after normal business hours.

Time and Materials

If no Maintenance Agreement is chosen, Commercial Electronics will continue to provide service on a Time-and-Materials basis. Our current labor rate is \$225.00 per hour plus parts and applicable mileage; after hours service is billed at time and one half, \$337.50.