



2768 Compass Drive, Ste 104
Grand Junction, CO 81506
970-242-7757
www.allsounddesigns.com

To: Terry Brown
GIS Manager, IT Dept.
City Of Grand Junction

From: Jim Fraser
Sales Manager
All Sound Designs

Terry,

The purpose of the cover letter is to explain All Sound Designs Service Maintenance Agreement revisions and implementations.

Please find enclosed the following:

- Revised Service Maintenance Agreement Contract, City Hall Training Room
- New Service Maintenance Agreement Contract, City of Grand Junction Auditorium
- New Service Maintenance Agreement Contract, City of Grand Junction PSF

These enclosed documents provide a complete description of guarantees, warranties and service maintenance. They also each have a sign off on the bottom of the second page that will give you an option for service maintenance acceptance or declination. With either option, we hope to receive back from you a signed copy for our records.

The revised Service Maintenance Agreement Contract for City Hall Training Room is exactly as the agreement accepted by City of Grand Junction a few years ago with a couple of exceptions. The first exception is the change of service maintenance hours, availability. This changes only because our actual business hours have changed. The actual coverage has not changed. The other exception is that the price has increased 0.5%. This change is shown as 2.5% on the contract amount percentage instead of the previous 2%. This price increase is consistent on each of the contracts enclosed. It is a flat fee for this service.

The new Service Maintenance Agreement for City of Grand Junction Auditorium and City of Grand Junction PSF, if accepted, will begin 10/01/13. Until then, all service issues are covered under the standard one year of warranty. All other conditions of the Service Maintenance Agreement are identical across the board.

Thank you for your consideration and for choosing local electronics experts for your audio, video and communications needs.

Jim Fraser

All Sound Designs

A handwritten signature in blue ink, appearing to read "Jim Fraser", is written over the printed name and company name.

ALL SOUND DESIGNS

Thank you so much for choosing All Sound Designs for your electronics integration needs. We sincerely hope your new system will be a benefit and convenience to your facility. At substantial completion of the installation phase of your project your product warranties and All Sound Designs installation guarantee will be in effect.

OWNER: City of Grand Junction
PROJECT: Grand Junction Public Safety Facility, 601 Ute Ave. (2012)
COMPLETION DATE(S): 09/30/12, 12/27/12

Installation Guarantee:

We hereby agree to replace at our sole cost and expense any of all material adjudged damaged or improperly installed as well as guarantee the owner and contractor against liability, losses or damage to any or all parts of the work arising from said installation during a period of one (1) year from completion and acceptance of the entire project.

Electronic Equipment Warranty:

All electronics will be warranted for specified terms and conditions as outlined in owner's manual of each product. In the event of a defective product within the warranty period that requires an All Sound Designs service technician to remove and replace product, applicable service fees/charges will apply.

All Sound Designs Maintenance Service Plan:

An average of 10% of all electronics have faults within the manufacturer's warranty. Electronic manufacturers do not pay for removal and reinstallation. All Sound Designs has assembled a Maintenance Service Plan to take care of service labor charges as well as provide other benefits. If project owner has agreed to the All Sound Designs Maintenance Service Plan we hereby agree to provide technical service and support at no additional cost and expense to get said product repaired or replaced according to manufacturer's policies. Other services supplied are outlined as follows.

1. Bi-Annually Schedule Service to:
 - a. Clean, dust, & inspect all electronic systems.
 - b. Replace any worn or damaged wires, terminations, and infrared repeaters.
 - c. Replace any batteries where necessary in wireless remotes or security devices.
 - d. Notate and recommend any upgrades due to technology changes as a separate job.
 - e. Conduct any further onsite training needed to maximize simplicity and customer enjoyment.

2. After Hours Extended Gold Level Support
 - a. To answer questions or help with problems after our normal business hours.
 - i. Normal Hours: 8am-4:30pm Monday thru Friday
 - ii. Extended Service Hours: 7am – 10pm Monday thru Friday, 10am-5pm Saturday.
 - iii. Excludes major holidays: Christmas, Thanksgiving, Easter, Memorial Day, Labor Day, Independence Day)

3. Expedite onsite service to evaluate and problem-solve any issue that may arise.
 - a. Include local (Within 20 Miles) pick up, delivery & service technicians' time for removal and replacement if any equipment may need serviced or exchanged. Out of area travel charges will be handled on a per job basis.
 - b. If problem cannot be taken care of locally we will include any standard shipping charges necessary to get problem resolved.

4. All Sound Maintenance Service Plan will be billed in advance quarterly as a percentage of job totals.
 - a. Percentage of total project cost: 2.5% with equal payments
 - b. Project Total: \$220,926.13 Yearly Total: \$5,523.15.
 - c. Total Quarterly Payment \$1,380.79.
 - d. Effective start date of ASD Service Plan will be 10/01/13

In the event of All Sound Designs failure to comply with the above mentioned conditions within a reasonable time or provide unsatisfactory service value as determined by the Owner/End User, after being notified in writing, we, the undersigned, do hereby authorize the Owner/End User to have Anticipated Maintenance Plan discontinued at any time.

JAF (Initial) YES! I want to take advantage of the tremendous value and benefits outlined in the above mentioned All Sound Maintenance Service Plan.

_____ (Initial) No Thanks. I want to take care of maintenance and service on a per incident basis as a separate job.

(Please choose and initial one and sign below).

Date: 3/13/13

Owner/End User: _____

(Signature)

Title: _____

IT MANAGER

Please Sign and Mail or Fax Back to: 970-241-0450.

All Sound Designs
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OWNER: City of Grand Junction

PROJECT: Grand Junction 911/Dispatch, 601 Ute Ave. (2012)

COMPLETION DATE(S): 09/30/12

Installation Guarantee:

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4. All Sound Maintenance Service Plan will be billed in advance quarterly as a percentage of job totals.
 - a. Percentage of total project cost: 2.5% with equal payments
 - b. Project Total: \$85,216.83 Yearly Total: \$2,130.42
 - c. Total Quarterly Payment \$532.61
 - d. Effective start date of ASD Service Plan will be 10/01/13

In the event of All Sound Designs failure to comply with the above mentioned conditions within a reasonable time or provide unsatisfactory service value as determined by the Owner/End User, after being notified in writing, we, the undersigned, do hereby authorize the Owner/End User to have Anticipated Maintenance Plan discontinued at any time.



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Date: 3/13/13

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(Signature)

Title: _____

IT MANAGER

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OWNER: City of Grand Junction

PROJECT: Grand Junction City Hall Training Room, 250 N. 5th St. (2010), Additional Retrofit (2011)

COMPLETION DATE(S): 08/24/10, 09/01/11

Installation Guarantee:

We hereby agree to replace at our sole cost and expense any of all material adjudged damaged or improperly installed as well as guarantee the owner and contractor against liability, losses or damage to any or all parts of the work arising from said installation during a period of one (1) year from completion and acceptance of the entire project.

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4. All Sound Maintenance Service Plan will be billed in advance quarterly as a percentage of job totals.
 - a. Percentage of total project cost: 2.5% with equal payments
 - b. Project Total: \$26,927.55 Yearly Total: \$673.18
 - c. Total Quarterly Payment \$168.29
 - d. Increase to be implemented 04/01/13

In the event of All Sound Designs failure to comply with the above mentioned conditions within a reasonable time or provide unsatisfactory service value as determined by the Owner/End User, after being notified in writing, we, the undersigned, do hereby authorize the Owner/End User to have Anticipated Maintenance Plan discontinued at any time.

 (Initial) **YES!** I want to take advantage of the tremendous value and benefits outlined in the above mentioned All Sound Maintenance Service Plan.

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(Please choose and initial one and sign below).

Date: 3/13/13

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(Signature)

Title: IT MANAGER

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OWNER: City of Grand Junction

PROJECT: Grand Junction City Auditorium, 250 N. 5th St. (2012)

COMPLETION DATE(S): 05/30/12, 08/01/12, 08/02/12, 12/17/12

Installation Guarantee:

We hereby agree to replace at our sole cost and expense any of all material adjudged damaged or improperly installed as well as guarantee the owner and contractor against liability, losses or damage to any or all parts of the work arising from said installation during a period of one (1) year from completion and acceptance of the entire project.

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4. All Sound Maintenance Service Plan will be billed in advance quarterly as a percentage of job totals.

- a. Percentage of total project cost: 2.5% with equal payments
- b. Project Total: \$201,164.87 Yearly Total: \$5,029.12
- c. Total Quarterly Payment \$1,257.28
- d. Effective start date of ASD Service Plan will be 10/01/13

In the event of All Sound Designs failure to comply with the above mentioned conditions within a reasonable time or provide unsatisfactory service value as determined by the Owner/End User, after being notified in writing, we, the undersigned, do hereby authorize the Owner/End User to have Anticipated Maintenance Plan discontinued at any time.



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