

CONTRACT APPROVAL FORM

(Contract Management Use only)

CONTRACT TRACKING NO.

CM1459

CONTRACTOR INFORMATION

Name: American Imaging Machines

Address: 10539 Craig Industrial Drive, Unit 2 Jacksonville Florida 32225
City State Zip

Contractor's Administrator Name: Julie A Harrison Title: Account Manager

Tel#: 904-745-0022 Fax#: 904-745-0803 Email: jharrison@aimhere.net

CONTRACT INFORMATION

Contract Name: HP Service Pack #UK698PE Contract Value: \$1,055.00

Brief Description: Hewlett-Packard service pack for HP Designjet 5500 plotter used in GIS - 1 year service, maintenance, parts & labor-on site support, 9 hours/day - 5 days/week, - next business day

Contract Dates 7/10/09 to 7/9/10 Status: New Renew Amend# WA/Task Order

How Procured: Sole Source Single Source ITB RFP RFQ Coop. Other Quotes

If Processing an Amendment:

Contract #: Increase Amount of Existing Contract: No Increase

New Contract Dates: to TOTAL OR AMENDMENT AMOUNT:

APPROVALS PURSUANT TO NASSAU COUNTY PURCHASING POLICY, SECTION 6

- | | | | | |
|----|--|----------------------------|------------------------|---|
| 1. | <u>Robert McKinney</u>
Department Head Signature | <u>[Signature]</u>
Date | <u>7/29/09</u>
Date | <u>45272515-546020</u>
Funding Source/Acct # |
| 2. | <u>Charlotte Young</u>
Contract Management | <u>[Signature]</u>
Date | <u>7/30/09</u>
Date | |
| 3. | <u>William Sautt</u>
County Attorney (approved as to form only) | <u>[Signature]</u>
Date | <u>8/3/09</u>
Date | |
| 4. | <u>[Signature]</u>
Office of Management & Budget | <u>[Signature]</u>
Date | <u>8/5/09</u>
Date | |

Comments:

COUNTY COORDINATOR - FINAL SIGNATURE APPROVAL

[Signature] 8/5/09
Edward Sealover Date

RECEIVED
CONTRACT MANAGEMENT
2009 JUL 30 PM 2:09

RETURN ORIGINAL(S) TO CONTRACT MANAGEMENT FOR DISTRIBUTION AS FOLLOWS:

- Original: Clerk's Services; Contractor (original or certified copy)
- Copy: Department
- Office of Management & Budget
- Contract Management
- Clerk Finance

**NASSAU COUNTY
BOARD OF COUNTY COMMISSIONERS**

PO Box 4000

FERNANDINA BEACH, FLORIDA 32035-4000

VENDOR NAME/ADDRESS

American Imaging Machines
10539 Craig Industrial Drive, Unit 2
Jacksonville, Florida 32225

DEPARTMENT
Support Services

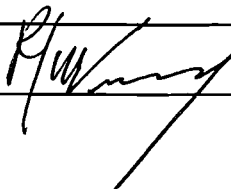
John Crowder
REQUISITION BY:

REQUISITION

VENDOR NUMBER	PURCHASE ORDER NUMBER	PURCHASE ORDER DATE	PURCHASE ORDER TOTAL	DISCOUNT TERMS
		7/29/2009	\$1,055.00	

ITEM NO.	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT	FUND ACCOUNT NUMBER
1	HP Post Warranty Service Pack	1	1,055.00	\$1,055.00	45272515-546020
	support for GIS HP Designjet 5500				
	plotter-1 year agreement-next				
	business day - Serial #SG3B24004				
	7/10/09 - 7/9/10				

APPROVED BY:
Robert McKinney



WHITE - FINANCE'S COPY

YELLOW - REQUISITIONER'S COPY

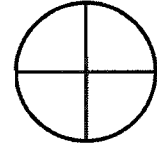
Subtotal

Total

\$1,055.00

American Imaging Machines

10539 Craig Industrial Drive, Unit 2, Jacksonville, FL 32225
 Local (904) 745-0022 www.AIMHERE.net Fax (904) 745-0803



ORDER AGREEMENT

Bill to customer: Nassau County – Building Dept	Install at: Nassau County – Building Dept
Address 96161 Nassau Place	Address 96161 Nassau Place
City, State, Zip Yulee, FL 32097	City, State, Zip Yulee, FL 32097

SALE INFORMATION

Qty	Description	Price	Purchase Price
1	HP Service Pack – HP Next Day HW Support (UK698PE – HP 1yr PW nbd Designjet 5500 42" supp) – HP List Price = \$1319	\$1,055.00	\$1,055.00
		SUBTOTAL	1,055.00
		Freight & Install	n/a
		TAX	exempt
		TOTAL	1,055.00

Requested Delivery Date	Total Warranty Months	Tax Exempt Status	Yes	X	CERTIFICATE#
			No		

MAINTENANCE INFORMATION

Maintenance term in months	Meter charge Liner ft.
Base Service Charge (Billed yearly in advance)	Meter charge Square ft.
Base service Charge (Billed monthly in advance)	Copy Allowance

TRADE IN INFORMATION

Manufacture	Model	Serial #	Allowance

PURCHASED SUPPLIES

Reorder #	Description	Quantity	Unit Cost	Total
C4930A	HP 81 Dye Ink Cartridge (all colors)		\$235 each	
Q1406A	HP Universal Coated Paper (42")		\$40 each	
Note: supply pricing includes shipping/handling unless otherwise stated at time of ordering			SUBTOTAL	
			TOTAL	

CUSTOMER ACCEPTANCE

AMERICAN IMAGING MACHINE ACCEPTANCE

Name (Please Print) Edward Sealover	Name (Please Print) Julie A. Harrison
Signature 	Signature
Title County Coordinator	Title: Account Manager
Phone: 904-491-7380	Date: 8/5/09
	Phone: (904) 745-0022 x100
	Date

hp care pack support service agreement
terms and conditions for the United States



1. **Support Services:** HP will provide the support services ("HP Care Pack Services") described in this Service Agreement (the "Agreement") to Customer (as defined in Section 2 below) for products purchased in the United States, and as more fully described in the applicable HP Data Sheet. If it is mutually agreed upon by HP and an HP Authorized Representative, an HP Authorized Representative will provide the services on behalf of HP. In the event of any conflict, the terms and conditions of this Agreement shall control.
2. **Customer:** As used herein "Customer" refers to either (a) end-user HP customer who purchases the HP Care Pack Services described in this Agreement directly from HP or from an authorized HP reseller, wholesaler, or distributor, or (b) an HP Authorized Representative who purchases HP Care Pack Services in order to obtain support for hardware products at its own or its customer's site.
3. **Charges:** Customer will prepay for HP Care Pack Services at the time of support purchase. Customer will pay all applicable taxes. Full refunds for prepaid services are available from the place of purchase only if Customer cancels within thirty (30) days of receipt of the Agreement, and provided no HP Care Pack Services have been provided by HP at time of cancellation. An additional charge may be billed to Customer for hardware products that are found not defective.
4. **Eligible Products:**
 - (a) To be eligible for HP Care Pack Services, product must be at current specified revision levels and, in HP's reasonable opinion, in good operating condition.
 - (b) Customer can purchase HP Care Pack Services only for designated HP and non-HP software for which Customer has rightfully acquired appropriate software license(s).



(c) Relocation of product is Customer's responsibility and may result in additional support charges and modified service response times.

(d) Unless otherwise specified in the applicable HP Data Sheet, products moved outside the country where this HP Care Pack Service is purchased will not receive service under the terms of the Agreement.

(e) Notwithstanding Section 4(a) of the Terms and Conditions, products which are in good operating condition at the time HP Care Pack is purchased are eligible for post warranty hardware support even if they are not at current specified revision levels available.

5. HP warrants the HP Care Pack Services will be provided in a professional and workmanlike manner. THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. TO THE EXTENT PERMITTED BY LAW, HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NONINFRINGEMENT.

6. **Limitations of Liability and Remedies:** To the extent HP is held legally liable to Customer, HP's liability is limited to damages for bodily injury and direct damages to tangible property up to the limit of \$300,000 (U.S.) and other direct damages for any claim based on a material breach of HP Care Pack Services, up to a maximum of the HP Care Pack Service charges paid by Customer for this Agreement for the products at issue. HP will not be liable for performance delays or for nonperformance due to causes beyond its reasonable control. THE REMEDIES PROVIDED IN THIS AGREEMENT ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP, ITS AFFILIATES, ITS SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING DOWNTIME COSTS OR LOST PROFIT), OR OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

7. **Limitations of Service:**

(a) HP does not provide HP Care Pack Services for products not supplied by HP unless approved by HP in writing, or for products that Customer does not allow HP to incorporate modifications. Customer or an approved designated contact is responsible for removing any products not eligible for HP Care Pack Services to allow HP to perform service. If delivery of HP Care Pack Services is made more difficult because of such products, HP will charge Customer for the extra work at HP's standard service rates.

(b) Unless otherwise specified, this Agreement excludes the provision, return/replacement, and installation by HP of consumables, user replacement parts, maintenance kits, or other consumable items including, but not limited to, accessories, operating supplies, magnetic media, paper, print heads, ribbons, toner, a/c adapters, and batteries.

(c) Unless otherwise specified in the applicable HP Data Sheet, and subject to the limitations therein, HP Care Pack Services do not cover any damage or failure caused by: (i) use of non-HP media, supplies and other products; (ii) site conditions that do not conform to HP's site specifications; (iii) neglect, improper use, fire or water damage, electrical disturbances, transportation by Customer (and in the case of HP Authorized Representatives, by owners or users of the supported system), work or modification by people other than HP employees or HP Authorized Representatives, or other causes beyond HP's control; or (iv) inability of products not manufactured by HP and non-compliant HP products in Customer's supported environment to correctly process, provide or receive date data (i.e., representations for month, day, and year), or the inability of these products to properly exchange date data with any products covered by HP support services. Complete resolution of some problems may be beyond the control of HP and thus outside the scope of these services.

(d) Supported Software Versions: Unless otherwise agreed by HP, HP provides HP Care Pack Services only for the current and immediately preceding versions of HP software, and only when the software is used with hardware that is included in HP-specified configurations. A version is defined as a release of a software product that contains new features, enhancements, and maintenance updates. If support coverage lapses, additional fees may be required to resume support coverage. HP will support specified versions of selected non-HP software, but will not support the software any longer than the vendor supports it. For non-HP software, HP provides HP Care Pack Services only for software versions that are documented as supported on specified configurations. HP will be under no obligation to provide HP Care Pack Services should it be required due to alterations or modifications to code.

(e) Non-HP Products: HP is not liable for the performance or non-performance of third party vendors, their products, or their support services. HP's decision on how long to offer HP support on selected non-HP products is final.

(f) Some HP Care Pack Services features and coverage levels are subject to local availability.

(g) HP reserves the right and Customer consents to HP's use of subcontractors to assist in the provision of HP Care Pack Services as HP deems appropriate, without notice to Customer.

8. Customer Responsibilities:

(a) Customer or HP Authorized Representative is responsible for registering the hardware product to be supported within ten (10) days of purchase of the support service, using the registration instructions within each package, email document, or as otherwise directed by HP. In the event a covered product changes location or the support service is transferred with the sale of a used hardware product, registration (or a proper adjustment to existing HP registration) is to occur within ten days of purchase from previous owner. HP IS NOT OBLIGATED TO PROVIDE SUPPORT SERVICES IF CUSTOMER OR HP AUTHORIZED REPRESENTATIVE DOES NOT REGISTER HARDWARE PRODUCT AS STATED HEREIN.

(b) Customer will make all reasonable efforts to support and cooperate with HP in resolving the problem remotely, for example, starting and executing self tests or diagnostic programs, providing all necessary information, or performing basic remedial activities upon HP's request.

(c) Customer will ensure that HP service personnel are provided with sufficient electrical power to perform necessary hardware maintenance and operating supplies used during normal operation.

(d) Customer is responsible for the security of its proprietary and confidential information and for maintaining a procedure external to the hardware products for reconstruction of lost, or altered files, data, or programs.

(e) Customer must notify HP if any hardware products serviced are being used in an environment that poses a potential health or safety hazard to HP employees or subcontractors; HP may require Customer to maintain such products under HP supervision.

(f) Customer must ensure that an adult representative is present when HP is providing services at Customer's designated location or by telephone.

(g) If remote support is available, Customer will allow HP to keep system and network diagnostic program resident on the covered product and provide HP login access for the exclusive purpose of performing diagnostics.

(h) Customer acknowledges that Customer has no ownership interest in diagnostic software provided by HP and that HP will remove these diagnostic programs and any HP loaned modems or other equipment upon termination of this Agreement. When copable, the covered product must be configured to permit access to one voice-grade telephone line and one data-quality telephone line; both must have terminations located near the covered product. Upon HP's request, Customer will run HP supplied diagnostic programs before having a hardware product serviced under this Agreement.

(i) Off-Site Support and Exchange Services: Customer is responsible for performing the following functions prior to return shipping a failed hardware product to HP: o) perform all steps for self-test and trouble-shooting specified in the operating manual for the product; b) provide, in writing, the model number, serial number, current failure symptoms, pertinent failure history and ship-to address (if applicable); and c) unless the product will be delivered and picked up in person by Customer, Customer is responsible for packaging the failed product carefully in the original or HP provided shipping container, or a shipping container that prevents the product from being damaged while in transit to HP.

9. **On-Site Support for HP Network Connectivity Products:** Configuration restoration assistance will be offered after repairing or replacing on HP hub, bridge, switch or router (or add-in HP module or transceiver). HP will work with the customer to restore the configuration of the serviced device if the valid pre-service configuration is immediately available. The valid configuration may be in the form of either an electronically saved file or a clear and complete printed documentation of all required device parameters. On-site support for HP Network Connectivity Products is a device-specific service and not intended for interconnection troubleshooting.
10. **Maximum Use Limitations:** Products operated in excess of their maximum usage rate or duty cycle (as specified in the technical data sheet, operating manual, or service description) will be serviced at HP's standard service rates.
11. **Transfer of Service:** This Agreement may only be assigned in connection with sale of the covered product. Customer or HP Authorized Representative as assignor must inform HP when the covered product is sold. The assignment must be in writing, signed by the assignor and available for inspection by HP personnel. Assignment will not be valid if in breach of local or U.S. export regulations.
12. **Post Warranty HP Care Pack Services:** Certain select products may be eligible for the purchase of a Post Warranty HP Care Pack. Such Post Warranty Care Pack Services may be purchased either (i) after expiration of the original product warranty period; or (ii) for renewal of a previously purchased HP Care Pack Service to provide the Customer with uninterrupted support services. The coverage period for the Post Warranty HP Care Pack Service will begin at the time of purchase of the Post Warranty Care Pack Service and continue for the period purchased.
13. **Term:**
 - (a) For Hardware Support purchased during the product warranty period, this Agreement will begin on the date of initial purchase of the new hardware product to be supported and will terminate either at the end of the specified number of years of service purchased; or for Hardware Support Services with page limits, terminate once the specified page limit (or page count) has been exceeded or at the end of the specified number of years of service purchased, whichever comes first. Page count is defined as the number of pages (printed or plain) that have passed through a printer's print engine and recorded on the test page.

(b) For Hardware Support purchased after expiration of the warranty, this Agreement will begin on the purchase date of this Agreement and will terminate at the end of the specified number of years of service purchased.

(c) For Network Support or Software Support, this Agreement will begin on the date of registration or thirty (30) days after purchase, whichever occurs first; and will terminate either at the end of the specified number of years of service purchased or, if applicable, upon closure of the last covered incident, whichever occurs first.

(d) All HP Care Pack Service will continue until terminated by either party under the provisions of this Agreement. This Agreement is not renewable; Customer may for some eligible products, purchase another Agreement upon expiration or termination of this Agreement. The cost of another Agreement will reflect the age of the product and service costs at time of purchase.

14. **Termination:** Customer may terminate this Agreement by notifying the place of purchase at any time within thirty (30) days of purchase to receive a full refund from the place of purchase less any claims that have been paid or less the cost of repairs made on Customer's behalf. HP may terminate at any time after the effective date of this Agreement if Customer fails to perform or observe any condition of this Agreement with HP. Notwithstanding the foregoing, FOR CALIFORNIA CONSUMERS (individuals who purchase for home, family or personal use only), if Customer cancels after thirty (30) days by sending a written notice of cancellation plus proof of purchase to HP, Customer will receive a pro rata refund based on the time expired less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less. FOR FLORIDA CONSUMERS (individuals who purchase for home, family or personal use only), if Customer cancels after thirty (30) days by sending a written notice of cancellation plus proof of purchase to HP, Customer will receive a pro rata refund equal to 90% of the unearned pro rata purchase price less any claims that have been paid or less the cost of repairs made on Customer's behalf.
15. **Governing Laws:** Any disputes arising in connection with this Agreement will be governed by the laws of the State of California. The courts of the State of California shall have jurisdiction. FOR NEVADA CONSUMERS, the laws of the State of Nevada will govern any disputes arising in connection with this Agreement. FOR WASHINGTON CONSUMERS, any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. FOR WYOMING CONSUMERS, the laws of the State of Wyoming will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Wyoming. FOR FLORIDA CONSUMERS, the laws of the State of Florida will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Florida.
16. **Entire Agreement:** The terms and conditions of this Agreement (together with the HP Authorized Contract Management Partner Addendum for HP Authorized Representatives), and the applicable HP data sheet constitute the entire understanding between the parties relating to the provision of services described herein and will supersede any previous communication, representation or agreement whether oral or written. Customer's additional or different terms and conditions will not apply. Customer's acceptance of this Agreement is deemed to occur upon Customer's purchase of HP Care Pack Service. No change of any of the terms and conditions will be valid unless in writing signed by an authorized representative of each party.
17. For products purchased in the United States, Hewlett-Packard Company located at 3000 Hanover Street, Palo Alto, CA 94304, is legally and financially obligated to provide the HP Care Pack Services described in this Agreement and these obligations are backed by the full faith and credit of HP.

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AV-RUF6C-TK



next business day response

An HP authorized representative will arrive at your site between 8:00 am and 5:00 pm local time to begin hardware maintenance service during the next working day after your service request is logged. Your service request must be received between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays. Service requests received after 5:00 pm will be logged the next business day and serviced on the following business day.

formerly: next day onsite response

Next business day response is available as described within a 100-mile radius of HP support offices. Service radius may vary in some countries. Most areas within the continental United States can be serviced the next business day. (Does not include Canada.) Add 1 to 3 days for service in Alaska and remote locations. For Hawaii next business day response is only available for the island of Oahu.

post warranty next business day response

This service provides Next Day Onsite Response, 4-Hour Onsite, Extended Hours Response, or 4-Hour Onsite Response, 24x7 service for customers with either an expired standard HP warranty, or an expired HP Care Pack service. An authorized HP representative will be sent to the customer's site to resolve the problems in accordance with our specified service level. Notwithstanding Section 4 of the Terms and Conditions, only products, which are in good operating condition at the time HP Care Pack is purchased, are eligible for Post-Warranty Next Day Onsite support even if they are not at current specified revision levels.

The following Post Warranty support options are available for specified products:

pw, next business day	pw, next day exchange	pw, global next business day
pw, next business day, mon-sun	pw, 4-hr onsite, extended hrs	pw, global next day exchange
pw, 4-hr onsite response, 24x7		

Defective media retention

For eligible products, this service option feature provides that the Customer retain defective hard disk drive components, covered under this service, which the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk Drive").

This service allows customers to keep their malfunctioning hard drives, while receiving a replacement hard drive under warranty. This gives customers control over sensitive and confidential data contained on their notebook, desktop and workstation hard drives, and allows the customer to determine the best method of disposal for failed hard drives. With defective media retention service option, it is the Customer's responsibility to:

- Retain physical control of Disk Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk Drives
 - Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure
 - Have an authorized representative present to retain defective Disk Drives, accept replacement Disk Drives, provide HP with the serial number of each Disk Drive retained hereunder, and upon HP request, execute a document provided by HP acknowledging the retention of the Disk Drives
 - Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again
 - Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations
- Service limitations

hardware maintenance - onsite support

call-to-repair

Today, businesses rely on IT for sharing critical information between people, departments, and sites. System downtime due to hardware failure can result in hours of lost productivity and frustration for employees. IT managers consequently are facing increasing demands from senior management and internal customers to keep the systems up and running to ensure their businesses' success. HP Hardware Support Onsite Call-to-Repair provides an IT manager with a team of support resources to immediately begin troubleshooting the hardware product and ensure the availability of the hardware within a maximum of 6 hours from the time of the call receipt.

HP Hardware Support Onsite Call-to-Repair is available for sites located within 50 miles (80 km) of a primary HP Support Office. For sites that are located within 51 to 100 miles of a primary HP Support Office an eight-hour hardware call-to-repair time commitment is provided. (Please See Table 1 for details.)

Travel zones may vary in some geographic locations.

Table 1. HP's Hardware Repair Commitment

distance from customer-designated site to hp support office listed in support office guide	response time	response time for h/w call-to-repair
0-50 miles	Immediate Dispatch	Six Hours
51-100 miles	Immediate Dispatch	Eight Hours
over 101 miles	*	Not Applicable

* Established at time of service call and subject to resource availability

Table 2. HP's Response Time for Travel

distance from customer-designated site to hp support office listed in support office guide	response time for 4-hour onsite support and 24x7	response time for next day onsite, second day onsite support
0-100 miles	4 hours	Next working day
101-200 miles	8 hours	1 additional working day
201-300 miles	*	2 additional working days
over 300 miles	*	*

* Established at time of service call and subject to resource availability

4-hour, 24x7

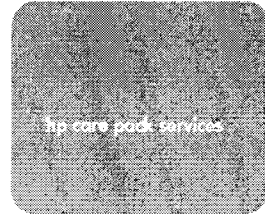
Provides HP's best possible response time 24 hours per day, Monday through Sunday. An HP Authorized Representative will arrive at your site to begin hardware maintenance service within four hours of calls received, including HP holidays, for sites located within 100 miles of the HP Support Offices.

4-hour, 13x5

An HP Authorized Representative will arrive at your site between 8:00 am and 9:00 pm local time, Monday through Friday, excluding HP holidays, to begin hardware maintenance service within four hours of your call being logged. In order to ensure an onsite response the same day, your service request must be received between 8:00 am and 5:00 pm local time, excluding HP holidays. Example: A service request received after 5:00 pm may be serviced the same business day or the next business day.

4-hour, 9x5

An HP Authorized Representative will arrive at your site between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays, to begin hardware maintenance service within four hours of your call being logged. In order to ensure an onsite response the same day, your service request must be received between 8:00 am and 1:00 pm local time, excluding HP holidays. Example: A service request received after 1:00 pm may be serviced the same business day or the next business day.



HP Care Pack Service Descriptions - United States - July 1, 2009

hp care pack websites	Partnership website www.hp.com/partner/us Click on "enter site" Enter username/password Click on "HP Technology Services for Product Support" Click on "HP Care Pack Services" Click on "Service Descriptions"
eligibility for support	To be eligible to receive support, you must register your HP Care Pack within 10 days of purchase. Just follow the registration procedures included with the HP Care Pack. For your electronic HP Care Pack follow the information or in your HP Registration Letter.
how to register your hp support	Physical HP Care Pack: For all HP Care Pack service levels: Fill out the registration card completely included in the physical hp care pack purchased Return the postage-paid registration card to HP to complete the registration process Electronic HP Care Pack: Register your electronic HP Care Pack at HP Channel Services Network
service coverage	HP may provide onsite service, onsite unit exchange, remote unit exchange or return to HP repair. HP will determine the exact response time and level of support when the service call is placed. Service may be provided by HP, authorized HP representative or HP distributor. For onsite services, customer is responsible for providing access to products and for ensuring that an adult representative is present while service is being performed.
getting support if you have a problem	Once you've registered your HP Care Pack with HP, it's easy to obtain hardware support. Here's how: <ol style="list-style-type: none">1. Visit the HP Customer Care website at http://www.hp.com/go/support. Available 24 hours a day, this site provides convenient troubleshooting and moderated discussion forums.2. If the problem cannot be resolved at the web site, call HP Support 1-800-633-3600. Service calls are initially routed to HP's Customer Care Center. Please be ready to provide your product model number and serial number.3. The HP Care Pack representative will ask you for information that will help us accurately diagnose the problem and fix it as quickly as possible. Customer will be required to run system self-test programs or to correct reported faults upon telephone advice.4. Based on this discussion, the HP Care Pack representative will help you fix the problem over the phone or determine whether to ship a customer-replaceable part, arrange for an off-site repair or exchange, or schedule an onsite repair or exchange. Onsite services are provided only if the fault or problem cannot be corrected remotely. For onsite services, customer is responsible for providing access to products and for ensuring that an adult representative is present while service is being performed.

Diane Griffin

From: julie harrison [jharrison@aimhere.net]
Sent: Wednesday, July 08, 2009 11:45 AM
To: Diane Griffin
Subject: HP Care Pack Renewal
Importance: High

Diane – I apologize for the short notice on this. We were not notified by HP until recently that your contract was up for renewal. According to their records, it expires 07/09/09. I have attached the proposal for renewal. I have also listed some supply items you may order for the HP plotter with pricing. I took a guess on what you may order but I would be more than happy to provide a more specific quote if you like.

Please let me know if you have any questions.

Julie A. Harrison
American Imaging Machines
AIM Reprographics
1-800-267-3792 x100
1-904-745-0803 (fax)

7/8/2009

Diane Griffin

From: julie harrison [jharrison@aimhere.net]
Sent: Tuesday, July 21, 2009 4:09 PM
To: Diane Griffin
Subject: RE: HP Post Warranty

It costs more than the plan purchased last year, which was an extended warranty. The post warranty is the item I quoted and what HP confirms is the correct item.

Julie A. Harrison
American Imaging Machines
AIM Reprographics
1-800-267-3792 x100
1-904-745-0803 (fax)

Missy

From: Diane Griffin [mailto:dgriffin@nassaucountyfl.com]
Sent: Tuesday, July 21, 2009 3:45 PM
To: julie harrison
Subject: RE: HP Post Warranty

Does this cost less?
Diane

-----Original Message-----

From: julie harrison [mailto:jharrison@aimhere.net]
Sent: Tuesday, July 21, 2009 2:41 PM
To: Diane Griffin
Subject: HP Post Warranty

Diane – I just heard back from our HP account rep and she has confirmed for me that the item you purchased last year is not available to purchase this year. The item you would need is UK698PE which is a Post Warranty plan. I can rewrite the quote if you need me to, including the item number since that is not on the proposal.

Julie A. Harrison
American Imaging Machines
AIM Reprographics
1-800-267-3792 x100
1-904-745-0803 (fax)



Please consider conserving before printing this e-mail or its attachments. Thank you

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From: Diane Griffin [mailto:dgriffin@nassaucountyfl.com]

Sent: Thursday, July 23, 2009 6:03 AM

To: Chad Bright

Subject: RE: Quote on HP Care Pack

Chad

Is the description of the service/support the same as the H4607PE carepak?

Diane

-----Original Message-----

From: Chad Bright [mailto:brightc@applied-computer.com]

Sent: Wednesday, July 22, 2009 4:01 PM

To: Diane Griffin

Subject: RE: Quote on HP Care Pack

Hi Diane,

That's good news because you have to re-new within 90 days from the expiration date of the current contract.

The correct p/n:

Mfg P/N: UK698PE

Manufacturer: HEWLETT PACKARD - new

Description: HP 1Y PW NBD DSNJT 5500-42 HW SUPP

Your Cost: \$1,087.11

Stock: 999

(Sales tax will be added for shipment to FL, MD, MA, MS, NV)

I spoke to my HP rep and he told that this is the correct part number to re-new.

If you have any questions please let me know,



Chad

Applied Computer Online Services

"Your Rapid, Reliable, Reputable IT Resource." (ACOS)

7/27/2009

Diane Griffin

From: Chad Bright [brightc@applied-computer.com]
Sent: Friday, July 24, 2009 12:18 PM
To: Diane Griffin
Subject: RE: Quote on HP Care Pack

Hi Diane,

The below information is all I have to send you. I hope that this all work for you Daine.

HP p/n: UK698PE

HEWLETT-PACKARD

- Electronic HP Care Pack Next Business Day Hardware Support Post Warranty - Extended service agreement - parts and labor - 1 year - on-site - 9x5 - NBD

1YR PW NBD DESIGNJET 5500 42 HAW SUP

The Electronic HP Care Pack Services (e-Care Pack) capability allows you to order, receive, update, and activate a wide range of valuable HP Care Pack Services over the Internet. Administered through the HP Services Network (CSN), it is a fast and simple process that enables immediate registration and service activation. Increase equipment availability and productivity with high-quality onsite and remote support for your HP hardware, as well as selected multivendor equipment. This flexible HP Care Pack packaged service covers desktops, workstations, servers, notebooks and laptops, network equipment, and printing. Choose Next Business Day Hardware Support when you need to: extend your hardware warranty coverage for key systems and devices; obtain easy-to-buy, easy-to-use onsite services; improve hardware performance and uptime; increase the return on your HP and multivendor hardware investments; enjoy consistent service coverage across geographically dispersed sites.

Main Specifications

Product Description	Electronic HP Care Pack Next Business Day Hardware Support Post Warranty - extended service agreement - 1 year - on-site
Type	Extended service agreement
Service Included	Parts and labor
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
General	
Type	Extended service agreement
Service Included	Parts and labor
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Details	
Service & Support Details	Extended service agreement - parts and labor - 1 year - on-site - response time: next business day - availability: 9 hours a day / Monday-Friday



Chad

7/27/2009

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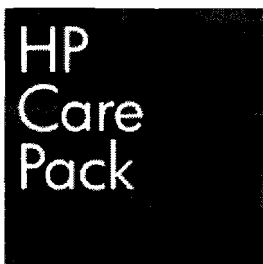
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Electronic HP Care Pack Next Business Day Hardware Support Post Warranty Extended service agreement parts and labor (UK698PE)

Electronic HP Care Pack Next Business Day Hardware Support Post Warranty - Extended service agreement - parts and labor - 1 year - on-site - 9x5 - NBD



[View Larger Image](#)

Price:

\$1,251.52



Qty

1

MSRP: \$1,319.00
Savings: \$67.48

1252 TechPoints
with this purchase.
[What are TechPoints?](#)



Support documentation for this product will be sent via e-mail or regular mail by the manufacturer. Please allow up to 30 days to receive your information.

Overview:

The Electronic HP Care Pack Services (e-Care Pack) capability allows you to order, receive, update, and activate a wide range of valuable HP Care Pack Services over the Internet. Administered through the HP Services Network (CSN), it is a fast and simple process that enables immediate registration and service activation.

Increase equipment availability and productivity with high-quality onsite and remote support for your HP hardware, as well as selected multivendor equipment. This flexible HP Care Pack packaged service covers desktops, workstations, servers, notebooks and laptops, network equipment, and printing.

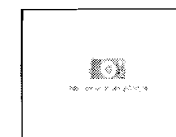
Choose Next Business Day Hardware Support when you need to: extend your hardware warranty coverage for key systems and

Hot Deals

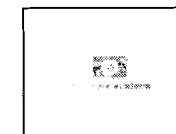
on Output Service & Support



Ricoh On Site Extended
only \$381.83



OKicare On Site Warranty
only \$452.02



OKicare Overnight Exchange

X OUT OF STOCK

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- [Product Alert](#)
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- [Page Feedback](#)

PCU Item #	Mfg Part #
S5621925	UK698PE
Manufacturer	Product Category



Output Device Service & Support

devices; obtain easy-to-buy, easy-to-use onsite services; improve hardware performance and uptime; increase the return on your HP and multivendor hardware investments; enjoy consistent service coverage across geographically dispersed sites.

only \$72.43

Reviews:

No reviews have been submitted for this product. Be the first user to submit a review.

*MUST ORDER ON LINE
TO GET DISCOUNT
(CREDIT CARD ONLY,
NO B.O.)*

Technical Specifications:

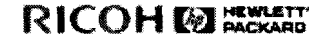
General

Type	Extended service agreement
Service Included	Parts and labor
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support Details	Extended service agreement - parts and labor - 1 year - on-site - response time: next business day - availability: 9 hours a day / Monday-Friday
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- Laptop Hard Drives

Diane Griffin

From: Judy Wallace
Sent: Tuesday, July 21, 2009 8:21 AM
To: Diane Griffin
Subject: FW: New Contact for Super Warehouse GOV

D-

I found out that Dawna doesnt work at SuperWarehouse any longer. The new person's info you'll see below. I talked to him by phone also before I left yesterday. He said they do accept PO's and he will fix us up so give him a call. He is aware you'll be calling.

Thanks,

Judy

From: TPollard@superwarehousegov.com [mailto:TPollard@superwarehousegov.com]
Sent: Monday, July 20, 2009 4:24 PM
To: Judy Wallace
Subject: New Contact for Super Warehouse GOV

Thanks Judy!

Trinele Pollard
GOV/Education Account Manager

tpollard@superwarehouse.com

T. 800.920.4122 ext.150
F. 858.453.9205

Super Warehouse GOV
A Minority Woman-Owned Small Business
6779 Mesa Ridge Road., Suite 200
San Diego, CA 92121

~~Handwritten signature~~
86611498

7/21/09 Rhonda

Extended Service HAS TO ORIGINATE WITH
PURCHASE OF EQUIPMENT FROM THEM.

7/23/09 UK698PE - \$1498 - CAN
SELL SERVICE BACKS ONLY.

7/21/2009

AMERICAN IMAGING MACHINES

P.O. BOX 350489
 JACKSONVILLE, FL 32235
 PH: (904) 745-0022 FAX: (904) 745-0803
 TOLL FREE: 1-800-267-3792

COPY

Invoice

DATE	INVOICE #
8/1/2008	23708

BILL TO

NASSAU COUNTY
 BUILDING DEPARTMENT
 96161 NASSAU PLACE
 YULEE, FL 32097
 ATTN: DIANE GRIFFIN

SHIP TO

NASSAU COUNTY
 BUILDING DEPARTMENT
 96161 NASSAU PLACE
 YULEE, FL 32097
 ATTN: DIANE GRIFFIN

ENROLL IN THE HP PURCHASE EDGE PROGRAM TODAY & EARN POINTS FOR ITEMS YOU PURCHASE FROM AIM - USE THOSE POINTS TO REWARD YOUR BUSINESS WITH FREE HP PRODUCTS! YES, WE SAID

P.O. NUMBER	TERMS	REP	SHIP DATE	SHIP VIA	DELIVERED BY	COMMENTS
08000574-00	DUE UPON R...	JAH	7/31/2008	AM DELIVE...	VIA EMAIL	
ITEM CODE	QUANTITY	DESCRIPTION			PRICE EACH	AMOUNT
H4607PE	1	HP CAREPACK SN: SG43B24004			1,210.00	1,210.00

Handwritten notes in table:
 45242515-546020
 8/4/08 \$1210.00
 Diane Griffin

COPY

COPY

Thank you for your business!

Sales Tax (0.00) \$0.00

Total Amount Due: \$1,210.00

Support Account Detail

HP Reference Number: 2050616852

Equipment Address:
NASSAU COUNTY BLDG DEPT
96161 Nassau Pl
YULEE FL 32097-8625
UNITED STATES

Software Update Address:
NASSAU COUNTY BLDG DEPT
96161 Nassau Pl
YULEE FL 32097-8625
UNITED STATES

COPY

Hardware Contact:
Mrs. Judy
Tel:
Fax:

Software Contact:
Mrs. Judy
Tel:
Fax:

Coverage from: 07/10/2008 to: 07/09/2009
Service Agreement ID: 1034 5382 0587

For Support, please call: 800-633-3600

Product No.	Description	Serial No.	Coverage Period from: to:	Qty
HA101AC	HP Next Day HW Support *** Hardware Support ***			
	HP Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided Next Cov Day Onsite Response Std Office Hrs Std Office Days Travel Zone I			
Q1251A	HP DesignJet 5500 printer 42" RTL Dye	SG43824004		1

COPY

COPY

Budget Transfer Request

Requesting Dept: Support Services Fund: 145 Transfer # _____

Requested By: Diane Griffin Date: *DJ* 7/8/2009

Purpose: Transfer funds to cover maintenance renewal on GIS HP Plotter

	Acct. Number	Acct. Description	Amount	Available Balance
Transfer:				
From:	<u>45272515-546000</u>	<u>Repairs & Maintenance</u>	<u>\$ (500.00)</u>	<u>\$ 1,004.46</u>
From:	<u>45272515-541000</u>	<u>Communications</u>	<u>\$ (750.00)</u>	<u>\$ 3,114.58</u>
From:	<u>45272515-546020</u>	<u>Maintenance Service Cont</u>	<u>\$ 1,250.00</u>	<u>\$ 520.46</u>
To:	_____	_____	_____	<u>\$ -</u>
From:	_____	_____	_____	_____
To:	_____	_____	_____	_____
From:	_____	_____	_____	_____
To:	_____	_____	_____	_____
From:	_____	_____	_____	_____
To:	_____	_____	_____	_____
From:	_____	_____	_____	_____
To:	_____	_____	_____	_____

Approved By: _____ BOCC: _____ Clerk of Courts: _____

Date: _____ Date: _____





NASSAU COUNTY
BOARD OF COUNTY COMMISSIONERS
 96160 Nassau Place
 Yulee, Florida 32097

Daniel B. Leeper
 Mike H. Boyle
 Stacy T. Johnson
 Barry Holloway
 Walter J. Boatright

Dist. No. 1 Fernandina Beach
 Dist. No. 2 Fernandina Beach
 Dist. No. 3 Yulee
 Dist. No. 4 Hilliard
 Dist. No. 5 Callahan

JOHN A. CRAWFORD
 Ex-Officio Clerk

DAVID A. HALLMAN
 County Attorney

EDWARD SEALOVER
 County Coordinator

TO: All Department Heads

FROM: Mary Potochnik, Chief Deputy Financial Services

REF: Department Commissioner Michael Boyle

Telephone Number 904-753-1409

Account Number 01001511-541000

Vendor Name & Invoice Date Sprint/Nextel - July 09

As the department head you are responsible for ensuring that all personal calls made by your department are reimbursed to the Nassau County Board of County Commissioners.

Please review the detail portion of your invoice. If there are any personal calls to be reimbursed please note the total costs of personal calls in the space provided and return to Finance with both the appropriate personnel signature and the reimbursement payment. Please submit this form along with your invoice each month and complete all sections of this form. The reimbursement rate is \$0.07 per minute, please reimburse all personal calls. Any other charges incurred due to personal calls must be reimbursed at the actual rate of expense.

PERSONAL CALLS:

\$ NONE

PAYEE SIGNATURE

M. J. Boyle

8/5/09
Date

DEPT. HEAD SIGNATURE

[Signature]

8/5/09

Date

CHECKS SHOULD BE MADE PAYABLE TO:

NASSAU COUNTY BOARD OF COUNTY COMMISSIONERS

ALL FORMS MUST be signed & returned to Sharon Hobbs in Financial Services within 30 days regardless of whether personal calls were made. Please send reimbursements for personal use to Melanie Beckham, Accounts Receivable, in Financial Services.