

AGENDA ITEM FOR ADMINISTRATIVE MEETING () Discussion only
(X) Action

FROM (DEPT/ DIVISION): Sheriff's Office

PROGRAM: 15090-545001

SUBJECT: Goserco Warranty and maintenance for 1 more year 2025-2026

Background:

- **The current recording logger warranty was renewed in 2021 for a 4-year contract. This year that contract is up. Due to the new technology in the logging world as well as to ensure our partner, Morrow County Sheriff's Office, have the time to explore options and to save for the expenditure, I would like to renew the current contract for one more year.**
- **It is highly likely that we will remain with the Goserco brand, due to their QA options and ease of the pulling of recordings for agencies, District Attorney, etc.**

ACTION REQUESTED: Approval of one more year of warranty which covers the listed equipment along with all associated clients, operational software, and integrations. Please see attached Agreement for specifics of coverage for maintenance and warranty for the current recording system, Goserco

Total cost will be \$13,988.08

ATTACHMENTS:

Date: (06-12-25) Submitted By: (Cpt. Karen Primmer)

*****For Internal Use Only*****

Checkoffs:

- () Exec. Asst.
- () Dept. Head (copy)
- () Human Resources (copy)
- () Budget (copy)
- () Fiscal
- () Legal (copy)
- () (Other - List:)

To be notified of Meeting:

Needed at Meeting: Cpt. Karen Primmer

PLEASE RETURN THIS FORM AND ATTACHMENTS TO Executive Assistant

Scheduled for meeting on: June 18, 2025

Action taken:

Follow-up:

Phone:

Email: cnadeau@goserco.com

Web: www.goserco.com

We have prepared a quote for you

**Eventide NL740 EWP-Gold Renewal 1-Yr
(2025-26)**

Quote #CN012830 v1

Prepared for
UMATILLA COUNTY SHERIFF'S OFFICE

Prepared by
Chris Nadeau

Monday, January 13, 2025

UMATILLA COUNTY SHERIFF'S OFFICE
Karen Primmer
4700 NW Pioneer Pl
Pendleton, OR 97801
karen.primmer@umatillacounty.net

Dear Karen,

This is a Gold Extended Warranty Plan (EWP) quote for maintenance & support effective for a period of **1-year** from **07/01/25** through **06/30/26**. It covers the listed equipment along with all associated clients, operational software, and integrations. Please see attached Agreement for specifics of coverage.

Goserco has put into effect an annual Extended Warranty Plan (EWP) Credit for this year. This provides a **2% credit** towards the Goserco portion of the next EWP for customers whose payments arrive at Goserco, Inc. offices on or before the start date of the coverage term. As an example, customers receiving this offer whose coverage start date is **07/01/25** and the payment is received on or before **that date** will receive the credit applied to their **2026-27** agreement. This plan has restrictions, and is not applicable to invoices for which other discounts apply.

If you have any questions or I can be of any assistance, please don't hesitate to let me know. Thank you!



Chris Nadeau
Maintenance Contracts Administrator
Goserco HQ

Phone:

Email: cnadeau@goserco.com

Web: www.goserco.com

EXTENDED WARRANTY PLAN

Eventide NexLog 740 120-Channel Recording System

- 1-Year (07/01/25-06/30/26)
- Covered Equipment:
 - Eventide NL740 s/n: 740005283
 - Synology RS820RP+ NAS s/n: 190B0RAR9FVZ3Z
 - DVSI 4-Port s/n: 3300322

Products		Price	Qty	Ext. Price
CG-EWP-Gold	Annual Extended Warranty Plan - GOLD: Remote & on-site; M-F 8am-5pm (except observed holidays). Parts & labor included. Full terms and conditions are available in the Goserco EWP Service Level Agreement.	\$13,988.08	1	\$13,988.08
Subtotal:				\$13,988.08

Phone:

Email: cnadeau@goserco.comWeb: www.goserco.com**Eventide NL740 EWP-Gold Renewal 1-Yr****(2025-26)****Quote Information:**

Quote #: CN012830

Version: 1

Delivery Date: 01/13/2025

Expiration Date: 07/31/2025

Prepared for:

UMATILLA COUNTY SHERIFF'S OFFICE

4700 NW Pioneer Pl

Pendleton, OR 97801

Karen Primmer

karen.primmer@umatillacounty.net

541-966-3651

Prepared by:

Goserco HQ

Chris Nadeau

480-964-8911 x5106

Fax 480-964-8912

cnadeau@goserco.com

Quote Summary		Amount
	Products	\$13,988.08
	Total	\$13,988.08

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

EW P - S L A

Extended Warranty Plan - Service Level Agreement

7165 East University Drive

Suite 180

Mesa, AZ 85207

480.964.8911



Goserco, Inc.

Type: **Voice Logging Recorder System**

Plan: **GOLD** (M-F 8a-5p)

For technical support: <https://secure.goserco.com/support>, tech.support@goserco.com or 480-964-8911 (follow prompts for Service/Technical Support)

Goserco, Inc. offers the following Service Level Agreement for extended warranty protection for, and covered services performed on, the listed equipment* installed at the **Umatilla County Sheriff's Office** ("Customer"). All parties agree to abide by the terms specified by this SLA.

TERM:

Coverage under this SLA begins at 12:01 am **07/01/25** and terminates at 11:59 pm **06/30/26**.

PROVIDED SERVICES:

1. **SERVICE REQUESTS:** Requests for technical support or service may be submitted to Goserco via:
 - a. **INTERNET:** The Goserco technical support portal at <https://secure.goserco.com/support>
 - b. **EMAIL:** The Goserco technical support email at tech.support@goserco.com
 - c. **TELEPHONE:** The Goserco service desk at 480-964-8911 (follow the prompts for technical support)
2. **RESPONSE TO SERVICE REQUESTS:** Response to service requests received through the methods above have a guaranteed initial response time as listed below. The initial response may be via the telephone with the Customer or remote access to determine the type and severity of the service request so that the appropriate response can be coordinated:
 - a. **STANDARD:** M-F 8 am-5 pm MST (excluding Goserco recognized holidays):
 - i. Initial response within 2 hours of receipt of the service request.
 - b. **AFTER-HOURS:** 24 hours a day, 7 days a week, 365 days a year, outside of Standard business hours:
 - i. Response to after-hours **EMERGENCY** service requests is **NOT** covered under this SLA and is billable at the current after-hours service rate.
 - ii. Initial response according to the service request method and type of request:
 1. After-hours **EMERGENCY** requests must be made via the telephone by leaving a voice mail for the **on-call technical support personnel** by following the specific 'on-call' prompts on the Goserco technical support desk number.
 - a. A problem is considered an emergency if two or more channels are not recording.
 - b. Initial response within 4 hours of receipt of the service request.
 2. After-hours **NON-EMERGENCY** service requests may be submitted via the Internet, email, or by leaving a voice mail at the Goserco service desk at no additional charge.
 - a. Initial response on the next business day during Standard business hours.
3. **RESOLUTION OF SERVICE REQUESTS:** Service requests will be troubleshot and resolved via:
 - a. **TELEPHONE:** Simple issues may be resolved by assisting the Customer over the phone to resolve the matter.
 - b. **REMOTE ACCESS:** The primary method of resolution is by the technician utilizing remote access means to access and work on the covered system directly.
 - c. **ON-SITE:** If troubleshooting efforts via the means above indicate an on-site response is required, it will be scheduled accordingly unless determined to be an emergency.
 - i. Emergency on-site response is typically by the end of the next business day and is considered necessary when two or more channels of the covered system are not recording.
 - ii. If any failure to record is determined to be due to a problem listed in Excluded Services, travel and on-site time charges will be incurred at the applicable hourly rates.
4. **PARTS:** All parts originally installed by Goserco as part of the covered system are covered at 100%.
 - a. Only two DVD-RAM drives (if installed in the system) per SLA year are covered.
 - i. Additional drives will be replaced at actual cost, with no labor charge.
 - b. Coverage for parts is contingent upon specific environmental and other requirements being met (see Terms and Conditions).
5. **UPDATES:** Manufacturer recommended or required recording application updates (service packs, hotfixes, etc.). In general, recording application updates will be performed via remote access. If updates require upgrading clients, this service may be performed on-site at the technician's discretion.
 - a. Systems sold at or upgraded to a level that requires software subscriptions from the manufacturer will only be updated for as long as the Customer continues to pay for the required software subscriptions. Said software

EWP - SLA

Extended Warranty Plan - Service Level Agreement

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subscriptions are normally included in the cost of this EWP SLA and will be included on the covered equipment list*.

- b. In the event a manufacturer releases a no-cost version upgrade of recording application software, such upgrades will be delivered or performed with no labor charge (excluding shipping and handling for upgrade media if required).
6. **TRAINING:** As needed, new employee and annual refresher recording system training are provided.
 - a. Training will be conducted via remote access.
 - b. This is in addition to the training sessions provided during the initial system acceptance period.
 - c. Prior coordination and scheduling are required.
7. This SLA provides coverage for the listed system only. Peripherals (i.e.: reproducer workstations, label printers, UPS equipment, etc.) are not covered unless specified and agreed upon by both parties, and specifically listed on the equipment list*.

TERMS AND CONDITIONS:

1. Unless agreed upon by both parties prior to the Term beginning date, this SLA is to be paid in full by the Customer on or before the Term start date.
2. All requests for technical support or service must include direct call-back contact information. The Customer must indicate, in writing, the person(s) authorized to call for service, and the person(s) authorized to receive administrative system passwords, if such security is desired. Failure to provide and keep current an authorized contact list indicates the Customer agrees and authorizes that any calling party from their organization may receive such services or information.
3. The covered system must be always connected to appropriate power from an Uninterruptible Power Supply (UPS). Absence of, or lack of appropriate maintenance to, the appropriate UPS power will void coverage of the system.
4. Remote access to the covered system is required. This can be via dial-up, or the Internet (VPN or web service). While it is not required that remote access is available 100% of the time (although this is recommended), emergency responses may require immediate remote access to the system for proper diagnostics and verification of system status.
 - a. Goserco is not responsible for any delay due to a holdup in the Customer establishing remote access to the system. The Customer is responsible for providing all remote access site-specific details and any special remote access client software (when required).
 - b. In the event remote access is only granted on a case-by-case, or temporary basis, the Customer is responsible for establishing the availability of the remote access (connecting phone line, enabling remote access, etc.).
 - c. Should the Customer permanently remove remote access during the term of this SLA, Goserco may immediately move the Customer to the most similar 'on-site only' EWP and bill the Customer the pro-rated amount for that SLA increase.
5. Customer is responsible for maintaining equipment in an adequately-cooled and relatively dust-free environment.
6. Customer is responsible for providing the services of relevant I.T. personnel that may be required during repairs, updates, troubleshooting, etc. in a timely manner.
7. For any on-site services, the Customer is responsible to ensure the Goserco technicians have appropriate and timely access to the job site for the duration of the site visit.

EXCLUDED SERVICES:

1. Connection or repair of any telephone adapters (logger patches) and associated wiring, or feed source wiring.
2. Relocating any parts of the covered system, adding/removing components, system reconfiguration due to changes in the Customer equipment/environment, and/or installation of additional clients that require an on-site response.

EWP - SLA

Extended Warranty Plan - Service Level Agreement

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3. Repairs due to any power problem or acts of nature regardless of cause (I.E., vandalism, negligence, misuse, intentional or accidental damage, power surge, fire damage, water damage, lightning strikes, etc.). All service requests that require an on-site response due to any power problem, or an act of nature, will be billable at applicable rates.
 - a. Additionally, any damage due to power problems or acts of nature voids the parts' warranty protection.
4. Problems resulting from any unauthorized changes or modifications to the operating system, including any malicious acts from external sources including but not limited to viruses, spyware, hacking attempts, etc.
5. Any internal networking configuration, problems, or modifications that may affect the covered system (such as restrictive domain policies), or the ability of remote clients to connect properly to the covered system.
6. Windows Updates and virus protection. These are the responsibility of the Customer with Windows-based systems.
 - a. Both require manufacturer approval (and specific exclusions in some cases) via Goserco, Inc. prior to application.
7. Hardware upgrades or release-level software version upgrades in system or application software, unless part of a current manufacturer paid subscription service.

LISTED EQUIPMENT*:

MAKE	MODEL	SERIAL NUMBER	QTY	COMMENTS
Eventide	NL740	740005283	1	120 channels
Synology	RS820RP+ NAS	19B0RAR9FVZ3Z	1	
DVSI	4-port	3300322	1	

EXTENDED WARRANTY PRODUCTS:

ITEM	COMMENTS	PRICE	QTY	AMOUNT
CG-EWP-Gold	Annual EWP: Remote & on-site; M-F 8a-5p . P&L incl.	\$ 13,988.08	1	\$ 13,988.08
				\$ -
				\$ -
TAX				\$ -
TOTAL				\$ 13,988.08

Goserco, Inc.	Chris Nadeau	Customer Name	Umatilla County Sheriff's Office
Authorized Signature		Authorized Signature	
Today's Date	01/13/25	Today's Date	

Annual Extended Warranty Plan Credit



7165 E University Drive Ste. 180
Mesa, AZ 85207
(800) 285 – 0108 / (480) 964-8911
cnadeau@goserco.com x5106



RENEWED for 2025!

Goserco, Inc. is happy to announce extension of our EWP Credit Plan for all Extended Warranty Plan (EWP) customers in 2025 whose annual payment is received at Goserco, Inc. offices by the date in which an Extended Maintenance Agreement becomes effective.

Once received on time, Goserco will apply this credit to the next annual invoice for an EWP, whether for new equipment or for renewal of existing systems.

This credit is equal to 2% of the Goserco Extended Warranty Plan portion of an annual contract to the next annual contract.

FINE PRINT

Good for up to 13 months from the current EWP due date for existing systems, or up to 25 months for contracts on replacement systems purchased from Goserco (when there is no lapse under either an EWP agreement or new machine warranty). Does not apply to maintenance fees paid to manufacturers, to sales tax, or to systems billed for periods shorter than 9 months. Does not apply to EWP contracts for which other discounts have been applied. Funds sent via ACH or any electronic fund transfer must be deposited into the Goserco account by the start date of the EWP term, not merely initiated by that date. This EWP Credit Plan offer expires 12/31/2025.

EXAMPLE: If your due date is July 1st, and payment is received by July 1st, Goserco will credit your Extended Warranty Plan (EWP) invoice for the following year (or for the 1st year following the new machine warranty, for new systems)

Please contact our Maintenance Contract Administrator (Chris Nadeau) via phone (480) 964-8911 x5106 or email cnadeau@goserco.com to request a Service Level Agreement for a detailed description of what each Maintenance and Warranty Plan covers, or for further information on the 2% credit offer with maintenance payments by the due date.