



**PROPOSAL FOR THE
PROVISION OF
VIDEOCONFERENCE
SERVICE**

Q-9317 GREATER LONDON
AUTHORITY (GLA)



PROPOSAL FOR THE PROVISION OF A VIDEOCONFERENCE SERVICE FOR GREATER LONDON AUTHORITY

Please find herein our proposal for the supply of support services to the videoconferencing equipment as given herein:

REQUIREMENTS

To provide support for the Lifesize videoconferencing equipment as follows:

LifeSize Team - DM124000A6E09, DM124000A6F88

QuestCare Advanced Support & Helpdesk expires on this system on 19th May 2015, unfortunately the TeamMP is now end of service life. Therefore LifeSize have no support options available, we can still offer a Helpdesk only support for the two units.

Tandberg (Cisco) 1000MXP - 13A40571

QuestCare Advanced Support & Helpdesk expires on this system on 19th May 2015.

PRICING

The cost to renew QuestCare Advanced & Helpdesk support for the Tandberg 1000MXP for a 12 month period is [REDACTED] per system.

The cost to renew Helpdesk support only for the LifeSize TeamMP system for a 12 month period would be [REDACTED] per system.

If you renew all before the expiry date the total cost to GLA is [REDACTED]

SERVICES AVAILABLE

QuestCare Advanced service includes an advanced replacement service with software upgrades. Helpdesk gives you unlimited access to our Service Desk during normal working hours.

NOTES:

Please note that failure to renew this support by the date of expiry would mean that any support would lapse, therefore renewal at a later date would incur a recertification fee.

Failure to renew at any point would mean that the repair of the equipment is the full responsibility of the user, any costs for repairs or shipping required would be the sole responsibility of the user.

Any Helpdesk assistance given once a contract has lapsed would be fully chargeable at the current hourly rate.

Please also note that all prices exclude VAT and are valid for 30 days. By placing an order with Questmark Ltd you are agreeing to the standard terms and conditions of sale which are available upon request.

Questmark Ltd
7th April 2015

Commercially Confidential



