VILLAGE OF RUIDOSO/CITY OF RUIDOSO DOWNS CONSOLIDATED DISPATCH JOINT BOARD

AGENDA INDEX
REGULAR MEETING
JANUARY 8, 2020 AT 1:00 P.M.

CITY HALL
123 DOWNS DRIVE
RUIDOSO DOWNS, NM 88346

CALL TO ORDER.

ROLL CALL.

APPROVAL OF AGENDA.

REGULAR ITEMS.

1. Approval of Minutes for December 11, 2019 Regular Meeting.
2. Discussion and Possible Action on Resolution 2020-01, a Resolution Declaring Reasonable Notice of Public Meetings for the Consolidated Dispatch Joint Board.
3. Discussion and Possible Action on Purchase of a New Server (Presentation by Lior Glikshtern, with Systems MD).
4. Update on Radios Change Over and Service Areas by Rick Sohl.
5. Discussion and Possible Action on Dispatcher Personnel Status.
6. Update from the City of Ruidoso Downs on Budget Status and Equipment Purchase for Change Over.

REPORTS FROM BOARD MEMBERS.

CLOSED SESSION.

ADJOURNMENT.

I certify that notice has been given in compliance with Sections 10-15-1 through 10-15-4 NMSA 1978 and Resolution 2019-01. If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the Village Clerk at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats. Please contact the Village Clerk if a summary or other type of accessible format is needed.

Bertha De Los Santos, MMC
Deputy Clerk

Posted: Monday December 30, 2019
Time: 4:00 p.m.

VILLAGE OF RUIDOSO NEW MEXICO

THE CITY OF RUIDOSO DOWNS INC. 1947

CONSOLIDATED DISPATCH JOINT BOARD
AGENDA MEMORANDUM

To: Village of Ruidoso/City of Ruidoso Downs Consolidated Dispatch Joint Board.

Presenter: Bertha De Los Santos, MMC Deputy Clerk

Meeting Date: January 8, 2020

___	Consent Item
___	Public Hearing
X	Regular Item
___	Board and Commission Appointments
___	Informational
___	Workshop Item

1

Items valued greater than $60,000.00 must be placed as a regular item.

Re: Discussion and Possible Action on Approval of Minutes: December 11, 2019 Regular Meeting Minutes

Item Summary:

Discussion and Possible Action on Approval of December 11, 2019 Regular Meeting Minutes.

Fund:	N/A	Line Item:	N/A	Budgeted Amount:	N/A	Available Balance:	N/A

Item Discussion:

Discussion and Possible Action on Approval of December 11, 2019 Regular Meeting Minutes.

Recommendations:

To Approve December 11, 2019 Regular Meeting Minutes.

Required Approvals of Agenda Memorandum and Back-Up Documentation:

Bertha De Los Santos

Bertha De Los Santos, MMC
Deputy Clerk
(Received on: 12/30/19 4:00pm)
Date Time

VILLAGE OF RUIDOSO/CITY OF RUIDOSO DOWNS
CONSOLIDATED DISPATCH JOINT BOARD
REGULAR MEETING
313 CREE MEADOWS DRIVE
RUIDOSO, NM 88345
DECEMBER 11, 2019

Chairman Carroll Scott, City of Ruidoso Downs Chief of Police, called the regular meeting of the Consolidated Dispatch Joint Board to order at 1:00 p.m. Members Joe Kasuboski, Village of Ruidoso Emergency Manager; Susan Lutterman, Village of Ruidoso Councilor; Judy Miller (Alternate), City of Ruidoso Downs Councilor; Cody Thetford, Village of Ruidoso Fire Chief; and Kenny Ellard, City of Ruidoso Downs Assistant Fire Chief were recorded present. Member Darren Hooker, Village of Ruidoso Chief of Police was recorded absent. Village of Ruidoso employees present were Timothy P. Dodge, Village Manager; Bertha De Los Santos, Deputy Clerk; Judi M. Starkovich, Finance Director; Lawrence T. Chavez, Administrative Lieutenant; and Katy Simpson, Dispatch Supervisor. City of Ruidoso Downs employees present were Carol Virden, Clerk-Administrator; and Tim Winrow, Finance Director. Village of Ruidoso legal counsel present was Zachary Cook. City of Ruidoso Downs legal counsel present was H. John Underwood. There were approximately 4 visitors present.

APPROVAL OF AGENDA:

Councilor Lutterman moved to approve the agenda as presented. Joe Kasuboski seconded and the motion carried with all ayes.

REGULAR ITEMS:

Approval of the Minutes for November 13, 2019 Regular Meeting.

Fire Chief Thetford moved to approve the minutes for November 13, 2019 regular meeting. Councilor Lutterman seconded and the motion carried with all ayes.

Update by Rick Sohl on Radios Change Over and Service Areas.

Rick Sohl stated the following: the bad weather delayed work on the tower, but it should be completed by the end of the week; would be finishing up the wiring for radio area at dispatch center by this Friday, along with taking the extra cards and hardware from the City of Ruidoso Downs and putting them in place; a spare antenna was available that could be used and be operational by the first of next week, whether the beams needed were up or not; tests were ran on the Uninterruptable Power Supply (UPS), which was approximately ten years old, before Thanksgiving and the battery was replaced; the test confirmed that the UPS could not handle the load and needed to be serviced or replaced; would be contacting the owner and seeing if it could be serviced, since a new one would be costly; and there would still be no delays and they could continue to move forward since the Village of Ruidoso had radios that could be used in the interim.

Discussion and Possible Action on Employee Standard Operating Guide (Communications Manual).

Katy Simpson stated the communications manual was placed on the Village's website for everyone to view and felt it was complete and ready to be used as they began working together.

Chairman Scott stated he had reviewed it and it seemed to be a good document to begin with and might have to be revised along the way as issues arose, etc.

Councilor Lutterman stated everyone should have already looked at it, since it was a very important document, in order to move forward.

After brief discussion, Councilor Lutterman moved to approve the Employee Standard Operating Guide (Communications Manual) as presented providing the opportunity to amend in the future if necessary. Joe Kasuboski seconded and the motion carried with all ayes.

Discussion and Possible Action on Dispatcher Personnel Status.

Lieutenant Lawrence Chavez stated they were down one position and interviewed this week, but would be filling out a requisition to open up that same position again at the beginning of next week and they currently had eight positions filled and one of those employees only began a week ago.

Chairman Scott stated they had three positions, two of the three were certified and the third elected not to go to the Academy now in December, but should still have her commission for the next academy; therefore, there would be a total of 11 for both municipalities to work with.

Update by the City of Ruidoso Downs (CORD) on Budget Status and Equipment Purchase for Change Over.

Tim Winrow stated they still had the same budget as presented at the beginning of the year.

Chairman Scott stated the following: the camera equipment was purchased; needed to get measurements for another monitor; once everything was installed, they would have software updates done; the lobby phone was purchased and it was ready to be installed with a direct line to the Village of Ruidoso; a written quote was received for updating the software; the total costs for consolidation thus far were $27,853.00; the CORD's portion would be $6,963.25 and the Village of Ruidoso's portion would be $20,889.75.

Judi M. Starkovich stated the budget for consolidated dispatch had not been set up separately as of yet, but she would be getting with Lt. Chavez to create those line items, etc.

Chairman Scott stated the maintenance cost per year was $20,253.00.

Chairman Scott directed Mr. Winrow and Ms. Starkovich to make all the necessary accommodations in the budget, etc. for the consolidation to be effective January 1, 2020.

Chairman Scott stated the dispatch employees of the CORD were aware of the consolidation taking place. Ms. Simpson stated the Village of Ruidoso dispatch employees were well aware of all the changes that were going to take place as well.

Ms. Starkovich recommended Fire Chief Thetford got with the Village's Human Resources Department to make sure they had everything set up for employees affected by the consolidation. Fire Chief Thetford stated he had discussed it with Tania Proctor, but would follow up with Cheryl Gerthe to make sure everything necessary was done.

Chairman Scott stated they would be officially united as one on January 1, 2020 whether or not everyone was in one location on that day.

Carol Virden inquired if the billing would be similar to the Regional Wastewater Treatment Plant Joint Use Board billing. Ms. Starkovich stated she could set it up in the same manner.

REPORTS FROM BOARD MEMBERS:

There were no Reports from Board Members.

CLOSED SESSION:

There was no Closed Session.

ADJOURNMENT:

There being no further business to come before the Consolidated Dispatch Joint Board, Chairman Scott adjourned the regular meeting at 1:27 p.m.

MINUTES ARE DRAFT UNTIL APPROVED ON:

Passed and approved this 8th day of January, 2020.

APPROVED: _____
Carroll Scott, Chairman

ATTEST: _____
Bertha De Los Santos, MMC
Deputy Clerk

VILLAGE OF RUIDOSO NEW MEXICO

THE CITY OF RUIDOSO DOWNS INC. 1947

CONSOLIDATED DISPATCH JOINT BOARD AGENDA MEMORANDUM

To: Village of Ruidoso/City of Ruidoso Downs Consolidated Dispatch Joint Board.

Presenter: Darren Hooker, Village of Ruidoso Chief of Police

Meeting Date: January 8, 2020

___ Consent Item
___ Public Hearing
_X_ Regular Item
___ Board and Commission Appointments
___ Informational
___ Workshop Item

2

Items valued greater than $60,000.00 must be placed as a regular item.

Re: Discussion and Possible Action on Resolution 2020-01, Resolution Declaring Reasonable Notice of Public Meetings for the Consolidated Dispatch Joint Board.

Item Summary:

Discussion and Possible Action on Resolution 2020-01, Resolution Declaring Reasonable Notice of Public Meetings for the Consolidated Dispatch Joint Board.

Fund:	N/A	Line Item:	N/A	Budgeted Amount:	N/A	Available Balance:	N/A

Item Discussion:

Discussion and Possible Action on Resolution 2020-01, Resolution Declaring Reasonable Notice of Public Meetings for the Consolidated Dispatch Joint Board.

Recommendations:

To Adopt Resolution 2020-01, Resolution Declaring Reasonable Notice of Public Meetings for the Consolidated Dispatch Joint Board.

Required Approvals of Agenda Memorandum and Back-Up Documentation:

Bertha De Los Santos

Bertha De Los Santos, MMC
Deputy Clerk
(Received on: 12/30/19 4:00pm.)
Date Time

VILLAGE OF RUIDOSO/CITY OF RUIDOSO DOWNS CONSOLIDATED DISPATCH JOINT BOARD

RESOLUTION 2020-01

A RESOLUTION DECLARING REASONABLE NOTICE OF PUBLIC MEETINGS FOR THE CONSOLIDATE DISPATCH JOINT BOARD

PREAMBLE

A. Sections 10-15-1 et seq. NMSA 1978, the Open Meetings Act (in this Resolution the "Act"), states that all meetings of a quorum of members of any board, commission or other policy-making body of any municipality held for the purpose of formulating public policy, discussing public business or for the purpose of taking any action within the authority of such board, are public meetings open to the public at all times; exceptions to this declaration are strictly limited.

B. The Act also provides that no advisory action of any board, commission, committee or other policy making body shall be valid unless taken or passed at a meeting held in accordance with the requirements of the Act.

C. The Act also requires that meetings subject to the Act at which the discussion or adoption of any proposed advisory action occurs shall be held only after reasonable notice to the public.

D. The Act provides that any person violating any of the above cited provisions is guilty of a misdemeanor and may be punished by a fine of $500.00 for each offense.

E. The Act also requires the public body to determine annually what constitutes reasonable notice of its public meetings.

NOW THEREFORE, BE IT RESOLVED BY THE CONSOLIDATED DISPATCH JOINT BOARD:

1. Notice shall be given at least five (5) days in advance of any regular meeting of a quorum of the members of the Board held for the purpose of discussing public business or taking action within the authority of the Board. Regular Meetings of this Board shall be held on the **2nd Wednesday of each month at 1:00 p.m.** All Meetings shall be conducted in Accordance with the adopted Consolidated Dispatch Board Rules of Procedure and whenever unaddressed, Robert's Rules of Order, Newly Revised 10th Edition.

2. Notice shall be given at least seventy-two (72) hours in advance of any special or workshop meeting of a quorum of the members of the Board held for the purpose of discussing the business or taking any action within the authority of such body.

3. Notice shall be given at least three (3) hours in advance of any emergency meeting of a quorum of members of the Board; an "Emergency Meeting" is for unforeseen circumstances that, if not addressed immediately by the public body, will likely result in injury or damage to persons or property or substantial financial loss to the public body. Within ten days of taking action on an emergency matter, the public body shall report to the Attorney General's Office the action taken

and the circumstances creating the emergency; provided that the requirement to report to the Attorney General is waived upon the declaration of a State or National Emergency.

4. The notice requirements in Section 1 of this resolution will be complied with by the VILLAGE APPOINTED EX-OFFICIO STAFF MEMBER posting on the bulletin board at the Ruidoso Municipal Building and a copy of this Resolution. Copies shall remain on the bulletin board for the duration of calendar year 2020. The agenda will be available 72 hours prior to the meeting from the Village of Ruidoso or the City of Ruidoso Downs Clerks Office. Regular Meetings of the Board shall be scheduled and held at the Village of Ruidoso Administrative Offices, 313 Cree Meadows Drive, Ruidoso, New Mexico, unless special notification is given to hold the meeting at another designated place.

5. Notice requirements as set out in Section 2 of this resolution shall be complied with by the Village of Ruidoso or the City of Ruidoso Downs Clerks Office posting a notice on the bulletin board at the Ruidoso Administrative Offices setting out the date, time, and place of meeting. The Board Secretary shall provide telephonic or e-mail notice to those broadcast stations licensed by the Federal Communications Commissions and newspapers of general circulation that have made a written request for notice of public meetings.

6. As an alternative to the notice of regular or special meetings provided by Sections 1 and 2 hereof, notice of regular or special meetings may be given (but shall not be required to be given) by one publication of a written notice in a newspaper of general circulation in the Village by at least the time specified in Section 1 or 2 hereof, whichever is applicable, i.e., depending upon whether the meeting is regular or special.

7. In the minutes of each meeting posted as required by this resolution and for which minutes are required by law to be kept, or in the official records of any meeting for which minutes are not required, the Village of Ruidoso or the City of Ruidoso Downs Clerks Office shall certify compliance with the provisions of this resolution. The certification of a special meeting shall also state the time, the date, and the place where notices were posted. Certifications required by this section shall be filed with and become a part of the official minutes or record of any meeting held under this Resolution.

8. In addition to the information specified above, all notices shall include the following language: If you are an individual with a disability who is in need of a reader, amplifier, qualified sign language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing or meeting, please contact the Village Clerk or Ruidoso Downs Clerk at least one week prior to the meeting or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats. Please contact the Clerk if a summary or other type of accessible format is needed.

PASSED, APPROVED, AND ADOPTED ON THIS 8TH DAY OF JANUARY, 2020.

_____
Darren Hooker, Chairman

_____
Joe Kasuboski, Secretary

VILLAGE OF RUIDOSO NEW MEXICO

THE CITY OF RUIDOSO DOWNS INC. 1947

CONSOLIDATED DISPATCH JOINT BOARD
AGENDA MEMORANDUM

To: Village of Ruidoso/City of Ruidoso Downs Consolidated Dispatch Joint Board.

Presenter: Darren Hooker, Village of Ruidoso Chief of Police – Lior Glikshtern, with Systems MD.

___ Consent Item
___ Public Hearing
_X_ Regular Item
___ Board and Commission Appointments
___ Informational
___ Workshop Item

3

Items valued greater than $60,000.00 must be placed as a regular item.

Meeting Date: January 8, 2020

Re: Discussion and Possible Action on Purchase of a New Server (Presentation by Lior Glikshtern, with Systems MD).

Item Summary:

Discussion and Possible Action on Purchase of a New Server (Presentation by Lior Glikshtern, with Systems MD).

Item Discussion:

See Above.

Recommendations:

To Approve Purchase of a New Server.

Required Approvals of Agenda Memorandum and Back-Up Documentation:

Bertha De Los Santos

Bertha De Los Santos, MMC
Deputy Clerk
(Received on: 12/30/19 4:00pm)
Date Time

VILLAGE OF RUIDOSO

TERMINAL SERVER PROJECT PROPOSAL

5908 Anaheim Ave NE
Albuquerque NM 87113
Tel 505.792.4999
Fax 505.792.1444

www.systemsmd.com

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CONTACT INFORMATION

Company Name: Systems MD

Nearest Business Location: 5908 Anaheim Ave NE, Suite A, Albuquerque, New Mexico

Technical Contact

Toll-Free: 855-888-2805

Office: 505-792-4999

Fax: 505-792-1444

Email: support@systemsmd.com

Contractual Contact

Name: Mike Vigil and Kelly Byrne

Toll-Free: 855-888-2805

Office: 505-792-4999

Fax: 505-792-1444

Email: sales@systemsmd.com

OVERALL RECOMMENDATIONS

The purpose of this project is to provide the Village of Ruidoso and City of Ruidoso Downs Dispatch departments with a Terminal server allowing each location to connect to software at a centralized location. The implementation of Windows Server 2019 will provide a cost effective and complete solution that will enhance user experience and help ensure data security throughout the network.

New Hardware

Dell PowerEdge R840 Server

A new PowerEdge R840 will provide the necessary hardware to provide complete file hosting, secure remote access, website, and the domain security requirements for PCI and HIPAA compliance. This server is configured to feature the new generation of dual physical Quad-Core processors, Windows Server 2019 operating system, 256 gigabytes of memory, 4.8 terabytes of storage space with built-in RAID failsafe for hard drive failure, redundant power supplies, and remote hardware management capabilities. This server is scalable to allow up to a maximum of 768 gigabytes of memory. This server includes a 5-year Basic Support warranty.

HARDWARE RECOMMENDATIONS

Dell PowerEdge R840 Server

Operating System
Windows Server 2016 Standard
10pk Windows Server 2016 User CALs – Qty. 2

Memory
256 (8x 32GB) RDIMM, 2666 MT/s, Dual Rank, Performance Optimized

Primary Processor
Intel® Xeon® Gold 6244 3.6G,8C/16T,10.4GT/s, 24.75M Cache, Turbo, HT (130W) DDR4-2993

Additional Processor
Intel® Xeon® Gold 6244 3.6G,8C/16T,10.4GT/s, 24.75M Cache, Turbo, HT (130W) DDR4-2993

Internal Controller
PERC H730 Integrated RAID Controller, 1GB NV Cache

Network Card
Broadcom 57416 2 Port 10Gb Base-T + 5720 2 Port 1Gb Base-T, rNDC

Embedded Management
iDRAC9 Enterprise

Internal Optical Drive
DVD+/-RW ROM, SATA, Internal

Hard Drive Configuration
RAID 10 for H730P/H730/H330 (4-32 HDDs)

Power Supply
Dual, Hot-plug, Redundant Power Supply (1+1), 1100W

Power Cords
2x NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord

Server Accessories
ReadyRails with Cable Management Arm, Keyboard and Mouse Combo

Hard Drives
(6) 1.92GB SSD SATA Mix Use 6Gbps 512 2.5in Hot-plug Drive

Hardware Support Services
5Yr Basic Support and NBD Onsite Service

Additional Licensing

Per User RDS CALs (Client Access Licenses) – Qty. 20
Windows 10 Professional – Qty. 20
Windows Upgrade to Enterprise License – Qty. 20
SSL Certificate (to be purchased directly by the Village)
Shipping & Handling

SPECIAL NOTES

Existing printers and proprietary software or hardware may not be compatible with the Windows 7 Professional or Windows 2019 Standard operating system, 100% compatibility cannot be guaranteed.

Third party software vendor support may be required. Client will be responsible for any additional charges that may be associated with this support. (Sleuth)

See disclaimer section for additional notes.

LABOR – SCOPE OF WORK

PHASE I

Submit final design and component list for approval.

Receive written approval to proceed.

Order all required equipment and schedule resources.

Provide anticipated schedule for remaining phases of project.

Complete detailed network survey and compile inventory. *If agreed upon and not already provided

PHASE II

Host Server -

Upon hardware delivery, verification of all hardware as fully operational

Initial setup of server

Install Windows Server 2019 Standard

Installation of all appropriate Microsoft Updates

Installation of Hyper-V

Installation of BitDefender Antivirus

Configuration of Dell DRAC on server

DC Virtual Server

Using Hyper-V, Install Windows 2019 Standard

Configure Virtual Network Adapters

Configure proper users and group system permissions

Install BitDefender Antivirus - verify operational

Complete security lock-down of server - ensure only needed ports are open within internal windows firewall

Install Windows Server 2019 user interface enhancements

Security hardening utilizing Microsoft Baseline Security analyzer – identifying any potential security flaws

PHASE III

Delivery of all hardware to Customer

Configure licensing server, session broker, and gateway

Using Hyper-V, Install Windows 2019 server with all storage configured to the server

Assign IP Address to Virtual Network Adapter

Create and install VM collection for 20 Windows 10 machines

Install Windows 10

Configure certificate for use with Remote Desktop Gateway Services

Install and publish Sleuth on desktops

Publish as application

Create appropriate redirections on firewall

Test remote connectivity

Train users on usage of remote software
Timeline – 2-3 Days Onsite (1-2 Days Downtime, 1-2 Days Project Issue Resolution)

PHASE IV

Final verification of server setup

Wrap-up troubleshooting

Run vulnerability scan to verify compliance with industry security standards (May include PCI, HIPAA, etc). Make any necessary adjustments

Benchmark basic server functionality to ensure all aspect function within designed guidelines

Documentation of all passwords/administrative access as well as procedures

Final Project handoff
Timeline – 1-2 Days Onsite (0 Downtime)

ITEMIZED PRICING

Project Pricing *

Project Flat Rate Labor -	**$9,500**
Managed Services Discount – (10%) -	**$950**
Total Project Labor -	**$8,550**

Computer Hardware (Prices are subject to Change Weekly due to vendor price fluctuation)

R740 Domain Server -	**$21,650**

Additional Materials -

Per User RDS CALs (Client Access Licenses) ($145 per license)– Qty. 20 -	$2,900
Windows 10 Professional ($225 per license) – Qty. 20	$4,500
Windows 10 Downgrade to Windows 7 Enterprise ($350 per license) – Qty. 20	$7,000
Shipping & Handling -	$100
Total Additional Materials -	**$14,500**

Total Hardware:	**$36,150**
Subtotal:	**$44,700**
Tax:	**$1,815.19**
Total:	**$46,515.19**

SSL Certificate (to be purchased directly by the Village of Ruidoso) - $71.99/year

DISCLAIMERS

* Flat rate labor covers the scope of work detailed above and is covered by a 30-day warranty. Labor outside this scope may result in additional labor charges. Systems MD will utilize existing licenses for Microsoft Word where available but additional licenses may be required and will need to be purchased by the Village of Ruidoso.

* Windows upgrade licenses are non-returnable. In the event there is an issue with the solution provided, Systems MD will do everything possible to resolve the issue, however the Windows downgrade licenses CANNOT be returned.

* Hardware and software costs will be due prior to ordering as a project deposit. Any labor costs will be billed upon completion of installation.

* Due to system level differences between Windows 7, 10, and Windows 2019 Standard and older operating systems, many existing software and hardware devices are not compatible. 100% compatibility cannot be guaranteed for existing software or peripherals.

* Gigabit network speeds require CAT 5e or better cabling in office. Systems MD recommends CAT6A for new construction for future-proofing.

* A restocking fee of 30% will be charged on non-defective computers and special orders

* User CALs included will support up to 20 workstations. Additional systems will require additional user CALs.

* Creation of 1 user profile per PC is included in the project. Additional labor charges will apply if more profiles are required.

* Please note that hardware/software prices can change weekly due to vendor price fluctuation.

* Support for third party software may be required. Customer will be responsible for any fees associated with this support.

* Valid licenses for all third-party software will be required. Customer will be responsible any extra licensing fees.

* Clients that do not accept labor for HIPAA and/or PCI compliance will be required to sign a waiver acknowledging that they are aware of possible non-compliance and penalty fees. Systems MD cannot be held liable for HIPAA and/or PCI non-compliance.

* Systems MD will do its best to monitor and ensure that customer's data, information, or computer programs are backed up, but cannot be held liable for software or equipment failures that affect data integrity.

* Additional supplies may be needed for proper installation during the project. These supplies include (but are not limited to) such things as network patch cables and video adapters. Customer will be responsible for such additional supplies.

* Hard drive warranties for SATA hard drives in Dell systems are 1 year.

Accepted Payment Methods: Check or Credit Card

WARRANTY & RETURNS

Warranty Information

Computer and Server Hardware Warranties are provided by Dell and other vendors directly. Dell service and support is designed to keep your systems up and running so you can focus on core business goals. Business Support through Dell is available 24x7, 365 though North American call centers. Upon remote diagnosis any hardware needing replacement will be available next business day at your location with a Dell certified technician to install it. Charges will apply for Systems MD's time to contact vendors directly to request service. Dell SATA hard drives and laptop batteries carry a 1- year limited warranty.

Returns

Returns are not accepted for any custom ordered hardware or software unless the manufacturer will accept returns for equipment that they determine to be defective.

AGREEMENT:

I clearly understand and accept the terms of this proposal.

Village of Ruidoso Authorized Representative:

_____	_____
(Signature)	**(Date)**
_____	_____
(Print Name)	**(Title)**