

# BIS Digital

Integrating Excellence™



Business Information Systems, Inc  
1350 NE 56<sup>th</sup> Street, Suite 300 Ft. Lauderdale, FL 33334  
Phone: 954-493-7377 Fax: 954-493-6541

Thursday, October 19, 2017

Hopkins County (TX)  
118 Church Street  
Sulphur Springs, TX 75482

Attn: Shannah Walker

RE: BIS Digital Support Agreement Renewal

**Annual Contract Term: 12/2/2017 – 12/1/2018**  
**Account #: HOP201**  
**Contract #: 18-12-A-61894**  
**Amount Due: \$1,910.00**  
**Invoice #: 73438**

Ms. Walker

Enclosed please find your full service contract renewal agreement for the coming year.

Please sign the enclosed agreement, keeping a copy for your records, and return the original to us with your purchase order and payment. To place your contract in effect as soon as possible, you may fax your contract renewal to us at 954-493-6541.

Please remember, without a contract in place, our current per call rates will be in effect. For continuous coverage, an immediate response is greatly encouraged. Our terms are payable in advance, and will reflect a due date of: 11/17/2017 (Any equipment or options added during the contract year are prorated and added at the conclusion of warranties.)

Thank you for the opportunity to serve all of your recording and transcription needs. If you have any questions, please feel free to contact me at 800-834-7674 Ext.4523 or via email [Dianne.Corzo@bisdigital.com](mailto:Dianne.Corzo@bisdigital.com)

Best regards,

Dianne Corzo  
BIS Digital, Inc.

Enclosures



## Recording System Support Agreement

*Between:*

**BIS Digital, Inc.**  
1350 NE 56<sup>th</sup> Street, Suite 300  
Fort Lauderdale, FL 33334-6142  
Phone: (800) 834-7674  
Fax: (877) 858-5611  
Email: support@bisdigital.com

*And:*

**Hopkins County (TX)**  
118 Church Street  
Sulphur Springs, TX 75482  
Phone: (903) 438-4022  
Contract #: 18-12-A-61894

BIS Digital, Inc. or its appointed service representative agrees to provide system support for the software and hardware listed below, in accordance with the terms and conditions of this agreement.



1. **TERMS AND CONDITIONS**

- A. The term of this agreement is for a period of (12) months from the effective date. Either party upon written receipt, with a ninety 90-day notice, may cancel this agreement. In the event of early termination of service agreement, BIS Digital, Inc. will refund monies based upon contract amount prepaid by customer less actual cost of service provided during abbreviated term, or pro-rated amount based upon time remaining in contract term rounded to end of month of termination, whichever is less.
- B. The agreement entitles the USER to 24 hours per day, 7 days per week telephone support and on-site support Mon- Fri (8am – 5pm EST) on covered items.
- C. User training: This agreement covers all users training at the user's site during the term of agreement at mutually agreed upon times.
- D. This support agreement is for the USERS integrated system. Any changes or enhancement will be billed for additionally.
- E. Charges for maintenance and support for reasons outside of BIS Digital control, arising from neglect, negligence, misuse, acts of god or modifications to, or failures of systems software and/or hardware not covered under this contract shall be billed at BIS Digital published rates. Please note that BIS has an archived copy of your initial configuration so at no time will you ever be billed for software configuration.

2. **COVERAGES**

- A. DCR Software (all BIS Digital supplied licenses). This support agreement is for the USERS current DCR Software version. The USER is not obligated to upgrade since support is available for previous versions. DCR Software Assurance, which provides for all new feature and function upgrades, are billed for at an additional \$350/yr. per system. BIS Digital will provide on-line user training as well as on-line diagnosis and repair (web connection required).
- B. Hardware (all BIS supplied Tower PC's, Servers and Video and Telco Interface Boards). BIS will provide replacement or repair. BIS Digital will repair or replace system critical parts at customer site. Customer will be responsible for shipping defective part to BIS Digital. \* Special Note: CPU and Motherboards on computers over 48 months old may no longer be available causing the computer to be obsolete. In this event, BIS will provide a \$300 computer replacement credit.
- C. Hardware Accessories (Digital Mixers, PA components, Microphones, Hearing Impaired Devices, USB Foot Controls). BIS Digital will provide replacement or repair. Customer will

Initials:

   
BIS Digital Customer



- be responsible for shipping defective unit to BIS Digital. BIS Digital will replace or repair and ship back to customer.
- D. Excluded Hardware (Laptop Computers, All Display Monitors and Headsets). BIS Digital will handle repairs via Manufacturer's warranties (i.e. Dell, Toshiba,) but will offer no extended warranties directly.
  - E. On-Site BIS Digital Technical Support. BIS Digital will provide on-site technicians for emergency service during normal working hours at no charge. Emergency is defined to be a complete system down.
3. CUSTOMER RESPONSIBILITY
- A. A proper backup of all data on a regular interval.
  - B. A USER appointed systems administrator to act as a liaison with the support department.
4. CONFIDENTIALITY
- A. BIS Digital, Inc. agrees that all data that may be entered into the system is strictly confidential and shall remain the property of the USER. Business Information Systems shall not, without prior written consent, disclose to any third party any such data acquired in connection with this agreement or any other services.
5. PAYMENT
- A. Invoices shall be sent once per year and payment shall be due in full upon receipt.
  - B. At Business Information Systems option, support coverage may be halted for non-payment of any invoice greater than sixty (60-days) beyond the due date.
6. LIABILITY
- A. In no event shall Business Information Systems, Inc. be liable for any direct or indirect losses or damages, or any other claims arising in connection with this agreement to the USER, including loss of data or earnings due to equipment down time.
  - B. Business Information Systems sole responsibility with respect to the maintenance and support shall be limited to those outlined in this agreement.
  - C. The laws of the State of Florida shall govern this agreement and any litigation shall occur in Broward County, Florida.

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This contract covers the following equipment

Purchased on Inv# 61894 / PO#406116  
Installed on 12/2/11:

- \* DCR 4ch Digital Recording Software for Laptop w/ Software Assurance (1)
- \* USB Digital Audio Mixer {s/n: 1108C1228}
- \* USB over CAT5 Range Extender
- \* BE/P44 Boundary Microphone w/ BE Stand (7)
- \* Headphone Amplifier {s/n: 1140349}
- \* 1/4 Male to 3.5 Female Cable (3)

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1350 NE 56<sup>th</sup> Street, Suite 300 Ft. Lauderdale, FL 33334  
Phone: 954-493-7377 Fax: 954-493-6541

The terms and conditions stated herein form the complete agreement between the parties. Please note: Any additions to this agreement (new systems) will be prorated to coincide with this contract.

Start Date: 12/2/2017  
End Date: 12/1/2018  
Annual Cost: \$1,910.00  
Contract #: 18-12-A-61894  
Invoice #: 73438

Accepted By:

BIS Digital, Inc.

Hopkins County (TX)

By Steve Coldren

By

President

Title

Title

October 19, 2017

Date

Date

Initials:

BIS Digital

Customer

**REMIT TO:**

**Business Information Systems, Inc.**  
**1350 NE 56th Street - Suite 300**  
**Fort Lauderdale, FL 33334**  
**954-493-7377**  
 www.bisdigital.com



**Invoice**

Date	Invoice #
10/19/2017	73438

**SOLD TO:**

Hopkins County Courthouse  
 118 Church Street  
 Sulphur Springs, TX 75482  
 Att: Shannah Walker

**SHIP TO:**

Hopkins County Courthouse  
 118 Church Street  
 Sulphur Springs, TX 75482  
 Att: Suzanne Baker

Cust Acct #	P.O. Number	Terms	Due Date	Rep
HOP201		SEE BELOW	11/17/2017	MNT

Quantity	Item Code	Description	Start Date	End Date	Price Each	Amount
1	MNT-R-D...	#18-12-A-61894 Renewal Contract BIS Digital Recording System Maintenance (see attached contract for equipment list)	12/2/17	12/1/18	1,560.00	1,560.00
1	DCR SAS	Annual DCR Software Assurance (per license) Coincides with Maintenance Contract	12/2/17	12/1/18	350.00	350.00
	PAYMEN...	Payment due in advance of contract expiration to ensure continuous coverage. Please remit payment no later than 11/17/2017				

*Please pay -  
 A. Nuss*

Please include your account number and invoice number on all  
 payments. Thank you

**Sales Tax: (0.0%)** \$0.00

**Total Due:** \$1,910.00

**Balance Due** \$1,910.00