

# 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

Wednesday, October 25, 2017

Panola County (TX)  
108 S. Sycamore  
Carthage, Texas 75633

Attn: Judge Lee Ann Jones

RE: BIS Digital Support Agreement Renewal

**Annual Contract Term: 1/1/2018 – 12/31/2018**  
**Account #: PAN700**  
**Contract #: 18-12-A-69218R**  
**Amount Due: \$10,435.00**  
**Invoice #: 73500**

Judge Lee Ann Jones:

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: 11/30/2017 (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,

A handwritten signature in black ink, appearing to read 'Dianne Corzo', with a stylized flourish at the end.

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:*

**Panola County (TX)**

108 S Sycamore  
Carthage, Texas 75633  
Phone (903) 693-0391  
Contract #: 18-12-A-69218R

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

*Lee Ann Jones*



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.



This contract covers the following equipment

Purchased on Invoice# 69219R

- DCR (4 Channel) Digital Audio/Video Recording Software w/Software Assurance (2)
- 2nd Video Channel for DCR Products (2)
- 3rd Video Channel for DCR Products (2)
- Courtroom IP Camera (4)
- USB over Cat5 Range Extender (2)

Purchased on Invoice# 69218R

- Evidence Presentation Annotator (2)
- Professional Digital PA Mixer w/8ch USB out (2)
- BIS Projector Optoma (1)
- Low Profile Wall Mount (1)
- Network Switch (8 Port) (2)
- Control System Protocol Converter (1)
- Digital Presentation Scaler/Switcher (11in / 2 out) (2)
- HDMI over Cat5 Distribution Amp (1in/8out) (2)
- Additional Receiver for Wireless HDMI Kit (8)
- Wall Plate Receiver for BIS-HDMI-CAT1/x (14)
- Hanging Microneck Condenser Microphone (White) (4)
- Hardware Control Server Lite (1)
- HDMI over Cat5 Distribution Amp (1in/4out) (2)
- HDMI Cable (25ft ) (2)
- USB over Cat6 Extender (Evidence Presentation Annotator only) (2)
- USB Video Capture Device (Series 2) (2)
- Network Switch w/PoE Series 2 (8-Port) (2)
- Ceiling Mount for 5000 Lumens Projector (1)
- Unipoint Boundary Microphone with mute & BE Stand (4)

Purchased on Invoice# 69217

- Hosted Video Conferencing Yearly Subscription (Single Conference up to 25 Users) (1)

# 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

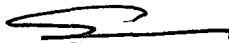
The terms and conditions stated herein form the complete agreement between the parties. Please note Any additions to this agreement (new systems) will be prorated to coincide with this contract

Start Date 1/1/2018  
End Date. 12/31/2018  
Annual Cost \$10,435 00  
Contract # 18-12-A-69218R  
Invoice # 73500

Accepted By.

BIS Digital, Inc.

Panola County (TX)

  
By Steve Coldren

  
By

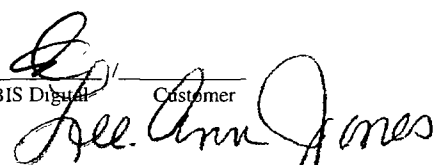
President  
Title

County Judge  
Title

October 25, 2017  
Date

November 28, 2017  
Date

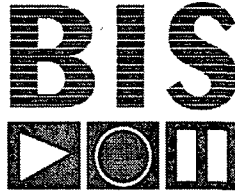
Initials

  
BIS Digital Customer

# 02093  
100-409-54101

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 #
10/25/2017	73500

SOLD TO.

Panola County  
Attn Judge Lee Ann Jones  
110 S Sycamore, Room 216-A  
Carthage, Texas 75633

SHIP TO.

Panola County  
Attn Erin Johnson  
108 S. Sycamore, Room 300  
Carthage, Texas 75633

Cust Acct #	P.O. Number	Terms	Due Date	Rep
PAN700		SEE BELOW	11/30/2017	MNT

Quantity	Item Code	Description	Start Date	End Date	Price Each	Amount
1	MNT-R-D	#18-12-A-69218R Renewal Contract BIS Digital Recording System Maintenance (see attached contract for equipment list)	1/1/18	12/31/18	7,110 00	7,110 00
1	MNT-R-V	Hosted Video Conferencing Yearly Subscription (1 User)	1/1/18	12/31/18	2,625 00	2,625 00
2	DCR SAS	Annual DCR Software Assurance (per license) Coincides with Maintenance Contract	1/1/18	12/31/18	350 00	700 00
	PAYMEN	Payment due in advance of contract expiration to ensure continuous coverage. Please remit payment no later than 11/30/2017				

*Lee Ann Jones*

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

Sales Tax: (0.0%) \$0 00

Total Due: \$10,435 00

Balance Due \$10,435.00

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties  
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties

## OFFICE USE ONLY CERTIFICATION OF FILING

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**  
 BUSINESS INFORMATION SYSTEMS, INC.  
 Fort Lauderdale, FL United States

Certificate Number:  
 2017-281955

Date Filed:  
 11/09/2017

Date Acknowledged:

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**  
 PANOLA COUNTY, TX

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

#18-12-A-69218R  
 ONSITE MAINTENANCE AND SUPPORT; ANNUAL HOSTED VIDEO SUBSCRIPTION

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

**6 AFFIDAVIT**

I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct



CONSTANCE M MAYFIELD  
 NOTARY PUBLIC  
 STATE OF FLORIDA  
 Comm# FF108290  
 Expires 7/27/2018

*Angela Myerson*  
 Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said Angela Myerson this the 9th day of November 2017, to certify which, witness my hand and seal of office

Constance M. Mayfield  
 Signature of officer administering oath      Printed name of officer administering oath      Title of officer administering oath