

January 10, 2024

Panola County
108 S Sycamore
Carthage, TX 75633

RE: BIS Digital Technical Support Agreement

| Annual Full Support Agreement with Hardware Replacement without SAS | |
|---|--------------------------|
| Effective Date | 03/10/2024 |
| Account Number | PAN700 |
| Contract Number | 25-03-A-91919/M-50026181 |
| Contract Amount | \$13,504.63 |

Hello,

Attached is your Full Support Agreement. Please sign the electronic document.

Without a signed support agreement, you will be charged hourly for technical support.

Thank you for the opportunity to serve your audio and video technology needs. If you have any questions, please do not hesitate to contact me at 800-834-7674, ext. 4511 or email me at BIScontracts@bisdigital.com.

Best regards,

Maria-Virginia A. Gonzalez

Maria-Virginia A. Gonzalez
Staff Accountant



1350 NE 56th Street, Suite 300
Ft. Lauderdale, FL 33334



Sales: (800) 834-7674
Support: (800) 715-1234



Email: info@bisdigital.com
Web: www.bisdigital.com

FULL SUPPORT AGREEMENT

Between:

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

And:

Panola County
108 S Sycamore
Carthage, TX 75633
Phone: (903) 693-0315
Contract #:25-03-A-91919/M-50026181

BIS Digital, Inc., 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 an initial period of twelve (12) months from the effective date. Upon expiration of the initial term, this agreement shall automatically renew for successive periods of twelve (12) months. Written notice of the intent to terminate must be provided and shall be effective sixty (60) days from the date of notice. If cancelled mid-month, the effective date of cancellation will be the first day of the following month following the 60-day notification.
- B. The agreement entitles the user to telephone support 24 hours per day, 7 days per week and on-site support Monday - Friday (8AM - 5PM ET) on covered items.
- C. User training is included for the term of agreement.
- D. This support agreement is for the installed BIS Digital integrated system. Any changes or enhancements may incur additional coverage costs.
- E. Charges for maintenance and support for reasons outside of BIS Digital's control, arising from neglect, negligence, misuse, acts of God, modifications to, or failures of systems software and/or hardware not covered under this agreement shall be billed separately.
- F. Due to the many components that comprise a BIS Digital integrated system, certain components may be discontinued or reach end of life (EOL) by the manufacturer. If a component reaches EOL and a replacement from the manufacturer is not available, BIS Digital will provide a quotation for replacement with a comparable product.
- G. BIS Digital may increase maintenance service contract fees associated with hardware replacement if the price of the covered hardware replacement costs 30% or more than the original price.
- H. BIS Digital agrees to provide customer thirty (30) days' notice in the event of a price increase.

2. **COVERAGES**

- A. DCR Software (all BIS Digital supplied licenses) This support agreement is for the user's installed DCR Software version. DCR Software Assurance, which provides for all new feature and function upgrades is not included.
- B. Hardware & Hardware Accessories: Repair and/or replacements of defective hardware is not covered under this agreement. Customer may ship defective hardware to BIS Digital, Inc. for repair at BIS published service rates. If defective hardware sent to BIS Digital, Inc. is deemed un-repairable, customer will be responsible for replacement at their expense.
- C. Re-wiring required for structural or design changes, remodeling, or renovations is not covered. BIS Digital can provide a quotation based on client needs.

Initials:

S.C. / BJM
BIS Digital Customer

3. **CUSTOMER RESPONSIBILITY**

- A. Maintain a current backup of all data.
- B. Designate a systems administrator to act as a liaison with BIS Digital technical support.

4. **CONFIDENTIALITY**

- A. BIS Digital, Inc., agrees that all customer data is strictly confidential. BIS Digital 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. Support coverage may be discontinued for non-payment of any invoice greater than thirty (30) days.

6. **LIABILITY**

- A. In no event shall BIS Digital, 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, productivity, or earnings due to equipment down time.
- B. BIS Digital's 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.

This contract covers the following equipment

Purchased on inv. #91919

Installed 03/10/2023

- * 1U Rack Shelf (Series 2) (2)
- * 3x1 HDMI/VGA Input Switcher | HDBaseT Tx (2)
- * Annotation Presentation System Receiver (Series 2) (1)
- * Annotation Presentation System w/Wireless Link (Pro) (1)
- * Commercial Grade Blu-Ray (Series 2) (2)
- * CAT6 Cable | Shielded | Black | 1000' (2)
- * CAT6 Patch Cable (10ft.) (2)
- * CAT6 Patch Cable (5ft.) (2)
- * Condenser Boundary Microphone (Series 2) (2)
- * Digital Presentation Scaler/Switcher (5 in / 2 out) Series 2 (2)
- * DUAL CAT5E CONFIGURED WALL PLATE (2)

Initials:

S.C. 
BIS Digital Customer

- * Full Motion Wall Mount for Flat Panel Series 2 (60"-100") (1)
 - * HD IP PTZ Camera | Fixed Dome (2)
 - * HDBaseT to HDMI Receiver (Series 2) (2)
 - * HDMI Cable Series 2 (10ft.) (2)
 - * HDMI Cable Series 2 (15ft.) (2)
 - * HDMI Cable Series 2 (6ft.) (2)
 - * HDMI over CAT6 Extender (Series 3) (2)
 - * HDMI to HDBaseT Distribution Amplifier (1in/2out) (2)
 - * HDMI to HDBaseT Distribution Amplifier (1in/4out) (1)
 - * HDMI to HDBaseT Distribution Amplifier (1in/8out) (2)
 - * Headphone Amplifier (4out) (2)
 - * IP Video Decoder B w/ Multiview (Series 2) (1)
 - * IP Video Decoder w/Multiview (Series 2) (1)
 - * Matrix Feature Pack for BIS-CYNAP (1)
 - * Microphone Wire 22AWG (Plenum) - 500ft Roll (2)
 - * Network Switch w/PoE 16-port (Series 8) (2)
 - * Omnidirectional Covert Boundary Microphone | White (Series 2) (2)
 - * On-Ear Stereo Headset (2)
 - * Room Control Gateway (up to 3 rooms) (1)
 - * Speaker Wire 16AWG (Plenum) - 500ft Roll (2)
 - * Tilt Wall Mount for Flat Panel Series 2 (45"-85") (2)
 - * USB 2.0 over CAT5 Extender (1)
 - * Wireless System SL | 16" Gooseneck Microphone | Series 1 (2)
 - * Wireless System SL | Boundary Microphone Transmitter | Series 1 (2)
 - * Wireless System SL | Gooseneck Base Transmitter | Series 1 (2)
 - * Wireless System SL | Single-Channel Rackmount Receiver | Series 1 (2)
 - * Wireless System SL | Wireless Tabletop Charging Station | Series 1 (2)
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Initials:

S.C. Ryan
BIS Digital Customer



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

Effective Date: 03/10/2024
Contract #: 25-03-A-91919/M-50026181
Annual Contract Amount: \$13,504.63

Accepted By:

BIS Digital, Inc.

Panola County

Steve Coldren

Rodney G. McLean

By Steve Coldren

By

President

County Judge

Title

Title

January 10, 2024

January 17, 2024

Date

Date

Initials:

S.C. / *RM*

BIS Digital Customer

Signature Certificate

Reference number: GUXXV-LPGS6-FM4TJ-DZMXE

Signer

Timestamp

Signature

Katheline Torres

Email: biscontracts@bisdigital.com

Sent:

10 Jan 2024 20:35:38 UTC

Signed:

10 Jan 2024 20:35:38 UTC

Steve Coldren

IP address: 73.42.70.174

Location: Orlando, United States

Document completed by all parties on:

10 Jan 2024 20:35:38 UTC

Page 1 of 1



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