

CONTRACT APPROVAL FORM

(Contract Management Use only)

CONTRACT TRACKING NO.

CM2694

CONTRACTOR INFORMATION

Name: Synovia Solutions, LLC

Address: 9330 Priority Way West Dr. Indianapolis Indiana 46240
City State Zip

Contractor's Administrator Name: Peter Nemeth Title: Florida Account Manager

Tel#: (877) 796-6841 Fax: _____ Email: pnemeth@synoviasolutions.com

CONTRACT INFORMATION

Contract Name: Municipal Synsurance Agreement No. 6667 Contract Value: \$4,458.84 Annual

GPS Systems and Installation for 26 County Vehicles, Piggyback agreement pricing off of the School of St. Lucia County, FL RFP 15-08, price includes data charge .

Brief Description: _____

Contract Dates : From: Execution D 10/27/19 to: 9/30/20 Status: New Renew Amend# WA/Task Order

How Procured: Sole Source Single Source ITB RFP RFQ Coop. Other Piggyback the School of St. Lucia County, FL RFP 15

If Processing an Amendment:

Contract #: _____ Increase Amount of Existing Contract: _____

New Contract Dates: _____ to _____ TOTAL OR AMENDMENT AMOUNT: _____

APPROVALS PURSUANT TO NASSAU COUNTY PURCHASING POLICY, SECTION 6

1. [Signature] 9-17-19
Department Head Signature Date
2. [Signature] 7/24/19
Contract Management Date
3. [Signature] 7/25/19
Office of Management & Budget Date
4. [Signature] 7/24/19
County Attorney (approved as to form only) Date

Facilities Maintenance

Submitting Department
01073519-544000 \$4,396.44 and 01073519-541000 \$62.40
Funding Source/Acct #

Comments: _____

COUNTY MANAGER - FINAL SIGNATURE APPROVAL

[Signature] [Signature]
Michael Mullin Date

RETURN ORIGINAL(S) TO CONTRACT MANAGEMENT FOR DISTRIBUTION AS FOLLOWS:

- Original: Clerk's Services; Contractor (original or certified copy)
- Copy: Department
- Office of Management & Budget
- Contract Management
- Clerk Finance



9330 Priority Way West Dr.
 Indianapolis, IN 46240
 Phone: 317-208-1700
 Toll Free: 877-796-6842
 Fax: 317-208-2202

**GOVERNMENT
 AGREEMENT**
 No: **21638**

Customer Legal Name Nassau County Facilities Maintenance/Parks & Recreation Dept		Customer Billing Address (If different) Same	
Address 45195 Musselwhite Road		Address	
City Callahan	County Nassau	City	County
State FL	Zip Code 32011	State	Zip Code
Location Contact: Suzie Fontes	Phone 904 530 6120	Fax	Salesperson Peter Nemeth

Tax ID# K-12 Other Municipal PO Number (if applicable):

CONTRACT DURATION / NUMBER OF VEHICLES
 Term of Agreement: 12 Mo. 24 Mo. 36 Mo. ____ Mo.
 Total Number of Vehicles: 26
 Tax Exempt: No Yes (Attach Certificate)

SILVERLINING SOFTWARE		EQUIPMENT LIST	
		TYPE	QTY
<input checked="" type="checkbox"/> Core Track & Trace	<input type="checkbox"/> Ridership	LMU:	3030 25
<input type="checkbox"/> Comparative Analysis	<input type="checkbox"/> Fuel Card		3640 VPOD 1
<input type="checkbox"/> Time and Attendance	<input type="checkbox"/> ELD	Peripheral:	
<input checked="" type="checkbox"/> Engine Diagnostics	<input type="checkbox"/> DVIR	Other:	
<input type="checkbox"/> Turn by Turn Navigation	<input type="checkbox"/> Inspection		
<input type="checkbox"/> Here Comes The Bus			

Carrier: Synovia Verizon Sprint AT&T

Installation: Synovia Customer

SPECIAL INSTRUCTIONS: data not included, Verizon will activate per State of Florida contract.

RATE AND METHOD OF PAYMENT			
Base Payment \$ 13.78	X	Number of Vehicles <u>25</u>	= \$344.50
Base Payment \$ 21.87	X	Number of Vehicles <u>1</u>	= \$ 21.87
Base Payment \$	X	Number of Vehicles	= \$
Total Rental Payment		\$366.37	
Applicable Sales Tax		\$	
Total Rental Payment with Tax		\$366.37	
<input checked="" type="checkbox"/>	Monthly		
<input type="checkbox"/>	Quarterly		
<input type="checkbox"/>	Annually		
<input type="checkbox"/>	Check		
<input type="checkbox"/>	ACH		
<input type="checkbox"/>	Credit Card		

PLEASE READ BEFORE SIGNING: THE CUSTOMER AGREES TO RENT FROM VENDOR THE EQUIPMENT LISTED ABOVE. THE CUSTOMER AGREES TO ALL TERMS AND CONDITIONS CONTAINED IN THIS RENTAL AGREEMENT. THE CUSTOMER AGREES THIS RENTAL AGREEMENT IS FOR THE RENTAL TERM INDICATED ABOVE AND CANNOT BE CANCELLED FOR ANY REASON, EXCEPT AS PROVIDED HEREIN.

AUTHORIZATION	
Company Full Name (Please Print) <i>Nassau County</i>	<i>Robert M. Kearns II</i>
Authorized Signature <i>[Signature]</i>	Authorized Representative of Synovia Solutions, LLC <i>Robert M. Kearns II</i>
Date <i>7/18/19</i>	<i>7-18-19</i>
Authorized Signer's Printed Name <i>Michael Waller</i>	Title <i>SVP</i>

RENTAL AGREEMENT TERMS AND CONDITIONS

1. **OWNERSHIP OF EQUIPMENT.** Synovia Solutions, LLC (hereinafter referred to as "Vendor") is the sole owner and titleholder to the Equipment. The Equipment consists of the unit(s), all peripherals, and/or connections and supplies used for installation. This Agreement constitutes a lease or bailment and is not a sale or the creation of a security interest. Customer shall not have, or at any time acquire, any right, title or interest in the Equipment, except the right to possession and use as provided in this Agreement.
2. **RENT.** The Customer agrees to pay Vendor the rental payment when due. If any payment is more than ten (10) days late, the Customer agrees to pay a late fee of ten percent (10%) or Ten Dollars (\$10), whichever is greater, on the overdue amount. Customer also agrees to pay Twenty-Five Dollars (\$25) for each check or ACH that the bank returns for insufficient funds or any other reason. Vendor shall have the right to increase the rent upon renewal or extension of this Agreement. Vendor shall notify Customer of the rental increase forty-five (45) days before the expiration of the Initial Term.
3. **SYNSURANCE.** Vendor warrants to provide to Customer at no cost the following: **Automatic quarterly updates with new features, map data, patches and hot fixes; 6 months of "bread crumb" data plus 2 years of reporting; Proactive trouble shooting on a weekly basis; hardware script updates twice per year; Uptime at 99% or Vendor will provide a credit for one days charge for the entire fleet; Lifetime hardware warranty with replacements; 2% spares on site with spare replacement within 48 hours; First occurrence fix or Vendor will provide a credit for once days charge for the entire fleet.**
4. **TAXES AND FEES.** ~~This is a net rental. Customer agrees to pay on or before their due dates, all sales taxes, use taxes, personal property taxes, and assessments or other direct taxes or governmental charges imposed on the property or leveled against or based on the amount of rent to be paid under the Agreement or assessed in connection with this Agreement, even if billed after the end of the rental period;~~
5. **CANCELATION.** Customer may cancel this agreement for convenience on the anniversary date of its fiscal year end by providing Vendor with a minimum of 60 days' written notice on Customer letterhead through the US Mail or express delivery. Customer agrees that telephonic or email delivery of such notice does not constitute an authorized notice of intent to cancel to Vendor, and is not actionable. Notices received with less than 60 days' notice before the end of the fiscal year will not be valid for that fiscal year and will only be enforceable at the end of the next fiscal year. Regardless of such notice given, Customer will continue to make monthly payments until the equipment is delivered to Vendor at Customer's expense.
6. **LIABILITY AND INSURANCE.** The Customer is responsible for any losses or injuries caused by the Equipment. Customer assumes all risk and liability for the loss or damage to the Equipment or the injury to any person or property of another, and for all risks and liabilities arising from the use, operation, condition, possession or storage of the Equipment. The Customer must continue to make rental payments through the entire term of this Agreement and may not cancel this Agreement for any reason, even if the Equipment has been damaged or destroyed. Vendor is not responsible for any losses or injuries caused by the installation or use of the Equipment. The Customer promises to keep the Equipment fully insured against loss and maintain insurance that protects Vendor from liability for any damage or injury caused by the Equipment or its use. **This Synsurance Agreement specifically excludes damages or loss due to theft, vandalism, any use outside normal wear and tear, Acts of God, or other circumstances outside the control of Synovia. This agreement also excludes loss due to changes to cell phone providers, coverage area changes or other changes to cell phone or internet availability. Customer understands and accepts that the hardware devices are carrier specific and any changes to the carrier might result in non-performance of the hardware devices. Customer agrees that Synovia is not responsible for any loss or damage due to changes to the cell carrier provider.**
7. **USE, MAINTENANCE, AND CARE OF EQUIPMENT.** The Customer shall be entitled to the absolute right to the use, operation, possession, and control of the Equipment during the term of this Agreement, provided Customer is not in default of any provision of this Agreement. The Customer shall assume all obligation and liability with respect to the possession of the Equipment, and for its use and operation during the rental term. Customer agrees to reimburse Vendor in full for all damage to the Equipment arising from any misuse or negligent act by Customer, its employees, or its agents. **Except for the instance of misuse or negligence, Vendor assumes full responsibility for the performance of the hardware and software and any defective or non-functioning hardware (except wiring) will be replaced at no cost to the customer, provided the Customer is not in payment default. Customer acknowledges full cooperation in the RMA process outlined on the Support page of the Synovia Solutions website. Install Labor is not included.**
8. **LOCATION OF EQUIPMENT.** The Customer will allow Vendor or its agents to inspect the Equipment at any reasonable time where it is located. If the Equipment is not being properly maintained in the sole opinion of Vendor, Vendor shall have the right, but not the obligation, to have it repaired or maintained at a service facility at the expense of Customer.
9. **ASSIGNMENT.** The customer has no right to sell, transfer, encumber, sublet, or assign the Equipment or this Agreement. Vendor may sell, transfer, or assign this Agreement without the Customer's consent. In the event of assignment by Vendor, assignee shall have all the rights, powers, privileges, and remedies of Vendor set forth in this Agreement, but none of the obligations (including but not limited to service or maintenance obligations). Customer agrees not to raise any claim or defense against Vendor or such assignee arising out of this Agreement as a defense, counterclaim or offset to any action by assignee for the unpaid balance of payments due or to become due under this Agreement or the possession of the Equipment. Vendor shall assign to Customer all manufacturers, Vendor or supplier warranties applicable to the Equipment to enable Customer to obtain any warranty service available for the Equipment. Vendor appoints Customer as Vendor's attorney-in-fact for the purpose of enforcing any warranty. Any enforcement by Customer shall be at the expense of Customer and shall in no way render Vendor responsible to Customer for the performance of any warranties. This Agreement and each of its provisions shall be binding on and shall insure to the benefit of the respective heirs, devisees, executors, administrators, trustees, successors and assigns of the parties to the Agreement.
10. **DEFAULT.** If the Customer does not pay any amount when due or perform any obligation required under this Agreement, the Customer will be in default. If the Customer defaults, Vendor can demand that the Customer pay the remaining balance of the Agreement and return the Equipment at the Customer's expense. At Vendor's option, Vendor may repossess the Equipment. Customer waives any rights that Customer may have to notice before Vendor seizes any of the Equipment and waives any requirement that the Vendor post a bond in connection with such seizure or possession. In addition, if the Customer breaks any promise in this Agreement, Vendor can use any remedies available to Vendor under the Uniform Commercial Code or any other applicable law. The exercise of one remedy shall not be deemed to preclude the exercise of any other remedy. No failure or delay on the part of Vendor to exercise any remedy or right shall operate as a waiver. Acceptance by Vendor of rent or other payments made by Customer after default shall not be deemed a waiver of Vendor's rights and remedies arising from Customer's default. The Customer promises to pay reasonable attorney's fees and any costs associated with any legal action or action to repossess the Equipment or to enforce or interpret any provision in this Agreement. This action will not void the Customer's responsibility to maintain and care for the Equipment.
11. **CHOICE OF LAW, FORUM AND JURY WAIVER.** The Customer agrees that this Agreement will be governed by and construed in accordance with the laws of the state in which Vendor is headquartered or, if this Agreement has been assigned by Vendor, the state in which the assignee is headquartered. Vendor and Customer waive the right to a trial by jury in the event of a lawsuit. All judicial proceedings arising under this Agreement shall be adjudged by any court having jurisdiction over the Customer or the Customer's assets, all at the sole election of the Vendor or its assignee.
12. **RENEWAL.** After the initial term or any extension thereto, this Agreement shall automatically renew on a month to month basis unless the Customer notifies Vendor in writing by Certified Mail, UPS or Express Delivery directly to Vendor at the address on the front of this Agreement at least thirty (30) days prior to the expiration of the initial term or extension that the Customer does not choose to renew. No other manner of communication is acceptable. Upon

the expiration date of this Agreement, Customer shall relinquish the Equipment to Vendor together with all accessories, free from damage and in the same condition and appearance as when received by Customer, allowing for ordinary wear and tear. The Customer agrees to pay removal charges. If Customer fails or refuses to relinquish the Equipment to Vendor, Vendor shall have the right to take possession of the Equipment and for that purpose to enter any premises where the Equipment is located without being liable in any suit, action, defense or other proceeding to Customer. The Customer must pay additional rental payments due until Vendor or its agents receive the Equipment.

13. RIGHTS TO DATA. Vendor retains the rights to anonymous summary data analysis and to share analysis with 3rd parties. Vendor will not identify the data source as being from the Customer nor portray the data in such a manner as to identify the Customer. Customer agrees that Vendor shall own all compilations or analysis of the data created by or for Vendor. From time to time, Vendor may receive data or information requests or subpoenas from third parties, either as a result of an investigation or pending litigation. Customer hereby consents to Vendor's disclosure of such data or information requested pursuant to a valid and enforceable document request or subpoena. Customer agrees that it shall not be entitled to notice of such disclosure except as required by applicable state or federal law.

14. OTHER RIGHTS. The Customer agrees that Vendor's delay or failure to exercise any rights does not prevent Vendor from exercising them at a later time. If any part of this Agreement is found to be invalid, then it shall not invalidate any of the other parts, which shall remain valid and in full force and effect, and the Agreement shall be modified to minimum extent provided by law.

15. ENTIRE AGREEMENT, AMENDMENT, SEVERABILITY. This Agreement represents the Entire Agreement between Vendor and the Customer. Any amendment, waiver or charges will bind neither Vendor nor the Customer, unless agreed to in writing and signed by both parties. No agreement, representations or warranties, other than those specifically set forth in this Agreement shall be binding on any of the parties unless set forth in writing and signed by both parties.

16. ACH/DIRECT DEBIT. Customer agrees to enroll for automatic payment via credit card or direct debit ACH if payment is less than \$250 per month. Customer agrees to execute separate ACH/Direct Debit Form if this condition applies. Further, there will be a \$7 per invoice charge if invoiced through the mail. There is no invoicing charge if invoiced electronically by email.

17. MANNER OF EXECUTION. Facsimile or electronic signatures shall be deemed fully enforceable valid signatures as if such signatures were originals as of the date executed.

18. INSTALLATION SURCHARGE. The total monthly rental price on this Synsurance Agreement includes one visit (at a mutually agree upon date) by the Vendor or its authorized Contractor to install the contracted hardware and peripherals. If Vendor or its assigned Contractor is requested by Customer to return after the initial visit to install hardware on vehicles or assets, Customer agrees to pay \$750 per installer per day for installation services.

19. IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT: To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify and record information that identifies each person who opens an account. What this means for you: (i) If you are a legal entity, your name, address, and other information that will allow us to identify you; (ii) If you are an individual, your name, address, and date of birth. We may also ask to see your driver's license or other identifying documents.

20. COMPARATIVE ANALYSIS. If Customer is utilizing Comparative Analysis, Vendor requires that the Customer meets Vendor's requirements for a currently supported Operating System and a spatially accurate map. Vendor will have final approval in those requirements and specifications.

21. TIME LIMITED PROMOTION. In the event of a time limited promotion, revisions or modifications to this Synsurance Agreement will not be permitted.

Customer Initials 

Assigned To:	DEPT	Asset Tag #	Clerk's Tag	Veh/Equip #	MODEL	MAKE	VIN /MODEL NUMBER	YR			
1 Taylor, Joshua	FMD	20120155	6931	FMD 002	F250 2 WD Dump Trailer	FORD	1FTBF2A68CEC12285	2012	\$	13.78	\$ 0.20
2 Castle, Don. *****	FMD	20010004	1893	FMD 007	F350 Ford (old Rescue Unit was red.)	FORD	1FDWF36FXXE80392	1999	\$	13.78	\$ 0.20
3 Jones, Sherrie -HCH Custodian	CUST	20120152	6957	FMD 012	Silverado- Pick-up	Chevrolet	1GCNCPEX6DZ109785	2013	\$	13.78	\$ 0.20
4 Stonebreaker, B.	FMD	20120161	6968	FMD 022	Silverado- Pick-up	Chevrolet	1GCNCPEA4DZ129495	2013	\$	13.78	\$ 0.20
5 Burnsed, L.	FMD	20180167	9516	FMD 096	Silverado-Pick-up	Chevrolet	1GB3YCG3JZ13749	2018	\$	13.78	\$ 0.20
6 Custodian - Justice Center	FMD	20060125	5022	FMD 098	DURANGO STX 4X4	DODGE	1D4HB38NX6F168123	2006	\$	13.78	\$ 0.20
7 Little, Jeff	REC	20170103	9152		Silverado 2W Re Cab Pick-up	Chevrolet	1GCNCNEH9HZ273390	2017	\$	13.78	\$ 0.20
8 Barnes, D.	FMD	20160151	8812	FMD 100	2016 Chevy Pickup with Lift Gate	Chevrolet	1GB3CYCG8GZ196064	2016	\$	13.78	\$ 0.20
9 Sprole, D.	FMD	20160193	8850	FMD 103	Transit Connect XL Van	FORD	NM0LS6E74G1268437	2016	\$	13.78	\$ 0.20
10 Maddox, Gage	REC	20130353	7423	FMD 104	F250 4 X 4	FORD	1FTBF2B6XDEB09675	2013	\$	13.78	\$ 0.20
11 White, David	REC	20150012	7785	FMD 105	Chevrolet - Pick Up Truck w/Service Body	Chevrolet	1GB3CYCG7FF552889	2015	\$	13.78	\$ 0.20
12 Jones, J. Cust. Foreman	FMD	20170206	9260	FMD 106	Transit Connect XL Van	FORD	NM0LS6E75H1329229	2017	\$	13.78	\$ 0.20
13 Powell, J.	FMD	20130288	7334	FMD 107	Silverado 2WD Reg Cab Pick Up Truck	Chevrolet	1GC0CVG3DF222144	2013	\$	13.78	\$ 0.20
14 Sutton Robin Outside Route	CUST	20160194	8903	FMD 108	Transit Connect XL Van	Ford	NM0LS6E70G1268435	2016	\$	13.78	\$ 0.20
15 Nordeng, J.	REC	20150013	7786	FMD 113	Chevrolet - Pick Up Truck w/Service Body	Chevrolet	1GB3CYCG4FF553756	2015	\$	13.78	\$ 0.20
16 Elliott, Julie	FMD	20150035	8340	FMD 114	Silverado 2WD Reg Cab Pick Up Truck	Chevrolet	1GC0CUEG8FZ515840	2015	\$	13.78	\$ 0.20
17 Hutto, Jerry	FMD	20160192	8849	FMD 116	Silverado 2WD Reg Cab Pick Up Truck	Chevrolet	1GCNCNEH9GZ304247	2016	\$	13.78	\$ 0.20
18 Podiak, Doug	FMD	20170124	9174	FMD 118	Cherokee Jeep	Jeep	1C4PJLAB1HW660537	2017	\$	13.78	\$ 0.20
19 Howard, B.	FMD	20130247	7292	FMD 125	Pick-Up Truck	Chevrolet	1GCNCPEX6DZ328519	2013	\$	13.78	\$ 0.20
20 HVAC Vehicle (Wilson, Aaron)	FMD	20070196	5507	FMD 196	F-350 S Reg Cab	FORD	1FTWF32518EB43251	2008	\$	13.78	\$ 0.20
21 Jones, Reggie	FMD	20120165	6972	FMD 202	Silverado- Pick-up w/Service Body	Chevrolet	1GB3CZCG1DF100990	2013	\$	13.78	\$ 0.20
22 Crews, David	REC	20120166	6973	FMD 203	Silverado- Pick-up w Landscaper Body	Chevrolet	1GB3CZCG0DF102018	2013	\$	13.78	\$ 0.20
23 Moody, George	FMD	20120164	6971	FMD 205	Silverado- Pick-up w/Service Body	Chevrolet	1GB3CZCG6DF100810	2013	\$	13.78	\$ 0.20
24 Mason, Craig	FMD	20130289	7335	FMD 214	Silverado 2WD with Landscape Body	Chevrolet	1GB3CZG3DF224355	2013	\$	13.78	\$ 0.20
25 Lombardi, Tony	FMD	20180152	9502	FMD 216	Silverado 4x4 with Lift Gate	Chevrolet	1GB3KYCG0JZ334240	2018	\$	13.78	\$ 0.20
26 Castle, D./White D. (Have Keys)	FMD	20110001	6701	FMD 310	Bucket Truck Navistar 4900	AM550H	1HTSDPPN4PH512298	1993	\$	21.87	\$ 0.20

\$ 366.37 \$ 5.20 \$ 371.57
 Acct 544000 Acct 541000 Total

And be adding 4 Vehicles Ford 2019 Ford Utility Medium Roof Cargo

12 months \$ 4,396.44 \$ 62.40 \$ 4,458.84



Synovia's Quo
Based off of St. L
Contract

Pricing
Section

May 1, 2019

Suzie Fontes-Office Manager
Nassau County Facilities Maintenance/Parks & Recreation Dept.
45195 Musselwhite Road-Callahan, Florida 32011

Company Overview

Background

Synovia Solutions offers the most cost-effective and broadest set of GPS-driven solutions to automate transportation management. The company currently streamlines the operations of approximately 125,000 vehicles across North America and has been in operation since the year 2000.

Synovia is based in Indianapolis, IN and we have sales and support offices located throughout the United States. We have implemented our solution for both small (under 10 vehicles) and large (over 3,000 vehicles) organizations and are confident that we can deploy our solution for your fleet of vehicles.

Why Synovia Solutions? 3 Compelling Reasons...

- 1. Subject Matter Experts** | We have been in business for over 17 years and we specialize in providing fleet management solutions. We understand your need to stretch every dollar and to steward good investments. And there is an ongoing effort to provide solutions that will increase **savings**, enhance **safety** and improve **service**.
- 2. Synsurance™** | **Synovia Insurance**, or Synsurance for short, enables us to provide a turnkey solution with no upfront costs and a simple monthly, all-inclusive fee, that becomes self-funding in months. With Synsurance, everything is covered including hardware warranty over the length of the agreement. We take care of all installation and training and if something breaks, we fix it at no additional charge. And all pricing is fixed over the life of the contract.
- 3. Silverlining™** | Our hosted, Software as a Service (SaaS) solution, is easy-to-use and since it is Web-enabled, simple to deploy across your organization. You will get real-time information and have the flexibility to go back in time and replay an event or run a report to confirm what really happened.



synovia[™]
solutions

Our project team includes former transportation professionals, software specialists and customer-focused support staff. Synovia's track record speaks for itself with customers across North America. These customers have entrusted Synovia to deliver a transportation management solution, helping to increase their overall **efficiency and effectiveness**.

To ensure the success of implementation and training, Synovia will assign a dedicated Project Manager to this project. Our Project Manager will work hand-in-hand with you to deliver the Synovia solution as promised. In addition, we will assign an Account Manager to ensure long-term success with the project for years to come.

Synsurance[™]

All-inclusive Service

Synsurance is our commitment to you that our solutions will work seamlessly for the life of our partnership. It is our long-term strategy to ensure you have the best product and support possible. We believe in keeping our promises and **Synsurance** is how we plan to do it.

The following is a summary of **Synsurance**:

- No upfront costs for hardware or software
- Lifetime warranty for hardware replacements
- Software-as-a-Service with guaranteed 99% uptime
- Automatic quarterly software updates with new features, map data, patches, hot fixes
- Hosted solution with 24 months of data with managed back-ups and permanent archival (data is never lost once it hits the servers). We maintain a rolling 6 months of live data, a rolling 24 months of report data and archived data, beyond 24 months, can be restored upon request for no charge.
- Automatic hardware script updates – twice per year – proactive updating
- Proactive assessment of hardware/software/
- First Class Software Support
 - Help Desk – 6:30AM-5PM EST with rolling on-call after hours
 - Toll Free # (877-SYNOVIA)
 - Email (support@synovia.com)
 - Call or email will receive a response within 4 business hours with a ticket number
- Expedited RMA Process for Hardware
- Hardware Assurance



- Every device is tested and put through our QA process before it ships
- Preparation and Testing
 - GPS Hardware Activation
 - GPS Hardware Programming (Scripting) GPS Hardware Assignment to Synovia Hosted Environment
 - Nightly diagnostic in the field with a proven script

Verizon Wireless

Verizon offers the country's most reliable and extensive cellular network. Verizon has made significant investments in creating redundant systems to ensure that their network is operational at all times especially in the event of natural or man-made disasters when GPS tracking is particularly important.

Hosted Operations

We host our solution as part of our comprehensive Synsurance service offering. The Synovia hosting facilities will provide the following:

- Current SAS 70 Type II certification
- Security. Network Operations Center personnel onsite 24x7x365
- Keyless security with electronic card strikes and/or biometric hand geometry reader
- Digital camera coverage of the facility, integrated with access control and alarm system
- Back-Up Power. Facility will have back-up power sources that will provide power for a period of at least forty-eight (48) hours if the primary source of power is unavailable
- Fire Detection and Suppression. Facility will have an early warning fire detection system and fire suppression system
- HVAC. Facility will have redundant (N+1) HVAC
- Temperature. Facility will maintain a temperature of 68-72 degrees F (+/- 5 degrees
- Humidity Control. Facility will maintain a relative humidity of 30% - 60% (+/- 5%)
- Active fail over capability for the network, routers, firewall and switches
- Servers with redundant NICs, power supplies and RAID hard drives
- Data is backed up and archived automatically

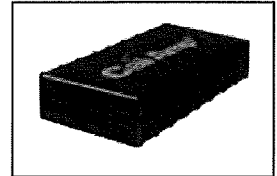
SilverliningTM

Silverlining offers a suite of Web-based software applications that work together in an integrated fashion.

GPS LMU 2830 for bucket truck or LMU 3030 all others

The GPS hardware is also tightly integrated with software. Firmware on the GPS units uses proprietary Vehicle Movement Algorithms (VMA) that perform calculations before transmission and with efficient compression techniques, we provide you with the best GPS data at the most affordable price.

The GPS unit will be installed in a hidden location to thwart theft, vandalism or sabotage.

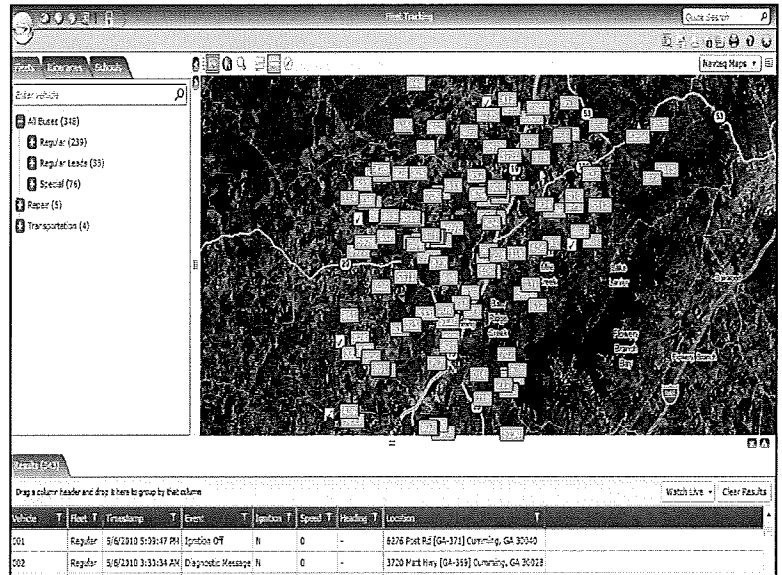


Vehicle Tracking

At the core of our solution is an easy-to use and powerful Automatic Vehicle Location (AVL) software. With it you can monitor vehicle movements for a single vehicle, a subset of your fleet or your entire fleet – with live (in real-time) or replay a previous trip.

Satellite and Weather

On the map, you can turn on a satellite overlay, and a weather overlay – both in real-time and historical time.



Geofence

You can define any number of geofence boundaries and run reports that show when a vehicle has moved into and out of the zone.

Alerts

Any number of alerts can be defined to let you know when a vehicle exceeds a company specified threshold for engine idle time or a posted speed limit. Alerts can also vary based on different sub-fleets. There are no limits to the number of alerts that can be created.



Silverlining reports can be run on demand or scheduled to be delivered at a specified time to people who may not even be users of the system. Reports can be configured to sort and display the most relevant information first. Reports along with KPIs and Alerts empower users to manage by exception so that efforts can focus on situations that differ significantly from planned results. Reports can be scheduled to run any day and or time and display in PDF or Excel format in your email inbox.

Open API

All information gathered is available to export into other applications via Synovia Open API. In addition, Synovia software integrates with a host of applications including routing, payroll, CAD, and maintenance. ESRI file integration is included at no extra cost.

We will notify Verizon to shut off texting to the devices so you will not get the text charges.

You can contact roads, engineering, animal control etc. and see how they use the software, or you can ask me to demonstrate it for you via web anytime. You can also

call Nassau County Schools and ask their transportation director how it is working with Synovia. I won't say we are perfect, but we are very good providing this solution.

Nassau County chose to do business with Synovia for these reasons:

- The cost is lower to the county
- There are no hidden costs
- The software is easier to use
- World Class software with full functionality
- Light duty trucks use a plug- in device that eliminates the need for installation charges
- Light duty units are easily transferred to new vehicles
- 99% software uptime guarantee, or we pay you back
- 100% hardware lifetime warrantee with 2% spare parts on site
- Dedicated fleet advisor to help you (not phone tag)
- Unlimited training and support
- Reports data for 24 months then archived and available on request
- Live tracking with 30 second map updates and historical tracking
- Robust reporting and alerts
- Unlimited geofences
- Full engine diagnostics



Pricing

Everything is included (except roadside assistance) for a monthly cost of:

Existing contract piggyback St Lucie Schools

Qty (25) ✓ Light duty vehicles
Synovia \$13.78 per month Self-install plug in

*Pricing confirmed
JH*

QTY (1) ✓ 1993 Bucket truck \$22.07 per month
Synovia \$21.87 per month Self-install

Zero up front cost, 12- month contract renewable monthly same price

Net cost is Synovia 26 vehicles per month total **\$366.37 per month**

Verizon 26 vehicles per month @ \$0.20 total \$ **5.20 per month**

Total \$371.57 per month

MODEL	MAKE	VIN /MODEL NUMBER	YR
F250 2 WD Dump Trailer	FORD	1FTBF2A68CEC12285	2012
F350 Ford (old Rescue Unit was red.)	FORD	1FDWF36FXXEB80392	1999
Silverado- Pick-up	Chevrolet	1GCNCPEX6DZ109785	2013
Silverado- Pick-up	Chevrolet	1GCNCPEA4DZ129495	2013
Silverado-Pick-up	Chevrolet	1GB3YCG3JZ13749	2018
DURANGO STX 4X4	DODGE	1D4HB38NX6F168123	2006
Silverado 2W Re Cab Pick-up	Chevrolet	1GCNCNEH9HZ273390	2017
Ladder Rack for truck. FMD 099	First Coast Fab	Ladder Rack (From old 105)	2004
2016 Chevy Pickup with Lift Gate	Chevrolet	1GB3CYCG8GZ196064	2016
Transit Connect XL Van	FORD	NM0LS6E74G1268437	2016
F250 4 X 4	FORD	1FTBF2B6XDEB09675	2013
Chevrolet - Pick Up Truck w/Service Body	Chevrolet	1GB3CYCG7FF552889	2015
Transit Connect XL Van	FORD	NM0LS6E75H1329229	2017
Silverado 2WD Reg Cab Pick Up Truck	Chevrolet	1GC0CVG3DF222144	2013
Transit Connect XL Van	Ford	NM0LS6E70G1268435	2016
Chevrolet - Pick Up Truck w/Service Body	Chevrolet	1GB3CYCG4FF553756	2015
Silverado 2WD Reg Cab Pick Up Truck	Chevrolet	1GC0CUEG8FZ515840	2015
Silverado 2WD Reg Cab Pick Up Truck	Chevrolet	1GCNCNEH9GZ304247	2016



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Cherokee Jeep	Jeep	1C4PJLAB1HW660537	2017
Pick-Up Truck	Chevrolet	1GCNCPEX6DZ328519	2013
F-350 S Reg Cab	FORD	1FTWF32518EB43251	2008
Silverado- Pick-up w/Service Body	Chevrolet	1GB3CZCG1DF100990	2013
Silverado- Pick-up w Landscaper Body	Chevrolet	1GB3CZCG0DF102018	2013
Silverado- Pick-up w/Service Body	Chevrolet	1GB3CZCG6DF100810	2013
Silverado 2WD with Landscape Body	Chevrolet	1GB3CZG3DF224355	2013
Silverado 4x4 with Lift Gate	Chevrolet	1 GB3KYCG0JZ334240	2018
Bucket Truck Navistar 4900	AM550H	1HTSDPPN4PH512298	1993

You will be able to add additional vehicles to your contract at the same pricing listed above.

Please let me know how I can help.

Peter Nemeth
Florida Account Manager
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