

Contract CM2187,

**Renewal of FUELMaster Fuel Management System Extend Maintenance Agreement**

This letter confirms the renewal of the Contract on the terms set out below.

**General information**

No.	Topic	Details
1	Department	Name: Road & Bridge
2	Vendor	Name: Syn-Tech Systems, Inc.
3	Contract	Contract title: FUELMaster Fuel Management System Extended Maintenance Agreement ***Price Increase Effective FY 2018 of \$512.50 (\$256.00 per location-Hilliard & Yulee Yard), 1 <sup>st</sup> Price Increase since contract went into effect 10/23/14. Support Attached*** Contract tracking number: CM2187-AR5

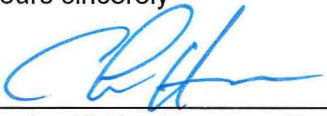
*New rate of \$ 1175.00 per location (total 2350.00)*

**Contract Renewal**

On behalf of the Nassau County Board of County Commissioners, the Department gives notice that it wishes to exercise the option to automatically renew the term of the Contract for one (1) year, beginning 9/18/19 and ending 9/17/20, in accordance with terms of the Agreement.

If you need more information or would like to discuss this matter further, please contact Grayson Hagins on 904-530-6040 or at ghagins@nassaucountyfl.com

Yours sincerely



Road and Bridge, Department Head

*10-16-19*

Date

Approved by:



Contract Management

*10/10/19*

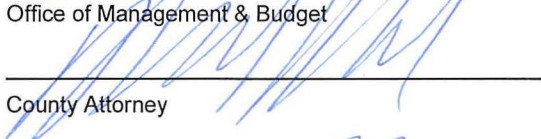
Date



Office of Management & Budget

*10/18/19*

Date

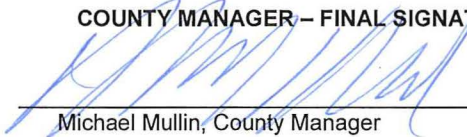


County Attorney

*10/21/19*

Date

**COUNTY MANAGER – FINAL SIGNATURE APPROVAL**



Michael Mullin, County Manager

*10/21/19*

Date

## Sharon Johns

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**From:** Grayson Hagins  
**Sent:** Monday, October 07, 2019 11:27 AM  
**To:** Sharon Johns  
**Subject:** FW: Syn-Tech Fuel System Maintenance Agreement CM2187  
**Attachments:** CM2187-A3 - Maintenance Agreement for FuelMaster dated 10-03-18 Renewal - Signed.pdf; Syn-Tech Systems Inc Tallahassee FL - Invoice 193351 dated 09-17-19 Hilliard Yard.pdf; Syn-Tech Systems Inc Tallahassee FL - Invoice 193352 dated 09-17-19 Yulee Yard.pdf; Syn-Tech Systems Inc Tallahassee FL - E-mail - Standard Maintenance Agreements Cost Increase dated 08-03-17.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

### Grayson Hagins

Contract/Purchasing Manager  
Nassau County Board of County Commissioners  
96135 Nassau Place, Suite 2  
Yulee, FL 32097  
904-530-6040  
[ghagins@nassaucountyfl.com](mailto:ghagins@nassaucountyfl.com)

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**From:** George Aviles <[gaviles@nassaucountyfl.com](mailto:gaviles@nassaucountyfl.com)>  
**Sent:** Wednesday, September 25, 2019 11:50 AM  
**To:** Grayson Hagins <[ghagins@nassaucountyfl.com](mailto:ghagins@nassaucountyfl.com)>  
**Cc:** Cameron Hansen <[chansen@nassaucountyfl.com](mailto:chansen@nassaucountyfl.com)>; Jennifer Kirkland <[jkirkland@nassaucountyfl.com](mailto:jkirkland@nassaucountyfl.com)>; David Hearn <[dhearn@nassaucountyfl.com](mailto:dhearn@nassaucountyfl.com)>; Sharon Johns <[sjohns@nassauclerk.com](mailto:sjohns@nassauclerk.com)>  
**Subject:** RE: Syn-Tech Fuel System Maintenance Agreement CM2187

Thank you, Sir and there isn't a new or update price. This the same price per Attachment 1 (Dates 09-18-18 to 09-17-19). See Attachment 2 (Hilliard Yard) & Attachment 3 (Yulee Yard) for FY 2020 for pricing. Attachment 4 is when the new increase came in to affect in 2017 (\$1,175 per Yard).

**George Aviles Jr., Office Manager**  
**Nassau County Road Dept Florida**

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**From:** Grayson Hagins <[ghagins@nassaucountyfl.com](mailto:ghagins@nassaucountyfl.com)>  
**Sent:** Wednesday, September 25, 2019 11:17 AM  
**To:** George Aviles <[gaviles@nassaucountyfl.com](mailto:gaviles@nassaucountyfl.com)>; Cameron Hansen <[chansen@nassaucountyfl.com](mailto:chansen@nassaucountyfl.com)>  
**Cc:** Jennifer Kirkland <[jkirkland@nassaucountyfl.com](mailto:jkirkland@nassaucountyfl.com)>; David Hearn <[dhearn@nassaucountyfl.com](mailto:dhearn@nassaucountyfl.com)>; Sharon Johns <[sjohns@nassauclerk.com](mailto:sjohns@nassauclerk.com)>  
**Subject:** RE: Syn-Tech Fuel System Maintenance Agreement CM2187

George,

Please reach out to your contact with syn-tech and have them provide a new/updated pricing schedule and send over to me and I will take care of the rest. Thank you.

**Grayson Hagins**

Contract/Purchasing Manager  
Nassau County Board of County Commissioners  
96135 Nassau Place, Suite 2  
Yulee, FL 32097  
904-530-6040  
[ghagins@nassaucountyfl.com](mailto:ghagins@nassaucountyfl.com)

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**From:** George Aviles <[gaviles@nassaucountyfl.com](mailto:gaviles@nassaucountyfl.com)>  
**Sent:** Wednesday, September 25, 2019 11:09 AM  
**To:** Cameron Hansen <[chansen@nassaucountyfl.com](mailto:chansen@nassaucountyfl.com)>  
**Cc:** Jennifer Kirkland <[jkirkland@nassaucountyfl.com](mailto:jkirkland@nassaucountyfl.com)>; David Hearn <[dhearn@nassaucountyfl.com](mailto:dhearn@nassaucountyfl.com)>; Sharon Johns <[sjohns@nassauclerk.com](mailto:sjohns@nassauclerk.com)>; Grayson Hagins <[ghagins@nassaucountyfl.com](mailto:ghagins@nassaucountyfl.com)>  
**Subject:** FW: Syn-Tech Fuel System Maintenance Agreement CM2187  
**Importance:** High

Sir,

See Finance's request & See Attachment 4.

**George Aviles Jr., Office Manager**  
**Nassau County Road Dept Florida**

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**From:** Sharon Johns <[sjohns@nassauclerk.com](mailto:sjohns@nassauclerk.com)>  
**Sent:** Wednesday, September 25, 2019 10:12 AM  
**To:** George Aviles <[gaviles@nassaucountyfl.com](mailto:gaviles@nassaucountyfl.com)>  
**Cc:** Grayson Hagins <[ghagins@nassaucountyfl.com](mailto:ghagins@nassaucountyfl.com)>; Kari Ulmer <[kulmer@nassauclerk.com](mailto:kulmer@nassauclerk.com)>  
**Subject:** Syn-Tech Fuel System Maintenance Agreement CM2187  
**Importance:** High

Good Morning George,

I'm in receipt of the maintenance agreement invoices for FY 2020 and noticed that we don't have an amendment on file for the price increase that took effect FY 2018 (see page 5 of attachment #148780).

Please process an amendment to this auto renewing contract so that we will have fully executed documentation for this increase on file.

Thank you!

Sharon A. Johns  
Nassau County Clerk of the Circuit Court  
Financial Services  
904-548-4800  
[sjohns@nassauclerk.com](mailto:sjohns@nassauclerk.com)

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, please do not send electronic mail to this entity. Instead, please contact this office by phone or in writing.

## George Aviles

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**From:** Joshua Andrews <Joshua.Andrews@myfuelmaster.com>  
**Sent:** Thursday, August 03, 2017 3:54 PM  
**To:** George Aviles  
**Cc:** Scott Herring; Shelley Caldwell; David Hearn; Jennifer Kirkland  
**Subject:** RE: STANDARD MAINTENANCE AGREEMENTS FOR BAILEY & HILLIARD YARDS FOR FY 2018

We had our first price increase 1/1/2016 in 7 years. An email went out to all maintenance customers letting them know about the increase, but that the increase would not affect renewals until 2017. There were two major parts to the increase. First was a substantial rise in the cost of parts if a repair is needed. Second is the sustaining engineering needed to keep older units viable as components of the hardware become obsolete. Just to look at one part, the mainboard in the FMU had gotten to a level where retail on that part alone was more than the cost of maintenance at old pricing. I hope this explains the increase, and we hope to maintain this pricing as we did in the past.

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**From:** George Aviles [mailto:gaviles@nassaucountyfl.com]  
**Sent:** Thursday, August 3, 2017 3:41 PM  
**To:** Joshua Andrews <Joshua.Andrews@myfuelmaster.com>  
**Cc:** Scott Herring <sherring@nassaucountyfl.com>; Shelley Caldwell <scaldwell@nassaucountyfl.com>; David Hearn <dhearn@nassaucountyfl.com>; Jennifer Kirkland <jkirkland@nassaucountyfl.com>  
**Subject:** STANDARD MAINTENANCE AGREEMENTS FOR BAILEY & HILLIARD YARDS FOR FY 2018

Good Afternoon Mr. Andrews,

Your Invoice (148780) for FY 2018 is \$512.50 more than your previous Invoices for FY 2017 & before.

What's going on?

Thank you,  
George Aviles Jr., Office Manager  
Nassau County Road & Bridge Dept Florida  
Phone: (904) 530-6175 Ext. 6177 Fax: (904) 845-3613  
Email: [gaviles@nassaucountyfl.com](mailto:gaviles@nassaucountyfl.com)

**Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, please do not send electronic mail to this entity. Instead, please contact this office by phone or in writing.**

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# INVOICE

**HOME OF**  
**FLU MASTER** **SYN-TECH SYSTEMS, INC.**  
*Synthesizing Technology for Defense and Industry*  
 100 Four Points Way • Tallahassee, FL 32305 • (850) 878-2558

**Invoice No.**  
148780

**Pack List ID**  
294451

**Your Account No.**  
NASCOU

**Sold To:**

NASSAU COUNTY ROAD AND BRIDGE DEPT  
37356 PEA FARM ROAD  
HILLIARD, FL 32046

**Ship To:**

NASSAU COUNTY ROAD AND BRIDGE DEPA  
96161 NASSAU PL  
YULEE, FL 32097-8625

**Freight: Billed**

Invoice Date	Ship Via	F.O.B.	Terms
7/31/17			Net 30
P.O. No.	Ship Date	Sales Person	Our Order No.,
A M R	7/27/17	JOSAND.5	35066
STANDARD MAINTENANCE 09/18/2017 THRU 09/17/2018			

Order	Quantities		Item No.	Description	Unit Price	Ext. Price
	Ship	B.O.				
1.00	1.00	0.0		S/N 6700	\$1,175.00	\$1,175.00
1.00	1.00	0.0		S/N 6698 FERNANDINA	\$1,175.00	\$1,175.00
<b>SUB TOTAL</b>						\$2,350.00
<b>TOTAL AMOUNT DUE (US \$)</b>						<b>\$2,350.00</b>

AB DEPT RECEIVED  
 2017 AUG -2 PM 1:09

**NOTICE: RETURNS MAY BE SUBJECT TO A 15% RE-STOCKING CHARGE.**

**Make all checks payable to: SYN-TECH SYSTEMS PO Box 5258 Tallahassee, FL 32314**

*Interest for late payment is 18% annually or 1.5% per month or fraction thereof.*



Attached is the invoice for your extended warranty renewal. The extended warranty is a method of extending the first year manufacturer's warranty on your FUELMASTER equipment. This support service provides a low cost means to keep your system operating properly, learn about the latest FUELMASTER® changes, and pay less for repair costs.

We have several options available to choose from if you wish to make any changes to the exiting plan you have selected.. I have outlined the different options available to you below.

At our very basic level we have our **Limited Maintenance Agreement** which provides a means of extending the normal one-year warranty that all FUELMASTER customers receive on software and hardware, and provides free updates software/firmware, upon request. (The exception to this is for those systems operators with customized software. Each customized program will have to be quoted on an individual basis.) The customer can make the decision as to whether he prefers to maintain his current system or update to the new software/firmware. FUELMASTER® hardware parts will be available at a 10% discount. It provides for unlimited telephonic/ electronic diagnostics and support, **Monday through Friday, 8 AM to 8 PM EST , excluding New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day, or the weekday the Federal Holiday is observed.** If you call after hours or on the weekend there will be a fee at each level except the Super Maintenance level. At this level we do not cover acts of God, such as lightning strike.

We also provide additional value with our **Standard Maintenance Agreement** which provides for the same coverage as the Limited Agreement and adds additional value by covering any necessary repair parts free of charge. The exclusions are Acts of God, vandalism, and faulty installation or operation (by a vendor). This also does not cover site visits by FUELMASTER technicians if it is required. Organizations under all maintenance contracts are provided with a toll free number and have access to FUELMASTER® technicians to assist in FUELMASTER operations and diagnostics. This is the most popular option selected by our customers.

Our **Super Maintenance Agreement** is at the very top end of our maintenance support. It provides everything that the **Standard Maintenance Agreement** provides, but it provides the support 24/7 and it also includes Acts of God coverage (lightning) and site visits if necessary.

If you need additional information, please don't hesitate to contact Josh Andrews our Extended Maintenance Specialist at [Joshua.Andrews@myfuelmaster.com](mailto:Joshua.Andrews@myfuelmaster.com) or (800) 888-9136 ext 1303.

RECEIVED OCT 21 2016

*AAJ*

INVOICE

HOME OF **SYN-TECH SYSTEMS, INC.**  
**RUFMASTER** Synthesizing Technology for Defense and Industry  
100 Four Points Way • Tallahassee, FL 32305 • (850) 878-2558

Invoice No. 132508

Pack List ID 271361

Your Account No. NASCOU

Sold To:

Ship To:

NASSAU COUNTY ROAD AND BRIDGE DEPT  
37356 PEA FARM ROAD  
HILLIARD, FL 32046

NASSAU COUNTY ROAD AND BRIDGE DEPA  
96161 NASSAU PL  
YULEE, FL 32097-8625

Freight: Billed

Invoice Date: 8/30/16 Ship Date: 8/30/16 T.O.B. Term: Due on receipt

P.O. No. A M R Ship Date: 8/30/16 Sales Person: JOSAND, S Our Order No. 31938

STANDARD MAINTENANCE  
09/18/2016 THRU 09/17/2017

Order	Quantity	Ship	R.O.	Item No.	Description	Unit Price	Est. Price
1.0	1.0	1.0	0.0		S/N 6700	\$918.75	\$918.75
1.0	1.0	1.0	0.0		S/N 6698 FERNANDINA	\$918.75	\$918.75

SUB TOTAL

\$1,837.50

TOTAL AMOUNT DUE (Payable in US \$)

\$1,837.50

-FY 2017-

INV. REC'D	10-21-16
INV. PROCESS	10-21-16
03404541-546020	
BY:	

\$1,837.50

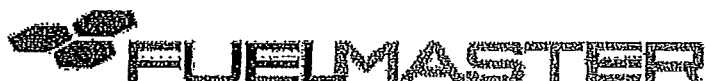
*George Aviles Jr.*

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ENGINEERED BY **SynTech**

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## George Aviles

---

**From:** Sandy Pagano <spagano@syntech-fuelmaster.com>  
**Sent:** Friday, October 21, 2016 9:17 AM  
**To:** George Aviles  
**Cc:** Patti Waldron  
**Subject:** RE: SYN-TECH SYSTEMS INC's INVOICE 132508 DATED 08-30-16  
**Attachments:** 20161021092236284.pdf

Attached is the invoice copy you requested.

Please let me know if your mailing address has changed and I will update our records.

Have a wonderful day!



**Sandy Pagano**  
Accounting Clerk

800-888-9136 x1208 | f 850-877-9327  
100 Four Points Way | Tallahassee FL 32305

**MYFUELMASTER.COM**

**From:** George Aviles [mailto:gaviles@nassaucountyfl.com]  
**Sent:** Friday, October 21, 2016 9:14 AM  
**To:** Sandy Pagano <spagano@syntech-fuelmaster.com>  
**Cc:** Scott Herring <sherring@nassaucountyfl.com>; Shelley Caldwell <scaldwell@nassaucountyfl.com>; David Hearn <dhearn@nassaucountyfl.com>; Jennifer Kirkland <jkirkland@nassaucountyfl.com>  
**Subject:** SYN-TECH SYSTEMS INC's INVOICE 132508 DATED 08-30-16

Good Morning Ms. Pagano,

Request you e-mail Invoice 132508 dated 08-30-16 for FY 2017.

Thank you,  
George Aviles Jr., Office Manager  
Nassau County Road & Bridge Dept Florida  
Phone: (904) 530-6175 Ext. 6177 Fax: (904) 845-3613  
Email: [gaviles@nassaucountyfl.com](mailto:gaviles@nassaucountyfl.com)

**Road Dept starts Regular Schedule Monday, September 5, 2016.**

**Yards Hours of Operations Monday thru Friday 07:30 AM to 4 PM**

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, please do not send electronic mail to this entity. Instead, please contact this office by phone or in writing.