

Business Information Systems, Inc.

FTR Digital Recording System Annual Support Agreement

Between:

Business Information Systems
1350 N.E. 56th Street
Fort Lauderdale, FL 33334

And:

Nassau County Clerks Office
Attn: Pat Goodall
P. O. Box 4000
Fernandina Beach, FL 32035

Business Information Systems, Inc. or its appointed service representative agrees to provide support and maintenance services for the software 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 twelve (12) months from the effective date. Either party upon written receipt, with a ninety 90-day notice, may cancel this agreement.
- b. The agreement entitles the USER to 24 hours per day, 7 days per week unlimited telephone support and on-sight support Monday – Friday 8:00AM – 5:00PM Eastern Standard Time on covered items. Response time shall be a maximum of five (5) hours after receipt of customer call for support, except in cases beyond our control, (bad weather / act of god.)
- c. Support is available 24 hours a day 365 days a year for non-covered items at BISI published hourly rates. Response time for this service is at BISI discretion.
- d. This support agreement is for the USERS current software version. Any changes or enhancements will be billed for additionally. The USER is not obligated to upgrade since support service is available for previous versions.
- e. Continual support and training is included under this agreement. Training of personnel for upgrades and enhancements will be charged for at an hourly rate of \$150.00 (one-hour minimum). New personnel or retraining if requested will be performed at no charge under this agreement.
- f. Charges for maintenance and support for reasons outside of BISI 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 resulting in corruption of BISI software setup/configuration shall be billed at BISI published rates.

2. 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.

3. Confidentiality

- a. Business Information System 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.

4. **Payment**

- a. Invoices shall be sent once per year and payment shall be due in full upon receipt.
- b. Invoices shall include all applicable taxes.
- c. Late charges will be assessed at the rate of one and one-half (1-1/2%) per month on invoices over 30 days.
- d. 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.

5. **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.

6. **Covered Equipment**

- 1 - FTR Reporter Recording Software
- 1 - FTR Player Plus - Playback Software
- 3 - FTR Footpedals
- 1 - MX4 Mixer
- 1 - FTR Save to Tape
- 1 - FTR Tape Duplication Unit


Support Agreement Date: 12/28/01 - 12/27/02

Annual Support Agreement Cost: \$ 1,079.16

The terms and conditions stated herein form the complete agreement between the parties.

Accepted by:

Business Information Systems, Inc.



By:

Pres.

Title:

6/11/01

Date:

Nassau County Clerk



By:

Clerk of Circuit Court

Title:

6/7/01

Date:



J. M. "CHIP" OXLEY, JR.
Clerk of Circuit and County Courts
Nassau County
Post Office Box 456
Fernandina Beach, Florida 32035-0456
Phones: (904) 321-5700 (800) 958-3496
Callahan-Hilliard (904) 879-1029



June 6, 2001

Ms. Christine Shea
Service Coordinator
Business Information Systems
1350 N.E. 56th Street
Suite 300
Fort Lauderdale, FL 33334

Dear Ms. Shea:

Enclosed is the Service and Support Agreement renewal executed by me for the FTR Gold Digital Recording System.

Please have said Agreement executed by the appropriate representative of your firm and return the original to me for our files.

Thank you for your attention to this matter.

Sincerely yours,

J. M. "Chip" Oxley, Jr.
Ex-Officio Clerk

JMO:jb

BIS

BUSINESS INFORMATION SYSTEMS

Digital Recording
SINCE 1982

SALES • SERVICE • SOFTWARE • SUPPORT

May 17, 2001

Nassau County Clerk
Attn: Pat Goodall, Finance Dept.
P. O. Box 4000
Fernandina Beach, FL 32035

Dear Pat,

Please find enclosed a complete Service and Support Agreement renewal your consideration. If you would like to implement the agreement simply sign and fax to 877-858-5611 or call me if you have any questions. Without an agreement in place our normal charges will be in effect.

Thanks again for your business and let me know of your decision soon. I am enclosing some service information for your convenience.

Best Regards,


Christine Shea
Service Coordinator
800-834-7674 x2086

RECEIVED
CLERK'S
FINANCIAL SERVICES
NASSAU COUNTY, FL

2001 JUN -4 P 12:11

HEADQUARTERS: 1350 N.E. 56TH STREET, SUITE 300 • FORT LAUDERDALE, FL 33334
BRANCH OFFICES: MICHIGAN • OHIO • INDIANA • WEST VIRGINIA • GEORGIA
800.834.7674 • WWW.MISBIS.COM • E-MAIL: SALES@MISBIS.COM • FAX 877.858.5611



BIS Service & Support Benefits

- 24-hour, 365-days per year telephone support
- Routine on-site technical service
- All parts are covered under the agreement.
- Emergency parts will be shipped overnight.
- BIS provides loan equipment whenever necessary.
- Additional training provided for staff members when requested by the customer at no charge.

Business Information Systems, Inc.

SERVICE CALL PROCEDURE

FTR Digital Court Reporting System

Any problems with the FTR system should be reported immediately to BIS. All calls should be placed at this number:

800-715-1234

During normal working hours (8:00am – 5:00pm) Monday thru Friday you should be connected directly to the service coordinator. Any problems should be responded to within 30 minutes by the service staff. Should BIS elect to send a service technician on-site to perform tests or repairs, the service coordinator will notify you when to expect the on-site technician. If you have a system down condition you should be left on the line with the service coordinator until you are connected to the assigned support technician.

AFTER HOURS PROCEDURE

(After 5:00pm until 8:00am Monday thru Friday)
(Weekends and Holidays)

****All Calls should still be placed to 800-715-1234**

However, during this time the number is being handled by an after hours service which is responsible for notifying the on-call technician. This usually means that the technician will return your call within 30 minutes. It is important that you leave your name and number with the operator.

SERVICE FOLLOW-UP

All calls for service on this system should result in a faxed service follow-up advising you of completion of the call within 24 hours of the time repair is finished.

If at any time you are dissatisfied with the handling of service on this system please notify:

Greg Shea
Service Supervisor
800-715-1234

BIS **2001 HOLIDAY SCHEDULE**

Holiday	Day and Date Observed
New Year's Day	Monday, January 1, 2001
Martin Luther King Jr., Day	Monday, January 15, 2001
President's Day	Monday, February 19, 2001
Memorial Day	Monday, May 28, 2001
Independence Day	Wednesday, July 4, 2001
Labor Day	Monday, September 3, 2001
Thanksgiving Day	Thursday, November 22, 2001
Observance of Veterans Day	Friday, November 23, 2001
Observance of Columbus Day	Monday, December 24, 2001
Christmas Day	Tuesday, December 25, 2001

Business Information Systems, Inc.

FTR Gold Recording System Service Rates

EFFECTIVE: April 1, 2001

BUSINESS HOURS: Monday thru Friday, 8:00am – 5:00pm

Telephone Support - \$150.00/hour (1 hour minimum)
On-site Technician - \$150.00/hour (2 hour minimum)

TRAVEL TIME - \$100 PER HOUR

AFTER HOURS: Monday thru Friday, 5:01pm – 7:59am
Weekends and Holidays – anytime

Telephone Support - \$225.00/hour (1 hour minimum)
On-site Technician - \$225.00/hour (2 hour minimum)

TRAVEL TIME - \$100 PER HOUR

*Some on-site work may require travel expenses such as air, hotel, auto.
Anytime these charges are to be incurred, the institution must be advised in advance.

SPECIAL NOTE: BIS requires a purchase order for each call or a blanket purchase order for the institution. Terms of payment must be net 10 days.

All parts charges are based on current manufacturer prices.