

BOARD OF COUNTY COMMISSIONERS
SARPY COUNTY, NEBRASKA

RESOLUTION APPROVING SERVICE AGREEMENT FOR AUDIO/VISUAL EQUIPMENT

WHEREAS, pursuant to Neb. Rev. Stat. §23-104 (Reissue 2012), the County has the power to do all acts in relation to the concerns of the County necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 2012), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, Sarpy County has an ongoing need for maintenance services for various audio visual equipment; and,

WHEREAS, Sarpy County's contract for these maintenance services with Conference Technologies, Inc is due to expire on or about January 30, 2014; and,

WHEREAS, Conference Technologies, Inc. has the expertise and ability to provide such services and it is in the best interests of the citizens of Sarpy County to renew an agreement with Conference Technologies, Inc. for a one year term commencing February 1, 2014 through January 31, 2015, per the attached agreement.

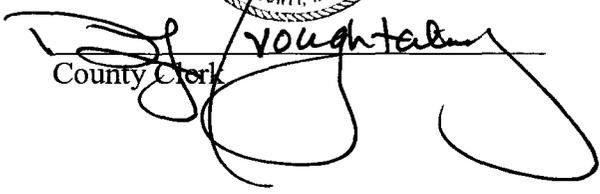
NOW, THEREFORE, BE IT RESOLVED BY THE SARPY COUNTY BOARD OF COMMISSIONERS THAT the Chairman of this Board, together with the County Clerk, is hereby authorized to execute on behalf of this Board the Service Agreement for the provision of maintenance services for various audio visual equipment with Conference Technologies, Inc. for a one year term commencing February 1, 2014 through January 31, 2015, a copy of which is attached, and any other related documents, the same being approved by the Board.

The above Resolution was approved by a vote of the Sarpy County Board of Commissioners at a public meeting duly held in accordance with applicable law on the 7th day of January 2014.

Attest
SEAL




Sarpy County Board Chairman


County Clerk

Sarpy County Purchasing Department

SARPY COUNTY COURTHOUSE
1210 GOLDEN GATE DRIVE SUITE 1220
PAPILLION, NE 68046



Brian Hanson, Purchasing Agent
(402) 593-2349

Debby Peoples, Asst. Purchasing Agent
(402) 593-4164

Beth Garber, Senior Buyer/Contract Administrator
(402) 593-4476

Lois Spethman, Supply Clerk/Purchaser
(402) 593-2102

Memo

To: Sarpy County Board of Commissioners

From: Beth Garber

Re: A/V Service Agreements

Throughout all of the County construction projects there has been additional upgraded audio visual equipment. Equipment has been upgraded or incorporated into the boardroom, courtrooms and Sheriff's Office. It is in the best interest of the County to ensure that this equipment is maintained properly. To ensure proper maintenance the County has previous held an agreement with Conference Technologies, Inc. (CTI) for audio visual maintenance on all County owned A/V equipment. This has been very beneficial for the County as CTI has prompt customer service without any minimum service times (such as a billable two hours minimum).

Last year's agreement was for 40 hours. The County used all but 2 hours of this agreement. 20 of the hours were used though preventative maintenance measures. It is recommended that this year we hold a 25 hour plan. The two (2) unused hours from the previous year will be carried over for a total plan of 27 hours. The rate of the 25 hours is \$120/hr or \$3,000 annual. The 2 hours of carry-over have already been paid.

Please feel free to contact me with any questions.

January 2, 2014

Beth Garber

Cc: Deb Houghtaling
Mark Wayne
Scott Bovick
Brian Hanson
Gina Zaner
Barb Pousson
Connie Fairchild
Pam Ostransky
Sharee Jacobs

Beth Garber

Stephanie Westbrook

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Beth Garber

Senior Buyer/Contract Administrator
Sarpy County Purchasing Department
1210 Golden Gate Drive
Papillion, NE 68046

(402) 593-4476

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24/7 Service Agreement

For:

Sarpy County
 1210 Golden Gate Dr.
 Papillion, NE 68046
 402-593-4476

Active Dates: 02/01/2014-01/31/2015

Service Agreement Number: SA13040009

Plan Overview

Introduction

Conference Technologies, Inc.® (CTI)'s 24/7 Service Agreement not only means that you can rely on CTI to resolve any problems with the audio/visual equipment, but that CTI's trained technicians are able to resolve such problems 24 hours a day, 7 days a week. The CTI 24/7 Service Agreement covers Display Systems, Video Systems, Audio Systems, Control Systems, Lighting Systems, Rack Accessories and Furniture, and miscellaneous cables, connectors, etc. per attached equipment list. This service plan provides audio/visual technician support and engineering service support to ensure the maximum performance and reliability of the audio/visual equipment

Plan Summary

- 25 hours of technical support at the discounted rate of \$120.00 per hour. Also 2 hours from remaining hours for a total of 27 hours
- This agreement can be used for preventive maintenance.
- A monthly report will be issued to Sarpy County designate. Report will consist of hours used, hours remaining, and recommendations for replacement/repair.
- Hours will expire after 1 year. A portion (15%) of unused hours may be rolled over if the agreement is renewed for an additional term.

A/V SYSTEM SUPPORT & PREVENTATIVE MAINTENANCE AGREEMENT	
SERVICE SUPPORT PLAN LEVELS	CUSTOM AGREEMENT
Telephone Support	
Two-Hour Telephone Response	✓
Labor	
On-Site Support	✓
Same Day	✓
On-Call Field Service Engineer	✓
Programming	
Hardware/Software Version Upgrades*	✓
Replacement Parts & Components	
Parts and Labor	✓
Agreement Price	\$3,000.00
Total	\$3,000.00
Customer Initials	
System certification fee required to place system on service support plan; charged per system	\$150/hour

* Firmware updates are provided when available free of charge by the manufacturer and at the recommendation of the manufacturer and CTI

Your Service Location

OMAHA, NE:

Service Center Address: 11205 South 150th Street Suite 500, Omaha, NE 68138
Phone: 402-593-6750
Fax: 402-593-6901
Email: service@conferencetech.com
Emergency Phone Number: 1-800-743-6051

The following is applicable to all service contracts:

Travel Expenses

All locations outside CTI Office Metropolitan areas will be invoiced for travel and expenses separately based upon expenses incurred by CTI. Travel and expenses are not figured into the agreement price.

- Rates are Portal to Portal within 60 mile radius of service centers.
- Travel & Mobilization Costs Outside of 60 Mile Radius = to be billed at 75% if the standard rate.
- Air travel, car rental, lodging, per diem to be billed in addition to above costs.

Preventive Maintenance

Preventive Maintenance Service (PM) will be provided to each covered system in order to ensure reliability.

1. Diagnostics and performance checks on all equipment.
2. Testing of all input sources, video and data, alignment and convergence checks, and testing of resolution settings.
3. Checks of interdependencies of equipment.
4. On-site communication with designated representative for problem resolution.

CTI will schedule maintenance by notifying a designated contact and arranging for room availability.

Disclaimer

Conference Technologies, Inc.® will not be responsible for any problems or malfunctions that have an origin determined not to be the result of manufacturing defect or failure. Operator error, operator abuse, general misuse or neglect of equipment is not covered. Consumables are only covered in the case of manufacturer defect. Consumables such as batteries, lamps and CRT's are not included. All service calls and repairs performed to the equipment under these circumstances will be billed at current CTI labor rates and may include a rush or emergency service charge.

Agreement Renewal

This agreement is a one (1) year agreement that will be renewed annually only upon agreement by both parties. Service Support Plan renewal notices will be delivered forty-five (45) days prior to the expiration of this agreement. Upon acceptance, renewal payments must be made to CTI prior to the expiration date of this agreement to avoid system recertification fees. Multi-year Service Agreements can be negotiated at the request of the customer.

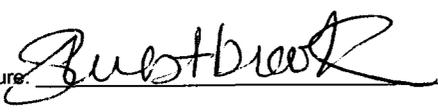
CONFERENCE TECHNOLOGIES, INC.® WILL NOT BE RESPONSIBLE FOR ANY CATASTROPHIC ACTS OF GOD OR MAN, FIRE, FLOOD OR OTHER DISASTERS. SUCH OCCURRANCES WILL VOID THIS AGREEMENT.

CONFERENCE TECHNOLOGIES, INC.® STANDARD LABOR RATES		
SERVICE DESCRIPTION	RATES	CRITERIA
On-Site Repairs		
CTI Field Service Technician: Standard	\$125/hr	Minimum 2 hours
CTI Field Service Technician: Highly Technical/Integrated Control	\$150/hr	Minimum 2 hours
After Hours Rush	\$250/hr	Minimum 2 hours
Contracted Labor		
CTI Programmer: Crestron & AMX Certified	\$110/hr	Minimum 2 hour
Installation, End User Training	\$85/hr	
Engineering and Design	\$110/hr	
Project Management	\$110/hr	
Drafting/Touchpanel/Web Design	\$85/hr	
Rental Labor		
CTI Rental Technician	\$60/hr	Minimum 1 hour
Delivery and Pick Up	\$50	
Bench Repair		
Travel and Expenses		
Lodging, Airfare, Transportation	Actual	Billed Monthly - Itemized
Meals & Incidentals	\$60/day	Per Day Rate

CONFERENCE TECHNOLOGIES, INC.® SUPPORT PLAN DETAILS	
Service Plan Number:	SA13040009
Service Support Plan Type:	Custom
Service Support Plan Price:	\$3,000.00
Purchaser:	Sarpy County
Contact Name/Phone:	Beth Garber 402-593-4476
Location of Equipment:	Sheriff's Office, Boardroom/ Conference Room in Administration, The Courts
Seller:	Conference Technologies, Inc.®
CTI Service Location Address:	11205 South 150 th Street Suite 500 Omaha, NE 68138
Start Date Effective:	02/01/14-01/31/15

Client Signature: 

Date: 1/7/14

CTI Authorized Signature: 

Date: 1/13/14