

August 4, 2016

Mr. Emmanuel Rodriguez  
Webb County  
1000 Houston Street  
Laredo, TX 78040

Subject: Preventative Maintenance Agreement

Dear Mr. Rodriguez:

Ford Audio-Video Systems, LLC (Ford AV) respectfully submits for your consideration the attached service agreement. These general recommendations are based upon our understanding of your requirements.

Please feel free to contact us with any further inquiries. We look forward to serving you.

Sincerely,

FORD AUDIO-VIDEO SYSTEMS, LLC



Christian Allen  
Customer Service Account Manager

FORD AUDIO-VIDEO SYSTEMS, LLC



Mitch Warren, P.E.  
Division Manager

Voice: 800-654-6744 ext. 2008  
E-mail: [allec@fordav.com](mailto:allec@fordav.com)  
Website: [www.fordav.com](http://www.fordav.com)

## Preventative Maintenance Agreement

With

Webb County

### A. INTRODUCTION

This AV Service Agreement (herein referred to as "Agreement") is entered into between Ford Audio Video Systems, LLC, (herein referred to as Ford AV), and Webb County (herein referred to as Customer), for the provision of services described herein subject to the terms and conditions as stated.

1. The facility:  
  
Webb County  
1000 Houston Street  
Laredo, TX 78040
2. The AV equipment to be inspected under this Agreement is listed in attachment B.
3. The Customer shall receive priority service in the event there is a failure.

### B. SCOPE OF WORK

1. Ford AV shall perform a pre-scheduled service call for the purpose of conducting routine preventative maintenance (PM) and to check the general operation of equipment. A list of the equipment to be inspected under preventative maintenance visits is listed in Attachment B. Each PM visit will be scheduled in advance with the Customer, during normal business hours, 8:00 am to 5:00 pm, Monday through Friday, and does not include expendable materials used (e.g. light bulbs, lamps, light fixture lamps, fuses, batteries, portable connection cables, etc.), system programming, or failed equipment not covered by a manufactures warranty.
2. During the PM visit Ford AV shall perform the following tests and document the results, if applicable.
  - a. Video equipment shall be visually inspected and tested for system capabilities.
  - b. Speakers and subwoofers shall be audibly inspected and tested to verify proper operation.
  - c. Amplifiers and processors shall be visually and audibly inspected and tested to verify operation.
  - d. Active audio-video inputs and outputs shall be tested and verified for correct operation.
  - e. Video projectors shall be visibly inspected and tested to verify operation. Ford AV shall check and adjust alignment, source synchronization, color and contrast, projector lens

alignment, and clean filters if applicable. Ford AV shall record and report projector lamp hours when requested.

- f. Control systems and general system checks shall include a full check of the operation of the Customers audio-video control systems. Ford AV shall refresh menu systems, clean external chassis, inspect all cables and cords, and clean all contacts.
- g. An email notice shall be sent in the event any equipment is found to be defective or improperly operating.
- h. If fees are incurred to ship AV equipment to and/or from a manufacturer or other repair facility, the shipping charges and nominal handling fees shall be billed to the Customer.
- i. Free telephone support is included.
- j. Video conferencing equipment such as codecs, cameras, and other system components are excluded from this agreement.

#### C. CUSTOMER CONTACT INFORMATION

Customer will provide the name of a person(s) authorized to answer questions and to obligate the Customer if additional services are requested or necessary. The contact will be personally available to meet with the Ford AV technicians and engineers and have adequate knowledge of the equipment and systems to be serviced. The contact person will provide access to all areas and equipment rooms requiring service. The authorized person(s) is to be listed in Attachment A.

#### D. FORD AV CONTACT INFORMATION

To initiate a request for service or to request information, refer below for Ford AV service contact information.

Service Center:  
800-654-6744  
service@fordav.com

#### E. CUSTOMER-PROVIDED SPARE EQUIPMENT

Spare parts and consumables may help expedite the repair process and Ford AV recommends that spare parts and consumables be purchased by the Customer. If purchased, spare parts shall be stored at the Customer facility. No spare equipment, parts, or consumables are included with this agreement.

#### F. NON-HIRE

Customer and Ford AV mutually agree because of the high cost of training an employee, neither party shall solicit the employment of any employee of the other party, and shall not employ any employee or any person who was an employee of other party at any time during the relationship between the parties or for a period of one (1) year following the termination of any relationship between the parties. In the event of a breach of this section, the breaching party agrees to pay the other party an amount equal to the hired employee's annual wages as an agreed upon cost to replace the employee.

G. DURATION OF AGREEMENT

The term of this agreement is for twelve (12) months beginning \_\_\_\_\_ and ending \_\_\_\_\_.

H. CALCULATION OF COSTS

1. EQUIPMENT AND MATERIALS

In the event that the Customer replaces or adds additional equipment or a piece of equipment fails and the repair is authorized by the Customer, the cost of the materials or repairs shall be separately invoiced to the Customer.

The price of equipment, materials and consumables shall be invoiced to the Customer based upon Ford AV's cost plus 20%. Cost includes freight and expenses to deliver the materials to the Customer.

Any equipment found defective during a PM inspection and applicable to the manufacturer's warranty shall be replaced or repaired under the manufacturer's warranty.

2. SERVICES PROVIDED BEYOND THE SERVICE AGREEMENT

Any services requested by the Customer beyond the scheduled PM and Service Agreement shall be invoiced individually and separately to the Customer.

Upon receiving a request from the Customer, Ford AV shall provide a technician or engineer on-site at the labor rates listed below.

The Customer shall receive a labor rate that is discounted and less than Ford AV standard rates.

The discounted labor rates are as follows:

Technician:

- |    |  |                   |
|----|--|-------------------|
| a. | On-site labor  | \$100.00 per hour |
| b. | Overtime labor (after 5:00 pm and Saturdays)             | \$150.00 per hour |
| c. | Double time labor (after 12:00 am, Sundays and Holidays) | \$200.00 per hour |
| d. | Travel time will be charged at                           | \$40.00 per trip  |
| e. | Mileage will be charged at                               | .65 per mile      |

Engineer:

- |    |  |                   |
|----|--|-------------------|
| a. | On-site labor  | \$140.00 per hour |
| b. | Overtime labor (after 5:00 pm and Saturday)              | \$210.00 per hour |
| c. | Double time labor (after 12:00 am, Sundays and Holidays) | \$280.00 per hour |
| d. | Travel time will be charged at                           | \$60.00 per trip  |
| e. | Mileage will be charged at                               | .65 per mile      |

4. TRAVEL

In the event a technician or engineer is required from another Ford AV service location, air fare,

lodging, per diem and transportation will be charged. Ford AV shall obtain prior approval from the Customer before authorizing additional travel expenses.

5. OTHER EXPENSES

If scaffolding, lifts, or other miscellaneous rentals or expenses are required to perform any non-warranty work, Ford AV shall obtain Customer's approval prior to providing the equipment.

6. OTHER WORK PERFORMED

At the request of the Customer, Ford AV shall perform engineering, installation, and service of audio, video, and lighting systems that are outside the scope of this agreement. All work shall be invoiced separately.

I. COSTS

1. One (1) Year Preventative Maintenance Agreement – Two (2) Visits per Year

AV Service Agreement - **\$1,956.00**

TAXES: All taxes are the responsibility of the Customer. If a tax is charged to Ford AV, the Customer will be responsible for reimbursing Ford AV for this cost.

2. If scaffolding, lifts, or other miscellaneous rentals or expenses are required to perform any non-warranty work, Ford AV will obtain the Customer's approval prior to providing the equipment.

3. If a service technician is required for emergency service, the service call shall be invoiced at the rates listed in section H.

4. Additional on-site labor will be invoiced in a one hour minimum.

Thank you for the opportunity to submit this preventative maintenance agreement. Please call me if you would like further explanation of anything contained in this Agreement.

Sincerely,

FORD AUDIO-VIDEO SYSTEMS, LLC



Christian Allen  
Customer Service Account Manager

Voice: 800-654-6744 ext. 2008

E-mail: allec@fordav.com

Website: www.fordav.com

**AGREEMENT FOR PREVENTATIVE MAINTENANCE SERVICES**

**with**

**WEBB COUNTY**

**and**

**FORD AUDIO-VIDEO SYSTEMS, LLC**

The price for the services described in Section B of this agreement is: **\$1,956.00**

1. **TERMS**

- a. Payment is due, in full, upon receipt of invoice.

Submitted By:

FORD AUDIO-VIDEO SYSTEMS, LLC

Accepted By:

WEBB COUNTY

\_\_\_\_\_  
Christian Allen  
Customer Service Account Manager

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Mitch Warren, P.E.  
Division Manager

\_\_\_\_\_  
Printed Name & Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**ATTACHMENT A – Customer-Authorized Personnel**

Customer-authorized personnel to request service:

Name	Phone	Email Address

**ATTACHMENT B – Equipment List**

QTY:	MANUF:	PART NUMBER	DESCRIPTION
<b>Job#: 1307317 WEBB COUNTY COURTHOUSE SCC Date 9/20/2013</b>			
1	AJA	3GDA	AMP,RECLOCKING VIDEO 3CH DA
1	AJA	FS1	CONV,SD/HD AUD/VID FRAME
2	AJA	KIPRORACK	NEW-RACKMOUNT DIGITAL FILE REC
4	AJA	KISTOR250	RECO,250GB HDD STARAGE MODULE
2	AJA	R20DA	AMP.DA,1X8, SDI
1	APAN	US3000	VIDE,SCALER,VIDEO
5	BIAM	AEC-2HD	CARD,2 CHNL,ECHO CANCELING
1	BIAM	AUDIAFLXCM	DSP,AUDIA FLEX CHASSIS W/COBRA
1	BIAM	IP-2	CARD,2 CHAN INPUT,AUDIAFLEX
3	BIAM	OP2E	CARD,2CHAN MIC/LINE OUTPUT,INS
1	BIAM	TI-2	CARD,2CH,TELEPHONE,INTERFACE C
3	BLAC	HDLSMTVDUO	HDL SMTVDUO DUO INTEL SDI
1	COMP	COMPACTCG	BRDCST GRPH SYST;HDSDI,SING.CH
1	CRES	CNX-B8-W-T	AV,KEYPAD,8BUTT,WHITE
1	CRES	CP3	CONTROL SYSTEM, OVER
1	CRES	DM-MD8X8	AV,DM,MEDIA DISTRIBUTION CTR
3	CRES	DMC-C	CARD,DM,IN:2 8GSTP,2POE,1HDMI
1	CRES	DMC-HD	CARD,DM,IN:1,HDMI,1USB,AUDIO
1	CRES	DMC-SDI	CARD,SDI INPUT FOR DM SWITCHER
1	CRES	DMCO-33	CARD, DM OUTPUT, 4 HDMI
1	CRES	DMCO-55	CARD,4 DM 2 HDMI OUTPUT,8G
2	CRES	DMCVIDRCAA	CARD, INPUT, RCA
3	CRES	DMRMCSALE	RECE, DM, 8G+, W/ SCALER
1	CRES	DMTX200C2G	ACCE,DM 8G+ WALL PLATE TX
2	CRES	DMTX201C	TRAN,DM,HDMI + RGB INPUTS
1	CRES	TSW1050BS	DISP,TOU,10" BLACK, SMOOTH
1	CRES	TSW1050TKB	ACCE,DOCK STATION TABLE TOP KI
2	EXTR	60-583-11	AV,MNT FRM,1GNG,MAAP,CPM101 BK
1	EXTR	60-692-20	AV,AUDIO,DA,DA6
1	KRAM	VM-8H	AMP.DA,1:8 HDMI DA
1	LG	24EN33VW-B	DISP,LED,23.6",1920X1080P
2	LG	60PN530P	DISP.PLA,60",TV,1080P,2YR WARR
5	LG	E2210T-BN	DISP,22"LED,1680X1050 50K,DVID
1	NETG	FS726TPNA	DATA,24PORT,10/100,POE
1	PANA	AV-HS410	COMPACT LIVE SWITCHER
4	PANA	AW-HE60SN	CAME,PTZ,HD/SDI,RS422,IP CONTR
1	PANA	AWRP50NJ	ACCE,CONTROLLER,PTZ CAMERA
1	SHUR	MX418SE/C	MIC,18"GOOSENECK,SIDE EXT CBL
1	SONY	BDPS3100	BLU,DVD,1080P,HD VIDEO