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**SOUTHWEST SOLUTIONS GROUP**  
*business efficiency systems*

**SERVICE AGREEMENT PROGRAM**

Webb County  
1110 Washington St.  
Laredo, TX 78042  
Webb County Offices

**COVERED ITEMS**

We propose to furnish the materials and perform the labor necessary for the completion of the Scheduled Maintenance & Service Program on system(s):

(1) GET PO FOR ORDERING PARTS

Serviceable Item	Serial Number	Manufacturer	Product Type	Location
366	30762	KardexRemstar Inc	Vertical Carousel-Lektriever	Lektriever-Public Defender Office

**SERVICE LEVEL OPTIONS**

Platinum Plan (Preventative Maintenance, Labor, and Discounted Parts Program)

- \* Two scheduled Preventative Maintenance inspections per year.
- \* Covers 100% of all Labor Service charges for repairs.
- \* 25% discount for all parts required as a result of normal wear & tear.  
Does not include operator error or misuse.
- \* Subject to the availability of parts.
- \* Additional investment required for repairs performed outside of normal business hours.

Annual Investment to insure the safety of your equipment:

Program effective dates: 10/1/21 through 9/30/22

**\$1,482.64**

For Extended Agreements we will apply a 5% discount on a 2 year price total and 10% discount on a 3 year price total. A one-time in-full payment is required to receive the discounted rate.

Southwest Solutions Group would like to thank you for the opportunity to serve you and our team looks forward to serving you in other areas, please visit our website at [www.southwestsolutions.com](http://www.southwestsolutions.com) for more products & services.

Sincerely,  
Chelsea Brown  
Direct: 972-331-8876  
Cell: 214-998-0045  
Fax: 888-980-8177  
[chelseabrown@southwestsolutions.com](mailto:chelseabrown@southwestsolutions.com)

ARGIE R. IBARRA  
COUNTY CLERK  
FILED  
2021 OCT 15 PM 3:04  
WEBB COUNTY, TEXAS  
BY REP DEPUTY



**ACCEPTANCE PAGE FOR SERVICE AGREEMENT**

Webb County, Webb County Offices

When accepted please **CHECK** the option of choice, authorize below, and return a copy to Southwest Solutions Group via email [chelseabrown@southwestsolutions.com](mailto:chelseabrown@southwestsolutions.com) or via fax (888) 980-8177 to the attention of CHELSEA BROWN, please retain original for your records. **Payment terms are Net 30.**

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Bill-To Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zipcode: \_\_\_\_\_

Purchase Order # if appropriate: \_\_\_\_\_

Attention Accounts Payable: \_\_\_\_\_

If paying by Visa, Master Card, or American Express:

Full Name on Card: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

**OTHER NOTES**

Preventative Maintenance, Service and Repair calls are provided during Southwest Solutions Group's normal work hours Monday - Friday, excluding holidays.

This Agreement does not cover repairs for damages caused by acts of God, vandalism or misuse. Southwest Solutions Group is not responsible for delays or failure to furnish parts or service caused by acts of God, labor unrest, failure of transport or operational errors and causes beyond the control of Southwest Solutions Group.

To help ensure proper operation, you should perform all routine periodic housekeeping duties as outlined in your system's operating manual. You must ensure no foreign matter or debris falls into areas that may hinder normal operation of the equipment, resulting in equipment failure.

Coverage under this Agreement will be voided if the equipment is dismantled, relocated or substantially modified without prior approval from Southwest Solutions Group.

**SOUTHWEST SOLUTIONS GROUP**

By: Chelsea Brown  
Name: Chelsea Brown  
Title: Service Agreement Administrator  
Date: October 12, 2021

**WEBB COUNTY, TEXAS**

[Signature]  
**TANO E. FIERINA**  
**WEBB COUNTY JUDGE**

Date: October 13, 2021

**ATTESTED:**

[Signature]  
**Margie Ramirez-Ibarra**  
**Webb County Clerk**

**APPROVED AS TO FORM:**

[Signature]  
**Ray Rodriguez, Asst. General Counsel**  
**Webb County Civil Legal Division**

\*By law, this office may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval of their own respective attorney(s).

Passed and approved by the Webb County Commissioners Court on September 27th, 2021; Item No. 10 Approval of Public Def. Lektiever Maint.K. 2021-22.