

County Commission

400 East Locust Street
Union, MO 63084
http://www.franklinmo.org/

Regular Meeting Minutes

Tuesday, January 7, 2025 10:00 AM Commission Chambers

Opening

I. Call to Order

Attendee Name	Present	Absent
Tim Brinker, Presiding Commissioner	X	
Paul Overschmidt, First District Commissioner	X	
Ken Cox, Second District Commissioner	X	
Mark Piontek, County Counselor	X	
Amanda Jasper, Executive Administrative Assistant	X	
Jeff Titter, 911/Communications Director	X	
Abe Cook, EMA Director	X	
Mary Jo Straatmann, Public Administrator	X	
Dawn Mentz, Assessor	X	
Jim Grutsch, Highway Administrator	X	
Lisa Smart, Recorder	X	
Sharon Gaare, Deputy Auditor	X	

II. 1st Term of Court

- a. Petition for Vacation of Subdivision Road
- Attorney Brandon Bardot mentioned a correction in the Petition in that it should be corrected to "Stickney".
- Noone spoke in favor or in opposition.

III. Minutes Approval

a. January 2, 2025 (public hearing)

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

b. January 2, 2025

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

IV. Public Request for Discussion/Action – NONE

V. Action Items

a. COMMISSION ORDER 2025-06 Vacation of Subdivision Road In the matter of accepting and approving a Petition for

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

b. COMMISSION ORDER 2025-07 In the matter of approving and authorizing execution of an Agreement for Dispatching Services for Law Enforcement with the City of New Haven

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			\boxtimes
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

c. COMMISSION ORDER 2025-08 In the matter of establishing the 2025 Per Diem and Travel Reimbursement Rates for Franklin County

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

d. COMMISSION ORDER 2025-09 In the matter of adjustment of Tax Charges on Personal Property Tax Book for the year 2024 & prior to Doug Trentmann, Collector of Revenue for Franklin County

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

e. COMMISSION ORDER 2025-10 In the matter of Special Road & Bridge Funds due to the City of Pacific

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	\boxtimes
Ken Cox, Second District Commissioner	X		X

f. COMMISSION ORDER 2025-11 listed thereon

In the matter of approving the Consent Agenda and all items

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X

VI. Discussion Items and Reports

- a. Elected Official and Departmental Reports (as needed)
- Abe Cook, EMA Director, gave an update on communications and emergency lines after a winter storm hit over the weekend.
- Jim Grutsch, Highway Administrator, gave an update on road conditions and snow removal.
- b. Commission Discussion
- Tim Brinker, Presiding Commissioner, thanked 911/Communications, EMA and Highway Departments for all their hard work during the winter storm.

VII. Years of Service / Retirement Recognition – NONE

VIII. Adjournment

Meeting adjourned at 10:14 a.m.

Voter Name	Motion	Second	Aye
Tim Brinker, Presiding Commissioner			X
Paul Overschmidt, First District Commissioner		X	X
Ken Cox, Second District Commissioner	X		X



County Commission

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WORKSHOP Meeting Minutes

Thursday, January 9, 2025 10:00 AM Commission Chambers

I. Call to Order

Attendee Name	Present	Absent
Tim Brinker, Presiding Commissioner	X	
Paul Overschmidt, First District Commissioner	X	
Ken Cox, Second District Commissioner	X	
Mark Piontek, County Counselor	X	
Amanda Jasper, Executive Administrative Assistant	X	
Scottie Eagan, Planning Director	X	
Crystal Holdmeier, Planning & Zoning	X	
Jason Machelett, Planning & Zoning	X	
Jim Grutsch, Highway Administrator	X	

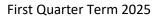
II. Discussion

- a. A discussion was held regarding shipping containers; Mark Piontek and Scottie Eagan will discuss verbiage further and follow-up.
- b. A discussion was held regarding the Commission Meeting Agenda.
- c. Jim Grutsch, Highway Administrator, gave an update on road conditions/snow removal.

III. Adjournment

Meeting adjourned at 10:34 a.m.

Commissioner of 2nd District





COMMISSION ORDER

STATE OF MISSOURI County of Franklin ss.	Tuesday, January 14, 2025 Contract/Agreement
IN THE MATTER OF APPROVING AND AUTHORIZING EXECUTION OF A CASH SALE AGREEMENT AND MAINTENANCE AGREEMENT FROM GFI DIGITAL FOR THE PURCHASE OF A NEW PRINTER/SCANNER/COPIER FOR FRANKLIN COUNTY 911/COMMUNICATIONS	
WHEREAS, Franklin County 911/Communications is in need of a	new printer; and
WHEREAS, GFI Digital submitted a Cash Sale Agreement to Frank \$3,915.18 for the cost of a new Printer/Scanner/Copier and a Macost for black & white and color copies as shown in the contract reference herein; and	aintenance Agreement to include a monthly
WHEREAS, the Franklin County Commission hereby finds and det Franklin County to approve and authorize execution of the Cash S Printer/Scanner/Copier and Maintenance Agreement from GFI D	Sale Agreement for the purchase of a new
IT IS THEREFORE ORDERED by the Franklin County Commission to Printer/Scanner/Copier from GFI Digital is hereby accepted and a Director, is authorized to execute any and all documents as may comply with the intent of this Order, for and on behalf of the County C	approved and that Jeff Titter, Communications be necessary or desirable to carry out and
IT IS FURTHER ORDERED that a copy of this Order be provided to Director; Melissa Dahms, 911/Communications; Sam Houttin, 91 Director; Angela Gibson, Auditor; and to Lynne Maloney, Accoun	1/Communications; Shakara Bray, Purchasing
-	Presiding Commissioner
	Commissioner of 1 st District

COMMISSION ORDER PRECERTIFICATION FORM

Please return this completed form to the Purchasing Department to make a request for solicitation, contract, or contract renewal for the expenditure of funds.

Date: <u>01/07/2025</u>

documents.)

Official/Appointed Requestor: Jeff	<u>Titter</u>		
Name of item/service requesting:	Sharp BP 50C45 Printe	er/Copier/Scanner	
(Proposed specifications/contract	documents/quotes sh	ould be attached to	form)
Budget Information: List the accou	unt(s) and estimated a	mount(s) used to m	ake the purchase.
Account <u>622-623-651104</u>		Estimated Amou \$3,915.1	
Auditor approval of funds:			
Purchasing Director approval:	hakara Bray		_Date: <u>1-7-2025</u>
-	New Contract	Renew Existing	
Attached solicitation information	and no:		
Previous Commission Order numb	er if applicable:		
Cooperative Agreement Number/	Information:		
Notes:			
Date of Agenda for Commission ap	 pproval:		
(Attached is all corresponding info			



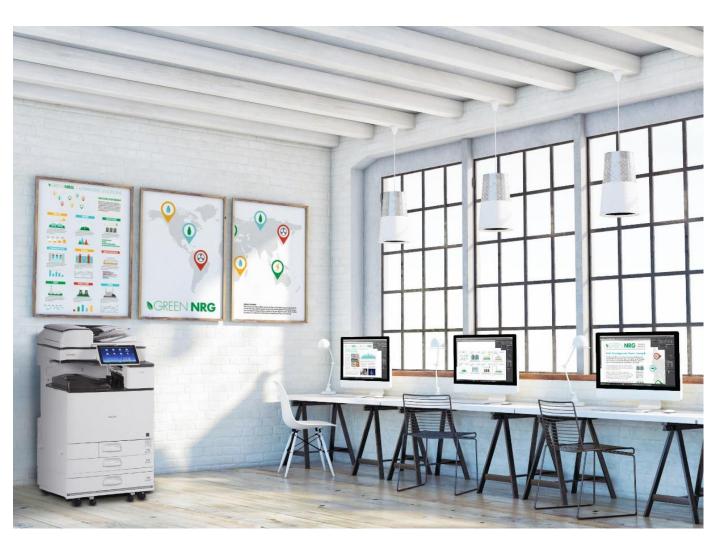
WE MAKE TECHNOLOGY SIMPLE.

COPIERS & PRINTERS

MANAGED PRINT SERVICES

MANAGED NETWORK SERVICES

ADVANCED TECHNOLOGY



PREPARED FOR:

Franklin County
Emergency
Management
Agency

SUBMITTED BY:

Connor Arcobasso
Sales Rep
carcobasso@gfidigital.com

OUR STORY

From a humble beginning in 1999, GFI Digital has grown into the industry leader in office technology.

Founder & President Bruce Gibbs says our commitment to service is what sets us apart. We've hand selected the best service, sales, and implementation teams in the industry and continue to grow with these principles.

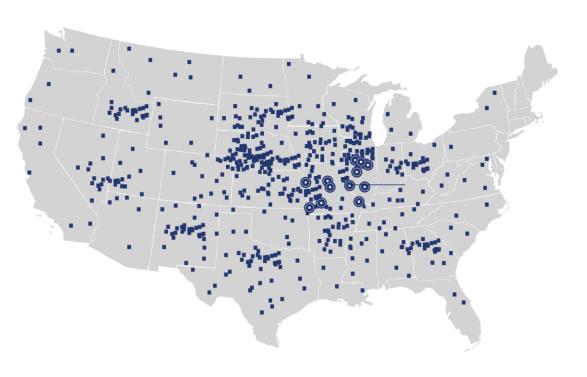


BRUCE GIBBS FOUNDER & PRESIDENT

"Our Mission is to Develop and Support Our Customers and Employees through Our Commitment to Service Excellence."

Corporate Headquarters St. Louis, MO

St. Louis, MO
Jefferson City, MO
Columbia, MO
Kansas City, KS
Champaign, IL
Mount Vernon, IL
Springfield, IL
Cape Girardeau, MO
Springfield, MO
Joplin, MO
Bloomington, IL
Peoria, IL





OUR SOLUTIONS.

Since 1999 we have been committed to service excellence. Our priority is finding the right people, partners, and solutions for our customers.

We Make Technology Simple.

As an industry leader we have the capability to be your one vendor solution for all of your office technology needs.





Office Equipment

Offering two of the leading copier brands in the industry means we know how to find the right fit for your office environment. Each product line provides unique features to meet your printing & scanning needs.

Our goal is to make your life easier!

SHARP

RICOH



Advanced Technology

Our engineers are the best in the business.

They have the tenure required to consult, design, implement, and support even the most advanced technology projects. Services include Networking, Data Center, Security, Backup & Disaster Recovery, and Applications.















Managed Print

Increase productivity & reduce the cost of printing by discovering how GFI Digital can be your one-vendor solution for service, supplies, and maintenance. Our automated system ensures you'll have toner, supplies, and support when you need it for optimal efficiency.



Managed Network

Our customizable programs range from enterprise-level IT support to supplying a completely outsourced IT department.

Our team of experts provide help desk service and 24/7 monitoring to ensure network uptime so you can focus on running your business,

NOT your Technology.

DIGITALNET





ACCREDITATIONS

Recognition

- Pro's Elite Dealer O
- Top Places to Work St. Louis Post Dispatch
- Ricoh RFG Circle of Excellence Certified Dealership
- Sharp Hyakuman Kai Elite for Outstanding Sales Achievement
- U.S. Bank Top Level Elite Award

PROSELITE GROUP The Profitability Improvement Specialists

Certifications

- EFI/Fiery Certified: Fiery Channel Incentive Platinum Partner
- CompTIA A+ Certified
- Microsoft Certified
- Certified HPE Business Partner
- Certified Cisco Partner
- Certified VMWARE Partner
- Certified DellEMC Partner



Trusted Reliability















Award-Winning















PURPOSE FOR UPGRADE

- The Updated Solution!
- Providing a reliable multi-functional machine
- Copy, print, scan, and fax capabilities
- Updated Technology
- High quality output
- Optimize Workflow
- Smart Operation Panel
- Document Server
- © Free Helpdesk assistance
- Save time and money by utilizing GFI's skilled IT professionals for printer troubleshooting
- Comprehensive service from the #1 dealership in the country
- o 2.6 hours Emergency Response Time
- Total Call Procedure ensures that the machines are fixed correctly the first time to increase uptime
- Streamline toner replenishment
- O Save time because when the machine is low, we drop ship toner with no extra charge



PROPOSED SOLUTION

Qty	Model	Description
1	Sharp BP 50C36	36ppm – 3 paper trays & internal staple finisher
	NASPO #140603	



Purchase Price
60 Month Lease \$1 Buyout
BW 3000 x .0089
C 1500 x .0524

\$3559.09 \$204.21

Program includes all maintenance, all parts, all labor, all toner (color and black) all preventative maintenance calls and emergency calls on-site. Service calls will be performed on-site and within an average of 4 business hours' response time. All service will be provided by GFI Digital manufacturer trained service personnel. Business hours are from 8:00am-5:00pm, Monday through Friday.

Additionally, unlimited helpdesk support for IT related print and scan issues is included. Delivery, installation, connectivity, and training are included.



PROPOSED SOLUTION

Qty	Model	Description
1	Sharp BP 50C45	45ppm – 3 paper trays & internal staple finisher
	NASPO #140603	



Purchase Price
60 Month Lease \$1 Buyout
BW 3000 x .0089
C 1500 x .0524

\$3915.18 \$214.10

Program includes all maintenance, all parts, all labor, all toner (color and black) all preventative maintenance calls and emergency calls on-site. Service calls will be performed on-site and within an average of 4 business hours' response time. All service will be provided by GFI Digital manufacturer trained service personnel. Business hours are from 8:00am-5:00pm, Monday through Friday.

Additionally, unlimited helpdesk support for IT related print and scan issues is included. Delivery, installation, connectivity, and training are included.

TOTAL CALL PROCEDURE



Always make sure the customer is 100% satisfied. If at any point they are not, immediately notify your manager!

CALL AHEAD

- 1. Call customer as soon as possible once receiving call (within a half hour or less).
- 2. Speak to the person who placed the call and try and help customer over the phone. Phone fix if possible.
- 3. Give customer a reasonable ETA (4 hours or less).
- 4. If ETA cannot be agreed upon call manager immediately to redistribute call load.

DISPATCH

- 1. Prior to dispatching, review service history and determine parts needed to avoid incomplete calls.
- 2. Fill out service daily neatly and accurately (include contact names).
- 3. Dispatch to call via Remote Tech.

ARRIVE

- 1. Arrive at call via Remote Tech. Fill out and review contact information on service daily.
- 2. Gather parts and tools required to do the call (don't forget vacuum cleaner!!!).
- 3. Present business card to customer and politely introduce yourself.
- 4. Review service issues with person who placed the call. If possible have them run the job that they were having an issue with. Collect all information and samples possible.

SERVICE

- 1. Check ID tag and serial number of machine. Verify they match the information in Remote Tech.
- 2. Print out and review service logs. Check PM, JAM, and TROUBLE counters.
- 3. Duplicate and fix service issue.
- 4. Perform preventive maintenance if needed. Avoid scheduling PM's if possible!! You and the customer are better off if you can do maintenance at the time of the original call.
- 5. Clean and inspect the following on every service call: ADF, OPTICS, PROCESS UNIT, FUSER, PAPER FEED & PAPER PATH, PAPER TRAYS, FINISHER, and MACHINE EXTERIOR. Take extra care to make sure the machine looks clean.
- 6. Check and fill paper trays. Empty the waste toner.
- 7. Test all functions of machine including all paper sources and finishing options. Test copy quality using test charts.
- 8. Neatly and accurately fill out service log and clear jam and trouble counters.
- 9. Always make sure your work area is left clean of any parts, paper, and especially toner spills.

REVIEW

- 1. Review service call with customer and get signature on service daily/charge ticket.
- 2. Find out if the customer has any other service issues.
- 3. Have the customer run the machine to verify they are satisfied.
- 4. Check customer supplies and return any extra to GFI.
- 5. If you must incomplete the call for any reason, call manager to discuss and approve, then give customer an ETA when you expect to return to complete repairs.

COMPLETE

- 1. Fill out service daily completely. Make sure meters and parts/supply numbers are filled in neatly and accurately (Circle any number not closed in Remote Tech).
- 2. Close out call via Remote Tech to include: problem and repair codes, odometer readings, all parts/supplies used or needed and accurate meter reads. Meters must be entered accurately at all times (inform dispatch of any meter rolls).
- 3. Prepare to dispatch to next call.

FOLLOW UP

- 1. Immediately inform manager on any potential problems with equipment or unsatisfied customers.
- 2. Follow up with parts department on any parts orders, which you have not received within 3 days.
- 3. Keep your manager informed on parts status for incomplete calls, and any other service issues, that can affect the customer and your ability to provide service beyond.
- 4. Follow up with customer and manager on any delay in repairing equipment, and any intermittent service issues.

PERFORMANCE BOND

GFI Digital will credit your account \$50.00 if our average response time for emergency service calls exceed 4 hours.

GFI Digital guarantees your leased Copier or Facsimile will perform for the term of your lease and if repairs cannot be made

GFI Digital will replace your equipment with a unit of similar capabilities.

GFI Digital will provide operator training at installation and, at no charge, additional training as needed.

GFI Digital will stock adequate inventories of parts and supplies for your equipment.

GFI Digital asks that you as the customer use the equipment within the manufacturer's specifications, maintain said equipment under full maintenance/supply programs by us, keep your account current, and notify GFI Inc. President, Bruce Gibbs, in writing within 15 days of any violations of this Performance Bond by GFI Digital.

Customer Signature	GFI Digital, Inc.		
Date	Date		

MAINTENANCE AGREEMENT

Maintenance pricing includes all of the following: (staples and paper are excluded from the contract)

- Toner
- Drums
- On site Maintenance
- Preventative Maintenance
- All Parts
- Replacement of loaner equipment in the event of machine failure
- 4 hour response time
- All service will be provided by GFI Digital manufacturer trained service personnel
- 8:00 am to 5:00pm service, Monday through Friday
- Unlimited Helpdesk support



IT INSTALLATION SURVEY

1. Customer Site Information		Make/Mod	lel:			
Customer Name:		IT Contact	Name:			
Customer Contact Name:		IT Contact	Info:			
Customer Address:		'	Custome	r Phone:		
City:		State:	<u>'</u>	Zip:		
IP, Subnet, & Gateway:		Dedicated Grounded Power:	220V 15 amp	7 - 220V 20 amp 220V 30	amp	11 a 15 amp 20 amp
2. Network Configuration, Device OS\QTY, Sca	nning & Da	ta Access				
	TY TY TY		~~~~~	Data Access Fax Data	Line w	/in 6FT v/in 10FT
3. Scan to Email/Folder						
SMTP Server:	F	Reply to Email:				
Port Number: 25 465 587 Other:	s	SMTP Require Authentication: YES or NO				
IF SMTP Yes, Username:		Password:				
IF SMB Scanning: Username:	P	Password:				
Sharpdesk License Key (If applicable):						
4. FAX Settings						
Name for FAX Header:		FAX Forwa	rd to Email:	YES	or	NO
FAX Number:		FAX Forwarding to Folder: YES or NO		NO		
FAX Confirmation: YES or NO		FAX Volum	e:	LOW	MED	HIGH
5. Other MFP Settings & Notes						
User Codes Driver Popup	model supp	oported)				
☐ FM Audit Requested (Automated Meter Re	ads)	FMA Email:				
GFI Sales Rep:						
Other Notes:						

IT INSTALLATION SURVEY

Scope of Work Agreement

GFI Digital Inc. intends to provide the highest achievable quality products and services available during the installation of your connected product. This Scope of Work Agreement provides a complete explanation of the project and details of the items to be completed by each party. GFI Digital is not responsible for PC/Server configuration, maintenance or troubleshooting issues unless directly related to the installation of your printer or Multi-Functional Product (MFP).

Client Responsibilities:

- 1. Provide a tested network port near the Multifunctional Product (MFP).
- 2. Provide proper power & fax phone line (if applicable).
- 3. Provide a patch cable for ports that are further than 10 feet from the MFP.
- 4. Provide a printer cable (USB or other cable as required) for stand-alone installations (not networked).
- 5. Ensure that an IS/IT staff member or equivalent will be available during the installation process.
- 6. Have workstations that meet the operating system requirements in good working order for install.

GFI Digital Responsibilities (if the options are available on equipment):

- 1. Your equipment will be delivered, setup, and tested at the location of your choosing.
- 2. Configure MFP with provided static IP address/subnet mask/gateway and verify network connectivity.
- 3. Install print driver and configure printing defaults on ONE Windows server and print a test page.
- 4. Install print drivers on up to FIVE client workstations and print test pages.
- 5. Install Desktop Scanning software application (if included) on TWO Windows client workstations to confirm connectivity and instruct customer on further installations.
- 6. Install PC Fax driver (if applicable) on up to FIVE Windows client workstations and send a test PC Fax.
- 7. Configure scan to e-mail and configure up to FIVE e-mail destinations.
- 8. Configure Inbound Routing (Fax Forwarding) if applicable & requested for incoming faxes to a single or group email destination or shared network folder.
- 9. Install Command Workstation on One Windows or Macintosh client workstation for Fiery installations.
- 10. Provide training to customer on setting up User Codes and Address books.

Additional Network Installation and Training:

- 1. Training will be provided after installation by our Sales Representative or a Customer Service Representative
- 2. Other additional work performed at an hourly rate (\$120.00 per hour)

Additional Network Support:

Additional Network Support is available through GFI DigitalNET. GFI DigitalNET provides network service offerings including computer and network support, internet firewalls, multi-location support, remote access, network installations, troubleshooting services, and project management. Ask your Account Manager for more information.

Customer Representative:	Date	
Sales Representative: Emma Graber		
System Engineer:		



STATEMENT OF CONFIDENTIALITY & NON-DISCLOSURE

Reservation of Rights

The enclosed materials are proprietary to GFI Digital, Inc. ("GFI"), and GFI reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to GFI Digital and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of GFI Digital. These materials summarize a proposed equipment and or services solution. They are intended for informational purposes only to assist you in your evaluation of GFI Digital as a potential business partner. These materials do not represent an offer or a binding agreement. Accordingly, neither you nor GFI Digital will have any obligations unless and until we enter into mutually acceptable definitive written GFI Digital purchase, lease and/or service agreements. Such agreements will set forth the entire and specific understanding between us with respect to the actual equipment and/or services to be provided. We are pleased to provide you with "sample" copies of such agreements upon request.

CONCLUSION

GFI Digital
would love
for you to
become a
partner now,
and for
years to
come. We
welcome
you to our
Digital
Paradise!





CASH SALE AGREEMENT

BILL T	О		SHIP TO		
Company			Company		
	of Franklin		County of Franklin		
Address			Address		
3 Bruns			3 Bruns Ln		
City		tate Zip	City		Zip
Union		10 63084	Union		63084
Phone		ax	Phone	Fax	
636-583	3-1679		636-583-1679		
Contact			Contact		
Jeff Titte		weet has attack and	Jeff Titter		
rax Exem	npt # (Copy of Certificate m	изт ве аттаспеа)	Key Operator		
Sales F	Representative <u>C</u>	onnor Arcobasso	Sales Rep #25S	A13	
ORDER	TYPE: Nurchas	e Cash Conversion	EQUIPMENT TYF	PE: New	Refurbished
QTY	PRODUCT #	DESCRIPTION	SERIAL#	UNIT PRICE	NET PRICE
1		Sharp BP 50C45			
	#140603	NASPO			
				UIPMENT TOTAL udes Applicable Taxes	\$3915.18
SPECIA	L INSTRUCTIONS:				
	of Franklin		GFI Digital, INC.		
COMPA	NY NAME		COMPANY NAME		
AUTHOR	RIZED SIGNATURE	DATE	WITNESS		DATE
PRINT N	IAME & TITLE		PRINT NAME & TIT	LE	

SALES CONTRACT TERMS & CONDITIONS

The Equipment Total does not include any applicable taxes, unless specified on the face of the contract.

The undersigned represent that they have authority to enter in to this Agreement.

The undersigned agrees to pay the total amount due, as specified, to GFI Digital, in accordance with the terms specified. GFI reserves the right to delay service if your account is delinquent.



MAINTENANCE AGREEMENT

BILL TO		SHIP TO		
Company		Company		
County of Franklin		County of Fra	nklin	
Address		Address		
3 Bruns Ln		3 Bruns Ln		
City State	Zip	City	State Zi	p
Union MO	63084	Union	MO 63	3084
hone Fax		Phone	Fax	
636-583-1679		636-583-1679)	
Contact		Contact		
Jeff Titter		Jeff Titter		
PO#		Contact for Meter	r Read	
EQUIPMENT:		1		
Model Sharp BP 50C45	Serial #		Equipment ID #	
CONTRACT TERMS: Length of ContractANNUAL	Contract Start Date	Upon Installation	per; does not include paper or some contract Base Billing Cycle Mo	ONTHLY
B/W monthly Base Rate \$26.7		<u>-</u>		
Color monthly Base Rate \$78.60	# monthly of Copies	/Prints 1500	monthly Color Overage	.0524
Beginning Meter Rea	d		Beginning Meter Read Date	
SPECIAL INSTRUCTIONS * Refer NASPO #140603	to Sec 9 for Customer	^r Initial		
County of Franklin COMPANY NAME		GFI DIGITA COMPANY		
AUTHORIZED SIGNATURE	DATE	WITNESS		DATE
PRINT NAME & TITLE		PRINT NAM	ME & TITLE	

MAINTENANCE AGREEMENT TERMS & CONDITIONS

GFI Digital agrees to provide maintenance service as required at the installation address specified on the equipment contracted. All charges specified are those currently in effect and are subject to change only at the time of annual renewal. If the charges are increased the customer may, as of the effective date of such increase, terminate this Agreement by written notice to GFI Digital. Otherwise the new charges shall become effective upon the date specified in the renewal notice. GFI Digital service calls are limited to normal working hours (Monday through Friday, 8:00a.m. to 5:00p.m.).

- 1. Trained technicians will respond to all service calls within eight working hours or less from the time a call is placed.
- 2. All parts worn or broken through normal use of equipment will be replaced under the maintenance agreement. Subject to maintenance agreement plan chosen).
- 3. All labor charges will be covered under the maintenance agreement.
- 4. All mileage charges will be covered under the maintenance agreement.
- 5. Loaner equipment will be provided in the event that the equipment covered under the maintenance agreement cannot be repaired on site.
- 6. Should the equipment covered under the maintenance agreement be traded in for a new model from GFI Digital during the life of this agreement, the unused balance will be pro-rated toward maintenance of the new equipment.
- 7. Parts and labor for repairs made necessary by accident, negligence, theft, vandalism, lightening, loss of power or current fluctuation, fire, water or other casualty is not covered under this maintenance agreement.
- 8. Service performed at the specific request of the customer which commences outside normal working hours or extends more than one hour past the close of the normal workday will be charged at published rates for service time and expense, but without charge for parts covered by this agreement. Normal workday is defined as Monday through Friday 8:00am to 5:00pm.

	Customer Initial
	Computers will be charged the prevailing rate after the initial install is completed.
9.	Technical/IT calls that are performed as a result of the customer changing or upgrading their network and/o

For service as specified on the equipment listed, the undersigned agrees to pay in advance the total amount due as specified to GFI Digital, in accordance with the terms specified. GFI Digital reserves the right to delay service if your account is delinquent.

The undersigned represent that they are the owner of the equipment or that they have the owner's authority to enter in to this Agreement.

This Agreement is subject to acceptance by GFI Digital. It takes effect on the Contract Start Date and continues in effect for the specified period and will remain in force thereafter, with automatic renewal at the prevailing rates, until cancelled by either party. Either party may cancel this contract with a 30 day written notice.