


**ORDER: APPROVE MAINTENANCE CONTRACT WITH DIVERSIFIED FOR  
AUDIO AND VISUAL SYSTEM AT THE COURTHOUSE**

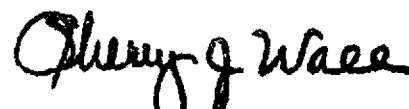
Motion was made by Larry Gillespie, duly seconded by Chad McLarty, to approve maintenance contract with Diversified for audio and visual system at the Courthouse.

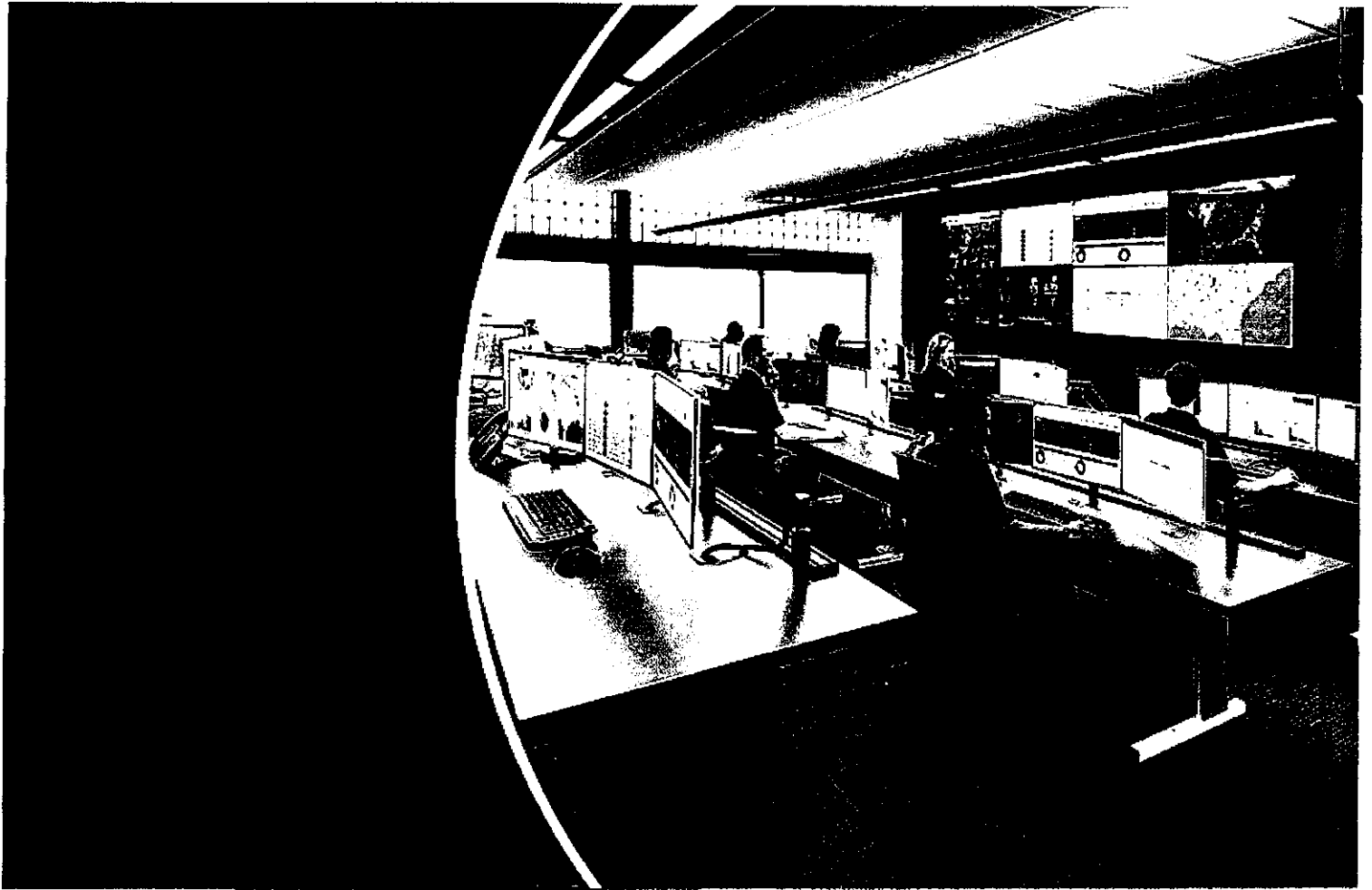
The vote on the motion was as follows:

Supervisor Brent Larson, voted yes  
Supervisor Larry Gillespie, voted yes  
Supervisor David Rikard, voted yes  
Supervisor Chad McLarty, voted yes  
Supervisor Mike Roberts, voted yes

After the vote, President Roberts declared the motion carried this the 21<sup>st</sup> day of January, 2020.

  
\_\_\_\_\_  
Mike Roberts, President  
Board of Supervisors

  
\_\_\_\_\_  
Sherry Wall, Chancery Clerk



## **Lafayette County Courthouse 2020-2021 Silver CSA Renewal**

### **Global Services**

Client Support

Diversified provides expert technology resources, when and where you need them, so your business can focus on growth. Diversified delivers innovation across a broad spectrum of technical applications for customers domestically and internationally. Support for your organization is orchestrated through our 24/7/365 Global Service Center and extends to locations across the United States, in Asia, Europe and an extensive global partner network.

## Agreement Pricing (tax exempt clients)

Description		Price	Qty	Ext. Price
DGS-Classic	<b>Silver</b> One-Year on-site maintenance agreement, parts- including product manufacturer management; labor- including exclusive Toll Free line for 2-Hour call back time; unlimited 2- Day On Site Emergency Service (Business hours, Mon.-Fri) and 1 scheduled preventative maintenance	\$3,375.00	1	\$3,375.00
Subtotal:				\$3,375.00

## Modifications And Notes

Period of Performance(start-end dates)

1/30/2020 - 1/29/2021

## Available Support Packages

	BRONZE	SILVER	GOLD
Unlimited Tier 1 Help Desk Support 24/7	●	●	●
Clients with Service Agreements Receive Priority for Service Scheduling & Support	●	●	●
Guaranteed Call-back Time	<b>4-Hour</b>	<b>2-Hour</b>	<b>1-Hour</b>
Manufacturer Equipment RMA Process Management	●	●	●
Guaranteed On-site Response	<b>2-Day</b>	<b>2-Day</b>	<b>1-Day</b>
Video Teleconferencing Support	●	●	●
Preventative Maintenance Visits	<b>1</b>	<b>1</b>	<b>2</b>
Unlimited On-site Visits with Covered Travel Expenses	●	●	●
Priority Queuing via Phone & Email	●	●	●
Reporting	●	●	●
Replacement Part Coverage/Extended Mfr. Warranty (Software & Hardware)	<b>Optional</b>	●	●
Periodic Training/Retraining	<b>Optional</b>	<b>Optional</b>	●
Lamp Coverage	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>

### OPTIONAL ENHANCED SERVICES

- 24/7 Phone & Email Support
- 24/7 On-site Support Within 4 Hours
- Additional Preventative Maintenance Visits
- Remote, Hybrid & On-site Support Services
- Tier 2 and Tier 3 Help Desk Support Available



## Lafayette County Courthouse 2020-2021 Silver CSA Renewal

**Prepared by:****Diversified Global Services - Atlanta**Lisa Daniel  
770-441-5178

ldaniel@diversifiedus.com

**Prepared for:****LaFayette County Courthouse**1 Courthouse Square  
Oxford, MS 38655  
Robert Opalko  
(662) 832-2546  
opalko@gmail.com**Quote Information:****Quote #: DGS021657**

Version: 1

Delivery Date: 12/16/2019

Expiration Date: 02/14/2020

### Quote Summary

Description	Amount
Agreement Pricing (tax exempt clients)	\$3,375.00
Total:	<b>\$3,375.00</b>

In order to better protect your organization's technology solutions and ROI, you confirm selection of the Client Support Package below, acknowledge the package offerings listed above, and accept all Terms and Conditions at <https://diversifiedus.com/standard-csa-terms-conditions/>

**Diversified Global Services - Atlanta****LaFayette County Courthouse**

Signature: \_\_\_\_\_

Name: Lisa Daniel

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

Date: 12/16/2019

Signature: \_\_\_\_\_

Name: Robert Opalko

Date: \_\_\_\_\_





IMAGINATION ENGINEERED

**DIVERSIFIED STANDARD SERVICE RATE CARD (US / EMEA / APAC)**

Service Professional	Standard Service Rate/HR	Mon-Fri Before/After Hours Rate/HR	Sat-Sun/Holiday Hours Rate/HR	Notes
Service Technician	\$160.00	\$240.00	\$320.00	3 HR MIN
Programmer	\$185.00	\$280.00	\$370.00	3 HR MIN
Engineer	\$185.00	\$280.00	\$370.00	3 HR MIN
UC Engineer	\$215.00	\$325.00	\$425.00	3 HR MIN

Tier I-II (Phone Support)	\$75.00	\$75.00	\$75.00	1 HR MIN (and then billed in 30 minute increments)
Travel Charge*	\$110.00	\$165.00	\$220.00	Travel time charged portal to portal (round trip)

*\* Price for travel related costs including Air, Hotel, Car, Meals, etc... are quoted separately*

In- Shop Repair	Standard Service Rate/HR	Notes
Audio Visual Equipment	\$160.00	2 HR MIN- required consumables to be quoted separately
Broadcast Equipment	\$160.00	2 HR MIN- required consumables to be quoted separately

Qty	Manufacturer or Vendor	Manufacturer or Vendor Part #	Description
Court Room			
4	Planar	PLL2210MW	Monitor
2	Planar	PT2245PW	Monitor
8	Planar	PLL2210MW	Monitor
8	Kramer	PT-572+	HDMI Line Receiver
8	Kramer	PT-571+	HDMI Line Transmitter
1	Kramer	VM8H	HDMI Line Distributer
3	Shure	Microflex	Goosneck Microphones
4	Shure	MX412D/C	Desktop Microphones
1	Shure	PGX2	Wireless Handheld Microphone
1	Shure	PGX4	Wireless Receiver
1	AMX	MST-1001	Touch Panel
8	AMX	NMX-DEC-N2221	SVSI
4	AMX	NMX-ENC-N2122	SVSI
2	AMX	NMX-ENC-N2122	SVSI
1	AMX	MIO MPDERO	Single Gang
1	Roland	AR 3000SD	Recorder
1	Extron	60-1316-01	Annotator 300
1	Extron	60-1471-12	USB Extender Plus T
1	Extron	60-1471-13	USB Extender Plus R
1	Extron	WPB 109	VGA/HDMI Plate
1	Extron	DA 6A	
1	Elmo	P10	Document Camera
2	QSC	CX302	Amplifier
1	Biamp	Audiaflex	Mixer
1	AMX	SC-N8002	SVSI Unit
1	Labgruppen	LUCIA 120/2	Amplifier
1	AMX	NX1200	Controller