CorrVis

2011 - 2012

Standard and Published Rate Schedule

Service Contracts and Relationships to Meet Any Need

Gila County Jail, Globe Arizona

Monthly Service Contract and Support Options

Check One	Monthly	Term	Payment	
[X]	$1,200	1 year	Pre-paid Qtrly	**Comprehensive support plan as follows:** Regular system monitoring via remote VPN link Complete software updates and patches Unlimitted telephone support Five (5) Proactive Maintenance visits per year (Usually with more than 1 technician) One (1) Emergency Visits per year Should the site require more than 6 visits per year, Service Contract Rates below apply CorrVis will provide any other spare parts and bill for parts used separately from this plan. CorrVis will stock spare parts This represents an annual savings, plus greatly improved service response and technical expertise. CorrVis management originally designed and programmed the Gila County System. Complete system administration and asset control Complete history of service and repairs Discounted rates for budgeted projects

Client approves the plan checked above and authorizes quarterly payments.

Authorized Approval — Date: 12/7/11

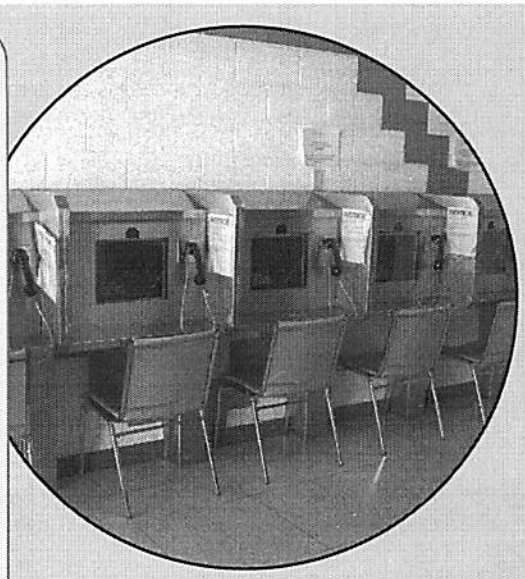
	LABOR SCHEDULES		
	RECOMMENDATION OPTION 1	ALTERNATE OPTION 2	ALTERNATE OPTION 3
	Service Contract	Time and Materials	Emergency
FLAT DAILY RATE, FIRST DAY			
First Technician	1400 *	3750	5000
Second Technician	1400 *	3750	5000
Third Technician	1400 *	3750	5000
FLAT DAILY RATE, SECOND + DAYS			
First Technician	1200	2950	4200
Second Technician	1200	2950	4200
Third Technician	1200	2950	4200

	RESPONSE TIME BY SERVICE RELATIONSHIP					
	Service Contract		Time and Materials		Emergency	
PHONE	1	HR	8	HR	24	HR
EMERGENCY	48	HRS	7	DAYS	14	DAYS
NON-EMERGENCY	14	DAYS	30-45	DAYS	45-60	DAYS

* Under Service Contract, "First Day Rate" is inclusive of Travel and Expenses

The Benefits of a CorrVis Service Contract

- Most favorable response times
- Lowest service rates
  - Rates reduced even further for budgeted projects
- Unlimited phone support (24 x 7 x 365)
- Remote system monitoring and management
  - Early detection and resolution of issues
  - Trend analysis
  - Preventive maintenance
- Complete system administration
  - Asset management
  - Spare parts control, serial number tracking
  - System service history
  - Management of product warranties
- Software upgrades and patches
- Advisement and counseling on system enhancements
- Disaster recovery plans and contingencies
- Pre-testing and certification of all system components
- Support of detectives for intel stations and recording
- Recurring training as required
- Complete outsourced management of the vital video visitation system, plus the cost savings of having County personnel assisting with routine, station-level repairs
- Unique expertise specific to Gila County



Video Visitation Service Agreement General Policies

Warranty

Items that are still under original manufacturer warranty will be covered until expiration of such warranty. Generally, this does not include CorrVis time and expense to process items under warranty for the client. CorrVis assumes no responsibility for previous warranties issued by other companies nor will it extend those warranties. Items out of original manufacturers' warranty will be repaired or replaced based on time and materials expense. Advanced replacements are not provided.

Spare Parts

An inventory of spare parts shall be secured on site at the facility. The inventory will be managed by CorrVis to include ordering of parts and shipping repaired or replaced items to the site. All spare parts ordered to replenish inventory depletion will be invoiced to the county. To ensure the continuity of the system, all replacement parts will be purchased through CorrVis on an as-needed basis.

Response Time

CorrVis will regularly log into the video visitation system remotely via an established Virtual Private Network (VPN) connection to verify system functionality, provide updates, and identify the status of the field stations. Though this action will occur on a regular basis, it may be required in some cases, that a CorrVis representative travel to the site for more complex issues. CorrVis will work with local support staff of the county to resolve issues that may arise via the remote VPN connection. CorrVis will respond to emergency situations within 1 hour via telephone and up to 48 hours onsite for service contract customers.

Travel

Under a service agreement, CorrVis is responsible for all travel expenses when visits are scheduled 14 days in advance. Any travel during emergency or non-agreement circumstances are subject to invoice prior to responding to service calls.

Rates

Rates for service agreements are as outlined. CorrVis has a standard reduced rate that applies to service agreements. For all emergency and non-agreement relationships, the rate will be for time, materials, expenses and may require a deposit prior to responding to the service call.

CorrVis

Correctional Visitation Technologies, Inc.

Approved and Agreed:

Nicholas Temple, President	Nicholas Temple	11/21/22
Gila County Manager	[illegible]	12/7/11
Approved as to form		
Bryan B. Chambers	[illegible]	12-5-11
Chief Deputy County Attorney		

This agreement shall become effective November 1, 2011 and expire October 31, 2012.

ADDENDUM TO CORRVIS SERVICE CONTRACT NOVEMBER 1, 2011

CANCELLATION PURSUANT TO A.R.S. §38-511

This contract is subject to the cancellation provisions of A.R.S. §38-511.

ANTI-TERRORISM CERTIFICATION

Pursuant to A.R.S. §§ 35-391 through 35-393.06, CorrVis certifies by signing this Contract that it does not have scrutinized business operations in Iran or Sudan and that it is in compliance with the Export Administration Act and not on the Excluded Parties List.

LEGAL ARIZONA WORKERS ACT COMPLIANCE

CorrVis hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to CorrVis's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). CorrVis shall further ensure that each subcontractor who performs any work for CorrVis under this contract likewise complies with the State and Federal Immigration Laws.

County shall have the right at any time to inspect the books and records of CorrVis and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of CorrVis's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, shall be deemed to be a material breach of this Contract subjecting CorrVis to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, CorrVis shall be required to take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor, (subject to County approval if MWBE preferences apply) as soon as possible so as not to delay project completion.

CorrVis shall advise each subcontractor of County's rights, and the subcontractor's obligations, under this Article by including a provision in each subcontract substantially in the following form: "Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to insure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor will be deemed to be a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."