

# ID GROUP, INC.

280 Trace Colony Park Dr. Ridgeland, MS 39157  
P: 601-982-2651 F: 601-982-2653

# SERVICE CONTRACT INVOICE

**Invoice No:** C125964  
**Date:** 4/16/2014

**Bill To:** MADISON COUNTY DETENTION CENTER  
Attention: Major Chuck McNeal  
2935 Hwy 51  
Canton, MS 39046

**Customer:** MADISON COUNTY DETENTION CENTER  
Attention: Major Chuck McNeal  
2935 Hwy 51  
Canton, MS 39046

Account No	Payment Terms	Due Date	Renewal Total	Status		
MC00	Net 15 days	6/17/2014	\$9,000.00	Proposed		
Contract Number	Contact	P.O. Number	Start Date	Exp. Date	Contract Amount	
25964	Major Chuck McNeal		6/18/2014	6/17/2015	\$9,000.00	
Remarks						
<i>Onsite maintenance and software support for the Video Surveillance System. Includes coverage for the Server, POE Switches, IP cameras, PTZ cameras and Encoders. Excludes analog cameras.</i>						

**Detail:**

	Base Adj.	Location
Video Surveillance System	\$9,000.00	Madison County Detention Center 2935 Hwy 51 Canton, MS 39046

\*\*\* Exclusions: 1) All new or additional wiring that is needed is the responsibility of the customer  
2) Analog Cameras

**INCLUDED SERVICES:**

This agreement provides one year onsite service for all Video Surveillance components listed. This agreement will include all additional service calls, labor and travel, limited to normal business hours (Monday - Friday, 8a.m. - 5 p.m.), at no additional charge. (Limited to terms and conditions) ID Group, Inc. agrees to render one onsite inspection of all hardware and equipment listed. The inspection will consist of checking each component of the Video Surveillance for functionality. ID Group, Inc. will repair or replace any component which fails within the covered system. This agreement includes telephone and remote access support.

**AUTHORIZED SIGNATURE:** \_\_\_\_\_  
**NAME: (PRINTED)** \_\_\_\_\_  
**PO NUMBER (IF APPLICABLE):** \_\_\_\_\_

**DATE:** \_\_\_\_\_

Renewal Subtotal:	\$9,000.00
Tax	\$0.00
Credit	\$0.00
Balance Due:	\$9,000.00

*Lynda Finch*

**Date:** 4/16/2014

CUSTOMER AND ID GROUP, INC. UNDERSTAND AND AGREE THIS AGREEMENT INCLUDES THE TERMS AND CONDITIONS SET FORTH ON THE REVERSE SIDE OF THIS AGREEMENT. **BOTH PARTIES UNDERSTAND THIS CONTRACT IS NOT VALID UNTIL PAYMENT IS RECEIVED.**

Terms and Conditions:

- 1) This agreement does not cover service and parts required as a result of fire, water, storm, negligence, misuse, power failures, vandalism, miscellaneous mischief, current fluctuations, lightning surges, changes made in system configurations, use of **unapproved supplies or supplies from other sources without official notification to ID Group, Inc.**, computer viruses, date/time issues, or for any cause external to the equipment. Specification changes, alterations or addition of attachments may require a change in maintenance charges. External devices not provided by ID Group, Inc. are not covered under this agreement.
- 2) Service authorized and rendered on additional equipment not covered by this agreement will be charged for at the then current rates.
- 3) Service covered by this agreement will be rendered during ID Group, Inc.'s regular business hours. (Monday-Friday, 8 a.m. - 5 p.m.) Service, when and if available after ID Group, Inc.'s regular business hours (Saturdays, Sundays and holidays) shall be charged at one and one-half times the then current hourly rates for labor and travel time, plus expenses, and in addition to any charges paid by Customer hereunder.
- 4) This agreement will be not automatically renew. This Agreement will be renewed upon acceptance of the contract by the customer each year. The rates shall be adjusted for any renewal term to ID Group, Inc.'s then current rates. Each party shall have the right to terminate the contract at any time upon 30-days written notice to the other party.
- 5) Customer assumes all responsibility for maintaining a backup of data on computer-based systems. In no event will ID Group, Inc. be responsible for lost data or expenses incurred for lost data. Any time spent helping customer restore data will be charged at our normal hourly rates for labor and travel.

THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

ID GROUP, INC. SHALL NOT BE LIABLE IN ANY EVENT, FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES IN CONNECTION WITH SERVICE, PARTS AND LABOR PROVIDED HEREUNDER OR RESULTING FROM ANY USE OR FAILURE OF MACHINES, INCLUDING, AND WITHOUT LIMITATION, LIABILITY FOR CUSTOMER'S EXPENSES LOSS OF INCOME WHILE MACHINES ARE OUT OF ORDER.

IN CASE OF ANY BREACH OF THIS WARRANTY, ID GROUP, INC'S OBLIGATIONS SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF ANY DEFECTIVE PART WITHOUT CHARGE.

**Agreement is not valid until paid in full.**

rev 7-09-07