



Sheriff Mark Hunter  
COLUMBIA COUNTY SHERIFF'S OFFICE  
4917 US Hwy. 90 East Lake City, Florida 32055-6288  
[www.columbiasheriff.org](http://www.columbiasheriff.org)



Date: October 18, 2023

To: David Kraus

From: Captain Chris Douglas

Re: SWC Extended Service Agreement

---

Attached is an Extended Service Agreement for SWC which is the company that installed the electronics systems for the new housing unit at the Columbia County Detention Facility. The County currently has a 2-year agreement with SWC to service, monitor and maintain the electronics system which expires in February 2024. This agreement covers the service and maintenance of the electronic locks, lights, exhaust fans, doors, cameras and emergency fire alarms/exits.

I am recommending this service agreement be extended to ensure optimum performance and maintenance of the electronics system. Your consideration and assistance is always appreciated.



September 27, 2023

Columbia County Board of Commissioners  
135 NE Hernando Ave, Suite 203  
Lake City, FL 32055  
LT. Cedric May

Columbia County Detention Facility  
Lake City, FL  
Original Warranty Expiration: February 22, 2024

SWC wishes to thank you for selecting us as the security provided for your facility. We are a specialty Security Integrator that prides itself on the work we do and are thankful for our loyal Customers. We truly want to be your Integrator and Service provider for the life of your facility. To that end, SWC is pleased to offer our Extended Warranty - Service Agreement with Software Support.

We are offering our Extended Warranty - Service Agreement to begin at the expiration of your original warranty to avoid any lapse of service for your facility. Failure to extend your warranty will create a lapse in service coverage and may require a fee to re-instate.

#### **Extended Warranty - Service Agreement**

This Agreement covers all defective equipment-parts replacement, all on-site and remote technical support labor, and software support covered under the Original Warranty:

This is an extension of the services provider in your original warranty and in addition will include the following list of additional services:

- A. Replacement of Computer Control Stations plus HMI software upgrades every five-years of a continuous Service Agreement.
- B. Annual Customer initiated HMI-PLC programming change (limited to 20 hours of programming labor).
- C. Travel labor and costs.
- D. Stocking of critical components (on-site as applicable).
- E. Remote Technical support 24/7 with a maximum 4 hour call-back response.
- F. On-site Technical Labor-Support 24/7 with priority response and next available Technician.
- G. Annual Test and Inspect.
- H. Bi-annual Training - one remote and one on-site.
- I. Private on-line Customer portal with 24/7 access to records and documents.

Pricing is based on original contract. Changes made during construction must be re-evaluated to incorporate the most total project costs of material and labor.

Pricing: (Note: all payments are due 30 days before start date of Agreement).

*Pricing continued on the next page...*

Pricing continued: (Note: all payments are due 30 days before start date of Agreement).

For selecting a five year Agreement:

Year one: (reflects a 10% discount - year one only)		
If paid annually year one (reflects a 10% plus 3% discount)	\$	53,052.83
If paid bi-annually (each payment)	\$	27,346.82
If paid quarterly (each payment)	\$	13,673.41
Years two through five:		
If paid annually year two - five (reflects a 3% discount)	\$	58,947.59
If paid bi-annually (each payment)	\$	30,385.36
If paid quarterly (each payment)	\$	15,192.68

**Please select your choice of Service and payment and have executed by authorized person and SWC will begin your Extended Warranty - Service Agreement on noted date after receipt of payment from invoicing.**

Please select your Service Agreement term by your initials in the appropriate box:

5 Years

Please select your payment option by your initials in the appropriate box:

Annually   
Bi-Annually   
Quarterly

Customer's Authorized Signature: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

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

SWC - Submitted by:

Customer's Authorized Signature: Chris Plemons

Printed Name and Title: Chris Plemons Service Manager

Date: September 27, 2023

The following is the list of Systems covered as originally installed by SWC:  
Door, Intercommunications, CCTV, UPS and Card Access Systems.

SWC standard payment terms apply. The original Letter of Certification and Warranty is attached for reference to terms and conditions.

This Agreement is self-renewing unless modified or cancelled by one of the parties in writing with a 60 day notice.

Agreement excludes repair or damage or increase in service time caused by: accident, disaster, which shall include, but not be limited to, fire, flood, water, wind and lightning; neglect or misuse, alterations, which shall include, but not be limited to, any deviation from South Western Communication's physical, mechanical or electrical machine design.
--

SWC state license information

Electrical Contractor: EC13004636; Business License Sec. of State: P37744



## **Letter of Certification and Warranty**

Thank you for choosing South Western Communications, Inc. (SWC) for your electronic systems integration needs. The certification and warranty information for the referenced project is as follows:

**Customer Facility (Name and Location):** Columbia Co Jail Addn

**SWC Project Number:** 125200804

**Systems Included:** PLC, Control Stations, Intercom, CCTV, Network, UPS, Card Access

**Certification Date (SWC Substantial Completion):** 02/23/22

**Warranty Start Date:** 02/23/22

**Warranty Expiration Date (Equipment and Labor Coverage):** 02/22/24

SWC certifies and warrants that the system has been installed per the manufacturer's recommendations, is functioning correctly, and is free of defects. This warranty is for the equipment and labor furnished by SWC as part of this contract. The warranty period shall begin on the date of SWC's Substantial Completion or designated portion thereof.

### **Warranty Exclusions:**

- a) Repair of damage caused by the use of unauthorized supplies or equipment.
- b) Repair of damage or increase in service time caused by: accident, disaster, which shall include, but not be limited to, fire, flood, water, wind and lightning; neglect or misuse, alterations, which shall include, but not be limited to, any deviation from SWC's physical, mechanical, or electrical machine design.
- c) Devices not supplied by SWC and the adjustment thereof, which are connected to, and/or monitored, and/or controlled by SWC equipment. These devices can be, but are not limited to, mechanical, electrical, or electronic in nature.
- d) Electrical work external to the equipment or accessories furnished by SWC.
- e) Repair of damage or increase in service time caused by failure to continually provide a suitable operating environment as prescribed by SWC and/or the equipment manufacturer, including, but not limited to, the failure to provide, or the failure of, adequate and regulated electrical power, air conditioning, or humidity control.
- f) This warranty excludes any remedy for damages or defects caused by ordinary wear and tear, improper or insufficient maintenance, abuse or modifications performed by others.
- g) SWC cannot warrant pillow speakers after initial testing/commissioning due to damage caused by patient use and/or environmental cleaning.

### **Warranty Information:**

- h) All other warranty services covered under SWC's warranty policy will be performed within the above warranty period not classified as routine maintenance at no cost to the Customer. Compensation for additional services must be agreed upon in writing prior to performing services.
- i) This warranty is provided in lieu of all other warranties, expressed or implied.
- j) Additional manufacturers' equipment warranties may apply. Coverage excludes labor and freight.
- k) During the coverage period, support for manufacturer software upgrades is included when scheduled in conjunction with a Rauland version upgrade.

Customer shall not or allow tampering with, adjusting, altering, moving, removal, or otherwise interfering with equipment, nor permitting the same by other contractors without first obtaining permission from SWC. Any work performed by SWC to correct Customer's breach of the foregoing obligation shall be paid for by the Customer at SWC's prevailing rates.

We thank you for your business. Should you have future systems needs, please contact our office.

1.800.400.4792 or ServiceDecatur@swc.net

Mike Root  
Authorized Representative

Operations Manager  
Title

**CORPORATE OFFICE – EVANSVILLE, IN**

**BRANCH LOCATIONS - ATLANTA, GA \* CHATTANOOGA, TN \* DECATUR, AL \* EVANSVILLE, IN \* INDIANAPOLIS, IN \* NASHVILLE, TN**

CC: Master File – 2 F4.3.1 Original 3.13.12 (Rev1 - Updated Logos 11.2.15), Rev2-Renaming, Rev3-ItemJ 3.19.18, Rev4-ItemG 11.12.19, Rev5 – changed signature line to say Authorized Representative 8.17.2020