

NOVACOM

100 S. 13TH STREET
 HERRIN, IL 62948
 OFFICE: (618) 988-1661
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AGREEMENT No. 2023-07

I.T AGREEMENT

DATE April 3, 2023 ATTN: Sheriff Bacon
 NAME Franklin County Sheriff's Department
 ADDRESS 403 East Main Street
kbacon@sherifffranklincounty.com
 CITY Benton STATE IL ZIP 62812
 PHONE 618-438-4841 FAX _____

SERVICE AGREEMENT INFORMATION	
\$35,000 Yearly	Novacom will provide I.T services for Franklin County Sheriff's Dept.
	Service will be provided for 36 months, (3 years) beginning:
	(4 / 01 / 2023
	Novacom technicians will be available for I.T service 24/7/365.
	This agreement covers all labor & travel for I.T services for Franklin Co-SD.
	Novacom will respond to a trouble call within 30 mins & onsite within 1 hr after.
	Novacom will update and monitor all protected devices.
	Novacom will use an I.T help desk system, we will respond to the
	issue with a service report number that will be tracked until resolved.
	Ticket system will alert Novacom technicians, Novacom will make sure all issues
	are corrected and sent to the proper vendor to resolve the issue.
	Novacom will provide monthly reports & report to the FCSD board if requested.
	Novacom will include (45 Device) license of SentinelOne device protection that
	includes a \$1000 insurance policy per device. (45 Licenses are \$2250 per year)
	New & replacement parts will be billed as needed in addition to this agreement.

Annual Payment Amount \$ 35,000.00
 Number of Payments 3
 Total Agreement Cost \$ 105,000.00

Terms: Agreement amount to be paid monthly, quarterly,
 or annually starting on (4 / 01 / 2023)

Authorized Novacom Representative Signature:
 Authorized [Signature]
 Authorized Franklin Co. - SD Representative Signature:

Title: Head Engineer T.I

Date: 4/3/23

Accepted By: _____

Title: _____

Date: _____

NOVACOM INC. DESCRIPTION OF SERVICES FOR PROPOSED I.T AGREEMENT 4-03-2023

Novacom will include all labor 24-7/365 under this agreement, there will be no extra labor charges for after hours or holidays.

This agreement includes the maintenance of all protected devices in the sheriff's department and Jail. This agreement includes the maintenance of all Avigilon video products and its current and future additions.

This agreement will include the Franklin County EMA Telex I.P Dispatch single position, due to the fact that all positions need to be functional for public safety to do their job. The remaining 3 positions are covered under the Franklin County 911 agreement. The addition of this position does not add extra cost to the I.T agreement, nor will there be any additional charges to the Franklin County EMA for this additional maintenance. This agreement includes the maintenance and communication with all vendors and service providers of the functioning sheriff's department and jail. This agreement includes maintenance of the radios in the dispatch radio room and antenna systems located at the Sheriff's department location.

This agreement does not include the labor or maintenance of squad car radios, officer handheld radios, squad car lighting, squad car cages and guns mounts. This agreement does not include the labor or maintenance of the existing repeater system and its infrastructure.

The Novacom/Motorola warranty for the new sheriff's digital system includes repeaters, radios, and portables, they will be covered under the 5 year warranty provided with the radio purchase.

While this agreement does include labor and maintenance, it does not include the replacement of defective, damaged, or environmental acts causing damage to equipment, parts and materials needed to maintain the systems, and does not include the purchase of new equipment.

This agreement includes 45 licenses of annual endpoint security called Sentinel One, this protects devices from many types of online threats and includes up to \$1,000 of endpoint insurance per device, to repair or replace a device that has taken damage due to an online threat that is protected by Sentinel One.

This agreement does not auto-renew on April 1st, 2026, if the Franklin County sheriff would like to extend the services provided by Novacom, a revised agreement will be provided at that time.

To approve the agreement, please sign the bottom of the attached agreement and send a copy to brandonwatson@novacomwireless.com.

ADDITIONAL SERVICE NOTE:

I have made the start time for this agreement 4-01-2023, if we provide you with services between now and your board approval to this agreement, the labor will be covered under this agreement, if the board chooses not to approve this agreement, we will bill for services on our hourly, standard, non-contract rate.

NOVACOM INC. TERMS AND CONDITIONS FOR TERMINATION OF CONTRACT 4-03-2023

VENDOR OR CUSTOMER TERMINATION:

If at any time in the proposed agreement, the customer feels that Novacom is not providing services that meet the requirements and needs requested by the customer, the customer can terminate this agreement without any financial penalty. Novacom does request that the customer provide a 30 day notice prior of the termination. If the customers pays quarterly, semi-annually, or annually, and terminates the agreement, a refund will be provided to the customer reflecting the time remaining that has been paid but, will no longer receive services.

If the customer can no longer fulfill the financial obligations, Novacom will work closely with the customer due to the services provided by the customer, to make sure the customer can still provide the services needed for public safety and still receive the services provided by Novacom. If both Novacom and the customer have exhausted all resources and cannot reach a mutual agreement, the agreement can be terminated.