

**ADDENDUM TO  
MAINTENANCE AGREEMENT 2199 WITH  
PROFESSIONAL DOCUMENT SYSTEMS REGARDING OFFICE EQUIPMENT**

**THIS ADDENDUM TO MAINTENANCE AGREEMENT 2199** is made and entered into this 7<sup>th</sup> day of June, 2017 by and between the County of Santa Fe, hereinafter referred to as the "County", and Professional Document Systems, whose principal address is 2533 Virginia NE, Suite J, Albuquerque, New Mexico, 87110, hereinafter referred to as the "Contractor".

**WHEREAS**, pursuant to NMSA 1978, Section 13-1-125, this is a "small purchase," for the provision of the maintenance services; and

**WHEREAS**, Contractor has certified technicians who are approved to conduct maintenance on the subject manufacturer's equipment; and

**WHEREAS**, Contractor has entered into a GSA Information Technology Schedule Price List (GS-35F-0018V) to provide General Purpose Commercial IT equipment, software and services; and

**WHEREAS**, the County wishes to obtain equipment maintenance services from the Contractor; and

**WHEREAS**, the Contractor has proposed PDS Maintenance/Support Agreement 2199 that is acceptable in part but requires the removal of certain terms and the addition of certain terms; and

**WHEREAS**, both parties desire to enter into PDS Maintenance/Support Agreement 2199 with modified and additional terms as described by this Addendum.

1. Page 2, "General" of the Maintenance/Support Agreement 2199 is hereby amended by deleting paragraph 2 in its entirety including any reference to a "reinstatement charge."
2. Page 2, "General" of the Maintenance/Support Agreement 2199 is amended by inserting the following as Section 8 through 26:
  8. Effective date and Term.

This Agreement shall become effective upon due execution by all parties and the term for purposes of compensation payable to the Contractor for services rendered shall commence July 1, 2017 and terminate June 30, 2018, unless earlier terminated pursuant to Section 10 (Termination) or Section 11 (Appropriations). There shall be no pre-payment of services. Services shall be paid in accordance with Section 9 below. The County shall have the option to extend the term of this Agreement in one-year increments not to exceed a total of four years. The County shall notify the Contractor in writing in no less than 60 days before the expiration of the term of this Agreement.

9. Compensation and Invoicing

- A. In consideration of its obligations under this Agreement, the Contractor shall be compensated as follows. The County shall pay in full to the Contractor a fee for maintenance and support of the 15 items of equipment listed on Attachment A, attached hereto and incorporated herein by reference.

B. In no event shall the total compensation paid to the Contractor by the County under this Agreement exceed \$1,802.00 exclusive of New Mexico gross receipts tax. Rather than adopting the payment terms set forth in the Maintenance/Support Agreement 2199, Contractor shall submit a written request for payment to County at the conclusion of each month of service. Within 15 days County's receipt of the written request, County shall issue a written certification of complete or partial acceptance or rejection of the contractual items or service for which payment is sought. The Contractor acknowledges and agrees that the County may not make any payment hereunder unless and until it has issued a written certification accepting the contractual items or services. Within 30 days of the issuance of a written certification accepting the contractual items or services, the County shall tender payment within 30 days of the written certification accepting the items or services, the County shall pay late payment charges of one and one-half percent (1.5%) per month, until the amount due is paid in full.

C. In the event the Contractor breaches this Agreement, the County may without penalty withhold any payments due the Contractor for the purpose of set-off such time as the County determines the exact amount of damages it suffered as a result of the breach.

D. Payment under this Agreement shall not foreclose the right of the County to recover excessive or illegal payment.

10. Termination.

A. Termination of Agreement for Cause. Either party may terminate County the Agreement based upon any material breach of the Agreement by the other party. The non-breaching party shall give the breaching party written notice of termination specifying the grounds for the termination. The termination shall be effective 30 days from the breaching party's receipt of the notice of termination, during which time the breaching party shall have the right to cure the breach. If, however, the breach cannot with due diligence be cured within 30 days, the breaching party shall have a reasonable time to cure the breach, provided that within 30 days of its receipt of the written notice of termination, the breaching party began to cure the breach and advised the non-breaching party in writing that it intended to cure.

B. Termination for Convenience of the County. The County may, in its discretion, terminate this Agreement at any time for any reason by giving the Contractor written notice of termination. The notice shall specify the effective date of termination, which shall not be less than 15 days from the Contractor's receipt of the notice. The County shall pay the Contractor for acceptable work, determined in accordance with the specification and standards set forth in this Agreement, performed before the effective date of termination but shall not be liable for any work performed after the effective date of termination

11. Appropriations and Authorizations

This Agreement is contingent upon sufficient appropriations and authorizations being made for performance of this Agreement by the Board of County Commissioners of County and/or, if state funds are involved, the Legislature of the State of New Mexico. If sufficient appropriations and authorizations are not made in this or future fiscal years, this Agreement shall terminate upon written notice by County to Contractor. Such termination shall be without penalty to County, and County shall have no duty to reimburse Contractor

for expenditures made in the performance of this Agreement. County is expressly not committed to expenditure of any funds until such time as they are programmed, budgeted, encumbered and approved for expenditure by County. County's decision as to whether sufficient appropriations and authorizations have been made for the fulfillment of this Agreement shall be final and not subject to challenge by Contractor in any way or forum, including a lawsuit.

12. Independent Contractor

The Contractor, its agents and employees are independent contractors performing services for the County, and are not employees or agents of the County. Notwithstanding that the Contractor enters into and performs under this Agreement, the Contractor and its agents and employees shall not accrue leave, participate in retirement plans, insurance plans, or liability bonding, use County vehicles, or participate in any other benefits afforded to employees of the County. Except as may be expressly authorized elsewhere in this Agreement, Contractor has no authority to bind, represent, or otherwise act on behalf of County and agrees not to purport to do so.

13. Assignment

Contractor shall not assign or transfer any interest in this Agreement or assign any claims for money due or to become due under this Agreement without the prior written approval of the County. Any attempted assignment or transfer without County's advance written approval shall be null and void and without any legal effect.

14. Subcontracting

Contractor shall not subcontract or delegate any portion of the services to be performed under this Agreement without the prior written approval of County. Any attempted subcontracting or delegating without County's advance written approval shall be null and void and without any legal effect.

15. Personnel

All work performed under this Agreement shall be performed by the Contractor or under its supervision. Contractor represents that it has, or will secure at its own expense, all personnel required to discharge its obligations under this Agreement. Such personnel (i) shall not be employees of nor have any contractual relationships with County and (ii) shall be fully qualified and licensed or otherwise authorized or permitted under federal, state and local law to perform such work.

16. Release

Upon its receipt of all payments due under this Agreement, the Contractor releases, the County, its elected officials, officers, agents and employees from all liabilities, claims and obligations whatsoever arising from or under or related to this Agreement.

17. Conflict of Interest

Contractor represents that it has no and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of obligations under this Agreement.

18. Amendment

No oral modifications; written amendment required. This Agreement may not be modified, altered, changed, or amended orally, but rather, only by an instrument in writing executed by the parties hereto. Contractor specifically acknowledges and agrees that County shall not be responsible for any changes to this Agreement unless such changes are set forth in a duly executed written amendment.

19. Compliance with applicable law; choice of law.

In performing its obligations hereunder, the Contractor shall comply with all applicable laws, ordinances, and regulations of Santa Fe County. This Agreement shall be construed in accordance with the substantive laws of the State of New Mexico, without regard to its choice of law rules. Contractor and the County agree that the exclusive forum for any litigation between them arising out of or related to this Agreement shall be state district courts of New Mexico, located in Santa Fe County.

20. Indemnification

A. Contractor shall defend, indemnify, and hold harmless County and its Elected Officials, agents, and employees from any losses, liabilities, damages, demands, suits, causes of action, judgments, costs or expenses (including but not limited to court costs and attorneys' fees) resulting from or directly or indirectly arising out of Contractor's performance or nonperformance of its obligation under this Agreement, including but not limited to Contractor's breach of any representation or warranty made herein.

B. The Contractor agrees (i) that County shall have the right to control and participate in the defense of any such demand, suit, or cause of action concerning matters that relate to County and (ii) that such suit will not be settled without County's consent, such consent not to be unreasonably withheld. If a conflict exists between the interests of County and Contractor in such demand, suit, or cause of action, counsel shall be retained to represent the County's interest.

C. Contractor's obligations under this section shall not be limited by the provisions of any insurance policy Contractor is required to maintain under this Agreement.


21. Severability

If any term or condition of this Agreement shall be held invalid or non-enforceable, the remainder of this Agreement shall not be affected and shall be valid and enforceable to the fullest extent of the law.

22. Notices

Any notice required to be given to either party by this Agreement shall be in writing and shall be delivered in person, by courier service or by U.S. mail, either first class or certified, return receipt requested, postage, as follows:

To the County: Santa Fe County Clerk  
Santa Fe County  
P.O. Box 276  
102 Grant Avenue  
Santa Fe, New Mexico 87504-0276

To the Contractor: Claudia Teeter  
Professional Document Systems  
 ~~XXXXX~~ 6565 Americas Parkway #200  
Albuquerque, NM 87110

## 23. Limitation of Liability

County's liability to Contractor for any breach of this Agreement by County shall be limited to direct damages and shall not exceed the maximum amount of potential compensation specified in the Section 9 above. In no event shall County be liable to Contractor for special or consequential damages, even if County was advised of the possibility of such damages prior to entering into this Agreement.

## 24. Insurance

General Conditions: The Contractor shall submit evidence of insurance as is required herein. Policies of insurance shall be written by companies authorized to write such insurance in New Mexico.

General Liability Insurance Including Automobile: The Contractor shall procure and maintain during the life of this Agreement a comprehensive general liability and automobile insurance policy with liability limits in amounts not less than \$1,000,000 combined single limits of liability for bodily injury, including death and property damage for anyone occurrence. Said policies of insurance shall include coverage for all operations performed for the County of Santa Fe by the Contractor; coverage for the use of all owned, non-owned, hired automobiles, vehicles and other equipment both on and off work and contractual liability coverage under which this Agreement is an insured contract. County of Santa Fe shall be a named additional insured on the policy.

Worker's Compensation Insurance: The Contractor shall comply with the provisions of the Worker's Compensation Act.

## 25. New Mexico Tort Claims Act

No provision of this Agreement modifies or waives any sovereign immunity or limitation of liability enjoyed by County or its "public employees" at common law or under the New Mexico Tort Claims Act, NMSA 1978, § 41-4-1, et seq.

26. Survival

The provisions of following paragraphs shall survive termination of this Contract:  
INDEMNIFICATION; RELEASE; COMPLIANCE WITH APPLICABLE LAW; CHOICE  
OF LAW; NO THIRD-PARTY BENEFICIARIES; SURVIVAL

IN WITNESS WHEREOF, the parties have duly executed this Addendum to Maintenance Agreement 2199  
of last signature by the parties.

SANTA FE COUNTY

  
Katherine Miller  
Santa Fe County Manager

6.7.2017  
Date

Approved as to form:

  
Gregory Shaffer  
Santa Fe County Attorney

6-1-17  
Date

Finance Department:

  
Don D. Moya  
Finance Department Director

6/8/17  
Date

PROFESSIONAL DOCUMENT SYSTEMS

 Contracts Manager  
(signature and title)

6/7/2017  
Date



Agreement Number: 2199

## MAINTENANCE/SUPPORT AGREEMENT

This Agreement is made and entered into as of 07/01/2017 by and between Professional Document Systems ("Service Provider"), and the company, person or entity executing this Agreement as the "Licensee" below:

SANTA FE COUNTY CLERK - PRINTERS  
102 GRANT AVE  
SANTA FE, NM 87504-0276

TERM: 07/01/2017 through 6/30/2018

### SCOPE OF SERVICE - HARDWARE SUPPORT

1. Preventative Maintenance on hardware items listed in attachment "A" will be performed in accordance with the Manufacturer suggested guidelines. Additional Preventative Maintenance requested by the customer or due to high usage may be subject to additional charges.
2. On site labor required to repair reported deficiencies when a "depot" unit is not available.
3. Parts required to repair reported deficiencies as deemed necessary by Professional Document Systems.
4. Response to equipment malfunction and failures. Licensee's providing PDS with a written Error Report is a prerequisite to PDS's responding to equipment malfunction and failures. The Error Report must include a verbal, written or electronic mail explanation of the equipment routines employed when the problem occurred, and any available documentation of the error including error messages, time of error, and any other information PDS reasonably requires. Reasonably promptly after PDS receives the Error Report, PDS will cooperate with Licensee in assigning an appropriate level and time of response to the situation and Service Provider personnel to assist Licensee in solving the problem. The levels of problems, response times, and descriptions of the response for the levels of problem are described in the following subparagraphs:

#### Level I

- (A) Definition. Complete equipment failure.
- (B) Response. PDS will respond within two working hours after the later of receipt of the Error Report and agreement that this Level of response is needed and will immediately assign Service Staff resources until resolution and use best efforts to restore equipment operation within one working day.

#### Level II

- (A) Definition. Licensee-users are unable to execute certain equipment functions.
- (B) Response. Service Provider personnel will respond to Licensee within four working hours of receipt of the Error Report and agreement to this Level and will assign service staff resources until resolution, and use best efforts to restore access within one working day.

#### Level III

- (A) Definition. Equipment not performing per documentation but Licensee user can perform basic functions.
- (B) Response. Service Provider will respond within one working day of Service Provider's receipt of the Error Report and use best efforts to restore function within three working days.

#### Level IV

- (A) Definition. Guidance for equipment features not currently deployed and user functionality questions.
- (B) Response. Service Provider will respond within three working days of Service Provider's receipt of request.

All response actions on the part of PDS for points one (1) through four (4) above are contingent on the following:

Assigned Service Call Number - Licensee to utilize our 800 technical support line (800-708-8584) and receive a Service Call Number.

On-Site Services - Following PDS's reasonable efforts to resolve the problems by telephone, PDS will provide on-site Maintenance Services at Licensee's facilities in connection with the correction of any Level I, or II issue within eight business hours and within 16 business hours for Level III issues at no additional costs to the customer.

Assigned Administrator - The customer will assign a "key operator" who will be responsible for performing regular operator care and adjustments, answering operator questions and problems, and placing any calls to the PDS support staff. Emergency calls caused by non-performance of regular operator care and adjustment procedures or by persons other than the designated person(s) will be charged to the customer at then applicable rates.

#### SPECIFIC EXCLUSIONS - HARDWARE SUPPORT

The following items are specifically excluded from this Agreement:

1. Routine maintenance procedures as described in the Cleaning section of the operator's guide.
2. Cost of rebuilding, refurbishing, or re-manufacturing the equipment.
3. Any glass or mirror components.
4. Consumable and starter toner products.
5. Motors, drum units, bulbs/lamps, shutters, lenses, back up batteries, CMOS batteries, network/modem cards, SCSI boards and power cords.
6. Roller kits for scanners (Consumable item).
7. PCA board malfunction or scratched reading/scanning glass caused by paper clips, staples or any other foreign material.
8. Service, repair, or replacement of parts, attachments, and modifications of equipment that is installed by anyone other than an authorized PDS representative will void this agreement.

#### GENERAL

1. Days and Hours of Coverage: This Support Agreement covers service during Dealer's normal working hours, 8:00 a.m. to 5:00 p.m. MST, Monday through Friday; unless an Extended Hours option is purchased. Coverage on Holidays (New Year's, Memorial, Independence, Labor, Thanksgiving, day in connection with Thanksgiving and Christmas Day) is not included in PDS's normal working hours.
2. Approximately 30 days prior to expiration Dealer will offer the option to renew to Customer. Failure to accept by the expiration date will result in cancellation of this Agreement. Acceptance of the renewal after the expiration date will result in reinstatement charges.
3. This Agreement is not assignable by the customer.
4. This Agreement constitutes the entire agreement between the parties herein with respect to the subject matter hereof, and no representation, either written or oral, will be of any force or effect unless specifically set forth in this Agreement. No amendment or waiver of the terms of this Agreement may be made except in writing.
5. Neither party will be responsible for delays or inability to service caused, directly or indirectly, by strikes, accidents, climactic condition, or other reason of a like or dissimilar nature beyond its control. In no event will either party be liable for loss of profits or special, indirect or consequential damages arising from use of, or inability to use, Software, Hardware or related Documentation. No action relating to obligations herein may be brought by either party more than one year after the cause of action has occurred.
6. The offering of this Agreement, in and of itself is no guarantee that the System is suitable for the Customer's purposes, or whether the System will achieve the Customer's intended results.
7. Dealer's liability in case of non-performance herein will be limited to the Annual Maintenance Charge specified in the



Exhibits section.

Reviewed and Approved  
Signature  
Date

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized officers effective as of the date first set forth above.

Agreement Number: 2199

Professional Document Systems

Claudia Teeter  
(Signature)

Claudia Teeter  
(Typed or Printed Name)

Contract Administrator  
(Title)

Date: 5/18/2017

Dealer Address and Support Number:

Professional Document Systems

1414 Common Drive  
El Paso, Texas 79936

6565 Americas Pkwy #200  
Albuquerque, NM 87110

800-644-7112 General Inquiries  
800-708-8584 Technical Services

SANTA FE COUNTY

Katherine Miller  
(Signature)

Katherine Miller  
(Typed or Printed Name)

County Manager  
(Title)

Date: 10-7-2017

Approved as to form  
Santa Fe County Attorney  
By: [Signature]  
Date: 11-1-17

Reviewed and Approved  
for SIGNATURE  
Don Moy [Signature] Date 6-5-17



For service please call 1-800-708-8584

## ***Maintenance Agreement***

### **Attachment A**

SANTA FE COUNTY CLERK - PRINTERS  
102 GRANT AVE  
SANTA FE, NM 87504-0276

| EQPT. INFORMATION             | EQPT. S/N    | EQPT. LOCATION | ANNUAL   |
|-------------------------------|--------------|----------------|----------|
| ✓ HP LJ M402dn                | JPBDY04966   |                | \$125.00 |
| ✓ Zebra TLP2844 Label Printer | 41A033100580 |                | \$102.00 |
| ✓ HP LaserJet 5200            | CNGXC12758   |                | \$430.00 |
| ✓ Zebra GK420T Label Printer  | 29J133400617 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J133400612 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J110600133 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J110600120 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J105301298 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J110701698 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J105301313 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J105301301 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J111600807 |                | \$102.00 |
| ✓ Zebra GK420T Label Printer  | 29J141401416 |                | \$102.00 |
| ✓ HP LJ Enterprise M506x      | PHBKR08683   |                | \$62.50  |
| ✓ HP LJ Enterprise M506x      | PHBKR08631   |                | \$62.50  |

**TOTAL \$1,802.00**

Does not include applicable GRT of 7.3125% . NM GRT is currently at 7.3125% as of this quote. Possibly subject to change per NM Tax & Revenue as of 7/1/2017\*\*

