TERRALOGIC
DOCUMENT SYSTEMS

Maintenance / Support Agreement-Contract Number: 4981

This Maintenance/Support Agreement ("the Agreement") is made and entered into as of **12/03/2026** by and between ***Terralogic Document Systems (hereafter referred to as "TDS" a.k.a. "Service Provider)*** and **SANTA FE COUNTY** ***(a.k.a. "Licensee" & "Customer")*** with principal place of business or operations at **100 CATRON ST, SANTA FE NM 87501.**

Contract Term: 12/03/2026 through 12/02/2027

A. SCOPE OF SERVICE - HARDWARE SUPPORT

1. Preventative Maintenance on hardware items listed in "*Attachment A*" (located at the end of this Agreement) 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. Onsite labor to repair reported deficiencies.

3. Parts required to repair reported deficiencies as deemed necessary by TDS.

4. ***Response to equipment malfunction and failures.*** Customer will provide the TDS technical support team with a *written* Error Report via email at: **help@terralogic.com** ; this is a prerequisite to TDS's contractually response time to system failures, access problems, performance failures, and errors as it ensures Customer's service issue is promptly and properly logged into TDS's service queue and reaches all pertinent TDS support personnel. *Emailing service requests to individual TDS employees may cause a delay in response time and service level response times are not guaranteed in these cases.* The Error report must include an explanation of the hardware service issue end-user(s) are experiencing, the end-users operation (s) employed when the problem occurred, and any available documentation of the Error. This would include, but not limited to, screen prints of all system errors, error messages, and any other information TDS reasonably requires. Reasonably promptly after TDS receives the Error Report via **help@terralogic.com** , TDS will cooperate with end user in assigning an appropriate service level, time of response to the situation and Service Provider personnel to assist end user in resolving the issue. The levels of service issues and response times are described in the following subparagraphs:

LEVEL I	Complete equipment failure
TDS will respond within two business hours after receipt of the Error Report and agreement that this Level of response is needed. TDS will immediately assign Service Staff & resources until resolution is reached and make all efforts to restore equipment operation within one business day	
LEVEL II	End users are unable to execute certain system functions
TDS will respond within four business hours after receipt of the Error Report and agreement to this Level of response. TDS will assign service staff & resources until resolution is reached and make all efforts to restore equipment function(s) within one business day.	
LEVEL III	Equipment not performing per documentation, but user can perform basic job functions
TDS will respond within one business day after receipt of the Error Report. TDS will make all efforts to restore function within three business days.	
LEVEL IV	Guidance for equipment features not currently deployed & user functionality questio
TDS will respond within three business days after receipt of user request.	

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All response actions on the part of TDS for points one (1) through five (5) above are contingent on the following:

Approved as to form by Roberta D. Joe, Assistant County Attorney
for W.B., Santa Fe County Attorney, 11/5/2026

Assigned Service Call Number - End user to email our technical support group at help@terralogic.com or call our 800 technical support line (800-708-8584) and receive a Service Call Number.

Remote Access - Customer agrees to provide to TDS and maintain at the Customer's expense, Virtual Private Network (VPN) access or remote access through internet connectivity tools. This access is essential to provide support services; if it is not provided TDS reserves the right to charge current travel rates as well as for any additional expenses incurred.

On-Site Services - Following TDS's reasonable efforts to resolve the problems by telephone or through remote access, TDS 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 of the remote connection correction failure and within 16 business hours for level III issues at no additional costs to the customer.

B. SPECIFIC EXCLUSIONS - HARDWARE SUPPORT

The following items are specifically excluded from this Agreement and are billable occurrences

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Exclusion Fee schedule is included at the end of this section:

1. Routine maintenance procedures as described in the Cleaning section of the equipment's operator guide.

2. Cost of rebuilding, refurbishing or re-manufacturing the equipment.

3. Entire equipment accessory assemblies not essential to the primary function(s) of the machine.

4. "Consumables" including, but not limited to: Toner, drum units, maintenance kits, fuser kits, transfer kits, exchange roller kits, network cards, fax cards, lamps, bulbs, batteries, thermal transfer ribbons, paper.

5. Power cords, USB cords and power adapters.

6. Re-installation and reconfiguration of a machine beyond original installation for any reason.

7. Main logic board malfunction or replacement caused by paper clips, staples or other foreign material.

8. Any parts broken due to unnecessary roughness or negligent use.

9. Service, repair, replacement of parts, attachments or modifications of equipment installed by anyone other than authorized TDS representative.

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10. Media, including but not limited to: CDs, tapes and ribbons.

11. The services of a technical support representative outside of TDS's normal business hours (Monday - Friday, 8:00a.m. MST to 5:00p.m. MST). Those services will be billed to Customer at TDS's current hourly rate.

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12. If applicable, any original installation disks given to Customer at inception of original equipment installation. Customer is responsible for keeping original installation media for future re-installation if needed. Customer will be responsible for all costs associated in replacing original installation media if indeed replacements are available; TDS cannot guarantee replacement media will be available.

Hardware Related Billable Fee Schedule	
Reinstallation and reconfiguration of machine for any reason	***$125.00/hour***
Hourly rate for any non covered request	***$125.00/hour***
Parts listed as exclusions	***TDS will quote as needed***
Travel Zone Charge (Per round trip) - Quoted as needed	***Zone charges vary***

A. GENERAL

1. Days and Hours of Coverage: This Support Agreement covers service during TDS's normal working hours, 8:00 a.m. to 5:00 p.m. MST, Monday through Friday. Coverage on Holidays (New Year's, Memorial, Independence, Labor, Thanksgiving, day in connection with Thanksgiving and Christmas Day) is not included in TDS's normal working hours.

2. At least 30 days prior to Agreement expiration, TDS will send Customer a renewal quote for continued support. 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 a 15% contract reinstatement fee.

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. Service Provider's liability in case of non-performance herein will be limited to the Annual Maintenance Charge specified in the Exhibits section.

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IN WITNESS WHEREOF, the parties have caused this Agreement (4981) to be executed by their duly authorized officers effective as of the date first set forth above.

Terralogic Document Systems

Sandeep Metta
, Contracts Manager (Signature)
SVP - Operations

Date: 10/01/2026

SANTA FE COUNTY

Gergory S. Shaffer
(Typed or Printed Name)

Santa Fe County Manager
(Title)

Date:

Terralogic Document Systems:

1414 Common Drive
El Paso, Texas 79936

100 Sun Ave Suite 650
Albuquerque, New Mexico 87109

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

Technical Support: ***help@terralogic.com***

TERRALOGIC
DOCUMENT SYSTEMS

For service please call 1-800-708-8584

Maintenance Agreement

Attachment A

SANTA FE COUNTY
100 CATRON ST
SANTA FE, NM 87501

Service Item Description	Serial or Version No.	Location	Annual Cost
Zebra GK420T Label Printer	291J75301157	TREASURER	99.75
Zebra GK420T Label Printer	29J151603042	TREASURER	99.75
Zebra GK420T Label Printer	29J153500790	TREASURER	99.75
Zebra GK420T Label Printer	29J141401416	TREASURER	99.75
		TOTAL	**399.00**