

**Vendor Contract No. \_\_\_\_\_**

**TEXAS DEPARTMENT OF INFORMATION RESOURCES**

**CONTRACT FOR  
TECHNOLOGY BASED CONFERENCING SERVICES**

**CourtCall, LLC**

**1. Introduction**

**A. Parties**

This Contract for Services (“Contract”) is entered into between the Department of Information Resources, an agency of the State of Texas (hereinafter “DIR”) with its principal place of business at 300 West 15<sup>th</sup> Street, Suite 1300, Austin, Texas 78701, and CourtCall, LLC (hereinafter “Vendor”), with its principal place of business at 6383 Arizona Circle Los Angeles, California 90045.

**B. Compliance with Procurement Laws**

This Contract is the result of compliance with applicable procurement laws of the State. DIR issued a solicitation on the Comptroller of Public Accounts’ Electronic State Business Daily, Request for Offer (RFO) DIR-TSO-TMP-427, on 12/22/2017, for Technology Based Conferencing Services. DIR subsequently issued a BAFO opportunity on 9/13/2018. Upon execution of this Contract, a notice of award for DIR-TSO-TMP-427 shall be posted by DIR on the Electronic State Business Daily

**C. Order of Precedence**

This Contract; Appendix A, Standard Terms and Conditions For Technology Based Conferencing Services Contracts; Appendix B, Vendor’s Historically Underutilized Businesses Subcontracting Plan; Appendix C, Pricing Index; Exhibit 1, Vendor’s Response to BAFO, including all addenda; Exhibit 2, the BAFO issued on 9/13/2018, including all addenda; Exhibit 3, Vendor’s Response to RFO DIR-TSO-TMP-427, including all addenda; and Exhibit 4, RFO DIR-TSO-TMP-427, including all addenda; are incorporated by reference and constitute the entire agreement between DIR and Vendor. The documents listed in this paragraph shall be hereinafter referred to as the “Contract Documents”. In the event of a conflict between the Contract Documents, the controlling document shall be this Contract, then Appendix A, then Appendix B, then Appendix C, then Exhibit 1, then Exhibit 2, then Exhibit 3, and finally Exhibit 4. In the event and to the extent any provisions contained in multiple documents address the same or substantially the same subject matter but do not actually conflict, the more recent provisions shall be deemed to have superseded earlier provisions.

Vendor Contract No. \_\_\_\_\_

**2. Term of Contract**

The term of this Contract shall be two (2) years commencing on the last date of approval by DIR and Vendor. DIR may extend this Contract, for up to two (2) optional one-year terms. Prior to expiration of each term, the contract will renew automatically under the same terms and conditions unless either party provides notice to the other party 60 days in advance of the renewal date stating that the party wishes to discuss modification of terms or not renew. Additionally, the parties by mutual agreement may extend the term for up to ninety (90) additional calendar days.

**3. Service Offerings****A. Services**

Services available under this Contract are limited to audioconferencing, videoconferencing, webconferencing, and webcasting services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their services offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above. Vendor may add Emerging Technology in accordance with Subsection 3.B., below.

Excluded Telecommunications Service Offerings

**Any service awarded under the TEX-AN Next Generation Procurement, RFO number DIR-TEX-AN-NG-001. The following services were awarded under the TEX-AN Next Generation Procurement:**

- a. Long Distance Services
- b. Internet Services (including SOHO)
- c. Voice over Internet Protocol (VoIP)
- d. Local Voice Service
- e. Wireless Service
- f. Fixed Satellite
- g. Access and Transport

**B. Emerging Technologies and Future Acquisitions**

DIR recognizes that technology is ever-evolving and advancing. DIR reserves the right to consider the addition of emerging technology such as next generation, enhancements and upgrades for products or services that are within the scope of Software and Services for Technology Based Conferencing services. Vendor may propose such services throughout the term of the contract as long as the emerging technology relates to and is within the scope of services. Pricing and terms will be negotiated upon DIR acceptance. Any determination will be at DIR's sole discretion and any decision will be final.

**Vendor Contract No. \_\_\_\_\_**

**4. Pricing**

**A. Customer Price**

1) The minimum Customer price for all services will be the price as specified in Appendix C, Pricing Index. Customer Price includes the DIR Administrative Fee specified in Section 5.

**B. DIR Administrative Fee**

The Administrative Fee specified in Section 5 below shall not be broken out as a separate line item when pricing or invoice is provided to Customer.

**C. Tax-Exempt**

As per Section 151.309, Texas Tax Code, Customers under this Contract are exempt from the assessment of State sales, use and excise taxes. Further, Customers under this Contract are exempt from Federal Excise Taxes, 26 United States Code Sections 4253(i) and (j).

**D. Travel Expense Reimbursement**

Pricing for services provided under this Contract are exclusive of any travel expenses that may be incurred in the performance of those services. Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking and meals; provided, however, the amount of reimbursement by Customers shall not exceed the amounts authorized for state employees as adopted by each Customer; and provided, further, that all reimbursement rates shall not exceed the maximum rates established for state employees under the current State Travel Management Program (<http://www.window.state.tx.us/procurement/prog/stmp/>). Travel time may not be included as part of the amounts payable by Customer for any services rendered under this Contract. The DIR administrative fee specified in Section 5 below is not applicable to travel expense reimbursement. Anticipated travel expenses must be pre-approved in writing by Customer.

**5. DIR Administrative Fee**

**A)** The Administrative Fee (AF) to be paid by the Vendor to DIR for Telecommunications Services based on the dollar value of all sales to Customers pursuant to this Contract is two percent (2.0%). Payment will be calculated for all telecommunications sales, net of returns and credits. For example, the AF for sales totaling \$100,000 shall be \$2,000.

**Vendor Contract No. \_\_\_\_\_**

**B)** All prices quoted to Customers shall include the applicable AF. DIR reserves the right to change this fee upwards or downwards during the term of this Contract, upon written notice to Vendor. Changes in the AF rates shall be incorporated into the price to the Customers on the date designated by DIR.

**6. Notification**

All notices under this Contract shall be sent to a party at the respective address indicated below.

If sent to the State:

Aiko Neill, Director, Enterprise Contract Management  
Department of Information Resources  
300 W. 15<sup>th</sup> St., Suite 1300  
Austin, Texas 78701  
Phone: (512) 475-4700  
Facsimile: (512) 475-4759  
Email: [aiko.neill@dir.state.tx.us](mailto:aiko.neill@dir.state.tx.us)

If sent to the Vendor:

Matt Wapnick  
CourtCall, LLC  
6383 Arizona Circle Los Angeles, California 90045  
Phone: (310) 743-1853  
Facsimile: (310) 743-1850  
Email: [mattw@courtcall.com](mailto:mattw@courtcall.com)

**7. Service Agreement and Shrink/Click-wrap License Agreements**

**A. Service Agreement**

There are no separate vendor service agreements for this contract. Services provided under this Contract shall be in accordance with the Service Requirements as set forth in this Contract. No changes to the Service Requirements may be made unless previously agreed to by Vendor and DIR.

**B. Shrink/Click-wrap License Agreement**

Regardless of any other provision or other license terms which may be issued by Vendor after the effective date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of a Purchase Order for products licensed under this Contract, or the fact that such other agreement may be affixed to or accompany software upon delivery (shrink-wrap), the terms and conditions set forth in this Contract shall supersede and govern the license terms between Customers and Vendor. **It is the Customer's responsibility to read the Shrink/Click-wrap License Agreement and determine if the Customer accepts the**

**DIR Contract No. DIR-TSO-4263**

**Vendor Contract No. \_\_\_\_\_**

**license terms as amended by this Contract. If the Customer does not agree with the license terms, Customer shall be responsible for negotiating with the reseller to obtain additional changes in the Shrink/Click-wrap License Agreement language from the software publisher.**

**8. Authorized Exceptions to Appendix A, Standard Terms and Conditions for Services Contracts**

No exceptions have been agreed to by DIR and Vendor.

**Remainder of this page intentionally left blank**

**DIR Contract No. DIR-TSO-4263**

**Vendor Contract No. \_\_\_\_\_**

This Contract is executed to be effective as of the date of last signature.

**CourtCall, LLC**

**Authorized By:** /signature on file/

**Name:** **Robert Alvarado**

**Title:** Chief Executive Officer

**Date:** 10/19/2018 | 1:27 PM CDT

**The State of Texas, acting by and through the Department of Information Resources**

**Authorized By:** /signature on file/

**Name:** **Wayne Egeler**

**Title:** **Director, Communications Technology Services**

**Date:** 11/5/2018 | 2:52 PM CST

**Office of General Counsel:** /initials on file/