



Department of Enterprise Services - 5WH

Title: Yearly AV & Video Conferencing Maintenance Renewal

Description: Coverage for hardware and software support: control systems (Extron, Crestron, Rushworks), mixers, DSPs, encoders (Granicus, vMix, Niagara, Teradek), recording/archiving (Blackmagic, AJA, Avid NEXIS), microphones (Shure, Sennheiser), and conferencing gear. Services included: Preventative maintenance (system checks, firmware updates, cabling inspections) Troubleshooting and repair Remote and on-site

For who: County-wide

Location: Justice Center and Office of Emergency Management

When needed: October 31, 2025

Justification: To ensure reliability of critical County operations, including emergency activations, courtroom proceedings, and virtual hearings. Prevent downtime that could disrupt legal processes, public transparency, and official records. Extend the life of expensive A/V investments through proactive maintenance, firmware updates, and system health checks.

Item	Qty	Per Unit \$	Total
Yearly AV & Video Conferencing Maintenance Renewal			\$64,222.00

Total spend: \$64,222.00

Is this item budgeted: ☒ Yes ☐ No

Budgeted amount: \$65,000.00

If not budgeted, describe

how item is to be funded?:

Is this a renewal?: ☒ Yes ☐ No

Current expiration date: 10/1/25

DIR Contract?: ☐ Yes ☒ No

DIR Contract #

Account: Repair & Maintenance- Equipment

Submitted by: Shanna M. Fuentes

Date: 9/12/25

REQUEST ID- # 48359

Annual AV & Video Conferencing Maintenance Renewal

Requested by Fuentes, Shanna on Sep 16, 2025 01:09 PM | Approval Status : Not Configured

Request Details

Request Type	Service Request	Mode	Web Form
Status	Open	Level	Tier 4

Requester Details

Requester Name	Fuentes, Shanna	Assets	-
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Site	Base Site	Category	Purchasing
Group	Business Office	Sub Category	Services
Technician	Michaels, Lauren	Item	Not Assigned

Created Date	Sep 16, 2025 01:09 PM	Responded Time	Not Configured
Due by date	Sep 24, 2025 01:09 PM	Completed Time	Not Configured
Response Due Date	Not Configured		

Emails to Notify	-
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Created By	Fuentes, Shanna	Department	Information Technology
Template	Ad-Hoc Service	Service Category	Ad-Hoc
SLA	6 Day Resolution		

Description

Please see the SW for details. This is for the Annual AV & Video Conferencing Maintenance Renewal for both the JCC and OEM.

Hailey.Huffines@cti.com

Cc: CTICare <CTICare@cti.com>; Victoria Ferrari <Victoria.Ferrari@cti.com>; Emily Piper <Emily.Piper@cti.com>; Hayden Klepper <Hayden.Klepper@cti.com>; Stephanie Westbrook <Stephanie.Westbrook@cti.com>; Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>

Hi Shanna,

Please find the combined proposal attached! This covers both SA22180051 and SA22180277 through the end of next October. Please take a moment to review and let us know if you have any questions.

When you know you are ready to move forward, please send a signed copy of the agreement and/or a PO to CTICare@cti.com for processing.

Thank you,

**HAYDEN KLEPPER**

Service Agreement Team

Office: 314-356-2668

Address: 11653 Adie Road, Maryland Heights, MO 63043

Web: CTi.comSocial: [LinkedIn](#) | [X](#) | [YouTube](#) | [Instagram](#)

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Requester Details**Fuentes, Shanna**

shanna.fuentes@galvestoncountytx.gov

Employee ID	E101227
Phone	+14097662348
Mobile	-
Job Title	IT Service Desk Manager
Site	Base Site
Department	Information Technology
Reporting Manager	Martinez, Chris
Test	-

Assets belonging to the User

Name	Product	Product Type	Asset Type	Product Manufacturer	Warranty Expiry Date
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No assets found in this view



*Programming and firmware updates are included upon manufacturer release and at the recommendation of the manufacturer and CTI

Plan Overview:

CTI is pleased to offer **CTI Complete**, a Service Agreement to support your A/V system. The **CTI Complete** Service Agreement covers Display Systems, Video Systems, Audio Systems, Control Systems, Lighting Systems, Rack Accessories and Furniture, and miscellaneous cables, connectors, etc. within the equipment list contained in the contract documents.

This service plan provides audio/visual technical support and engineering services to ensure the maximum performance and reliability of your collaboration and communication technology, as well as programming updates, an on-line customer service portal and Critical Meeting Support.

Thank you for choosing CTI to support and maintain your technology investment. We value your partnership as your AV Solutions provider.

CTI Complete – Plan Summary: Galveston County Justice Center

- Labor for parts repair & replacement are covered for the duration of the agreement
 - On-Site within 48 hours of initiated request where CTI does NOT have a branch
- Any shipping/freight costs are covered within this agreement
 - 2-day shipping
- All parts are included, except for consumables.

Agreement Price (per year):

Subtotal	\$ 64,222.00
Tax	\$ 0.00
Total	\$ 64,222.00

Your Service Location:

4464 W 12th St
Houston, TX 77055
(PH) 833-266-0835 (Fax) 855-329-2844
Email: Service@CTI.com

Active Dates:	11/01/2025 - 10/31/2026
Service Agreement #:	SA22180051-1
Cust Name:	Galveston County
Address:	600 59th Street Suite 2300 Galveston, TX 77551
Contact:	Lauren Michaels lauren.michaels@galvestoncountytexas.gov

Labor Rates:

The following is applicable to all service agreements:

Travel Expenses

All locations outside CTI Office Metropolitan areas will be invoiced for travel and expenses separately based upon expenses incurred by CTI. Travel and expenses are not figured into the agreement price.

- Rates are Portal to Portal within 60-mile radius of service centers.
- Travel & Mobilization Costs Outside of 60 Mile Radius = to be billed at 75% of the standard rate.
- Air travel, car rental, lodging, per diem to be billed in addition to above costs.

Disclaimer

CTI will not be responsible for any problems or malfunctions that have an origin determined not to be the result of manufacturing defect or failure. Operator error, operator abuse, general misuse or neglect of equipment is not covered. Consumables are only covered in the case of manufacturer defect. Consumables such as batteries, lamps and CRTs are not included. All service calls and repairs performed to the equipment under these circumstances will be billed at current CTI labor rates and may include a rush or emergency service charge.

Agreement Renewal

This service plan is a **one (1) year term** that will be renewed annually only upon agreement by both parties. Service Support Plan renewal notices will be delivered thirty (30) days prior to the expiration of this agreement. Upon acceptance, renewal payments must be made to CTI prior to the expiration date of this agreement to avoid system recertification fees. Multi-year Service Agreements can be negotiated at the request of the customer.

The understated Field Service Rates are applicable to all systems **not** under CTI Complete Agreement or for repairs that fall outside normal system coverage.

CTI WILL NOT BE RESPONSIBLE FOR ANY CATASTROPHIC ACTS OF GOD OR MAN, FIRE, FLOOD OR OTHER DISASTERS. SUCH OCCURRENCES WILL VOID THIS AGREEMENT.

CTI Standard Labor Rates		
Service Description	Rates	Criteria
On-Site Repairs		
CTI Field Service Technician: Standard	\$224/hr	Minimum 2 hours
After Hours Rush	\$336/hr	Minimum 2 hours

Client Signature: _____


Date: October 13, 2025

CTI Authorized Signature: _____


Date: 10/10/2025

To Whom it May Concern:

September 22, 2025

Subject: Sole Source Justification for CTI Complete Service Agreement

We are pleased to present the CTI Complete Service Agreement for the Galveston County Justice Center. As the original integrators of your audio/visual (A/V) systems, we have an in-depth understanding of your specific requirements and the unique setup of your technology. This positions us as the best provider to continue offering comprehensive support and maintenance, ensuring optimal performance and reliability of your collaboration and communication technology. As your trusted A/V solutions provider, CTI offers the CTI Complete Service Agreement, which includes coverage for:

- Display Systems
- Video Systems
- Audio Systems
- Control Systems
- Lighting Systems
- Rack Accessories and Furniture
- Miscellaneous cables, connectors, etc.

Our service plan encompasses audio/visual technical support, engineering services, programming updates, an online customer service portal, and critical meeting support. Additionally, we provide on-site support within 48 hours for locations where we do not have a branch, and all shipping/freight costs are covered within this agreement.

The agreement price is \$64,222.00 per year, and the active dates for this agreement are from November 1, 2025, to October 31, 2026. The service location is 4464 W 12th St, Houston, TX 77055.

CTI's expertise and proven track record in supporting and maintaining your A/V systems make us the only viable provider for this service agreement. Our unique capabilities and understanding of your specific requirements ensure that you receive the highest level of service and support. We appreciate your consideration of this sole source procurement request. If you have any questions or require further information, please do not hesitate to contact us.

Sincerely,

Stephanie Westbrook

Stephanie Westbrook

Director CTI Care

Stephanie.Westbrook@cti.com