
Walton County Department Agenda Request

Department Name: **Walton County Sheriff's Office**

Department Head/Representative: **Kim McCord**

Meeting Date Request: **07/07/2026**

Has this topic been discussed at past meetings? **No**

If so, When?

TOPIC: **Accuarate Controls, Inc.**

Wording For Agenda: **Accurate Controls Inc. Security Systems - Gold Plan**

This Request: **Informational Purposes Only** **Needs Action by Commissioners* Yes**

*What action are you seeking from the Commissioners? **Acceptance**

Department Comments/Recommendation: **Agreement picks up after the 1 year warranty expires on 08/12/2026 for the new jail facility and other government offices**

Additional Documentation Attached? **Agreement**

Is review of this request or accompanying documentation by the County Attorney required? **Yes**

If so, has a copy of the documentation been forwarded to County Attorney? **Yes**

Date forwarded to County Attorney: **06/09/2026**

Has the County Attorney review been completed? **Yes (6/25/2026)**

If this request involves the expenditure of county funds, please answer the following:

Approved in current budget? **Approved in the FY27 budget for Gold Plan**

Budget information attached?

Comments:

Purchasing Department Comments:

County Attorney Comments:

Chairman's Comments:



ACCURATE CONTROLS, INC.
SECURITY AUTOMATION SYSTEMS

WALTON COUNTY, GA

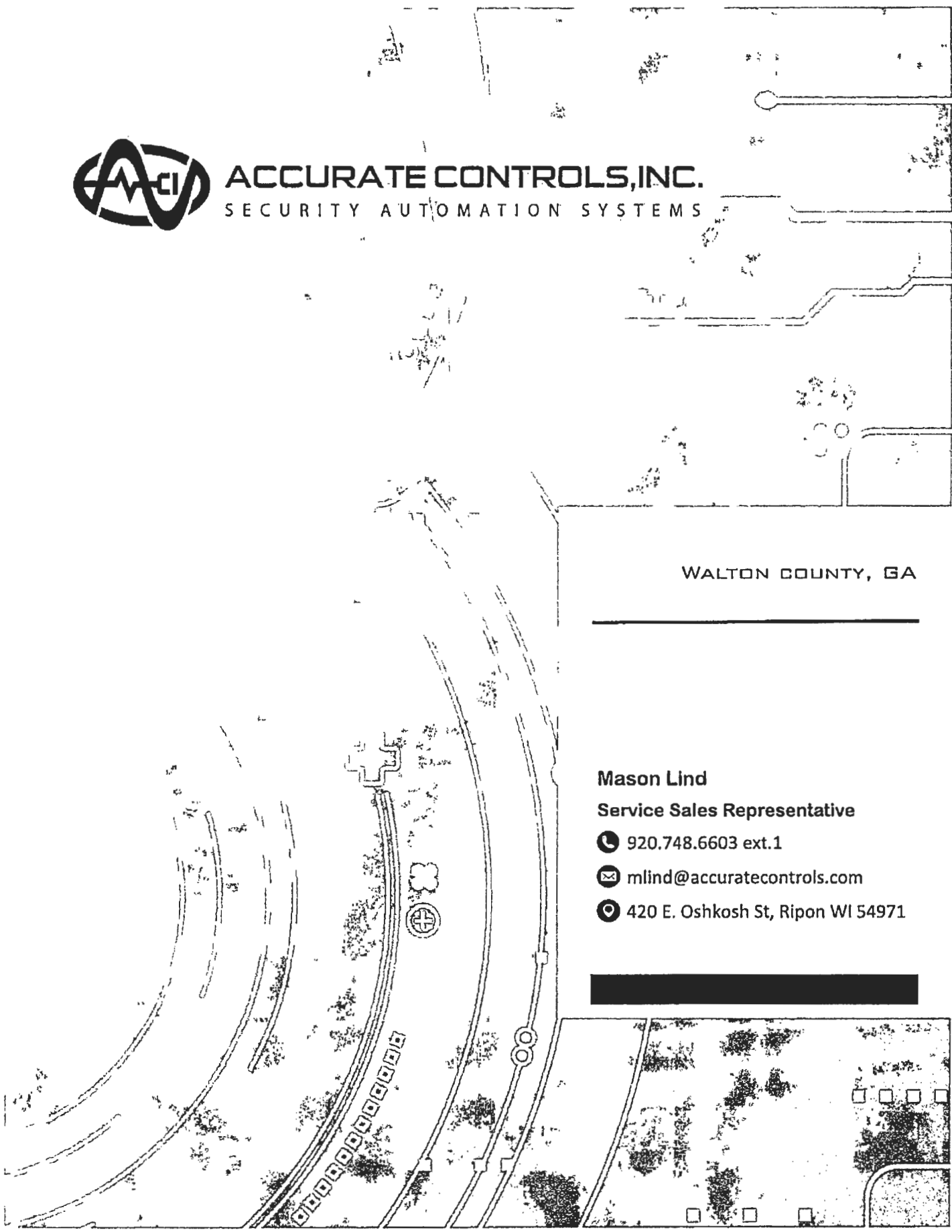
Mason Lind

Service Sales Representative

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📍 420 E. Oshkosh St, Ripon WI 54971





ACCURATE CONTROLS, INC.

SERVICE AGREEMENT

(Security Automation Systems)

THIS AGREEMENT executed on this the ____ day of _____, 2026, but agreed to be effective from and after the 12th day of August, 2026, by and between Walton County, GA (hereinafter "Client"), and ACCURATE CONTROLS, INC., (hereinafter "ACI"). NOW, THEREFORE, FOR AND IN CONSIDERATION of the mutual promises and agreements contained herein, Client hires ACI and ACI agrees to work for Client under the terms and conditions hereby agreed upon by the parties.

SECTION 1 – Scope of Services

ACI agrees to perform services for the client’s security automation systems, installed by ACI at the Client’s facility located at 303 S. Hammond Dr. #335, Monroe, GA 30655. ACI agrees to perform the work for the Client on the terms and conditions set forth in this Agreement and as defined under the following Plans. It is recommended that the client provide an internet link for remote access, so we can better support your facility. Schedule A reflects fees for time and material costs. Schedule B will include the following equipment/ systems that are included for support per a service contract. Schedule B will also show equipment that can be eligible for repair/ replacement per a Gold or Silver plan. Schedule C will exclude equipment /systems that ACI does not support per this contract.

PHONE PLAN:

Provide a customer defined configuration of online, office hour, and after-hour telephone technical assistance.

Online & Phone Support: 24/7 Phone Support	Typical Cost	Contract
ANNUAL FEE (for 1-year Agreement):	\$ 18,545.60	\$ 12,212.80

Online & Phone Support: Office Hours: Daily 7:30 am to 4:30 pm	Typical Cost	Contract
ANNUAL FEE (for 1-year Agreement):	\$ 11,979.20	\$ 7,892.80

Any additional visits made by an Accurate Controls’ Service Technician will be provided and billed by hour, travel and per Diem as referenced in (Schedule A). In addition, ACI will service door control hardware installed by others on a time and material basis only. See Attached Time and Material (Schedule A).

Video System SMA agreement (Software Maintenance Agreement)	Typical Cost	Contract
ANNUAL FEE (for 1-year Agreement):	\$ 4,410.00	\$ 2,940.00

**The SMA is maintenance support that is being purchased so a certified person can contact the video system manufacturer and receive software support as well as software upgrades. Software upgrades are subject to change due to compatibility of hardware that is installed at the facility.*

BRONZE PLAN:

Provide online, 24/7 telephone technical assistance, and provide one (1) scheduled annual service visit. Annual service visit will include one qualified technician for a limit of two (2) days, 8:00 am until 4:30 pm (lunch break 1/2 hour) to inspect and adjust any equipment scheduled by the Client or deemed necessary by the inspecting technician. This visit will include a routine check of all security control systems installed by ACI. The scheduled service date shall be determined at the beginning of the Agreement.

	Typical Cost	Contract
11 MONTH FEE (for 11-month Agreement):	\$ 27,310.80	\$ 19,688.90

Agreement includes fifteen (15) hours of programming time per plan year without additional cost. If programming time exceeds fifteen (15) hours per year, additional time required will be billed at the (Schedule A) rate. Any additional visits made by an Accurate Controls’ Service Technician will be provided and billed by hour, travel and per diem as referenced in (Schedule A). In addition, ACI will service door control hardware installed by others on a time and material basis only. See Attached Time and Material (Schedule A).

SILVER PLAN:

Provide online, 24/7 telephone technical assistance, equipment replacement, and two (2) scheduled annual service visits. Annual service visit will include one qualified technician for a limit of two (2) days, 8:00 am until 4:30 pm (lunch break 1/2 hour) to inspect and adjust any equipment scheduled by the Client or deemed necessary by the inspecting Technician. Each visit will include a routine check of all security control systems installed by ACI. The scheduled service date shall be determined at the beginning of the Agreement.

An unscheduled visit may be arranged at any time deemed necessary by the client. However, one (1) unscheduled visit will remove one (1) scheduled visits from your scheduled visit balance. An Accurate Controls' Service Technician will be sent to the site to service or replace the "critical" item only. No routine service work will be performed during the emergency visit.

During the term of this contract, total equipment replacement costs covered by ACI shall not exceed 40% of the Agreement amount.

	Typical Cost	Contract
11 MONTH FEE (for 11-month Agreement):	\$ 60,938.10	\$ 51,974.20

Agreement includes fifteen (15) hours of programming time per plan year without additional cost. If programming time exceeds fifteen (15) hours per year, additional time required will be billed at the (Schedule A) rate. Any additional visits made by an Accurate Controls' Service Technician will be provided and billed by hour, travel and per diem as referenced in (Schedule A). In addition, ACI will service door control hardware installed by others on a time and material basis only. See Attached Time and Material (Schedule A).

GOLD PLAN:

Provide online, 24/7 telephone technical assistance, equipment replacement, and four (4) scheduled annual service visits. Annual service visit will include one qualified technician for a limit of two (2) days, 8:00 am until 4:30 pm (lunch break 1/2 hour) to inspect and adjust any equipment scheduled by the Client or deemed necessary by the inspecting technician. Each visit will include a routine check of all security control systems installed by ACI. The scheduled service dates shall be determined at the beginning of the Agreement.

An unscheduled visit may be arranged at any time deemed necessary by the client. However, one (1) unscheduled visit will remove one (1) scheduled visits from your scheduled visit balance. An Accurate Controls' Service Technician will be sent to the site to service or replace the "critical" item only. No routine service work will be performed during the emergency visit.

During the term of this contract, total equipment replacement costs covered by ACI shall not exceed 40% of the Agreement amount.

	Typical Cost	Contract
11 MONTH FEE (for 11-month Agreement):	\$ 73,410.27	\$ 61,762.37

Agreement includes fifteen (15) hours of programming time per plan year without additional cost. If programming time exceeds fifteen (15) hours per year, additional time required will be billed at the (Schedule A) rate. Any additional visits made by an Accurate Controls' Service Technician will be provided and billed by hour, travel and per diem as referenced in (Schedule A). In addition, ACI will service door control hardware installed by others on a time and material basis only. See Attached Time and Material (Schedule A).

SECTION 2 – Term of Agreement

Option #1: Client agrees to hire ACI to perform the services and work as stated in Section 1 of this contract for a period of eleven (11) months from the effective start date of the Agreement.

A Service Agreement may be renewed between Client and ACI thirty (30) days prior to the expiration of subject Agreement. Terms and Conditions of extended Agreement are subject to change and will be presented to the Client in a new Service Agreement offered by ACI at that time. ACI shall also allow annual extensions of an existing Service Agreement via the use of a signed purchase order from the facility. Terms and conditions of the existing Service Agreement will be binding unless agreed changes are specifically outlined on the signed purchase order.

SECTION 3 – Payment Terms

3.1. ACI's payment terms shall be as follows:

- a. All payments to ACI shall be made within a 30-day period from date of invoice. If payment is not made within 45 days from date of invoice, ACI will assess a 1% late fee penalty to the outstanding balance.
- b. Agreement billing shall be as follows:
 1. 11 Month Plan: Shall be billed in full at initiation of contract or 11 equal payments. Select Plan.
One Invoice, payment in full
Monthly Invoices

Any additional equipment costs over ACI's maximum coverage levels, any emergency visits and door hardware service work will be invoiced at the time of the service call.

3.2. Late fees may be subject to increase.

3.3. ACI is entitled to actual attorney's fees, court costs, and all other additional expenses of collection if ACI has to incur the same to pursue collection for any breach of this contract by Client.

SECTION 4 – Services

4.1. In case of emergency, ACI will promptly respond to the Client's call for services and an emergency call-out telephone contact number will be provided and manned 24 hours a day throughout the Agreement. On-site services shall be provided within 24 hours as deemed required by ACI.

4.2. Except in emergency, services will normally be carried out between the hours of 7:30 am to 4:30 pm on weekdays.

4.3. Major services will be undertaken during hours as agreed in advance between the Client and ACI.

4.4. Routine service visits shall be scheduled between Client and ACI Scheduling Supervisor and are subject to change based on ACI technician availability.

SECTION 5 – Standard of Services

5.1. All services to be undertaken by ACI shall be executed by competent and properly trained personnel of ACI to the highest standards and to the reasonable satisfaction of the Client. All services, materials, and components shall conform to relevant manufacturers' and equipment suppliers' specifications, and all materials and spare parts shall be obtained from the original equipment manufacturers or from suppliers approved by them.

5.2. Accurate Controls, Inc. will not replace or warrant hardware, which is damaged due to negligence, fire, natural disasters or vandalism. ACI assumes no responsibility for any current, or extended, manufacturer's warranties on products, which existed in the Client's facility when this Agreement was entered in to.

5.3. ACI's normal working hours are 7:30 am to 4:30 pm Central Time with ½ hour lunch break, Monday through Friday. Any service times other than these hours will be considered premium and will invoice at 1.5 times the maintenance agreement rate listed on Schedule A, with the exception of Sundays or National Holidays, which will be invoiced at 2 times the service agreement rate.

5.4. The Client acknowledges that no security system can guarantee prevention of loss, and that human error on the part of ACI or the Client is possible. The security system will not work properly if equipment is tampered with, and, or otherwise damaged.

SECTION 6 – Unacceptable Services or Contractor's Personnel

6.1. Any services which are not performed in accordance with the requirements of the Agreement shall, upon request by Client, promptly be corrected free of charge.

6.2. Any personnel of ACI who are, in the Client's reasonable opinion, incompetent or in any other way unacceptable shall promptly be replaced by acceptable personnel at no cost to the Client.

SECTION 7 – Reports

7.1. ACI shall submit regular reports to the Client detailing services carried out, repairs and adjustments made, condition of equipment, and other information which the Client may from time to time reasonably require.

SECTION 8 – Spare Parts

- 8.1. Spare parts inventory is limited. ACI does not stock all project specific parts. Upon notification from Client of a product service issue, ACI will contact its manufacturers, suppliers, and distributors to determine supply availability. If parts are available, ACI shall order parts for next day delivery. If parts are not available through standard supply chain processes ACI will notify Client of availability dates. ACI shall not be responsible for manufacturer supply chain availability issues.
- 8.2. Any parts required to be replaced during scheduled service calls by ACI, shall be called in to ACI by Client no later than seven (7) business days prior to the scheduled service call.

SECTION 9 – Liability of the Contractor

- 9.1. ACI shall be liable for and indemnify the Client against all compensation and/or damages payable for injury or damage to third parties, or to any property, which may arise out of or in consequence of the Agreement. The indemnity shall extend to all costs, charges, and expenses which may be incurred in relation to any claim for compensation or damages.
- 9.2. ACI shall at its own expense arrange and maintain insurance to cover its liability under this Agreement.

SECTION 10 – Independent Contractor

10.1. ACI shall, in the performance of all obligations under this Agreement, act in the capacity of an independent Contractor and not as agent for the Client.

SECTION 11 – Termination

- 11.1. This Agreement may be terminated at any time by the Client giving not less than three months written notice to ACI, to expire on the last day of the month after a three-month period.
- 11.2. This Agreement may, notwithstanding any other provisions, be terminated by the Client forthwith at any time in the event of ACI's default, breach of contract, bankruptcy, receivership, or liquidation.
- 11.3. This Agreement may also be terminated by ACI at any time in the event of the Client being more than 60 days overdue with payment or in the event of the Client's bankruptcy, receivership, or liquidation.
- 11.4. Upon such termination, ACI shall be entitled to receive payment for all outstanding service fees and other compensation due through the date of termination. Any service fees prepaid by Client shall be refunded to client on a prorated basis in the event of termination.

SECTION 12 – Force Majeure

12.1. In the event that any obligation contained herein is not fulfilled within the time period required hereby, and such failure is beyond ACI's reasonable control, including but not limited to compliance with any regulations, order or instruction of any federal, state or municipal government or any department or agency thereof, acts or omissions of any other party hereto, acts of civil or military authority, war, terrorism, riots, embargoes, strikes, fires, epidemics, accidents, natural disasters and the ability (due to causes beyond ACI's reasonable control) to obtain necessary labor or materials due to supply chain issues (all of the foregoing, without limitation, being herein referred to as force majeure), ACI shall give Client prompt notice of the occurrence of any such force majeure delay or expected delay, specifying the cause thereof and the expected duration. In the event of any such delay, the date required for fulfillment of such obligation shall be automatically extended for a period equal to the time lost by reason of delay. In no event, however, shall this provision apply to an obligation requiring solely the payment of money.

SECTION 13 – Assignment & Subletting

- 13.1. ACI shall not assign or sublet this Agreement or any part of it to any third party without the prior written consent of the Client.
- a. The terms of this Agreement extend to the Client’s successors, assignees, and legal representatives.
 - b. It is understood and agreed between the parties hereto that time is of the essence to this Agreement, and this applies to all terms and conditions contained herein.
 - c. This Agreement has been executed and delivered in the State of Georgia and shall be governed and constructed in accordance with the laws of the State of Georgia.
 - d. The undersigned client has read completely the terms of this Agreement, understands, and agrees to follow terms and obligations as specified herein.

SECTION 14 – Owner Provided Parts

- 14.1. Owner will be required to coordinate with Accurate Controls prior to owner purchasing parts from another entity to verify compatibility with the existing security controls systems hardware, and software.
- 14.2. Accurate Controls will provide limited support to owner provided replacement devices and restore original configurations if devices meet the following requirements:
- a. Devices meet Accurate Controls supplied systems minimum standards
 - b. Devices are compatible with existing manufactured systems
- 14.3. Accurate Controls will not provide support to Integrate, repair, or replace devices that do not meet the minimum requirements, are not manufacture supported devices, and are used in a manner not compatible with original design.

Client

ACI

Signed by: _____
Printed name and title: _____
For and on behalf of: _____

Signed by: _____
Printed name and title: _____
For and on behalf of: _____

SCHEDULE A

Fees and Expenses for Time and Material

1. Online technical assistance:
 - a. \$229.00 per hour billed in 30-minute increments without an Agreement
 - b. \$150.00 per hour billed in 30-minute increments with an Agreement
2. Telephone technical assistance:
 - a. \$229.00 per hour billed in 30-minute increments without an Agreement
 - b. \$150.00 per hour billed in 30-minute increments with an Agreement
3. Programming assistance:
 - a. \$229.00 per hour billed in 30-minute increments without an Agreement
 - b. \$150.00 per hour billed in 30-minute increments with an Agreement
4. After hours telephone technical assistance (from 4:30 pm to 7:30 am)
 - a. \$260.00 per hour billed in 30-minute increments without an Agreement
 - b. \$120.00 per hour billed in 30-minute increments with an Agreement
5. On-site Services:
 - a. \$174.00 per hour per person, including travel time to and from facility without an Agreement
 - b. \$120.00 per hour per person, including travel time to and from facility with an Agreement
6. Additional Training:
 - a. \$178.00 per hour per person, including travel time to and from facility without an Agreement
 - b. \$142.00 per hour per person, including travel time to and from facility with an Agreement
7. Travel per diem expense:
 - a. \$ 4,019.00 per required round trip to Monroe, GA without an Agreement
 - b. \$ 3,419.00 per required round trip to Monroe, GA with an Agreement
8. Per Diem expense: \$246.00 per required overnight stay per person

SCHEDULE B

Inclusions: For the purpose of this agreement, the below listed items would be available for repair or replacement in case of failure for the Gold or Silver plan.

1. HMI Interface – control computers and monitors
2. Controls Systems – Schneider Electric PLC components, power supplies, relays, terminal blocks, and fuses
3. Intercom Systems – Headend components, intercoms, paging speakers, and intercom master stations
4. CCTV Systems – Headend components that include switching gear and recording servers, workstations, monitors, and cameras
5. Card Access systems – Control boards, database server, enrollment station, card readers, and scramble keypads

SCHEDULE C

Exclusions: For the purpose of this agreement, the below listed items would be excluded from coverage.

1. Any components with a raceway such as conduit and back boxes
2. Any new or existing wire
3. Any equipment not originally purchased or supplied by Accurate Controls. Refer to section 14 for exceptions.
4. Systems provide by others.
5. Software upgrades and license
6. Harding Intercom Systems – Headend components, intercoms, paging speakers, and intercom master stations