



Fort Bend County Sheriff's Office, Justice Center, and the Tensator Virtual Assistant



Troy E. Nehls, Sheriff

David Marcaurele, Chief Deputy



Tensator Virtual Assistant



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Planned Usage



Video Muted



- Next generation digital signage
- Completely custom
- Made in the U.S.A. and installed all over the world
- One unit will be customized for and installed at the Sheriff's Office
- One unit will be customized for and installed at the Justice Center



Justice Center



- Options will include:
 - Auto-welcome message
 - Security Procedures
 - Court Information
 - Jury Duty Information
 - District Clerk Information
 - County Clerk Information
 - District Attorney Info
 - Tax Office Information
 - JP 1-2 Office Information



Welcome Message



- Hello! I'm Sheriff Troy Nehls and welcome to the Fort Bend County Justice Center Complex.
- Our Court Personnel and Bailiffs are here to facilitate your visit to the Justice Center for your safety and security.
- Please select from the options in front of me to learn more about a specific area at the Fort Bend County Justice Center such as: Court Information, the District Clerk's Office, the County Clerk's Office, et cetera.





Justice Center Security Procedures



- Welcome to the Fort Bend County Justice Center
- Only Justice Center employees and frequent visitors with personalized access badges may bypass the metal detectors
- All other visitors must pass through the metal detectors
- No firearms, knives of any size, pepper spray, conducted electrical weapons such as Tasers, or other weapons are permitted inside the Justice Center
- Please remove all watches, hats, cell phones, jewelry, keys, loose change, sunglasses, belts, wallets, coats, purses, and any other metal items
- All items should be placed in a plastic bin on the conveyer belt
- Please notify a Sheriff's Office Deputy of any medical device which will prevent you from walking through the metal detector and be prepared to present your medical identification card
- Wait until directed by the Deputy and walk through the metal detector without touching the sides
- Please follow all directions given by the Deputy and ask if you need assistance
- For questions or concerns about security procedures, please speak to a Sheriff's Office Deputy or call 281-341-3798



Court Information Overview



- The Fort Bend County Justice Center is located across the street from the Sheriff's Office at 1422 Eugene Heimann Circle:
 - The Justice Center includes
 - The Jury Assembly Room, District Clerk's Office, County Clerk's Office, and food service area on the first floor
 - The District Attorney's Office on the second floor
 - The Law Library on the third floor
 - Courtrooms on the first, second, and third floors
 - Foreclosure, Estate Sale, and other public notices are located in the Justice Center lobby outside the metal detectors
 - Court docket information can be found on the "Docket signs" on the first floor near the escalators or outside each courtroom
 - And restrooms are located in common areas on each floor
 - If you need assistance, please find one of our Sheriff's Office Deputies or Bailiffs
 - For Justice Center information, call 281-238-1900



Jury Duty



- If you have jury duty, you should report to the location listed on your summons
- The Jury Assembly Room at the Justice Center is located on the first floor next to the escalators
- All persons entering the courtroom should be dressed in clothing reasonably befitting the dignity of the court proceedings
- Courtrooms remain at a reasonable temperature all year round
- Meals are not provided, but food and drink options are available
- Parking is free
- If you believe you are exempt or not qualified for jury service, please visit www.FortBendCountyTX.gov for additional information
- All jurors should call 281-341-4506 after 5:00pm the evening before you are scheduled to appear for service to confirm changes or cancellations in jury service



District Clerk



- The Fort Bend County District Clerk's Office is located on the first floor of the Fort Bend County Justice Center at 1422 Eugene Heimann Circle
- The District Clerk's Office is open Monday through Friday from 8am to 5pm, excluding holidays
- The District Clerk's Office performs many services including:
 - Passport processing, summoning of jurors
 - Recording and custodian of all court pleadings, Acceptance of fees for court proceedings
 - Preparing civil and criminal appeals, Filing and assigning causes, Issuing writs, citations, and warrants
 - And many other services
- Visit www.FortBendCountyTX.gov for payments, links, and additional information or call 281-341-4515



County Clerk



- The Fort Bend County Clerk's Office is located on the first floor of the Fort Bend County Justice Center at 1422 Eugene Heimann Circle
- The County Clerk's Office is open Monday through Friday from 8am to 4pm with extended hours on Monday and Thursday until 5pm, excluding holidays
- The County Clerk's Office performs many services including:
 - Copies of Birth or Death Certificates, Civil Court, Commissioners Court, Recording of Assumed Names or D.B.A.
 - Property Foreclosure Sales, Marks and Brands for Livestock, Marriage Licenses, Military Discharge
 - Misdemeanor Court, Probate Court, Property Filing Fees
 - And many other services
- Visit www.FortBendCountyTX.gov for payments, links, and additional information or call 281-341-8685



District Attorney's Office



- The Fort Bend County District Attorney's Office is located on the second floor of the Fort Bend County Justice Center at 1422 Eugene Heimann Circle
- The District Attorney's Office is open Monday through Friday from 8am to 5pm, excluding holidays
- The District Attorney's Office has developed specialized divisions including:
 - Child Abuse
 - Economic Crimes
 - Narcotics
 - Domestic Violence
 - Juvenile Crimes
 - And a Crime Victims Assistance Division
- Visit www.FortBendCountyTX.gov for links and additional information or call 281-341-4460



Tax Office



- The Fort Bend County Tax Assessor-Collector's Richmond Office is located across the street from the Justice Center at 1317 Eugene Heimann Circle
- The Tax Assessor-Collector's Office is open Monday through Friday from 8am to 4:30pm with extended hours on Monday from 7am to 6pm, excluding holidays
- The Tax Assessor-Collector's Office performs many services including :
 - Property tax collection
 - Automobile, truck, and trailer tax collection
 - Vehicle registration fee collection
 - Beer, wine, and liquor fee collection
- Visit www.FortBendCountyTX.gov for alternate locations, links, and additional information or call 281-341-3710



Justice of the Peace Pct1, Place2



- The Fort Bend County Justice of the Peace Precinct 1 Place 2 Office is located across the street from the Justice Center at 1517 Eugene Heimann Circle
- The Justice of the Peace Office is open Monday through Thursday from 8am to 4:30pm and on Friday from 8am to 12pm, excluding holidays
- The Justice of the Peace performs many services including :
 - Serving as a judge over justice criminal courts, justice civil court, and small claims court
 - Criminal cases include traffic cases, school attendance cases, minor alcohol violation cases, and minor tobacco violation cases
 - Civil cases include evictions and civil suits not exceeding \$10,000
 - As a magistrate conducting criminal examining trials, admonishing prisoners, setting bonds, conducting juvenile detention hearings, admonishing juvenile statements, performing marriage ceremonies, and performing coroner duties
- Visit www.FortBendCountyTX.gov for links and additional information or call 281-341-3742

Thank You!



Troy E. Nehls, Sheriff

David Marcaurele, Chief Deputy

Fort Bend County Sheriff Virtual Assistant Quote Form

Account/Account Number	
Tensator Contact	James Baker (631)-415-5263
Date quoted	4/8/2015
Date validation	through April 4, 2015



Bill To Address	Sold to Address	Ship to Address	Purchase Order #
SGT. Ben Simpson	SGT. Ben Simpson	Fort Bend County Sheriff	Order Date
Fort Bend County Sheriff	Fort Bend County Sheriff	1410 Williams Way Richmond, TX 77469	Date Goods Required 4-Apr-15
1410 Williams Way Richmond, TX 77469	1410 Williams Way Richmond, TX 77469	Contact Name/Number	Contact Name SGT. Ben Simpson
			Contact Number 1-281-341-4768
			Contact Email ben.simpson@fortbendcountytexas.gov

Ship Via - Please select	Payment Terms Please select	Credit Card Details	Tax Status
3rd Party <input type="checkbox"/> Inside Delivery <input type="checkbox"/>	Payment in Advance <input checked="" type="checkbox"/>	Type of Card	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Collect <input type="checkbox"/> Prepaid & Add <input checked="" type="checkbox"/>	Credit Account <input type="checkbox"/>	Credit Card Number	Contact Email
Carrier TBD		Expiration Date	
Account Number			

Item #	Description	Quantity	Price per Unit	Total
Tensator Tri-Panel IVA	Tensator Standard Interactive Virtual Assistant. IVA includes 11-Button Interactive touch panel	1	\$18,116.00	\$ 18,116.00
(Unit #2)	1 standard Tri-Panel IVA casing, projector and media player. Solution also includes HD filming, editing, studio time and all actor/actress fees. Quote assumes all filming and editing to take place in NYC. Casing artwork to be provided and approved by Fort Bend Sheriff's office			
	Pricing also includes the main messaging in English with three additional languages: Spanish, Vietnamese and Chinese			
Installation	Installation of 1-11 Button Interactive VA's at the following address:	1	\$ 464.50	\$ 464.50
	Fort Bend County Sheriff's Office			
	1410 Williams Way			
	Richmond, TX 77469			
	*Pricing assumes all filming and editing will take place in NYC			
	*Pricing is effective through April 4, 2015			
	*Quote includes a 1 year standard manufacturer warranty. (Attached)			
	*An extended warranty is available at an additional cost			
	*Pricing is per system.			\$ -
	*Estimated lead time is 6-8 weeks ARO			\$ -
	*Installation to take place between 7AM and 6PM and completed same day			\$ -
			Merchandise Subtotal:	\$ 18,580.50
			Estimated Freight Subtotal:	\$ 187.50
			Sales Tax:	
			Order Total (USD\$):	\$ 18,768.00

Fort Bend County Sheriff Virtual Assistant Quote Form

Account/Account Number	
Tensator Contact	James Baker (631)-415-5263
Date quoted	4/8/2015
Date validation	through April 4, 2015



Bill To Address SGT. Ben Simpson Fort Bend County Sheriff 1410 Williams Way Richmond, TX 77469	Sold to Address SGT. Ben Simpson Fort Bend County Sheriff 1410 Williams Way Richmond, TX 77469	Ship to Address Fort Bend County Sheriff 1410 Williams Way Richmond, TX 77469 Contact Name/Number	Purchase Order # Order Date Date Goods Required Contact Name Contact Number Contact Email
			4-Apr-15 SGT. Ben Simpson 1-281-341-4768 ben.simpson@fortbendcountytexas.gov

Ship Via - Please select	Payment Terms Please select	Credit Card Details	Tax Status
3rd Party <input type="checkbox"/> Inside Delivery <input type="checkbox"/>	Payment in Advance <input checked="" type="checkbox"/>	Type of Card	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Collect <input type="checkbox"/> Prepaid & Add <input checked="" type="checkbox"/>	Credit Account <input type="checkbox"/>	Credit Card Number	Contact Email
Carrier: TBD		Expiration Date	
Account Number			

Item #	Description	Quantity	Price per Unit	Total
Tensator Tri-Panel IVA	Tensator Standard Interactive Virtual Assistant. IVA includes 11-Button Interative touch panel	1	\$18,116.00	\$ 18,116.00
(Unit #1-Main Unit)	1 standard Tri-Panel IVA casing, projector and media player. Solution also includes HD filming, editing,studio time and all actor/actress fees. Quote assumes all filming and editing to take place in NYC. Casing artwork to be provided and approved by Fort Bend Sheriff's office			
	Pricing also includes the main messaging in English with three additional languages: Spanish, Vietnamese and Chinese			
Installation	Fort Bend County Sheriff's Office 1410 Williams Way Richmond, TX 77469	1	\$ 464.50	\$ 464.50
	*Pricing assumes all filming and editing will take place in NYC			
	*Pricing is effective through April 4, 2015			
	*Quote includes a 1 year standard manufacturer warranty. (Attached)			
	*An extended warranty is available at an additional cost			
	*Pricing is per system.			\$ -
	*Estimated lead time is 6-8 weeks ARO			\$ -
	*Installation to take place between 7AM and 6PM and completed same day			\$ -
			Merchandise Subtotal:	\$ 18,580.50
			Estimated Freight Subtotal:	\$ 187.50
			Sales Tax:	
			Order Total (USD\$):	\$ 18,768.00

Electronic Items Warranty

Covers EQ Systems, Automatic Gates, Virtual Assistant & Virtual Queue Management Systems

We are proud of the value built into every one of our products. Tensator Inc. is committed to bringing you products of the highest quality and value. We stand behind our products, with quick responsive service and a comprehensive warranty. All of our products feature state-of-the-art materials built with expert craftsmanship and are designed to last. To assure quality, we monitor every aspect of the production process, from initial assembly to final packaging. We do recognize that on rare occasions, variations can occur and so all our products are covered by a full warranty.

Standard One (1) Year Warranty

This warranty covers all Tensator and Lawrence branded product(s). All electronic item(s) hardware is warranted to be free of defects in materials and workmanship for one (1) year from date of shipment. If a claim is made for a hardware component failure due to imperfection in materials, manufacturer failure or defect, we will supply and charge for a replacement. Upon receipt, inspection and confirmation that defective item has a manufacturing defect, full credit will be issued and applied to replacement charged. Proper documentation must be supplied in order to determine warranty validity. Acceptable forms of proof are invoices, paid receipt and/or purchase orders that Tensator is able to verify that goods were shipped against. Product(s) under warranty must be paid in full.

EQ Systems and Virtual Assistants that are not defective are not cancelable once ordered and are not returnable once shipped. Once an item reaches its "End of Life" or "End of Service," comparable item(s) will be used.

"Consumables" commonly defined as items that consumers buy recurrently, items which get used up or discarded such as but not limited to light bulbs, batteries, paper, spindle (paper support) and keys are not covered under warranty.

Tensator reserves the right to investigate all warranty claims. A Tensator Customer Service Representative must be notified in writing within 30 days of a defect occurrence to qualify for warranty service. Must be able to supply acknowledgement received from Tensator within the 30 day time frame that request was received.

Product(s) may be returned only after you receive a Return Material Authorization (RMA) along with specific shipping instructions. In the event that a shipment is sent back without RMA, shipment will be refused. Tensator has the sole discretion to issue product refunds at the purchase price as long as upon inspection & confirmation customer abuse / misuse are not noted.

Transportation and shipping charges are not covered by the warranty and are the sole responsibility of the customer.

Limitations

Tensator is not responsible for the repair or replacement of product(s) subjected to abuse, improper use causing defect as a result of the following:

- If a Tensator “Certified” Installer is not performing installation, Tensator is not liable for any damages incurred during installation. Warranty will be null and void. Only “Hardware” found to be defective out of the box will be covered under warranty.
- Unauthorized repairs, accident, alteration, misuse, neglect, fire, flood, acts of God or normal wear and tear such as but not limited to chipping and tarnishing over a period of time.
- Extreme conditions such as power surge, dust, excessive moisture, temperature or other damage caused by outdoor elements. Products and finishes meant for outdoor use are weather resistant, not weather proof.
- Altered, modified, misused, vandalized or accidental damage or failure to operate EQ System in accordance with Tensator product instructions.
- Customer directed modifications/incorporations of any other hardware or software into the system or any of its components. Tensator will not be responsible for repair of errors or hardware malfunctions if modifications or enhancements to the EQ System were made by any other person(s) other than a Tensator Representative.
- Cosmetic damage found on cabinets / acrylic is not covered.
- The item has been operated outside its intended output capacity (heating temperature).
- Inadequate maintenance, corrosive environments or installed outside applicable building, mechanical and electrical codes.
- The warranty does not cover costs incurred as a result of training, troubleshooting, installation and/or customer service.

The EQ System software has been designed to run on Microsoft Windows Operating systems as a standalone package. Integrating the software with any other software package or operating systems is not covered by the warranty. Service calls to resolve issues of this nature will be charged accordingly.

Please visit www.tensator.com for the recommended system requirements.

How to Obtain Warranty Service

To initiate warranty benefits, follow these instructions:

- In the event of a problem, contact Tensator Technical Support at 1-800-771-3058. If your purchase was made through a Dealer, please contact them for Technical Support. Technical



Support Associates will be able to answer your questions and direct you to Customer Service if additional actions are required.