

3.2.6. **Warranty and Maintenance**

- 3.2.6.1. Contractor must provide warranty and maintenance coverage at no cost to the County two years after final acceptance of system. Maintenance for the remainder of the five-year term shall include routine maintenance, repairs of hardware/firmware and software malfunctions and provision of all system updates, including any firmware, software, security updates and/or patches.
- 3.2.6.2. The Contractor warrants that Boone County shall acquire good and clear title to the equipment being purchased and all equipment shall be new, free from defects and perform to the required levels.
- 3.2.6.3. Contractor shall maintain system so that it functions properly in the warranty and post warranty periods for the full duration of the maintenance contract.

3.2.7. **Support**

- 3.2.7.1. Offeror's support personnel will provide timely response to questions and resolution to problems at all times.

3.2.8. **Modifications and Upgrades**

- 3.2.8.1. The Contractor shall provide at no additional charge to the County for the life of the maintenance contract:
 - a. All software modifications and upgrades that are necessary to comply with changes

- to local, State, and Federal election laws or Voluntary Voting System Guidelines issued by the United States Election Assistance Commission; and
- b. All hardware and software modifications necessary to correct defects in the system.