

Safety & Security Solution Proposal

City of Allen

305 Century Pkwy
Allen, TX 75013-8042

August 31, 2017

Eric Matthews

City of Allen SaM Renewal

Proposal Submitted

By



Proposal No. 17267-2-0

3440 Sojourn Drive Suite 240
Carrollton, TX 75006

City of Allen SaM Renewal Statement of Work

Place of Performance

City of Allen
305 Century Pkwy
Allen, TX 75013-8042

Primary Point of Contact

Eric Matthews
City of Allen
2145094851
ematthews@cityofallen.org

Background

Eric Matthews requested that Securadyne provide a proposal for the renewal of the Service and Maintenance contract currently in place with the City of Allen.

Tasks

- This proposal is for the reduction of the Platinum Service and Maintenance contract with the City of Allen to a new Gold Service and maintenance contract. New terms will take effect with the Gold Contract with 8 hour guaranteed response times for all calls within the City of Allen. Equipment going forward would be charged as needed per service call. In addition the PM4 maintenance has been reduced to a PM2.

Execution & Delivery

Upon receipt of an official purchase order from the City of Allen, Securadyne shall update the existing contract making the notated changes and continue servicing the City of Allen per the new contract terms.

SecuradynePLS (Priority Lifecycle Services)

Gold Service Agreement:

Benefits of a Gold Service Agreement include 24x7 call handling and 24x7 service hours³. Receive priority over Customers without a service agreement with our 24-hour response time for non-emergency calls¹ and 8-hour on-site response for critical component calls². After-hours Service is available 24x7 (at a pre-defined rate). Repair and replacement labor included. Avoid downtime with provided loaner equipment during parts repair/replacement. Receive a 5% discount on Move-Add-Change contracts (<\$10k).

Notes:

1. On-site response for non-emergency items will be provided within the stated period once receiving notification of a non emergency condition, as determined by the customer and Securadyne Systems. Non-emergency conditions are failures at an individual component level resulting in minimal impact to the overall operation of the facility.
2. On-site response for critical components will be provided within the stated period once receiving notification of a critical emergency condition, as determined by the customer and Securadyne Systems. Critical emergencies are failures at a system or panel level and would result in the loss of the entire section of a building or place the facility at high risk.
3. "Service hours" refers to the hours during which service is provided. Any services calls performed outside of the stated range are billable at standard T&M hourly rates.

Agreement Pricing:

1. Year 1 of this Gold Service Agreement is \$32,049.00 and will be invoiced in year one of the agreement at the chosen frequency.
2. Year 2 of this Gold Service Agreement is \$32,049.00 and will be invoiced in year two of the agreement at the chosen frequency.
3. Year 3 of this Gold Service Agreement is \$32,049.00 and will be invoiced in year three of the agreement at the chosen frequency.
4. Year 4 of this Gold Service Agreement is \$32,049.00 and will be invoiced in year four of the agreement at the chosen frequency.
5. Year 5 of this Gold Service Agreement is \$32,049.00 and will be invoiced in year five of the agreement at the chosen frequency.

Acceptance:

Initial here to accept the proposed Securadyne Systems Service Agreement _____

Semi-Annual Preventative Maintenance Agreement:

Benefits of the Semi-Annual Preventative Maintenance Agreement covers inspection, testing and adjusting of card reader controlled doors, surveillance cameras, perimeter door position switches, equipment enclosures and server/storage equipment racks.

This Maintenance Agreement includes: back-up of access control system configuration; archiving of cardholder database/transaction logs; back-up video management system configuration; confirm correct recording preferences (application reprogramming excluded); de-fragment all hard drives as needed; run system-wide diagnostic reports in order to identify nuisance alarms and/or faulty equipment (if needed, repairs performed pursuant to Service Agreement); and optimize video recording storage arrays as needed (application reprogramming excluded).

This Preventative Maintenance Agreement also includes one (1) site-wide vulnerability assessment designed to identify gaps in current electronic security protection scheme and Customer interview regarding needs analysis.

Agreement Pricing:

1. Year 1 of this Semi-Annual Maintenance Agreement is \$11,451.00 and will be invoiced in year one of the agreement at the chosen frequency.
2. Year 2 of this Semi-Annual Maintenance Agreement is \$11,451.00 and will be invoiced in year two of the agreement at the chosen frequency.
3. Year 3 of this Semi-Annual Maintenance Agreement is \$11,451.00 and will be invoiced in year three of the agreement at the chosen frequency.
4. Year 4 of this Semi-Annual Maintenance Agreement is \$11,451.00 and will be invoiced in year four of the agreement at the chosen frequency.
5. Year 5 of this Semi-Annual Maintenance Agreement is \$11,451.00 and will be invoiced in year five of the agreement at the chosen frequency.

Acceptance:

Initial here to accept the proposed Securadyne Systems Maintenance Agreement _____

Customer Acceptance

SecuradynePLS: Total Year 1 PLS Package is valued at: **\$43,500.00**

Authorized Customer Signature

Date

Contract term:

☐ 5 year

Billing frequency:

☐ Monthly

☐ Quarterly

☐ Semi-annually

☐ Annually