

Attachment A to Master Services Agreement

STATEMENT OF WORK (SOW)

BETWEEN THE CITY OF AURORA, ILLINOIS AND SCIENTEL SOLUTIONS, LLC

Video Maintenance Services

This is Attachment A to the **Master Services Agreement** (MSA), dated as of _____, between **the City of Aurora, Illinois** (hereinafter the “**City**”); and Scientel Solutions, LLC having a business address of 2021 N. Eola Road, Aurora, IL 60502 (hereinafter the “**Scientel**”) known collectively, the “**Parties**” and each, a “**Party**”.

This SOW is entered into pursuant to and subject to the provisions of the **Master Services Agreement** (MSA), dated _____ (the “**SOW Effective Date**”), by and between the **City** and **Scientel** (as amended, modified or supplemented through the SOW Effective Date, the “**Master Services Agreement**” or “**MSA**”), the terms of which, except as may be expressly modified or excluded herein, are incorporated herein by reference.

Scope of Work

As part of this scope of work, Scientel Solutions will provide maintenance and support to the City of Aurora’s 560 existing security cameras and CCTV cameras. The City of Aurora has over 560 existing or planned security/CCTV cameras spread across 15+ City owned or managed locations such as City Hall, Police Headquarters, parks, the zoo, garages etc. Each camera has been assigned a maintenance service tier which details its response time which ranges from 4 hours to 5 business days depending on criticality of the camera. Additionally, based on the camera’s tier, a cleaning will be required 1 or 2 times per year as detailed in the tier level. The camera tier sheet is below:

COLUMN NAME	VALID VALUES	OTHER INFORMATION
Service Response Time	Tier 0 Tier 1 Tier 2 Tier 3 Tier 4	Tier 0 = 24x7 4 Hour Response Tier 1 = 24x7 4 Hour Response Business Hours (or first thing next morning) Tier 2 = Next Day (including weekends) Tier 3 = Next Day (Business week) Tier 4 = 5 Business Days
Camera Height	1 2 3 4 5	1 = Less Than 10' (Ladder accessible Interior; Ladder accessible exterior) 2 = Between 10' - 25' (Ladder accessible interior; bucket accessible for exterior) 3 = Between 25' - 35' (Lift required Interior; Bucket Required Exterior) 4 = Greater than 35' (Bigger Lift required Interior; Bigger Bucket Required Exterior) 5 = Roof Mount (Accessible from roof for service)
# of Yearly Cleanings	1 2 4 12	1 - Cleaning and preventive maintenance once a year 2 - Cleaning and preventive maintenance twice a year (1 first half, 1 second half) 4 - Cleaning and preventive maintenance quarterly (1 Jan - Mar, 1 April to June, 1 July to Sept, 1 Oct to Dec) 12 - Cleaning and preventive maintenance monthly
Special Requirements	any	Lane Closure Afterhours Only Escorted Access Exterior Entity Coordination Required

Scientel will clean and inspect all cameras in Aurora at least once a year, depending on the exact camera requirements. Based on the yearly inspections, Scientel will make migration recommendations to the City of Aurora and can install any replacement cameras as required. Additionally, Scientel will integrate all the cameras into Scientel's 24x7 NOC for monitoring (without access to the video data itself) to ensure that all cameras are operating in peak performance.

If at any time during the initial response or restoration period it becomes apparent that on-site support from Scientel is required, the Scientel Help Desk will:

- Advise City of Aurora of the need to dispatch field personnel to a site;*
- Advise City of Aurora as to the root cause issue(s) it either suspects or has confirmed has caused, or is contributing to, any service or equipment malfunction;*
- Advise City of Aurora if charges will apply for the dispatch based on whether the trouble or failure took place prior to network acceptance, or whether the dispatch is covered under Equipment or Service warranty period.*
- Scientel agrees to perform all field services work at no cost to City of Aurora for the following:*
 - Any Supported Equipment troubleshooting, repair or replacement*
 - Any trouble condition due to a Service performed by Scientel.*
- If City of Aurora will incur charges associated with any field services dispatch, Scientel shall promptly provide an estimate of the charges that will apply for the dispatch. Such charges may include labor, travel, shipping and other miscellaneous expenses associated*

with the onsite repair.

- Request approval from City of Aurora to dispatch personnel to the effected site, for non-contracted services or outages.

LIMITATIONS AND EXCLUSIONS

Scientel Solutions is not responsible under the contract for:

- Vandalism/abuse of the installed hardware and software.
- 3rd party hardware or software changes made by the customer after system acceptance.
- Electricity service caused problems, such as lightning strikes, power surges or acts of God.
- Acts of terrorism
- 3rd Party vendor actions that cause loss of service (i.e. fiber cut, power grid failure, cable cut)
- User induced damage including but not limited to damage to devices, or lost, broken antennas.

Repairs required under the above circumstances will be performed with the City of Aurora's prior approval at the rates detailed in the pricing sheet included under Exhibit 2.

Exhibit 2

PRICING

The term of work under this SOW will be for 3 years with a mutual option for an additional 3 year term, with pricing per year set out below:

<i>Year 1 Pricing</i>	<i>Year 2 Pricing</i>	<i>Year 3 Pricing</i>	<i>Total 3 Year Pricing</i>	<i>Year 4 Pricing</i>	<i>Year 5 Pricing</i>	<i>Year 6 Pricing</i>	<i>Total 6 Year Pricing</i>
\$216,167.80	\$222,652.83	\$229,332.42	\$668,153.05	\$236,212.39	\$243,298.76	\$248,164.74	\$1,395,828.95

		<i>Imp. Pricing</i>	<i>Annual Pricing</i>	<i>Assumptions / Notes</i>
1	Lane Closure	\$370.00	\$ -	per incident
2	Afterhours Only	\$240.00	\$ -	per incident
3	Escorted Access	\$660.00	\$ -	per incident
4	Exterior Coordination Required	\$330.00	\$ -	per incident
5	Additional Camera Support	\$ -	\$500.00	per camera
6	Camera Installation (Indoor Regular)	\$ -	\$950.00	per camera
7	Camera Installation (Indoor Manlift)	\$ -	\$1,500.00	per camera
8	Camera Installation (Outdoor)	\$ -	\$1,250.00	per camera
9	Camera Installation (Outdoor Bucket Truck)	\$ -	\$1,500.00	per camera
10	HD NVR4 PRM 96TB 2U Rack Mnt, Windows Server 2016	\$ -	\$23,294.12	
11	NVR4 VAL 6TB NA 1U Rack Mnt, Windows 10 IoT	\$ -	\$2,911.76	

12	NVR4 STD 48TB 2U Rack Mnt, Windows Server 2016	\$ -	\$16,150.59	
13	NVR4 VAL 12TB NA 1U Rack Mnt, Windows 10 IoT	\$ -	\$3,688.24	
14	NVR4 VAL 24TB NA 1U Rack Mnt, Windows 10 IoT	\$ -	\$6,502.94	
15	HD NVR4 PRM 64TB 2U Rack Mnt, Windows Server 2016	\$ -	\$20,058.82	
16	NVR4 STD 32TB 2U Rack Mnt, Windows Server 2016	\$ -	\$12,135.59	
17	ACC 7 Enterprise Edition camera license	\$ -	\$187.65	
18	3x 5 MP, WDR, LightCatcher, 4mm, Camera Only	\$ -	\$1,164.71	
19	2.0 MP (1080p) WDR, LightCatcher, 3.3-9mm f/1.3 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$647.06	
20	2.0 MP (1080p) WDR, LightCatcher, Day/Night, Indoor Dome, 3.3-9mm f/1.3 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$550.00	
21	3x 8 MP, WDR, LightCatcher, 5.2mm, Camera Only	\$ -	\$1,358.82	
22	6.0 MP WDR, LightCatcher, 4.9-8mm f/1.8 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$831.47	
23	8.0 MP (4K) WDR, LightCatcher, 4.9-8mm f/1.8 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$970.59	
24	2.0 MP (1080p) WDR, LightCatcher, Day/Night, 3.3-9mm f/1.3 P-iris lens, Next-Generation Analytics	\$ -	\$517.65	
25	4x 5 MP, WDR, LightCatcher, 2.8mm, Camera Only	\$ -	\$1,358.82	
26	6.0 MP WDR, LightCatcher, Day/Night, 4.9-8mm f/1.8 lens, Next-Generation Analytics	\$ -	\$702.06	
27	6.0 MP WDR, LightCatcher, Day/Night, Outdoor Dome, 4.9-8mm f/1.8 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$831.47	
28	4.0 MP WDR, LightCatcher, Day/Night, Outdoor Dome, 3.3-9mm f/1.3 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$738.94	
29	4x 8 MP, WDR, LightCatcher, 4mm, Camera Only	\$ -	\$1,552.94	
30	2.0 MP (1080p) WDR, LightCatcher, Day/Night, Outdoor Dome, 3.3-9mm f/1.3 P-iris lens, Integrated IR, Next-Generation Analytics	\$ -	\$647.06	
31	4x 3 MP, WDR, LightCatcher, 2.8mm, Camera Only	\$ -	\$1,232.65	
32	2.0 Megapixel (1080p) WDR Day/Night, 30x, Pendant Dome, Self-learning analytics	\$ -	\$1,721.18	
33	Indoor single port Gigabit PoE++ 60W,	\$ -	\$97.06	
34	Outdoor pendant mount adapter,	\$ -	\$103.53	
35	Optional IR Illuminator ring	\$ -	\$213.53	
36	Junction Box for H4A HD Bullet	\$ -	\$58.24	
37	Dome Bubble	\$ -	\$103.53	
38	Pendant Wall Mount Adapter	\$ -	\$61.47	
39	Video Wall (small)	\$ -	\$25,000.00	

As referenced in Section 5b of the RFP Response, "Pricing for the Scientel contracts and terms were completed using the H-GAC pricing contract. Scientel's H-GAC pricing contract can be found at <https://www.hgacbuy.org/contracts/documents/CW10-19/Scientel-Wireless.pdf>" As such, any additional pricing that is not explicitly listed in SOW 1 of this document, but listed in the H-GAC contract can be utilized by the City of Aurora.