

FIRST AMENDMENT TO MASTER SERVICE AGREEMENT

This First Amendment to the Master Service Agreement (this “First Amendment”), is made as of the 04 day of June 2026 by and between Scientel Solutions, LLC, a Delaware limited liability company (“Scientel”) and the City of Aurora (the “City”) (collectively the “Parties” or, individually, a “Party”).

WHEREAS, the parties previously entered into a Master Service Agreement, dated June 9, 2021 (the “Agreement”), pursuant to which Scientel agreed to provide certain technology services to the City; and

WHEREAS, the Parties desire to extend and amend the Agreement as more particularly set forth herein.

NOW THEREFORE, in consideration of the mutual promises contained herein, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

1. Capitalized Terms. All capitalized terms used herein shall have the same meanings ascribed to them in the Agreement, unless otherwise expressly defined in this Amendment.

2. Statement of Work. Section 4 of the Agreement is hereby amended by adding Appendix B setting forth a new Statement of Work which shall become effective as of July 1, 2026.

3. Term. Section 8(a) of the Agreement is hereby amended by replacing the existing provision with the following:

“This Amendment shall commence on the 1st day of July 2026 and shall continue for a term (“**Term**”) of thirty-six (36) months, unless terminated by either Party pursuant to this MSA. The Term shall automatically renew for twelve month successive renewal periods on terms to be agreed upon by the Parties, unless either Party provides written notice of its intent not to renew at least ninety (90) days before the expiration of the then current Term, provided, however, that the term of each specific Service (if different than above) shall be set forth in the applicable Statement of Work, but in any event the terms of this MSA shall at all times govern the provision of Services by Scientel.”

4. Effect. Except to the extent expressly amended herein, the Agreement is hereby ratified and confirmed in all respects. The Agreement is hereby amended so that any reference in the Agreement shall mean a reference to the Lease Agreement as amended by this First Amendment.

6. Counterparts. This First Amendment may be executed in one or more counterparts, which may be delivered by facsimile, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

[*Signature Pages Follow*]

IN WITNESS WHEREOF, the Parties hereto have caused this First Amendment to be executed on the day and year first above written.

SCIENTEL

SCIENTEL SOLUTIONS LLC

By: Nelson Santos

Name: Nelson Santos

Title: Founder & CEO

Date: 6/4/2026

CITY OF AURORA, ILLINOIS

By: _____

Name:

Title:

Date:

Attachment B-2 to Master Services Agreement

STATEMENT OF WORK (SOW) BETWEEN THE CITY OF AURORA, ILLINOIS AND SCIENTEL SOLUTIONS, LLC

Network Managed Services

This is Attachment B-2 to the First Amendment to the **Master Services Agreement** (MSA), dated as of July 1st, 2026, 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 “**Scientel**”) known collectively, the “**Parties**” and each, a “**Party**”.

This SOW is entered into pursuant to and subject to the provisions of the First Amendment to the **Master Services Agreement** (MSA), dated July 1st, 2026 (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

The City of Aurora’s Network Infrastructure consists primarily of City owned hardware and a maintenance contract through Cisco SmartNet. Internal IT teams monitor and manage the infrastructure with external support when there are critical issues. The hardware is primarily Cisco consisting of approximately 700 items including, but not limited to servers, switches, controllers, telepresence.

Scientel will partner with the City’s internal team to manage day-to-day issues, provide coverage during events, and support proactive replacement and management of the infrastructure. The City’s team will work with Scientel to ensure that all activities covered. Scientel will deliver services consisting of but not limited to:

- Monitoring, alerting and performance analysis for infrastructure equipment, applications and services related to Local Area Network, Wide Area Network and Wireless Network
- Network Optimization, including managed registration for Wireless network
- Performance Testing
- Carrier Troubleshooting
- Upgrades for network hardware and software Service strategy,
- Aid in design and configuration of network resources
- Maintenance of network hardware and firmware

- Infrastructure Planning and determination of new hardware
- In accordance with established Service Level Agreements, the selected vendor will manage enterprise networking equipment, issues that include integration, troubleshooting, monitoring and health checks, technical support, software updates, RMA, road mapping and lifecycle management. The vendor would be responsible for any new or replacement hardware during the engagement.

Scintel will create a co-managed relationship with the City by providing support, maintenance and monitoring services on Day One of the contract being awarded. With this co-managed agreement, Scintel will act as an extension of the City's IT department, providing highly skilled engineers and support staff covering capacity planning, network design services, SLA reporting, break-fix, and 24x7x365 active monitoring. The overall objective of program is to ensure the network will perform at its peak functionality will reducing the operating costs for the City of Aurora.

Support and Maintenance Overview: Scintel will monitor and respond to alarms, trend for capacity and potential network errors. By taking proactive measures issues will be mitigated before they become service impacting.

Scintel's annual preventative maintenance procedures will ensure the network is equipped with proper software and firmware updates, preventing security and operational issues. Life Cycle Management tracking will assist in proper budget planning and prevent end of life equipment residing in the network, unsupported.

Dispatch Scope of Work: Scintel will provide incident management through dispatch service as set forth herein. Scintel maintains contact with the on-site technician until system restoral and the incident is closed. Scintel will continuously track and manage incidents from creation to close through an automated incident tracking process. This incident management allows for Scintel to provide incident activity reports. On-site infrastructure response provides for on-site technician response by Scintel. Scintel will respond to the customer location based on pre-defined severity levels set forth in the Response Timetable in order to restore the System.

Maintenance Windows: Scintel Solutions will work with the City to develop and create a maintenance window where network maintenance can be performed on a regular basis when it is required. Forms and communication structure will be created to assure proper notification for the announcement of all phases of the maintenance window.

Preventative Scope of Work: Network preventative maintenance will provide an operation test and alignment on the customer's infrastructure equipment to ensure the infrastructure meets original manufacturer's specifications. Network preventative maintenance will be performed during standard business days and hours.

Engineering Tools and Capacity Planning: Included in this statement of work and pricing will allow for optimal capacity planning and utilization of the network.

Design & Professional Services: Network design services are included in the price of the offering to the City under Additional Terms. Aside from maintaining and supporting the network, discussions and planning that would maximize network capabilities and reduce costs are crucial.

Network Upgrades: Scientel will work with the City infrastructure staff to coordinate and plan any network upgrades. This will include all required coordination and capacity planning based on agreed network expansion. Each area of the network will be analyzed to assure that equipment sizing is met. Coordination with Scientel's NOC will assure proper handoff from implementation, monitoring, and maintenance. Additionally, we will work with the City to ensure we meet the City's goals in its re-design of the city's end of life Cisco infrastructure if any is still in operation.

Pricing

The term of work under this SOW will be for 3 years with additional option years on terms to be negotiated by the Parties at least 90 days before the end of the then current term.

Support Area	7/1/2026-6/30/2027	7/1/2027-6/30/2028	7/1/2028-6/30/2029	Total
Non-Firewall Devices	\$ 803,799	\$ 724,605	\$ 639,723	\$ 2,168,127

Optional Firewall Devices	\$ 125,773	\$ 125,773	\$ 125,773	\$ 377,319
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	Resource Type	Implementation Pricing (Prevailing Wage)
1.	Executive Manager	\$ 450.00
2.	Sr. Program Manager	\$ 300.00
3.	Program Manager	\$ 230.00
4.	RF Engineering Manager	\$ 160.00
5.	RF Engineer	\$ 220.00
6.	RF Technician	\$ 196.00
7.	Network Engineering Manager	\$ 260.00
8.	Network Engineer	\$ 220.00
9.	Network Technician	\$ 196.00
10.	Construction Manager	\$ 260.00
11.	CAD - Wireless Designer	\$ 150.00

12.	Administrator/Scheduler	\$ 125.00
13.	Logistics Manager	\$ 125.00

Additional Terms

- All equipment becomes property of the City of Aurora on June 30, 2029 upon the payment to Scientel of \$1.
- Scientel will invoice on July 1 of each year for the full year. Payable Net 30.
- This SOW covers a total of 650 devices purchased. Any additional devices purchased in excess of 650 will be purchased and owned by the City.
- Scientel currently has purchased and supports 643 non firewall devices with Forticare to date under this contract and an additional 7 non firewall devices can be purchased on behalf of the City and it is deemed necessary within Aurora's network by both parties.
- Any Forticare purchases after 650 devices will be purchased by the City.
- Scientel will provide the same scope of services for up to 700 devices. If additional devices are added, Scientel will provide a quote for services for any additional devices.
- Firewall option covers the existing 13 firewalls and includes yearly Forticare purchases with support and operational services.

As referenced in Section 5b of the original RFP Response. Scientel's H-GAC pricing contract can be found at [HGAC BUY - Scientel Solutions](#) for future purchases of additional networking equipment.