

# Addendum A - Revised

## City of Aurora – Technical Support Agreement

### Payment Schedule:

**November 1, 2021 – First Payment - \$47,459.00**

**November 1, 2022 – Second Payment - \$47,459.00**

**November 1, 2023 – Third and Final Payment - \$47,459.00**

#### NICE Voice Logging Equipment Covered:

Equipment Number	Serial Number	Model
EQ12184-H1	4668810	NIL
EQ12184-HA1	MXQ64908V9	HP-DL380G9
EQ12698-H1	46688110R	NILR
EQ12698-HA1	2M2649066Q	HP-ML350G9
EQ12699-H1	C1710-9115	NNRXL
EQ12699-HA1	2M275001GF	HP-ML350G9
EQ14211	2M293300QT	HP-DL380G10
EQ14212	2M293300Q5	HP-DL380G10

#### Technical Support Agreement to Include:

1. Internal Audit of the entire system – twice a year;
2. Installation of Health Manager;
3. Integration for and Installation when ready of Rapid SOS software;
4. (1) One Inform Software Version Upgrade during the life of the (3) year terms of agreement;
5. Full On-Site Technical Support – 7/24, 365 all parts and labor included.

#### iRecord Interview and Interrogation System Covered:

Equipment Number	Serial Number	Model
EQ11746-HA1	MXL00227Q1	HPZ2
EQ11747-HA1	MXL00337Q4	HPZ2
EQ11748-HA1	MXL00337Q5	HPZ2
EQ11749-HA1	MXL00337QG	HPZ2
EQ11746-H1	MXL337Q1	IR-UNIVERSE
EQ11747-H1	MXL00337Q4	IR-UNIVERSE
EQ11748-H1	MXL00337QS	IR-UNIVERSE
EQ11749-H1	MXL0033YQG	IR-UNIVERSE
EQ11744	RS-DOS-YWODN-NVJVJ-XOO8	IR-UNIVERSE-E

#### Technical Support Agreement to include:

1. Internal Audit of the entire system – twice a year;
2. 90 day Pilot Cloud Program – date of installation to be determined;
3. Software Version Upgrades as released;

4. Full On-Site Technical Support – 7/24, 365 all parts and labor included

**Option for continuation after initial (3) Three Years:**

Two (2) One Year options available at the end of the (3) Three Year Term of this Agreement. New agreements to be executed if these options are chosen:

1. One Year agreement – 11-1-24 to 10-31-25 - \$47,459.00
2. One Year agreement – 11-1-25 to 10-31-26 - \$47,495.00

If after the first-year payment, Aurora chooses to cancel the iRecord portion of this Agreement, Word Systems will credit Aurora for any prorated remainder of the iRecord Three Year Contract with either an extension of the agreement for NICE, or the purchase of additional NICE equipment.