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WORD SYSTEMS, LLC

LEADERS IN VOICE, VIDEO & DATA CAPTURE SOLUTIONS

wsystems.com

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December 20, 2021

Jeff Anderson
Deputy CIO
Information Technology Department
City of Aurora
44 E. Downer Place
Aurora, IL 60507

Jeff:

Thank you for your time today and once again for reaching out to Word Systems, LLC to discuss options for combining the ongoing Technical Support Agreements for both your NICE Voice Logging System and your iRecord Interview and Interrogation System.

Attached is the final agreement. It provides Aurora Police Department with a new Support Agreement for the upcoming three years beginning on November 1, 2021. This one agreement will cover both the NICE system and the iRecord System for the next Three Years and, as indicated on Addendum A an additional (2) One Year Options. The total cost of the agreement is: \$142,377.00 for the initial Three-Year Agreement with Annual payments of \$47,459.00 due on November 1st of each year. I will provide an invoice to Jolene Coulter for the first payment of \$47,459.00 once I receive approval of the agreement,

I have included on Addendum A, which is made part of the Technical Support Agreement, the bullet points of the agreement that are outside the standard Technical Support Agreement. Additionally, I have included a schedule of payments on the Addendum as well. After our conversation of today, I have included language should the decision be made to move away from the current iRecord Solution. This contract would remain in effect, and a pro-rated credit would be applied for the NICE portion of this agreement.

Regards,

Lori Walker
Independent Sales Manager for Word Systems, LLC
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