

**QUICKET SOLUTIONS, INC.**

**STATEMENT OF WORK**

**CITY OF AURORA, ILLINOIS**

**April 3, 2026**

## STATEMENT OF WORK

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Project Name & ID: CITY OF AURORA, ILLINOIS

This Quicket Solutions, Inc. (“QUICKET”) Statement of Work (“SOW”) describes the services, equipment and software (separately or together, as required, the “Work”) to be provided to CITY OF CITY OF AURORA, ILLINOIS (“CLIENT”) for the installation, implementation, deployment and operation of the Quicket Solutions software subscription service.

This SOW is entered into pursuant to, and is governed by, that certain Quicket Solutions Master Software and Services Agreement (“MSSA”) executed between the parties on May 2, 2022, which remains in full force and effect. This SOW supplements the MSSA and does not amend or replace it.

In the event of any conflict between the terms of this SOW and the MSSA, the terms of the MSSA shall control unless expressly stated otherwise herein. All capitalized terms not otherwise defined in this SOW shall have the meanings set forth in the MSSA.

## 1. APPLICABLE REFERENCES

In the performance of the Work, QUICKET, as applicable, shall comply with the following:

1. Criminal Justice Information Services (CJIS) Security Policy, Latest Version as of SOW
2. Quicket Solutions Master Software and Service Agreement (MSSA), per City of Aurora resolution number R22-109 dated April 26, 2022 and fully executed May 2, 2022

## 2. PERIOD OF PERFORMANCE & PRICING

The Term of this SOW shall commence upon execution and continue for an initial period of five years (the “Initial Term”) unless terminated in accordance with the MSSA. All fees and payment obligations are defined in the Payment Plan section of this SOW.

## PROFESSIONAL SERVICES:

**Integration:** One-way integration from Quicket to Mark43 RMS for eCitations and tow reports produced by Quicket platform including the following specifications and responsibilities:

- Quicket generates and delivers XML with embedded PDFs to AWS GovCloud (us-gov-west-1) S3 with defined structure, naming conventions, and lifecycle policies
- Quicket configures IAM roles and permissions; Mark43 provides principal ARNs and assumes role for access
- Quicket stores objects using KMS encryption; Mark43 manages key grants and credentials required for access and decryption
- Quicket produces XML and embedded PDFs from platform workflows
- Mark43 is responsible for ingesting provided XML schemas, including handling all parsing, mapping, and downstream processing
- Mark43 is responsible for tracking processed items and ensuring idempotent (non-duplicate) ingestion
- Quicket configures S3 lifecycle rules to expire objects after the agreed retention period
- Quicket and Mark43 conduct joint end-to-end testing of access, retrieval, and data integrity
- Quicket monitors file generation and delivery; Mark43 monitors ingestion and processing outcomes

**Project Manager:**

- Primary point of contact for all stakeholders
- Manages project timeline, milestones, and deliverables
- Coordinates across technical and business teams
- Identifies and resolves risks and issues
- Aligns and manages project resources
- Provides regular status and progress updates
- Oversees deployment and post-launch support

**MAINTENANCE & SUPPORT:**

- Ongoing maintenance of cloud infrastructure and integrations
- Continuous system health monitoring and proactive issue resolution
- Security, patching, and CJIS-aligned compliance management
- 24/7 telephone and email support
- Regular updates, upgrades, and security patches
- Integration monitoring and issue resolution
- Backup and disaster recovery management

**PAYMENT PLAN:**

<b>Payment</b>	<b>Invoice Date</b>
Professional Services: \$30,000.00	Due at execution of SOW.
Years 2 Maintenance & Support: \$12,000.00/year	Due on the first anniversary of the execution of the SOW.
Years 3 Maintenance & Support: \$12,360.00/year	Due on the second anniversary of the execution of the SOW.
Years 4 Maintenance & Support: \$12,731.00/year	Due on the third anniversary of the execution of the SOW.
Years 5 Maintenance & Support: \$13,112.72 /year	Due on the fourth anniversary of the execution of the SOW.

\*Any costs levied by 3<sup>rd</sup> party providers for necessary integrations are separate and not reflected

THE AMOUNTS SET FORTH ABOVE REPRESENT THE MAXIMUM AMOUNTS OF THE CLIENT’S POTENTIAL COSTS FOR THE APPLICABLE LINE ITEM FOR THE PERIODS DESCRIBED. QUICKET SHALL PROVIDE THE WORK AGREED TO IN THIS SOW AND IN THE MSSA, EVEN IF THE COST TO QUICKET EXCEEDS THE AMOUNTS SET FORTH ABOVE UNLESS CLIENT INCREASES QUANTITIES OR REQUESTS ADDITIONAL SERVICES NOT ALREADY AGREED TO BETWEEN THE PARTIES. IN THE EVENT CLIENT ORDERS ADDITIONAL ITEMS IDENTIFIED IN THE TABLE ABOVE DURING THE TERM, SUCH ITEMS SHALL BE PROVIDED TO CLIENT AT THE PRICE SET FORTH IN THE TABLE.

**3. SYSTEM MANAGEMENT**

QUICKET will ensure the system maintains reliable performance and availability in accordance with the Agreement and SOW. The system will be continuously monitored and routinely

evaluated for stability, security, and performance, with formal assessments conducted at least quarterly.

All evaluations will be performed remotely and will not disrupt the CLIENT'S operations. QUICKET will proactively identify and address vulnerabilities, bugs, and performance issues, including conducting periodic stress testing as needed. Patches, updates, and security fixes for known issues will be provided at no additional cost during the Term.

#### 4. INSPECTION AND ACCEPTANCE

##### a. PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all Work performance, reports and other deliverables under this SOW and the Agreement shall be performed by any of the following designated individuals:

- CLIENT designated CLIENT project manager

##### b. SCOPE OF INSPECTION

All Work submitted will be inspected for content, completeness, accuracy and conformance to the SOW requirements and Quicket Solutions Software and Services specifications. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the SOW. The scope and nature of this testing will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

If any Work is deficient in CLIENT's commercially reasonable determination, QUICKET will bring the system up to acceptable standards at no extra cost. QUICKET shall design, plan and deploy the system in accordance with the TECHNICAL REQUIREMENTS set forth herein and in the Quicket Solutions Software and Services specifications.

##### c. BASIS OF ACCEPTANCE

The basis for inspection/acceptance shall be compliance with the requirements set forth herein and in the Quicket Solutions Software and Services specifications. Deliverable items rejected shall be corrected in accordance with the applicable requirements.

##### d. INITIAL DELIVERABLES

CLIENT will provide written acceptance, comments and/or change requests, if any, within sixty (60) work days from receipt by CLIENT of the initial deliverable. Upon receipt of CLIENT'S comments, QUICKET shall have sixty (60) working days to incorporate CLIENT'S comments and/or change requests and to resubmit the deliverable in its final form. Compliance with, or failure to comply on the part of CLIENT with this section shall not be used to invalidate or alter any warranty provided by Quicket.

##### e. WRITTEN ACCEPTANCE/REJECTION BY THE CLIENT

CLIENT shall provide written notification of acceptance or rejection of all final deliverables within sixty (60) work days. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

f. PLACE OF PERFORMANCE

QUICKET will provide systems that will be used in all areas of CLIENT’S jurisdiction.

g. ESTIMATED PROJECT SCHEDULE

The following estimated schedule of milestones will be used by CLIENT to monitor timely progress under this task order. In this schedule, NLT designates “No Later Than”, “NTP” designates “Notice to Proceed”, Days designates “Calendar Days”, and PS designates “Project Start”. This schedule is required to meet mission objectives. Some items listed above, but not specifically mentioned below will be delivered appropriately in coordination with the planned completion dates.

MILESTONE	DELIVERIES OR PERFORMANCE RESPONSIBILITY	PLANNED COMPLETION DATE
Project Start (PS)	QUICKET	At execution of SOW
Phase I: Planning	QUICKET/CLIENT	NLT 90 Days after execution of SOW
Phase II: Development	QUICKET	NLT 120 Days after execution of SOW
Phase III: Training and Beta Release	QUICKET/CLIENT	NLT 150 Days after execution of SOW
Phase IV: Final and Stable Release	QUICKET/CLIENT	NLT 180 Days after execution of SOW
Initiate Maintenance and Support	QUICKET	NLT 180 Days after execution of SOW

h. NOTICE REGARDING LATE DELIVERY

CLIENT shall provide QUICKET with a dedicated project primary point of contact for the duration of the project from Project Start (PS) through sixty (60) days after final deliverables are provided to ensure that requests for information and clarifications are provided to QUICKET in a timely manner. A “timely manner” shall be defined as less than three business days, unless mutually agreed-upon by the CLIENT and QUICKET that additional time is necessary for one or multiple requests for information and/or clarifications. CLIENT may designate multiple individuals for different components of the project, so long as QUICKET is informed of the breakdown of responsibilities prior to the Project Start. The point of contact(s) throughout the duration of the contract shall be available for in-person meetings, phone, and email during normal business hours.

If the CLIENT dedicated point of contact(s) is not available for more than three consecutive business days, CLIENT shall notify QUICKET and provide a temporary or permanent alternative point of contact(s). CLIENT recognizes that failure to provide requested information to QUICKET within a timely manner may result in the delay of individual milestones or completion

of one or more phases. The final delivery date will be adjusted based on the additional days required by CLIENT to respond to requests for information and/or clarifications.

**CLIENT PROJECT PRIMARY POINT OF CONTACT**

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE: \_\_\_\_\_

QUICKET shall notify CLIENT, as soon as it becomes apparent to QUICKET, that a scheduled delivery will be late. QUICKET shall include in the notification the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The parties recognize and agree that this SOW represents the estimated commercial delivery of the Quicket Software and Services Solution and that late delivery or completion of any milestone hereunder shall not be reason for termination unless QUICKET is unable to make such delivery or reach such milestone within 90 days after the original scheduled date. Failure to provide QUICKET requested information or clarifications in response to inquiries in a timely manner shall not be reason for termination.

i. **WRITTEN DELIVERABLES**

QUICKET’S designated Project Manager shall review, approve, and sign all draft and final documents before delivery to CLIENT. All draft and final documents shall be delivered electronically by a designated officer or employee of QUICKET.

**5. CONTACT INFORMATION**

Upon execution of the SOW, the following will be the QUICKET-designated points of contact for the duration of the entire project:

- QUICKET Director of Sales or Sales Representative: For billing, pricing, and purchasing of additional software or services
- QUICKET designated Project Manager: For project related matter and status of the project
- QUICKET President & Chief Technology Officer: For escalation, legal communication, and project related matters with high priority

**SALES QUICKET:**

Name:	Charles Lasher
Address:	1 S Dearborn St, 20 <sup>th</sup> Floor, Chicago, IL 60603
Phone:	(630) 723-7723
Email:	<a href="mailto:clasher@quicketsolutions.com">clasher@quicketsolutions.com</a>

**PROJECT MANAGER QUICKET:**


Name:	Don Drzal
Address:	1 S Dearborn St, 20 <sup>th</sup> Floor, Chicago, IL 60603
Phone:	(630) 723-7723
Email:	<a href="mailto:ddrzal@quicketsolutions.com">ddrzal@quicketsolutions.com</a>

**EXECUTIVE SPONSOR QUICKET:**

Name:	Akshay Singh, President & Chief Technology Officer
Address:	1 S Dearborn St, 20 <sup>th</sup> Floor, Chicago, IL 60603
Phone:	(630) 723-7723
Email:	<a href="mailto:asingh@quicketsolutions.com">asingh@quicketsolutions.com</a>

The parties hereby acknowledge their agreement to the terms applicable to the Work specified in this SOW.

**QUICKET SOLUTIONS, INC.**

By:   
Name: Christiaan Burner  
Title: CEO

**CITY OF AURORA, ILLINOIS**

By: \_\_\_\_\_  
Name:  
Title: