



8362 Pines Blvd #301
 Pembroke Pines, FL 33024
 (954) 862-3683

SOLD TO:

City of Hallandale Beach
 400 South Federal Highway
 Hallandale Beach, FL 33009
 Maylin Aleman

SHIPPED TO:

Same

QUOTE NUMBER	AT0100814-01
QUOTE DATE	October 8, 2014
OUR ORDER NO	
PO NUMBER	
TERMS	Net 30
SALES REP	L. Zerme
SHIPPED VIA	N/A
F.O.B.	City, State
PREPAID or COLLECT	COLL

SERVICE LEVEL MAINTENANCE AGREEMENT

QUANTITY	DESCRIPTION	QUARTLY PRICE	ANNUAL AMOUNT
Quarterly Rate	COHB - CCTV Surveillance and Access Control City of Hallandale Beach: Monthly Maintenance Agreement CCTV Surveillance System Maintenance Access Control System Maintenance Agreement duration: October 1st, 2014 thru September 30th, 2015 Payment Stage: Quarterly Payment Invoiced 1 st of the Month	13,750.00	\$55,000.00
		SUBTOTAL	\$55,000.00
		TAX	\$ -
		FREIGHT	\$ -
		\$ 55,000.00 PAY THIS AMOUNT	

DIRECT ALL INQUIRIES TO:

Lawrence Zerme
 (954)682-3683
 email: lzerme@andrentech.com

MAKE ALL CHECKS PAYABLE TO:

Andren Technology
 Attn: Accounts Receivable
 8362 Pines Blvd #301
 Pembroke Pines, FL 33024



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Service Level Agreement

Introduction:

The following Service Level Agreement is an agreement insuring rapid response time, preferential scheduling, discounted labor rates, and customized service arrangements. This agreement is between City of Hallandale Beach and Andren, LLC and shall include custom support for systems and networks not normally covered under this contract including, but not limited to: Customer's custom software applications and other commercially available products to be named at a later date. Special "Customer's" provisions shall also include any and all consultation related services at a discounted rate. Further, Andren, LLC agrees to be proactive in helping COHB profit and operate in the most efficient manner possible with respect to their CCTV and Access Control needs.

Special provisions of this contract shall include offsite remote login and telephone support for City of Hallandale Beach

This contract specifically covers on-site, remote login or maintenance for any and all equipment and/or software (associated with the supported COHB CCTV and Access Control Systems and properties listed in the agreement, *but it will not cover equipment additions or special projects for each property. Nor will it cover "out of warranty equipment more than 4-years old"*).

Closed Circuit Television (CCTV) Surveillance System

- 🔧 24 hour / 365 day Emergency response
- 🔧 Replacement unit if problem not fixable (*does not include out of warranty equipment more than 4-years old*)
- 🔧 Pre-planned preventative maintenance visits
- 🔧 Check history of system since last maintenance visit.
- 🔧 Visually inspect all major components (include cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.
- 🔧 Check all control equipment (e.g. monitors, DVRs, multiplexers units) for correct operational and programming (include time/date settings)
- 🔧 Clean cameras lenses & housings as necessary
- 🔧 Check lenses for correct focusing & operation of auto-ins and adjust as necessary.
- 🔧 Check lenses for correct field of view and adjust as necessary
- 🔧 Check the satisfactory transmission of images to remote site (where applicable)
- 🔧 Inspect brackets, housings & associated fittings for corrosion or damage.
- 🔧 Ensure clamping bolts/brackets are tightened correctly.
- 🔧 Repair any minor faults
- 🔧 An Andren Engineer will physically check the CCTV system to make sure it is fully operational and report any defects or damage
- 🔧 Return system to operational status (where applicable)
- 🔧 Unlimited Telephone Support
- 🔧 Unlimited Remote Desktop Support
- 🔧 Full reporting of maintenance visits by email (Log test results)
- 🔧 All labour costs included

Access Control Systems

- 🔧 24 hour / 365 day Emergency response
- 🔧 Replacement unit if problem not fixable (*does not include out of warranty equipment more than 4-years old*)
- 🔧 Pre-planned preventative maintenance visits

- 🔧 Check history of system since last maintenance visit.
- 🔧 Visually inspect all major components (include cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.
- 🔧 Check history of system since last maintenance visit.
- 🔧 Check mains & stand-by power supplies including charging rates
- 🔧 Check all control equipment (e.g. readers, pin-pads, locks, strikes, closures) for correct operation and programming (include. time/date settings.)
- 🔧 Check input/output controllers for correct operation.
- 🔧 Check emergency break-glasses and manual exit devices for correct operation.
- 🔧 Back-up historic data and database.
- 🔧 Carry out any minor adjustments or repairs.
- 🔧 Log test results.
- 🔧 Return system to operational status.

TERMS AND CONDITIONS – MAIN PROVISIONS–MAINTENANCE & MONITORING

The Andren LLC Service and Maintenance plan includes CCTV Surveillance System and Access Control Systems within the City of Hallandale Beach Premises. (see appendix for complete list)

- 🔧 The following are chargeable for both labour and parts:- all visits to faults caused by Acts of God; failure of power supply; fire; damage caused by the customer or by the customers negligence; willful damage by any other person or animal.
- 🔧 The following are chargeable for both labour and parts: any equipment damaged by lightening
- 🔧 The following are chargeable for both labour and parts: any equipment that is down at the time this agreement is executed
 - Does not include Out of warranty equipment more than 4-years old
- a) *Special provisions of this contract shall include: labor required to replace “out of warranty equipment more than 4-years old”.*
- b) *Special provisions of this contract shall include: all incidental materials (patch cables, adapters etc.) necessary to make the replacement equipment fully functional.*
- 🔧 The following are chargeable for both labour and parts: any new equipment additions or special projects for each property
- 🔧 Does not include any Bucket trucks, Lifts, hoists, or scaffolding.
- 🔧 The plan excludes DIY systems
- 🔧 Shall include any and all consultation related services at a discounted rate
- 🔧 Shall also include a proposal and recommendation to alleviate the lightning protection issues the City has been impacted with over the past years
- 🔧 Shall include recommendation to help COHB profit and operate in the most efficient manner possible with respect to their CCTV and Access Control needs.
- 🔧 You can cancel you maintenance contract at any time with no questions asked. **
- 🔧 Payment Terms: The City of Hallandale Beach shall be invoiced quarterly at the beginning of each quarter, payment is due within 30 days of receipt of invoice.

Maintenance Definition: *Any repair, service, software support, or general systems operation support for existing equipment of the CCTV Surveillance System and Access Control System. Andren will repair, re-work, configure, and/or replace as needed under the standard monthly pricing for labor in this contract.*

Please refer to replacement of hardware as set forth in this agreement.

Upgrade Definition: *A billable upgrade or project will include, but not be limited to adding a new component, piece of hardware to a property to add, enhance, or increase significantly the functionality of the property.*

Software upgrades alone would not be considered billable. A software upgrade shall be billable at the special negotiated rate only in conjunction with a simultaneous and related hardware upgrade where there was no related or similar hardware or equipment performing that function previously. This upgrade definition shall not include all possible scenarios for upgrades and upgrade billings, but rather shall serve as a guideline only for each party’s mutual understanding of its intent.

Examples of qualifying upgrades: (this list is only a guide, not a definition for all qualifying upgrades or projects)

Adding a new server where there was not a server before.

Installing wireless access points property wide

Adding new cameras where there was none.

Appendix - List of covered COHB Properties

Count	Name	Address	CCTV	Access	
				Control	Wireless
1	Ansin (Municipal Parking Facility)	346 Ansin Blvd	Yes	No	Yes
2	B.F. James Park	777 NW 1st Ave	Yes	Yes	Yes
3	City Beach Park (North)	A1A & E Hallandale Beach Blvd	Yes	No	Yes
4	City Beach Park (South)	A1A, Currently Under Construction	Yes	No	Yes
5	City Hall	400 South Federal Highway	Yes	Yes	No
6	City Marina	101 Three Islands Blvd	Yes	No	No
7	Cultural Community Center	410 SE 3rd Street	Yes	No	Yes
8	Department of Public Works	630 NW 2nd St	Yes	Yes	Yes
9	Fire Beach	A1A & E Hallandale Beach Blvd	Yes	Yes	Yes
10	Fire Main	121 SW 3rd St	Yes	Yes	No
11	Foster Community Building	609 NW 6th Avenue	Yes	No	Yes
12	Foster Park	609 NW 6th Avenue	Yes	No	Yes
13	Golden Isles Tennis Court	424 Layne Boulevard	Yes	No	Yes
14	Golden Isles Kiddie Park	424 Layne Boulevard	Yes	No	Yes
15	Hallandale Elementary School	900 SW 8th St	Yes	No	Yes
16	Hepburn Center	750 NW 8th Ave	Yes	No	Yes
17	Historic Village	400 South Federal Highway	No	No	No
18	Ingalls Park	735 SW 1st Street	Yes	No	Yes
19	Joseph Scavo Park	900 Three Islands Boulevard	Yes	No	Yes
20	Oreste Blake Johnson Park	900 NW 8th Avenue	Yes	No	Yes
21	Peter Bluesten Park	501 SE 1st Ave	Yes	No	Yes
22	Police Department	400 South Federal Highway	Yes	Yes	Yes
23	Safe Neighborhood, Golden Isles	424 Layne Boulevard	Yes	No	No
24	Safe Neighborhood, Three Islands	1801-2099 Atlantic Shores Blvd	No	No	No
25	Sunrise Park	800 NE 5th Street	Yes	No	Yes
26	Sunset Park	814 SW 6th Avenue	Yes	No	Yes
27	Three Islands Fire	100 Three Islands Blvd	Yes	Yes	Yes
28	Foster Corridor, 4 th st	Foster and 4 th st	Yes	No	Yes
29	Foster Corridor, 7 th st	Foster and 7 th st	Yes	No	Yes