



MAINTENANCE AGREEMENT

This Maintenance Agreement is made this 1st day of May 2020 between Stratagem Security Inc., or its designee's hereinafter called STRATAGEM SECURITY, INC. and THE TOWN OF WOODBURY, NEW YORK, hereinafter called SUBSCRIBER.

Maintenance - Preventative and Remedial Maintenance. Maintenance Services can be performed when all of the following conditions are met: a) Only being done for Equipment/Systems which fit the Scope of This Award, b) Is specified by the Manufacturer's recommended Maintenance guidelines/required by code, and c) Is specifically being done to ensure the proper functioning of the Intelligent Facility and Security Systems and Solutions on This Award This includes the cleaning of Equipment such as cameras, servers, etc. which are: a) Only for Products which fit the Scope of This Award, and b) Specified by the Manufacturer's recommended maintenance guidelines/required by code, and c) Specifically done to ensure the proper functioning of the Intelligent Facility and Security Systems and Solutions on This Award.

Job Title and Labor Rate That Applies (By Region):

CCTV/Surveillance Camera Systems

Physical Access Control Systems

Alarm and Signal Systems

Technician Onsite Region 4

Entire Counties - Orange and Rockland - \$168.67/Hour - \$219.19/Hour for Overtime, After Hours, Saturday. \$269.71 for Sundays and Holidays. Remote Support - \$75.00/Hour

1. STRATAGEM SECURITY, INC. agrees to service as part of this Maintenance Agreement in the SUBSCRIBER'S premises located at (SEE SCHEDULE OF EQUIPMENT LIST FOR LOCATIONS COVERED), (hereinafter referred to as the SUBSCRIBER premises).
2. STRATAGEM SECURITY, INC. shall be required to service any items listed in the schedule of equipment installed by STRATAGEM SECURITY, INC. under this agreement for a period of one (1) year at a cost of \$7742.70 payable annually in advance. Coverage for systems and or equipment installed by others will be detailed if included for the same period under "Schedule of Service" below.

Schedule of Equipment / Systems to be Covered:

See Attached "Schedule of Equipment" Spreadsheet

Services to be Provided:

See Attached "Schedule of Services"

3. Any error in service or a new installation of the system must be called to the attention of STRATAGEM SECURITY INC. in writing within thirty (30) days after completion of the installation or the installation shall be deemed totally satisfactory to and accepted by SUBSCRIBER
4. The SUBSCRIBER will designate an individual who will review the installation, deem the work as completed and execute the provided completion certificate.

Add Contact if Applicable: _____

5. The SUBSCRIBER will appoint a "System Administrator" responsible for all sites, who can approve system changes, settings, views and user access prior to completion of installation. This individual will be included in all scheduling of service appointments as well as Health Monitor notifications during warranty period.

Add Contact if Applicable: _____

6. NO GUARANTEE: EVEN IF THE EQUIPMENT IS TESTED REGULARLY AND THE COMPONENTS ARE OPERATING IN ACCORDANCE WITH SPECIFICATIONS, THERE CAN BE NO GUARANTEE THAT IT WILL NOT BE COMPROMISED OR CIRCUMVENTED. For these reasons, SUBSCRIBER is responsible for maintaining appropriate caution and insuring life and property with the types and amounts of insurance SUBSCRIBER deems appropriate.
7. SUBSCRIBER shall give STRATAGEM SECURITY, INC. prior written notice of any changes to the SUBSCRIBER'S premises. The expense of all ordinary service and repair to said system due to normal wear and tear, as well as the expense of extraordinary service and repair of said systems due to alterations of the SUBSCRIBER'S premises, damage to such premises or the system or any other cause shall be borne by the SUBSCRIBER.

8. The obligation of STRATAGEM SECURITY, INC. to provide service, relates solely to the systems specified in the "Schedule of Equipment" and STRATAGEM SECURITY, INC., is not obligated to service, repair, replace, operate or assure the operation of any device, system or property belonging to SUBSCRIBER or any third party to which such specified systems are attached.
9. SUBSCRIBER shall provide and maintain, if required, 110-volt current points and outlets as required by STRATAGEM SECURITY, INC. through SUBSCRIBER'S own electric meter and at the SUBSCRIBER'S expense.
10. STRATAGEM SECURITY, INC. shall not be liable for any delays however caused in installation or servicing of the systems, or for the interruptions of service caused by strikes, riots, floods, acts of God or by any event beyond the control of STRATAGEM SECURITY, INC., and will not be required to furnish service to SUBSCRIBER while such interruption shall continue.
11. PERIODIC TESTING BY SUBSCRIBER. All equipment is subject to compromise, failure to warn or mechanical failure for a wide variety of reasons. SUBSCRIBER agrees to test the system to assure that its many sophisticated and sensitive components are in good working order, and shall notify STRATAGEM SECURITY, INC. if any component fails to function properly during test.
12. This agreement is not binding unless approved in writing by an authorized representative of STRATAGEM SECURITY, INC. if such approval is not obtained, the only liability of STRATAGEM SECURITY, INC. shall be to return to the SUBSCRIBER the amount, if any, paid to STRATAGEM SECURITY, INC. upon the signing of this agreement.
13. 14. This agreement DOES NOT cover any damage caused by abuse, neglect, water, flooding, fire, freezing, overheating, vandalism, earthquakes, tornados, acts of god or terrorism.
14. 15. In the event that the SUBSCRIBER, for good cause, is dissatisfied with services performed by STRATAGEM SECURITY, INC., the SUBSCRIBER will notify STRATAGEM SECURITY, INC. of such in writing. The SUBSCRIBER will allow STRATAGEM SECURITY, INC. the opportunity to correct such dissatisfaction.

Stratagem Security Inc.

 Basil Morales
 President

Customer

 By: _____
 Title: _____
 Date: _____

“Schedule of Services”

STRATAGEM SECURITY, INC. will respond to requests for service as follows:

- **Non-Emergency Service** - A "Non-Emergency" is a situation involving a System Malfunction of a scope less than that described for an Emergency. STRATAGEM SECURITY, INC. will Respond in Non-Emergencies within six (6) continuous hours after Authorized User notifies Contractor of the Malfunction. STRATAGEM SECURITY, INC. will have a technician onsite within 48 hours. Such work shall be performed between the hours of 8:00 A.M. and 4:30 P.M. on normal business days excluding Saturdays, Sundays and Holidays.
- **Emergency Service** - An "Emergency" is a situation involving a "critical" System Malfunction in the opinion of the Authorized User. The Contractor Must Respond in Emergencies within four (4) continuous hours after Authorized User notifies Contractor of the emergency. STRATAGEM SECURITY, INC. will have a technician onsite within the same day. Such work shall be performed between the hours of 8:00 A.M. and 4:30 P.M. on normal business days excluding Saturdays, Sundays and Holidays unless requested. Applicable Emergency Service rates will be billed separately.
- **Remote Support Requests** - STRATAGEM SECURITY, INC will have a technician respond within 48 hours. Such work shall be performed between the hours of 8:00 A.M. and 4:30 P.M. on normal business days excluding Saturdays, Sundays and Holidays.
- **Priority Emergency Service** - A "Priority Emergency" is a situation involving a major Malfunction of the Intelligent Facility and Security System Equipment or System, involving the inability of 10% or more of the Equipment or 10% or more of the System to operate Problem Free. The Contractor Must Respond in Priority Emergencies within two (2) continuous hours following notification by the Authorized User. Authorized Users reserve the right to require a more stringent definition of a Priority Emergency at time of purchase. STRATAGEM SECURITY, INC. will have a technician onsite within 4 hours. Such work shall be performed as needed the same day.
- STRATAGEM SECURITY, INC once notified, reserves the right to determine if a service-related issue can be repaired via remote support prior to the dispatch of a technician.
- Requests for service not listed above will be available on a time and material basis at the applicable hourly rate listed in this Agreement with a 4-hour minimum charge.

This Maintenance Agreement Includes:

Preventative Maintenance - Services intended to help avoid future Equipment/System failures and to help extend the useful life of the Equipment/Systems. Preventative Maintenance includes scheduled repairs/replacement. – **Included with choosing option 2 and 3 below.**

Remedial Maintenance - The repair or replacement of previously Installed, Integrated, and Accepted Malfunctioning Equipment/Systems. – **Included with option 1 below.**

Type of Maintenance to be provided:

1. **Parts Out of Warranty Coverage (Cost Annually): \$2357.28 Per Year**
2. **Scheduled Site Maintenance – Network Video System (Cost Annually / Frequency): \$3698.00 Per Year** - Includes all devices focused, cleaned and adjusted as needed, server cleaned, and updates installed as per manufactures recommendations at all cameras at all locations twice per year. (Bucket Truck where needed). Any deficiencies will be addressed and or brought to the attention of the town.
3. **Scheduled Site Maintenance – Security System (Cost Annually / Frequency): \$1686.70 Per Year** – Includes one site visit per year to each location (6) to test all devices, check for needed repairs and replace batteries in wireless devices and panels as needed.
4. **Remote Support – Security System (Cost Annually / Frequency): \$ N/C (This Year)** - Includes user code support (Remote Additions and Deletions) as well as monitored system health checks

Total - \$7742.70 / Per Year

Additional Options (Not Included. This Agreement can be revised if you would like to add)

5. **Remote Support – Network Video System (Cost Annually / Frequency): \$1500.00 Per Year** - Includes troubleshooting and remote assistance as well as monitored system health checks.

- As per the attached "Schedule of Equipment", included in the Maintenance period of service are two (2) scheduled preventative maintenance visits to focus / adjust cameras if required, provide software updates out of beta and physically clean all servers with a maximum of 8 hours on site per visit, to be done during STRATAGEM SECURITY, INC.'s normal business hours. Please note a SUBSCRIBER appointed designee must be readily available to provide guidance, access and approval for work to be done.
- Coverage for cabling and equipment installed by others is not covered under this agreement.
- Equipment installed by STRATAGEM SECURITY, INC. under this Agreement, if found to be defective, will be repaired or replaced with equivalent equipment at no additional charge during STRATAGEM SECURITY, INC.'s normal business hours Monday thru Friday excluding holidays.
- Service calls to realign, focus or relocate equipment installed by others will not be included in this agreement and is subject to additional service charges at prevailing wage rates listed in this Agreement for service and / or installation and will be billed separately.
- STRATAGEM SECURITY, INC.' If applicable will administrate the system during the Maintenance period. This will include adding LDAP user privileges, adding local users, camera configuration, and server configurations on an as needed basis. Monthly scheduled system checks on each server will be made by STRATAGEM SECURITY, INC. to determine that minimum requested video retention is being met. The SUBSCRIBER's 'System Administrator' will be notified and advised before any changes to settings will be made.

"Schedule of Equipment" Court House Security System

Line #	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent Discount (%)	NYS Net Price	Remaining Warranty
82802	DSC	HS2128NKC01	Alarm Panel	1	N/A	1 Year	\$ 467.34	10.00%	\$ 420.61	NONE
82729	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	NONE
83079	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	NONE
82897	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	NONE
83148	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	NONE
82815	DSC	HS2LDCDENG	Hardwired Keypad.	3	N/A	1 Year	\$ 223.49	10.00%	\$ 201.14	NONE
82857	DSC	HSM2HOST9	Host Transceiver Module.	1	N/A	1 Year	\$ 180.31	10.00%	\$ 162.28	NONE
83035	DSC	PG9945	Wireless Transmitter	21	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	NONE
83022	DSC	PG9914	Wireless Motion	7	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	NONE
98146	Honeywell	269R	Hold Up Button	20	N/A	1 Year	\$ 23.18	10.00%	\$ 20.86	NONE
83018	DSC	PG9901 BATT	Wireless Indoor Siren	3	N/A	1 Year	\$ 162.70	10.00%	\$ 146.43	NONE
83019	DSC	PG9905	Low Temp Sensor	1	N/A	1 Year	\$ 104.99	10.00%	\$ 94.49	NONE

Supervisors Office Security System

Line #	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent Discount (%)	NYS Net Price	Remaining Warranty
82798	DSC	HS2064NKC01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	NONE
82729	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	NONE
83079	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	NONE
82897	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	NONE
83148	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	NONE
82819	DSC	HS2LDCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	NONE
83035	DSC	PG9945	Wireless Transmitter	5	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	NONE
98148	Honeywell	270R	Hold Up Button	3	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	NONE
83022	DSC	PG9914	Wireless Motion	2	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	NONE
98258	Honeywell	4959SN	Door Contact	2	N/A	1 Year	\$ 39.87	10.00%	\$ 35.88	NONE

Assossors / Clerks Office Security System										
Line #	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Discount (%)	NYS Net Price	Remaining Warranty
82798	DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	NONE
82729	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	NONE
83079	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	NONE
82897	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	NONE
83148	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	NONE
82815	DSC	HS2LCDENG	Hardwired Keypad.	1	N/A	1 Year	\$ 223.49	10.00%	\$ 201.14	NONE
82819	DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	NONE
83035	DSC	PG9945	Wireless Transmitter	10	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	NONE
98148	Honeywell	270R	Hold Up Button	6	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	NONE
83022	DSC	PG9914	Wireless Motion	6	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	NONE
98258	Honeywell	4959SN	Contact	4	N/A	1 Year	\$ 39.87	10.00%	\$ 35.88	NONE

Ida Cornell - Central Valley Library Security System

Ida Cornell - Central Valley Library Security System										
Line #	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Discount (%)	NYS Net Price	Remaining Warranty
82798	DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	1 Year
82729	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	1 Year
83079	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	1 Year
82897	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	1 Year
83148	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	1 Year
82819	DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	1 Year
83035	DSC	PG9945	Wireless Transmitter	7	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	1 Year
98148	Honeywell	270R	Hold Up Button	2	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	1 Year
83022	DSC	PG9914	Wireless Motion	5	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	1 Year
83020	DSC	PG9911B BATT	Wireless Outdoor Siren	1	N/A	1 Year	\$ 292.95	10.00%	\$ 263.66	1 Year
83024	DSC	PG9920	Wireless Repeater	1	N/A	1 Year	\$ 215.23	10.00%	\$ 193.71	1 Year
83032	DSC	PG9938	Wireless Panic Fob	1	N/A	1 Year	\$ 80.05	10.00%	\$ 72.05	1 Year

Rushmore - Highland Mills Library and Senior Center Security System

Line #	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent Discount (%)	NYS Net Price	Remaining Warranty
82798	DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	1 Year
82729	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	1 Year
83079	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	1 Year
82897	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	1 Year
83148	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	1 Year
82819	DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	1 Year
83035	DSC	PG9945	Wireless Transmitter	8	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	1 Year
98148	Honeywell	270R	Hold Up Button	3	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	1 Year
83022	DSC	PG9914	Wireless Motion	10	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	1 Year
83020	DSC	PG9911B BATT	Wireless Outdoor Siren	1	N/A	1 Year	\$ 292.95	10.00%	\$ 263.66	1 Year
83024	DSC	PG9920	Wireless Repeater	1	N/A	1 Year	\$ 215.23	10.00%	\$ 193.71	1 Year
83032	DSC	PG9938	Wireless Panic Fob	3	N/A	1 Year	\$ 80.05	10.00%	\$ 72.05	1 Year

Woodbury Community Center at the Rez Security System

Line #	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent Discount (%)	NYS Net Price	Remaining Warranty
82798	DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	1 Year
82729	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	1 Year
83079	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	1 Year
82897	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	1 Year
83148	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	1 Year
82819	DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	1 Year
83035	DSC	PG9945	Wireless Transmitter	8	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	1 Year
83022	DSC	PG9914	Wireless Motion	2	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	1 Year
83020	DSC	PG9911B BATT	Wireless Outdoor Siren	1	N/A	1 Year	\$ 292.95	10.00%	\$ 263.66	1 Year

