



PROFESSIONAL SERVICES AGREEMENT



CITY OF ATHERTON

80 FAIR OAKS LANE | ATHERTON CA 94027

FOR

CITY HALL & LIBRARY

VERSION 1

Thank You for selecting Commercial Controls Corporation as your security systems subscription, service, and maintenance provider. We are excited to provide you with this scope of work and look forward to the opportunity to work together in the coming years to be your single source solution for all your Security Integration system's needs.

Since 1993, Commercial Controls has been the elite Corporate Security Integrations Corporation within the New Construction and Services Industries. Over the course of 29 years, countless customer relationships, and tens of thousands of completed projects, Commercial Controls has grown into a full-service Security Integrations provider across the state of California. Where Technology and Businesses come together our well-established Services team will engage in all your building's intelligence needs. Physical Security, Communications, Control and Monitoring solutions provider who prides itself on being a complete resource for all your Security Integration needs. We strive to set innovative products into your facility to create a safe environment, keeping your people, facilities, and assets safe.

At Commercial Controls, our vision is to create a safe, secure, and sustainable environment for your property. We pride ourselves off being reactive and completing our client's needs with integrity, providing our clients with piece of mind knowing that their facility is being serviced swiftly and professionally. Our reputation with our partners is unsurpassed when it's time to complete a project on time and on-budget.

Our Technicians Company issued vehicles are equipped to handle the most common emergency calls and general service needs. With offices strategically located in Los Angeles, Orange County and Northern California we can react to services calls across the state in a timely manner. Our commitment is to provide our partners with a long-term relationship where they are heard and provided piece of mind when a need presents itself.

We are committed to provide our clients service needs with integrity and honesty for the life of the property. Thank You for the Opportunity to provide this Professional Services Agreement and we look forward working with you. We value you as a potential client and a long-term partner.

Respectfully,

Commercial Controls Corporation

PROFESSIONAL SERVICES AGREEMENT

Professional Services for Systems Support & Preventive Systems Maintenance:

- ☒ Access Control System
- ☐ Alarm Monitoring System
- ☒ Video Surveillance System
- ☐ Duress System
- ☒ Monitored Doors
- ☐ Intercom & Communication System

General Explanation of Services:

As part of Commercial Controls Professional Services Agreement Commercial Controls will perform quarterly preventive maintenance in a single visit, specific dates and times shall be set forth by owner. During a regularly scheduled preventive maintenance service visit, owner may request certain items to be serviced otherwise Commercial Controls will automatically begin task items as listed below. Preventive maintenance on all systems listed above within this agreement including all hardware, workstations, software, and server support will be serviced, maintained, and replaced if replacement is required. The agreement includes all annual software licensing cost required for system operation.

Preventive Maintenance Task's:

- Perform SQL table segment clean-up and archive
- Perform archiving of databases and event databases
- Perform software updates, operating system updates and security patches as released
- Perform equipment firmware updates as released
- Perform general maintenance on all electrified door hardware and all associated power supplies
- Perform control equipment cleaning and general maintenance including camera cleaning

General Service:

Commercial Controls will be available for service during normal business hours of 8am to 4pm Monday through Friday, calls placed between 8am to 4pm will be responded to as per the contracted outline listed within the selection. Any service calls placed during a federal and state holiday will be responded to next business day.

PLANS

☐ Silver \$3,135 per month

- Includes Manufacture(s) SSA Fees
- Includes Manufacture(s) Subscription Fees
- Includes Single Annual Preventive Maintenance Visit
- Includes Two Service Calls Per Month (additional calls billed separately)
- Includes 72-hour Service Response Time (excludes holidays and non-business hours)
- Excludes Equipment coverage

☐ Gold \$3,202 per month

- Includes Manufacture(s) SSA Fees
- Includes Manufacture(s) Subscription Fees
- Includes Semi-Annual Preventive Maintenance
- Includes Four Service Calls Per Month (additional calls billed separately)
- Includes 4-Hour Service Response Time (service calls must be placed before 12pm)
- Includes 100% Equipment Coverage

☐ Platinum \$3,803 per month

- Includes Manufacture(s) SSA Fees
- Includes Manufacture(s) Subscription Fees
- Includes Quarterly Preventive Maintenance
- Includes Unlimited 24/7 Same Day Service, Including Holidays
- Includes 100% Equipment Coverage

Unless Platinum is selected, our standard non-serviced holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Any service calls placed during a holiday will be responded to next business day.

This is a (12) Month Agreement, and the cost may be invoiced on an annual basis, semi-annual, quarterly, or monthly depending on customer preference.

Authorized Signature for Commercial Controls

Authorized Signature (customer)

Date

Date