

7/8/19 FY2020
Req# 27



BCM Controls Corporation

June 20, 2019

Chris Cavallaro
Central Falls Police Department
160 Illinois St.
Central Falls, RI 02863

30 Commerce Way.
Woburn, Massachusetts 01801
781-933-8878 Phone
781-932-3856 Fax
www.bcmcontrols.com

RE: Genetec Software Maintenance Agreement Renewal

Chris,

Equally important to the security solutions that we provide, is the service and support that we provide. To this end we offer Manufacturer provided Software Maintenance Agreements (SMA's).

It is typical for customers to ask "Why Purchase an SMA?" At a high level, keeping your SMA's current protects your investment and ensures your technical support needs are covered well into the future.

With an SMA—Summary of Features and Benefits

- **Software Upgrades - Future Proof** the system by gaining access to all Minor and Major Revisions, ensuring that your system remains on the Leading Edge of technology.
- **Hardware Technology** - Ensures that your software is always compatible with the newest technology.
- **Software Maintenance** - The manufacturer will maintain its software so that it remains compatible with computer operating systems such as **Microsoft Windows** including new releases, updates, and patches.
- **Support and Response Time** -Ensures that all manufacturer support will be provided to a certified BCM's Controls technician in a **timely manner**. Unlimited number of manufacturer support tickets and access to web based support.
- **Discounts on Professional Services** - Provides **price reductions** for custom integrations.
- **Budgeting** - Allows customers to **budget the fees** that provides access to the latest generation of technical innovation. Avoid lapses and reinstatement fees.
- **System Never Depreciates** - The **full value** of the system investment in software can be applied to upgrade to different platforms within each manufacturers product line.

Quality People. Security Solutions.

For your convenience, below are the pricing options available for your Systems, including discounts for multiple year agreements.

Manufacturer	1 Year	2 Year	3 Year	4 Year	5 Year
Genetec	\$1,456.00				

The start date on the SMA is 07/01/2019 and the end date is 06/30/2020.

SMA's provide access to Upgrades and Support, however they do not include on site BCM Labor unless previously discussed.

Covered System ID#s

1. GSC-140527-750193
2. GSC-140527-534297

Should you have any questions, or wish to discuss the options further, please do not hesitate to contact me.


Thank you for allowing us this opportunity.

Sincerely,

Wesley Allsopp
BCM Controls Corp.
Service Sales Engineer
(781) 439-1372 Cell
(781) 897-5139 Direct

Please indicate your acceptance of this proposal by signing & returning one (1) copy of this document.

Authorized Signature:

 James A. Diasser, Mayor 8/1/19

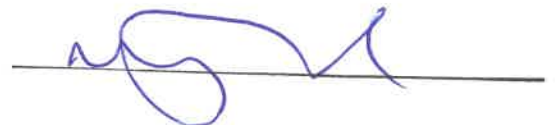
Total Amount Approved:

PO#:

Date:

Bentley Addison 7-31-19
Director of Finance

Approved as to form and correctness:



Clarifications

Without an SMA

- **No Software Upgrades** - The system will age at the rate of technology innovations. New features will not be available.
- **Hardware Technology** - Future additional devices including cameras, card readers, etc **may not be compatible** as technology improves.
- The manufacturer will not be responsible for maintaining non SMA site licenses to remain compatible with computer operating systems such as **Microsoft Windows** including new releases, updates, and patches.
- **Support and Response Time** - The manufacturer **will not** provide technical support or at a minimum the response time will be at a **low priority** regardless of the customer situation.
- **Budgeting** - Upgrades and enhancements will need to be budgeted on an **individual basis**.
- **System Depreciates** - The full value of the system investment in software **cannot be applied** to upgrade to different platforms within each manufacturers product line.

Exclusions

- System failures or data loss due to lack of maintenance, neglect, network failures or user inflicted malfunctions.
- Modification of or any attempt to modify any portion of software without permission.
- Events outside of the manufacturers control or not arising under normal operating conditions.
- SMA's do not include onsite labor unless otherwise indicated. If required on-site labor is billed out at BCM's standard labor & travel rates.
- SMA plans that are lapsed may incur additional costs / fees to be brought current.
- System upgrades will require an evaluation of hardware (head end & field devices) to ensure minimum requirements are suitable.
- BCM Controls will provide best effort support for "End of Life" products to customers that have a valid SMA. Best effort support includes troubleshooting and support until the root cause requires a software modification or upgrade. BCM Controls will do its best along with the manufacturer to provide a recommended workaround, but cannot offer any type of Hotfix or Patch because the version is considered obsolete and unsupported. The only course of action may require a software upgrade to a commercially supported version.