



STRATAGEM
Security

2 Westchester Plaza
Elmsford, New York 10523
New York State license #12000040711

Telephone (914)777-5700
Fax (914) 777-1857

SERVICE AGREEMENT

This Service Agreement is made this 1st day of May 2023 between Stratagem Security Inc., or its designee's hereinafter called STRATAGEM SECURITY, INC. and THE TOWN OF WOODBURY, NEW YORK, hereinafter called SUBSCRIBER.

Services - Preventative and Remedial 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 Servicing 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 - \$181.71/Hour - \$234.48/Hour for Overtime and After Hours, Saturday - \$221.57 for Sundays and Holidays - Remote Support - \$150.00/Hour

RECEIVED
MAY 30 2023
TOWN OF WOODBURY
TOWN CLERK

1. STRATAGEM SECURITY, INC. agrees to service as part of this 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 \$26,057.51 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: **Lieutenant Kevin Phillips**

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: **Lieutenant Kevin Phillips**

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.

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.

Estimated Installed System Values:

- Security Systems Equipment Value - **\$16,565.71**
- Network Video Systems Equipment Value - **\$109,978.72**

Total Estimated Equipment Value - **\$126,544.43**

This Service Agreement Includes:

Preventative Service - 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.

Remedial Service - The repair or replacement of previously Installed, Integrated, and Accepted Malfunctioning Equipment/Systems.

Type of Service to be Provided:

1. Network Video System Health Check – **Included**
2. Video Camera Disconnect – **Included**
3. Alarm Panel Communications Disconnect Alert – **Included**
4. Security System - Out of Warranty Parts Coverage (Cost Annually): **\$1,987.89** - Replacement Part and Labor to Replace.
5. Network Video System (New System) - Out of Warranty Parts Coverage (Cost Annually): **\$6,586.50** - Replacement Part and Labor to Replace.
6. Remote Support – Security System (Cost Annually): **\$600.00** - Includes user code support (Remote Additions and Deletions) as well as monitored system health checks
7. Remote Support – Network Video System (Cost Annually): **\$600.00** - Includes troubleshooting and remote assistance as well as monitored system health
8. Service Calls (Cost Annually): **\$4361.04** - Includes 4 - service calls (**Up to 2 Hrs. each.**), per year per system type. (Security - Access - Video)
9. Loaner Server (Pre-Programmed, Licensed, On Site Year-Round) – **\$3200.00**
10. Preventative Scheduled Service – Network Video System (Cost Annually / Frequency): **\$5814.72 / Per Year (32 Hours)** - Includes use of Bucket Truck for 2 days, one site visit to **ten (10)** sites, to test all devices, check for needed repairs all devices focused, cleaned, and adjusted as needed, server cleaned, and updates installed as per manufactures recommendations at all cameras at all locations once per year. (Bucket Truck where needed). Any deficiencies will be addressed and or brought to the attention of the town.
11. Preventative Scheduled Service – Security System (Cost Annually / Frequency): **\$2907.36 / Per Year (16 Hours)** – Includes one site visit per year to **seven (7)** sites, to test all devices, check for needed repairs and replace batteries (Included) in wireless devices and panels as needed.

Total - \$26,057.51 / Per Year

- As per the attached “Schedule of Equipment”, included in the Service period of service are one (1) 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.

Assessors Security System

	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	(%) Discount	NYS Net Price	Remaining Warranty
	DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	NONE
	DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	NONE
	DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	NONE
	DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	NONE
	DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	NONE
	DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	NONE
	DSC	PG9945	Wireless Transmitter	7	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	NONE
	Honeywell	270R	Hold Up Button	5	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	NONE
	DSC	PG9914	Wireless Motion	2	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	NONE
	Honeywell	4959SN	Door Contact	1	N/A	1 Year	\$ 39.87	10.00%	\$ 35.88	NONE
	Honeywell	270R	Salon - Hold Up Button	5	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	NONE

Parks Dept / Clerks Office Security System

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

Ida Cornell - Central Valley Library Security System

MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	(%) Discount	NYS Net Price	Remaining Warranty
DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	NONE
DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	NONE
DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	NONE
DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	NONE
DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	NONE
DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	NONE
DSC	PG9945	Wireless Transmitter	7	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	NONE
Honeywell	270R	Hold Up Button	2	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	NONE
DSC	PG9914	Wireless Motion	5	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	NONE
DSC	PG9911B BATT	Wireless Outdoor Siren	1	N/A	1 Year	\$ 292.95	10.00%	\$ 263.66	NONE
DSC	PG9920	Wireless Repeater	1	N/A	1 Year	\$ 215.23	10.00%	\$ 193.71	NONE
DSC	PG9938	Wireless Panic Fob	1	N/A	1 Year	\$ 80.05	10.00%	\$ 72.05	NONE

Rushmore - Highland Mills Library / Senior Center Security System

MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent (%) Discount	NYS Net Price	Remaining Warranty
DSC	HS2064NKCP01	Alarm Panel	1	N/A	1 Year	\$ 183.44	10.00%	\$ 165.10	NONE
DSC	BD7-12	12V, 7Ah, Battery	1	N/A	1 Year	\$ 50.45	10.00%	\$ 45.41	NONE
DSC	PTC1620U	16V 20VA, Transformer	1	N/A	1 Year	\$ 16.54	10.00%	\$ 14.89	NONE
DSC	L-1	Cabinet lock with 2 keys.	1	N/A	1 Year	\$ 4.82	10.00%	\$ 4.34	NONE
DSC	TL280RE	Internet Alarm Communicator	1	N/A	1 Year	\$ 244.13	10.00%	\$ 219.72	NONE
DSC	HS2LCDRF9	RF Keypad	1	N/A	1 Year	\$ 276.90	10.00%	\$ 249.21	NONE
DSC	PG9945	Wireless Transmitter	8	N/A	1 Year	\$ 60.49	10.00%	\$ 54.44	NONE
Honeywell	270R	Hold Up Button	3	N/A	1 Year	\$ 17.38	10.00%	\$ 15.64	NONE
DSC	PG9914	Wireless Motion	10	N/A	1 Year	\$ 135.77	10.00%	\$ 122.19	NONE
DSC	PG9911B BATT	Wireless Outdoor Siren	1	N/A	1 Year	\$ 292.95	10.00%	\$ 263.66	NONE
DSC	PG9920	Wireless Repeater	1	N/A	1 Year	\$ 215.23	10.00%	\$ 193.71	NONE
DSC	PG9938	Wireless Panic Fob	3	N/A	1 Year	\$ 80.05	10.00%	\$ 72.05	NONE

Town of Woodbury Pool Camera System

	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent (%) Discount	NYS Net Price	Remaining Warranty
	Exacqvision	IP04-24T-R2A-E	IP 2U recorder with 4 IP cameras	1	N/A	1 Year	\$7,117.00	5.00%	\$ 6,761.15	1 Year
	Exacqvision	5000-40388	A-Series Upgrade to 16GB Memory t	1	N/A	1 Year	\$ 136.00	5.00%	\$ 129.20	1 Year
	Exacqvision	5000-40341	RAID option for 4U A-series	1	N/A	1 Year	\$1,635.00	5.00%	\$ 1,553.25	1 Year
	Exacqvision	5000-20070	Rackmount Sliding Rail Kit for exac	1	N/A	1 Year	\$ 130.00	5.00%	\$ 123.50	1 Year
	Exacqvision	EVIP-01	PROFESSIONAL IP Camera license	13	N/A	1 Year	\$ 196.00	5.00%	\$ 186.20	1 Year
	BELDEN/ENT	XHW-2430-SD	THREE-SECTION WALL MOUNT	1	N/A	1 Year	\$ 665.48	5.00%	\$ 632.21	1 Year
	Tripp Lite	SMART1000RM	Tripp Lite Smartpro 1000VA rackmo	1	N/A	2 Years	\$ 1,184.40	7.00%	\$ 1,101.49	2 Years
	TRENDnet	TPE-TG160g	16-port GREENnet Gigabit PoE+ Sw	1	N/A	1 Year	\$ 354.99	1.50%	\$ 349.67	1 Year
	Panduit	CPP24WBLY	24-PORT PANEL UNLOADED SNA	1	N/A	1 Year	\$ 45.08	15.00%	\$ 38.32	1 Year
	Panduit	CJ688TPBU	1-PORT MOD JACK IDC 8W8P UT	17	N/A	1 Year	\$ 15.58	15.00%	\$ 13.24	1 Year
	Panduit	UTP28SP1BU	CBL ASSY MOD 28-4PR STRAND	17	N/A	1 Year	\$ 11.22	15.00%	\$ 9.54	1 Year
	Exacqvision	IFS08D2OCWITE	Illustra Flex 8MP mini-dome, 3.4-9m	13	N/A	1 Year	\$ 945.00	5.00%	\$ 897.75	1 Year
	American Dyna	ADCI6DPCAPOV	Pendant Cap, Outdoor for Illustra Pro	13	N/A	3 years	\$ 60.00	8.00%	\$ 55.20	3 years
	American Dyna	ADLOMARM	Gooseneck Wall Mount, for use w/all	13	N/A	30 months	\$ 75.00	8.00%	\$ 69.00	30 months
	American Dyna	IPS08-P25-OI04	Illustra Pro Gen4 8MP (4K) PTZ, 22	1	N/A	5 years	\$ 5,880.00	8.00%	\$ 5,409.60	5 years
	American Dyna	RHOWPA	Pole adapter for use w/RHOxW	2	N/A	3 years	\$ 120.00	8.00%	\$ 110.40	3 years
	American Dyna	RHOSW	Wall Mount, 1 1/2" NPT, Short (11")	2	N/A	3 years	\$ 180.00	8.00%	\$ 165.60	3 years
	American Dyna	ROENDC	End Cap for RHOxW Mounts	2	N/A	3 years	\$ 60.00	8.00%	\$ 55.20	3 years
	TRENDnet	TI-S24048	DIN Rail 48V 240W Power Supply f	2	N/A	1 Year	\$ 229.99	1.50%	\$ 226.54	1 Year
	TRENDnet	TI-UPG62	6-Port Hardened Industrial Gigabit U	2	N/A	1 Year	\$ 434.99	1.50%	\$ 428.47	1 Year
	KBC	WES4-KT	Gen 4 5GHz Wireless Ethernet Syste	3	N/A	1 Year	\$ 1,240.00	20.00%	\$ 992.00	1 Year
	Exacqvision	5000-50100	exacqVision desktop surveillance key	1	N/A	1 Year	\$ 975.00	5.00%	\$ 926.25	1 Year

Woodbury Police Dept Camera System - Includes Supv, Assessor, Parks, Comm Center, Rez Shop and Town Hall Camera Equipment

	MFG	Equipment/Model Number	Equipment Description	QTY	N/A	Warranty	List Price / MSRP	Percent (%) Discount	NYS Net Price	Remaining Warranty
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