Section I: Cost Proposal

Category 1: Access Control Systems

Vendor Name: A3 Communications, Inc.	
Nationwide or Region or State Proposed: Southeastern U.S. (KY, WV, TN, VA, NC, SC, AL, GA, FL)	

Each Participating Entity will negotiate any travel costs. All cost associated below (including material markup) to include shipping, configuration, kitting, processing, reporting, warehousing, ValuePoint and Participating Entity fees.

Category 1 - Access Control Systems	Per Hour
Normal Business Hours (8:00am - 5:00pm M-F)	$75.00/hour
After Hours (5:01pm - 7:59am M-F)	$95.00/hour
Weekend/Holiday Hours	$110.00/hour

Other Miscellaneous Labor Service Description (if applicable):	
Cable Technician (Normal Business Hours)	$50.00/hour
Cable Technician (After Hours)	$60.00/hour
Cable Technician (Weekend/Holidays)	$70.00/hour
Physical Security Engineer (Normal Business Hours)	$125.00/hour
Physical Security Engineer (After Hours)	$158.00/hour
Physical Security Engineer (Weekend/Holidays)	$183.00/hour
Project Manager (Normal Business Hours)	$100.00/hour
Project Manager (After Hours)	$127.00/hour
Project Manager (Weekend/Holidays)	$147.00/hour
Equipment Rental	Cost + 10%
Permit Fees	Cost + 10%
Overnight Lodging & Meals	GSA Rates + 10%
Other Direct Costs	Cost + 10%

Maintenance Work (Non-Warranty)	Per Hour
Hourly Rate for Telephone Consultation Only	$45.00/hour
Normal Business Hours (8:00am - 5:00pm M-F)	$75.00/hour
After Hours (5:01pm - 7:59am M-F)	$95.00/hour
Weekend/Holiday Hours	$110.00/hour

	Per Month
Costs for Maintenance and Monitoring	$175.00/Month/Server *See attached cut sheet for details of service.*
OR	**Per Year**
Percentage of Total System Cost	8%
Materials Percentage Mark-up (Receipts for materials may be required by Purchasing Entity to be submitted with invoice)	16%

PENALTY FOR IMPROPERTY PRICING:

- It is the vendor's responsibility to ensure that all prices proposed for all projects are accurate and consistent with the terms of the contract.
- For all projects completed under this contract: if a vendor submits an invoice containing incorrect pricing in favor of the vendor, that vendor shall submit a new, corrected invoice with a 25% reduction in cost for each incorrectly priced item.
- If vendor continues to provide incorrect invoicing each Purchasing Entity has the option to cancel their contract in its entirety without penalty.
- Vendors are not allowed to aggregate fees into contract after award has been made. Failure to comply may be grounds for cancellation.

Category 3: Surveillance Services & Equipment

Vendor Name: A3 Communications, Inc.	
Nationwide or Region or State Proposed: Southeastern U.S. (KY, WV, TN, VA, NC, SC, AL, GA, FL)	

Each Participating Entity will negotiate any travel costs. All cost associated below (including material markup) to include shipping, configuration, kitting, processing, reporting, warehousing, ValuePoint and Participating Entity fees.

Category 3 - Surveillance Services & Equipment	Per Hour
Normal Business Hours (8:00am - 5:00pm M-F)	$75.00/hour
After Hours (5:01pm - 7:59am M-F)	$95.00/hour
Weekend/Holiday Hours	$110.00/hour

Other Miscellaneous Labor Service Description (if applicable):

Cable Technician (Normal Business Hours)	$50.00/hour
Cable Technician (After Hours)	$60.00/hour
Cable Technician (Weekend/Holidays)	$70.00/hour
Physical Security Engineer (Normal Business Hours)	$125.00/hour
Physical Security Engineer (After Hours)	$158.00/hour
Physical Security Engineer (Weekend/Holidays)	$183.00/hour
Project Manager (Normal Business Hours)	$100.00/hour
Project Manager (After Hours)	$127.00/hour
Project Manager (Weekend/Holidays)	$147.00/hour
Equipment Rental	Cost + 10%
Permit Fees	Cost + 10%
Overnight Lodging & Meals	GSA Rates + 10%
Other Direct Costs	Cost + 10%

Maintenance Work (Non-Warranty)	Per Hour
Hourly Rate for Telephone Consultation Only	$45.00/hour
Normal Business Hours (8:00am - 5:00pm M-F)	$75.00/hour
After Hours (5:01pm - 7:59am M-F)	$95.00/hour
Weekend/Holiday Hours	$110.00/hour

	Per Month
Costs for Maintenance and Monitoring	$175/Month/Server or NVR or DVR *See attached cut sheet for details of service.*
OR	**Per Year**
Percentage of Total System Cost	8%
Materials Percentage Mark-up (Receipts for materials may be required by Purchasing Entity to be submitted with invoice)	16%

PENALTY FOR IMPROPERTY PRICING:

- It is the vendor's responsibility to ensure that all prices proposed for all projects are accurate and consistent with the terms of the contract.
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*Service Cut Sheet

a-Serv ⊖

MANAGED **SERVER CARE**

SERVICE BRIEF
Proactive Managed Server Care

Flat-Rate Managed Server Care is a complete, 24x7x365 server monitoring, remediation, maintenance and management solution.

O **The A-SERV Server Platform**

Your servers are the heart of your IT Infrastructure. Any downtime means a massive loss in productivity for your end-users throughout your organization. A-SERV's Managed Server Care combines constant 24x7x365 Server Monitoring with proactive maintenance to prevent downtime and maintain server availability and stability.

"You can rest easy, **A-SERV Never Sleeps**"

The A-SERV technology platform has built-in advanced Server monitoring and diagnostic tools, a knowledge base that's ahead of the market to determine what to monitor, a well-trained staff of IT Professionals to watch alerts and categorize them into Critical and Non-Critical events and conduct detailed analysis to solve the problem. Last but not least, Server Care provides includes remote and on-site remediation services.

The Goal is to prevent downtime by keeping your server running by eliminating issues before they affect your users.

O **24x7 Server Monitoring & Remediation**

A-SERV provides 24x7 visibility with Remote Monitoring and Management of Servers – including applications designed for Small to Medium Size Businesses (SMBs).

A-SERV watches Server alerts, filters the data, conducts problem analysis and also remediates the issues remotely and on-site on a best effort basis. Upon receiving the Critical Alert, the A3

Communications NOC team looks into the provisioning system and notifies your server team about its occurrence within minutes.

Our experts will then analyze the cause of the problem and resolve the issue. All of this is done without the intervention of your staff. Your staff will gain productivity because our services allows them to re-focus their efforts on your business, instead of chasing IT problems.

O **Bundled Anti-Virus Package and Management**

Our NOC conducts checks to ensure Anti-virus signatures are updated on Servers at regular intervals. A-SERV'S Managed Server Care program also comes bundled with Anti-virus network edition and e-mail server edition, if desired.

O **White and Black Listing of Security Patches**

A-SERV services includes White and Blacklisting of critical Microsoft (OS & application) security patches. The NOC carries out multiple proactive preventive daily and weekly checks, reducing chances of failure.

O **Active Directory Administration**

To optimize your internet network infrastructure, A-SERV Server Care includes Active Directory Administration and Policy Management. Network Policies and File/Folder Permissions are managed to ensure internal security, based on protocols necessary to your business.

Get Proactive! Call Us TODAY!
888-809-1473

BENEFITS O

- Slashed costs with our Flat – Rate IT (no more surprises)
- Enterprise-Level care
- Proactive maintenance significantly increases up-time
- Reduction of operational costs, increased profits
- Get valuable time back from your employees and make them more productive by re-focusing their efforts back on your business, not IT
- When used with NDR (A-SERV Disaster Recovery) and Server Disaster Assurance, A3 Communications Provides *Guaranteed Server Recovery*!
- **Confidence** in your I.T. Infrastructure, letting you sleep at night

FEATURES O

- Unlimited Remote & On-Site Support from 8am—5pm.
- 24x7x365 Emergency Support.
- Active Directory Administration & Maintenance
- File, Folder & Share Administration
- Security Administration
- Network Policy Enforcement & Administration
- Managed Anti-Virus Protection
- Comprehensive 360 degree view of your I.T. via the A-SERV Client Portal.

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