

The logo for Convergent is a light blue circle containing the word "convergent" in a lowercase, sans-serif font. The letter "i" is red, and there is a vertical red line to its left.

convergent

City of Rialto

Customer Support Program

4/28/2026

convergent

Jakeargas

Business Development Manager

CUSTOMER INFORMATION

Date:	4/28/2026	Quotation #:	JB29921420CSP
To:	City of Rialto 128 N Willow Ave Rialto, California 92376	Attn:	Mark Adams (909) 820-8066 MAdams@rialtopd.com

We are pleased to provide this proposal for your consideration. This quotation is valid for THIRTY (30) days.

CUSTOMER SUPPORT PROGRAM OVERVIEW

The intent of this Customer Support Program (CSP) is to partner with you in maintaining your system(s), reducing malfunctions and associated downtime. Converjint is committed to providing long-term customer satisfaction and support throughout the service partnership.

A properly planned Customer Support Program can help improve the performance and integrity of your systems and help extend the life of the systems.

As you walk through this proposal, you will see that the recommended services have been tailored to your unique needs and above business objectives.

PROPOSED SERVICES

Software Support Agreement (SSA): **Included** **Excluded**

The Software Support Agreement provides access to product manufacturer firmware and software updates, which helps keep systems operating with the latest software and secured with the latest patches. It also provides access to the product manufacturer technical support team if technical support is required for system troubleshooting. **Labor associated with applying firmware and software updates is not included, and requires the PPM option, below.** This option does not include any computer operating system updates or any software or system upgrades.

Password and Patch Management (PPM): **Convergent** **Customer**

Password Management:

Default, weak, and reused passwords pose a significant vulnerability to your security systems. Convergent offers unique password management solutions to protect your systems from compromise. By setting unique passwords on each system and site, we not only protect your security systems, but we also protect access to connected networks. Convergent utilizes an industry-leading password management system with 256-bit AES encryption to help ensure that each system has unique, highly complex passwords that restrict access according to the principles of least privilege. Additionally, there is no integration or direct connection between the database of passwords and on-premises systems.

Software and Firmware Maintenance:

Convergent periodically provides software updates and patches to help maintain your systems in accordance with manufacturers' recommendations and operating with the latest features, fixes, and vulnerability patches. Firmware, which controls the operation of network-connected devices, is also maintained in accordance with manufacturers' recommendations. Our specialists will install any compatible software and firmware patch releases to the system at the time of password change to help ensure system functionality and security. Systems and frequencies are identified in the Scope of Work section of this proposal.

Limitations:

Please note that this offering does not include “user” passwords or settings and only covers specific security system devices. If the customer is self-performing PPM, please review the *Cybersecurity Services Coverage* page in this proposal.

Preventive Maintenance **Included** **Excluded**

On a scheduled basis, Convergent will provide systems preventive services for components listed within the equipment list contained herein. All preventive maintenance testing will be performed in accordance with manufacturer’s recommendations and will address areas that can adversely affect system performance. Preventive maintenance will include a visual inspection and functional test of system components.

iCare Executive **Included** **Excluded**

This valuable online service tool includes all the features of iCare Manager plus: real-time status, metric and custom report, access to “My Document Library” (i.e., document sharing platform), administrative privileges, and customized email notification.

Comprehensive Labor Coverage

Included **Excluded**

For these customers seeking to manage their financial risk associated with service and repair labor, this option provides system labor coverage on (1) Service Calls (2) System Troubleshooting & Diagnostics, and (3) Component Repair Labor. A one-time billable Pre-contract System Test is required to ensure that the system components are in good working condition prior to Convergent assuming responsibility for system labor coverage. Any components found to be deficient will either need to be replaced or excluded from the comprehensive equipment list.

Comprehensive Equipment Coverage

Included **Excluded**

Comprehensive equipment coverage includes the replacement of failed system components noted in the bill of material at no additional cost. This allows customers to mitigate potential financial risk that can be associated with unexpected repairs and/ or failed components.

Please note that failed or damaged equipment is based on the conditions noted in the terms and conditions of this proposal and excludes such items as natural causes or intentional damage. A one-time billable Pre-contract System Test is required to ensure that the system components are in good working condition prior to Convergent assuming responsibility for system equipment coverage. Any components found to be deficient will either need to be replaced or excluded from the comprehensive equipment list. **Cradlepoint devices, since customer provided, are excluded from this option.**

Note: Components will be replaced with same or similar technology available at the time of such replacement. Technology upgrades or system enhancements are not included as part of this coverage option. *Preventive Maintenance must also be included to qualify for equipment coverage.*

Remote Online Diagnostics

Included **Excluded**

Utilization of industry standard authentication technology to remotely access your system and resolve technical issues in real time resulting in a savings of both time and system downtime. A Convergent Support Specialist, with the support of a screen sharing session, will work directly with your personnel for initial call support and troubleshooting. If the issue cannot be resolved online, a more refined service response will result including the dispatching of a service representative.

Embedded Specialist

Included **Excluded**

The Embedded System Specialist will report directly to Convergent, with day-to-day accountability to our customer. Specific goals will be established and progress against these goals will be measured quarterly during a formal goal review meeting. The Embedded System Specialist shall manage and administer standard, operational procedures, and assist personnel in day-to-day system operations. This option provides a dedicated resource ensuring system integrity, standardization, and continuity

Software Upgrade

Included **Excluded**

To keep up with changes in infrastructure and environment, software upgrades may help keep systems running at an optimal level. Our expertise covers various aspects of upgrades, including server migration, integration support, resource allocation, scheduled downtime management, and risk mitigation.

System Administration

Included Excluded

Convergint will supplement your internal system administration support by providing valued front-end database management services. Services may include:

1. System programming changes
2. Standard & custom report set-up and report generation
3. General front-end system diagnostics

Battery Testing

Included Excluded

Over time, the batteries lose their ability to provide standby power required by the system in the event of primary power failure. Batteries should be replaced at specified intervals from date of manufacture or in accordance with manufacturer requirements. The only way to be assured the batteries will work is through proper load testing, which will be performed as required during a scheduled Test and Inspection or Preventive Maintenance visit. Battery replacement is not included and will be billable.

Online Asset and Inspection Reporting

Included Excluded

Customer asset reporting includes the process of applying registered barcodes to system devices and loading their relevant information into a web-based database. Convergint's web-based reporting system provides immediate documentation that the system and devices are being tested according to manufacturer's and/or code requirements.

Storage Analysis

Included Excluded

Systems are installed based on calculations provided during the design of the original project. Over time, variables can impact the storage of your system records (e.g., scene complexity, amount of motion, light levels). This option includes an analysis of the recording to verify you receive the storage you require. If the storage is lower than desired, Convergint will discuss the available options. Upgrade of the system storage may require additional pricing.

Priority Emergency Service Response

Included Excluded

We realize that many customers require a more immediate response to service calls deemed to be priority one. By selecting this Priority On- Site Response option, Convergint will commit to responding to these service calls in (4) hours instead of the standard (8), subject to the exclusions set forth below.

COVERED EQUIPMENT

Bill of Materials (The Equipment)

The following bill of materials is intended to establish the baseline for this proposal. Equipment not listed is excluded from scope.

Line	Qty	Annual Freq	Description
1	113	1	Cameras (Hardware)
2	113	1	Network Connected Devices (Cradlepoint)
3	4	1	Servers/Workstations Applications (Software)
4	113	1	Exterior Camera (mounted higher than 18 ft/5.5 m)

Software Support Agreement (SSA/SUSP)

The following bill of materials is intended to establish the baseline for this proposal. Software not listed is excluded from scope. This bill of materials is not intended to be a comprehensive list of all system parts

Line	Qty	Description
1	1	Software Support License – Genetec Video Surveillance Advantage

CONVERGINT: UNIQUELY QUALIFIED

Our people, culture, technologies, and service differentiate us from our competitors. Convergent is committed to being our customers’ best service provider with a culture of integrity, accountability, and excellence.



Our People | At Convergent, our greatest strength is our people. We hire and develop the industry’s most dedicated and qualified service colleagues and provide an aggressive certification plan in the latest technology innovations, industry trends, and regulations.



Our Technologies | Convergent maintains strong relationships with the world’s leading technology partners. Instead of being limited to one manufacturer, we support a variety of systems, thus enabling you to avoid sole source dependency while ensuring long-term system and service flexibility and cost-effectiveness. We have service technicians certified across a wide range of systems, giving you the ultimate in peace of mind.



Our Services | Convergent designs service programs to meet each customer’s specific business goals by leveraging dedicated, certified colleagues to ensure system integrity and uptime. Convergent’s customer portal, iCare®, gives you real-time access to your service work orders, status, metrics reporting, and service spend by site. iCare is a fully integrated tool connected to all aspects of the Convergent enterprise, from customers to schedulers to technicians in the field. Our iCare portal promotes transparency, visibility, and accountability to you, our customer.



Our Programs | Our Customer Support Programs are customized *to you* based on industry best practices, and your individual site and business objectives. Through this program, you will be given **priority on emergency service calls** along with **preferred service discounts on labor rates** in accordance with Convergent’s published Standard Rates.



Our Commitment | Our commitment to service excellence starts with supporting you where you are and meeting your internal compliance needs. Telephone diagnostic support is available for all Customer Support Program customers. Our on-call technicians will provide diagnostic and troubleshooting support to help reduce your costs by trying to resolve issues prior to our arrival.



Our Reach | Convergent delivers services across cities, countries, and continents - but focuses on serving you where you are. When you call us, you reach the local market office - not a centralized call center. When delivering complex services or projects for our customers, we excel at connecting partners and subcontracting partners to serve you the way you want to be served.

V's & B's

Our Culture | Convergent operates on a set of core Values and Beliefs that express our responsibility to our customers, colleagues, and communities. Our V's & B's are not just words on a page but are the very fabric of Convergent culture. Our daily commitment to these ideas is one key reason why our customers choose to do business with Convergent.

TOTAL INVESTMENT

Convergent Time and Materials Labor Rates

(Effective January 1, 2026)

2026	Service Agreement Rates			Standard Rates		
	Base	Overtime	Weekend/ Holiday	Base	Overtime	Weekend/ Holiday
Convergent Rates						
Security Specialist	\$216.00	\$324.00	\$432.00	\$254.00	\$381.00	\$508.00
IT Specialist / Remote Access	\$254.00	\$381.00	\$508.00	\$299.00	\$448.50	\$598.00
Vehicle Charge	\$130/call					
Coordination Charge	\$65/call					
Travel Policy	Labor rate portal-to-portal					
Minimum Charge	Remote Support (Software): 2-hour minimum Standard Service (Hardware): 3-hour minimum Emergency & Overtime Rate: 4-hour minimum System Shutdowns: 8-hour minimum					

*Hourly rates are rounded to the nearest 15 minutes.

Agreement Details					
Agreement Start Date	7/1/2026				
Agreement Duration	5 Years				
	Year 1	Year 2	Year 3	Year 4	Year 5
Total Investment	\$ 179,797.37	\$ 195,165.13	\$ 207,758.02	\$ 217,176.96	\$ 229,804.11
Sales Tax	Price excludes applicable sales tax				
Payment Schedule	The agreement will be invoiced annually in the first month of the agreement period (Net 30 days) unless mutually agreed otherwise.				

Proposal Attachments:

- Clarifications, Qualifications, and Exclusions
- Convergent Technologies Terms and Conditions (Customer Support Program)

By signing below or accepting the services described in this proposal, Customer accepts and agrees to this proposal, including the enclosed Terms and Conditions, along with any addendums or exhibits that may be attached or referenced therein. Any additional or contrary terms, including on a Customer PO, are expressly rejected. By signing, you represent and warrant that you have authority to accept this proposal on behalf of Customer.

Customer Name	Date
Authorized Signature	Printed Name and Title

CLARIFICATIONS, QUALIFICATIONS, & EXCLUSIONS

Software Support Agreement (SSA) and Password & Patch Management (PPM):

Customer has been advised of the SSA and PPM services described above. These services may vary depending on the specific devices involved, but typically include periodically updating device passwords to meet complexity and password rotation requirements; securely managing those passwords on behalf of Customer; and periodically updating device firmware to incorporate vulnerability patches, enhancements, and bug fixes made available by the device manufacturer. Please ask your Convergent point of contact for more details on the specific PPM services available for your devices. **These services reduce the risk of cyber vulnerabilities.**

Convergent cannot guarantee the security of the devices it installs or of Customer’s IT environment, no networked system can be completely secure, and Customer remains ultimately responsible for its IT environment. However, these services reduce the risk of cyber vulnerabilities for the devices being installed. IF CUSTOMER DECLINES THESE SERVICES, CUSTOMER (AND NOT CONVERGINT) IS RESPONSIBLE FOR PERFORMING THESE SERVICES.

Pricing Assumptions

1. The Equipment listed are approximate quantities that were estimated during the site walk. Customer must provide the final Equipment list to be included in this Agreement, which may result in adjustment of the fees.
2. For comprehensive coverage on systems not installed by Convergent, parts and/or labor coverage will not take effect until the system has been fully inspected by Convergent and all deficiencies have been corrected by Customer.

3. Unless specifically included in this Agreement or Customer has separately contracted with Convergent for the work, all other work related to the Equipment will be billed separately at Convergent's then current billing rates and material prices.
4. Customer agrees to provide any necessary equipment to reach inaccessible or limited access equipment. Waivers may be required prior to operating customer's lift or heavy equipment. If equipment is not provided, additional charges may apply.

Customer Responsibilities

1. Customer agrees to maintain at its expense, any software licensing agreements and installed software media required for the operation and or diagnostics of the Equipment.
2. Customer agrees that when service must be provided where cash, negotiable securities, and other valuables are readily accessible, Convergent employees and representatives shall always be accompanied by Customer's employee or representative.
3. Customer agrees to obtain and pay for all permits and licenses, and to discharge any fines, imposed by any governmental body or agency relating to the Equipment, its operation or malfunction.
4. If any Equipment is modified or serviced by a third party during the term of this Agreement, then Convergent has the right to inspect the Equipment, and Customer agrees to pay Convergent at its then current billing rates and material prices for the costs of inspection plus parts and/or labor required to align the Equipment with this Agreement. If Customer refuses such inspection or additional services, then Convergent has the option to delete such Equipment from this Agreement.

Exclusions

The following are excluded from the scope of services:

1. Convergent has no obligation to perform service, repair or replacement in the event of a Equipment failure or malfunction due to: burglary, storm, power surge or fluctuation, power failure, abnormal environmental conditions (such as extreme temperatures), fire, flood, war, riot, civil commotion, other acts of God, rodent/insect issues, settling of walls or foundation, abuse, usage of Equipment for purposes other than designed and/or intended, or the negligence or acts or omissions of Customer or any third party. Service, repairs or replacement necessitated by these conditions are billable to the Customer at Convergent's then current billing rates and material prices.
2. Any work required by new or retroactive code changes, or violations or deficiencies identified prior to the effective date of this Agreement.
3. Testing, if applicable, of the system does not include troubleshooting of pre-existing system conditions (ground faults, etc.).
4. For coverage on systems not installed by Convergent, parts and/or labor coverage will not take effect until the systems have been fully inspected and all deficiencies corrected.

NOTE: REVIEW IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION PRIOR TO USING A CONVERGINT-INSTALLED SYSTEM: See "IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION" documentation, available at convergent.com/terms.

IMPORTANT NOTICE

You requested that Convergent provide you with certain security and safety products and services. By using these products and services, you acknowledge that:

- **Under no circumstances should Convergent-provided products and services be your sole method of security or safety.** Effective security and safety require a multi-layered approach involving people, processes, and technologies. Convergent-provided products and services do not guarantee security or safety, will not detect or prevent all threats or risks all the time (including threats they are designed to detect), and will not ensure overall safety and security. You are ultimately responsible for your people, premises, and property, including for maintaining an effective response plan and promptly implementing your response plan in response to alarms or threats.
- **All security products and services have limitations.** No product or service can guarantee safety or security. It is your responsibility to ensure you are informed about product or service limitations and that you regularly test and validate the products and safety plans. Reach out to your Convergent account executive to learn how our support services can help. And if you have a service plan, you are responsible for promptly notifying Convergent in the event of any defect, malfunction, or performance issue with the products and services.
- **Various factors can impact product performance.** Selecting products and settings may involve tradeoffs between the level of security and safety on the one hand and speed, convenience, and cost on the other hand. Convergent can give you guidance, but you are ultimately responsible for selecting products and settings based on your organization's risk profile and tolerance.
- **The products are made by third-party manufacturers, not Convergent.** You are bound by and must use, test, and maintain the products in accordance with the manufacturer's terms and instructions. Convergent does not independently validate the accuracy of claims or statements made by manufacturers, and makes no assurances regarding their accuracy. You are responsible for using the products and services in compliance with laws and regulations applicable to you or as permitted in your jurisdiction.
- **All products and services are governed exclusively by a final agreement.** No advertisement, literature, brochure, website, or statements made during the sale process or otherwise (whether orally or in writing) should be interpreted as a promise, warranty, or other assurance.
- **You have reviewed the "IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION" documentation, available at convergent.com/terms.**

Convergent Technologies Terms and Conditions (Customer Support Program)

Version 3.1 (US AND CANADA) September 2024

Throughout this Proposal, including these Terms and Conditions and any attachments, (together, "Agreement") the term "Convergent" refers to the Convergent Technologies affiliate operating in the state/province in which the Services is being performed and "Convergent Related Parties" means Convergent and its contractors, subcontractors, third party product manufacturers or providers.

SECTION 1. THE SERVICES

This Agreement takes precedence over and supersedes all prior proposals, correspondence, and oral or written agreements or representations relating to the services set forth in the accompanying Proposal ("Services") and, subject to any changes or addendums, represents the entire agreement between Convergent and Customer. This Agreement applies to the exclusion of any other terms that the Customer seeks to impose or incorporate (such as Customer's purchase order form) which are in addition to or inconsistent with the terms and conditions of this Agreement, or which are implied by trade, custom, practice or course of dealing, all of which are deemed expressly rejected and will not be binding.

This Agreement is made without regard to compliance with any special sourcing and/or manufacturing requirements, minority or disadvantaged supplier requirements, or similar government procurement laws. Should such requirements be applicable to this Agreement, Convergent reserves the right to modify and/or withdraw its Agreement.

Customer understands that Convergent is an authorized distributor or reseller and not the manufacturer or developer ("OEM") of software, hardware and equipment (collectively, "Third Party Products") being maintained under this Agreement.

This Agreement assumes the systems and Third Party Products covered are in maintainable condition. If repairs are found necessary upon initial inspection by Convergent, a separate proposal for repair will be submitted for approval. Should this separate proposal be declined, all non-maintainable items will be removed from this Agreement and the CSP Costs adjusted accordingly.

Customer agrees at no cost to Convergent:

- a. To provide access to all areas of the site for the equipment identified in and/or relating to the List of Covered Equipment (as specified in the accompanying Proposal);
- b. To supply suitable electrical service as required by Convergent;
- c. To remove site obstacles and job safety hazards; and
- d. That in the event of any emergency or systems failure, reasonable safety precautions will be taken by Customer to protect life and property during the period from when Convergent is first notified of the emergency or failure and until such time that Convergent notifies the Customer that the systems are operational or that the emergency has cleared.

It is understood that repair, replacement and emergency service provisions apply only to the systems and Third Party Products covered by this Agreement and identified in the Agreement. Repair or replacement of non-maintainable parts of the systems such as, but not limited to, unit cabinets, insulating materials, electrical wiring, structural supports and other non-moving parts, are not included in this Agreement.

In the event that the systems or Third Party Products included in this Agreement are modified, repaired, have a peripheral device attached to them, or are adjusted (hardware or software) by someone other than a Convergent representative after the Start Date of this Agreement (hereinafter "Modification Event"), Convergent shall have the right to exercise any or all of the following options in response to this Modification Event:

- a. Require that the systems or Third Party Products impacted by the Modification Event be subject to reacceptance testing by Convergent;
- b. Require removal of the equipment impacted by the Modification Event from the scope of this Agreement, so that the Services hereunder will not apply to such equipment;
- c. Require termination of this Agreement upon thirty (30) days' notice to Customer, at Convergent's option.

THE SERVICES AND/OR THIRD PARTY PRODUCTS ARE DESIGNED TO HELP REDUCE, BUT NOT ELIMINATE RISKS OF LOSS RELATING TO PEOPLE, PREMISES, OR PROPERTY. THE AMOUNTS BEING CHARGED BY CONVERGENT ARE NOT SUFFICIENT TO GUARANTEE THAT LOSS OR DAMAGE WILL DECREASE OR BE ELIMINATED. Customer acknowledges that proper safety and security requires a multi-layered approach of people, processes, safety, and technologies. The Services, including Third Party Products, provided by Convergent are not sufficient to ensure overall safety and security. Customer acknowledges and agrees that it is responsible for its overall safety and security, including testing and maintenance of the Third Party Products (except to the extent contracted to Convergent by written agreement) and training of its personnel. Customer acknowledges and agrees that it has a duty of care and is solely responsible for its compliance with applicable laws, rules, and regulations, including but not limited to export and re-export restrictions and regulations, privacy and data protection regulations, applicable OEM instructions, terms and conditions, EULAs, and proper product usage.

Risk of loss, including any materials comprising the Services, shall pass to Customer as the materials are incorporated at Customer's site subject to any end user license agreements. If materials are earlier stored on Customer's site pursuant to agreement between Customer and Convergent, risk of loss with respect to such materials shall pass to Customer upon delivery to Customer's site.

Applicable to Monitoring Services Only: If Monitoring Services are identified in the Proposal, the parties agree that (a) these Terms and Conditions are not applicable, and (b) Monitoring Services are governed by the Monitoring Services Terms and Conditions effective on the Effective Date of the Proposal and available at <https://www.convergent.com/terms>, which is incorporated by reference as if set forth herein in full. "Monitoring Services" is defined as "Services" in the Monitoring Services Terms and Conditions.

SECTION 2. TERM

This Agreement will commence on the Services start date ("Start Date") and continue for the

period of time specified in the accompanying Proposal ("Initial Term"). At the end of the Initial Term, this Agreement will renew automatically for successive terms of one year ("Renewal Term" and together with the Initial Term, the "Term"). Either party may terminate this Agreement by giving the other party no less than thirty (30) days written notice prior to the expiration date of the Initial Term or the then current Renewal Term.

SECTION 3. PRICING

Pricing and amounts proposed shall remain valid for 30 days unless otherwise specified. CSP Costs includes only the Services, including Third Party Products, set forth on Convergent's Proposal, unless noted otherwise. Additional services or Third Party Products, unless negotiated prior to order placement, will be billed accordingly. Sales taxes (or as applicable GST, PST, VAT or similar tax) and any other taxes assessed on Customer shall be added to the CSP Costs upon invoice to Customer.

SECTION 4. INVOICE REMITTANCE AND PAYMENT

Customer agrees to pay the amount due to Convergent as invoiced, within thirty (30) days of the date of such invoice. If Customer is overdue in any payment, Convergent shall be entitled to suspend the Services without liability until paid, charge Customer an interest rate 1 and 1/2% percent per month (or the maximum rate permitted by law, whichever is less), and may avail itself of any other legal or equitable remedy. Customer shall reimburse Convergent costs incurred in collecting any amounts that become overdue, including attorney fees, court costs and any other reasonable expenditure.

SECTION 5. WARRANTY

Warranties for Convergent's Services and Third Party Products are described in the Limited Warranty for Products and Services available at <https://www.convergent.com/terms>, which is in effect as of the effective date of this Agreement and is incorporated by reference as if set forth herein in full.

SECTION 6. CHANGES

Without invalidating this Agreement or any bond given hereunder, Customer or Convergent may request changes in the Services with a change order signed by both parties. If Customer orders (i) any changes to the Services (e.g. change in objective, deliverables, tasks or hours), (ii) changes to schedule (e.g. frequency of visits), or (iii) causes any material interference with Convergent's performance of the Services, Convergent shall be entitled to an equitable adjustment in the time for performance and in the CSP Costs, including a reasonable allowance for overhead and profit.

SECTION 7. FORCE MAJEURE

Neither Customer nor Convergent shall be liable for any delay or failure in the performance of their respective obligations pursuant to this Agreement due to circumstances beyond their reasonable control ("Force Majeure") and without the fault or negligence of the party experiencing such delay. A Force Majeure event shall include, but not be limited to: acts of God, pandemic or epidemic, diseases, quarantines, unavoidable casualties, concealed conditions, acts of any civil or military authority; riot, insurrections, and civil disturbances; war, invasion, act of foreign enemies, hostilities (regardless of whether or not war is declared), rebellion, revolution, terrorist activities; strikes, lockouts or other labor disputes; embargoes; shortage or unavailability of labor, supplies, materials, equipment or systems; accident, fire, storm, water, flooding, negligence of others, vandalism, power failure, installation of incompatible equipment, improper operating procedures, source current fluctuations or lighting, transportation contingencies; laws, statutes, regulations, and other legal requirements, orders or judgements; acts or order of any government or agency or official thereof, other catastrophes or any other similar occurrences. If performance by either party is delayed due to Force Majeure, the time for performance shall be extended for a period of time reasonably necessary to overcome the effect of the delay and Convergent shall be entitled to an equitable adjustment of the CSP Costs.

SECTION 8. INSURANCE

In lieu of any Customer insurance requirements, for Services performed in the United States, Convergent shall maintain the following insurance coverages during the term of this Agreement and upon request, shall provide certificates of insurance to the Customer:

Worker's Compensation	Statutory Limits
Employer's Liability	\$1,000,000 per occurrence/aggregate
Commercial General Liability	\$1,000,000 per occurrence
	\$2,000,000 general aggregate
Automobile Liability	\$1,000,000 per occurrence/aggregate
Excess/Umbrella Liability	\$3,000,000 per occurrence/aggregate

Convergent shall not provide loss runs or copies of its insurance policies. Convergent shall provide to the Customer no less than thirty (30) days' notice prior to the termination or cancellation of any such insurance policy. For services performed in Canada, Convergent shall maintain similar insurance coverage dependent upon the local requirements in Canada and upon the insurance available under Convergent's insurance program. All required insurance coverage shall be reasonable in the circumstances and compliant with local regulations.

SECTION 9. INDEMNIFICATION

To the fullest extent allowed by law, Convergent shall indemnify and hold Customer harmless from and against claims, damages, losses, and expenses (excluding loss of use) attributable to bodily injury, sickness, disease or death, or to destruction of tangible property, but only to the extent caused by the negligent acts or omissions of Convergent or Convergent's employees or subcontractors while on Customer's site.

If Convergent is providing products or services for intrusion detection, detection of specific threats to people or property (including gunshot, or drone detection), mass notification, ballistics or explosives protection, or processing of biometric, health, financial, or government identifier data (collectively, "Special Offerings"), then to the fullest extent allowed by law (i) Convergent's indemnification obligations under the Agreement do not

apply whatsoever and Convergent Related Parties have no liability to Customer for any losses or damages caused by any Special Offerings; and (ii) Customer shall indemnify, defend, and hold harmless Convergent Related Parties, from and against all claims, demands, actions, liabilities, damages, and costs (including reasonable attorneys' fees) relating to Special Offerings provided by Convergent, except to the extent of Convergent's gross negligence installing such Special Offerings. Any waiver of damages or limitation of liability contained in the Agreement and as modified herein shall not apply to Customer's indemnification, hold harmless and defense obligations herein.

Applicable to Weapons Detection Only: If Convergent provides Weapons Detection Systems or Services, then such Systems and Services are further governed by the Weapons Detection Addendum effective on the Effective Date of this Proposal and available at <https://www.convergent.com/terms>, which is incorporated by reference as if set forth herein in full. "Weapons Detection Systems or Services" means any "Systems" and/or "Services" as each are defined in the Weapons Detection Addendum.

SECTION 10. LIMITATION OF LIABILITY

EXCEPT AS PROVIDED HEREIN, TO THE FULLEST EXTENT ALLOWED BY LAW: (A) IN NO EVENT SHALL EITHER CONVERGENT RELATED PARTIES, OR CUSTOMER BE LIABLE UNDER OR IN CONNECTION WITH THIS PROPOSAL FOR SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, LIQUIDATED OR CONSEQUENTIAL DAMAGES, INCLUDING COMMERCIAL LOSS, LOSS OF USE OR LOST PROFITS, EVEN IF THAT PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND (B) THE AGGREGATE LIABILITY OF CONVERGENT RELATED PARTIES ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL NOT EXCEED THE AMOUNTS PAID BY CUSTOMER TO CONVERGENT UNDER THIS AGREEMENT DURING THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE FIRST INCIDENT GIVING RISE TO THE LIABILITY. THE EXISTENCE OF MORE THAN ONE CLAIM WILL NOT ENLARGE THIS LIMIT. THE LIMITATION SET FORTH IN THIS SECTION SHALL APPLY WHETHER THE CLAIM IS BASED ON CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE) OR OTHER LEGAL THEORY.

SECTION 11. COMPLIANCE WITH LAW, SAFETY, & SITE CONDITIONS

Convergent agrees to comply with all laws, rules and regulations applicable to its provision of the Services. Customer will comply with all applicable laws and agreements applicable to its use and operation of the Services. Convergent shall comply with all safety related laws and regulations and with the safety program of the Customer, provided such program is supplied to Convergent prior to beginning Services.

If during the course of its Services, Convergent encounters conditions at the site that are subsurface, differ materially from what is represented in the contract documents, or otherwise concealed physical conditions, Convergent shall be entitled to an extension of time and additional costs for the performance of its work.

If Convergent discovers or suspects the presence of hazardous materials or unsafe working conditions at Customer's site where the Services are to be performed, Convergent is entitled to stop the Services at that site if such hazardous materials, or unsafe working conditions were not provided by or caused by Convergent. Convergent in its sole discretion shall determine when it is "safe" to return to perform the Services at Customer's site. Convergent shall have no responsibility for the discovery, presence, handling, removing or disposal of or exposure of persons to hazardous materials in any form at the Customer's site. To the fullest extent allowed by law, Customer shall indemnify and hold harmless Convergent from and against claims, damages, losses and expenses, including but not limited to, reasonable attorney's fees, arising out of or resulting from undisclosed hazardous materials or unsafe working conditions at Customer's site.

SECTION 12. PERSONAL DATA & SECURITY

Convergent's obligations and liabilities regarding Processing of Personal Data and information security shall be limited solely to Processing performed by Convergent's personnel. Processing by OEMs or Third Party Products are governed by any applicable OEM end user licensing agreements or terms and conditions. Customer represents and warrants that it will comply with all applicable Data Protection Laws. Although certain products delivered by Convergent may be capable of processing Biometric Information, Personal Health Information, financial information, or government identifiers ("Sensitive Information"), Customer acknowledges that Convergent is not Processing Sensitive Information (or to the extent it is Processing Sensitive Information, it is doing so strictly in accordance with Customer's instructions) and Customer is solely responsible for compliance of all such Processing with Data Protection Laws. To the fullest extent allowed by law, Customer shall indemnify, defend and hold harmless Convergent from and against all claims, demands, actions, liabilities, damages, and costs (including reasonable attorneys' fees) asserted by a third party arising out of or relating to failure to comply with applicable Data Protection Laws including but not limited to those related to Sensitive Information. Convergent's obligations and liabilities regarding information security and Processing of customer information or data, including Personal Data, are limited to Processing performed by Convergent (if any). OEM and Third Party Product information security and Processing is governed by applicable OEM end user licensing agreements or terms. "Personal Data", "Process(ing)", "Biometric Information", and "Personal Health Information" shall be interpreted in accordance with, and shall include analogous terminology as used in, applicable laws and regulations relating to data privacy, information security, data protection, data breaches, cross-border data flows, and/or the rights and obligations of persons or entities regarding personal information ("Data Protection Laws").

To the extent Convergent accesses Customer's information systems, Convergent will not be responsible or liable for losses or harms caused by following Customer's instructions, caused by Third Party Products, caused by third party or Customer-specified remote access software, or that are otherwise not due to the fault of Convergent. Customer-authorized changes to Customer information systems are at Customer's own risk and Customer acknowledges it is responsible for the overall security of its information systems.

SECTION 13. INTELLECTUAL PROPERTY

Convergent shall retain title and ownership of all intellectual property rights relating to the

drawings, technical documentation, or other technical information ("Documentation") delivered under this Agreement. The OEMs shall retain title and ownership of all intellectual property rights relating to the Third Party Products and will grant any license and right to use in connection with the Third Party Product through the OEM's end user license agreement or other terms and conditions. Customer shall not use any Documentation supplied by Convergent for any purposes other than those directly related to this Agreement or for the use and/or maintenance of the Third Party Product.

SECTION 14. PRICE ADJUSTMENT

Beginning on the one (1) year anniversary of the Start Date and annually thereafter for the Term of this Agreement, Convergent may automatically adjust the CSP Costs and Rates set forth in this Agreement: (i) by a percentage equal to the annual percent change in the Consumer Price Index ("CPI") for "All Cities, All Urban Consumers" as published by the Bureau of Labor Statistics of the U.S. Department of Labor (if the Services are performed in the United States) or Statistics Canada (if the Services are performed in Canada) for the 12-month period ending December 31 of the prior year; or (ii) with five (5) days prior written notice, in excess of the CPI if based on: (a) changes by its vendors to the cost of materials or Third Party Products to be provided and/or labor costs related to personnel responsible for performing the Services, (b) macroeconomic conditions, such as taxes, tariffs or duties, natural disasters, labor shortages/strikes, etc., (c) market conditions such as price volatility or availability limitations, or (d) other events not within Convergent's control that impact the cost of performing the Services, and (e) such adjustment is supported by documentation or other evidence. The effective date of this adjustment shall be the first invoice in each new anniversary year. Convergent reserves the right to add periodic surcharges, including without limitation, adjustments for the then current price of fuel, such surcharges to be specified and invoiced by Convergent.

SECTION 15. TERMINATION

If a party materially breaches this Agreement, the other party shall provide written notice of the breach and a reasonable time to cure the breach, but in no event less than 30 days. If the breaching party fails to cure the breach within the specified time period, the non-breaching party may terminate this Agreement upon 15 days written notice to the other party. If Convergent notifies Customer of a material breach pursuant to this paragraph, Convergent may temporarily suspend its services without liability until Customer cures the breach.

SECTION 16. GOVERNING LAW AND DISPUTES

The parties agree that this Agreement shall be governed by the laws of the state/province where the Services are being performed, and venue for disputes shall be located in that state/province.

In the event of any dispute between Convergent and Customer, Convergent and Customer shall first attempt to resolve the dispute in the field, but if that is not successful, then in a meeting between authorized officers of each company. If settlement attempts are not successful, unless the dispute requires injunctive relief, then the dispute shall be decided exclusively by arbitration. Such arbitration shall be conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association (if the Services are performed in the United States) or Arbitration Rules of the ADR Institute of Canada, Inc. (if the Services are performed in Canada) currently in effect by a single arbitrator and shall be a final binding resolution of the issues presented between the parties. The prevailing party shall be entitled to recover its reasonable attorneys' fees and costs. Any award by the arbitrator may be entered as a judgment in any court having jurisdiction.

SECTION 17. MISCELLANEOUS

The parties have required that this Agreement be written in English and have also agreed that all notices or other documents required by or contemplated in this Agreement be written in English. Les parties ont requis que cette convention soit rédigée en anglais et ont également convenu que tout avis ou autre document exigé aux termes des présentes ou découlant de l'une quelconque de ses dispositions sera préparé en anglais.

Any changes to this Agreement shall be in writing signed by both Customer and Convergent.

In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement shall remain in full force and effect.

Customer waives all claims against Convergent arising from or related to suspension of services pursuant to this Agreement.

Customer and Convergent are independent contractors, and nothing in this Agreement creates any agency, joint venture, partnership, or other form of joint enterprise, employment, or fiduciary relationship between them. Nothing contained in this Agreement shall be deemed to create a relationship of employee or employer between the parties, and neither party shall be entitled to any benefits that the other party provides for its own employees, including workers compensation and unemployment insurance. Each party shall have exclusive control over its own employees, agents, and subcontractors, its labor and employee relations, and its policies relating to wages, hours, working conditions, or other conditions.

Neither party to this Agreement shall assign this Agreement without the prior written consent of the other party hereto. Notwithstanding the foregoing, Convergent may assign this Agreement without notice or consent (i) to any of its parents, subsidiaries or affiliated companies or any entity majority owned by Convergent; or (ii) in connection with a merger, acquisition, reorganization, sale of all of the equity interests of Convergent, or a sale of all or substantially all of the assets of Convergent to which this Agreement relates.

If Customer transfers ownership or management of the Customer's site to a third party, Customer will promptly provide Convergent with the new owner's or manager's contact information and take all such actions as are necessary to assign this Agreement to the third party.

Notices shall be in writing and addressed to the other party, in accordance with the names and addresses of the parties as shown in the Proposal. All notices shall be effective upon receipt by the party to whom the notice was sent.

In no event will Convergent be obligated to comply with any project labor agreements or other collective bargaining agreements.

A waiver of the terms hereunder by one party to the other party shall not be effective unless in writing and signed by a person with authority to commit the Customer and Convergent. No waiver by Customer or Convergent shall operate as a continuous waiver, unless the written waiver specifically states that it is a continuous waiver of the terms stated in that waiver.

The Sections regarding invoicing, warranty, indemnity, limitation of liability, confidentiality and disputes shall survive the termination of this Agreement.

Convergent provides additional product safety and service information at <https://www.convergent.com/terms/> (see "IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION"), which it encourages Customer to review prior to use.