

VENDOR CONTRACT

Between _____ and

(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

SECURITY/SURVEILLANCE SYSTEMS AND SERVICES

#06042315

General Information

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

Definitions

PURCHASE ORDER is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the contract. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

PREMIUM HOURS are defined as those hours not included in regular hours or recognized holidays. Premium hours are to be approved by the TIPS member for each delivery order and noted in the delivery order proposal as a line item during negotiations.

REGULAR HOURS are defined as those hours between the hours of 7 AM and 6 PM Monday thru Friday.

Terms and Conditions

Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

Contracts

All contracts and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Contracts for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Davis Bacon Act requirements will be met when Federal Funds are used for construction and/or repair of buildings.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit

exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of contracts

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contracts

The SECURITY/SURVEILLANCE SYSTEMS AND SERVICES contract is for one (1) year with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

Shipments

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Pricing

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the Two Percent (2%) participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 2% to the invoice presented to customer.

Participation Fees

Vendor or vendor assigned dealer contracts to pay 2% of all sales to TIPS on a monthly scheduled report. TIPS will email a Monthly Submission Report to each vendor. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for 2% is mailed. Failure to pay 2% participation fee will result in termination of contract.

Indemnity

1. **Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
2. **Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations

of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

Multiple Vendor Awards

TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the TIPS membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any

obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

TIPS Member Purchasing Procedures

Purchase orders are issued by participating TIPS member to the awarded vendor indicating on the PO "Contract Number 06042315". Purchase Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

Form of Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

Licenses

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

Site Requirements (when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Safety measures: Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

Smoking

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Contract". The shipment tracking number or pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

Legal obligations

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after

occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Services

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

Project Delivery Order Procedures

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this contract when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

Support Requirements

If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
 - **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
 - **Daily Order Confirmation:** All contract purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1st of each month.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
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Check one of the following responses to the General Terms and Special Terms and Conditions:

() We take no exceptions/deviations to the general and/or special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

() We take the following exceptions/deviations to the general and/or special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

[illegible]

Date	Subject	Message
02/02/15	PDF Files	<p>All PDF files are Fillable PDF Forms. You have to download the file to your computer, fill out the form, save the form, and upload the form to the "response attachments" section.</p> <p>If a signature is required you have to fill out the form, print the form, sign the form, scan the form, and upload the form to the "response attachments" section.</p>

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	No
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
4	Company Residence (City)	Vendor's principal place of business is in the city of?	North Little Rock
5	Company Residence (State)	Vendor's principal place of business is in the state of?	AR
6	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 7 - 9)	(No Response Required)
7	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
8	Yes - No	Is not owned or operated by anyone who has been convicted of a felony?	No
9	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony? If answer is YES, a detailed explanation of the name(s) and conviction(s) must be uploaded to the "Response Attachments" FELONY CONVICTION section.	No
10	Pricing Information:	Pricing information section. (Questions 11 - 14)	(No Response Required)
11	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
12	Yes - No	Pricing submitted includes the 2% TIPS participation fee?	Yes
13	Yes - No	Vendor agrees to remit to TIPS the required 2% participation fee?	Yes
14	Yes - No	Additional discounts to TIPS members for bulk quantities or scope of work?	Yes

15	Start Time	Average start time after receipt of customer order is ____ working days?	28
16	Years Experience	Company years experience in this category?	40
17	Yes - No	The Vendor can provide services and/or products to all 50 US States?	No
18	States Served:	If answer is NO to question #17, please list which states can be served. (Example: AR, OK, TX)	AR, MS, TX, OK, LA, MO
19	Company and/or Product Description:	This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)	<p>Our Mission: To save lives, protect property and provide vital communication by bringing to our valued clients only best-of-breed, quality life-safety products, superior installation, quick and reliable emergency response, and the best follow-up service and training in the industry.</p> <p>Our Values: Customer Satisfaction – Integrity – Quality – Flexibility – Teamwork – Financial Responsibility</p> <p>The ArCom Systems' Difference</p> <p>People - ? Founded in Little Rock Arkansas in 1975 ? Over 50 employees, with offices in Little Rock, Springdale and Shreveport ? Carefully selected, NICET and factory certified engineers and technicians ? Over 150 certifications earned company-wide ? Solid reputation for excellent service, quality products, high-level integrity ? #1 privately-owned Systems Integrator in Arkansas ? 71st largest Systems Integrator in the U.S. ? Top 100 Systems Integrator in the U.S. for the past 7 years – SDM Magazine</p> <p>Place - Our main office is a new 12,000 square foot headquarters located in North Little Rock, complete with training lab and classroom, warehouse and comprehensive parts inventory. We have a fully deployed operation in Springdale Arkansas with over 20 dedicated professionals serving the region. More recently, we have opened an office in Shreveport Louisiana, and are currently expanding our workforce in the area.</p> <p>Products -</p>

We represent best-of-breed, latest-generation products: Rauland Nurse Call, Hugs/Pedz/Roam Patient Security, Ascom Wireless Communications, Exacq Vision and OnSSI Video Surveillance, Cooper Mass Notification, DSX and S2 Access Control, Notifier Fire Alarm, and many others.

Our Promise:
Turn-Key Solutions, Done Right,
On-Time!

20	Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	No
21	Primary Contact Name	Primary Contact Name	Ramona Reynolds
22	Primary Contact Title	Primary Contact Title	Executive Assistant
23	Primary Contact Email	Primary Contact Email	rreynolds@arcomsys.com
24	Primary Contact Phone	Primary Contact Phone - Format (xxx) xxx-xxxx	501-225-4910
25	Primary Contact Fax	Primary Contact Fax - Format (xxx) xxx-xxxx	501-227-6707
26	Primary Contact Mobile	Primary Contact Mobile- Format (xxx) xxx-xxxx	
27	Secondary Contact Name	Secondary Contact Name	David Watson
28	Secondary Contact Title	Secondary Contact Title	CEO
29	Secondary Contact Email	Secondary Contact Email	dwatson@arcomsys.com
30	Secondary Contact Phone	Secondary Contact Phone - Format (xxx) xxx-xxxx	501-225-4910
31	Secondary Contact Fax	Secondary Contact Fax - Format (xxx) xxx-xxxx	501-227-6707
32	Secondary Contact Mobile	Secondary Contact Mobile - Format (xxx) xxx-xxxx	
33	2% Contact Name	2% Contact Name	Kathy Welch
34	2% Contact Email	2% Contact Email	kwelch@arcomsys.com
35	2% Contact Phone	2% Contact Phone - Format (xxx) xxx-xxxx	501-225-4910
36	Purchase Order Contact:	This person is responsible for receiving Purchase Orders from TIPS. (Questions 37 - 39)	(No Response Required)
37	Purchase Order Contact Name	Purchase Order Contact Name	Marc Harrison
38	Purchase Order Contact Email	Purchase Order Contact Email	mharrison@arcomsys.com
39	Purchase Order Contact Phone	Purchase Order Contact Phone - Format (xxx) xxx-xxxx	501-225-4910
40	Company Website	Company Website	www.arcomsys.com
41	Federal ID Number:	Federal ID Number also known as the Employer Identification Number.	71-0463797
42	Primary Address	Primary Address	5200 Northshore Lane
43	Primary Address City	Primary Address City	North Little Rock

44	Primary Address State	Primary Address State	AR
45	Primary Address Zip	Primary Address Zip	72118
46	Search Words:	<p>Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)</p>	<p>security, life safety, video surveillance, access, fiber, cctv</p>
47	Yes - No	<p>Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction) (If YES, vendor should download the Federal Funds Over \$100,000 Certification document from the Attachments section, fill out the form and submit the document in the "Response Attachments" FEDERAL FUNDS section.) (Vendor must also download the Suspension or Debarment Certificate document from the Attachments section, fill out the form and submit the document in the "Response Attachments" SUSPENSION OR DEBARMENT section.)</p>	Yes

Resellers - Dealers

Reseller/Dealer Name	Address	City	State	Zip	Contact Name	Contact Email	Contact Phone	Contact Fax	Company Website
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N/A

Provisions for purchase with federal funds for contracts exceeding \$100,000
These forms are for non-construction contracts

Many TIPS members (grantees and sub-grantees) purchase goods and services with federal funds. When a member engages a contract exceeding \$100,000 and paid with federal funds, provisions are triggered by various Code of Federal Regulations requirements. Primarily 34 CFR 80.36 from the Department of Education and 7 CFR 3015 & 3016 from the Department of Agriculture for School Lunch Program. There may be other Federal programs from time to time that are not enumerated above that may fund certain projects using outside vendors. These are not optional for the contracting entity and in order to spend the federal funds certain provision and certifications must be in place to ensure legal compliance.

If you company wishes to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000, you must complete the following forms can provide the certifications as required on the subsequent pages.

Do you wish to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000?

Check your response?

YES ☒ NO ☐


Signature of Authorized Company Official

3/12/2015

Date

David Watson, III

Printed Name of Authorized Company Official

ArCom Systems, Inc.

Company Name

Attach to this page a current W-9 form

Please complete the forms below

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Do you wish to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000?

Check your response?

YES NO

Signature of Authorized Company Official

Date _____

Printed Name of Authorized Company Official

Company Name

Attach to this page a current W-9 form

Please complete the forms below

Legal Compliance

It is the proposing company's duty and responsibility to have knowledge of and be responsible for the compliance with all applicable laws, rules and regulations as they apply to this procurement process and any subsequent award. The vendor agrees to comply, in all relevant respects, with all Federal, State, and Local laws, rules and regulations related to the performance of services or supply of goods to TIPS or TIPS members?

Does vendor agree? YES _____ Initial of Authorized Company Official

Non-Collusive Bidding Certificate

By submitting a proposal in response to a Request for Proposals or other procurement device containing this clause, you certify that you are authorized to certify to the following:

- 1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;
- 2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;
- 3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;
- 4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf.

The vendor complied with #1 through 4 above? YES _____ Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

The vendor has not been debarred? YES _____ Initial of Authorized Company Official

Certification Regarding Lobbying

**Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding
\$100,000 in Federal Funds**

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, “disclosure Form to Report Lobbing,” in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Name of Organization

Address of Organization

Name / Title of Submitting Official

Signature of Submitting Official

Signature Date

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (1) Administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. (Contracts more than the simplified acquisition threshold)

Notice: Pursuant to Federal Rule (1) above, when federal funds are expended by TIPS Member, TIPS Member reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (2) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

Pursuant to Federal Rule (2) above, when federal funds are expended by TIPS Member, TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. Any award under this procurement process is not exclusive and the District reserves the right to purchase goods and services from other vendors when it is in the best interest of the District.

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (7) Notice of awarding agency requirements and regulations pertaining to reporting.

Pursuant to Federal Rule (7) above, when federal funds are expended by TIPS Member, TIPS Member requires that the proposer certify that during the term of an award by the TIPS Member resulting from this procurement process the vendor will provide reports and documentation required by all applicable law and state and federal regulations upon request by the TIPS Member or any relevant state or federal agency.

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (8) Notice of awarding agency requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract.

Provisions for purchase with federal funds for contracts exceeding \$100,000

Pursuant to Federal Rule (8) above, when federal funds are expended by TIPS Member, TIPS Member shall address any requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract in the contract document and absent language to the contrary or if the contract silent on the subject, the District retains all rights thereto.

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (9) Awarding agency requirements and regulations pertaining to copyrights and rights in data.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will surrender upon request any copyrighted materials owned by the TIPS Member but used in the awarded contract performance unless otherwise agreed in a written document by the parties. TIPS Member reserves the rights to all data created or provided to the vendor for the purpose of contract performance resulting for this procurement process and the vendor will surrender such data upon request unless otherwise agreed in a written document by the parties. If the contract is silent or not dispositive on the subject matter data or copyrights TIPS Member retains all rights in the data developed or gathered during the contract term.

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (10) Access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term and after the awarded term of an award by the TIPS Member resulting for this procurement process the vendor will grant access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Does vendor agree? YES _____ Initial of Authorized Company Official

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (11) Retention of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Pursuant to Federal Rule (11) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that the awarded vendor retain of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)

Pursuant to Federal Rule (12) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

Does vendor agree? YES _____ Initial of Authorized Company Official

Federal Rule (13) Mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Pursuant to Federal Rule (13) above, when federal funds are expended by TIPS Member, TIPS Member requires proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will be in compliance with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Does vendor agree? YES _____ Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

Information may be found at <https://www.sam.gov/index.html>

Has the vendor been debarred form participation in Federal funds contracts?

NO ____ Initial of Authorized Company Official

YES ____ Initial of Authorized Company Official

Company Official: _____

Company: _____

CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Company Name: ArCom Systems, Inc.

Mailing Address: 5200 NorthShore Lane

City: North Little Rock


State: AR

Zip: 72118

Telephone Number: (501) 225-4910

Fax Number: (501) 227-6707

Email Address: rreynolds@arcomsys.com

Authorized Signature: 

Printed Name: David Watson

Position: CEO

This contract is for a total TERM of one year. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

Blende Mc Natt 4-23-15
TIPS Authorized Signature Date

David Wayne Fitts 4-23-15
Approved by Region VIII ESC Date

References

**** Must have at least 3 References. References must be School, City, County, University, State Agency or Other Government.**

Organization	City	State	Contact Name	Contact Phone
VA Medical Center	Fayetteville	AR	Frank Harvey	(479) 530-3901
AR State University (ASU)	Beebe	AR	Chris Lee	(501) 882-8887
Rogers School District	Rogers	AR	Jim White	(479) 636-5421
University of Arkansas	Fayetteville	AR	Wayne Brashear	(479) 575-4419
Lake Hamilton Schools	Pearcy	AR	Jeff Britt	(501) 767-2306

ACTi values your business and always attempts to provide you the very best of service. ACTi Warranty policy is designed to achieve business agility and provide you with different options to protect your valuable assets.

In this document you will find all you need to know about ACTi Warranty in terms of Duration, Coverage and how to extend the default warranty. **Warranty Period**

Product Type		Series	Warranty (Year)
IP Camera	Cube (Including Fisheye types)	E	3
		D	2
	Box (Including Zoom types)	TCM, ACM	1
		E, B, I, KCM, TCM, ACM	3
		D	2
	Bullet (Including Zoom, Mini and Mini Zoom types)	E, B, I, TCM, ACM	3
		D	2
	Dome (Including Mini, Zoom, Mini Fisheye, Fisheye, Mini Hemispheric, Hemispheric and Multi-Imager Panoramic types)	E, B, I, KCM, TCM, ACM (*1)	3
		D	2
	PTZ (*2) (Including Mini and Speed Dome types)	B, I, KCM	3
		TCM, ACM	1
	Covert (Including Pinhole, L-Shape Pinhole and Fisheye types)	Q	3
Video Encoder		TCD, ACD, V	3
Video Decoder		ACD	3
Media Display Station		ECD	3
Standalone Network Video Recorder		INR, BNR, GNR, MNR-1XX	3
		ENR, MNR-310	2
Accessory		All Types (*3)	1
Camera Installation Kit		PMON (*4)	1
Camera Demo Kit		PCDK (*5)	1

(*1) **ACM series Mini Dome** cameras are warranted for **one (1) year**.

(*2) **PTZ** cameras which are at any time in continuous motion due to use of pan/tilt/zoom operation (i.e. “auto-scan” or “tour”) are warranted for **three (3) months** (except **I** and **KCM** series cameras which are warranted for **one (1) year** if in continuous motion); if said cameras in this section are **not** in continuous motion, the original warranty period will apply.

(*3) Accessories include peripherals such as power adapters and the charger for **Camera Installation Kit**.

(*4) The warranty period for the **Camera Installation Kit** itself is **one (1) year**, while the equipment’s battery only has **six (6)-month** warranty.

(*5) The warranty period for **Camera Demo Kit** itself is **one (1) year**, which does not cover the

suitcase and its interior foam that comes with this product.

For shipment between 2009.01.01 to 2010.12.31

	Standard Warranty	Limited Warranty	
Warranty Term	2-Year Warranty	1-Year Warranty	3-Month Warranty
Product Category	<ul style="list-style-type: none"> - IP Box Camera - IP Bullet Camera - IP Fixed Dome - Video Servers - Video Decoder 	<ul style="list-style-type: none"> - IP Cube Camera - IP Mini Dome Camera - Peripheral In Static Motion: <ul style="list-style-type: none"> - IP PTZ Camera - IP Speed Dome 	In Continuous Motion: <ul style="list-style-type: none"> - IP PTZ Camera - IP Speed Dome

For shipment before 2009.01.01

	Standard Warranty	Limited Warranty	
Warranty Term	1-Year Warranty	1-Year Warranty	3-Month Warranty
Product Category	<ul style="list-style-type: none"> - IP Box Camera - IP Bullet Camera - IP Fixed Dome - Video Servers - Video Decoder 	<ul style="list-style-type: none"> - IP Cube Camera - IP Mini Dome Camera - Peripheral In Static Motion: <ul style="list-style-type: none"> - IP PTZ Camera - IP Speed Dome 	In Continuous Motion: <ul style="list-style-type: none"> - IP PTZ Camera - IP Speed Dome

Warranty Initialization Date

There are two ways to determine the warranty initialization date.

- For products not registered with ACTi, the warranty initialization date is the shipping date from ACTi (as verified by ACTi shipping invoice).
- For products registered with ACTi, the warranty initialization date is the date of purchase from ACTi Authorized Distributors (as verified by ACTi Authorized Distributor shipping invoice).

For Warranty Status Checking, please go to <http://www2.acti.com/checkwarranty> For Warranty Registration, please go to <http://www2.acti.com/registerwarranty>

Warranty Coverage Terms and Conditions ACTi Corporation ('ACTi') products are warranted to be free from defects in material and workmanship under normal use within the warranty period. Products not sold through ACTi Authorized Distributors are not covered in the warranty agreement. Warranty obligations for customized products are governed by separate contracts and not covered in this document.

- ACTi warrants the original purchaser that the full range of IP Surveillance products enclosed with this limited hardware warranty to be free from defects in workmanship and materials for a pre-defined period from the date of original purchase.
- Whether a defect is considered to fall within the warranty period is determined by the date ACTi receives notice of possible defect from Customer via our online Customr Help Desk. Please go to <http://www2.acti.com/chd> to report all issues.
- ACTi's sole liability is limited to either repair of the defectives using new or refurbished parts, or replacement of the defective unit. ACTi is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition.
- ACTi reserves the right to use replacement components for third party peripherals or components no longer available from original suppliers.
- The basic fee for examining the returned devices is USD 50 per piece.** However, if the device is within warranty and it was found to be defective after examination, the examination fee will be fully waived; furthermore, the device will be repaired and returned back to the customer for free. In order to help the customer to resume normal operation as soon as possible and avoid examination fees on devices that are not actually damaged, we are eager to assist you with remote troubleshooting and seek every possible way to fix the device without the unnecessary time and expense of returning the device for repair.
- Any incorrect or incomplete information (serial numbers, the amount of items, etc) will cause the additional work load for manufacturer; therefore there is a document processing fee for returned devices which will be **fully waived** if the provided information is correct.
- The repaired or replaced hardware will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.**

Exclusions from Warranty ACTi assumes no liability as a consequence of following circumstances, under which the warranty becomes void and ceases to take effect.

- 1 The product is found to be defective after the warranty period has expired.
- 2 The product has been subjected to misuse, abuse, negligence, accident, tampering, altering or unauthorized repair, whether by accident or other causes. Such conditions will be determined by ACTi in its sole and unfettered discretion.
- 3 The product has been damaged due to disasters or extreme conditions, whether natural or human, including but not limited to flood, fire, lightning strikes or power line disturbances.
- 4 The product has been subject to environmental conditions beyond the designed tolerance. Such as being used in outdoor environments without proper protection for indoor models, liquid damage, extreme heat/cold condition beyond design limit and exposure to direct sunlight or halogen light.
- 5 The serial number on the product has been removed, altered or defaced.
- 6 The warranty will not cover cosmetic damages, nor will it cover damages that occurred during shipment.
- 7 For camera products supplied without a lens, damage to product due to incorrectly mounted lenses will void this limited hardware warranty.

Extended Warranty ACTi offers extended warranty which can be purchased separately from an ACTi sales representative. It covers **Cameras, Video Encoders, Video Decoders and Standalone NVR products, not including Camera Installation Kits, Camera Demo Kits and Accessories. The charge for purchase of extended warranty is incremental, based on the selling price of the product. **Warranty Extension Policy****

Product Type	Series	Add-on Extended Warranty Allowed		
IP Camera(*)	E, B, I, KCM, TCM, ACM, Q	Y	Y	
	D	Y	Y	Y
Video Encoder	TCD, ACD, V	Y	Y	
Video Decoder	ACD	Y	Y	
Media Display Station	ECD	Y	Y	
Standalone Network Video Recorder	INR, BNR, GNR, MNR-1XX	Y	Y	
	ENR, MNR-310	Y	Y	Y

* PTZ cameras which are at any time in continuous motion due to use of pan/tilt/zoom operation (i.e. "auto-scan" or "tour") are warranted for only **three (3) months** (I and KCM series cameras are warranted for **one (1) year** if in continuous motion) even if the warranty extension has been purchased; if said cameras in this section are not in continuous motion, the original warranty period and extension policy will apply.

Guidelines

- 1 Products bought under EOL promotion (with special price), are not allowed to have warranty extension.
- 2 Warranty extension is allowed anytime as long as the unit is still under warranty.
- 3 ACTi reserves the right to approve or reject your warranty extension upon request.

Limited Warranty and Limitation of Liability

LIMITED WARRANTY. Exacq hardware products are warranted against defects in materials and workmanship for three (3) years from the date Exacq ships the products to the Customer. All software products are licensed to the Customer under the terms of the appropriate Exacq Technologies license. For a period of ninety (90) days from the Delivery Date, Exacq software products (when properly installed on Exacq hardware products) (a) will perform substantially in accordance with the accompanying written materials, and (b) the medium on which the software product is recorded will be free from defects in materials and workmanship under normal use and service. Any replacement of a licensed software product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Customer must obtain a Return Material Authorization number from Exacq before returning any products under warranty to Exacq. Customer shall pay expenses for shipment of repaired or replacement products to and from Exacq. After examining and testing a returned product, if Exacq concludes that a returned product is not defective, Customer will be notified, the product returned at Customer's expense, and a charge made for examination and testing. This Limited Warranty is void if products or parts are damaged by (a) improper handling, normal wear and tear, accidents, theft, vandalism, fire, water or other peril; (b) conditions outside the specifications for operation of the products, including but not limited to, electrical power, temperature humidity, dust or lightning; (c) Customer supplied third party software not intended for use with the applicable Exacq software; (d) utilization of an improper hardware or software key; (e) or improper use, negligence, repair, alteration or maintenance of the product not performed by Exacq Technologies, Inc. or its authorized service centers or authorized technicians.

CUSTOMER REMEDIES. Exacq's sole obligation (and Customer's sole remedy) with respect to the foregoing Limited Warranty shall be to, at its option, return the fees paid or repair/replace any defective products, provided that Exacq receives written notice of such defects during the applicable warranty period. Customer may not bring an action to enforce its remedies under the foregoing Limited Warranty more than one (1) year after the accrual of such cause of action.

RETURN/CANCELLATION POLICY. Customer may return unwanted products within thirty (30) days of the Delivery Date. Customer shall pay a fifteen percent (15%) restocking charge on any unwanted products returned to Exacq. No returns will be accepted after the thirty (30) day period has expired. Where special equipment or services are involved, Customer shall be responsible for all related work in progress; however, Exacq shall take responsible steps to mitigate damages immediately upon receipt of a written cancellation notice from Customer. A Return Material Authorization number must be obtained from Exacq for return of any products. Exacq may terminate any order if any representations made by Customer to EXACQ are false or misleading.

NO OTHER WARRANTIES. EXCEPT AS EXPRESSLY SET FORTH ABOVE, THE PRODUCTS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, AND NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED ARE MADE WITH RESPECT TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT OR ANY OTHER WARRANTIES THAT MAY ARISE FROM USAGE OF TRADE OR COURSE OF DEALING. EXACQ DOES NOT WARRANT, GUARANTEE, OR MAKE ANY REPRESENTATIONS REGARDING THE USE OF OR THE RESULTS OF THE USE OF THE PRODUCTS IN TERMS OF CORRECTNESS ACCURACY RELIABILITY OR OTHERWISE AND DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE. EXACQ EXPRESSLY DISCLAIMS ANY WARRANTIES NOT STATED HEREIN.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. The entire liability of Exacq and its licensors, distributors and suppliers (including its and their directors, officers, employees and agents) is set forth above. To the maximum extent permitted by applicable law, in no event shall Exacq and its licensors, distributors and suppliers (including its and their directors, officers, employees and agents) be liable for any damages including but not limited to any special, direct, indirect, incidental, exemplary, or consequential damages, expenses, lost profits, lost savings, business interruption, lost business information, or any other damages arising out of the use or inability to use the products, even if Exacq or its licensors, distributors, and suppliers have been advised of the possibility of such damages. Customer acknowledges that the applicable purchase price or license fee for the products reflects this allocation of risk. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply. If the foregoing limitation of liability is not enforceable because an Exacq product sold or licensed to Customer is determined by a court of competent jurisdiction in a final non appeal able judgment to be defective and to have directly caused bodily injury death or property damage in no event shall Exacq's liability for property damage exceed the greater of \$50,000 or fees paid for the specific product that caused such damage.

WARNING: IN ANY APPLICATION THE RELIABILITY OF OPERATION OF THE PRODUCTS CAN BE IMPAIRED BY ADVERSE FACTORS, INCLUDING BUT NOT LIMITED TO FLUCTUATIONS IN ELECTRICAL POWER SUPPLY, COMPUTER HARDWARE MALFUNCTIONS, COMPUTER OPERATING SYSTEM SOFTWARE FITNESS, FITNESS OF COMPILERS AND DEVELOPMENT SOFTWARE USED TO DEVELOP AN APPLICATION, INSTALLATION ERRORS, SOFTWARE AND HARDWARE COMPATIBILITY PROBLEMS, MALFUNCTIONS OR FAILURES OF ELECTRONIC MONITORING OR CONTROL DEVICES, TRANSIENT FAILURES OF ELECTRONIC SYSTEMS (HARDWARE AND/OR SOFTWARE), UNANTICIPATED USES OR MISUSES, OR ERRORS ON THE PART OF THE USER OR APPLICATIONS DESIGNER (ADVERSE FACTORS SUCH AS THESE ARE HEREAFTER COLLECTIVELY TERMED "SYSTEM FAILURES"). ANY APPLICATION WHERE A SYSTEM FAILURE WOULD CREATE A RISK OF HARM TO PROPERTY OR PERSONS (INCLUDING THE RISK OF BODILY INJURY AND DEATH) SHOULD NOT BE RELIANT SOLELY UPON ONE FORM OF ELECTRONIC SYSTEM DUE TO THE RISK OF SYSTEM FAILURE. TO AVOID DAMAGE, INJURY, OR DEATH, THE USER OR APPLICATION DESIGNER MUST TAKE REASONABLY PRUDENT STEPS TO PROTECT AGAINST SYSTEM FAILURES, INCLUDING BUT NOT LIMITED TO BACK-UP OR SHUT DOWN MECHANISMS. BECAUSE EACH END-USER SYSTEM IS CUSTOMIZED AND DIFFERS FROM EXACQ'S TESTING PLATFORMS AND BECAUSE A USER OR APPLICATION DESIGNER MAY USE EXACQ PRODUCTS IN COMBINATION WITH OTHER PRODUCTS IN A MANNER NOT EVALUATED OR CONTEMPLATED BY EXACQ THE USER OR APPLICATION DESIGNER IS ULTIMATELY RESPONSIBLE FOR VERIFYING AND VALIDATING THE SUITABILITY OF EXACQ PRODUCTS WHENEVER EXACQ PRODUCTS ARE INCORPORATED IN A SYSTEM OR APPLICATION, INCLUDING, WITHOUT LIMITATION, THE APPROPRIATE DESIGN, PROCESS AND SAFETY LEVEL OF SUCH SYSTEM OR APPLICATION.



Senstar Inc.
13800 Coppermine Road
Second Floor
Herndon, VA 20171 USA
T: 703 463 3088, 800 676 3300
F: 703 463 3089

Terms & Conditions

1. Pricing

- a) Unless otherwise stated by Senstar, Inc. (herein referred to as the Company), prices are FOB Origin. For all orders valued at \$500 or more based on standard product, freight will be prepaid within the contiguous United States. Prepaid freight is based on standard shipping with carriers of the Company's choice. The customer is responsible for full payment of the freight when expedited service is requested, the order value is less than \$500.00, or the product ordered is nonstandard. Prices for shipments outside the United States are FOB Origin with freight, customs clearance and duty (if applicable) extra.
- b) Prices do not include sales, use, excise or similar taxes. Consequently, in addition to the prices specified, the amount of any present or future sales, use excise or other similar tax applicable to the sale or use of the equipment shall be the responsibility of and paid by the Buyer.
- c) Prices may also reflect quantity discounts and are valid only up to the expiry date of the quotation or for thirty (30) days if not specified.
- d) The Company charges an administrative fee of \$50 on orders less than \$100.

2. Shipping Schedule

- a) Shipping dates quoted are estimates only and are based on the prompt receipt by the Company from the Buyer of all information deemed by the Company to be necessary to permit the Company to proceed with the work immediately and without interruption and are further subject to change due to cause or causes referred to in paragraph 3 hereof.
- b) Unless otherwise instructed, the Company will select the most economical means and routing consistent with the requirements and type of product involved. Goods are packed for shipment in accordance with standard commercial practice of the Company.

3. Force Majeure

The Company shall not be liable for use or for any incidental or consequential damage due to delay in manufacture, delivery or installation, resulting from any cause reasonably beyond the Company's control, including, but not limited to, compliance with any regulations, orders or instructions of any federal, state, provincial or municipal government or any department or agency thereof, acts of God, acts or omissions of the Buyer, acts of civil or military authority, fires, strikes, embargoes, war, riot, delays in transportation, and inability to obtain necessary labor, manufacturing facilities, or materials.

4. Title

Title passes from the Company to the Buyer and risk of loss is borne by Buyer when the product leaves Origin. All reports of and claims for damage resulting from or incurred in transportation must be filed with the carrier by the Buyer.

5. Limited Warranty

- a) The Company warrants that the electronic components of the products manufactured by the Company are free from all manufacturing defects. The Company's warranty does not extend to the performance of the products, which may vary depending on environmental conditions, use and installation practices. The Company's liability under this warranty shall be limited to, at its option, either repairing or replacing the defective components of the products or granting a credit for the products or parts thereof. The Company's liability shall apply only to products which are returned to the factory or authorized repair point, transportation charges prepaid by the Buyer within two (2) years from the shipment date of the product from the Company and which are, after examination, disclosed to Company's satisfaction to be defective due to defects in workmanship and/or materials. This warranty shall not apply to any products which have been installed, repaired or altered by other than personnel certified by the Company, or to products which have been subject to physical or electrical abuse, misuse, or improper storage or to products which have not been used or maintained in compliance with any applicable recommendations of the Company. This warranty does not apply to any parts or components of the products which are normally consumed in operation, including but not limited to batteries, fuses and light bulbs.
- b) The Company specifically disclaims any and all warranties, expressed or implied, including but not limited to any warranties or merchantability or fitness for a particular purpose. Under no circumstances be it due to a breach or warranty or any other cause arising out of the performance or non-performance of the Product shall the Company be liable to the Buyer for incidental or consequential damages, including but not limited to: lost profits, loss of property due to the freight, plant downtimes, or suits by third parties.

6. Cancellation or Delays of Shipment

Following acceptance by the Company, the Buyer's purchase order may only be cancelled or shipments delayed with the consent of the Company. Should the Company consent to a request by the Buyer to stop work or to cancel the whole or any part of an order, the Buyer shall make payments to the Company as follows:

- a) Any and all work that can be completed within ten (10) days from date of notification to stop work on account of cancellation shall be completed, shipped and paid in full.
- b) For work in process and any materials and supplies procured or for which definite commitments have been made by the Company in connection with the order, the Buyer shall pay to the Company the actual costs and overhead expenses determined in accordance with generally accepted accounting practice plus fifteen (15) percent.

7. Claims and Return of Material

Shipments shall be inspected by the Buyer immediately on receipt. When material is rejected on said inspection the Company shall be notified in writing within ten (10) days from receipt of said shipment. No material may be returned without the prior written approval of the Company and all returns are subject to a twenty (20) percent restocking fee unless it is specifically waived in the Return Material Authorization (RMA).

8. Terms of Payment

Terms of payment are net thirty (30) days upon credit approval unless otherwise stated. Interest on overdue accounts will be levied at the rate of 1.5% per month (19.56% per annum). In the event any third parties are employed to collect any outstanding monies owed by the Buyer to the Company, the Buyer agrees to pay reasonable collection costs, including attorney fees, whether or not litigation has commenced, and all costs of litigation incurred.

9. General

- a) Material in stock is offered subject to prior sale.
- b) Buyer may not assign this Agreement without the consent of the Company.
- c) The Buyer's conditions of purchase (if any) shall only have application if and to the extent agreed to in writing by the Company.
- d) Resulting contracts shall be interpreted in all respects in accordance with laws of the State of Delaware, U.S.A. for Senstar Inc.

HIKVISION USA RMA POLICY

Document Purpose and Scope: This document addresses return policies applicable to the products purchased by customer of Hikvision USA ("Customer") that are returned to Hikvision USA Inc. for repair or return.

Amending this Policy: Hikvision may choose to amend the Policy, in part or its entirety, at any time, without notice.

Hikvision's Responsibility: Hikvision's sole responsibility under Hikvision's warranty is limited to repairing or replacing the defective products returned by customers. For details on the product warranty provided by Hikvision USA for the respective products, please refer to the following table:

PRODUCT CATEGORY		WARRANTY PERIOD (PARTS AND LABOR)
DVRs / NVRs		36 months
DVSs		36 months
Cameras	PTZ (dome)	36 months
	IR	36 months
	Others	36 months
Compression Cards		36 months
Lenses And Accessories		36 months
Hard Drives		36 months

General Return Requirements and Instructions:

RMA Inquiry: Prior to sending in your product, an RMA number must be authorized and issued to the Customer.

To obtain authorization, an RMA form can be downloaded from the Hikvision

website <http://www.hikvision.com/En/us/rmaform.asp> or requested via email rma@hikvisionusa.com. Once completely filled out, please email back to rma@hikvisionusa.com. Note that this RMA must be indicated on the outside of all returned packages. **Hikvision will refuse the package(s) without an RMA and return the product to the customer with freight due.**

Expiration: An RMA number is valid for thirty (30) calendar days after its issuance by Hikvision. Customer must return the product described in the RMA within thirty (30) days or a new RMA number will be required. If Hikvision does not receive the product(s) within the allowed time-frame, the RMA will be closed and returns may be refused and process delayed.

Return for Credit Policy: We have a **90 day return policy** for defective items from the ship date to the dealers. With this request, please note that **DEALER PARTNER CODE and/or CUSTOMER NAME is REQUIRED. Without this** information on the form request will not be processed. Products outside the 90 day time period are not eligible for credit.

Restocking Fee: 10% restocking fee will be applied to any non-defective item returned within 90 days of the purchase date where the package has been determined to be **new and unopened upon return.**

Advanced Replacement: one (1) year policy for returns/replacements. In the unlikely case of product failure within the first year of ownership Hikvision will make the best effort to ship replacement product(s) of equivalent performance and specifications. A new PO via distribution is required to ensure proper processing of the replacement order. An RMA for Credit request is mandatory for the return of the defective product(s) and within 30 days from RMA number issuance, customer is required to return the defective product(s) to Hikvision USA. Please follow normal RMA Instructions when requiring an advance replacement. Please note that **DEALER PARTNER**

CODE and/or CUSTOMER NAME is REQUIRED information on the form, otherwise request will not be processed.

Repair: Customer must fill out the RMA form with all the required information to assist the repair department with diagnosing and repairing the item. Warranty goods are repaired without contacting the customer. An "Estimation of Charges" is sent to customers for the repair of Non-Warranty goods, which they can review and sign if acceptable. **Non- warranty items require written authorization from the customer.** If an item is deemed "un-repairable" the customer is contacted and has the option of (1) have the product returned or (2) having the product scrapped.

Returns from Direct Purchaser and Authorized Distributor: Hikvision only accepts returns from direct purchasers and/or authorized distributors. If you should experience a problem with our product, please return to the point of purchase.

Packaging Requirements: All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection. They must be packaged to afford individual mechanical protection so damage does not occur while the product is in-transit to Hikvision. It must be comparable to the packaging in which Hikvision originally shipped the product. For multiple packages, each package must be labeled with the approved RMA number, properly sealed and enclosed with a copy of the RMA form with the shipment. Customer must enclose a packing list identifying the contents in each shipping carton.

Freight Charges: Customer will pay inbound freight of the returned product and Hikvision will pay the ground outbound freight of repaired/replaced product to Customer.

Firetide Limited End User Product Warranty

Pursuant to all provisions described herein, Firetide hardware products and Firetide antennas are warranted for one (1) year from the date of purchase against defects in the build materials and workmanship. Firetide does not warrant that the Products will meet any requirements or specifications of any End User Customer. This warranty applies to the entire Firetide product, including the AC power adapter.

Pursuant to all provisions described herein, Firetide software products are warranted for ninety (90) days from the date of purchase against defects in the build materials and workmanship. Firetide also warrants that the Software will materially conform to the documentation supplied by Firetide with the Software. In the event that the Software fails to materially conform to the documentation and an authorized Firetide reseller is notified in writing of such failure within the warranty period, Firetide or its reseller shall use commercially reasonable efforts to promptly correct the nonconformity. Firetide does not warrant that the use of the Software will be uninterrupted or error free.

The above warranties are void if the alleged defect cannot be verified by Firetide or if, as determined by Firetide, the product failure was due to tampering, abuse, misuse, accident, shipping, handling, or storage; or if the product has been installed, used, or maintained in a manner not described in the product user manual; or if the product has been altered in any way; or if product serialization has been altered. Any attempt to disassemble or repair the product by anyone other than Firetide immediately voids this warranty.

This warranty applies only to the original End User purchaser of the product and may not be transferred to any other individual or entity.

THE FOREGOING ARE THE EXCLUSIVE WARRANTIES APPLICABLE TO THE PRODUCT INCLUDING THE SOFTWARE, AND THE EXCLUSIVE REMEDY FOR DEFECTS IN THE PRODUCT. FIRETIDE DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES SO TO THAT EXTENT THIS LIMITATION MAY NOT APPLY TO YOU.

In no event will Firetide be liable for any special, incidental, consequential, punitive or indirect damages whatsoever (including, without limitation, damages for loss of profits, business interruption, loss of information, or other pecuniary loss) arising out of the use or inability to use the product or the performance, interruption or failure of the product, irrespective of the cause of action, even if Firetide has been advised of the possibility of such damages. Firetide's cumulative liability for all claims arising out of or in connection with this warranty will not exceed the amount paid by the original End User purchaser to purchase the product. The amounts payable for the product are based in part on these limitations and these limitations shall apply notwithstanding the failure of essential purpose of any remedy. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so to that extent the above limitations or exclusions may not apply to you.

By using the product the original End User purchaser agrees to and is bound by these terms and conditions.

In the event that a product fails to meet this warranty and Firetide's authorized reseller is notified in writing of such failure within the warranty period, Firetide shall, at its own discretion, either repair the product or replace it with the same or a functionally-equivalent product free of charge. Replacement products may contain refurbished materials in whole or in part. Firetide will honor this warranty provided the product is returned through an authorized Firetide reseller or dealer with shipping charges prepaid, along with a proof of purchase describing the original purchase date and product serial numbers if applicable. The authorized reseller must acquire a Return Materials Authorization (RMA) number from Firetide prior to returning any product. Firetide does not accept shipments of defective products without shipping charges prepaid.



The Notice of Felony Conviction document is not required as the owner of ArCom Systems, Inc. has not been convicted of a
any felony.

November 1, 2011

ArCom Systems
5200 NorthShore Lane
North Little Rock, AR 72118

This letter is to inform you that ArCom Systems out of North Little Rock, AR is a certified partner of Exacq Technologies. ArCom is in good standing both financially as well as through product training/certification to have access to Exacq Technologies complete product line for selling, installing, and maintaining.

If there are any questions regarding this matter, please feel free to contact me at the number below.

Regards,

Kraig Schonerstedt

Exacq Technologies
Regional Sales Manager-South Central/Rocky Mountains
512-826-4182
kschonerstedt@exacq.com



exacq technologies hereby recognizes

ArCom Systems
Little Rock, Arkansas

as a Certified Reseller of the exacqVision
Video Management System software and factory servers.

A handwritten signature in black ink that reads "Dave Underwood".

Dave Underwood, President
exacq technologies, inc.

The logo for exacq Technologies. It features the word "exacq" in black and "Technologies" in blue, with a registered trademark symbol.



Certificate of Completion

Walter Ryan

Arcom Systems, Inc.

Has successfully completed the Exacq Technologies, Inc. Technical Training Program
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

November 6, 2012

A stylized, handwritten signature of Dan Rittman in black ink.

Dan Rittman
Vice President, Engineering

A handwritten signature of James Goddard in black ink.

James Goddard
Technical Training Specialist



Certificate of Completion

Randy Townsend

Arcom Systems

Has successfully completed the Exacq Technologies, Inc. Technical Training Program and is recognized as a Certified Technician for the exacqVision® line of software and hardware NVR products.

April 22, 2008

A handwritten signature in cursive script, reading "Dave Underwood", written over a horizontal line.

Dave Underwood
President

A handwritten signature in cursive script, reading "Dan Rittman", written over a horizontal line.

Dan Rittman
Vice President of Engineering



Certificate of Completion

Paul Suddeth

ArCom Systems, Inc.

Has successfully completed the exacqVision Reseller Technical Training
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

August 13, 2013



Event ID: OV-EXACQ-IN-0313-1
BICSI ITS CECs Awarded: 8

A handwritten signature in black ink, appearing to read "DR Rittman".

Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "Brian Clark".

Brian Clark
Technical Training Manager



Certificate of Completion

Nathan Woldenbarger

ArCom Systems

Has successfully completed the Exacq Technologies, Inc. Technical Training Program and is recognized as a Certified Technician for the exacqVision® line of software and hardware NVR products.

May 27, 2009

A handwritten signature in black ink, appearing to read "DR Rittman", written over a horizontal line.

Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "Brian Clark", written over a horizontal line.

Brian Clark
Technical Training Manager



Certificate of Completion

Michael Saville

Arcom Systems, Inc.

Has successfully completed the Exacq Technologies, Inc. Technical Training Program
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

November 6, 2012

A stylized, handwritten signature of Dan Rittman in black ink.

Dan Rittman
Vice President, Engineering

A handwritten signature of James Goddard in black ink.

James Goddard
Technical Training Specialist



Certificate of Completion

Marc Harrison

ArCom Systems, Inc.

Has successfully completed the exacqVision Reseller Technical Training
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

August 13, 2013



Event ID: OV-EXACQ-IN-0313-1
BICSI ITS CECs Awarded: 8

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Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "Brian Clark".

Brian Clark
Technical Training Manager



Certificate of Completion

John Montgomery

Arcom Systems

Has successfully completed the Exacq Technologies, Inc. Technical Training Program and is recognized as a Certified Technician for the exacqVision® line of software and hardware NVR products.

April 22, 2008

A handwritten signature in black ink, appearing to read "Dave Underwood", written over a horizontal line.

Dave Underwood
President

A handwritten signature in black ink, appearing to read "Dan Rittman", written over a horizontal line.

Dan Rittman
Vice President of Engineering



Certificate of Completion

Joel Bledsoe

ArCom Systems, Inc.

Has successfully completed the exacqVision Reseller Technical Training
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

August 13, 2013



Event ID: OV-EXACQ-IN-0313-1
BICSI ITS CECs Awarded: 8

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Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "Brian Clark".

Brian Clark
Technical Training Manager



Certificate of Completion

Jay Bradley

ArCom Systems, Inc.

Has successfully completed the exacqVision Reseller Technical Training
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

August 13, 2013



Event ID: OV-EXACQ-IN-0313-1
BICSI ITS CECs Awarded: 8

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Dan Rittman
Vice President, Engineering

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Brian Clark
Technical Training Manager



Certificate of Completion

ArCom Systems, Inc.

Jason Ainsworth

Has successfully completed the Exacq Technologies, Inc. Technical Training Program
and is recognized as an Authorized Technician for the exacqVision
line of software and hardware Video Management System products.

January 22, 2013

A handwritten signature in black ink, appearing to read "DR Rittman", written over a horizontal line.

Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "Brian Clark", written over a horizontal line.

Brian Clark
Technical Training Manager



Certificate of Completion

Hunter Sims

Arcom Systems

Has successfully completed the exacqVision Reseller Technical Training
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

August 13, 2013



Event ID: OV-EXACQ-IN-0313-1
BICSI ITS CECs Awarded: 8

A handwritten signature in black ink, appearing to read "DR Rittman".

Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "James Goddard".

James Goddard
Technical Training Specialist



Certificate of Completion

Heiko Smith

ArCom Systems, Inc.

Has successfully completed the exacqVision Reseller Technical Training
and is recognized as a Certified Technician for the exacqVision
line of software and hardware Video Management System products.

August 13, 2013



Event ID: OV-EXACQ-IN-0313-1
BICSI ITS CECs Awarded: 8

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Dan Rittman
Vice President, Engineering

A handwritten signature in black ink, appearing to read "Brian Clark".

Brian Clark
Technical Training Manager



Certificate of Completion

Danny Bagwell

Arcom Systems

Has successfully completed the Exacq Technologies, Inc. Technical Training Program and is recognized as a Certified Technician for the exacqVision® line of software and hardware NVR products.

April 22, 2008

A handwritten signature in cursive script, reading "Dave Underwood", positioned above a horizontal line.

Dave Underwood
President

A handwritten signature in cursive script, reading "Dan Rittman", positioned above a horizontal line.

Dan Rittman
Vice President of Engineering

exacq®
Technologies


Certificate of Completion

ArCom Systems, Inc.

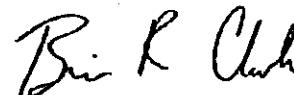
Chris Ainsworth

Has successfully completed the Exacq Technologies, Inc. Technical Training Program
and is recognized as an Authorized Technician for the exacqVision
line of software and hardware Video Management System products.

January 22, 2013



Dan Rittman
Vice President, Engineering



Brian Clark
Technical Training Manager

Certification Training Series

FIRETIDE CERTIFIED MESH PROFESSIONAL

FCMP



This is to certify that the individual named herein has successfully completed all the necessary coursework and testing requirements to become a Firetide Certified Mesh Professional.

Paul Suddeth Jr

A handwritten signature in black ink, appearing to read "Josh Hester", is positioned above a solid black horizontal line.

Certification Training Series

FIRETIDE CERTIFIED MESH PROFESSIONAL

FCMP



This is to certify that the individual named herein has successfully completed all the necessary coursework and testing requirements to become a Firetide Certified Mesh Professional.

Kevin Henderson

A handwritten signature in black ink, appearing to read "Josh [unclear]", is positioned above a solid black horizontal line.

Certification Training Series

FIRETIDE CERTIFIED MESH PROFESSIONAL

FCMP



This is to certify that the individual named herein has successfully completed all the necessary coursework and testing requirements to become a Firetide Certified Mesh Professional.

Hunter Sims

A handwritten signature in black ink, which appears to read "Josh [illegible]", is positioned above a solid black horizontal line.

Certificate of Completion

Walter Ryan

Has Completed the Course

Introduction to wireless system basics

With a Score of 100%



Tim Jaeger

Firetide, Inc.

2014-07-29

953826986

Certificate of Completion

Walter Ryan

Has Completed the Course

Firetide DFS Certification Training

With a Score of 100%



Tim Jaeger

Firetide, Inc.

2014-07-29

953861676



**Saving Lives and Protecting Property
for over 35 years**

Established in Little Rock, Arkansas in 1975, ArCom Systems provided and installed fire alarm and nurse call systems to long term healthcare and assisted living facilities. Today, ArCom Systems is dedicated to providing full turnkey life-safety, security and communication solutions with a total system approach through sales, design, project management, installation, inspections, service, and emergency repair. ArCom provides best in class product lines for:

**Nurse Call • Access Control • Fire Alarm • Video Surveillance • Mass Notification
Intrusion • Infant Security • Wireless VoIP • Asset Tracking • Data Cabling**

ArCom Systems takes pride in investing, training and developing our technicians and staff, and maintains over 165 factory and industry certifications to ensure a job done right. Our premier standards have earned us ranking as a Top 100 Systems Integrator in SDM Magazine's list for the last 7 years running and we're currently listed as the 71st largest integrator in the U.S.

Turn-Key Solutions, Done Right, On-Time

We understand the necessity of delivering professional, knowledgeable, certified technicians and staff to your hospital, business, school, university, manufacturing facility or production plant in order to handle your critical life-safety and security needs. Our clients include a variety of industries including: healthcare, commercial, industrial, educational, and governmental.

OUR MISSION: *To Save Lives, Protect Property and Provide
Emergency Communications by giving our clients:*

- **Best-of- Breed, Latest Generation Products and Services**
- **Code Driven, Best-in-Class Installation Standards**
- **Guaranteed Fastest On-Site Emergency Response & Resolution Times**
- **Best Follow-Up Service, Inspections and Customer Training in the Industry**

Emergency communication can save the lives of students on campus, patients in a hospital, teachers in a classroom and business professionals in a high-rise building. Fire Alarm, voice evacuation, access control and video surveillance save us all money in the long run by protecting our properties, our people, reducing theft, eliminating wasteful lawsuits, keeping the criminal elements out of our buildings. Other benefits include reduced insurance claims, lower insurance premiums, safer and more secure workplaces which aid in retention, saved lives of loved ones, associates and employees, and successful prosecution of criminals.

Our specialists at ArCom Systems will coordinate the complete design, engineering, and solution proposal of your next project.

OUR SOLUTIONS:

MAIN VERTICALS

**Healthcare
Commercial / Industrial**

**Education
Government**

SERVICE SOLUTIONS

**Preventive Maintenance
Inspections**

**Software Updates
Monitoring**

PRODUCT SOLUTIONS

**Nurse Call Communications
Fire Alarm
Access Control
Video Surveillance
Mass Notification**

**Intrusion
Infant Security
Wireless VOiP
Asset Tracking
Data Cabling**

www.arcomsys.com

**Little Rock, Arkansas
501-225-4910**

**Shreveport, Louisiana
318-670-7590**

**Springdale, Arkansas
479-756-8331**