



# Customer Support Driven

## Proposal Created for: Wheaton Park District

Prepared By: Kevin Ambron  
Phone: 847.375.0300

**3 Years in a Row!**  
2017, 2018 & 2019



**Imperial Recognized as One of  
America's Fastest Growing  
Security System Integrators**



### SERVICES OFFERED



#### VIDEO SURVEILLANCE

CCTV or Closed Circuit Television, is a system that allows the owner to both monitor as well as record activity on his or her property.



#### DOOR ACCESS SYSTEMS

One of the best ways to maintain a level of control entry to your property whether it be your office, or other building is an access control system.



#### LOW VOLTAGE CABLING

A modern computer network begins by designing a wiring infrastructure that allows all equipment to integrate fully and easily.



#### BURGLAR ALARM SYSTEMS

Protecting your business, building and employees is our priority, and our specialty. We only use the very best security alarm equipment.



#### FIBER INSTALLATIONS

Stay connected with the most up to date and reliable cabling fiber optics. Our team is highly qualified and educated to install for any project of any size.



#### INTERCOM SYSTEMS

We offer a wide range of intercom packages designed to provide efficient communication throughout the office or a multi building.



**"Excellent Job, well trained"**  
John O'leary with O'learys Contractor Equipment

**"Rapid response times"**  
Joe Losurdo with Gold Max



Wheaton Park District Subscriber ('Sub')  
Wheaton Park District  
Wheaton, IL 60187  
Rob Sperl  
630-464-0161

Quote # - 128732  
Quote Date - 01/20/2020 01:14 PM  
Consultant - Kevin Ambron  
Project Name - WPD- Memorial Park Bandshell Camera  
Proposal 1-20-20

(a) Schedule of Protection / Bill of Materials / Scope of Work

**Schedule of Protection: IP Cameras**

**Bill of Materials:**

Qty	Imperial Item #	Description
1	PRO IP NVR 16000-HX	16 Channel HD 1080P+ Digital IP NVR / Remote Access NVR / 16TB HDD / Smart Search / Embedded Analytics / Digital XZoom
11	IP 6MP-HX-T	6 Megapixel IP Camera / HD Digital / Extended Night Vision / Wide Angle/ Vandal Resistant / Digital X Zoom
11	HX-CBM	Bracket Conduit Base Medium
1	POE-1016-G	16 Port POE / 16 Power Over Ethernet Ports / Gigabit
1	CBL 6000-B	Cat 6 Cable / Per Foot / Black
1	Labor Prevailing Wage	Prevailing Wage Labor
11	HIK-Central License	HIK-Central License

**Scope of Work:**

1. Completely Install (1) 16 Channel NVR, (1) 16 port POE w/ Gigabit uplink in IT Closet

2. Completely Install (11) 6MP IP Cameras  
Camera Replace/Add:

\*\*See drawing for camera locations

3. Run Cat 6 Cable from POE to all NEW IP Camera Locations

4. Connect camera feed to existing fiber run from Mary Lubko to Bandshell

\*\*Wheaton Park District will provide existing fiber

5. Program all cameras with the necessary information to communicate with the recording servers.

6. Install the Video Management Software that will be responsible for the processing of all video data.

7. Adjust all Cameras to provide the best possible picture & coverage of the desired areas.

\*\*Wheaton Park District will provide lift

\*\*Wheaton Park District will provide any conduit to run cable into



Guaranteed Response Time \_\_\_\_\_

## Imperial Plan

Complete peak performance around-the-clock

**Total Installation and Service Plan Monthly: \$ 633.91/m**

**OR**

**Outright Installation Sale: \$ 16,254.00    Service Plan: \$ 138.00/m    YES \_\_\_ NO \_\_\_**

### VIP Scheduling (within 72 Hours)

- o Guaranteed response within 72 hours

### System Maintenance

- o Routine Maintenance & Repair
- o Electronic Security System (hardware and software of DVR, Access Panel, Intercom System, Control Panel)
- o Electrical power distribution Unit. (POE / PDU)
- o Monitor / LCD / TV
- o Keyboard, mouse, remotes, etc. (Peripheral's)
- o Security Devices (Cameras, Telephone Intercom Systems, Readers, Strikes, DVR's, Contacts, Batteries, Etc.)

### On-site Technician Support

- 100% Premier Labor Rate Coverage
- Coverage Hours
  - o 7 AM to 5 PM
  - o Monday – Fridays
- No Travel Charge coverage Zone
  - o 100 Miles from your Local Imperial Branch

### Premium Parts Coverage

- o Defective Parts Coverage
- o Cameras, Panels & Devices
- o Cabling & Connectors
- o Power Devices & UPS

### Phone Support

- o Smart Phone Help
- o Networking Help
- o PC Help

### Virtual Health Monitoring

- o Remote Monitoring of Complete System
- § Immediate notifications Sent to our Staff in case of Camera Video Feed Loss
- § Recording Errors
- § Hard Drives Fail Once an Alarm is received by our IT Professionals
- § Remote Diagnostics take place by our IT Department
- o Customer is Notified
- o On-site Tech Visit Schedule

### Video Retrieval Support

- o Incident Search Help
- o Capture and Save Help
- o Footage Recovery

### User Management

- o User Permissions help by our IT Professionals
- o LOG search
- o Setup and Enrollment Help

### Credential Programming Support

- o Card or FOB programming tech support

### Yearly Onsite System Inspection and Cleaning

- o Firmware Updates
- o Recording Retention/Log/Schedule Configuration Verification
- o Defragmenting of System/Server
- o Testing of Devices/Systems
- o Security Device Cleaning (Cameras, Readers, Strikes, DVR's, Etc.)

### Firmware Updates

- o Free Updates when required
- o Remote or Onsite Firmware updates included
- o Annual Firmware Check

#### Terms:

\*36 Month Lease Term on "Total Installation and Service Monthly", Credit Approval Required, Monthly cost may change after approval.

\*Not Included Unless Stated in Bill of Materials: Lifts, Conduit, Wire Molding, Union, Prevailing, After Hour Labor.

\*If Ports are opened for Networking, customer is responsible for firewall to protect against data breaches and holds Imperial Surveillance harmless if data breach occurs.

\*Imperial Surveillance is not liable or responsible in any event of abuse, misuse, and or illegal use of this equipment.

\*Please see the attached Addendum for additional Terms.

By \_\_\_\_\_

Authorized Representative

2/21/2020  
Date

Imperial Surveillance, Inc. - Illinois Wisconsin Indiana Minnesota Iowa

Phone 847-375-0300 Fax 847-375-6722 www.ImperialCCTV.com IL License # 127.001463

Initial \_\_\_\_\_



## Service Plan Terms Addendum

### Service Plan:

\*Not Included Unless Stated in Bill of Materials: Lifts, Conduit, Wire Molding, Union, Prevailing, After Hour Labor.

#### On-Site Coverage

##### On-Site Technician Covered Cost

\*Regular (within 24-72 hrs.) On-site Visits will carry \*\*NO CHARGE -INCLUDED WITH SERVICE AGREEMENT calls and technical support during regular business hours Monday-Friday 7AM -5PM, Plus Remote Log In General Maintenance calls during the foresaid regular business hours. Imperial Surveillance will also remotely monitor all of your systems for any failures. Regular Service calls will be responded to within 24-72 hours.

##### On-Site Technician Cost for Warranty Items that are Urgent, Priority & After Regular Hours

\*Priority (within 24 hrs.) On-site Visits will carry a \$130.00 Service Charge

\*Urgent (within 6 hrs.) On-site Visits will carry a \$250.00 Service Charge

\*After Regular Business Hours- On-site Visits will carry a \$275.00 Service Charge

##### On-Site Technician Cost on a Non-Warranty Item

\*Regular (within 24-72 hrs.) On-site Visits will carry \$90.00 Trip Charge / \$90.00 per Hour

\*Priority (within 24 hrs.) On-site Visits will carry a \$130.00 Trip Charge / \$130.00 per Hour

\*Urgent (within 6 hrs.) On-site Visits will carry a \$250.00 Trip Charge / \$130.00 per Hour

\*After Regular Business Hours- On-site Visits will carry a \$275.00 Trip Charge/ \$175.00 per Hour

### Terms and Conditions:

By reading the above provided coverage information and signing below, I understand the terms and conditions of Imperial Surveillance, Inc Service Plan. I also understand without purchase of the service plan, I will have to pay via cash, check, or credit card based on each service rendered to be paid in the full amount upon receipt of service.

This service plan can be purchased anytime during or after the purchasing process of the systems after the inspection by an authorized Imperial service personnel to make sure the system is operating properly. Any failure due to hardware, virus, or software issues have to be fixed and resolved before this service plan can be affected. During any remote data recovery process Imperial will exercise their best efforts but will not be responsible for any data loss that may occur before the data recovery process. Any mentioned problems can be fixed and resolved by Imperial service personnel for additional fee(s). (See details in Imperial Surveillance, Inc. Service Agreement, section: Technical Service) or consult with an authorized Imperial service personnel for any questions you may have before purchasing this service plan. No refund is available after activation of this service.

Imperial Surveillance, Inc. reserves the right to change any service and labor fees within the Basic Coverage Plan with or without any advance notice.

Cancellation Fee: 12 Months of Payments or the balance of payments if less than 12 Months remain. 30 Day Notice Required.

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\_\_\_\_\_ Initial



Highly Trained Techs

## CREDIT CARD AUTHORIZATION PLEASE PRINT CLEARLY

\*\*\* THISCARDHOLDERMUSTSIGNBOTHTHISFORMANDTHEORDER \*\*\*  
ACKNOWLEDGEMENTANDRETURN THEMTOIMPERIAL SURVEILLANCE.

### Checking/ Savings Account

<input type="checkbox"/> Checking	<input type="checkbox"/> Savings
Name on Acct	<input type="text"/>
Bank Name	<input type="text"/>
Account Number	<input type="text"/>
Bank Routing #	<input type="text"/>
Bank City/State	<input type="text"/>



### Credit Card

<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard
<input type="checkbox"/> Amex	<input type="checkbox"/> Discover
Cardholder Name	<input type="text"/>
Account Number	<input type="text"/>
Exp. Date	<input type="text"/>
CCV Code	<input type="text"/>

I authorize Imperial Surveillance to charge my account listed above \$\_\_\_\_\_ which will represent my 50% Deposit.

☐ (initial) Please save for use to pay final payment.

Signed and Agreed (CARD HOLDER SIGNATURE) (Signature MUST match signature on order acknowledgment)

Print Name \_\_\_\_\_ Date \_\_\_\_\_

☐ CHECK PAYMENTS-PLEASE SEND COPY

☐ Check Number \_\_\_\_\_ Date \_\_\_\_\_

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Initial \_\_\_\_\_



\_\_\_\_\_ Rapid Response \_\_\_\_\_

ACH Authorization Form  
Korshak Kirschenbaum, Esq., Tel. No. (312) 747-6700  
KIRSCHENBAUM CONTRACTING, Inc. 3-21-18

Illinois Department of Financial and Professional Regulation  
License No.: 127.001463

**IMPERIAL SURVEILLANCE**  
**1601 E. Algonquin Road**  
**Arlington Heights, Illinois 60005-4758**  
**(630) 269-6730**

**ACH RECURRING PAYMENT AND CREDIT CARD AUTHORIZATION FORM**

**Here's How Recurring Payments Work:**

You authorize regularly scheduled charges to your checking, savings account, or credit card. You will be charged the amount indicated below each billing period during the initial term of my agreement and all automatic renewal terms. The charge will appear on your bank statement as an "ACH Debit" or your credit card statement. You agree that no prior-notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 10 days prior to the payment being collected.

**Please complete the information below:**

I, \_\_\_\_\_ authorize IMPERIAL SURVEILLANCE  
(full name)

to charge my ☐ bank account or ☐ credit card indicated below on the \_\_\_\_\_ of each  
day/date

\_\_\_\_\_ for payment of my \_\_\_\_\_  
week/month/quarter Insert type of bill

in the amount of \$ \_\_\_\_\_

Billing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Select payment method below:**

☐ **AUTOMATED ACH FROM BANK ACCOUNT PAYMENT:**

Account Type:	<input type="checkbox"/> Checking	<input type="checkbox"/> Savings
Name on Acct	_____	
Bank Name	_____	
Account Number	_____	
Bank Routing #	_____	
Bank City/State	_____	

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\_\_\_\_\_ Initial

**I understand that this authorization will remain in effect until I cancel it in writing,** and I agree to notify IMPERIAL SURVEILLANCE in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted periodic payment dates fall on a weekend or holiday, I understand that the payment may be executed on the next business day. I understand that because this is an electronic transaction, these funds may be withdrawn from my account, or charged to my credit card, on the above noted periodic transaction dates. In the case of a transaction being rejected for Non-Sufficient Funds (NSF) I understand that IMPERIAL SURVEILLANCE may at its discretion attempt to process the charge again within 30 days, and I agree to an additional \$25.00 charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. I acknowledge that the origination of recurring transactions to my account must comply with the provisions of U.S. Law. I agree not to dispute this recurring billing with my bank or credit card company so long as the transactions correspond to the terms indicated in this authorization form. I agree that an ACH or credit card denial will constitute a breach of my payment obligation in my agreement with IMPERIAL SURVEILLANCE.

☐ **AUTOMATED CREDIT CARD PAYMENT:**

Credit Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

☐ Mastercard ☐ Visa ☐ American Express ☐ \_\_\_\_\_

Cardholder's Name (As it appears on credit card): \_\_\_\_\_

Billing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



\_\_\_\_\_ In-House IT Staff \_\_\_\_\_

**Network Survey**  
**Thank you for choosing Imperial Surveillance!**  
**Required Information Prior to Install**

**Managed network:** YES / NO    \*If Managed, please provide:

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Tel: \_\_\_\_\_

**Internet Service:** \_\_ATT / \_\_COMCAST / OTHER: \_\_\_\_\_

**Router Manufacture:** \_\_\_\_\_

Admin Router Login Known :YES / NO

\*\*If not known, you will need this on the day of install to avoid additional site visit/charge.

Customer Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Contact Person \_\_\_\_\_ Tel \_\_\_\_\_

\_\_\_\_\_  
Completed By (Signature) \_\_\_\_\_ Date \_\_\_\_\_

**IMPERIAL SURVEILLANCE**  
**1601 E. Algonquin Road**  
**Arlington Heights, Illinois 60005-4758**  
**(630) 269-6730**

**ADDITIONAL EQUIPMENT, SYSTEMS AND SERVICE DISCLAIMER NOTICE**

The undersigned acknowledges that a representative of IMPERIAL SURVEILLANCE (hereinafter referred to as "IMPERIAL" or "ALARM COMPANY") has explained additional equipment, systems and protection that may be available from IMPERIAL, for additional charges, and the undersigned has had sufficient opportunity to consider the additional services that may be available, and has decided not to request or contract for such additional equipment, systems or protection. The additional equipment, systems and protection discussed included but was not limited to the following:

- |                       |  |  |  |
|-----------------------|--|--|--|
| • hard wire systems   | • UL, ETL or other nationally recognized testing lab approved installation | • data storage and retrieval                             | • video monitoring                       |
| • wireless systems    | • UL, ETL or other nationally recognized testing lab approved monitoring   | • access control   | • cellular/ radio backup                 |
| • additional contacts | • sprinkler / fire alarm   | • fire, smoke, carbon monoxide, water, heat, temperature | • latest technology                      |
| • motion detectors    | • electrical surge protection  | • roof, attic walls, exterior                            | • dedicated telephone line communication |
| • audio surveillance  |  | • independent secondary systems                          |  |
| • video surveillance  |  |  |  |
| • guard response      |  |  |  |
| • stationary guards   |  |  |  |

The undersigned acknowledges that:

• Not all of the above services are available or offered by IMPERIAL but the services and equipment were brought to the undersigned's attention and the undersigned declined such services or the opportunity to obtain the services from other security companies.

• That IMPERIAL has explained that it has no control over communication pathways such as telephone lines, VoIP, Internet, radio or cellular. Not all communication pathways are available in all areas and all communication pathways are subject to failing. If available IMPERIAL has discussed alternative communication pathways and Subscriber is responsible for selecting the available communication pathways. The security system will not communicate if the communication pathways are not working.

- That IMPERIAL is not responsible for the security or privacy of any wireless network system or router and that wireless systems can be accessed by others and it is the undersigned's responsibility to secure access to the system with pass codes and lock outs.
- That IMPERIAL has advised undersigned of any permits required for the alarm system and monitoring, and undersigned acknowledges that it is undersigned's responsibility to obtain and maintain all required permits and pay any false alarm or other fines related to the alarm systems or service.
- That smoke detectors and other battery operated devices must be checked monthly and batteries replaced at least annually and that the undersigned is responsible to check and replace batteries.
- That IMPERIAL has explained all components, operation and use of the alarm system to the undersigned's satisfaction.
- That if audio or video devices are installed, the undersigned has been advised to independently ascertain that the audio or video devices are used lawfully. IMPERIAL has made no representations and has provided no advice regarding the use of audio or video devices.

If IMPERIAL is taking over this system installed by anyone other than IMPERIAL:

☐ The undersigned declines inspection of existing system installed by others and assumes all risk and conditions of the system and has only requested IMPERIAL to re-program communication and monitor existing system with no repair obligation. IMPERIAL has inspected the security and or fire alarm system, reported non-operational components, and:

- ☐ The undersigned declines to authorize repairs and assumes all risk for existing system.
- ☐ The undersigned authorizes and agrees to pay for repairs which shall be detailed in the Sale or Service Agreement.

DEFICIENCIES (continue on additional page, if needed): \_\_\_\_\_

ADDITIONAL COMMENTS \_\_\_\_\_

Date: \_\_\_\_\_

Signature

Print Name

Signature

Print Name

Initial