



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 subsystems to interconnect 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 effortless communication. Communicate throughout the office like never before.



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

"Rapid response times"
Joe Losurdo with Gold Max

Imperial Surveillance, Inc. - Illinois Wisconsin Indiana Minnesota Iowa
Phone 847-375-0300 Fax 847-375-6722 www.ImperialCCTV.com IL License # 127.001463

Initial



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

Quote # - 128730
Quote Date - 01/20/2020 11:51 AM
Consultant - Kevin Ambron
Project Name - WPD- Memorial Park Bandshell Burglar
Alarm Proposal 1-20-20

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

Schedule of Protection: **Burglar Alarm Systems**

Bill of Materials:

Qty	Imperial Item #	Description
1	IMPSHS2064NK	NEO HS2064 CONTROL PANEL
9	IMPSPG9975	POWERG 915MHZ DOOR CONTACT
4	IMPSPG9904P	POWERG 915MHZ WIRELESS PIR
1	Overhead Door Contact	Overhead Door Contact
2	IMPSHS21CN	NEO ICON HARDWIRED KEYPAD
1	misc	DSC LE4010 Cellular Universal Wireless Alarm Communicator
1	CBL 22-4	22/4 Security Cable / Stranded / Pure Copper
1	Altronix AL125UL	Power Supply / Charger - 12/24V - DC AT 1 Amp With Latching/ Non Latching Fire Alarm
1	BATTERY 7 AMP HOUR	7 Amp Hour Battery Backup
1	Panic/Alert Button	Panic/Alert Button for Life Safety
1	Labor Prevailing Wage	Prevailing Wage Labor

Scope of Work:

1. Install and mount (1) Control panel and (1) Power supply in IT Closet
2. Set 2 partitions

Partition 1 Devices: ((3) Door Contacts, (1) Overhead Door Contact, (2) Motion Detectors, (1) Panic Button, (1) Keypad

Partition 2 Devices: (7) Door Contacts, (2) Motion Detectors, (1) Keypad

3. Connect control panel to radio
4. Program radio to communicate with monitoring center
5. Program codes and information in keypad

Monthly Monitoring- \$51.99 per month



Guaranteed Response Time _____

Imperial Plan

Complete peak performance around-the-clock

Total Installation and Service Plan Monthly: \$ 241.22/m

OR

Outright Installation Sale: \$ 6,185.00 Service Plan: \$ 52.50/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 5PM
 - 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

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

☐ Checking ☐ Savings
Name on Acct _____
Bank Name _____
Account Number _____
Bank Routing # _____
Bank City/State _____

Routing Number Account Number
222222222 000 111 555 4027

Credit Card

☐ Visa ☐ MasterCard
☐ Amex ☐ Discover
Cardholder Name _____
Account Number _____
Exp. Date _____
CCV Code _____

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
Kenneth Kirschenbaum, Esq., Tel. No. (810) 747-0700
KIRSCHENBAUM CONTRACTING Copyright 3-25-10

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

_____ Initial

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

Signature

Print Name

Print Name

Initial

