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**Agreement for  
County of El Dorado**

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09/8/2023

*Presented by:*



**Alpha Omega Wireless, Inc.**

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Sacramento, CA 95841  
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## Product & Services Agreement

County of El Dorado  
 Attention: Reese Willer  
 2850 Fairlane Court

**Date**  
 09/8/2023

**Valid To**  
 12/7/2023

**Quote Number**  
 COELDO2023C - RFP 23-725-  
 063 Microwave System

Alpha Omega Wireless, Inc.  
 5710 Auburn Blvd, Suite 2  
 Sacramento, CA 95841  
 800-997-9250

**Alpha Omega Wireless** is providing the following prices for product and/or services listed below as a budgetary statement. For a complete Statement of Work and complete build of materials list, a site survey must be performed.

Costs	Quantity	Rate	Amount
Installation - AO - Tower Crew - 2 Certified Climbers - Day Rate Sac Hill Decom: 2 Techs x 1 Full Day	1.00	2,600.00	2,600.00
11 GHz Hi ODU Spare 11 GHz Hi ODU Spare	1.00	3,250.00	3,250.00
11 GHz Lo ODU Spare 11 GHz ODU Lo Spare	1.00	3,250.00	3,250.00
18 GHz Hi ODU Spare 18 GHz Hi ODU Spare	1.00	3,250.00	3,250.00
18 GHz Lo ODU Spare 18GHz Hi ODU Spare	1.00	3,250.00	3,250.00
Aviat - AES 256-bit Encryption (per terminal) List - \$475 (TIPS - 18%)	8.00	389.50	3,116.00
Aviat - DC Surge	8.00	215.45	1,723.60
Aviat - Fiber Cable Single Mode (LC/LC) - 75M	8.00	169.91	1,359.28
Aviat - SFP, OPT SMF 1310nm LC 1Gbps, <10 KM	8.00	116.44	931.52
Aviat - WTM 4100 A2C+ - 11GHz - 730Mbps / 1.4Gbps - 2ft - Link Complete Carpenter Ridge to Pine Hill Pine Hill to Sheriff's Office Pine Hill to Sac Hill	3.00	10,179.00	30,537.00
Aviat - WTM 4100 A2C+ - 18GHz - 730Mbps / 1.4Gbps - 1ft - Link Complete Sheriff's Office to Sac Hill	1.00	8,750.00	8,750.00
Cable - DC - Cable Kit	8.00	212.50	1,700.00
DC Power Distribution as per RFP 2.5 for SO	1.00	2,340.00	2,340.00
FCC - Frequency Coordination & Licensing (TIPS - AOFCC) Carpenter Ridge to Pine Hill (11 GHz) Pine Hill to Sac Hill (11 GHz) Pine Hill to Sheriff's Office (11 GHz) Sheriff's Office to Sac Hill (18 GHz)	4.00	1,584.00	6,336.00
Grounding - Kit - (per link)	4.00	120.00	480.00
Installation & Configuration - Licensed Link	4.00	8,550.00	34,200.00
ICT - DC Distribution - Modular DC Power Shelf	2.00	2,340.00	4,680.00

<b>Costs</b>	<b>Quantity</b>	<b>Rate</b>	<b>Amount</b>
ICT Modular Power Series,Dual BMM,LDM,-48VDC			
ICT - 48 VDC, 700 W Power Module	6.00	605.15	3,630.90
ICT - 5Amp 60VDC Breaker,ICT200DB-12/-12IRC (TIPS)	7.00	18.70	130.90
T56-0001-004 GSB PYL12V100FT 4 Battery System,100aH	8.00	2,134.93	17,079.44
ICT DIN Rail Mount DC PS; 48V, 360W	1.00	459.55	459.55
Intelligent 6-output DIN Rail Mount DC Power Distribution Unit	1.00	564.20	564.20
Project Management	40.00	196.25	7,850.00
Training - 1 day	1.00	2,500.00	2,500.00
Sales tax (7.25%) 7.25% based on subtotal of \$87,366.39	1.00	6,334.06	6,334.06
		Subtotal	150,302.45
		<b>Total</b>	<b>150,302.45</b>

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## Annual Maintenance and Support

Alpha Omega Wireless offers to its clients an annual maintenance and support program at various levels to suit our clients' needs. This service is in addition to any Extended Warranty plans by the manufacture for equipment failure. This service includes on call support and annual recertification of each link.

### Annual Support and Preventative Maintenance Plans



	Silver Support	Gold Support	Platinum Support
<b>What is Included:</b>			
<b>Support Services</b>			
8 Hours of on-call annual support	X		
16 Hours of on-call annual support		X	
Unlimited Hours of on-call annual support			X
Technical Phone Support- 8AM to 5PM / Monday - Friday	X		
Technical Phone Support- 7AM to 7PM (7 days a week)		X	
Technical Phone Support 24/7			X
Respond within 1 hour by phone	X	X	X
Onsite visits for troubleshooting or repair*	X	X	X
Onsite visit by next business day AM	X		
Onsite within 6 hours (if call received by 2 PM / Mon – Fri)		X	
Onsite within 6 hours (if call received by 2 PM / 7 days a week)			X
Onsite next business day if call received after 2:00 PM		X	X
<b>Perform Site Visit</b>			
Test the stability of the wireless link	X	X	X
Test RSL's against bench marked standard	X	X	X
Test antenna alignment & performance	X	X	X
Test cabling for functionality and damage	X	X	X
Inspect weather proofing	X	X	X
Inspect power and connections	X	X	X
Inspect grounding and lightning protection	X	X	X
Update radio firmware	X	X	X
Verify throughput and system settings	X	X	X
Perform Spectrum Analysis	X	X	X
<b>Serviceable Equipment Exchange</b>			
Will handle RMA process	X	X	X
Will perform all services to de-install the failed system	X	X	X
Will re-install the replacement system	X	X	X
*Support and maintenance does not cover replacement of a failed radio or power supply hardware. Optional manufacture warranty should be purchased for hardware replacement.			
Note: Any physical work on rooftops or towers can only occur during daylight hours and weather permitting due to safety requirements. Physical work on rooftops and/or towers in winds greater than 20mph, rain, or snow/ice may be called off by technicians until work can safely be performed.			
Note: Preventative Maintenance must be performed within the first 6 months of the current term			

## Wireless Network Monitoring Services (WNMS)



	Bronze Support	Silver Support	Gold Support	Platinum Support
<b>What is Included:</b>				
<b>Support Services (per node)</b>	<b>\$120</b>	<b>\$240</b>	<b>\$300</b>	<b>\$420</b>
Cloud Portal		X	X	X
Ping (reports availability, round trip, lost packets, etc.)	X	X	X	X
Radio bandwidth (interface statistics, packet loss, error packets)		X	X	X
RSL/RSSI, SNR, Frequency, Modulation		X	X	X
Alarms	X	X	X	X
Uptime		X	X	X
Ethernet Data (Packet loss, CRC, etc)			X	X
Utilization			X	X
Monitoring				X
Analysis				X
Optimization				X
*WNMS requires a one time set up fee of \$500 for provisioning a Smart Node Device which will be placed on the clients network and must have internet connectivity.				

1. AO Wireless will provide a 100% money back guarantee that the solution provided (*must be full turnkey by AO Wireless for design, engineering, product and installation*) will perform at the stated throughput and at >99.9% predictable reliability for a period of one year (*does not include an Act of God*). AO Wireless provides a 1-year guarantee for the installation and workmanship of all work performed for the services outlined in this agreement. AO Wireless is not responsible for the quality or functionality of any products not purchased by AO Wireless. AO Wireless is also not responsible for changes made to any work performed by AO Wireless by the client or any other party at any time. Any corrections that have to be made by AO Wireless will be considered billable.
2. AO Wireless does not guarantee the structural worthiness or against any damages caused by the failure of any such structure whether installed by AO Wireless, its subcontractor, or the use of any structure provided by the client. The Client is responsible for providing a proper dedicated earth ground that AO Wireless will use to ground the systems installed by AO Wireless.
3. The client is responsible for all costs for any local government permitting required and must notify AO Wireless if a permit is required.
4. The actual data rates and aggregate throughput of any devices installed or provided by AO Wireless can vary depending on each individual environmental condition. AO Wireless does not guaranty any specific data rate or throughput will be achieved.
5. AO Wireless does not guarantee against any future potential interference that can be encountered by the client from other competing RF signals. The use of any RF frequencies is governed under FCC rules and regulations. If interference occurs the client can request AO Wireless to work with the client to best of its ability to restore any wireless network system to the original engineered specifications. Any such work or troubleshooting will be considered billable.
6. A wireless link is considered to be successfully completed once the link has been tested for data transfer from one radio to the other radio on each end of the link as a standalone network (disconnected from Client's network) and the network is handed over to the Client. Once completed any additional work or technical issues will be considered warranty work. AO Wireless is only responsible for the wireless link from the point of wireless demarcation point on both sides of the link. The Client is responsible for the integrity, security, and configuration of their data/voice (LAN/WAN) network. AO Wireless will not make any alterations or changes to the Client's network outside of the requirements of the project listed in this document.
7. Prices are based on the client's current environment. Prices and times will be adjusted with any increase of variables in the client's environment that pertain to the scope of the services outlined in this document. Any such changes can be agreed upon in a change order document. All sales are final. Any items returned will incur a 25% restocking fee. AO Wireless will not except returned items past 30days from date of receipt. The client will be billed at the hourly rate of \$285.00, for any necessary calls or site visits that occur for services above and beyond the services outlined as part of this document. A minimum of four (4) hours will be billed. AO Wireless will not provide technical support for any product sold if not installed by AO Wireless. The client must call the product manufacture for support on any product purchased without services. For AO Support Agreements all Preventative Maintenance must be performed in the first 6 months of the term of the agreement. Otherwise any remaining PM's will be performed once the renewal is in place.
8. AO Wireless will invoice the client with progress billing for materials at time of order or invoice 50% of the project total costs up front for the services as outlined in this document with Net 15 terms. A final invoice will be issued the same day the project is completed. A penalty of 10% and a late fee of 1% monthly will be charged on the full invoiced amount for invoices that are past due more than seven (7) days. In the event legal action is instituted by AO Wireless for enforcement of claim or any terms of this agreement, Client agrees to pay all collection agency and/or attorneys' fees and costs. (*Note: payment of invoices related to the services as stated in this document signifies all services performed were completed satisfactory*).
9. The client must provide AO Wireless with any Purchase Orders and/or any specific billing requirements prior to services being performed, otherwise this signed document is considered all that is necessary for invoicing and payment to AO Wireless. A Purchase Order provided by the Client signifies the Client's agreement to these terms and conditions. AO Wireless' expenses, if incurred, will be billed to the client at reasonable and actual rates.
10. Client will indemnify and hold AO Wireless harmless from and against any and all costs, claims, expenses, or damages for any claims arising from any circumstances outside of the services performed as stated in this document. AO Wireless makes no guarantee and does not warrant that any of AO Wireless' employees will produce any particular result or solution to the Clients particular needs. AO Wireless will not be responsible for any disaster recovery after a natural disaster, fire, lightning, etc., modifications made by anyone other than AO Wireless, or other circumstance outside of AO Wireless' control.
11. AO Wireless reserves the right to extend the terms and conditions of this contract and/or agreement to any and all other agencies within the United States that require these commodities and/or services. A copy of the contract pricing and the bid requirements incorporated in this contract will be supplied to requesting agencies. This shall include all schools, colleges, cities, counties, state agencies, and/or utilities (both public and private). Each participating organization or agency shall enter into its own contract with AO Wireless and this contract shall be binding only upon the principals signing such an agreement. AO Wireless does not assume any responsibility other than to obtain pricing for the specifications provided.
12. Price valid for 90 days

By signing below, the Client and Alpha Omega Wireless agree upon the terms and the information, services, and/or deliverables as outlined in this document.

ACCEPTED BY:  
County of El Dorado

ACCEPTED BY:  
Alpha Omega Wireless

Name: \_\_\_\_\_  
(Please Print)

Name: Jenny Lundin  
(Please Print)

Title: \_\_\_\_\_  
(Please Print)

Title: Regional Sales Manager  
(Please Print)

*Jenny Lundin*

Signature

Signature

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

Date: 09/8/2023

If you have any questions concerning this agreement, please contact:

Jenny Lundin  
980-253-4646 (direct)  
[jenny@aowireless.com](mailto:jenny@aowireless.com)



**THANK YOU FOR YOUR BUSINESS!**