

Project Proposal Clarifications

This proposal provides an initial budget estimate based on available information. A comprehensive technical site inspection may identify necessary adjustments. Any discrepancies, material changes, or additional costs will be communicated to the client for approval prior to proceeding.

This proposal is contingent upon the award of all work outlined herein. Any modifications, additions, or omissions to the project scope may result in cost adjustments.

The client is responsible for all applicable permit costs required to complete the project.

Scope of Work

This proposal defines the scope of work based on the services explicitly detailed in this document. Any additions, modifications, or omissions requested by the client, or required due to unforeseen circumstances, may result in cost adjustments.

- **Out-of-Scope Work:** Any request for services not explicitly included in this proposal will be considered additional work and will be billed at DFW Security's standard rates.
- **Infrastructure Readiness:** The client is responsible for ensuring that all necessary electrical, network, and construction work is completed before the scheduled installation date. If the required infrastructure is not ready upon DFW Security's arrival, additional costs may be incurred for rescheduling or providing temporary solutions.
- **Third-Party Dependencies:** If the project depends on the performance of other contractors or third-party vendors, it is the client's responsibility to coordinate their work to prevent delays to DFW Security's installation schedule. DFW Security is not responsible for delays caused by third parties.
- **Equipment & Material Delays:** If installation is delayed due to client-requested changes, late approvals, or modifications requiring new equipment or materials, DFW Security reserves the right to adjust the project timeline and cost accordingly.

Delays & Additional Charges

Delays resulting from the client's actions, inactions, or responsibilities outside of DFW Security's control will result in additional charges as outlined below:

- **Client-Caused Delays:** If project progress is delayed due to lack of site access, incomplete infrastructure, unprepared work areas, or failure to provide necessary resources (e.g., network access, power, permits), the following charges will apply:
 - **Standby/Labor Charge:** \$150 per hour per technician.
 - **Trip Charge:** If a return visit is required due to an issue outside DFW Security's control, the client will be billed \$125 per trip.
- **Rescheduling Due to Readiness Issues:** If DFW Security arrives on-site and finds that the infrastructure is not ready, the project will be rescheduled, and the client will be charged for the delay and additional mobilization.
- **Materials Price Increase:** If there is a significant increase in material costs between bid submission and project completion due to delays caused by the client or extended project timelines, DFW Security reserves the right to seek additional compensation to cover increased costs.
- **Scheduling & After-Hours Work:** Standard installation hours are Monday to Friday, 8:00 AM – 5:00 PM. Work requested outside of standard business hours (including weekends or holidays) will be charged at overtime rates, which will be provided upon request.
- **Special Equipment Requirements:** If the project requires an aerial lift or other special equipment, the client must provide it. If the equipment is unavailable, DFW Security will arrange for rental at the client's expense.

Client Responsibilities

To ensure safety, efficiency, and adherence to the project schedule, the client is responsible for the following:

- **Site Accessibility:** Installation areas must be clear of obstacles to allow safe and efficient work.
- **Property Security:** The client must secure their property during installation and at the end of each workday. DFW Security is not responsible for loss or damage due to unsecured areas.
- **Existing Door Hardware & Systems:** DFW Security is not liable for any existing door hardware, mechanisms, or systems that stop functioning due to access control installations. DFW Security will not re-key doors or hardware unless explicitly included in the project scope.
- **Proposal Confidentiality:** This proposal is strictly confidential and may not be shared with outside parties.
- **Customer Non-Solicitation Clause:** The client agrees not to recruit, solicit, or hire DFW Security personnel or subcontractors for one year following the termination of this agreement.
- **Payments:** The client understands that equipment may not be ordered, and work will not begin until the required upfront payment has been made. Upfront payments may be made by ACH, check or credit card. Recurring monthly payments require credit card or ACH. DFW Security retains a security interest in all installed equipment until full payment is received.

Technical Requirements

- **Network Infrastructure:** The client must ensure that all necessary network services are in place and operational prior to installation, including sufficient internet speed and adequate Wi-Fi coverage in areas where wireless technologies will be deployed.
- **Network Access:** The client is responsible for providing a working network with router port access. Any required IP configuration, port opening, or port forwarding is the client's responsibility.
- **Pre-existing Wiring:** DFW Security assumes no responsibility for existing wiring. Any non-functional cabling for security, cameras, access control, or network infrastructure will require client approval for a solution and may result in additional charges.
- **Camera Compliance:** If existing cameras are to be used, they must be ONVIF-compliant. The client must provide login credentials, or a factory reset will be required. Once reset, cameras will no longer function on their previous platform.
- **Access Control:** The client must supply a 110v electrical outlet within 3 feet of the access door controller.

Terms & Conditions

This proposal constitutes the entire agreement between the parties and supersedes all prior written or oral agreements. Any changes must be accepted in writing by an authorized officer of DFW Security. A waiver by DFW Security of any terms does not constitute a waiver of others. Failure to exercise rights does not waive them. Invalid provisions do not invalidate the remaining terms. All agreements are governed by the laws of the state of Texas.

Warranty Terms

Unless the client is enrolled in an extended warranty or maintenance plan, the following warranties apply:

- **Labor Warranty:** DFW Security will service specific components installed, removed, or replaced by DFW Security without cost to the client for the first 90 days following installation.
- **Manufacturer Warranties:** DFW Security relies on manufacturer warranties for hardware components. After 90 days, the client will be responsible for all labor charges associated with manufacturer-related service work as manufacturers do not cover the labor costs for service restoration.
- **Warranty Exclusions:** Warranty coverage does not include battery replacement, damage caused by misuse, remodeling, or equipment relocation; or damages covered by property insurance like natural disasters, theft, fire, lightning or flooding.