

# Pricing Sheet + SLA Tiers (Indicative)

Small Scale (SS) Dual-View Non-Intrusive Inspection (NII) Mobile X-ray Inspection Vans

Customer	[Customer Legal Name]	Currency	USD
Prepared by	VectorScan Mobility Solutions, LLC	Date	2026-02-19

**Notes:**

This pricing sheet is for planning and simulation purposes. Formal quotes are issued via the Order Form. Taxes, travel, and parts may be additional unless explicitly included.

**A. Price List**

Item ID	Service	Description / Deliverable	Unit	Unit Price (USD)	Notes
P-001	Site Survey (Standard)	One on-site survey to validate parking, access, clearances, power, comms, safety standoff, and operational flow. Includes draft site sketch and risk notes.	per site	\$2,500	
P-002	Commissioning (Baseline)	Commissioning of one SS Dual-View NII van at customer site (power-up, configuration, initial calibrations, safety	per van	\$7,500	Excludes travel and per diem unless included on Order Form.

		checks).			
P-003	Acceptance Testing Support	On-site support during acceptance (ATP) execution, including image quality, safety, and operational checks.	per day	\$1,200	Typically 2-3 days per van.
P-004	Operator Initial Training	Operator training class for up to 12 students. Includes instructor, courseware, and practical exercises on van.	per class	\$4,500	
P-005	Maintainer Training	Maintainer training class for up to 8 technicians. Includes PM, LRU swap, troubleshooting, and safety.	per class	\$6,000	
P-006	Preventive Maintenance Visit	Scheduled PM visit per van per occurrence, including mechanical and electrical inspections, calibration checks, and report.	per visit	\$1,800	Parts billed separately unless under spares plan.
P-007	Remote Support (ad-hoc)	Remote troubleshooting and guidance via phone/video, ticketing, and secure file transfer.	per hour	\$185	Billable in 0.5-hour increments.
P-008	On-site Break/Fix Labor	On-site corrective maintenance labor by certified field technician.	per hour	\$220	Billable in 4-hour minimum blocks.

P-009	Spares Program Management	Spares forecasting, replenishment coordination, and inventory reporting for customer-owned spares cache.	per month	\$900	
P-010	Throughput Simulation Study	Operational modeling to estimate throughput and staffing under specified bag mix, duty cycle, and lane configuration.	fixed	\$8,000	

#### B. SLA Tiers (Support + Maintenance)

SLA tiers are applied per deployed van. Final terms, definitions, and exclusions are defined in the executed SLA Exhibit.

Feature / Metric	Bronze	Silver	Gold	Platinum
Coverage hours	8x5	12x6	16x7	24x7
Remote response target	4 business hours	2 hours	1 hour	30 minutes
On-site response target*	Next business day (best effort)	48 hours	24 hours	12 hours
Preventive maintenance included	1x / year	2x / year	4x / year	6x / year
Included remote support hours / month	2	6	12	24
Service reporting	Quarterly	Monthly	Monthly + KPI review	Monthly + KPI + RCA
Uptime target**	95.0%	97.0%	98.5%	99.0%
Service credits (monthly fee)	5.0%	10.0%	15.0%	20.0%

Recommended on-site spares cache	Basic	Basic+	Standard	Enhanced
Base monthly support fee per van	\$1,500	\$3,000	\$6,000	\$9,000

\* On-site response targets assume safe access, required permits, and parts availability. Travel time and customs may apply.

\*\* Uptime definition and exclusions are specified in the SLA Exhibit.

C. Assumptions, Exclusions, and Definitions (Starter Set)

Common exclusions:

- Replacement parts and consumables unless explicitly included.
- Damage due to misuse, accidents, fire/flood, theft, vandalism, or unauthorized modifications.
- Work requiring special permits or escorts not arranged by the customer.
- Performance issues caused by site power quality, connectivity, or environmental conditions outside specification.
- OEM warranty claims processing unless explicitly delegated.

Definitions (examples):

Term	Working definition
Business hours	Local hours stated in the Order Form or SLA.
Remote response	Time from ticket submission to initial acknowledgment and triage.
On-site response	Time from severity assignment to technician arrival on site, subject to access and safety readiness.
Uptime	Time the scanning function is available for normal operations, excluding planned maintenance windows and excluded events.