

**CONTRACT FOR SERVICES
BETWEEN
CITY OF SUFFOLK, VA AND PMAM CORPORATION**

This CONTRACT ("CONTRACT"), made and entered into this, the 20 day of ~~July~~^{Sept.} 2013 by and between the **CITY OF SUFFOLK, VIRGINIA** whose principal office is the Municipal Center, 441 Market Street, Suffolk, VA 23434, hereinafter referred to as the "CITY", party of the first part, and **PMAM CORPORATION** with an office located at 105 Decker Court, Suite 675, Irving, TX 75062, hereinafter referred to as the "CONTRACTOR", party of the second part.

CONTRACT

The CONTRACTOR did on the 24th day of April 2013 submitted a proposal to perform the services stipulated in accordance with the Request for Proposal to provide False Alarm Billing and Tracking Services hereinafter referred to as "PROJECT", which by reference is made a part hereof.

In consideration of the following mutual agreements and covenants to be kept by each party, the parties agree as follows:

1.0 CONTRACT DOCUMENTS

It is mutually understood and agreed by the parties hereto that the following documents are incorporated herein by reference the same as if each had been fully set out and attached hereto and hereinafter shall be referred to as the "Contract Documents":

Request for Proposal # 2013-00090-IC as published April 3, 2013, Addendum #1 dated April 12, 2013; Conditions of Contract (General, Special, Supplemental and other conditions as they may be titled); Proposal from PMAM Corporation, dated April 24, 2013, including the fee for services and Anticollusion/Nondiscrimination/Drug Free Workplace clauses.

Should there be conflicts among and between the Contract Documents and the final executed CONTRACT; the terms of the final executed CONTRACT shall take precedence over the Contract Documents. Should there be conflicts among and between the final executed CONTRACT and any subsequent change orders or other written modifications, the terms of the subsequent change order or other written modification shall take precedence.

2.0 CONTRACT TERM

This CONTRACT shall become effective when fully executed and shall be effective through July 31, 2014. The CITY reserves the right to renew the CONTRACT for three (3) additional one-year periods, terminating July 31, 2017. The right is further reserved by the CITY to not renew the CONTRACT at the expiration of any annual anniversary date by furnishing the CONTRACTOR with a sixty (60) day written notice.

3.0 SCOPE OF WORK/COMPENSATION

This scope of work is intended to establish minimum services and specific conditions the CONTRACTOR shall meet in order to fulfill the CITY's objectives.

General Requirements:

- A. The CONTRACTOR shall provide effective turnkey, third party alarm administration services with excellent customer service to include billing and tracking services and proven false alarm reductions while administrating the CITY's alarm ordinance. This includes:
 - 1. Billing for fees and all mailings generated from ordinance.
 - 2. False Alarm Processing
 - 3. Coordination with alarm companies
 - 4. Hearing and appeals support
 - 5. Reporting

- B. CONTRACTOR shall deploy a proven software package that maintains and tracks false alarm data including new registrations and renewals, alarm activations, flexible alarm ordinance and business rules, letters and invoices, account histories, hearings and appeals, accounts receivable and management reports.

- C. CONTRACTOR shall provide the CITY secure online access to alarm management information including but not limited to reports by CITY-defined time period on:
 - 1. Billings
 - 2. Appeal adjustments
 - 3. Collections
 - 4. False alarm statistics
 - 5. Alarm account histories
 - 6. Top Offenders
 - 7. Overall program performance

- D. CONTRACTOR shall allow the City of Suffolk to securely search the alarm data base online to access alarm account history and alarm ordinance enforcement actions. They shall provide multiple search criteria such as name, address and phone number, including partial and wildcard searches. This shall include an easy to use graphic interface.

- E. CONTRACTOR shall mail alarm registration applications for renewal; allowing for interactive online applications and applications by mail.
- F. CONTRACTOR shall mail alarm registration applications to residents and businesses that have alarms but are not registered with the Suffolk Police Department. They shall allow for interactive online applications and applications by mail.
- G. CONTRACTOR shall download and process alarm call data maintained by CITY CAD/911 system within three (3) days of receipt.
- H. CONTRACTOR shall mail letters and invoices to residences, businesses and other alarm users for false alarms as per alarm ordinance. CONTRACTOR will allow the CITY of Suffolk to define letter content and format.
- I. CONTRACTOR shall follow up with delinquent alarm users that have not paid their fees by the due date. This shall occur prior to any account being sent to a collection center.
- J. CONTRACTOR shall collect fees and make initial attempts to collect unpaid fees using soft collections before engaging a collection agency for unpaid fees. CONTRACTOR shall provide convenient mailing address and accepting online payments.
- K. CONTRACTOR shall reconcile account daily, weekly or monthly as specified by the City of Suffolk.
- L. CONTRACTOR shall identify top false alarm offenders and provide educational information to include the development and mailing of informational brochures, development of online false alarm awareness classes, video CD's and preparation of media releases. All mailing costs, development of educational materials and all notices are to be provided by the responding company. This shall include alarm notices that are delivered by Suffolk Police officers.
- M. CONTRACTOR shall provide excellent customer service for all security alarm businesses, alarm owners and the City of Suffolk. All calls fielded by customer service professionals must be recorded and maintained for a period of 30 days and provided at the request of the City of Suffolk within 3 business days. They shall respond timely to all queries from citizens and businesses using a dedicated toll free program number.
- N. CONTRACTOR shall provide required information and reports to the Suffolk Police Department and other CITY officials on a timely basis.

- O. CONTRACTOR shall provide for registration processing of alarm companies and alarm owners and provide for the availability of online registration. They are to allow CITY-defined registration statuses, e.g. active, expired, and suspended.
- P. CONTRACTOR shall provide self-service login capability to homeowners and businesses to maintain their account and view alarm activity securely online.
- Q. CONTRACTOR shall provide detailed invoices which will have the history of all false alarms at the location.
- R. CONTRACTOR must be willing to coordinate with various alarm companies to administer the ordinance.

Miscellaneous Requirements:

- A. CONTRACTOR shall offer background checks for all employees in the company.
- B. CONTRACTOR must not have any involvement in the security alarm business.
- C. CONTRACTOR shall not bill the City of Suffolk for any start up or out of pocket expenses. All payments to CONTRACTOR will be based on fees collected.
- D. The CONTRACTOR to have some familiarity or an ability to interface with the Sunguard OSSI CAD System used by the department to record false alarm data.

Special Requirements:

- A. CONTRACTOR must have successfully transitioned us to their software within 6 months, and must provide end user tutorial/training to our staff representatives within the six (6) month time frame.
- B. The transition to PMAM software shall not impact current customers, current business processes and operating procedures specified by the Suffolk Police Department.
- C. The transition to PMAM will be coordinated with Suffolk Police Department staff and updates provided each month as to status. A project timeline shall be provided at the beginning of the project with performance benchmarks.
- D. All notices that are outside the scope of our current business practices must be approved as to timing and content prior to sending.
- E. Appeal decisions are solely the decision of the City of Suffolk. CONTRACTOR shall agree to process the appeal, providing information

as to the on refundable cost of the appeal and any information requested by the appellant. At no time shall the CONTRACTOR attempt to dissuade the appellant from making the appeal.

- F. A Suffolk Police Department contact number is to be provided to anyone that cannot be satisfied with PMAM's response.
- G. Call monitoring reports shall be provided as requested within three (3) business days and PMAM shall notify the Police Department representative of any complaint of rudeness received by their staff.
- H. CONTRACTOR shall return calls to the CITY and customers within 1 business day.
- I. All calls shall be answered in one of the two call centers specified located in Irving Texas or Colorado Springs Colorado.
- J. The contract includes all printing costs required by the project to include all written correspondence sent by PMAM, any promotional material provided to users and all false alarm notices delivered by Suffolk Police Department officers.
- K. The Suffolk Police Department reserves the right to not enforce certain elements of their ordinance and PMAM is agreeable to handle the ordinance as specified by the Suffolk Police Department representative.
- L. Soft collections shall be handled by PMAM. All accounts, before being sent to a third party collection agency will be approved by the City of Suffolk.
- M. Accounts older than 2 years, where registration and/or late fees are the only charges shall not be sent to collections without prior approval of SUFFOLK POLICE DEPARTMENT staff. Prior to approval, ownership verification must occur.
- N. In the case of termination of this contract, PMAM shall agree to provide continuing services as previously provided and provide all cooperation, files, information, technical assistance and support to ensure that a transition to another vendor is handled smoothly and with uninterrupted service to citizens and Suffolk Police Department.

4.0 CONTACT PERSON

The majority of work will be handled through Major Stephanie Burch, Suffolk Police Department and/or CITY staff. She may be contacted at (757) 514-7949. Work required by other CITY departments will be managed by personnel designated by the Department requesting the work.

5.0 METHOD OF PAYMENT

In consideration of the services performed by PMAM, the CITY will pay PMAM as follows:

The CITY will pay PMAM a fee for its services under this agreement on the basis of NINETEEN percent (19%) of revenue collected on behalf of the CITY by PMAM commencing with the first day of the contract for the duration of the contract. CONTRACTOR shall deposit daily all revenue to a new account that the CONTRACTOR will open with Bank of America, this account will be controlled by the CONTRACTOR; however, the CITY will have full online access to this account. The CITY shall utilize the CONTRACTOR's lockbox service for false alarm registration and fee payments. CONTRACTOR shall provide a detailed monthly statement to the CITY along with a check for the CITY's revenue share at the end of each month for the processing fees established earlier in this section and send it to:

City of Suffolk Accounting Department
Municipal Center
441 Market Street
Suffolk, VA 23434

The CONTRACTOR shall provide the CITY with their social security numbers, and proprietorships, partnerships, and corporations shall provide their federal employer identification number prior to any payments being made under this CONTRACT.

6.0 PAYMENTS TO SUBCONTRACTORS

Within seven (7) days after receipt of monies paid by the CITY for work performed by a subcontractor under this contract, the contractor shall either:

- a. Pay the subcontractor for the proportionate share of the total payment received from the CITY attributable to the work performed by the subcontractor under this contract; or
- b. Notify the CITY and subcontractor, in writing, of his intention to withhold all or a part of the subcontractor's payment and the reason for non-payment.

The contractor shall pay interest to the subcontractor on all amounts owed that remain unpaid beyond the seven (7) day period except for amounts withheld as allowed in item b above.

7.0 CHANGES AND ADDITIONS

It shall be the responsibility of the CONTRACTOR to notify the CITY, in writing, of any necessary modifications or additions in the Scope of this CONTRACT. Compensation for changes or additions in the Scope of this CONTRACT will be negotiated and approved by the CITY in writing.

It is understood and agreed to by both the CITY and the CONTRACTOR that such

modifications or additions to this CONTRACT shall be made only by the full execution of the CITY'S standard CONTRACT change order form. Furthermore, it is understood and agreed by both parties that any work done by the CONTRACTOR on such modification or addition to this CONTRACT prior to the CITY'S execution of its standard CONTRACT change order form shall be at the total risk of the CONTRACTOR, and said work may not be compensated by the CITY.

8.0 TERMINATION WITHOUT CAUSE

The CITY may at any time, and for any reason, terminate this Contract by written notice to CONTRACTOR specifying the termination date, which shall be not less than thirty (30) days from the date such notice is mailed.

Notice shall be given to CONTRACTOR by certified mail/return receipt requested at the address set forth in CONTRACTOR's Bid Proposal or as provided in this Contract.

In the event of such termination, CONTRACTOR shall be paid such amount as shall compensate CONTRACTOR for the work satisfactorily completed, and accepted by the CITY, at the time of termination.

9.0 TERMINATION WITH CAUSE/DEFAULT/CANCELLATION

In the event that CONTRACTOR shall for any reason or through any cause be in default of the terms of this Contract, the CITY may give CONTRACTOR written notice of such default by certified mail/return receipt requested at the address set forth in CONTRACTOR's Bid/Proposal or as provided in this CONTRACT.

Failure to meet any of the specified criteria listed in this contract are grounds for contract termination.

Unless otherwise provided, CONTRACTOR shall have ten (10) days from the date such notice is mailed in which to cure the default. Upon failure of CONTRACTOR to cure the default, the CITY may immediately cancel and terminate this CONTRACT as of the mailing date of the default notice.

Upon termination, CONTRACTOR shall withdraw its personnel and equipment, and cease performance of any further work under the CONTRACT and turn over to the City any work in process for which payment has been made.. In the event of violations of law, safety or health standards and regulations, this CONTRACT may be immediately cancelled and terminated by the CITY and provisions herein with respect to opportunity to cure default shall not be applicable.

10.0 NON-APPROPRIATION- AVAILABILITY OF FUNDS

It is understood and agreed between the parties hereto that the CITY shall be bound and obligated hereunder only to the extent that the funds shall have been appropriated and budgeted for the purpose of this CONTRACT. In the event funds are not appropriated and budgeted in any fiscal year for payments due under this CONTRACT, the CITY shall immediately notify CONTRACTOR of such occurrence and this CONTRACT shall terminate on the last day of the fiscal year for which the appropriation was made without

penalty or expense to the CITY of any kind whatsoever.

11.0 NON-ASSIGNMENT

Neither the CITY nor the CONTRACTOR shall assign, sublet or transfer their right or obligations in the CONTRACT without the written consent of the other; such consent shall not be unreasonably withheld. Assignment by the CONTRACTOR to any current or future parent, subsidiary, or affiliate in connection with a corporate transaction shall require the consent of the CITY.

12.0 NOTICE

Any notice, demand, or request by or made pursuant to this CONTRACT shall be deemed properly made if personally delivered in writing or deposited in the United States mail, postage prepaid, to the representative specified below or as otherwise designated in writing and mutually agreed.

Michael Coburn
Purchasing Agent
441 Market Street, Room 105
Suffolk, Virginia 23434

With a copy to: Selena Cuffee-Glenn
City Manager
441 Market Street
Suffolk, Virginia 23434

CONTRACTOR: Pankaj Kumar
Chief Executive Officer
PMAM Corporation
105 Decker Court #675
Irving Texas 75062

The CITY'S representative will be Stephanie Burch, phone: (757) 514-7949, email: sburch@suffolkva.us or as otherwise designated in writing:

The CONTRACTOR'S representative shall be Pankaj Kumar, CEO, phone: (972) 831-7401, pankajk@pmam.com or as otherwise designated in writing.

Nothing contained in this Article shall be construed to restrict the transmission of routine communications between representatives of the CONTRACTOR and the CITY.

13.0 CONFLICT OF INTEREST

Contractor shall not accept or receive commissions or other payments from third parties for soliciting, negotiating, procuring, or effecting insurance on behalf of the City.

14.0 NON-DISCRIMINATION

During the performance of the Contract, the CONTRACTOR agrees as follows:

- a. The CONTRACTOR will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the CONTRACTOR. The CONTRACTOR agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- b. The CONTRACTOR, in all solicitations or advertisements for employees placed by or on behalf of the CONTRACTOR, will state that such CONTRACTOR is an equal opportunity employer.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- d. The CONTRACTOR will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

15.0 DRUG-FREE WORKPLACE REQUIREMENTS

During the performance of this contract, the CONTRACTOR agrees to (i) provide a drug-free workplace for the CONTRACTOR's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the CONTRACTOR's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the CONTRACTOR that the CONTRACTOR maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this CONTRACT, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a CONTRACTOR, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

16.0 INSURANCE

The CONTRACTOR shall procure, maintain, and provide proof of insurance coverage for injuries to persons and/or property damage as may arise from or in conjunction with, the work performed on behalf of the CITY by the CONTRACTOR, his agents, representatives, employees or subcontractors. Proof of coverage as contained herein shall consist of all policies, endorsements, declaration pages and certificates of insurance and shall be submitted fifteen (15) days prior to the commencement of work

and such coverage shall be maintained by the CONTRACTOR for the duration of the contract period; for occurrence policies. Claims made policies must be in force or that coverage purchased for three (3) years after contract completion date.

- a. General Liability: Coverage shall be as broad as: Comprehensive General Liability endorsed to include Broad Form, Commercial General Liability form including Products/Completed Operations.

Minimum Limits

General Liability:

\$1,000,000 General Aggregate Limit
\$1,000,000 Products & Completed Operations
\$1,000,000 Personal and Advertising Injury
\$1,000,000 Each Occurrence Limit
\$ 50,000 Fire Damage Limit
\$ 5,000 Medical Expense Limit

- b. Automobile Liability: Coverage sufficient to cover all vehicles owned, used, or hired by the CONTRACTOR, his agents, representatives, employees or subcontractors.

Minimum Limits

Automobile Liability:

\$1,000,000 Combined Single Limit
\$1,000,000 Each Occurrence Limit
\$ 5,000 Medical Expense Limit

- c. Workers' Compensation: Limits as required by the Workers' Compensation Act of Virginia. Employer's Liability: \$1,000,000.

d. Coverage Provisions

1. All deductibles or self-insured retention shall appear on the declaration pages, endorsements, and/or policies provided.
2. The CONTRACTOR's insurance shall be primary over any applicable insurance or self-insurance maintained by the CITY. This provision does not apply to the Professional Liability.
3. The CONTRACTOR shall make best efforts to provide 30 days written notice to the CITY before any cancellation, suspension, or void of coverage in whole or part, where such provision is reasonable. This provision does not apply to the Professional Liability.
4. All coverage for subcontractors of the CONTRACTOR shall be subject to all of the requirements stated herein.
5. All deductibles or self-insured retention shall appear on the

declaration page(s), endorsement(s) and/or policies.

6. This section left intentionally blank.
7. The insurer shall agree to waive all rights of subrogation against the CITY, its' officers/officials, agents, employees or volunteers for any act, omission or condition of premises which the parties may be held liable by reason of negligence.
8. The CONTRACTOR shall furnish the CITY with all certificates of insurance, endorsements, declaration pages, and policies affecting coverage. The policy, signed by the underwriter, will be provided as requested.
9. All insurance shall be placed with insurers maintaining an A.M. Best rating of no less than an A:VII. If A.M. Best rating is less than A:VII, approval must be received from CITY'S Risk Management Director.

All coverages designated herein shall be as broad as the Insurance Services Office (ISO) forms filed for use with the Commonwealth of Virginia.

17.0 INDEMNITY / HOLD HARMLESS

The CONTRACTOR shall indemnify, defend, and hold harmless the CITY, its officials, employees, agents, and representatives thereof from any and all losses, damages, claims, fines, penalties, suits, costs, actions, or claims of any kind, including attorney's fees, brought on account of any personal injuries, damages, or violations of rights, sustained by any person or property which arise out of any violation of law by, and all acts and omissions of the CONTRACTOR, the CONTRACTOR'S agents, employees, or customers occurring in connection with the products and services covered herein or from any claims or amounts arising from the violation of any law, bylaw, ordinance, regulation or decree.

The CONTRACTOR'S indemnification obligation with respect to any and all claims against the CITY or any of its officers, agents, employees, by any employee or statutory employee of the CONTRACTOR, or any of CONTRACTOR'S subcontractors, or anyone directly or indirectly employed by any of them, or anyone for whose acts the CONTRACTOR or CONTRACTOR'S subcontractor may be liable, shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the CONTRACTOR or any of CONTRACTOR'S subcontractors under workers' compensation laws, disability benefit laws or other applicable employee benefit laws.

18.0 RESPONSIBILITY OF CONTRACTOR

The CONTRACTOR shall, without additional costs or fees to the CITY, correct or revise any errors or deficiencies in CONTRACTOR'S performance. Neither the CITY'S review, approval or acceptance of, nor payment for any of the services required under this CONTRACT shall be deemed a waiver of rights by the CITY, and the CONTRACTOR shall remain liable to the CITY for all costs which are incurred by the CITY as a result of the CONTRACTOR'S negligent performance of any of the services furnished under this

CONTRACT.

19.0 COMPLIANCE WITH FEDERAL IMMIGRATION LAW

CONTRACTOR does not, and shall not during the performance of the CONTRACT for goods and services in the Commonwealth knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

20.0 SEVERABILITY

If any part, term, or provision of this CONTRACT, shall be found by the Court to be legally invalid or unenforceable, then such provision or portion thereof, shall be performed in accordance with applicable laws. The invalidity or unenforceability of any provision or portion of any CONTRACT document shall not affect the validity of any other provision or portion of the CONTRACT document.

21.0 CONTROLLING LAW; VENUE, PENDING/DURING LITIGATION

This CONTRACT is made, entered into, and shall be performed in the City of Suffolk, Virginia, and shall be governed by the applicable laws of the Commonwealth of Virginia without regard to its conflict of law rules. In the event of litigation concerning this CONTRACT, the parties agree to the exclusive jurisdiction and venue of the appropriate state court for the City of Suffolk, Virginia; however, in the event that the federal court has jurisdiction over the matter, then the parties agree to the exclusive jurisdiction and venue of the U.S. District Court for the Eastern District of Virginia, Norfolk Division.

The CONTRACTOR shall not cause a delay in services because of pending litigation or during litigation proceedings, except with the express, written consent of the CITY or by written instruction/order from the Court.

22.0 COMPLIANCE WITH STATE LAW; FOREIGN AND DOMESTIC BUSINESSES TRANSACTING BUSINESS IN THE COMMONWEALTH

A CONTRACTOR organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if such is required by Title 13.1 or Title 50 of the Virginia Code or as otherwise required by law. Such status shall be maintained during the term of the CONTRACT. The CONTRACTOR acknowledges that pursuant to Virginia Code § 2.2-4311.2, a public body may void any contract with a business if the business fails to remain in compliance with the provisions of Virginia Code § 2.2-4311.2.

23.0 ENTIRE AGREEMENT

This CONTRACT comprises the entire understanding between the parties and cannot be modified, altered or amended, except in writing and signed by all parties.

24.0 WAIVER

The failure by one party to require performance of any provision of this CONTRACT shall not affect that party's right to require performance at any time thereafter, nor shall a

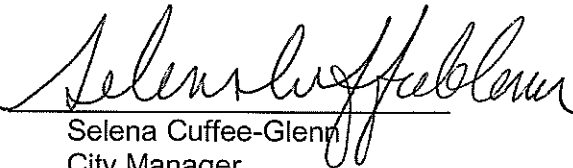
waiver of any breach or default of the CONTRACT constitute a waiver of any subsequent breach or default or a waiver of the provision itself.


SIGNATURE PAGES FOLLOW

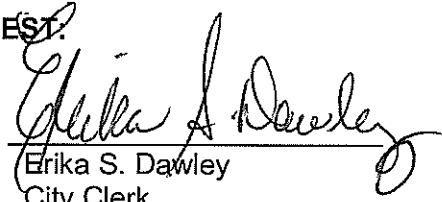
IN WITNESS WHEREOF, the parties hereto have executed and sealed this AGREEMENT as of the day and year first above written.

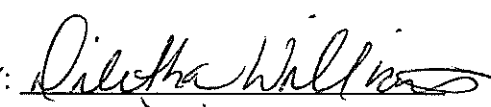
CITY OF SUFFOLK, VA

PMAM CORPORATION


BY: 
Selena Cuffee-Glenn
City Manager

BY: 
Pankaj Kumar
Chief Executive Officer

ATTEST:
BY: 
Erika S. Dawley
City Clerk

ATTEST:
BY: 
Print Name: Diletha Williams
Title: Exec. Asst./Office Mgr.

APPROVED AS TO FORM

BY: 
City Attorney's Office



CITY OF SUFFOLK

FINANCE DEPARTMENT/PURCHASING DIVISION

P.O. BOX 1858, SUFFOLK, VA, 23439-1858, PHONE (757)514-7520 FAX (757) 514-7524

MEMORANDUM

DISTRIBUTION

	<u>Initials</u>	<u>Date</u>
Solomon Ashby, Asst. City Attorney Approved As To Form	<i>SA</i>	9/18/13
Selena Cuffee-Glenn, City Manager	<i>SCG</i>	9/18/13
Erika Dawley, City Clerk	<i>ED</i>	9/23/13

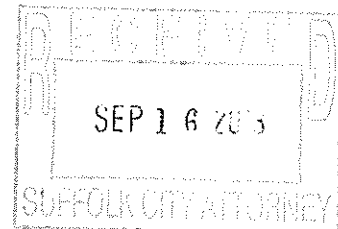
FROM: Ivy Crawford, Buyer I

DATE: September 3, 2013

RE: False Alarm Billing and Tracking Services – PMAM Corporation

Enclosed for your approval and execution are contract documents regarding the False Alarm Billing.

After review and approval, please forward to the next person on the distribution list and return to my attention.



MHBT INC/PHS
PO BOX 33015
SAN ANTONIO TX, 78265

CITY OF SUFFOLK
PO BOX 1858
SUFFOLK, VA 23439



CERTIFICATE OF LIABILITY INSURANCE

JAW
R001DATE (MM/DD/YYYY)
08-28-2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MHBT INC/PHS 464042 P: (866) 467-8730 F: (888) 443-6112 PO BOX 33015 SAN ANTONIO TX 78265	CONTACT NAME: PHONE (A/C, No, Ext): (866) 467-8730 FAX (A/C, No): (888) 443-6112 E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE NAIC #	
INSURED P M A M CORPORATION 105 DECKER CT STE 675 IRVING TX 75062	INSURER A : Hartford Lloyd's Ins Co	
	INSURER B : Hartford Underwriters Ins Co	
	INSURER C : Westchester Fire Insurance Company	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

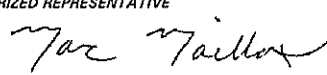
INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liab	<input checked="" type="checkbox"/>	<input type="checkbox"/>	46 SBA LX2968	10/06/2012	10/06/2013	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 \$
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC						
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	46 SBA LX2968	10/06/2012	10/06/2013	<input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000						
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/>	<input type="checkbox"/>	46 WEC DW8595	10/06/2012	10/06/2013	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
	<input type="checkbox"/> Professional Liab						
	G24240563002 11/24/2012 11/24/2013 \$2,000,000/\$2,000,000						

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Those usual to the Insured's Operations. The City of Suffolk is an additional insured per the business liability coverage form SS0008.

CERTIFICATE HOLDER

CANCELLATION

CITY OF SUFFOLK PO BOX 1858 SUFFOLK, VA 23439	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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