



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
SYSTEM MEDICAL CENTER GOVERNING BOARD
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 18.2
(ID # 30781)

MEETING DATE:
Tuesday, July 14, 2026

FROM : RUHS-MEDICAL CENTER

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Approve Amendment No. 2 to the Professional Service Agreement with SECURITAS HEALTHCARE LLC for HUGS Infant Protection System to increase the total budget by \$33,204 from \$1,354,519 to \$1,387,722, All Districts. [Total Aggregate Cost \$1,387,722; up to \$138,772 in additional compensation, Hospital Enterprise Fund 40050 - 100%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Amendment No. 2 to the Professional Service Agreement with SECURITAS HEALTHCARE LLC for HUGS Infant Protection System ("Amendment No. 2") to increase the total aggregate amount by \$33,204 from \$1,354,519 to \$1,387,722, and authorize the Chair of the Board to sign the Amendment on behalf of the County;
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel, to (a) sign amendments that make modifications of the scope of work that stay within the intent of the Agreement, and (b) sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total cost of the agreement and;
3. Authorize the Purchasing Agent, to issue Purchase Orders for payment of services performed within the approved compensation aggregate amount.

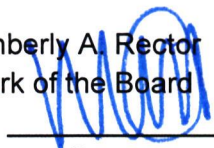
ACTION:Policy

Jennifer Cruikshank
Jennifer Cruikshank, Chief Executive Officer - Health System 6/16/2026

MINUTES OF THE GOVERNING BOARD

On motion of Supervisor Gutierrez, seconded by Supervisor Medina and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, and Gutierrez
Nays: None
Absent: Washington and Perez
Date: July 14, 2026
xc: RUHS-MC

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$33,204	\$0	\$33,204	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 100% Hospital Enterprise			Budget Adjustment: No	
			For Fiscal Year: 26/27 – 27/28	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Riverside University Health System – Medical Center (RUHS-MC) requests approval of the Second Amendment to its Agreement with Securitas Technology Corporation to acquire additional software, professional services, and maintenance required to implement a High Availability (HA) configuration for the MobileView temperature monitoring system.

This amendment strengthens the reliability of RUHS-MC's existing monitoring infrastructure by introducing a redundant server environment that eliminates a single point of failure. In the event of a system or hardware issue, operations will automatically transition to a standby system, ensuring uninterrupted monitoring of temperature-sensitive areas critical to clinical and operational functions.

The MobileView platform also supports the HUGS Infant Protection System, which relies on the same infrastructure for real-time location tracking and security. Maintaining high availability is therefore essential to ensure continuous operation of both environmental monitoring and infant protection systems.

Without this amendment, the system would remain vulnerable to downtime, increasing the risk of service interruptions, loss of monitoring capabilities, and potential impacts to patient safety and security.

Impact on Residents and Businesses

These services are a component of RUHS's system of care aimed at improving the health and safety of its patients and the community.

Additional Fiscal Information

There are sufficient appropriations in the Department's FY 26/27 budget. No additional County funds are required.

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

Contract History and Price Reasonableness

To avoid unnecessary costs and eliminate the need to procure additional equipment and services that would otherwise be required with a new vendor, RUHS-MC will continue utilizing the existing vendor, ensuring continuity, leveraging the current infrastructure, and preventing redundant expenditures associated with transitioning to a different provider. This Second Amendment aligns with the original intent of the Agreement and supports RUHS-MC's commitment to maintaining a secure, resilient, and reliable healthcare technology environment.

On January 23, 2024, the Board of Supervisors approved Agenda Item 15.1, authorizing RUHS-MC to proceed with the installation of the updated HUGS monitoring system. This procurement was executed under the Direct Patient Care (DPC) Resolution, Agenda Item 3.22 approved on June 15, 2021, granted by the Board of Supervisors, which authorizes the County to procure goods and services necessary to support patient care operations in an expedited manner.

On July 29, 2025, the Board of Supervisors approved Agenda Item No. 18.3 Amendment number one, for the Environmental Monitoring System. Board approval was required as the amendment exceeded ten percent (10%) of the total cost of the Agreement.

ATTACHMENTS:

Attachment A: AMENDMENT NO 2

Attachment B: SOW AND PRICING EXHIBIT

 Stacy Orton, Assistant Director of Purchasing	7/1/2026	 Jacqueline Ruiz, Principal Analyst	7/8/2026
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 Maria Bryant	7/7/2026
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COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
SECURITAS HEALTHCARE LLC

Original Contract Term:	01/23/24 through 01/22/27
Contract Term Extended To:	Not applicable
Effective Date of Amendment:	Effective upon signature
Original Annual Maximum Contract Amount:	\$1,354,518.91
Amended Annual Maximum Contract Amount:	\$1,387,721.84
Contract ID: 621	

This Amendment No. 2 to the Professional Service Agreement for HUGS Infant Protection System ("Amendment No. 2"), is effective as of last signature below ("Effective Date"), is made by and between County of Riverside, a political subdivision of the state of California on behalf of its Riverside University Health System Medical Center (COUNTY) and SECURITAS HEALTHCARE LLC, a Delaware limited liability company (CONTRACTOR). COUNTY and CONTRACTOR are collectively referred to as the "Parties" and individually as the "Party".

RECITALS

WHEREAS, the Parties entered into that certain Professional Service Agreement for HUGS Infant Protection System, effective as of January 23, 2024, through January 22, 2027 (Board of Supervisors (BOS) approved January 23, 2024, item# 15.1); and

WHEREAS, the Parties now desire to amend the Agreement to increase the maximum compensation amount, add Exhibit B-2, and to add Exhibit G-2.

NOW, THEREFORE, in consideration of the foregoing, and the promises and mutual covenants and conditions hereinafter set forth, the Parties hereby do agree as follows:

1. Section 3.1 (Compensation) Delete the section in its entirety and replace to read as follows: "The COUNTY shall pay the CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B, B-1, B-2, Quote Number: Q-267603, Quote Number: Q-6301, and Quote Number: Q-100232. Maximum payments by COUNTY to CONTRACTOR shall not exceed one million three hundred eighty-seven thousand seven twenty-one dollars and eighty-four cents (\$1,387,721.84) including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B, Exhibit B-1, B-2, or the applicable Statement of Work. COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement."

2. **Exhibit B-2 (Payment Provisions).** Exhibit B-2, attached hereto and incorporated by reference is hereby added to the agreement to follow existing Exhibit B-1.

3. **Exhibit G-2 (High-Level Project requirements and Scope of Service):** Exhibit G-2, attached hereto and incorporated by reference is hereby added to the agreement to follow existing Exhibit G-1.

4. **Effective Date.** This Amendment No.2 shall become effective as of the date of last signature below.

COUNTY OF RIVERSIDE
AMENDMENT NO. 2 TO THE AGREEMENT
WITH
SECURITAS HEALTHCARE LLC

5. Miscellaneous. All other terms and conditions of the Agreement not modified herein shall remain unchanged.

6. Counterparts. This Amendment No. 2 may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

COUNTY OF RIVERSIDE, a political
subdivision of the State of California

By: Karen S. Spiegel
Karen Spiegel, Chair
Board of Supervisors
Dated: JUL 14 2026

SECURITAS HEALTHCARE LLC, a
Delaware limited liability company

By: Adam Hodges
Name: Adam Hodges
Title: VP of Sales
Dated: 5/15/2026

ATTEST:

Kimberly Rector
Clerk of the Board

By: [Signature]
Deputy

APPROVED AS TO FORM:

Minh C. Tran
County Counsel

By: Esen Sainz
Esen Sainz
Deputy County Counsel

Riverside University Health System - Amendment no 2 to MA - 05-15-2026 PE

Final Audit Report

2026-05-22

Created:	2026-05-15
By:	Israel Gomez (i.gomez@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAWr-bSAQyJFfoFxIOO2YEO5gheJR-QPES

"Riverside University Health System - Amendment no 2 to MA - 05-15-2026 PE" History

-  Document digitally presigned by DocuSign\, Inc. (enterprisesupport@docusign.com)
2026-05-15 - 3:25:40 PM GMT- IP address: 158.61.6.5
-  Document created by Israel Gomez (i.gomez@ruhealth.org)
2026-05-15 - 8:11:21 PM GMT- IP address: 158.61.6.5
-  Document emailed to esainz@rivco.org for signature
2026-05-15 - 8:17:11 PM GMT
-  Email viewed by esainz@rivco.org
2026-05-15 - 8:39:15 PM GMT- IP address: 100.52.133.112
-  Signer esainz@rivco.org entered name at signing as Esen Sainz
2026-05-22 - 7:14:42 PM GMT- IP address: 158.61.14.12
-  Document e-signed by Esen Sainz (esainz@rivco.org)
Signature Date: 2026-05-22 - 7:14:44 PM GMT - Time Source: server- IP address: 158.61.14.12 - Signature Appearance Selected: TYPE
-  Agreement completed.
2026-05-22 - 7:14:44 PM GMT



EXHIBIT B-2

Quote # Q-100232



Customer: Riverside University Health System
Account Number: 1360166

Quote Number: Q-100232

Contact Information	
Riverside University Health System Contact:	Securitas Healthcare Contact:
Constant Saulet Jr. MC Applications Manager c.saulet@ruhealth.org 9513587278	Sam Richardson Client Executive sam.richardson@securitashealthcare.com

Shipping Address	Billing Address
Riverside University Health System 26520 Cactus Ave Moreno Valley California 92555 United States	Riverside University Health System 26520 Cactus Ave Moreno Valley California 92555 United States

Professional Services				
SKU	Product Name and Description	QTY	Customer Price	Customer Total
PSP-PSO-2-SDC	Project-based Professional Services - Planning, Design & Configuration Description: Securitas Healthcare Solution Planning, Design & Configuration Services, may include Workshop planning, staging, system setup and configuration; and Project Management oversight. (Please refer to the Project Requirements and Scope of Work document for details).	1	\$5,974.00	\$5,974.00

EXHIBIT B-2

Quote # Q-100232

Securitas
Healthcare



SKU	Product Name and Description	QTY	Customer Price	Customer Total
PSP-PSO-4-TGL	Project-based Professional Services - Testing, Training, Go-live and Turnover Description: Securitas Healthcare Infrastructure Solution Test, UAT, Training, Go-live and Turnover services. May include User Acceptance Testing, Administrator training, User training, onsite/offsite Go-live support and project Turnover services. (Please refer to the Project Requirements and Scope of Work document for details).	1	\$2,658.00	\$2,658.00
Professional Services Sub-Total:				\$8,632.00

Software

SKU	Product Name and Description	QTY	Customer Price	Customer Total
ENG-4000	AeroScout Location Engine for Non-Cisco Environment Description: AeroScout Location Engine License for Tracking Wi-Fi and BLE Tags and devices in a non-Cisco environment.	1	\$0.00	\$0.00
ENGHA-2000	AeroScout Engine High Availability License Description: License for Engine High Availability.	1	\$0.00	\$0.00
MVHA-2200	License for MobileView High Availability Description: License includes the Esper Event Engine high availability license. License also includes any additional gateways that will need to be connected to any location source that will be in failover mode (Active-Passive configuration). License does not include any clustering software that may be required for the OS or for the databases. License is perpetual, support & maintenance fee is annual. This SKU includes the support and maintenance fee for the first year only.	1	\$19,706.13	\$19,706.13
Software Sub-Total:				\$19,706.13

EXHIBIT B-2

Quote # Q-100232



Maintenance				
SKU	Product Name and Description	QTY	Customer Price	Customer Total
MSA-STANDARD	Annual Maintenance - Standard	1	\$4,865.71	\$4,865.71
	Description: SUPPORT & MAINTENANCE			
	Start Date:			
	End Date:			
Maintenance Sub-Total:				\$4,865.71
			Grand Total	\$33,203.84

Quote currency is USD

EXHIBIT B-2

Quote # Q-100232

Securitas
Healthcare



CLIENT PURCHASE ORDER CHECKLIST

Please send all PO's to PO@securitashealthcare.com or via fax 402-475-4023

****ALL items below are REQUIRED for your PO to be processed****

For all orders in the US, Canada & Middle East: PO's must be made out to

Securitas Healthcare LLC

Address:

4600 Vine St.

Lincoln, NE 68503

Remit-To Address:

Securitas Healthcare LLC

P.O. Box 646061

Pittsburgh, PA 15264-6061

For all International orders EXCEPT Canada & The Middle East: PO's must be made out to

AeroScout LTD

Address:

2 Ilan Ramon St. Science Park, Building 11

Ness Ziona, 7403635 Israel

Remit-to Address:

2 Ilan Ramon St. Science Park, Building 11, Floor 5

Ness Ziona, 7403635 Israel

Bill-To Address

- Please ensure full company name and address is listed.
- Please include a contact name, e-mail and telephone number of finance/accounting department.

Ship-To Address

- Please ensure full company name and address is listed.
- Please include a contact name, e-mail and telephone number. We cannot close an order without this information. It is especially critical that valid accurate data is provided for orders containing software as these items are delivered electronically.

Payment Terms

- Payment Terms **MUST** be included on purchase order ("PO"). Credit application is required for all new Clients to establish terms. Established Clients will include Seller's approved payment terms per contractual agreement.

Sales Tax information

- PO must include sales tax information. If your organization is tax-exempt, sales tax-exempt certificate should be attached to your PO.

Product/Quantity/Price for each product ordered

- Your PO must reference each product line item with quantity and pricing OR the corresponding Seller quote number. If you only reference Seller quote number (Q-XXXXXX), you must also include a Total Amount on the PO. **PLEASE NOTE: THE QUOTE NUMBER REFERENCED ON THE PO MUST MATCH THE QUOTE NUMBER IN THE OPPORTUNITY.**

NOTE:

The currency on the PO must match the currency on the quote. If it does not, the PO must be revised to match the quote.

Please specify the Account #, shipping method (Prepay Air or Prepay & Add Air), and Freight terms of FCA Incoterms 2010 on the PO unless otherwise approved per contractual agreement.

- Prepay and Add shipping charges will be added to each product shipment invoice unless Client freight account is provided on the PO.
- Ground shipment is not available, so all orders will ship expedited air. Any PO stating ground will require an email confirmation of acceptance of air shipment or a revised PO.

EXHIBIT B-2

Quote # Q-100232

Securitas
Healthcare



- Shipping methods other than UPS require shipping account information on the PO. This too will be via air.

If Client and Seller have executed a written agreement concerning the Products and Services purchased hereunder, then the terms of such written agreement shall govern this Quote. If the parties have no written agreement, this quote shall be governed by and incorporates by reference the following terms and conditions:

- Seller's Standard Terms and Conditions available at <https://www.securitashealthcare.com/terms-conditions> (the "STCs");
- if Software and/or Cloud services are being supplied, Seller's End User Software License Agreement available at <https://www.securitashealthcare.com/eula> (the "EULA"); and
- any and all applicable documents, policies, or other terms and conditions referenced or incorporated in the STCs and/or EULA, including without limitation all applicable Product/Service-Specific Terms.

Credit Card Payments

- To pay via credit card, please call our AR Queue Line: **866-867-8100**.
- **A quote number** is required for all credit card orders.
- **Shipping must be included** in the credit card payment; Sales tax will be applicable if Client has not provided tax exemption certificate.

Please contact the Order Processing Team at <mailto:PO@securitashealthcare.com> if you have any questions and we will be happy to assist.

EXHIBIT B-2

Quote # Q-100232

Securitas
Healthcare



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4600 Vine Street
Lincoln, NE 68503
+1 888 622 6992
North America
info@securitashealthcare.com
International
global@securitashealthcare.com

About Securitas Healthcare

Securitas Healthcare empowers caregivers to deliver connected, productive and safe care. Its innovative portfolio of healthcare solutions helps over 15,000 hospitals, clinics and senior living organizations worldwide protect people, use assets efficiently and understand their operations for a caring and healing environment. Securitas Healthcare is proud to be part of Securitas, the world's leading intelligent protective services partner. For more information, visit us at securitashealthcare.com



High-Level Project Requirements and Scope of Work

EM HA

Riverside University Health System
26520 Cactus Ave
Moreno Valley, CA USA

Opportunity No: 0536735

WILLIAM CHEAM

Solution Architect - Healthcare

Phone: 1-602-317-6253

Email: William.Cheam@securitashealthcare.com

SAM RICHARDSON

Client Executive - Healthcare

Phone: 1-858-833-5415

Email: Sam.Richardson@securitashealthcare.com

11/14/2025

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Published: **11/7/2025**

Internal Version: **4.9.0.6.SP1**

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Document Revision History

Rev.	Description/ Details	Author	Date
	Document Creation	William Cheam	11-13-2025
	Final Review		



INTRODUCTION

This High-Level Project Requirements and Scope of Work Document (PRD-SOW) defines the solution components required and provided by **Securitas Healthcare**, and the work to be performed by **Securitas Healthcare** and assigned Contractor(s), under contract to the **Client** ("Client") for delivery of the identified solutions. The Project Requirements detail the Client Expectations and Objectives, Wi-Fi Infrastructure, individual Use Case, System Architecture, and Server Infrastructure requirements for the project. The Scope of Work defines the Roles and Responsibilities and Division of Responsibilities, detailing all major activities, tasks and deliverables within each deployment phase.

Note: Products and services not described herein or included on the Securitas Healthcare proposal/quote are outside the scope of this work effort.

CLIENT INFORMATION

IDN Name:

Opportunity No.: [0536735](#)Facility Name (Client): [Riverside University Health System](#)Installation Address: [26520 Cactus Ave](#)
[Moreno Valley, CA USA](#)RTLS Project: [EM HA](#)

Design Date:

CLIENT CONTACTS

TITLE/ROLE	NAME	PHONE NUMBER	EMAIL ADDRESS
Primary Use Case Stakeholder			
MobileView System Administrator			
Use Case Administrator			
IT Technical Lead			

SECURITAS HEALTHCARE SALES TEAM

CLIENT EXECUTIVE:

[SAM RICHARDSON](#)Phone: [1-858-833-5415](#)Email: Sam.Richardson@securitashealthcare.com

PRESALES SOLUTION ARCHITECT:

[WILLIAM CHEAM](#)Phone: [1-602-317-6253](#)Email: William.Cheam@securitashealthcare.com

WI-FI NETWORK

The Securitas Healthcare AeroScout Visibility Solution requires a Wi-Fi network operating in the 2.4 GHz band on the non-overlapping channels 1, 6 and 11. The Access Point design and physical placement needs to conform with general RSSI-based location design. Some location-based solutions can operate with limited Access Point coverage when augmented with Securitas Healthcare Wi-Fi Gateways.

Aruba w/Airwave Wi-Fi Network Details

Aruba Airwave Version:

(Y) Employs Airwave Integration

Compatible with Windows ALE

Wi-Fi Controller Models:

FW Version:

AP Models:

FW Version:

Client Wi-Fi Network Expectations, Objectives and Plans**Existing customer with compatible Wi-Fi network**

SYSTEM ARCHITECTURE

The System Architecture section includes the Securitas Healthcare network hardware, network cabling and server requirements necessary to support the AeroScout Tags and Exciters in addition to the AeroScout Location Engine and MobileView software and associated integrations.

AEROScout LOCATION ENGINE RTLS SOLUTION DETAILS

The table below summarizes the AeroScout Location Engine details associated with each included facility. The number of included floors and their RTLS coverage (in square feet) are noted.

- The ALE (AeroScout Location Engine) type is noted and whether ALE setup is required for the solution the covered facilities. (The existing configuration will be leveraged when unchecked.)
- The EX4300 Management Tool setup is noted when supporting of the EX4300 Ultrasound Exciters.
- Global location optimization square footage is noted when included for each facility, with a callout below this table of the total Use Case-Level Location Optimization coverage included from the sections above.

NOTE: The Aruba Airwave integration requires Client-owned Airwave software and licensing.

AEROScout LOCATION ENGINE DETAILS							
FACILITY	FLRS	COVERAGE (SF)	ALE TYPE	SETUP	4300 MGT ENG SETUP	GLOBAL LOC OPT (SF)	SETUP
Riverside University Health System	1		Aruba Airwave	Y	N		N
TOTALS		1	TOTAL GLOBAL LOC OPTIMIZATION				

AeroScout Location Engine Map Requirements

Client provided facility maps/floors for the AeroScout Location Engine should meet the following requirements:

- Map file formats should be either GIF (recommended), PNG or JPG type
- Total resolution not greater than 64 million pixels (8191 x 8191)
- Max map file size 10 MB
- White background, black lines, just walls and room numbers primarily. No need for other drawing layers.
- Map images should be cropped with minimal white space
- Scaling and aspect ratio accuracy must be verified
- Map/file names should clearly align with site hierarchy
- Cisco MSE/CMX/DNAS maps are auto-synchronized to the AeroScout Location Engine from Prime/ DNA Center
- Aruba maps can be optionally synchronized to the AeroScout Location Engine with Airwave integration



SERVER INFRASTRUCTURE REQUIREMENTS

The Securitas Healthcare AeroScout® RTLS solution(s) employ several server-based software applications and integrations. This section defines high-level application server requirements supporting the application products for each new or existing server supporting this solution.

The AeroScout Location Engine, EX4300 Management Tool (when required), the MobileView application server and SQL database server, and additional Integration servers required for the solution details are included with the general Engine Manager and other necessary ancillary workstation requirements.

Securitas Healthcare supports these applications on physical stand-alone Client provided server hardware or can support them under VMware virtualization with the appropriate level of Memory and CPU resource reservation.

Cybersecurity

The Securitas Healthcare solution is Client-hosted, on-premise. As such, it is the responsibility of the Client to provide the appropriate security, administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and security of the system, including electronic Protected Health Information (PHI).

Project Specific Details

Adding HA to an existing deployment

SERVER PLATFORM

DESCRIPTION	SERVER NEEDS			UPGRADE EXISTING	TOTAL SVR SETUP	HIGH AVAILABILITY	
	EXISTING	VERSION	NEW			ADD	HA PAIRS
ALE STANDARD (NON-CISCO)	1		1	N	1	Y	1
MOBILEVIEW APPLICATION	1		1	N	1	Y	1
MOBILEVIEW SQL DATABASE	1						

(Y) AirWave ALE integration supported for this solution

High Availability Server Requirements

The AeroScout Location Engine (ALE) and MobileView environment support High Availability of their core server components including the ALE, the EX4300 Management Tool, the MobileView application and the Distributed Gateway(s).

The MobileView HA server pair operates under active-active mode, with only one node communicating with the database at any given time. While the ALE, EX4300 Management Tool, and Distributed Gateways each operate under active-passive mode, where the passive (backup) server remains idle while data is synchronized between it and its active partner. When the passive node detects a failure of the active node, it is forced into an activate state to take control of the cluster.

When properly licensed and configured, the High Availability function for each server cluster, except for the EX4300 Management Tool, requires a Client-supplied Load Balancer to provide the Virtual IP Address that is shared by each server in the cluster.

NOTE: MobileView SQL Database High Availability is outside the scope of the Securitas Healthcare HA solution.

NOTE: Clients employing Wi-Fi Access Point (WAP) HA should consult their WLAN Vendor for proper configuration.

Load Balancer Requirements

A Client-provided Load Balancer is required for High Availability providing the following capabilities:

- Provide a Virtual IP Address for each HA server cluster
- Manage both TCP and UDP data streams
- Support dynamic Network Address Translation (NAT)
- Transfer data stream to the Active Node (recognizing active node by port rule)
- Maintain source IP Address/Port according to the rules for any data stream direction
- Port translation should be DISABLED for each VIP cluster pair
- Source network address translation must be ENABLED (i.e. F5 SNAT is DISABLED by default; needs ENABLED)



- ALE Persistence should be DISABLED, but when ENABLED should be set to a LOW VALUE. Only one ALE is online at a time, no traffic should be routed to the passive ALE unless it passes the health check.
- MobileView Persistence MUST be ENABLED. If DISABLED MobileView clients will continuously be required to log back into the web application.

AeroScout Location Engine for Standard (Non-Cisco) Wi-Fi Networks

The non-Cisco Wi-Fi network location platform is a stand-alone AeroScout Engine Server (AES) that supports the Microsoft Windows Server operating system. The AES supports physical server hardware or a VMware virtualized server ESXi 6.5 and above (VMWare vMotion and VMWare 8.x is supported). The minimum Microsoft Windows server requirements include at least an Intel Core i5 or greater processor, 8GB of RAM, 200 GB disk space and a 1000Mbps Ethernet interface. The Engine Sizing Tool specifies the vCPU and RAM requirements.

The non-Cisco AeroScout Location Engine now supports integration with the Aruba Airwave platform under Airwave version 8.2.12.1 and above. This integration brings many of the Cisco ALE integration capabilities to Aruba including, full synchronization of Campus, Building, Floor, Maps, APs from AirWave to the Engine; design change notifications; support for AirWave map image formats (GIF, JPEG, PNG, BMP); AirWave API status; ALE High Availability support; and the ability to connect one (1) AES to two (2) AirWave Servers.

STANDARD (NON-CISCO) AEROScout ENGINE SERVER (V5.7) - PHYSICAL & VMWARE REQUIREMENTS					
SUPPORTED OPERATING SYSTEM VERSIONS	CPU (2.0 GHz Min)		RAM (8GB Min)		HDD MINIMUM
	CPU/vCPU	RESERVED	REQUIRED	RESERVED	
WINDOWS SERVER 2025 (STANDARD)	2 CORES	2 CORES	12 GB	12 GB	200 GB
WINDOWS SERVER 2022 (STANDARD)					
WINDOWS SERVER 2019 (STANDARD)					
WINDOWS SERVER 2016 (STANDARD)					
WINDOWS SERVER 2012 R2 64-BIT (STANDARD)					

NOTE: The RAM and HDD requirements stated above are required for the ALE application software IN ADDITION TO the Client's Operating System and third-party security and server monitoring software application needs!

Memory Allocation for VMware (both Cisco MSE 8.0.150.x, CMX and Cisco Spaces and above, and Non-Cisco)

The AeroScout Engine Server memory allocation should be increased above the levels calculated with the Engine Sizing Tool when the Engine Configuration Backup size increases to 100MB and beyond (this can only be determined once the Engine configuration is completed and all Recording files are applied).

The table below indicates the proper memory allocation increase. Securitas Healthcare Support should be contacted to validate any 18GB memory allocation PRIOR to applying it.

ENGINE CONFIGURATION BACKUP SIZE	100MB	200MB	300MB
SIZING TOOL CALCULATION	REQUIRED MEMORY ALLOCATION		
SIZE <= 4GB	8GB	12GB	18GB
SIZE > 4GB <= 8 GB	12GB	12GB	18GB
SIZE > 8GB <= 12 GB	18GB	18GB	18GB

NOTE: Single Engine deployments with a Configuration Backup size larger than 300MB requires 18GB of RAM.

NOTE: High Availability deployments require that the Configuration Backup size is limited to 300MB.

AeroScout Engine Manager

The AeroScout Location Engine is managed and controlled with the AeroScout Engine Manager. The minimum Microsoft Windows desktop and server requirements include an Intel Core i3 or greater processor, 6GB of RAM (dedicated to the AEM), 50 GB disk space and a 100/1000Mbps Ethernet interface.

AEROScout ENGINE MANAGER SERVER/WORKSTATION PHYSICAL & VMWARE REQUIREMENTS

SUPPORTED OPERATING SYSTEM VERSIONS	CPU (1.5 GHz Min)		RAM (8GB Min)		HDD
	CPU/vCPU	RESERVED	REQUIRED	RESERVED	MINIMUM
WINDOWS 10/11 64-BIT (ENTERPRISE) WINDOWS SERVER 2025 (STANDARD) WINDOWS SERVER 2022 (STANDARD) WINDOWS SERVER 2019 (STANDARD) WINDOWS SERVER 2016 (STANDARD) WINDOWS SERVER 2012 R2 64-BIT (STANDARD)	2 CORES	0 CORES	6 GB	0 GB	50 GB

NOTE: The RAM and HDD requirements stated above are required for the AeroScout Engine Manager application software IN ADDITION TO the Client's Operating System and third-party security and server monitoring software application needs!

NOTE: The AEM should NOT be installed on a non-Cisco ALE server or the MobileView application server. Always install AEM on a dedicated workstation or IT support teams laptop computers.

AeroScout Location Engine High Availability

As noted above the ALE, EX4300 Management Tool and Distributed Gateways support High Availability. Each HA server pair operates under an Active-Passive cluster mode, requiring two (2) identical physical servers or VMware virtualized instances. A Client-supplied Load Balancer is required to provide the Virtual IP Address shared by each of the servers in a cluster. Additional considerations should be made to provide alternate workstations and/or virtualized instances of the AEM and WEB Browser Clients needed to manage these platforms under a failover state.

NOTE: High Availability deployments require that the Configuration Backup size is limited to 300MB.

NOTE: Does not apply to Hugs Infant Protection (Departmental Deployment).

MobileView Application Server

The MobileView application supports physical server hardware or a VMware virtualized server. The minimum Microsoft Windows server requirements include at least an Intel Core i5 or greater processor with a 100Mbps (minimum) Ethernet interface. The MobileView Sizing Tool specifies the MobileView Application Size as Medium, Large or Extra Large, and provides a SQL database storage requirement estimate.

- At least 100 GB of HDD space should be allocated for the Windows Server Operating System partition for the OS and MobileView application modules, leaving sufficient space for log files (maintain 10GB of free space).
- RAM requirements are defined for MobileView application and Windows/Linux OS services only. Services including Firewall, Antivirus, and others will require additional RAM resources.
- A MAXIMUM of three Gateways are supported on a single MobileView server. When additional Gateways are required they can be installed on stand-alone Distributed Gateway servers supporting five (5) Gateways per Gateway server.

The following table outlines the MobileView requirements when deployed on a VMware virtual server. MobileView supports operation under VMware ESXi server version 4.1.x, 5.1.x, 6.0.x, 6.5.x, 6.7.x and above. **VM server Resource Reservation is REQUIRED as stated to prevent undesirable resource allocation contention (resulting in processor or memory resource allocation delays impacting event performance, poor User Interface response, and location report loss or error).**

MOBILEVIEW SERVER (V5.7) - VMWARE VIRTUALIZED SERVER INSTANCE						
MV APP SIZE	SUPPORTED OPERATING SYSTEM VERSIONS	CPU (1.5 GHz Min)		RAM (12GB Min)		HDD
		CPU	RESERVED	REQUIRED	RESERVED	MINIMUM
EXTRA LARGE	WINDOWS SERVER 2022 (DATA CENTER/STANDARD) WINDOWS SERVER 2019 (DATA CENTER/STANDARD) WINDOWS SERVER 2016 (DATA CENTER/STANDARD)	8 CORES	8 CORES	26 GB	26 GB	100 GB

NOTE: The RAM and HDD requirements stated above are required for the MobileView application software IN ADDITION TO the Client's Operating System and third-party security and server monitoring software application needs!

MobileView User Interface Device Requirements

MOBILEVIEW USER INTERFACE DEVICE	
Processor	Minimum 2.6 GHz
Operating System	Windows 10 64-bit Windows 11 64-bit
Internet Browser	Google Chrome: 74.0.3729.169 (64-bit) and above Microsoft Edge: Version 97.0.1072.76 (64-bit) and above
Memory	Minimum 4 GB

SCOPE OF WORK

This High-Level Scope of Work (SOW) defines the work to be performed by Securitas Healthcare under contract to Riverside University Health System (“Client”) for delivery of the EM HA use case(s) defined above. The major activities, tasks, responsibilities, and deliverables within each phase are defined in the following sections.

Note: *Products and services not described herein or included on the Securitas Healthcare proposal/quote are outside the scope of this work effort.*

ROLES AND RESPONSIBILITIES

Securitas Healthcare Implementation Team – Roles, Responsibilities

- **Project Manager.** Primary installation contact for the Client. Responsible for managing the implementation process to successful completion. The PM acts as a facilitator for all project activities, tracking all project documentation and deliverables, overseeing order processing, and coordinating any shipments with the customer.
- **Solution Engineer.** Responsible for Securitas Healthcare software installation and configuration, recommended hardware placement, configuration, and testing in the Client’s environment. May participate in solution design. Project may employ a combination of Associate Solution Engineer, Solution Engineer and Sr. Solution Engineer.

Note: *Securitas Healthcare may combine or redistribute team member responsibilities as required to facilitate completion of the project in a timely manner.*

Client Implementation Team – Roles, Responsibilities

- **Executive Sponsor.** This individual is responsible for the decision to purchase the Securitas Healthcare solution expected to communicate information about the Client’s goals for the solution within their organization.
- **Project Manager.** The primary point of contact responsible for onsite project coordination and fulfillment of Client responsibilities in a timely fashion. This individual must be empowered by senior management with decision-making authority to ensure open issues are resolved expeditiously, leading to a successful implementation.
- **Business Use Case Owner/Administrator.** The owner and/or administrator of the system from a Use Case perspective. This owner will attend relevant workshops and training discussions, supporting the software setup, rollout, and on-going Use Case related administrative tasks.
- **IT Network Contact.** Responsible for ensuring sufficient IT infrastructure is in place to support the installation (e.g. IP addresses, network connections, power to devices, etc.).
- **IT Server Contact.** Responsible for preparing servers that host the Securitas Healthcare AeroScout® software applications, ensuring connectivity to the hardware, and establishing database backup procedures.



DIVISION OF RESPONSIBILITIES (DOR)

The Product and Information Provision table below identifies the parties responsible to provide solution hardware, software, server and system information, remote and onsite network access, and physical access. In many cases the Client and their preferred CAT-6 Cabling Subcontractor share the network cabling deployment efforts.

DIVISION OF RESPONSIBILITIES - PRODUCT and INFORMATION PROVISION											
	CLIENT	SECURITAS HEALTHCARE	INTEGRATION VENDOR	CLIENT CABLING SUBCONTRACTOR	AUTHORIZED SERVICE PROVIDER (ASP)	ELEVATOR SERVICE PROVIDER	CABLING VENDOR -	ACCESS CONTROL SYSTEM VENDOR	SECURITAS MANAGED SERVICES		
AeroScout Location Engine Software Licenses		Y									
MobileView Software Licenses		Y									
Provision Servers for Software Installation	Y										
Provision Instant Notifier/ Test Station Workstations for Software Installation	Y										
Configure Active Directory Tree/ Domain Groups for MV User Accounts	Y										
Provide SMTP Server Information	Y										
Provide Accurate Maps/ AP Layout	Y										
Provide Physical Access to Purchased Securitas Healthcare Equipment	Y										
Provide Remote Access to Servers	Y										
Permit Securitas Healthcare/ Subcontractor to use Company-owned laptop on Client Wi-Fi/ Ethernet network	Y										

The Product Installation table below identifies the parties responsible to perform the multitude of tasks necessary for solution installation. In many cases the Client and their preferred CAT-6 Cabling Subcontractor share the network cabling deployment efforts as noted above.

DIVISION OF RESPONSIBILITIES - PRODUCT INSTALLATION											
	CLIENT	SECURITAS HEALTHCARE	INTEGRATION VENDOR	CLIENT CABLING SUBCONTRACTOR	AUTHORIZED SERVICE PROVIDER (ASP)	ELEVATOR SERVICE PROVIDER	CABLING VENDOR -	ACCESS CONTROL SYSTEM VENDOR	SECURITAS MANAGED SERVICES		
Project Management (Full Solution)	Y	Y									
AeroScout Location Engine Software Installation	Y	Y									
MobileView Software Installation	Y	Y									
MobileView System Programming/Configuration		Y									
Perform Full System Test		Y									
Perform Client User Acceptance Testing	Y	Y									
MobileView Administrator Training		Y									
Go Live Support		Y									

Site Visits

Site visits for Securitas Healthcare Implementation Team members are necessary for the successful implementation of the project.

Working Hours

The normal working hours for Securitas Healthcare’s Implementation Team are Monday through Friday 8:00 am to 5:00 pm local time, including travel time. Usual travel days to and from the customer site are Monday and Friday.



Services Sold/Included

SKU	EFFORT	SERVICES DESCRIPTION
PSP-PSO-2-SDC	VARIABLE	Project-based Professional Services - Planning, Design & Configuration Securitas Healthcare Solution Planning, Design & Configuration Services, including Work Shop planning, staging, system setup and configuration. May include each of the following services or some combination of them depending on the services identified in the <u>DOR Tables</u> above and <u>Project Methodology</u> section below. • Dedicated Project Management coordinates project plan, deployment and oversight • Solution design assembly and review for acceptance by the Client • Kickoff meetings, Technical, Clinical and IT workshops • Solution Use Case system and event configuration and notification planning • Equipment staging, physical device mounting instruction and oversight • AeroScout Location Engine and MobileView software installation and global configuration
PSP-PSO-4-TGL	VARIABLE	Project-based Professional Services - Testing, Training, Go-live and Turnover Securitas Healthcare final infrastructure solution test, User Acceptance Testing, Administrator and User training (as required), Go-live support, and project technical support turnover services. May include each of the following services or some combination of them depending on the services identified in the <u>DOR Tables</u> above and <u>Project Methodology</u> section below. • Dedicated Project Management coordinates project completion, training, go-live and turnover • Systems test and auditing, User Acceptance testing and commissioning • Final documentation completion including AS-IS solution design and Exciter design drawings • IT services Solution Administration training (as required) • End-User, Super-User training planning and delivery • Onsite and/or offsite Go-live system activation/cutover support • Project hand-off to both Client and Securitas Technical Support Organization

Project Schedule

Project Manager assignment typically occurs within 4 weeks of processing the Client's purchase order. Once the Sales team hands the project off to the Implementation team, the Project Pipeline Manager schedules the Project Introduction meeting via teleconference to introduce the Implementation team, communicate the planning/execution process, and confirm the project objectives and timeline. After this, the Project Manager schedules the Client Kickoff meeting via teleconference to begin the project planning and deployment activities. The overall project duration is finalized in cooperation with the Client Stakeholders after the Project Workshops have been held and a full and clear understanding of all tasks and task owners is reached between Securitas Healthcare and the Client.



PROJECT METHODOLOGY

A phased approach is utilized to focus Client and Securitas Healthcare resources around milestones and deliverables within the timeline, budget, and resource requirements defined by the project.

Securitas Healthcare's seven project phases include:

1. **Project Planning.** Securitas Healthcare and Client team members work closely together to scope and plan the implementation. The three key deliverables of this phase are the Site Survey, Solution Design, and Project Plan.
2. **Installation.** Using the detailed placement specification from the Site Survey and Solution Design, Client resources install, power, and network the Securitas Healthcare hardware. The server hardware is prepared in advance by the Client before the Securitas Healthcare software applications are installed.
3. **System Configuration.** The installed components (hardware and software) are configured and integrated into a working system per the Solution Design. Integration consulting is also performed during this phase.
4. **System Testing.** The installed and configured system is verified to meet the functionality required by the use case(s) in the Solution Design.
5. **Acceptance Testing and Handoff.** The Client tests the Securitas Healthcare system to verify the capabilities according to the Solution Design.
6. **Training.** Securitas Healthcare Administrative and End/ Super User training is provided (Hours Purchased).
7. **Go Live Support.** Onsite and offsite support provided during Securitas Healthcare system activation for predefined period (one or more days).

The Securitas Healthcare Project Manager will develop a detailed project plan during the planning phase.

PHASE 1 - PROJECT PLANNING

Solution Design and Project Plan

Map the Client's business requirements to use cases, developing the system installation and configuration plan, and identifying resources to solidify the project timeline. Securitas Healthcare works closely with the Client to validate their use case business requirements creating a solution design and project plan to deliver the expected value.

Client Responsibilities

- Work with Securitas Healthcare to define detailed requirements for the end solution
- Assist Securitas Healthcare with project plan development
- Review project plan milestones with the senior management team to set expectations
- Provide workspace for Securitas Healthcare Implementation Team
- Provide security access to the necessary buildings and coverage areas
- Sign-off on delivered services as they are completed on Securitas progress worksheets
- Work with Securitas Healthcare to define the User Acceptance Test Plan

Securitas Healthcare Responsibilities

- Coordinate timely communications with Client for all engagement needs
- Review Statement of Work with the Client's Executive Sponsor and the Project Lead
- Document the solution requirements in a detailed Solution Design specification
- Provide hardware and software requirements to the Client
- Work with Client to finalize project plan to meet their overall project milestones
- Coordinate and conduct project workshop(s) with Client to develop use case configuration requirements, model workflows, and outline user training needs
- Document the User Acceptance Test Plan for the use case(s)

Site Readiness

During this step, Securitas Healthcare works with the Client to identify key readiness milestones, working collaboratively to accomplish them.



Client Responsibilities

- Plan, procure and coordinate support for the necessary server hardware or VM resources, operating system software and database software/instance to meet Securitas Healthcare specifications
- Plan, procure and coordinate support for the 3rd Party infrastructure hardware/ software per Securitas Healthcare specifications
 - o All 3rd party costs are the responsibility of the Client (unless stated otherwise)
- Review site maps with system users and obtain their approval/ acceptance prior to use, validate accuracy of Access Point placements
- Apply any required Access Point changes to meet location accuracy needs
- Update/ upgrade wired, and wireless infrastructure software as needed for compatibility
- Assign technical resources to work with Securitas Healthcare on readiness items
- Approve and provide remote access to server, database, and network

Securitas Healthcare Responsibilities

- Provide documentation and guidance on the following (if not already provided):
 - o Map best practices
 - o AP layout best practices
 - o Server configuration guidelines
 - o Database sizing guidelines
 - o Software compatibility
 - o HCIA (OSHPD) submittal assistance and documentation
- Provide Site Readiness Acceptance once the site readiness elements are completed

Deliverables

Solution Design Document. Defines the Securitas Healthcare system installation and configuration requirements and the User Acceptance Test Plan.

Project Plan Initial Draft. Tasked-based deployment timeline.

Readiness Validation. A list of readiness needs required to ensure all Phase 1 components where completed before moving to the next phases.

PHASE 2 - INSTALLATION

The Securitas Healthcare hardware and software components are installed during this phase. Leveraging the Site Survey and Solution Design, Client resources install, power, and network the Securitas Healthcare hardware. Server hardware prepared in advance for the Securitas Healthcare software application installation usually preformed remotely.

Note: *Super Users and Application Managers are permitted to shadow the Securitas Healthcare Implementation Team during the Phase 2 Installation and subsequent Phases.*

Note: *The wired and wireless networks must be commissioned, functional and stable on all floors before Exciter and Location Optimization work can begin.*

Server Installation/ Upgrade (as required)

Client Responsibilities

- New Servers – Prepare servers and database to Securitas Healthcare specifications
- Grant Securitas Healthcare access to new AeroScout Location Engine and MobileView servers to install the application files
- Install prerequisite software on predefined Securitas Healthcare MobileView client machines as directed by Securitas Healthcare
- Setup database backup schedule

Securitas Healthcare Responsibilities



- Remotely install, upgrade and/or configure the Securitas Healthcare AeroScout Location Engine and MobileView solution(s)

Wi-Fi Network Configuration and Verification

Client Responsibilities

- Procure, install and maintain 3rd Party Wi-Fi Network Hardware and/or Software per Securitas Healthcare requirements (including cabling and configuration)
- Provide up-to-date access point version, model, and configuration information updating as required
- Assist with Tag message reception verification at AeroScout Location Engine

Securitas Healthcare Responsibilities

- Verify proper Wi-Fi Infrastructure and Access Point configuration and communication with the AeroScout Location Engine
- Provide guidance on Tag mounting, placement, wearing and banding techniques
- Exciter/ Gateway CAT-6 network cabling installation where designated in the Securitas Healthcare Site Survey and Solution Design

Deliverables

Installed Software. Securitas Healthcare AeroScout Location Engine, MobileView application, System Manager, and Hardware Manager Software will be installed and validated for proper operation.

PHASE 3 - SYSTEM CONFIGURATION

The installed Securitas Healthcare system hardware and software are configured and integrated into a working system per the Solution Design under this phase. Securitas Healthcare resources will unit-test system components to verify system functionality per the customer's requirements.

Configuration work may be performed at the customer site or from Securitas Healthcare facilities by remote connection.

Client Responsibilities

- Assign resources to support hardware configuration as required (networking, IT, etc.)
- Set up a test group of users

Securitas Healthcare Responsibilities

- Validate Access Point configuration and communication with the AeroScout Location Engine
- Configure the Securitas Healthcare AeroScout Location Engine, applying Mesh Calibration for Location Optimization services (if employed)
- Tune Ultrasound and/or Low Frequency Exciters as per solution design (if employed)
- Draw zones, define users, configure events, develop Tag/User categories, and configure administrative settings into Securitas Healthcare MobileView platform

Deliverables

Properly Configured Securitas Healthcare software and hardware components.

PHASE 4 - SYSTEM TEST

Securitas Healthcare verifies that the installed and configured system meets the functionality requirements of the use case(s) in the Solution Design.

Prepare the Client's IT staff to manage the solution following deployment.

System testing work may be performed at the customer site or from Securitas Healthcare facilities by remote connection.

Client Responsibilities

- Assign resources as required to support system testing

Securitas Healthcare Responsibilities



- Conduct comprehensive system testing to verify solution functionality meets use case requirements, correcting any identified anomalies
- Provide server details (e.g. login, password, IP, etc.) required for system handoff to the Client's IT staff

Deliverables

Tested and verified Securitas Healthcare solution and components.

PHASE 5 - ACCEPTANCE TESTING AND HANDOFF

The Client tests the Securitas Healthcare solution to verify proper operation according to the Solution Design. Successful completion results in handing solution off to Client, prompting signature on the Acceptance Documents.

Client Responsibilities

- Work with Securitas Healthcare to define the acceptance test cases before completion of the project planning phase
- Assign individuals to conduct the acceptance testing, sign acceptance documents
- Acknowledge User Acceptance Test with sign-off
- Assign individuals to be Named Contacts for communication with Securitas Healthcare Technical Support

Securitas Healthcare Responsibilities

- Assist Client with execution of the acceptance test plan (as needed)
- Prepare IT handoff documentation, system backups, provide details on system back-up procedures, document the server login, passwords, and other technical settings
- Provide Client Named Contacts with login access to the Securitas Healthcare Technical Support online portal, and other Technical Support contact information

Deliverables

Signed Service Completion Document. Document acceptance by the Client for their Securitas Healthcare solution(s).

PHASE 6 - TRAINING

Client Technical Resources receive formalized training on maintaining and operating the solution, and new Super Users and End Users are trained how to access and operate the solution as required.

- Administration training is performed by Securitas Healthcare's Implementation team to reinforce the informal training provided during project execution. ⁶

Client Responsibilities

- Assist Securitas Healthcare with training and consulting services logistics ⁶
- Department Managers will ensure staff attend classes. ⁶

Securitas Healthcare Responsibilities

- Assist with workflow design and documentation resulting from process improvements
- Produce site-specific training reference materials that will be used to facilitate learning and periodic in-servicing training
- Provide Administrator-level training on Securitas Healthcare MobileView platform configuration and support
- Conduct a closure meeting to review open issues and lessons learned, resulting in a project closure report

Special Training Considerations

⁶ Administrator and Super/End-user training provided by Securitas Healthcare.

Deliverables

Trained Client Administrators

Customized training materials for Client-delivered training of future new-hires.

PHASE 7 - GO LIVE SUPPORT



Securitas Healthcare supports Go live efforts by providing limited onsite and offsite support, assisting Client with real time problem resolution, and user assistance during solution activation for a predefined (limited) period.

Client Responsibilities

- Monitor staff compliance with workflow, training instructions, and all procedures put in place during implementation
- Attend all status and check-in calls during Go live period
- Document anomalies or issues noted while Securitas Healthcare staff are offsite
- Train any new staff on-boarded during Go live period

Securitas Healthcare Responsibilities

- Schedule visits during go-live period (as needed) to address issues or concerns that may arise, and assist with monitoring staff and system performance
- Assist Client staff when documenting anomalies or issues noted for escalation (as needed)

Deliverables

Finalized project documentation for Client and Securitas Healthcare Support hand-off, including AS-IS Solution Design Documents.

Finalized customized training materials for Client to support future onboarding and training activities.



CLIENT ACKNOWLEDGEMENT

The Securitas Healthcare Statement of Work Document details the project products, deliverables and responsibilities associated with the proposed solution, architected to meet the Client's needs. The proposed solution has been reviewed and verified.

By signing below, Client confirms that this Statement of Work meets the solution objectives and agrees to meet their responsibilities as identified within.

SECURITAS HEALTHCARE, LLC

RIVERSIDE UNIVERSITY HEALTH SYSTEM

By: Cory Clark

By: _____

Name: Cory Clark

Name: _____

Title: Sr Director of Field Productivity

Title: _____

Date: Friday, November 14, 2025

Date: _____

Change Management Procedure

Any changes or additions to the scope of the efforts must be mutually agreed upon by all parties through a Change Management Procedure.

In order to address requested and or required modifications, the Client may request a change to the Scope Objectives and associated Bill of Materials. As soon as practical after receipt of a change request, Securitas Healthcare will evaluate the request to determine any technical implications and impact on the functional and/or operational requirements of the proposed solution, the overall system architecture and design, the selected hardware, software and services, and the previously agreed upon time constraints for deployment.

In response to a change request, Securitas Healthcare will generate a change order proposal outlining the technical, pricing, and scheduling impacts. Should all parties decide to implement the change request, the Client will issue a Purchase Order acknowledging the changes to the Project Outline and Scope of Work, price, and/or delivery and execution schedules.

APPENDIX A - SUPPORTING TASKS AND DOCUMENTS

SOLUTION TASKS & DOCUMENTATION

STATUS

- Securitas Project Requirements and Statement of Work Document

COMPLETED

NECESSARY CLIENT DOCUMENTS & INFORMATION

- Wi-Fi Network Compatibility Information
- Wi-Fi Network Access Point Placement Diagrams
- Facility Architectural Drawings (basic architecture and reflected ceiling plans)
- Securitas Project Requirements and Statement of Work Document Requires Client Signature

REQUESTED

REQUESTED

REQUESTED

SECURITAS HEALTHCARE INTERNAL HANDOFF DOCUMENTATION

- Solution Architect Bill of Materials
- Solution Architect Resource Needs and Services Documentation

COMPLETED

PENDING

PROJECT ASSUMPTIONS AND NOTES - SUPPORTING OPP # 0536735

IMPORTANT NOTES

- > **IMPORTANT NOTE: AeroScout Ultrasound Exciters & Tags WILL experience OPERATIONAL ISSUES from 40 kHz (35 kHz – 45 kHz) Ultrasonic interference (room presence; motion; pneumatic tube bin; etc.)!**
- > **IMPORTANT NOTE: AeroScout Low Frequency Exciters & Tags WILL experience OPERATIONAL ISSUES from 125 kHz HID Card Reader interference unless special design and protocol considerations are employed!**

ASSUMPTIONS

GENERAL

- > Securitas Healthcare will deploy project as one continuous effort (or addition charges may apply)

PRODUCT

- > INCLUDES High Availability licensing for - AeroScout Location Engine - Mobileview Server.
- >> CLIENT MUST PROVIDE the IP Load Balancer Required for High Availability Operation.
- > EXCLUDES ALL MobileView Software Integrations.

SERVICES

- > INCLUDES Securitas Professional Services as noted in Service SKUs above.
- > Remote Access required for remote configuration services!
- > Securitas Engineer will be able to use Securitas laptop for onsite configuration work.
- > Securitas Healthcare will utilize NON-UNION LABOR for Professional Services labor on this project unless otherwise noted.

INFRASTRUCTURE

- > ALL Wi-Fi network device design; installation; improvements and support are the responsibility of the Client

IT HARDWARE; SOFTWARE; NETWORK; ACCESS

- > For ALL Aruba AirWave implementations CLIENT MUST provide Aruba/ AirWave appliance/ virtual server software.
- > EXCLUDES all Workstation and Server hardware and Operating System software required for this solution.

PERMITS

- > EXCLUDES all permit; license fees and submissions; these are the responsibility of the Client and/or Subcontractor
- > EXCLUDES LIMITED Authorized Service Provider HCIA (OSHDP) (or similar State Agency) Submittal Assistance.

BOM SCT Version: 4.9.0.6.SP1 | Date: 11/07/2025

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About Securitas Healthcare

Securitas Healthcare empowers caregivers to deliver connected, productive and safe care. Its innovative portfolio of healthcare solutions helps over 15,000 hospitals, clinics and senior living organizations worldwide protect people, use assets efficiently and understand their operations for a caring and healing environment. Securitas Healthcare is proud to be part of Securitas, the world's leading intelligent protective services partner. For more information, visit us at securitashealthcare.com.