

AMENDMENT TO AGREEMENT FOR AUDIO/VISUAL SYSTEMS REPLACEMENT IN THE EMERGENCY OPERATIONS CENTER BETWEEN THE COUNTY OF SAN MATEO AND CREATION NETWORKS, INC.

THIS AMENDMENT TO THE AGREEMENT FOR AUDIO/VISUAL SYSTEMS REPLACEMENT IN THE EMERGENCY OPERATIONS CENTER, is entered into this 19th day of May 2026, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Creation Networks, Inc., hereinafter called "Contractor";

WITNESSETH:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an Agreement for Audio/Visual Systems Replacement in the Emergency Operations Center Conference Rooms ("Agreement") on February 24, 2026, which became effective February 24, 2026 and would otherwise expire on February 24, 2029; and

WHEREAS, the parties wish to amend the Agreement to extend the term by three (3) months, ending on May 19, 2029, and increase the not to exceed amount by \$579,445.71, for a total Agreement amount not to exceed \$775,770 (the "Amendment")

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

The following sections of the Agreement (Sections 1 through 4 and the corresponding Exhibits referenced in those sections) are hereby amended to state as follows. Except as stated, all other terms and conditions of the Agreement not otherwise in conflict with this Amendment shall remain in full force and effect.

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference: Exhibit A – Services, as revised and dated May 19, 2026
Exhibit B – Payments and Rates, as revised and dated May 19, 2026

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, as revised and dated May 19, 2026, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A, as revised and dated May 19, 2026.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A as revised and dated May 19, 2026, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B as revised and dated May 19, 2026. County reserves the right to withhold payment if County reasonably and in good faith determines that the quantity or quality of the work performed is unacceptable. Prior to withholding any payment under this Section, County shall meet and confer with Contractor in good faith to discuss any perceived work deficiencies and allow Contractor a reasonable time to cure any perceived defects in the services rendered. In no event shall County's total fiscal obligation under this Agreement exceed SEVEN HUNDRED SEVENTY-FIVE THOUSAND, SEVEN HUNDRED SEVENTY AND THIRTY-THREE CENTS (\$775,770.33). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

4. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from February 24, 2026, through May 19, 2029.

In witness of and in agreement with this Amendment's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Creation Networks, Inc.

Contractor Signature: Donald Isbell
Donald Isbell (May 5, 2026 10:48:39 PDT)

Date: 05/05/2026

Contractor Name (please print): Donald Isbell

For County:

COUNTY OF SAN MATEO

By: President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By: Clerk of Said Board

EXHIBIT A

AMENDMENT TO AGREEMENT FOR AUDIO/VISUAL SYSTEMS REPLACEMENT IN THE EMERGENCY OPERATIONS CENTER BETWEEN THE COUNTY OF SAN MATEO AND CREATION NETWORKS, INC.

(Revised May 19, 2026) In consideration of the payments set forth in Exhibit B as revised and dated May 19, 2026, Creation Networks, Inc. shall provide the following services:

1. DESCRIPTION OF SERVICES TO BE PERFORMED BY CONTRACTOR

In consideration of the payments set forth in Exhibit B as revised and dated May 19, 2026, Creation Networks, Inc. ("Contractor") shall perform the following services:

(a) Original Scope – EOC Conference Rooms Audio/Visual Systems Replacement

Contractor shall furnish and install a complete one-for-one replacement of the existing audio-visual systems in the five (5) EOC Conference Rooms (two of which are combinable via airwall) as set forth in the original Agreement dated February 24, 2026.

(b) Additional Scope – Integrated Command-Center Display and Associated Upgrades

Contractor shall complete the full replacement and upgrade of the existing audio-visual infrastructure in the San Mateo County Regional Operations Center (ROC)/Emergency Operations Center (EOC) to install a new Integrated Command-Center Display system, as described in Contractor's Proposal No. CREAT-5261, dated April 3, 2026. This includes removal of the existing LCD display system, supply and installation of the new Absen M54 LED-based Integrated Command-Center Display (19.69 ft x 6.64 ft, 130.74 sq ft, 9600 x 3240 resolution), Draper Foundation Mount System, NovaStar processor, RGB Spectrum processor replacement, full Crestron DM NVX/DM Lite signal distribution infrastructure, QSC DSP upgrades, complete control system replacement and reprogramming, new Watson Consoles master command center console, and all associated installation, testing, commissioning, project management, and close-out services. The project is a turnkey solution that preserves the County's current operational workflows and multi-window video configurations while delivering improved performance, reliability, and future-proofing.

2. GENERAL REQUIREMENTS All work shall be performed in a professional and workmanlike manner consistent with industry standards for emergency operations center (EOC) audio-visual systems. Contractor shall provide full project management, off-site staging, on-site installation, comprehensive system testing, calibration, commissioning, as-built documentation, end-user training, and clean close-out for both scopes of work. All work shall minimize disruption to ongoing ROC/EOC operations and shall be coordinated with County staff. All equipment and materials shall be new, of the latest model, and fully compatible with the existing County infrastructure. Contractor shall warrant all work and materials in

accordance with manufacturer specifications and industry standards (including the one-year workmanship warranty). Contractor shall comply with all applicable federal, state, and local laws, codes, and regulations, including seismic and safety requirements for the ROC facility. This is a fixed-price, turnkey project. No additional charges shall be incurred beyond the not-to-exceed amount set forth in the Agreement unless approved in writing by the County via a formal amendment.

This Exhibit A constitutes the complete and final scope of services for both the original conference room work and the additional Integrated Command-Center Display upgrade authorized by this Amendment.

End of Exhibit A

EXHIBIT B

(Revised May 19, 2026) In consideration of the services provided by Contractor described in Exhibit A as revised and dated May 19, 2026, and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

1. AMOUNT AND RATE OF PAYMENTS The total amount of payment by County to Contractor under this Agreement, as amended, shall not exceed SEVEN HUNDRED SEVENTY-FIVE THOUSAND, SEVEN HUNDRED SEVENTY AND THIRTY-THREE CENTS (\$775,770.33).

(a) Original Scope of Work (EOC Conference Rooms – \$196,324.62) Payments for the original scope shall be made as progress payments, net 20 days, upon receipt and approval of proper itemized invoices from Contractor in accordance with the terms of the original Agreement dated February 24, 2026.

(b) Additional Scope of Work (Integrated Command-Center Display and Associated Upgrades – \$579,445.71) Payments for the additional scope authorized under this Amendment shall be made as follows:

- \$520,000.00 shall be payable upon execution of this Amendment by both parties and during the current fiscal year, upon receipt and approval of a proper invoice from Contractor.
- The remaining balance of \$59,445.71 shall be payable after June 30, 2026, and only after the County's written acceptance of the completed additional work. Acceptance shall require successful installation, system testing, calibration, commissioning, full operational functionality of the Integrated Command-Center Display and all associated upgrades (including preservation of existing operational workflows and multi-window configurations), and delivery of all as-built documentation, training, and close-out materials as described in Exhibit A.

2. INVOICING AND PAYMENT TERMS Contractor shall submit invoices to the County in a form acceptable to the County (electronically where possible) and shall reference the Agreement number and this Amendment where applicable. All invoices must be written and itemized to allow the County to reconcile the work performed. Invoices shall include the agreement number, project location, dates of service, and specified work completed.

Invoices shall be remitted to:

dem_invoices@smcgov.org

cc: Rreynolds@smcgov.org and vmak@smcgov.org

San Mateo County Emergency Management

501 Winslow Street, 1st Floor

Redwood City, CA 94063

Phone: (650) 363-4790

The County shall pay properly submitted and undisputed invoices within thirty (30) days of receipt and approval. The County reserves the right to withhold payment, in whole or in part, until all deliverables have been satisfactorily completed and accepted. No payment shall be made for work that is not performed to the County's satisfaction or that is not in compliance with Exhibit A.

End of Exhibit