



## **System Upgrade**

*for*

**Sauk County, WI**

(Direct Sale)

**Quote Number: 33950**

**Version: 6**

**January 23, 2020**

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## Summary All Sites - 7 Years

Item	Cost
Sauk County Host	\$334,115.59
Sauk County Remote	\$96,069.86
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<b>Total:</b>	<b>\$430,185.45</b>

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
Year 1	\$131,314.51	\$67,598.94	\$11,720.00	\$18,540.00	<b>\$229,173.45</b>
Year 2	\$882.00		\$11,720.00	\$20,900.00	<b>\$33,502.00</b>
Year 3	\$882.00		\$11,720.00	\$20,900.00	<b>\$33,502.00</b>
Year 4	\$882.00		\$11,720.00	\$20,900.00	<b>\$33,502.00</b>
Year 5	\$882.00		\$11,720.00	\$20,900.00	<b>\$33,502.00</b>
Year 6	\$882.00		\$11,720.00	\$20,900.00	<b>\$33,502.00</b>
Year 7	\$882.00		\$11,720.00	\$20,900.00	<b>\$33,502.00</b>
<b>Totals</b>	<b>\$136,606.51</b>	<b>\$67,598.94</b>	<b>\$82,040.00</b>	<b>\$143,940.00</b>	<b>\$430,185.45</b>

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## Summary - 7 Years - Sauk County Host

Item	Cost
Systems	\$88,940.53
Services	\$46,015.06
Recurring Services	\$62,720.00
Maintenance	\$136,440.00
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<b>Total:</b>	<b>\$334,115.59</b>

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
Year 1	\$85,160.53	\$46,015.06	\$8,960.00	\$17,640.00	\$157,775.59
Year 2	\$630.00		\$8,960.00	\$19,800.00	\$29,390.00
Year 3	\$630.00		\$8,960.00	\$19,800.00	\$29,390.00
Year 4	\$630.00		\$8,960.00	\$19,800.00	\$29,390.00
Year 5	\$630.00		\$8,960.00	\$19,800.00	\$29,390.00
Year 6	\$630.00		\$8,960.00	\$19,800.00	\$29,390.00
Year 7	\$630.00		\$8,960.00	\$19,800.00	\$29,390.00
<b>Totals</b>	<b>\$88,940.53</b>	<b>\$46,015.06</b>	<b>\$62,720.00</b>	<b>\$136,440.00</b>	<b>\$334,115.59</b>

## Configuration Parameters - Sauk County Host

### Site Configuration

Total Positions	5
Total Number of E9-1-1 CAMA Trunks	0 up to 8
Total Number of FXO Lines	0
Total Number of ISDN-PRI channels (T1)	1
SIP	Not Included
ECCP	Not Included
PowerOPS	0
VIPER ACD	0
Add-on for Radio Recorder	Included

### Systems

VIPER	\$40,212.50
Power Stations	\$25,458.75
Power 911	\$0.00
Power Metrics Setup Fees	\$4,700.00
TXT29-1-1 Setup Fees	\$5,725.00
Power 911 Hardware	\$5,415.00
Common Hardware	\$5,200.00
Network Equipment	\$1,450.00
Freight Charges	\$1,319.28

### Professional Services

Staging	\$3,000.00
Project Survey	\$3,350.00
Installation	\$13,550.00
eLearning	\$395.00
Call Taker and Admin Training	\$6,750.00
CCS Training	\$3,350.00
Project Management Services	\$10,670.06

### Recurring Services

TXT29-1-1 Recurring Services	\$39,900.00
Power Metrics Recurring Services	\$22,820.00

### Maintenance

Software Subscription	\$37,800.00
Software Protection and Remote Tech Support	\$12,960.00
On-Site Maintenance	\$75,600.00
Hardware Protection	\$10,080.00
Antivirus Recurring Fees	\$4,410.00

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1	\$20,100.00	\$20,100.00	\$20,100.00
912871/BB	Mediant 1000B Prebuilt Building Block	1	\$2,020.00	\$2,020.00	\$2,020.00
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
911SIP	9-1-1 Ingress via SIP - License per position	5	\$495.00	\$371.25	\$1,856.25
912870/1T1	Mediant 1000 Spare Part Digital Voice Module Single Span	1	\$2,470.00	\$2,470.00	\$2,470.00
912800	VIPER Gateway Shelf	2	\$990.00	\$742.50	\$1,485.00
912801	CAMA Interface Module (CIM)	2	\$2,690.00	\$2,017.50	\$4,035.00
912811/U	Application Server Position Access License Upgrade	6	\$497.50	\$0.00	\$0.00
912812/U	PBX Access License Upgrade	5	\$322.50	\$0.00	\$0.00
P10008	License to Connect Non-Intrado Recording Device	1	\$1,995.00	\$1,496.25	\$1,496.25
911SIP/U	9-1-1 Ingress via SIP - License per position Upgrade	5	\$247.50	\$0.00	\$0.00
912870/LIC/U	Mediant 1000 Access License (per Chassis) Upgrade	1	\$4,687.50	\$0.00	\$0.00
C10036	Power Cord Cable with A/C twist lock connector	3	\$150.00	\$150.00	\$450.00
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$2,200.00	\$2,200.00	\$4,400.00
912716/S	Cisco Stacking module for C2960-X	2	\$950.00	\$950.00	\$1,900.00
				<b>Subtotal</b>	<b>\$40,212.50</b>
<b>Power Stations</b>					
914121/1	IWS Workstation - Software and Configuration	5	\$273.00	\$273.00	\$1,365.00
911801	A9C G3, Desk Mounting Kit	5	\$195.00	\$146.25	\$731.25
911809	A9C G3, Call Handling Accessories	5	\$530.00	\$397.50	\$1,987.50
911810-1	A9C G3 : Bundle	5	\$5,680.00	\$4,260.00	\$21,300.00
911785	Position Image - Power Station Gen3	1	\$100.00	\$75.00	\$75.00
				<b>Subtotal</b>	<b>\$25,458.75</b>
<b>Power 911</b>					
913100/BAK/U	Power 911 Backup License Upgrade	1	\$499.50	\$0.00	\$0.00
913100/U	Power 911 Client Access License Upgrade	4	\$4,997.50	\$0.00	\$0.00
913152/U	Power 911 Add-on Recorder for Radio Upgrade	5	\$300.00	\$0.00	\$0.00

913202/U	Power 911 Server Access License Upgrade	5	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00
				<b>Subtotal</b>	<b>\$0.00</b>

#### Power Metrics Setup Fees

P10200	Power Metrics - Service set-up: single RDDM: MIS Enabled	1	\$4,700.00	\$4,700.00	\$4,700.00
				<b>Subtotal</b>	<b>\$4,700.00</b>

#### TXT29-1-1 Setup Fees

ITXTOTF4	TXT29-1-1 P911 Integrated One-time-fee per PSAP (5-10 seats)	1	\$3,250.00	\$3,250.00	\$3,250.00
P10063	ITS Equipment	1	\$2,475.00	\$2,475.00	\$2,475.00
				<b>Subtotal</b>	<b>\$5,725.00</b>

#### Power 911 Hardware

914960	IWS Server RACK Bundle - Type A	1	\$5,415.00	\$5,415.00	\$5,415.00
				<b>Subtotal</b>	<b>\$5,415.00</b>

#### Common Hardware

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$1,800.00	\$1,800.00	\$1,800.00
P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	1	\$3,400.00	\$3,400.00	\$3,400.00
				<b>Subtotal</b>	<b>\$5,200.00</b>

#### Network Equipment

914148	Firewall Appliance	1	\$1,350.00	\$1,350.00	\$1,350.00
914148/CD	Call Handling Firewall - Media Set	1	\$100.00	\$100.00	\$100.00
				<b>Subtotal</b>	<b>\$1,450.00</b>

#### Staging

950852	Front Room Equipment Staging - Per Position	5	\$250.00	\$250.00	\$1,250.00
950853	Back Room Equipment Staging - Per Cabinet	1	\$1,750.00	\$1,750.00	\$1,750.00
				<b>Subtotal</b>	<b>\$3,000.00</b>

**Project Survey**

950100	Project Survey (per Site)	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	3	\$200.00	\$200.00	\$600.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				<b>Subtotal</b>	<b>\$3,350.00</b>

**Installation**

950104	Professional Services (per Day)	7	\$1,500.00	\$1,500.00	\$10,500.00
960575	Living Expense per Day per Person	9	\$200.00	\$200.00	\$1,800.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				<b>Subtotal</b>	<b>\$13,550.00</b>

**eLearning**

960108/3	Three (3) Hours of eLearning	1	\$395.00	\$395.00	\$395.00
				<b>Subtotal</b>	<b>\$395.00</b>

**Call Taker and Admin Training**

960780	Power 911 Administrator Training	1	\$1,500.00	\$1,500.00	\$1,500.00
960801	Power 911 User Training	2	\$1,500.00	\$1,500.00	\$3,000.00
960575	Living Expense per Day per Person	5	\$200.00	\$200.00	\$1,000.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				<b>Subtotal</b>	<b>\$6,750.00</b>

**CCS Training**

P10087	CCS Training	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	3	\$200.00	\$200.00	\$600.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				<b>Subtotal</b>	<b>\$3,350.00</b>

**Project Management Services**

950510	Project Management Services	1	\$0.00	\$10,670.06	\$10,670.06
				<b>Subtotal</b>	<b>\$10,670.06</b>

**Freight Charges**

FREIGHT	Freight Charges	1	\$0.00	\$1,319.28	\$1,319.28
				<b>Subtotal</b>	<b>\$1,319.28</b>

**TXT29-1-1 Recurring Services**

P10062	ITS Service (Annual) Year 1	1	\$1,800.00	\$1,800.00	\$1,800.00
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ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 1	1	\$3,900.00	\$3,900.00	\$3,900.00
P10062	ITS Service (Annual) Year 2	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 2	1	\$3,900.00	\$3,900.00	\$3,900.00
P10062	ITS Service (Annual) Year 3	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 3	1	\$3,900.00	\$3,900.00	\$3,900.00
P10062	ITS Service (Annual) Year 4	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 4	1	\$3,900.00	\$3,900.00	\$3,900.00
P10062	ITS Service (Annual) Year 5	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 5	1	\$3,900.00	\$3,900.00	\$3,900.00
P10062	ITS Service (Annual) Year 6	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 6	1	\$3,900.00	\$3,900.00	\$3,900.00
P10062	ITS Service (Annual) Year 7	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF2	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 7	1	\$3,900.00	\$3,900.00	\$3,900.00
				<b>Subtotal</b>	<b>\$39,900.00</b>

#### Power Metrics Recurring Services

P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 1	1	\$2,300.00	\$2,300.00	\$2,300.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 1	1	\$960.00	\$960.00	\$960.00
P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 2	1	\$2,300.00	\$2,300.00	\$2,300.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 2	1	\$960.00	\$960.00	\$960.00
P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 3	1	\$2,300.00	\$2,300.00	\$2,300.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 3	1	\$960.00	\$960.00	\$960.00
P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 4	1	\$2,300.00	\$2,300.00	\$2,300.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 4	1	\$960.00	\$960.00	\$960.00
P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 5	1	\$2,300.00	\$2,300.00	\$2,300.00

P10219	Power Metrics Suite - Annual access contract per PSAP Year 5	1	\$960.00	\$960.00	\$960.00
P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 6	1	\$2,300.00	\$2,300.00	\$2,300.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 6	1	\$960.00	\$960.00	\$960.00
P10222	Power Metrics - 5-9 pos. annual service per PSAP Year 7	1	\$2,300.00	\$2,300.00	\$2,300.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 7	1	\$960.00	\$960.00	\$960.00
				<b>Subtotal</b>	<b>\$22,820.00</b>

#### Software Subscription

950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 1	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 1	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 1	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 2	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 2	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 2	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 3	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 3	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 3	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 4	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 4	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 4	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 5	1	\$150.00	\$150.00	\$150.00

950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 5	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 5	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 6	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 6	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 6	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 7	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 7	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 7	3	\$1,500.00	\$1,500.00	\$4,500.00
				<b>Subtotal</b>	<b>\$37,800.00</b>

#### Software Protection and Remote Tech Support

950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 2	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 2	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 3	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 3	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 3	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 4	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 4	1	\$300.00	\$300.00	\$300.00

950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 4	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 5	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 5	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 5	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 6	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 6	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 6	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 7	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 7	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 7	3	\$600.00	\$600.00	\$1,800.00
				<b>Subtotal</b>	<b>\$12,960.00</b>

#### On-Site Maintenance

950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 1	1	\$1,500.00	\$1,500.00	\$1,500.00
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 1	1	\$300.00	\$300.00	\$300.00
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 1	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 2	1	\$1,500.00	\$1,500.00	\$1,500.00
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 2	1	\$300.00	\$300.00	\$300.00
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 2	3	\$3,000.00	\$3,000.00	\$9,000.00

	positions) Year 2					
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 3	1	\$1,500.00	\$1,500.00	\$1,500.00	
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 3	1	\$300.00	\$300.00	\$300.00	
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 3	3	\$3,000.00	\$3,000.00	\$9,000.00	
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 4	1	\$1,500.00	\$1,500.00	\$1,500.00	
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 4	1	\$300.00	\$300.00	\$300.00	
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 4	3	\$3,000.00	\$3,000.00	\$9,000.00	
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 5	1	\$1,500.00	\$1,500.00	\$1,500.00	
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 5	1	\$300.00	\$300.00	\$300.00	
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 5	3	\$3,000.00	\$3,000.00	\$9,000.00	
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 6	1	\$1,500.00	\$1,500.00	\$1,500.00	
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 6	1	\$300.00	\$300.00	\$300.00	
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 6	3	\$3,000.00	\$3,000.00	\$9,000.00	
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 7	1	\$1,500.00	\$1,500.00	\$1,500.00	
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 7	1	\$300.00	\$300.00	\$300.00	
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 7	3	\$3,000.00	\$3,000.00	\$9,000.00	
				<b>Subtotal</b>	<b>\$75,600.00</b>	

#### Hardware Protection

950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 1	1	\$200.00	\$200.00	\$200.00	
950999/HPSA1-BU	Hardware Protect Stand Alone Sys -	1	\$40.00	\$40.00	\$40.00	

950999/HPSA1	1 Year/Pos – Back Up Position Year 1 Hardware Protection Stand Alone System - 1 Year/Position Year 1	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 2	1	\$200.00	\$200.00	\$200.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 2	1	\$40.00	\$40.00	\$40.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 2	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 3	1	\$200.00	\$200.00	\$200.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 3	1	\$40.00	\$40.00	\$40.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 3	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 4	1	\$200.00	\$200.00	\$200.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 4	1	\$40.00	\$40.00	\$40.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 4	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 5	1	\$200.00	\$200.00	\$200.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 5	1	\$40.00	\$40.00	\$40.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 5	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 6	1	\$200.00	\$200.00	\$200.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 6	1	\$40.00	\$40.00	\$40.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 6	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1-S	Hardware Protect Stand Alone Sys - 1 Year/Pos - Supplemental Position Year 7	1	\$200.00	\$200.00	\$200.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 7	1	\$40.00	\$40.00	\$40.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 7	3	\$400.00	\$400.00	\$1,200.00
				<b>Subtotal</b>	<b>\$10,080.00</b>

#### Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 6	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 7	10	\$63.00	\$63.00	\$630.00
				<b>Subtotal</b>	<b>\$4,410.00</b>
				<b>Total</b>	<b>\$334,115.59</b>

## Summary - 7 Years - Sauk County Remote

Item	Cost
Systems	\$47,665.98
Services	\$21,583.88
Recurring Services	\$19,320.00
Maintenance	\$7,500.00
<b>Total:</b>	<b>\$96,069.86</b>

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
Year 1	\$46,153.98	\$21,583.88	\$2,760.00	\$900.00	<b>\$71,397.86</b>
Year 2	\$252.00		\$2,760.00	\$1,100.00	<b>\$4,112.00</b>
Year 3	\$252.00		\$2,760.00	\$1,100.00	<b>\$4,112.00</b>
Year 4	\$252.00		\$2,760.00	\$1,100.00	<b>\$4,112.00</b>
Year 5	\$252.00		\$2,760.00	\$1,100.00	<b>\$4,112.00</b>
Year 6	\$252.00		\$2,760.00	\$1,100.00	<b>\$4,112.00</b>
Year 7	\$252.00		\$2,760.00	\$1,100.00	<b>\$4,112.00</b>
<b>Totals</b>	<b>\$47,665.98</b>	<b>\$21,583.88</b>	<b>\$19,320.00</b>	<b>\$7,500.00</b>	<b>\$96,069.86</b>

## Configuration Parameters - Sauk County Remote

### Site Configuration

Total Positions	2
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	0
Total Number of ISDN-PRI channels (T1)	0
SIP	Not Included
ECCP	Not Included
PowerOPS	0
VIPER ACD	0
Add-on for Radio Recorder	Not Included

### Systems

VIPER	\$23,542.50
Power Stations	\$10,228.50
Power 911	\$0.00
Power Metrics Setup Fees	\$3,000.00
TXT29-1-1 Setup Fees	\$3,725.00
Object Server Hardware	\$4,536.00
Common Hardware	\$1,800.00
Freight Charges	\$1,069.98

### Professional Services

Staging	\$2,250.00
Project Survey	\$1,700.00
Installation	\$10,150.00
Project Management Services	\$5,483.88

### Recurring Services

TXT29-1-1 Recurring Services	\$12,600.00
Power Metrics Recurring Services	\$6,720.00

### Maintenance

Software Subscription	\$2,100.00
Software Protection and Remote Tech Support	\$720.00
On-Site Maintenance	\$4,200.00
Hardware Protection	\$480.00
Antivirus Recurring Fees	\$1,764.00

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912803/2	VIPER Primary VoIP Soft Switch	1	\$2,650.00	\$2,650.00	\$2,650.00
912871/BB	Mediant 1000B Prebuilt Building Block	1	\$2,020.00	\$2,020.00	\$2,020.00
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
911SIP	9-1-1 Ingress via SIP - License per position	2	\$495.00	\$371.25	\$742.50
912870/1T1	Mediant 1000 Spare Part Digital Voice Module Single Span	1	\$2,470.00	\$2,470.00	\$2,470.00
912800	VIPER Gateway Shelf	2	\$990.00	\$742.50	\$1,485.00
912801	CAMA Interface Module (CIM)	2	\$2,690.00	\$2,017.50	\$4,035.00
912807	4 Foot IT Cabinet	1	\$3,300.00	\$3,300.00	\$3,300.00
912811/U	Application Server Position Access License Upgrade	3	\$497.50	\$0.00	\$0.00
912812/U	PBX Access License Upgrade	4	\$322.50	\$0.00	\$0.00
912813	48V Power Supply and Shelf - VIPER System	2	\$995.00	\$995.00	\$1,990.00
911SIP/U	9-1-1 Ingress via SIP - License per position Upgrade	2	\$247.50	\$0.00	\$0.00
912870/LIC/U	Mediant 1000 Access License (per Chassis) Upgrade	1	\$4,687.50	\$0.00	\$0.00
C10036	Power Cord Cable with A/C twist lock connector	3	\$150.00	\$150.00	\$450.00
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$2,200.00	\$2,200.00	\$4,400.00
				<b>Subtotal</b>	<b>\$23,542.50</b>
<b>Power Stations</b>					
914121/1	IWS Workstation - Software and Configuration	2	\$273.00	\$273.00	\$546.00
911801	A9C G3, Desk Mounting Kit	2	\$195.00	\$146.25	\$292.50
911809	A9C G3, Call Handling Accessories	2	\$530.00	\$397.50	\$795.00
911810-1	A9C G3 : Bundle	2	\$5,680.00	\$4,260.00	\$8,520.00
911785	Position Image - Power Station Gen3	1	\$100.00	\$75.00	\$75.00
				<b>Subtotal</b>	<b>\$10,228.50</b>
<b>Power 911</b>					
913100/BAK/U	Power 911 Backup License Upgrade	2	\$499.50	\$0.00	\$0.00
913152/U	Power 911 Add-on Recorder for Radio Upgrade	2	\$300.00	\$0.00	\$0.00
913202/U	Power 911 Server Access License Upgrade	2	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00

				<b>Subtotal</b>	<b>\$0.00</b>
<b>Power Metrics Setup Fees</b>					
P10198	Power Metrics - Service set-up: No RDDM	1	\$3,000.00	\$3,000.00	\$3,000.00
				<b>Subtotal</b>	<b>\$3,000.00</b>
<b>TXT29-1-1 Setup Fees</b>					
ITXTOTF2	TXT29-1-1 P911 Integrated One-time-fee per PSAP (1-4 seats)	1	\$1,250.00	\$1,250.00	\$1,250.00
P10063	ITS Equipment	1	\$2,475.00	\$2,475.00	\$2,475.00
				<b>Subtotal</b>	<b>\$3,725.00</b>
<b>Object Server Hardware</b>					
914962	IWS Server RACK - Type A	1	\$2,673.00	\$2,673.00	\$2,673.00
914121/3	IWS Object Server - Underlying Software	1	\$1,398.00	\$1,398.00	\$1,398.00
914958	Rocket Port Express Octacable DB9, PCIe Card	1	\$465.00	\$465.00	\$465.00
				<b>Subtotal</b>	<b>\$4,536.00</b>
<b>Common Hardware</b>					
914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$1,800.00	\$1,800.00	\$1,800.00
				<b>Subtotal</b>	<b>\$1,800.00</b>
<b>Staging</b>					
950852	Front Room Equipment Staging - Per Position	2	\$250.00	\$250.00	\$500.00
950853	Back Room Equipment Staging - Per Cabinet	1	\$1,750.00	\$1,750.00	\$1,750.00
				<b>Subtotal</b>	<b>\$2,250.00</b>
<b>Project Survey</b>					
950100	Project Survey (per Site)	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	1	\$200.00	\$200.00	\$200.00
				<b>Subtotal</b>	<b>\$1,700.00</b>
<b>Installation</b>					

950104	Professional Services (per Day)	5	\$1,500.00	\$1,500.00	\$7,500.00
960575	Living Expense per Day per Person	7	\$200.00	\$200.00	\$1,400.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				<b>Subtotal</b>	<b>\$10,150.00</b>

#### Project Management Services

950510	Project Management Services	1	\$0.00	\$5,483.88	\$5,483.88
				<b>Subtotal</b>	<b>\$5,483.88</b>

#### Freight Charges

FREIGHT	Freight Charges	1	\$0.00	\$1,069.98	\$1,069.98
				<b>Subtotal</b>	<b>\$1,069.98</b>

#### TXT29-1-1 Recurring Services

P10062	ITS Service (Annual) Year 1	1	\$1,800.00	\$1,800.00	\$1,800.00
P10062	ITS Service (Annual) Year 2	1	\$1,800.00	\$1,800.00	\$1,800.00
P10062	ITS Service (Annual) Year 3	1	\$1,800.00	\$1,800.00	\$1,800.00
P10062	ITS Service (Annual) Year 4	1	\$1,800.00	\$1,800.00	\$1,800.00
P10062	ITS Service (Annual) Year 5	1	\$1,800.00	\$1,800.00	\$1,800.00
P10062	ITS Service (Annual) Year 6	1	\$1,800.00	\$1,800.00	\$1,800.00
P10062	ITS Service (Annual) Year 7	1	\$1,800.00	\$1,800.00	\$1,800.00
				<b>Subtotal</b>	<b>\$12,600.00</b>

#### Power Metrics Recurring Services

P10219	Power Metrics Suite - Annual access contract per PSAP Year 1	1	\$960.00	\$960.00	\$960.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 2	1	\$960.00	\$960.00	\$960.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 3	1	\$960.00	\$960.00	\$960.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 4	1	\$960.00	\$960.00	\$960.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 5	1	\$960.00	\$960.00	\$960.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 6	1	\$960.00	\$960.00	\$960.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 7	1	\$960.00	\$960.00	\$960.00
				<b>Subtotal</b>	<b>\$6,720.00</b>

#### Software Subscription

950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
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	Year/Position – Back Up Position				
	Year 1				
950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
	Year/Position – Back Up Position				
	Year 2				
950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
	Year/Position – Back Up Position				
	Year 3				
950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
	Year/Position – Back Up Position				
	Year 4				
950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
	Year/Position – Back Up Position				
	Year 5				
950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
	Year/Position – Back Up Position				
	Year 6				
950999/SUB1-BU	Software Sub Service - 1	2	\$150.00	\$150.00	\$300.00
	Year/Position – Back Up Position				
	Year 7				

**Subtotal      \$2,100.00**

#### Software Protection and Remote Tech Support

950999/PRO1-BU	Soft Protect and Remote Tech	2	\$60.00	\$60.00	\$120.00
	Support - 1 Year/Pos – Back Up Pos				
	Year 2				
950999/PRO1-BU	Soft Protect and Remote Tech	2	\$60.00	\$60.00	\$120.00
	Support - 1 Year/Pos – Back Up Pos				
	Year 3				
950999/PRO1-BU	Soft Protect and Remote Tech	2	\$60.00	\$60.00	\$120.00
	Support - 1 Year/Pos – Back Up Pos				
	Year 4				
950999/PRO1-BU	Soft Protect and Remote Tech	2	\$60.00	\$60.00	\$120.00
	Support - 1 Year/Pos – Back Up Pos				
	Year 5				
950999/PRO1-BU	Soft Protect and Remote Tech	2	\$60.00	\$60.00	\$120.00
	Support - 1 Year/Pos – Back Up Pos				
	Year 6				
950999/PRO1-BU	Soft Protect and Remote Tech	2	\$60.00	\$60.00	\$120.00
	Support - 1 Year/Pos – Back Up Pos				
	Year 7				

**Subtotal      \$720.00**

#### On-Site Maintenance

950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00
	pos sys – Back Up Position Year 1				
950999/ONS1-1-	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00

BU	pos sys – Back Up Position Year 2				
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00
BU	pos sys – Back Up Position Year 3				
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00
BU	pos sys – Back Up Position Year 4				
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00
BU	pos sys – Back Up Position Year 5				
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00
BU	pos sys – Back Up Position Year 6				
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10	2	\$300.00	\$300.00	\$600.00
BU	pos sys – Back Up Position Year 7				
				<b>Subtotal</b>	<b>\$4,200.00</b>

#### Hardware Protection

950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 2	2	\$40.00	\$40.00	\$80.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 3	2	\$40.00	\$40.00	\$80.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 4	2	\$40.00	\$40.00	\$80.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 5	2	\$40.00	\$40.00	\$80.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 6	2	\$40.00	\$40.00	\$80.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 7	2	\$40.00	\$40.00	\$80.00
				<b>Subtotal</b>	<b>\$480.00</b>

#### Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	4	\$63.00	\$63.00	\$252.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	4	\$63.00	\$63.00	\$252.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	4	\$63.00	\$63.00	\$252.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	4	\$63.00	\$63.00	\$252.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	4	\$63.00	\$63.00	\$252.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 6	4	\$63.00	\$63.00	\$252.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 7	4	\$63.00	\$63.00	\$252.00
				<b>Subtotal</b>	<b>\$1,764.00</b>

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Total	\$96,069.86
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## Notes

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- 1** This quote provides a full hardware and software upgrade for Sauk County, including the 5 position Host, and 2 position dark backup remote. This quote replaces the workstations with Power Stations, replaces Power MIS with Power Metrics, and adds TXT29-1-1.

System has been priced with 7 years of maintenance included in the base.

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- 2** Customer to provide the following peripheral equipment, as required:

**Additional Backroom Equipment Required:**

Two (2) modems to ALI Database (If not using SIP)

One (1) Network Laser Printer

Amphenol cables and punch blocks

A high-speed internet-based VPN Connection for Remote Monitoring and Maintenance must be provisioned.

**Additional Power IWS Equipment Required:**

Each IWS position requires sufficient CAT5e/CAT6 Network Cabling (3 per position) not normally supplied by Intrado, to reach the Network Switches in the back room.

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- 3** All inter-site connectivity is the responsibility of the Customer. WAN equipment, software, and connectivity to be procured, installed, and configured by the Customer

Unless otherwise specified in this quotation, routers are not included.

Two (2) connections are required between each site and the WAN.

**WAN Requirements**

- Layer 3 routing must be provided between all locations
  - Certified CAT5e/CAT6 between all network switches
  - Guaranteed Bandwidth for all Intrado applications
  - Low Latency (< 40ms)
  - Low Jitter (< 5ms)
  - Support for DHCP Relay/Forwarding (per RFC 1542) from all VIPER subnets to their associated primary Application Server
  - Support for QoS (Quality of Service) as needed
  - Security against intrusion and virus attack
  - Reliable links (fault tolerant) – no single point of failure may cause a Layer 3 disruption for more than four (4) seconds, multicast may not be disrupted for more than ten (10) seconds.
  - DNS Caching and forwarding from satellite sites to all VIPER Application Servers
  - Support for Multicast traffic between all subnets of a discrete VIPER system (however Multicast traffic between satellite subnets is not required).
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- Multicast traffic must not pass between separate discrete VIPER systems
  - A Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.
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**4** The 3rd Party Recorder Interface Kit provides the following:

- 1) Physical IP packet-capture solution. This is the mechanism by which the VIPER SIP and RTP packets are securely shared with the 3rd party recorder.
- 2) VIPER 3rd party recording license. This is the VIPER-side license that enables a 3rd party recorder to have a one-way IP connection to VIPER. One is needed per VIPER node.
- 3) Packet description document. This document details all of the VIPER SIP/RTP messages that are relevant for a 3rd party recorder.

Please note that in all cases, Intrado will not be responsible for the support or provisioning of the 3rd party recorder.

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**5** **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, Intrado will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.

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**6** ITS provides an alternative to customers that have not purchased our platinum level A9-1-1 Routing Service which provides 9-1-1 calls and signaling over redundant diverse MPLS links between the Intrado Data Center and the customer facility. The ITS solution establishes a secure VPN between the customer facility and the Intrado Data Center over a VPN utilizing the customer's Public IP connection.

Please note that the Installation services are already included and are based on the following part numbers:

- 950104 – Professional Services (Per Day)
  - 960575 – Living Expenses (Per Day)
  - 960580 – Travel Fee (Per Person)
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**7** The Project Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Project Survey.

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**8** **Comprehensive Project Management**

This is a service offered to partners that do not have a Project Manager assigned to the project, where Intrado's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

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The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
- Scope of Work is completed (includes a Project Schedule of key dates)
- Review system design
- Site and/or network diagram are completed as required
- 3rd Party contractors included in the sales order are contacted and managed
- Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
- Comprehensive risk assessment and mitigation planning
- Overall project coordination
- Weekly project status meetings are scheduled, led and documented
- Customer configuration for staging is collected and communicated
- Equipment staging (if ordered) and shipping is managed"
- Coordinate on-site delivery
- Equipment receipt and inventory is validated
- Intrado resources are scheduled and managed with project implementation and cut-over requirements
- Maintain all project related communications and documentation
- Complete Site Book for delivery to end customer at time of handover to service
- Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

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- 9**     **Software Subscription Service** provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

Intrado will provide periodic software release bulletins to customers which announce and explain new feature releases for Intrado software. Customers may then request the new release or version from Intrado based on applicability of the release to customer's system. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

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- 10**    **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least one year duration, is required at the time of any new
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system purchase.

Software Protection and Remote Technical Support cannot be deleted from quotes or system orders.

Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

- a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.
- b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

- a) Payment in full for the lapsed period at the prevailing per-seat rate
- b) Purchase of a new maintenance agreement (one-year or five-year)
- c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

#### **Software Protection**

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Intrado will publish periodic software release bulletins to customers which announce important product updates for Intrado software. Customers may then request the new update from Intrado based on applicability of the release to customer's system. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

#### **Remote Technical Support**

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

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- 11** **On-site Support Services** are primarily designed to assist with issues that require system expertise in troubleshooting and restoration at the customer's location.

On-site Support Services include travel costs and time and labor related to the service incident. Also included in the service are quarterly on-site preventative and routine maintenance reviews (four per year) of the customer's Intrado system. These maintenance visits can include the installation of routine updates to software. Training, configuration changes, reprogramming and system upgrade labor are not included in this offering, but are available for purchase.

On-Site Support Services options include the designation of a technician dedicated specifically to the customer's deployment(s), or alternately a non-dedicated resource available for use with other customers. Intrado may

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engage third-party vendors to provide the On-Site Support Services.

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- 12**     **Hardware Protection Service** provides for the replacement of any non-operating Intrado provided hardware component, with the exception of monitors. This offering only provides for the replacement of the hardware item. Installation services and training (if needed) are not included. This service does not cover items where warranty has been voided due to abuse, Force Majeure or other actions.

When the Intrado Technical Support Center concludes that an item is non-operational, a fully functioning new or refurbished unit will be shipped to the customer. This unit will then become the property of the customer and will restore the functionality of the non-working item, but it may not be the exact same model as the original. The shipment of the replacement item will include a pre-printed shipping label used for the return of the nonworking item from the customer.

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- 13**     Intrado's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system. All wireless carriers currently enabling text messaging can be reached through this system.

Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by Intrado Life & Safety Solutions Corporation.

TXT29-1-1 services will be provided in accordance with the applicable Service Guide at <https://www.west.com/legal-privacy/terms/#call-handling>.

PSAP billing will begin upon completion of deployment and text readiness delivery from Intrado to the PSAP. Completion is defined as the PSAP being able to accept text messages.

Billing and the term commencement for the services will begin when the Services are first made available for Customer's use, and will continue for the designated number of months as stated in this Quote.

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**14**     **Power Metrics**

Intrado retains title to all premise-based equipment and software provided to customer in connection with the Power Metrics service (including RDDMs), which will be removed and returned to Intrado at the conclusion of the service.

Billing and the term commencement for the services will begin when the Services are first made available for

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Customer's use, and will continue for the designated number of months as stated in this Quote.

Power Metrics services will be provided in accordance with the applicable Service Guide at <https://www.west.com/legal-privacy/terms/#call-handling>.

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## Terms

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<b>VENDOR NAME</b>	<b>Intrado Life &amp; Safety Solutions Corporation</b>
	Include quote number and customer EIN/Tax Identification Number on P.O.
<b>SUBMIT P.O.</b>	<a href="mailto:ordermanagement.safetyservices@west.com">ordermanagement.safetyservices@west.com</a>
<b>PRICING</b>	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
<b>SHIPPING TERMS</b>	FCA (Montreal), INCOTERMS 2010
<b>PAYMENT</b>	Per Contract
<b>DELIVERY</b>	TBD
<b>VALIDITY</b>	<b>Quote expires on July 21, 2020.</b> However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
<b>COPYRIGHT</b>	The information contained in this document is proprietary to Intrado Life & Safety Solutions Corp and is offered solely for the purpose of evaluation.

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## Revision History

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Revision Level	Proposal Writer	Notes	Date Revised
1	VYOCKEY	Original	April 24, 2019
2	JDILLON	v2 - Add 3rd party IP recording to host. Update remote site to dark backup.	June 13, 2019
3	JDILLON	v3 - Update positions at host site to 3 full, 1 supplemental and 1 dark backup. Move MapFlex, TXT29-1-1 and Antivirus to options.	July 03, 2019
4	MDESEVE	Refreshed quote, changed MapFlex servers to Low Capacity.	November 15, 2019
5	DRICHMOND	Restructure MapFlex	December 18, 2019
6	VYOCKEY	V6-Please add SIP licensing for future ESInet. Please add TXT2911 for both the Primary and Backup center. Add redundant ITS devices and services. Please include shipping charges.	January 22, 2020

