

**FY16**

**PSAP GRANT PROGRAM  
APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY16 PSAP GRANT PROGRAM APPLICATION

### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA's Integrated Services Program's website

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to your Regional Coordinator. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY16 PSAP Grant Application Cycle starts July 1, 2014 and concludes on September 30, 2014 at 5:00 pm.

**ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.**



# FY16 PSAP GRANT APPLICATION

## PROJECT TITLE

Click here to enter text

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: **HANOVER COUNTY 911 COMMUNICATIONS**

CONTACT TITLE: **DEPUTY DIRECTOR**

CONTACT FIRST NAME: **CHARLIE**

CONTACT LAST NAME: **UDRIET**

ADDRESS 1: **7501 LIBRARY DRIVE**

ADDRESS 2: **P.O. BOX 470**

CITY: **HANOVER**

ZIP CODE: **23069**

CONTACT EMAIL: **CWUDRIET@HANOVERCOUNTY.GOV**

CONTACT PHONE NUMBER: **804-365-6311**

CONTACT MOBILE NUMBER: **804-291-6873**

CONTACT FAX NUMBER: **804-365-6300**

REGIONAL COORDINATOR: **Sam Keys**

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

## GRANT TYPE

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Individual PSAP | <input type="checkbox"/> Shared Services |
| <input type="checkbox"/> Regional Initiative        | <input type="checkbox"/> Consolidation   |
| <input type="checkbox"/> Secondary Consolidation    | <input type="checkbox"/>                 |



## GRANT PROGRAM TYPE

- Continuity and Consolidation
  Enhancement

## TIER

- Out of Service
  Non-Vendor Supported\*
- Technically Outdated\*
  Strengthen
- Not Applicable

**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**

VERSION: **4.1**

# YEARS of HARDWARE/SOFTWARE: **4.5**

## PRIORITY/PROJECT FOCUS CPE

**If "Other" selected, please specify:** [Click here to enter text](#)

## FINANCIAL DATA

Amount Requested: **\$ 150,000**

Total Project Cost: **\$ 212,365.25**

## STATEMENT OF NEED

**This funding request will provide funding necessary to upgrade the Hanover County VIPER CPE system which is outdated and running on Microsoft XP. Hanover is equipped with 12 E9-1-1 trunks and 7 administrative lines. This will provide new system hardware and software which will allow us to upgrade ITRR and 12 positions of Power 911 and power MIS.**



This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

The Virginia E-911 Services Board has this type of project ranked as priority #1 regarding CPE – Technically Outdated. The replacement of the CPE hardware is a top priority for Hanover. The current VIPER hardware and associated equipment is near the recommended operational period of 5 years (4.5 years). The CPE system is the crucial component in receiving Wireless and Wireline 9-1-1 calls, therefore the CPE system must be reliable and up-to-date. This project will aid in the ability to upgrade the hardware. If this hardware and software is not upgraded, the citizens of the County, visitors and travelers could experience unreliable or unavailable 9-1-1 service.

Over the past five years we have funded a major radio system upgrade, new communications center and increases in personnel within our public safety departments, both Fire/EMS, Sheriff's Office and Animal Control.

The approval of this grant funding will allow Hanover County to move forward with the system upgrade and to be positioned to provide the best service to the citizens, public safety agencies and visitors whom we serve. The information in this application is vendor specific, however State procurement guidelines will be followed.

**Describe how the grant will be maintained and supported in the future, if applicable.**

The CPE system will be upgraded and supported by the Vendor and continued support and maintenance is covered under an existing contract.

Hanover County understands we will be obligated to all maintenance costs for the system and any ongoing and recurring monthly costs. After installation equipment will be supported by local government operational budget funds.



## COMPREHENSIVE PROJECT DESCRIPTION

**Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.**

Hanover County has always strived to be on the cutting edge of technology and provide the most efficient and effective levels of excellent service to our 9-1-1 customers. Part of that effort is to keep our equipment and services at the highest level of capability. By making this request to upgrade our VIPER CPE system including servers and workstations for the Intrado phone system, it will allow Hanover to update the system with currently available hardware and software and ensure performance is at the highest level of technology. Hanover wants to replace and/or refresh all hardware and software associated with the existing (almost 5 year old) CPE equipment. The system is linked to our Computer Aid Dispatch (CAD) system for accuracy, recording and transfer of information related to the caller's location and number. It is imperative to do this at the present time as we are process of replacing our old CAD (New World) with a new CAD system (SunGard) and this will enhance the level of integration with our overall systems.

This project will also allow us to operate within specifications of NG9-1-1 utilizing the IP based CPE, with the technology advancement and integrations of other systems and expanded possibilities with text, video, etc.

### **Goals and Objectives:**

- Upon receipt of award, receive approval from BOS
- Review Vendor quotes for acquisitions of system upgrades
- Purchase system upgrades as approved under grant award
- Installation and implementation of upgrades and new equipment
- Schedule training of personnel
- Submit financial and programmatic reports as required



**FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:**

PROJECT TIMELINE – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>09 / 30 / 14</b>
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>07 / 01 / 15</b>
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>09 / 01 / 15</b>
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>01 / 01 / 16</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>03 / 01 / 16</b>

**Identify the longevity or sustainability of the project.**

The current CPE is 5 years old with all hardware initially installed in operation. Hanover County would anticipate a similar result with upgraded and refreshed system hardware and software. The phone system will also be maintained under a maintenance service agreement.



**Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.**

The Intrado VIPER CPE system is Next Generation 9-1-1 compatible and capable of transferring large amounts of data as needed. The Strategic Goal A of the State Comprehensive 9-1-1 plan states: “to provide a standard level of 9-1-1 emergency dispatch services to the public.” This project supports that goal and allows for the continued provision of reliable E9-1-1 services to Hanover County’s citizens and the public within our jurisdiction. The project supports the implementation of NG-911 services throughout the Commonwealth by ensuring Hanover County’s PSAP CPE and phone system is updated and enhanced to the most current version.

**SHARED SERVICES/REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

[Click here to enter text](#)

**Not Applicable**



Intended collaborative efforts:

**Not Applicable**

Resource sharing:

**Not Applicable**

How does the initiative impacts the operational or strategic plans of the participating agencies:

**Not Applicable**



### CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)



How should policies be made and changed:

[Click here to enter text](#)

How should it be funded:

[Click here to enter text](#)

What communication changes or improvements should be made in order to better support operations:

[Click here to enter text](#)



## BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (**NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.**) Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

Hanover has consulted with and received pricing from our existing vendor (Intrado) for the proposed upgrades to the system as outlined below:

<b>Item</b>	<b>Cost</b>
Intrado VIPER	\$39,972.20
Power 911 Software Upgrade	-0-
Power MIS Software Upgrade	-0-
PowerOps Software	\$ 4,788.00
IWS Hardware	\$ 95,699.10
Critical Spares Kit	\$ 14,317.55
Project Survey	\$ 3,350.00
Staging	\$ 8,000.00
Installation	\$ 25,000.00
Project Management	\$ 21,238.40
<b>TOTAL</b>	<b>\$212,365.25</b>
<b>TOTAL GRANT REQUEST</b>	<b>\$150,000</b>

\*See attached quote on pricing.



Hanover County will budget all remaining costs as well as ongoing maintenance for the system. There will be monthly fees for the texting option which Hanover has already contracted. We will decide between the monthly or the annual payment for remaining maintenance costs not covered by the grant.

This request will upgrade our existing and becoming outdated VIPER system. While this system has been reliable we understand from our vendor that ongoing maintenance of the system, along with advancements and improvements will be questionable as time goes on. Rather than being forced into a position where we must react quickly and maybe at an even higher unexpected cost, we want to be proactive in our efforts to maintain reliable 911 services to our citizens. The requested funds from the Commonwealth, with local dollars, will allow us to procure upgrades to our hardware, software, installation, and will offer a seamless cutover for those services.

We thank you for your consideration of this grant request.



## EVALUATION

**How will the project be evaluated and measured for achievement and success:**

Project success will be measured by a successful procurement process, proper installation, effective testing and timely deployment of the necessary hardware and software during the 2016 fiscal year. Upon notice of the award, we anticipate the procurement process to be complete within the second quarter of the fiscal year and depending on vendor demands and schedule, we anticipate installation, deployment, and testing to be completed by the end of the fiscal year third quarter.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

#### SAMPLE ACTIVITIES

##### **INITIATION**

(Project approved by appropriate stakeholders)

- Project concept is documented
- Local Board or governing authority approval or endorsement is received
- PSAP grant application is filed
- Local budgets are obtained
- Appropriated grant funds are approved
- Budgetary estimates are obtained

##### **DESIGN/PLANNING**

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

##### **ACQUISITION**

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

##### **IMPLEMENTATION**

(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

##### **TESTING/COMPLETION**

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"



August 21, 2014

Curt Shaffer  
Emergency Communications Director  
Hanover County  
7501 Library Drive  
Hanover, VA 23069

Mr. Shaffer,

Hanover County is currently on a XP platform. As you know, XP is no longer support by Microsoft and therefore their system is unable to be upgraded. In addition, Hanover County's CPE equipment is over 5 years old and does require a full hardware upgrade to bring Hanover County up to the current versions. Without the upgrade to the hardware, Hanover County will not be able to take advantage of the Next Generation upgrades that will be available to you in the coming software upgrades.

If you have any questions, please do not hesitate to reach out to me to discuss.

Sincerely,

Sandra McLaren  
Account Executive  
678-877-0413  
sandra.mclaren@intrado.com



Intrado VIPER Upgrade with  
Power 911, Power MIS, and  
A9C Call Taking Positions  
for  
Hanover County, Virginia  
(Direct - HGAC)

The applicable terms and conditions located at <http://www.intrado.com/terms> will apply to this Quote, unless (i) the parties have entered into a separate mutually executed agreement relating to the products or services under this Quote, or Customer is purchasing under a cooperative purchasing agreement referenced in this Quote. Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. The terms of this Quote will govern any conflict with any of the foregoing or any Customer purchase order, and no additional terms in Customer's purchase order will apply.

## Summary - Base Configuration

Item	Cost
Intrado VIPER	\$ 39,972.20
Power 911 Software Upgrade	\$ -
Power MIS Software Upgrade	\$ -
PowerOps Software	\$ 4,788.00
IWS Hardware	\$ 95,699.10
Critical Spares Kit	\$ 14,317.55
Project Survey	\$ 3,350.00
Staging	\$ 8,000.00
Installation	\$ 25,000.00
Project Management	\$ 21,238.40
<b>Sub Total</b>	<b>\$ 212,365.25</b>

## Maintenance Services

Item	Cost
<b><u>Software Protection &amp; Remote Technical Support</u></b>	
Software Protection & Remote Technical Support (Annual)	\$ 7,200.00
Software Protection & Remote Technical Support (5 Years)	\$ 28,800.00
<b><u>Software Subscription Service</u></b>	
Software Subscription Service (Annual)	\$ 18,000.00
Software Subscription Service (5 Years)	\$ 90,000.00
<b><u>Onsite Maintenance</u></b>	
Onsite Maintenance 11-20 Positions (Annual)	\$ 33,000.00
Onsite Maintenance 11-20 Positions (5 Years)	\$ 165,000.00

## Configuration Parameters

### VIPER

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Total Number of E9-1-1 Trunks	12
Total Number of Administrative Lines (FXO)	7
UPS for VIPER	Not Included

### Answering Positions

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Number of Power 911 Intelligent Workstations	12
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### Power 911 Intelligent Workstation Features

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Add-on for Radio Recorder	Included
Data Transfer to Remote FAX Machines (XDC)	Included
UPS on Workstation PCs (30 minutes)	Not Included
Tape Backup System	Included

### MIS Solution

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Power MIS	Included
ePrinter	Not Included

### Miscellaneous

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Number of Monitors per position	1
Monitor Type	20 Inch EliteDisplay LED Backlit Monitor

Model #	Description	Qty	Unit Cost	Total
<b><sup>1</sup> Intrado VIPER</b>				
912817/BB	7 Foot Cabinet Prebuilt Building Block	1		
912800	Gateway Shelf	3		
912801	CAMA Interface Module	3		
912814	Admin Interface Module (AIM)	2		
912819/24	Cisco 3750 24 port switch	2		
912890/BB	Media Kit Prebuilt Product Bundle	1		
912811/U	Application Server Access License	14		
912812/U	PBX Access License - Per Workstation	12		
<b>IP Phones</b>				
912810	IP Phone SNOM 320	12		
912812/U	PBX Access License - Per Workstation	9		
			<b>Subtotal \$</b>	<b>39,972.20</b>
<b>Power 911 Software Upgrade</b>				
913100/U	Power 911 Client Access License	12	Software Subscription	
913202/U	Power 911 Server Access License	12	Software Subscription	
913152/U	Power 911 Add-on Recorder for Radio	12	Software Subscription	
			<b>Subtotal \$</b>	<b>-</b>
<b>Power MIS Software Upgrade</b>				
920100/CD	Power MIS Media & Documentation	1	Software Subscription	
920100/U	Power MIS Server Software License	1	Software Subscription	
920101/U	Power MIS Concurrent Client Access License	1	Software Subscription	
920102/U	Power MIS Data License	12	Software Subscription	
920004/U	Power MIS Advanced MIS Reporting Tool	1	Software Subscription	
			<b>Subtotal \$</b>	<b>-</b>
<b><sup>2</sup> PowerOps Software</b>				
E10642	PowerOps Client Access License	1		
P10035	PowerOps Software Media	1		
			<b>Subtotal \$</b>	<b>4,788.00</b>

Model #	Description	Qty	Unit Cost	Total
<b><sup>2</sup> IWS Hardware</b>				
<b>Workstation</b>				
911510-1	A9-1-1 Connect	12		
911509	A9-1-1 Call Handling Accessories	12		
911553	A9C Headset Interface Module	12		
911554	A9C Miscellaneous Telephone Module	12		
P10096	20 Inch EliteDisplay LED Backlit Monitor	12		
914706/G6	Dual Position Arbitrator (USB & PS/2)	12		
<b>Power Ops Workstation</b>				
914102/BB	IWS Workstation Computer Bundle	1		
P10096	20 Inch EliteDisplay LED Backlit Monitor	1		
<b>Power Ops Display</b>				
Q12525	NEC E554 55" LED LCD Monitor 19x10	1		
Q10173	Peerless Universal TLT Wall Mount	1		
<b>Common Equipment</b>				
914956	1U Keyboard/LCD/Trackball/8-Port KVM	1		
914434	Tape Backup & Software - DAT 160	1		
914434/R	Tape Backup, Rack Mount Kit	1		
<b>Power 911 Server</b>				
914951	IWS Type B Rack Server Bundle	1		
914955	Hot Swap Hard Drive for Type B Server	2		
<b>Power MIS Database Server</b>				
914951	IWS Type B Rack Server Bundle	1		
914422	Additional Backup Exec SQL Agent	1		
914955	Hot Swap Hard Drive for Type B Server	2		
<b>Object Server</b>				
914952	IWS Type A Rack Server	1		
914121/3	IWS Object Server - Underlying Software	1		
<b>Peripherals</b>				
915109/P	Alarm Panel (Includes Power Supply)	1		
600150	Punch Block	2		
207-990000-04	25 Pair Amphenol Cable	2		
960103	Network Cabling	38		
			<b>Subtotal \$</b>	<b>95,699.10</b>

Model #	Description	Qty	Unit Cost	Total
<b>Critical Spares Kit</b>				
912800	Gateway Shelf	1		
912801	CAMA Interface Module	1		
912802/1	VIPER Primary Application Server	1		
912813	Power Supply (-48V DC)	1		
912814	Admin Interface Module (AIM)	1		
911510-1	A9-1-1 Connect	1		
911553	A9C Headset Interface Module	1		
911554	A9C Miscellaneous Telephone Module	1		
912819/24	Cisco 3750 v2 24 port Switch	1		
			<b>Subtotal \$</b>	<b>14,317.55</b>
<b><sup>3</sup> Project Survey</b>				
950100	Project Survey	1		
960575	Living Expense Per Day	3		
960580	Travel Fee	1		
			<b>Subtotal \$</b>	<b>3,350.00</b>
<b>Staging</b>				
950850	IWS Staging - Up to 8 Positions	1		
950851	IWS Staging - Each Additional Position	4		
950856	Backroom Staging - Up to 8 Positions	1		
950857	Backroom Staging - Each Additional Position	4		
			<b>Subtotal \$</b>	<b>8,000.00</b>
<b>Installation</b>				
950104	Professional Services - Price Per Day	13		
960575	Living Expense Per Day	15		
960580	Travel Fee	2		
			<b>Subtotal \$</b>	<b>25,000.00</b>
<b>Project Management</b>				
950510	Project Management	1		
			<b>Subtotal \$</b>	<b>21,238.40</b>
			<b>Total</b>	<b>\$ 212,365.25</b>

Model #	Description	Qty	Unit Cost	Total
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## Recurring Maintenance Services

### <sup>4</sup> Software Protection & Remote Technical Support

950999/PRO1	Software Protection & Remote Technical Support (Annual)	12		
			<b>Subtotal</b>	<b>\$ 7,200.00</b>

### <sup>4</sup> Software Protection & Remote Technical Support

950999/PRO5	Software Protection & Remote Technical Support (5 Years)	48		
			<b>Subtotal</b>	<b>\$ 28,800.00</b>

### <sup>5</sup> Software Subscription Service

950999/SUB1	Software Subscription Service (Annual)	12		
			<b>Subtotal</b>	<b>\$ 18,000.00</b>

### <sup>5</sup> Software Subscription Service

950999/SUB5	Software Subscription Service (5 Years)	60		
			<b>Subtotal</b>	<b>\$ 90,000.00</b>

### <sup>6</sup> Onsite Maintenance

950999/ONS1	Onsite Maintenance 11-20 Positions (Annual)	12		
			<b>Subtotal</b>	<b>\$ 33,000.00</b>

### <sup>6</sup> Onsite Maintenance

950999/ONS5	Onsite Maintenance 11-20 Positions (5 Years)	60		
			<b>Subtotal</b>	<b>\$ 165,000.00</b>

### Power Ops Maintenance

E10643	Power Ops Maintenance, Year 1	1		
			<b>Subtotal</b>	<b>\$ -</b>

### Power Ops Maintenance

E10648	Power Ops Maintenance, Yrs 2-5	4		
			<b>Subtotal</b>	<b>\$ -</b>

## Notes

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- 1 This quote is to upgrade Hanover County, VA, which is currently operating a VIPER equipped with 12 E9-1-1 Trunks and 7 Administrative lines. Current quote will provide new VIPER system and all new IWS equipment, and upgrade ITRR and 12 positions of Power 911 and Power MIS.

It is assumed that Software Subscription Services are current through December 2014, so no software upgrade charges have been applied.

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- 2 Customer is responsible for the installation of the wall mount and the large screen display and connectivity (including cabling) from the Power Monitor workstation.
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- 3 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.
- 

#### 4 **Software Protection and Remote Technical Support**

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 for a one year duration, is required at the time of any new 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.

## Notes

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### 4 (Cont'd) **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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### 5 **Software Subscription Service**

The 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.

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## Notes

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### 6 **On-Site Support Services**

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

Fees for On-Site Support Services will be invoiced when such services commence following acceptance at the initial site.

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## Terms

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**SUBMIT P.O.** ordermanagement@intrado.com

**PRICING** All prices are in U.S. Funds.  
Taxes, if applicable, are extra.  
Shipping charges are extra unless specified on the proposal

**SHIPPING** FCA (Montreal), INCOTERMS 2010

**PAYMENT** Per Contract

**DELIVERY** TBD.

**VALIDITY** Quote is valid for 120 days; however, certain parts (indicated in this Quote as part numbers with the following identifier : 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-cancelable, non-refundable, and non-exchangeable at any time.