

FY17

PSAP GRANT PROGRAM APPLICATION



cwt

Integrated Services Division



FY17 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP'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 FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 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.



FY17 PSAP GRANT APPLICATION

PROJECT TITLE

Franklin, Patrick NG 9-1-1 CHE replacement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Franklin County E 9-1-1

CONTACT TITLE: Director

CONTACT FIRST NAME: C. W.

CONTACT LAST NAME: Thomas

ADDRESS 1: 70 E. Court St

ADDRESS 2: 2T

CITY: Rocky Mount

ZIP CODE: 24151

CONTACT EMAIL: cw.thomas@franklincountyva.gov

CONTACT PHONE NUMBER: 540-352-5739

CONTACT MOBILE NUMBER: 540-352-8067

CONTACT FAX NUMBER: 540-483-3023

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Franklin County 9-1-1

Patrick County 9-1-1

GRANT TYPE

Individual PSAP

Shared Services



TIER

- | | |
|--|---|
| <input type="checkbox"/> Out of Service | <input checked="" type="checkbox"/> Non-Vendor Supported* |
| <input type="checkbox"/> Technically Outdated* | <input type="checkbox"/> Strengthen |
| <input type="checkbox"/> Not Applicable | |

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: Windows XP

YEARS of HARDWARE/SOFTWARE: 5

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT

If "Other" selected, please specify: 2T

FINANCIAL DATA

Amount Requested: \$ 350,000.00

Total Project Cost: \$ 499,753.60

STATEMENT OF NEED

Franklin and Patrick counties were among the first PSAPs to purchase NG 9-1-1 CHE and are in a regional partnership. Both systems are currently operating on NVS software – Windows XP. Both centers are in need of upgrading the current INTRADO VIPER. If there were a system failure it would leave us with the inability to accept emergency wireless and wireline 9-1-1 calls from citizens. There are no local funds available to fund this entire CHE project on our own. If awarded this grant, Franklin and Patrick counties will be left with the remaining funding to complete the project.

2T



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

All equipment purchased through this grant will be supported and maintained by maintenance service contracts funded by each locality. All necessary funds for support, maintenance, etc. beyond what is allowed through this grant, will be the responsibility of each locality.

COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

This project would extend the use of new computer hardware and software for a minimum of five years. This would support our use of NG 9-1-1 and Text-2-911 capabilities. Franklin and Patrick counties understands it is our responsibilities to sustain the project following go-live of the proposed system, and all expenses not covered by grant funds.



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

This project supports the VA Statewide Comprehensive plan by a continuation of the partnership already established between Franklin and Patrick counties who are preparing for NG 9-1-1 operations.

SHARED SERVICES (if applicable)

The relationship of the project to the participating PSAPs:
Franklin and Patrick counties have existing MOU in place for partnership. This partnership will continue with the purchase of new CHE.

Intended collaborative efforts:

Franklin and Patrick counties will continue to work together in all areas. Currently both localities are working on implementing TXT2911.



Resource sharing:

Franklin and Patrick counties offer “back-up” resources for each office.

How does the project impact the operational or strategic plans of the participating agencies:

N/A

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

Franklin and Patrick counties have a large current investment in the existing Intrado Viper CHE system. This system has been used for many years, but the hardware/software has reached the end of risk free usability.

The intent is to upgrade the hardware and Operating System. The plan includes an update to current 911 CHE licensing to utilize future NG911 technologies as needed.

This grant request is to replace the existing CHE equipment that is technically outdated, the software is Non-Vendor Supported and due to equipment age is in danger of being out of service.



**PROJECT TIMELINE FOR
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the estimated completion date. Sample activities for each phase are included.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input type="checkbox"/> INITIATION (Project approved by appropriate stakeholders) Sample activities: 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, and budgetary estimates are obtained	07 / 01 / 17
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed) Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	07 / 01 / 17
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured) Sample activities: RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained	08 / 31 / 17
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) Sample activities: purchased components are delivered and installed and training is performed	10 / 31 / 17
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production) Sample activities: performance of system/solution is validated and system/solution goes "live"	12 / 31 / 17



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.

Please see attached budgetary quote from CHE provider.

EVALUATION

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

The system will be evaluated by the vendor meeting our statement of work and the system handling and routing emergency calls correctly. This includes transferring/accepting calls outside our jurisdictional boundaries. This also includes proper handling of TXT2911 calls for service.



CONSOLIDATION (Primary or Secondary) - (complete only if applicable)

How would a consolidation take place and provide improved service:

N/A

How should it be organized and staffed:

N/A

What services should it perform:

N/A



How should policies be made and changed:

N/A

How should it be funded:

N/A

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

N/A



W.Q. "Bill" Overton
Sheriff

Office of the Sheriff

County of Franklin
70 East Court Street
Rocky Mount, Virginia 24151

MUTUAL AID AGREEMENT

This agreement is between Franklin County Sheriff's Department 9 1 1 Emergency Operations Center and the Patrick County Sheriff's Department 9 1 1 Communications Center.

Franklin County 9 1 1 EOC agrees to accept 9 1 1 calls from Patrick County 9 1 1 in the event they have to abandon their center to relocate to an alternate site.

Patrick County 9 1 1 agrees to accept 9 1 1 calls from Franklin County 9 1 1 EOC in the event they have to abandon their center to relocate to an alternate site.

Both entities agree to record calls, either written or verbal, to each location and forward call information to each location so they may follow-up on any complaints received. It is agreed that each location will notify each other as soon as their alternate site is manned and running and will contact Intrado to discontinue the abandonment plan and return to sending calls to the abandoned center.

Both parties to this agreement hereby agree to hold the other harmless and to indemnify the other as to any claims made, including attorney fees unless the claims result from gross negligence of either party to this agreement.

DATE: February 21, 2012

W. Q. Overton, Jr. Sheriff
W. Q. Overton, Jr.

C. W. Thomas Communications Officer Supervisor
C. W. Thomas

Franklin County Sheriff's Department

DATE: 3-20-12

Daniel M. Smith Sheriff
Daniel M. Smith

Mickie Martin 9 1 1 Coordinator
Mickie Martin

Patrick County Sheriff's Department

W. Q. "Bill" Overton, Jr.
Sheriff



Tel: (540) 483-6626
Fax: (540) 483-7757

Office of the Sheriff County of Franklin

To Whom it May Concern,

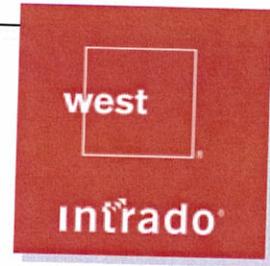
It is the intent of the Franklin County Sheriff's Office 9-1-1 Center and the Patrick County Sheriff's 9-1-1 Center to continue to partner with each other and in continuing the Mutual Aid Agreement between each center as we move forward together to replace our existing CHE located in each center.

C.W. Thomas 9/10/2015

C.W. Thomas 9-1-1 Director Franklin County Sheriff's Department

Mickie Martin 9-16-15

Mickie Martin 9-1-1 Coordinator Patrick County Sheriff's Department



System Upgrade

for

Franklin County, VA

(Houston Galveston Area Council)

Quote Number: 6525

Version: 1

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.

Sites Summary

Item	Cost
VIPER	
A9-1-1 Connect	\$34,557.70
Power 911	\$39,528.90
Power MIS	\$0.00
ePrinter	\$0.00
IWS Hardware	\$0.00
Professional Services	\$34,382.15
	\$46,350.00
<hr/>	
Total:	\$154,818.75

Sites Maintenance Summary

Item	Cost
<u>Software Subscription</u>	
Annual Software Subscription	\$9,300.00
Prepaid Software Subscription	\$65,100.00
<u>Software Protection and Remote Tech Support</u>	
Annual Software Protection	\$3,720.00
Prepaid Software Protection	\$22,320.00
<u>On-Site Maintenance</u>	
Annual On-Site Maintenance	\$18,600.00
Prepaid On-Site Maintenance	\$130,200.00
<u>Hardware Protection</u>	
Annual Hardware Protection	\$2,480.00
Prepaid Hardware Protection	\$14,880.00

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Summary - Franklin Host

Item	Cost
VIPER	\$29,377.70
A9-1-1 Connect	\$29,178.90
Power 911	\$0.00
Power MIS	\$0.00
ePrinter	\$0.00
IWS Hardware	\$27,146.15
Professional Services	\$34,400.00
Total:	\$120,102.75

Maintenance Summary

Item	Cost
<u>Software Subscription</u>	
Annual Software Subscription	\$9,000.00
Prepaid Software Subscription	\$63,000.00
<u>Software Protection and Remote Tech Support</u>	
Annual Software Protection	\$3,600.00
Prepaid Software Protection	\$21,600.00
<u>On-Site Maintenance</u>	
Annual On-Site Maintenance	\$18,000.00
Prepaid On-Site Maintenance	\$126,000.00
<u>Hardware Protection</u>	
Annual Hardware Protection	\$2,400.00
Prepaid Hardware Protection	\$14,400.00

Configuration Parameters - Franklin Host

VIPER

How many total E9-1-1 CAMA Trunks are required?	0
Total Number of FXO Lines	Up to 8
SIP Ingress	Included
UPS for VIPER?	Not Included
Is ECCP required?	Not Included
Is Power Monitor required?	0
Is VIPER ACD required?	0

Answering Positions

How many positions are there in the system?	6
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Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Not Included
Data Transfer to Remote FAX Machines (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
UPS on Servers	Not Included
IWS Programmable Keypads	Not Included

Power MIS and ePrinter

Ad-hoc reporting required?	Not Included
Is Power MIS Required?	Included
ePrinter required?	Included

Miscellaneous

Is this Site covered by Software Subscription?	Yes
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GIS

Is GIS validation required?	Not Included
Editing Software required?	Not Included

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1	\$20,100.00	\$20,100.00	\$20,100.00
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
912819/24	Cisco 3750 24 port switch	2	\$3,445.00	\$3,445.00	\$6,890.00
912920/U	ECCP Workstation License Upgrade	6	\$497.50	\$0.00	\$0.00
912800	VIPER Gateway Shelf	1	\$990.00	\$623.70	\$623.70
912811/U	Application Server Access License Upgrade	7	\$497.50	\$0.00	\$0.00
912812/U	PBX Access License Upgrade	6	\$322.50	\$0.00	\$0.00
912814	Admin Interface Module (AIM)	2	\$1,400.00	\$882.00	\$1,764.00
911SIP/U	9-1-1 Ingress via SIP - Lic per pos Upgrade	6	\$247.50	\$0.00	\$0.00
				Subtotal	\$29,377.70
A9-1-1 Connect					
911509	A9-1-1 Call Handling Accessories	6	\$530.00	\$333.90	\$2,003.40
911553	A9C HDT (Headset I/F) Module	6	\$530.00	\$333.90	\$2,003.40
911554	A9C MTI (Misc Tel I/F) Module	6	\$775.00	\$488.25	\$2,929.50
911555	A9C TPR (Third-Party Radio I/F) Module	6	\$875.00	\$551.25	\$3,307.50
911501	A9C Desk Mounting Kit	6	\$195.00	\$122.85	\$737.10
911510-1	A9C Bundle - Dual Core	6	\$3,500.00	\$2,205.00	\$13,230.00
914121/1	IWS Workstation - SW and Configuration	6	\$273.00	\$273.00	\$1,638.00
P10097	23" LED Backlit Monitor	6	\$420.00	\$420.00	\$2,520.00
914600/3	IWS Ext Programmable Keypad - 24 Buttons	6	\$135.00	\$135.00	\$810.00
				Subtotal	\$29,178.90
Power 911					
913100/U	Power 911 Client Access License Upgrade	6	\$4,997.50	\$0.00	\$0.00
913152/U	Power 911 ITRR Upgrade	6	\$300.00	\$0.00	\$0.00
913202/U	Power 911 Server Access License Upgrade	6	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00
				Subtotal	\$0.00

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Power MIS

920100/CD	Power MIS	1	\$100.00	\$0.00	\$0.00
920100/U	Power MIS Software, Server Software License (SSL) Upgrade	1	\$463.50	\$0.00	\$0.00
920101/U	Power MIS Concurrent Client Access License (CCAL) Upgrade	1	\$202.00	\$0.00	\$0.00
920102/U	Power MIS Data Access License Upgrade	6	\$424.00	\$0.00	\$0.00
				Subtotal	\$0.00

ePrinter

917310/U	ePrinter Software Upgrade	1	\$800.00	\$0.00	\$0.00
				Subtotal	\$0.00

Power 911 Hardware

914960	IWS Server RACK Bundle - Type A	1	\$5,415.00	\$5,415.00	\$5,415.00
914957	Rocket Port Express Quadcable DB9, PCIe Card	1	\$365.00	\$365.00	\$365.00
				Subtotal	\$5,780.00

Power MIS Hardware

914960	IWS Server RACK Bundle - Type A	1	\$5,415.00	\$5,415.00	\$5,415.00
914422	Additional Backup Executive SQL Agent	1	\$861.15	\$861.15	\$861.15
914957	Rocket Port Express Quadcable DB9, PCIe Card	1	\$365.00	\$365.00	\$365.00
				Subtotal	\$6,641.15

ePrinter Hardware

914102/EP	E-Printer Desktop	1	\$1,715.00	\$1,715.00	\$1,715.00
P10097	23" LED Backlit Monitor	1	\$420.00	\$420.00	\$420.00
				Subtotal	\$2,135.00

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	1	\$3,400.00	\$3,400.00	\$3,400.00
				Subtotal	\$5,200.00

Peripheral Hardware

915109/P	Alarm Panel (Includes Power Supply)	1	\$990.00	\$990.00	\$990.00
600150	Punch Blocks	2	\$150.00	\$150.00	\$300.00
207-990000-046	25 Pair Amphenol Cable	2	\$150.00	\$150.00	\$300.00
960103	Network Cabling	13	\$250.00	\$250.00	\$3,250.00
914840/1	Modem DSU/CSU (Digital)- 2 units	1	\$2,550.00	\$2,550.00	\$2,550.00
				Subtotal	\$7,390.00

Staging

950852	Front Room Equipment Staging - Per Position	6	\$250.00	\$250.00	\$1,500.00
950853	Back Room Equipment Staging - Per Cabinet	1	\$1,750.00	\$1,750.00	\$1,750.00
				Subtotal	\$3,250.00

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
				Subtotal	\$3,350.00

Refresher Training

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
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
				Subtotal	\$6,750.00

Project Management

950510	Project Management Services	1	\$0.00	\$18,100.00	\$18,100.00
				Subtotal	\$18,100.00

CCS Training

P10087	CCS Training	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	1	\$200.00	\$200.00	\$200.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				Subtotal	\$2,950.00

Total **\$120,102.75**

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Maintenance Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Software Subscription					
Annual Software Subscription					
950999/SUB1	Software Subscription Service - 1 Year/Position	6	\$1,500.00	\$1,500.00	\$9,000.00
Subtotal					\$9,000.00
Prepaid Software Subscription					
950999/SUB1	Software Subscription Service - 1 Year/Position	42	\$1,500.00	\$1,500.00	\$63,000.00
Subtotal					\$63,000.00
Software Protection and Remote Tech Support					
Annual Software Protection					
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	6	\$600.00	\$600.00	\$3,600.00
Subtotal					\$3,600.00
Prepaid Software Protection					
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	36	\$600.00	\$600.00	\$21,600.00
Subtotal					\$21,600.00
On-Site Maintenance					
Annual On-Site Maintenance					
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	6	\$3,000.00	\$3,000.00	\$18,000.00
Subtotal					\$18,000.00
Prepaid On-Site Maintenance					
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	42	\$3,000.00	\$3,000.00	\$126,000.00
Subtotal					\$126,000.00

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Hardware Protection					
Annual Hardware Protection					
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	6	\$400.00	\$400.00	\$2,400.00
				Subtotal	\$2,400.00
Prepaid Hardware Protection					
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	36	\$400.00	\$400.00	\$14,400.00
				Subtotal	\$14,400.00

Optional Items and Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Antivirus					
914143	Symantec End Point Protection Manager (EPM)	13	\$63.00	\$63.00	\$819.00
				Subtotal	\$819.00
Critical Spares					
912800	VIPER Gateway Shelf	1	\$990.00	\$623.70	\$623.70
912802/1	VIPER Primary Application Server	1	\$3,650.00	\$3,650.00	\$3,650.00
912813	48V Power Supply and Shelf - VIPER System	1	\$995.00	\$995.00	\$995.00
912814	Admin Interface Module (AIM)	1	\$1,400.00	\$882.00	\$882.00
912819/24	Cisco 3750 24 port switch	1	\$3,445.00	\$3,445.00	\$3,445.00
911509	A9-1-1 Call Handling Accessories	1	\$530.00	\$333.90	\$333.90
911510-1	A9C Bundle - Dual Core	1	\$3,500.00	\$2,205.00	\$2,205.00
911553	A9C HDT (Headset I/F) Module	1	\$530.00	\$333.90	\$333.90
911554	A9C MTI (Misc Tel I/F) Module	1	\$775.00	\$488.25	\$488.25
911555	A9C TPR (Third-Party Radio I/F) Module	1	\$875.00	\$551.25	\$551.25
914121/1	IWS Workstation - Software and Configuration	1	\$273.00	\$273.00	\$273.00
				Subtotal	\$13,781.00

Summary - Franklin Remote

Item	Cost
VIPER	\$5,180.00
A9-1-1 Connect	\$10,350.00
Power 911	\$0.00
Power MIS	\$0.00
IWS Hardware	\$7,236.00
Professional Services	\$11,950.00
Total:	\$34,716.00

Maintenance Summary

Item	Cost
<u>Software Subscription</u>	
Annual Software Subscription	\$300.00
Prepaid Software Subscription	\$2,100.00
<u>Software Protection and Remote Tech Support</u>	
Annual Software Protection	\$120.00
Prepaid Software Protection	\$720.00
<u>On-Site Maintenance</u>	
Annual On-Site Maintenance	\$600.00
Prepaid On-Site Maintenance	\$4,200.00
<u>Hardware Protection</u>	
Annual Hardware Protection	\$80.00
Prepaid Hardware Protection	\$480.00

Configuration Parameters - Franklin Remote

VIPER

How many total E9-1-1 CAMA Trunks are required?	0
Total Number of FXO Lines	0
Total Number of ISDN-PRI channels (T1)	0
UPS for VIPER?	Not Included
Is ECCP required?	Not Included
Is Power Monitor required?	0
Is VIPER ACD required?	0

Answering Positions

How many positions are there in the system?	2
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Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Not Included
Data Transfer to Remote FAX Machines (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
UPS on Servers	Not Included
IWS Programmable Keypads	Not Included

Power MIS and ePrinter

Ad-hoc reporting required?	Not Included
Is Power MIS Required?	Included
ePrinter required?	Not Included

Miscellaneous

Is this Site covered by Software Subscription?	Yes
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GIS

Is GIS validation required?	Not Included
Editing Software required?	Not Included

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
912816	Cisco 2960-S 24 port switch	2	\$2,590.00	\$2,590.00	\$5,180.00
912811/U	Application Server Access License Upgrade	3	\$497.50	\$0.00	\$0.00
912812/U	PBX Access License Upgrade	2	\$322.50	\$0.00	\$0.00
911SIP/U	9-1-1 Ingress via SIP - Lic per pos Upgrade	2	\$247.50	\$0.00	\$0.00
				Subtotal	\$5,180.00
A9-1-1 Connect					
911509	A9-1-1 Call Handling Accessories	2	\$530.00	\$333.90	\$667.80
911553	A9C HDT (Headset I/F) Module	2	\$530.00	\$333.90	\$667.80
911554	A9C MTI (Misc Tel I/F) Module	2	\$775.00	\$488.25	\$976.50
911555	A9C TPR (Third-Party Radio I/F) Module	2	\$875.00	\$551.25	\$1,102.50
911501	A9C Desk Mounting Kit	2	\$195.00	\$122.85	\$245.70
911595	A9-1-1 Call Handling Accessories for CCI	2	\$495.00	\$311.85	\$623.70
911510-1	A9C Bundle - Dual Core	2	\$3,500.00	\$2,205.00	\$4,410.00
914121/1	IWS Workstation - SW and Configuration	2	\$273.00	\$273.00	\$546.00
P10097	23" LED Backlit Monitor	2	\$420.00	\$420.00	\$840.00
914600/3	IWS Ext Programmable Keypad - 24 Buttons	2	\$135.00	\$135.00	\$270.00
				Subtotal	\$10,350.00
Power 911					
913100/BAK/U	Power 911 Backup License Upgrade	2	\$499.50	\$0.00	\$0.00
913152/U	Power 911 ITRR Upgrade	2	\$300.00	\$0.00	\$0.00
913202/U	Power 911 Server Access License UG	2	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00
				Subtotal	\$0.00
Power MIS					
920100/CD	Power MIS	1	\$100.00	\$0.00	\$0.00
920101/U	Power MIS Concurrent Client Access License (CCAL) Upgrade	1	\$202.00	\$0.00	\$0.00
920102/U	Power MIS Data Access License Upgrade	2	\$424.00	\$0.00	\$0.00
				Subtotal	\$0.00

Object Server Hardware

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
914957	Rocket Port Express Quadcable DB9, PCIe Card	1	\$365.00	\$365.00	\$365.00
				Subtotal	\$4,436.00

Common Hardware

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$1,800.00	\$1,800.00	\$1,800.00
				Subtotal	\$1,800.00

Peripheral Hardware

960103	Network Cabling	4	\$250.00	\$250.00	\$1,000.00
				Subtotal	\$1,000.00

Staging

950852	Front Room Equipment Staging - Per Position	2	\$250.00	\$250.00	\$500.00
				Subtotal	\$500.00

Project Survey

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
				Subtotal	\$1,700.00

Project Management

950510	Project Management Services	1	\$0.00	\$9,750.00	\$9,750.00
				Subtotal	\$9,750.00

Total **\$34,716.00**

Maintenance Services

Model#	Description	Qty	List Price	Selling Price	Total Price	
Software Subscription						
Annual Software Subscription						
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position	2	\$150.00	\$150.00	\$300.00	
					Subtotal	\$300.00
Prepaid Software Subscription						
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position	14	\$150.00	\$150.00	\$2,100.00	
					Subtotal	\$2,100.00
Software Protection and Remote Tech Support						
Annual Software Protection						
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos	2	\$60.00	\$60.00	\$120.00	
					Subtotal	\$120.00
Prepaid Software Protection						
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos	12	\$60.00	\$60.00	\$720.00	
					Subtotal	\$720.00
On-Site Maintenance						
Annual On-Site Maintenance						
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position	2	\$300.00	\$300.00	\$600.00	
					Subtotal	\$600.00
Prepaid On-Site Maintenance						
950999/ONS1-1-BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position	14	\$300.00	\$300.00	\$4,200.00	
					Subtotal	\$4,200.00

Hardware Protection

Annual Hardware Protection						
950999/HPSA1-B U	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position	2	\$40.00	\$40.00	\$80.00	
					Subtotal	\$80.00
Prepaid Hardware Protection						
950999/HPSA1-B U	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position	12	\$40.00	\$40.00	\$480.00	
					Subtotal	\$480.00

Optional Items and Services

Model#	Description	Qty	List Price	Selling Price	Total Price	
Antivirus						
914143	Symantec End Point Protection Manager (EPM)	3	\$63.00	\$63.00	\$189.00	
					Subtotal	\$189.00

Notes

- 1 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).
- Multicast traffic must not pass between separate discrete VIPER systems
- A Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

-
- 2 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.
-

3 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.

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

-
- 4 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. 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.
-

- 5 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.

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.

- 6 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."

This service complements the application Software Evergreen program and provides the customer with the option of getting updates for the Operating Systems and SQL Database products without the need to purchase new licenses. This service is only available in a 1-year plan, and must be purchased together with the O/S software. The service does not include implementation, installation or testing and corrections of the updated software. The customer shall acknowledge his responsibility for adequate testing of each O/S update/upgrade prior deployment in a live production environment.

- 7 The 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

- 8 All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply.

Unless otherwise stated in this quotation, Installation, Training, Project Management, and Maintenance services have not been included for optional modules. Once the customer has finalized their

configuration, a revised quotation will be provided with equipment and services costs revised as necessary.

Terms

SUBMIT P.O ordermanagement@intrado.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid until **120 Days**. 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.

Revision History

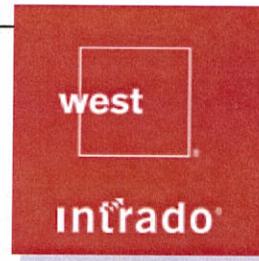
Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE		July 31,2015

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6525 v1- Franklin County, VA



System Upgrade

for

Patrick County, VA

(Houston Galveston Area Council)

Quote Number: 6524

Version: 1

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 - Patrick County

Item	Cost
VIPER	\$29,377.70
A9-1-1 Connect	\$21,341.20
Power 911	\$0.00
Power MIS	\$0.00
ePrinter	\$0.00
IWS Hardware	\$25,997.15
Professional Services	\$35,700.00
Total:	\$112,416.05

Maintenance Summary

Item	Cost
<u>Software Subscription</u>	
Annual Software Subscription	\$6,000.00
Prepaid Software Subscription	\$42,000.00
<u>Software Protection and Remote Tech Support</u>	
Annual Software Protection	\$2,400.00
Prepaid Software Protection	\$14,400.00
<u>On-Site Maintenance</u>	
Annual On-Site Maintenance	\$12,000.00
Prepaid On-Site Maintenance	\$84,000.00
<u>Hardware Protection</u>	
Annual Hardware Protection	\$1,600.00
Prepaid Hardware Protection	\$9,600.00

Configuration Parameters - Patrick County

VIPER

How many total E9-1-1 CAMA Trunks are required?	0
Total Number of FXO Lines	Up to 8
SIP Ingress	Included
UPS for VIPER?	Not Included
Is ECCP required?	Not Included
Is Power Monitor required?	0
Is VIPER ACD required?	0

Answering Positions

How many positions are there in the system?	4
---	---

Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Not Included
Data Transfer to Remote FAX Machines (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
UPS on Servers	Not Included
IWS Programmable Keypads	Not Included

Power MIS and ePrinter

Ad-hoc reporting required?	Not Included
Is Power MIS Required?	Included
ePrinter required?	Included

Miscellaneous

Is this Site covered by Software Subscription?	Yes
--	-----

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1	\$20,100.00	\$20,100.00	\$20,100.00
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
912819/24	Cisco 3750 24 port switch	2	\$3,445.00	\$3,445.00	\$6,890.00
912800	VIPER Gateway Shelf	1	\$990.00	\$623.70	\$623.70
912811/U	Application Server Position Access License Upgrade	5	\$497.50	\$0.00	\$0.00
912812/U	PBX Access License Upgrade	4	\$322.50	\$0.00	\$0.00
912814	Admin Interface Module (AIM)	2	\$1,400.00	\$882.00	\$1,764.00
911SIP/U	9-1-1 Ingress via SIP - License per position Upgrade	4	\$247.50	\$0.00	\$0.00
				Subtotal	\$29,377.70
A9-1-1 Connect					
911509	A9-1-1 Call Handling Accessories	4	\$530.00	\$333.90	\$1,335.60
911553	A9C HDT (Headset I/F) Module	4	\$530.00	\$333.90	\$1,335.60
911554	A9C MTI (Misc Tel I/F) Module	4	\$775.00	\$488.25	\$1,953.00
911555	A9C TPR (Third-Party Radio I/F) Module	4	\$875.00	\$551.25	\$2,205.00
911510-1	A9C Bundle - Dual Core	4	\$3,500.00	\$2,205.00	\$8,820.00
914121/1	IWS Workstation - Software and Configuration	4	\$273.00	\$273.00	\$1,092.00
P10083	19" Touchscreen Monitor	4	\$1,015.00	\$1,015.00	\$4,060.00
914600/3	IWS External Programmable Keypad - 24 Buttons	4	\$135.00	\$135.00	\$540.00
				Subtotal	\$21,341.20
Power 911					
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	4	\$300.00	\$0.00	\$0.00
913202/U	Power 911 Server Access License Upgrade	4	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00
				Subtotal	\$0.00

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Power MIS

920100/CD	Power MIS	1	\$100.00	\$0.00	\$0.00
920100/U	Power MIS Software, Server Software License (SSL) Upgrade	1	\$463.50	\$0.00	\$0.00
920101/U	Power MIS Concurrent Client Access License (CCAL) Upgrade	1	\$202.00	\$0.00	\$0.00
920102/U	Power MIS Data Access License Upgrade	4	\$424.00	\$0.00	\$0.00
				Subtotal	\$0.00

ePrinter

917310/U	ePrinter Software Upgrade	1	\$800.00	\$0.00	\$0.00
				Subtotal	\$0.00

Power 911 Hardware

914960	IWS Server RACK Bundle - Type A	1	\$5,415.00	\$5,415.00	\$5,415.00
914957	Rocket Port Express Quadcable DB9, PCIe Card	1	\$365.00	\$365.00	\$365.00
				Subtotal	\$5,780.00

Power MIS Hardware

914960	IWS Server RACK Bundle - Type A	1	\$5,415.00	\$5,415.00	\$5,415.00
914422	Additional Backup Executive SQL Agent	1	\$861.15	\$861.15	\$861.15
914957	Rocket Port Express Quadcable DB9, PCIe Card	1	\$365.00	\$365.00	\$365.00
				Subtotal	\$6,641.15

ePrinter Hardware

914102/EP	E-Printer Desktop	1	\$1,715.00	\$1,715.00	\$1,715.00
P10096	20" LED Backlit Monitor	1	\$271.00	\$271.00	\$271.00
				Subtotal	\$1,986.00

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
				Subtotal	\$5,200.00

Peripheral Hardware

915109/P	Alarm Panel (Includes Power Supply)	1	\$990.00	\$990.00	\$990.00
600150	Punch Blocks	2	\$150.00	\$150.00	\$300.00
207-990000-046	25 Pair Amphenol Cable	2	\$150.00	\$150.00	\$300.00
960103	Network Cabling	9	\$250.00	\$250.00	\$2,250.00
914840/1	Modem DSU/CSU (Digital)- 2 units	1	\$2,550.00	\$2,550.00	\$2,550.00
				Subtotal	\$6,390.00

Staging

950852	Front Room Equipment Staging - Per Position	4	\$250.00	\$250.00	\$1,000.00
950853	Back Room Equipment Staging - Per Cabinet	1	\$1,750.00	\$1,750.00	\$1,750.00
				Subtotal	\$2,750.00

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
				Subtotal	\$3,350.00

Installation

950104	Intrado Professional Services (per Day)	6	\$1,500.00	\$1,500.00	\$9,000.00
960575	Living Expense per Day per Person	8	\$200.00	\$200.00	\$1,600.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				Subtotal	\$11,850.00

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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	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	4	\$200.00	\$200.00	\$800.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				Subtotal	\$5,050.00

Project Management

950510	Project Management Services	1	\$0.00	\$9,750.00	\$9,750.00
				Subtotal	\$9,750.00

CCS Training

P10087	CCS Training	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	1	\$200.00	\$200.00	\$200.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				Subtotal	\$2,950.00

Total **\$112,416.05**

Maintenance Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Software Subscription					
Annual Software Subscription					
950999/SUB1	Software Subscription Service - 1 Year/Position	4	\$1,500.00	\$1,500.00	\$6,000.00
Subtotal					\$6,000.00
Prepaid Software Subscription					
950999/SUB1	Software Subscription Service - 1 Year/Position	28	\$1,500.00	\$1,500.00	\$42,000.00
Subtotal					\$42,000.00
Software Protection and Remote Tech Support					
Annual Software Protection					
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	4	\$600.00	\$600.00	\$2,400.00
Subtotal					\$2,400.00
Prepaid Software Protection					
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	24	\$600.00	\$600.00	\$14,400.00
Subtotal					\$14,400.00
On-Site Maintenance					
Annual On-Site Maintenance					
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	4	\$3,000.00	\$3,000.00	\$12,000.00
Subtotal					\$12,000.00
Prepaid On-Site Maintenance					
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	28	\$3,000.00	\$3,000.00	\$84,000.00
Subtotal					\$84,000.00

Hardware Protection

Annual Hardware Protection					
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	4	\$400.00	\$400.00	\$1,600.00
				Subtotal	\$1,600.00
Prepaid Hardware Protection					
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	24	\$400.00	\$400.00	\$9,600.00
				Subtotal	\$9,600.00

Optional Items and Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Antivirus					
914143	Symantec End Point Protection Manager (EPM)	11	\$63.00	\$63.00	\$693.00
				Subtotal	\$693.00
Critical Spares					
912800	VIPER Gateway Shelf	1	\$990.00	\$623.70	\$623.70
912802/1	VIPER Primary Application Server	1	\$3,650.00	\$3,650.00	\$3,650.00
912813	48V Power Supply and Shelf - VIPER System	1	\$995.00	\$995.00	\$995.00
912814	Admin Interface Module (AIM)	1	\$1,400.00	\$882.00	\$882.00
912819/24	Cisco 3750 24 port switch	1	\$3,445.00	\$3,445.00	\$3,445.00
911509	A9-1-1 Call Handling Accessories	1	\$530.00	\$333.90	\$333.90
911510-1	A9C Bundle - Dual Core	1	\$3,500.00	\$2,205.00	\$2,205.00
911553	A9C HDT (Headset I/F) Module	1	\$530.00	\$333.90	\$333.90
911554	A9C MTI (Misc Tel I/F) Module	1	\$775.00	\$488.25	\$488.25
911555	A9C TPR (Third-Party Radio I/F) Module	1	\$875.00	\$551.25	\$551.25
914121/1	IWS Workstation - Software and Configuration	1	\$273.00	\$273.00	\$273.00
				Subtotal	\$13,781.00

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Notes

- 1 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.
-

- 2 **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.

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

- 3 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. 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.
-
- 4 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.

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.

- 5 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."

This service complements the application Software Evergreen program and provides the customer with the option of getting updates for the Operating Systems and SQL Database products without the need to purchase new licenses. This service is only available in a 1-year plan, and must be purchased together with the O/S software. The service does not include implementation, installation or testing and corrections of the updated software. The customer shall acknowledge his responsibility for adequate testing of each O/S update/upgrade prior deployment in a live production environment.

- 6 The 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

- 7 All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply.

Unless otherwise stated in this quotation, Installation, Training, Project Management, and Maintenance services have not been included for optional modules. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary.

Terms

SUBMIT P.O ordermanagement@intrado.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid until **120 Days**. 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.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE		August 26,2015

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Support for Windows XP ended April 8th, 2014

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What is end of support?

After 12 years, support for Windows XP ended April 8, 2014. There will be no more security updates or technical support for the Windows XP operating system. It is very important that customers and partners migrate to a modern operating system such as Windows 8.1. Customers moving to a

What does this mean?

It means you should take action. After April 8, 2014, Microsoft will no longer provide security updates or technical support for Windows XP. Security updates patch vulnerabilities that may be exploited by malware and help keep users and their data safer. PCs running Windows XP after April 8,

modern operating system will benefit from dramatically enhanced security, broad device choice for a mobile workforce, higher user productivity, and a lower total cost of ownership through improved management capabilities.

Support for **Office 2003** also ended on April 8, 2014.

Support for **Office 2003** also ended on April 8, 2014.

2014, should not be considered to be protected, and it is important that you migrate to a current supported operating system – such as Windows 8.1 – so you can receive regular security updates to protect their computer from malicious attacks.

Read the **Windows lifecycle fact sheet** to learn more.

Read the **Windows lifecycle fact sheet** to learn more.

How do I migrate off Windows XP?

Enterprise Customers:

Microsoft offers large organizations (500+ employees) in-depth technical resources, tools, and expert guidance

Small to Medium Business:

There are many options for **small and medium businesses** considering moving to a modern PC with the

to ease the deployment and management of Windows, Office and Internet Explorer products and technologies. Learn more about migration and deployment programs by contacting your Microsoft sales representative, **Microsoft Services** or your **Certified Microsoft Partner**. Learn how to pilot and deploy a modern desktop yourself by visiting the **Springboard Series for Windows 8.1**.

latest productivity and collaboration tools. Small to mid-size organizations (<500 employees) should locate a Microsoft Certified Partner to understand the best options to meet their business needs. If your current PC meets the system requirements **for Windows 7** or **Windows 8.1**, you can buy Windows 7 Professional or Windows 8.1 Pro from a **local retailer** or **Microsoft Certified Partner**. If your PC does not meet system requirements, consider purchasing a new business PC with Windows 8.1 Pro.

Home PC Users:

To stay protected after support ends, you have some options. The first option is to **upgrade your current PC**. Very few older computers will be able to run Windows 8.1, which is the latest version of Windows. We recommend that you download and run the **Windows Upgrade Assistant** to check if your PC meets the **system requirements** for Windows 8.1 and then follow the steps in the tutorial to upgrade if your PC is able. For more detailed information, **read the FAQ**. You can also **purchase a new PC**. If your current PC can't run Windows 8.1, it

might be time to consider shopping for a new one. Be sure to **explore our great selection of new PCs**. They're more powerful, light weight, and stylish than ever before—and with an average price that's considerably less expensive than the average PC was 10 years ago.

Potential risks of staying with Windows XP

Running Windows XP SP3 in your environment after April 8, 2014 may expose you to potential risks, such as:

Security:

Without critical Windows XP security updates, your PC may become vulnerable to harmful viruses, spyware, and other malicious software which can steal or damage

Compliance:

Businesses that are governed by regulatory obligations such as HIPAA may find that they are no longer able to satisfy compliance requirements. More information on HHS's view on

your business data and information. Anti-virus software will also not be able to fully protect you once Windows XP itself is unsupported.

the security requirements for information systems that contain electronic protected health information (e-PHI) can be found here ([HHS HIPAA FAQ - Security Rule](#)).

Lack of Independent Software Vendor (ISV) Support:

Many software vendors will no longer support their products running on Windows XP as they are unable to receive Windows XP updates. For example, the new Office takes advantage of the modern Windows and will not run on Windows XP.

Hardware Manufacturer support:

Most PC hardware manufacturers will stop supporting Windows XP on existing and new hardware. This will also mean that drivers required to run Windows XP on new hardware may not be available.

Frequently Asked Questions

Can Windows XP still Can Windows XP

be activated after April 8, 2014?

Windows XP can still be installed and activated after end of support. Computers running Windows XP will still work but they won't receive any Microsoft Updates or be able to leverage technical support. Activations will still be required for retail installations of Windows XP after this date as well.

Will MED-V be supported after April 8, 2014?

Windows XP used with **MED-V** follows the same support cycle as Windows XP, support ends April 8th, 2014.

Will Microsoft's

Mode in Windows 7 still be used in Windows XP?

Windows XP Mode follows the same support lifecycle as Windows XP, extended support will end April 8, 2014.

Will Microsoft Security Essentials be supported after April 8, 2014?

Microsoft Security Essentials will not be available for download on Windows XP after April 8, 2014. If you already have Microsoft Security Essentials installed, you will continue to receive anti-malware signature updates through July 14, 2015. However, please note that PCs running Windows XP after April 8, 2014 should not be considered protected.

Will System

Malicious Software Removal Tool be supported after April 8, 2014?

Microsoft's Malicious Software Removal Tool is aligned with the company's anti-malware engines and signatures, and as such the removal tool will continue to be provided for Windows XP through July 14, 2015. However, any PC running Windows XP after April 8, 2014 should not be considered protected as there will be no security updates for the Windows XP operating system.

What about Windows XP Embedded?

See the **Windows Embedded product lifecycle page** and **Microsoft Support** for more information on Windows XP Embedded lifecycles.

Will Internet Explorer 8 still be supported on Windows XP?

Center, Microsoft Intune, and Microsoft Deployment Toolkit still support Windows XP?

While customers may continue to use System Center, Microsoft Intune, and the Microsoft Deployment Toolkit to manage and deploy Windows XP past April 8, 2014, those products will no longer support Windows XP, and any technical issues which may arise will not be addressed.

Will existing updates still be available via Windows Update after April 8, 2014?

Yes, all existing Windows XP updates and fixes will still be available via Windows Update and WSUS.

Which machines will receive the Windows XP End of Support

As a component of Windows, Internet Explorer follows the support lifecycle of the Windows operating system on which it is installed on. More information is available at **Microsoft Support**.

notification?

The notification will be sent to users of Windows XP Home and Windows XP Professional who have elected to receive updates via Windows Update. Users in organizations using Windows Server Update Services (WSUS), System Center Configuration Manager, or Microsoft Intune will not receive the Windows XP end of support notification.

Additional resources

Jumpstart your Windows XP Enterprise migration with Microsoft Services
Download the free Microsoft Deployment Toolkit

Visit the Springboard series on TechNet for additional technical guidance
Ask a question: Windows XP IT Pro forum

Learn more about Windows 8.1 deployment

Learn more about Windows 7 deployment

Learn about the Microsoft device buyback program

How much could you save with Office 365?

Join the Windows Insider Program

Try Windows today

How to buy

Contact Microsoft

Contact a Windows solution provider

Learn about volume licensing

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Locate a Microsoft store

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Yes Somewhat No

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