



FY17

PSAP GRANT PROGRAM APPLICATION





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

[CHE Replacement](#)

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Mathews County

CONTACT TITLE: Communications Supervisor

CONTACT FIRST NAME: Christian

CONTACT LAST NAME: Foster

ADDRESS 1: PO Box 190

ADDRESS 2: 11062 Buckley Hall Rd

CITY: Mathews

ZIP CODE: 23109

CONTACT EMAIL: cfoster@co.mathews.va.us

CONTACT PHONE NUMBER: 804-725-2174

CONTACT MOBILE NUMBER: 804-824-3276

CONTACT FAX NUMBER: 804-725-5982

REGIONAL COORDINATOR: Lyle Hornbaker

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

GRANT TYPE

Individual PSAP

Shared Services



TIER

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- Technically Outdated*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

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: Airbus DS VESTA Pallas /Nortel BCM 400
YEARS of HARDWARE/SOFTWARE: 5

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT
If "Other" selected, please specify: 2T

FINANCIAL DATA

Amount Requested: \$ 150,000.00
Total Project Cost: \$ 185,596 – with all options

STATEMENT OF NEED



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 911 Center is in need of upgrading our existing CHE system that is technically outdated and has reached its end of service life. Our existing CHE system is the Airbus DS Communications VESTA PALLAS and has been in service since 2005 and hardware refreshed in 2011. The PALLAS existing XP Operating system is no longer supported by Microsoft and our existing Airbus DS support contract expires in 2016. If awarded this grant through the FY'17 grant process, the CHE system will have been in operation over five years, which is stretching the life of 911 workstation computers and servers in operation 24/7/365. Without immediate replacement of this mission critical CHE system, we are risking system failure which would leave us with the inability to accept emergency wireless and wire line 911 calls from the citizens and visitors of Mathews County.

There are limited local funds available to fund this entire CHE project on our own. If awarded this grant, Mathews County will be left with the remaining funding to complete the project.

The upgrade of our System Hardware and Software will allow for integration of key Text-to-911 and NG911 Services being made readily available.

This project will help Mathews County leverage existing investment as part of our strategic plan while upgrading off legacy CPE to the most recent technologies available in CHE equipment.



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 Mathews County. All necessary funds for support, maintenance, etc. beyond what is allowed through this grant, will be the responsibility of the locality.

COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

This project will continue leveraging past mission critical planning that the county has previously outlined and put forward. Mathews County has fully utilized the existing system in place for almost 10 years and will continue to appreciate the investments moving forward. By upgrading our CHE Platform the county will be able to utilize additional technologies that are part of future Mission Critical planning. This project would extend the use of new computer hardware and software for a minimum of five years. The 911 Center understands it is our responsibility 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 will migrate Mathews County off a legacy system that is technically outdated to a more robust platform that will allow for Text-to-911 and NG911 integration. The upgrade will allow for the most recent version of vendor software to be installed and reduce the amount of various platforms deployed across the Commonwealth. This will allow for higher supportability and greater flexibility with additional projects in the future.

SHARED SERVICES (if applicable)

The relationship of the project to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A



Resource sharing:

N/A

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.

The 911 Center has a large current investment in the existing Airbus DS VESTA PALLAS CHE system. We have used the system for many years and wish to extend the investment in licensing, however the hardware has reached the end of risk free usability.

The intent is to upgrade the hardware and Operating System while using cost saving technology like Virtualization. Additionally, the plan includes an update of current 911 CHE licensing to the most recent Viper application with capability to utilize future NG911 Technologies as needed. The licensing is as part of the proposed contract with Intrado.

This grant request is to replace only the existing CHE system that is technically outdated, reached its end of service life, and due to equipment age is in danger of being out of service. A full Implementation plan outlining the hardware installation and training services will be provided at project Kick Off and will be conducted in a quick efficient manner without impacting 911 Operations at the County.

If awarded this grant we will replace our existing Airbus DS Communications VESTA PALLAS CPE system hardware with the Intrado VIPER system. The Intrado VIPER system has an extensive roadmap that support for i3 and other NG-911 technologies as well as current capabilities to terminate Text-To-911 directly into the Console. Migrating to the new Intrado platform allows the County to take advantage of current NG-911 Technology as well as continuing to plan for a long term NG-911 strategic plan already in place.

**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
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<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	9/15/2015
<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	9/15/15
<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	7/31/15
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) Sample activities: purchased components are delivered and installed and training is performed	10/31/15
<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"	11/04/15



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.

See attached Vendor Quote:

The quoted system includes a turnkey installation of all hardware and software necessary to deploy the CHE system. Additionally all services for implementation, training, testing, and cut live have been included as well as applicable support services.

EVALUATION

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

The system success 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 Text to 911 calls for service.



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

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T

What services should it perform:

2T



How should policies be made and changed:

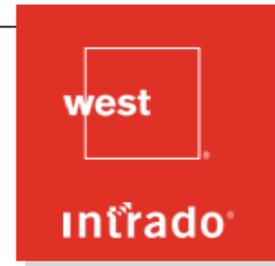
2T

How should it be funded:

2T

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

2T



Intrade V-VIPER System

for

Mathews County, VA

(Direct Sale)

Quote Number: 6045

Version: 1

The applicable terms and conditions located at <http://www.intrade.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 - Mathews County

Item	Cost
VIPER	\$41,902.50
Power MIS	\$2,978.25
IWS Hardware	\$12,015.79
Professional Services	\$32,700.00
Maintenance Services	\$82,500.00
Special System Discount	(\$25,096.54)
Total:	\$147,000.00

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Configuration Parameters - Mathews County

VIPER

How many total E9-1-1 CAMA Trunks are required?	4
Total Number of FXO Lines	6
Total Number of ISDN-PRI channels (T1)	0
UPS for VIPER?	Not Included
Is ECCP required?	Not Included
Is Power Ops required?	Not Included
Is VIPER ACD required?	Not Included

Answering Positions

How many positions are there in the system?	3
---	---

Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Optional
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

Number of Monitors per Position	1
Monitor Type	20 Inch LED

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Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912800	VIPER Gateway Shelf	3	\$990.00	\$742.50	\$2,227.50
912801	CAMA Interface Module (CIM)	2	\$2,690.00	\$2,017.50	\$4,035.00
912813	48V Power Supply and Shelf - VIPER System	2	\$995.00	\$995.00	\$1,990.00
912814	Admin Interface Module (AIM)	2	\$1,400.00	\$1,050.00	\$2,100.00
912760/3	V-VIPER Core Equipment Three Position Bundle	1	\$39,400.00	\$29,550.00	\$29,550.00
912750	V-VIPER Cabinet	1	\$2,000.00	\$2,000.00	\$2,000.00
				Subtotal	\$41,902.50
Power MIS					
920100/CD	Power MIS Media and Documentation	1	\$100.00	\$75.00	\$75.00
920100	Power MIS Server Software License (SSL)	1	\$927.00	\$695.25	\$695.25
920101	Power MIS Concurrent Client Access License	1	\$403.00	\$302.25	\$302.25
920102	Power MIS Data Access License	3	\$847.00	\$635.25	\$1,905.75
				Subtotal	\$2,978.25
IWS Workstations					
P10096	20" LED Backlit Monitor	3	\$271.00	\$271.00	\$813.00
				Subtotal	\$813.00
Common Hardware					
P10114/R	Backup Disk Solution for Windows Server	1	\$3,400.00	\$3,400.00	\$3,400.00
				Subtotal	\$3,400.00
Peripheral Hardware					
912645	ACDR & Maintenance Printers	1	\$800.00	\$800.00	\$800.00
914514	Color Laser Printer	1	\$1,062.79	\$1,062.79	\$1,062.79
915109/P	Alarm Panel (Includes Power Supply)	1	\$990.00	\$990.00	\$990.00
600150	Punch Blocks	3	\$150.00	\$150.00	\$450.00
207-990000-046	25 Pair Amphenol Cable	3	\$150.00	\$150.00	\$450.00
960103	Network Cabling	6	\$250.00	\$250.00	\$1,500.00
914840/1	Modem DSU/CSU (Digital)- 2 units	1	\$2,550.00	\$2,550.00	\$2,550.00
				Subtotal	\$7,802.79

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Staging

950852	Front Room Equipment Staging - Per Position	3	\$250.00	\$250.00	\$750.00
950853	Back Room Equipment Staging - Per Cabinet	1	\$1,750.00	\$1,750.00	\$1,750.00
				Subtotal	\$2,500.00

Project Survey

950100	Project Survey (per Site)	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	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

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

950510/1	Project Management Services for V-VIPER	1	\$7,000.00	\$7,000.00	\$7,000.00
				Subtotal	\$7,000.00

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

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Software Subscription

950999/SUB1	Software Subscription Service - 1 Year/Position	15	\$1,500.00	\$1,500.00	\$22,500.00
				Subtotal	\$22,500.00

Software Protection and Remote Tech Support

950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	15	\$600.00	\$600.00	\$9,000.00
				Subtotal	\$9,000.00

On-Site Maintenance

950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	15	\$3,000.00	\$3,000.00	\$45,000.00
				Subtotal	\$45,000.00

Hardware Protection

950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	15	\$400.00	\$400.00	\$6,000.00
				Subtotal	\$6,000.00

Special System Discount

DISCOUNT SYST	System Discount	1	\$0.00	(\$25,096.54)	(\$25,096.54)
				Subtotal	(\$25,096.54)

Total **\$147,000.00**

Optional Items and Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Power 911					
913152	Power 911 Add-On Recorder for Radio	3	\$600.00	\$450.00	\$1,350.00
913152/CD	ITRR Media Kit	1	\$100.00	\$75.00	\$75.00
				Subtotal	\$1,425.00
IWS Workstations					
914706/G6	Dual Position Arbitrator USB and PS/2	3	\$415.00	\$415.00	\$1,245.00
				Subtotal	\$1,245.00
NetClock					
915000	GPS Command Center Package - Single Network	1	\$8,040.00	\$8,040.00	\$8,040.00
				Subtotal	\$8,040.00
Critical Spares					
912800	VIPER Gateway Shelf	1	\$990.00	\$742.50	\$742.50
912801	CAMA Interface Module (CIM)	1	\$2,690.00	\$2,017.50	\$2,017.50
912813	48V Power Supply and Shelf - VIPER System	1	\$995.00	\$995.00	\$995.00
912814	Admin Interface Module (AIM)	1	\$1,400.00	\$1,050.00	\$1,050.00
913850/S	IWS VIPER Enabling Kit (Sonic)	1	\$3,250.00	\$2,437.50	\$2,437.50
912761	HP 2530 24 Port Switch	1	\$520.00	\$520.00	\$520.00
				Subtotal	\$7,762.50
IP Phone with ALI					
912845	IP Phone with ALI	3	\$750.00	\$750.00	\$2,250.00
				Subtotal	\$2,250.00

Optional TXT29-1-1

ITXTOTF1	TXT29-1-1 Integrated with Power 911 One-time-fee per PSAP- Floor Price (1-4 seats)	1	\$1,000.00	\$1,000.00	\$1,000.00
ITXTMRF1	TXT29-1-1 Integrated with Power 911 Monthly recurring fee per PSAP- Floor Price (1-4 seats)	60	\$100.00	\$100.00	\$6,000.00
P10063	ITS Equipment	1	\$1,875.00	\$1,875.00	\$1,875.00
P10064	ITS Service (Monthly)	60	\$150.00	\$150.00	\$9,000.00
				Subtotal	\$17,875.00

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Notes

- 1 The V-VIPER Base Equipment Bundles include call taking position equipment (workstation, keyboard, mouse, & enabling kits), required backroom functionality, network switching, internet firewall appliance, all required licenses, and the VIPER media kit.

V-VIPER Configuration Parameters:

Maximum number of connections (positions, IP phones, etc.): 5

Maximum number of 911 Trunks: 24 (6 CIMs)

Maximum number of Administrative Lines: 24 (6 AIMs)

Maximum number of ISDN-PRI circuits: 1

Remote Support connectivity: Customer Internet connection required

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

- 3 Customer to install the antenna and associated cabling. The Customer is responsible for arranging for installation of Netclock via an authorized Netclock representative. Intrado will mount the Netclock in the cabinet and connect to the antenna cabling. Intrado to configure the Netclock for connection to our network.
-

- 4 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.
-

- 5 **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

6 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.

7 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.

-
- 8** 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.

- 9** 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

- 10** 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.

- 11** Intrado's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system. All wireless carriers currently enabling text messaging can be reached through this system.
- Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by Intrado.
-

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.

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Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE		June 22, 2015

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