

AN ORDINANCE OF THE CITY OF OSAGE BEACH, MISSOURI, AUTHORIZING THE MAYOR TO EXECUTE A CONTRACT WITH INTRADO LIFE & SAFETY SOLUTIONS CORPORATION FOR THE COMMUNICATIONS CENTER 911 PHONE SERVICES IN AN AMOUNT NOT TO EXCEED \$355,945.00.

NOW THEREFORE, BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF OSAGE BEACH, MISSOURI, AS FOLLOWS, TO WIT:

Section 1. The Board of Aldermen authorizes the Mayor to execute on behalf of the City a contract with Intrado Life & Safety Solutions Corporation for the communications center 911 Phone Services under substantially the same terms and conditions as set out in the attached contract ("Exhibit A").

Section 2. Total expenditures or liability authorized under this Ordinance shall not exceed Three Hundred Five Hundred Fifty-Five Thousand Nine-Hundred Forty-Five dollars (\$355,945.00).

Section 3. The City Administrator is hereby authorized to take such further actions as are necessary to carry out the intent of this Ordinance and Contract.

Section 3. This Ordinance shall be in full force and effect from date of passage and approval by the Mayor.

READ FIRST TIME: March 18, 2021

READ SECOND TIME: April 1, 2021

I hereby certify that the above Ordinance No. 21.10 was duly passed on April 1, 2021, by the Board of Aldermen of the City of Osage Beach. The votes thereon were as follows:

Ayes: 5

Nays: 0

Abstentions: 0

Absent: 1

This Ordinance is hereby transmitted to the Mayor for his signature.

April 1, 2021
Date

Tara Berreth
Tara Berreth, City Clerk

Approved as to form:

Edward B. Rucker
Edward B. Rucker, City Attorney

I hereby approve Ordinance No. 21.10.

April 1, 2021
Date

John Olivarri
John Olivarri, Mayor

ATTEST:

Tara Berreth
Tara Berreth, City Clerk



VIPER as a Service (VaaS) 7 -Year Renewal with Hardware Upgrade

for

Osage Beach, MO

(Direct Sale)

Quote Number: 49354

Version: 4

February 11, 2021

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and 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. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

VIPER as a Service (VaaS)

VIPER as a Service NRE for Base System

912990/S	VaaS One-Time Fee per PSAP	1	\$10,000.00	\$10,000.00
912990/S	VaaS One-Time Fee per Position	3	\$1,495.00	\$4,485.00
			Subtotal	\$14,485.00

VIPER as a Service Monthly Recurring Charge for Base System

	Per Position, Per Month	3	\$1,355.00	\$4,065.00
			Subtotal	\$4,065.00

VIPER as a Service over 84 Months – for Base System

	Total monthly charges over 84 months	84	\$4,065.00	\$341,460.00
			Subtotal	\$341,460.00

Total Subscription Cost for Base System over 84 months:	\$355,945.00
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Configuration Parameters - Osage Beach

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
912800	VIPER Gateway Shelf	4	\$990.00	\$742.50	\$2,970.00
912801	CAMA Interface Module (CIM)	3	\$2,690.00	\$2,017.50	\$6,052.50
912807	4 Foot IT Cabinet	1	\$3,300.00	\$3,300.00	\$3,300.00
912811/U	Application Server Position Access License Upgrade	4	\$497.50	\$0.00	\$0.00
912812/U	PBX Access License Upgrade	3	\$322.50	\$0.00	\$0.00
912814	Admin Interface Module (AIM)	4	\$1,400.00	\$1,050.00	\$4,200.00
C10036	Power Cord Cable with A/C twist lock connector	3	\$150.00	\$150.00	\$450.00
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$2,200.00	\$2,200.00	\$4,400.00
911771	C-Blade - VIPER Primary Application Server	1	\$3,650.00	\$3,650.00	\$3,650.00
911772	C-Blade - VIPER Secondary Application Server	1	\$3,250.00	\$3,250.00	\$3,250.00
911773	C-Blade - VIPER Softswitch	2	\$2,650.00	\$2,650.00	\$5,300.00
911780	C-Blade Image - VIPER	1	\$100.00	\$75.00	\$75.00
911781	C-Blade Image - Windows	1	\$100.00	\$75.00	\$75.00
Power Stations					
914121/1	IWS Workstation - Software and Configuration	3	\$273.00	\$273.00	\$819.00
P10097	24" LED Backlit Monitor	3	\$420.00	\$420.00	\$1,260.00
911801	A9C G3, Desk Mounting Kit	3	\$195.00	\$146.25	\$438.75
911809	A9C G3, Call Handling Accessories	3	\$530.00	\$397.50	\$1,192.50
911810-1	A9C G3 : Bundle	3	\$5,680.00	\$4,260.00	\$12,780.00
911785	Position Image - Power Station Gen3	1	\$100.00	\$75.00	\$75.00
Power 911					
913100/U	Power 911 Client Access License Upgrade	3	\$4,997.50	\$0.00	\$0.00
913152/U	Power 911 Add-on Recorder for Radio Upgrade	3	\$300.00	\$0.00	\$0.00
913202/U	Power 911 Server Access License Upgrade	3	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00
Power Metrics Setup Fees					
P10200/1	Power Metrics - Data Collector: single RDDM: MIS Enabled	1	\$4,700.00	\$4,700.00	\$4,700.00
Sentry					
915100/CD	Sentry Software	1	\$75.00	\$75.00	\$75.00
915101	Sentry Server Console Kit	1	\$3,000.00	\$3,000.00	\$3,000.00
915137/1	Setup Fees	1	\$1,500.00	\$1,500.00	\$1,500.00
P10232	ELM Class 1	6	\$690.00	\$690.00	\$4,140.00
P10233	ELM Class 2	5	\$120.00	\$120.00	\$600.00
TXT29-1-1 Setup Fees					
P10063	ITS Equipment	1	\$2,475.00	\$2,475.00	\$2,475.00

Power 911 Hardware

911775	C-Blade - Power 911 DB Server	1	\$5,415.00	\$5,415.00	\$5,415.00
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Sentry Hardware

914960	IWS Server RACK Bundle - Type A	1	\$5,415.00	\$5,415.00	\$5,415.00
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Common Hardware

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$1,800.00	\$1,800.00	\$1,800.00
P10114/D	Backup Disk Solution for Windows Server (Desktop)	1	\$2,750.00	\$2,750.00	\$2,750.00

Peripheral Hardware

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	Cable Cheat - 25PR, 25', MF	3	\$150.00	\$150.00	\$450.00

Network Equipment

914148	Firewall Appliance	1	\$1,350.00	\$1,350.00	\$1,350.00
914148/CD	Call Handling Firewall - Media Set	1	\$100.00	\$100.00	\$100.00

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

Installation

950104	Professional Services (per Day)	5	\$1,500.00	\$1,500.00	\$7,500.00
960575	Living Expense per Day per Person	7	\$200.00	\$200.00	\$1,400.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00

eLearning for Power Metrics

960108/3	Three (3) Hours of eLearning	1	\$395.00	\$395.00	\$395.00
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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

CCS Training

P10087	CCS Training	1	\$1,500.00	\$1,500.00	\$1,500.00
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Project Management Services

950510	Project Management Services	1	\$0.00	\$9,554.00	\$9,554.00
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TXT29-1-1 Recurring Services

P10062	ITS Service Annual Fee - Year 1	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 1	1	\$1,500.00	\$1,500.00	\$1,500.00
P10062	ITS Service Annual Fee - Year 2	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 2	1	\$1,500.00	\$1,500.00	\$1,500.00
P10062	ITS Service Annual Fee - Year 3	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 3	1	\$1,500.00	\$1,500.00	\$1,500.00
P10062	ITS Service Annual Fee - Year 4	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 4	1	\$1,500.00	\$1,500.00	\$1,500.00
P10062	ITS Service Annual Fee - Year 5	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 5	1	\$1,500.00	\$1,500.00	\$1,500.00
P10062	ITS Service Annual Fee - Year 6	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 6	1	\$1,500.00	\$1,500.00	\$1,500.00
P10062	ITS Service Annual Fee - Year 7	1	\$1,800.00	\$1,800.00	\$1,800.00
ITXTARF1	TXT29-1-1 P911 Annual Recurring Fee per PSAP (1-4 Seats)- Year 7	1	\$1,500.00	\$1,500.00	\$1,500.00

Power Metrics Recurring Services

P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 1	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 1	1	\$960.00	\$960.00	\$960.00
P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 2	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 2	1	\$960.00	\$960.00	\$960.00
P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 3	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 3	1	\$960.00	\$960.00	\$960.00
P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 4	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 4	1	\$960.00	\$960.00	\$960.00
P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 5	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 5	1	\$960.00	\$960.00	\$960.00
P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 6	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 6	1	\$960.00	\$960.00	\$960.00
P10221	Power Metrics - 1-4 pos. Annual service fee per PSAP - Year 7	1	\$1,650.00	\$1,650.00	\$1,650.00
P10219	Power Metrics Suite - Annual access contract - Year 7	1	\$960.00	\$960.00	\$960.00

Software Subscription

950999/SUB1	Software Subscription Service - /Position Year 1	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1	Software Subscription Service - /Position Year 2	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1	Software Subscription Service - /Position Year 3	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1	Software Subscription Service - /Position Year 4	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1	Software Subscription Service - /Position Year 5	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1	Software Subscription Service - /Position Year 6	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1	Software Subscription Service - /Position Year 7	3	\$1,500.00	\$1,500.00	\$4,500.00

Software Protection and Remote Tech Support

950999/PRO1	Software Protect/Remote Technical Support - /Position Year 1	3	Included	Included	\$0.00
950999/PRO1	Software Protect/Remote Technical Support - /Position Year 2	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1	Software Protect/Remote Technical Support - /Position Year 3	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1	Software Protect/Remote Technical Support - /Position Year 4	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1	Software Protect/Remote Technical Support - /Position Year 5	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1	Software Protect/Remote Technical Support - /Position Year 6	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1	Software Protect/Remote Technical Support - /Position Year 7	3	\$600.00	\$600.00	\$1,800.00

On-Site Maintenance

950999/ONS1-1	On-Site Maintenance/per position - Year 1	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1	On-Site Maintenance/per position - Year 2	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1	On-Site Maintenance/per position - Year 3	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1	On-Site Maintenance/per position - Year 4	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1	On-Site Maintenance/per position - Year 5	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1	On-Site Maintenance/per position - Year 6	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1	On-Site Maintenance/per position - Year 7	3	\$3,000.00	\$3,000.00	\$9,000.00

Hardware Protection

950999/HPSA1	Hardware Protection Stand Alone System – Year 1	3	Included	Included	\$0.00
950999/HPSA1	Hardware Protection Stand Alone System – Year 2	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1	Hardware Protection Stand Alone System – Year 3	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1	Hardware Protection Stand Alone System – Year 4	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1	Hardware Protection Stand Alone System – Year 5	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1	Hardware Protection Stand Alone System – Year 6	3	\$400.00	\$400.00	\$1,200.00
950999/HPSA1	Hardware Protection Stand Alone System – Year 7	3	\$400.00	\$400.00	\$1,200.00

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - Year 1	9	\$63.00	\$63.00	\$567.00
914143	Symantec EndPoint Protection Manager (EPM) - Year 2	9	\$63.00	\$63.00	\$567.00
914143	Symantec EndPoint Protection Manager (EPM) - Year 3	9	\$63.00	\$63.00	\$567.00
914143	Symantec EndPoint Protection Manager (EPM) - Year 4	9	\$63.00	\$63.00	\$567.00
914143	Symantec EndPoint Protection Manager (EPM) - Year 5	9	\$63.00	\$63.00	\$567.00
914143	Symantec EndPoint Protection Manager (EPM) - Year 6	9	\$63.00	\$63.00	\$567.00
914143	Symantec EndPoint Protection Manager (EPM) - Year 7	9	\$63.00	\$63.00	\$567.00

Sentry Monitoring Service

915137	Sentry Monitoring per Device - Year 1	11	\$120.00	\$120.00	\$1,320.00
915137	Sentry Monitoring per Device - Year 2	11	\$120.00	\$120.00	\$1,320.00
915137	Sentry Monitoring per Device - Year 3	11	\$120.00	\$120.00	\$1,320.00
915137	Sentry Monitoring per Device - Year 4	11	\$120.00	\$120.00	\$1,320.00
915137	Sentry Monitoring per Device - Year 5	11	\$120.00	\$120.00	\$1,320.00
915137	Sentry Monitoring per Device - Year 6	11	\$120.00	\$120.00	\$1,320.00
915137	Sentry Monitoring per Device - Year 7	11	\$120.00	\$120.00	\$1,320.00

Notes

- 1 This quote provides a 7-year renewal for VIPER as a Service (VaaS) for Osage Beach, MO, with the following configuration:
- Three (3) workstation positions with three (3) CAMA trunks and sixteen (16) administrative lines; Power Metrics MIS reporting and TXT to 911.
 - Maintenance includes, SW Protection & Remote Technical Support, Hardware Protection, Software Subscription, Sentry Monitoring, Onsite Maintenance, and Antivirus.

This quote also upgrades the entire site, replaces the V-VIPER with C-Blade VIPER and Power Station workstations, and replaces all other hardware.

VaaS is a minimum 60-month term. VaaS consists of the provision of the equipment and software described herein, on a Subscription basis. Intrado will retain ownership of all hardware, and the customer receives a license to use the hardware and software during the subscription period. VaaS pricing includes all components shown herein. The customer is responsible for insuring the equipment and replacement in the event of damage or destruction to the equipment if not due to the actions of Intrado.

Previous quote 3310 v1

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- 2 **Sentry:** The Sentry hardware does not include Intrado monitoring of the site's performance via the Sentry system. Sentry Monitoring by the Intrado NOC is priced in the Sentry Monitoring Service section of the quote. The Sentry Monitoring System has been configured to monitor all Intrado provided hardware which has an IP address. This includes, but is not limited to, Servers, workstations, A9C, network switches, routers, etc.
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- 3 **Intrado's Sentry Monitoring Service:** Monitors all Intrado components as well as most third party equipment for which a license has been purchased. The service forwards alarms and alerts to a centralized Intrado Network Operations Center (NOC) for monitoring and remote troubleshooting. This service requires the purchase of Sentry hardware from Intrado, which is included in the quote.

Intrado's Technical Support Center receives remote customer alarms and alerts 24x7x365, notifying Intrado. of any irregular behavior including faults and performance threshold crossings requiring attention. Minimum action includes contacting of either the customer directly or the assigned on-site service personnel to provide the appropriate technical response.

Automatic remote troubleshooting of the alarm is performed only if Remote Technical Support services are purchased. The dispatching of Intrado technician support after an alarm is received and troubleshooting has been performed is available only if On-Site Support Services are purchased.

Intrado Life & Safety Solutions Corporation Responsibilities:

Remote Monitoring of customer based PSAP equipment.
Contacting of either the PSAP directly or their assigned on-site service personnel upon receipt of the alarm.
Clearing of the alarm upon notification of the customer.

Customer Responsibilities:

Establish business rules regarding alarm notifications and escalation conditions within the Sentry system.
Designation of customer contact points or its assigned on-site service personnel.

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- 4 **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, Intrado will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.
In lieu of a Project Survey, the local maintenance technician can complete the site survey forms accordingly.
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- 5 **ITS Service - Connection for TXT to 911:** 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.
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6 **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
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- 7 **Software Subscription Service** provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

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

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- 8 **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of Intrado CPE system equipment.

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

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

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

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

Reinstatement of the lapsed coverage will require the following from the customer:

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

Software Protection

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

Remote Technical Support

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

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- 9 **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.

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- 10 **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.

- 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 Life & Safety Solutions Corporation.

Text is provided into the Call Handling system either via ITS or ESInet, depending on transport method used.

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

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

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

12 **Power Metrics**

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

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

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

Terms

VENDOR NAME	Intrado Life & Safety Solutions Corporation Include quote number and customer EIN/Tax Identification Number on purchase order.
SUBMIT P.O.	ordermanagement.safetyservices@west.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2010
PAYMENT	Per Contract
DELIVERY	TBD
VALIDITY	Quote expires February 11, 2021. 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.
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety Solutions Corp and is offered solely for the purpose of evaluation.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE	Original	February 21, 2020
2	MDESEVE	Removed Project Survey, ALI Modems & position cabling Revised to show remote CCS, Moved Sentry to optional	June 30, 2020
3	JDILLON	Move Sentry to base, update all services and maintenance to 7 years	August 11, 2020
4	JDILLON	Date Refresh	February 11, 2021