Company Name: Intrado Life & Safety Solutions Corporation

Position Expansion

for

Aurora PD, IL

(**Direct Sale**)

Quote Number: 67484

Version: 4

April 14, 2022

Summary - Aurora

Item	Discount	Cost
Systems	($15,614.03)	$18,720.97
Services	($5,014.75)	$6,012.60
Maintenance	($3,396.57)	$4,072.43
Total:		**$28,806.00**

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Discount	Totals
Year 1	$34,335.00	$11,027.35		$1,404.50	($21,267.49)	**$25,499.36**
Year 2				$1,492.08	($678.53)	**$813.55**
Year 3				$1,507.92	($685.73)	**$822.19**
Year 4				$1,524.02	($693.06)	**$830.96**
Year 5				$1,540.48	($700.54)	**$839.94**
Totals	**$34,335.00**	**$11,027.35**		**$7,469.00**	**($24,025.35)**	**$28,806.00**

Configuration Parameters – Aurora

Site Configuration

Systems

VIPER	$12,667.50
Power 911	$945.00
Sentry	$240.00
TXT29-1-1 Setup Fees	$1,700.00
Laptops	$19,762.50
Freight Charges	$220.00
DISCOUNT	($24,025.35)

Professional Services

Staging	$500.00
Installation	$4,100.00
CCS Training	$1,500.00
Project Management Services	$3,727.35

Maintenance

Software Subscription	$1,575.00
Software Protection and Remote Tech Support	$655.72
On-Site Maintenance	$3,005.34
Hardware Protection	$302.94
Antivirus Recurring Fees	$630.00
Sentry Monitoring Service	$1,300.00

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
911SIP	9-1-1 Ingress via SIP - License per position	18			
912920	ECCP Workstation License	2			
912850	VIPER Integrated ACD (Per Position)	2			
				Subtotal	**$12,667.50**
Power 911					
913152	Power 911 Add-On Recorder for Radio (ITRR)	2			
				Subtotal	**$945.00**
Sentry					
P10233	ELM Class 2	2			
				Subtotal	**$240.00**
TXT29-1-1 Setup Fees					
TCCOTF4	TCC Provisioning Change Fee per PSAP	1			
				Subtotal	**$1,700.00**
Laptops					
914114/BAK	Portable 9-1-1 Position (Back-up)	2			
914158	Laptop VPN Support License	2			
914600/3	IWS External Programmable Keypad - 24 Buttons	2			
				Subtotal	**$19,762.50**
Staging					
950852	Front Room Equipment Staging - Per Position	2			
				Subtotal	**$500.00**
Installation					
P10314	Professional Services (per Day)	2			
P10319	Living Expense per Day per Person	2			
				Subtotal	**$4,100.00**
CCS Training					
P10087	CCS Training	1			

				Subtotal	$1,500.00

Project Management Services

950510	Project Management Services	1			
				Subtotal	$3,727.35

Freight Charges

FREIGHT	Shipping and Handling	1			
				Subtotal	$220.00

Software Subscription

950999/SUB1-BU/1	Software Sub Service - /Position - Back Up Position - Year 1	2			
950999/SUB1-BU/1	Software Sub Service - /Position - Back Up Position - Year 2	2			
950999/SUB1-BU/1	Software Sub Service - /Position - Back Up Position - Year 3	2			
950999/SUB1-BU/1	Software Sub Service - /Position - Back Up Position - Year 4	2			
950999/SUB1-BU/1	Software Sub Service - /Position - Back Up Position - Year 5	2			
				Subtotal	$1,575.00

Software Protection and Remote Tech Support

950999/PRO1-BU/1	Soft Protect and Remote Tech Support - /Pos - Back Up Pos - Year 1	2			
950999/PRO1-BU/1	Soft Protect and Remote Tech Support - /Pos - Back Up Pos - Year 2	2			
950999/PRO1-BU/1	Soft Protect and Remote Tech Support - /Pos - Back Up Pos - Year 3	2			
950999/PRO1-BU/1	Soft Protect and Remote Tech Support - /Pos - Back Up Pos - Year 4	2			
950999/PRO1-BU/1	Soft Protect and Remote Tech Support - /Pos - Back Up Pos - Year 5	2			
				Subtotal	$655.72

On-Site Maintenance

950999/ONS1-2-BU/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 1	2			
950999/ONS1-2-BU/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 2	2			
950999/ONS1-2-BU/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 3	2			
950999/ONS1-2-BU/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 4	2			
950999/ONS1-2-BU/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 5	2			
				Subtotal	$3,005.34

Hardware Protection

950999/HPMN1-BU/1	Hardware Protect Multi-Node System - /Pos - Back Up Position - Year 2	2			
950999/HPMN1-BU/1	Hardware Protect Multi-Node System - /Pos - Back Up Position - Year 3	2			
950999/HPMN1-BU/1	Hardware Protect Multi-Node System - /Pos - Back Up Position - Year 4	2			
950999/HPMN1-BU/1	Hardware Protect Multi-Node System - /Pos - Back Up Position - Year 5	2			
				Subtotal	**$302.94**

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year - Year 1	2			
914143	Symantec EndPoint Protection Manager (EPM) - 1 year - Year 2	2			
914143	Symantec EndPoint Protection Manager (EPM) - 1 year - Year 3	2			
914143	Symantec EndPoint Protection Manager (EPM) - 1 year - Year 4	2			
914143	Symantec EndPoint Protection Manager (EPM) - 1 year - Year 5	2			
				Subtotal	**$630.00**

Sentry Monitoring Service

915138/1	Sentry Monitoring per Node per Year - Year 1	2			
915138/1	Sentry Monitoring per Node per Year - Year 2	2			
915138/1	Sentry Monitoring per Node per Year - Year 3	2			
915138/1	Sentry Monitoring per Node per Year - Year 4	2			
915138/1	Sentry Monitoring per Node per Year - Year 5	2			
				Subtotal	**$1,300.00**

DISCOUNT

DISCOUNT MNTC	Maintenance Discount	1	$0.00	($3,396.57)	($3,396.57)
DISCOUNT SVC	Service Discount	1	$0.00	($5,014.75)	($5,014.75)
DISCOUNT SYST	System Discount	1	$0.00	($15,614.03)	($15,614.03)
				Subtotal	**($24,025.35)**
				Total	**$28,806.00**

Notes

1   Quote to add two Backup VPN Laptops for Aurora PD, IL.. VPN laptops can be hardwired to the VIPER switches and also used for portable VPN capability, but ONLY if the ingress of the VPN is into the same host where the laptops are normally wired.
Quote assumes installation will take place concurrently with ESInet connection purchased on order 70167 v2.

Laptop bundle includes:

Power 911 CD Media and Documentation
Power 911 Client and Server Access License
Power 911 Server Access License
IWS Workstation - Software and Configuration
LAPTOP, DELL Latitude 5520 XCTO, 15.6", i7-1165G7, 8GB, 128GB SSD,
PLANTRONICS HEADSET KIT WITH M22 BASE AMPLIFIER
Laptop Waterproof Transport Case.
IWS Viper Enabling Kit (Sonic)
CABLE, PATCH CORD, RJ45, CAT5E, SNAGLESS, PURPLE, 15 FT
Software BOM - Dell Latitude 5520 Recovery Media
LICENSE, Windows 10 IoT Enterprise 2019 LTSC MultiLang ESD OEI High
Instruction Sheet - BitLocker Encryption
Job Aid for VPN Laptop connection and setup
LABEL, Lithium Battery Handling, UN 348, 4 ⅝" x 5"
Test Report - Disk encryption - System Team
SPEAKER, PORTABLE, Input: Stereo Mini Jack 3.5mm, with Power supply
CABLE, EXTENSION, STEREO AUDIO, 3.5mm, M/F, 3', BLACK

MapFlex not purchased for these laptops.

Quote assumes that the system has the following minimum system requirements for Windows 10 Laptops with VPN:
• VIPER v5.1 KB 19252 19253 (note there is a newer VIPER KB 19555 19556 that should be applied, an upgrade is required)
• Power911 v6.4.0.289
• MapFlex 5.4 sp1
• Domain Controller is Windows Server 2012
• Laptop must be Intrado purchased
• Securities needs to be v2.4 (needed for laptop domain policy)
• Anti-Virus needs to be at v14.2
• Sufficient Internet Access via a firewall

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

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

3   **ECCP Workstation License** is a per-seat license that provides for call flows between a VIPER system and a Cisco Unified Communications Call Manager. Please consult with your Account Executive to align on supported use

cases, and latest Cisco UCM versions to which the interface is certified.

It should be noted that the Solution Architecture Services are not included in this quote to setup the ECCP connection between the VIPER and CISCO system. If solution architecture services are required, additional charges will apply.

4   Sentry fees do not include Intrado monitoring of the site's performance via the Sentry system.

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.

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

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

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.

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.

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.

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, and there is no additional charge for dark backup sites connected to the host(s). 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.

Terms

VENDOR NAME **Intrado Life & Safety Solutions Corporation**
Include quote number
and customer EIN/Tax Identification Number
on P.O.

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.

DISCOUNT **Maintenance and Recurring service discounts will be applied proportionately to each year of service purchased. If services are cancelled for future years, no refund or credit will be issued relating to such discount.**

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY **Quote expires on October 15, 2022**.
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
2	JDILLON	v2 - Remove MapFlex.	March 02, 2022
3	JDILLON	v3 Adjust install.	April 11, 2022
4	RCRAWFORD	Move CCS training from quote 70167	April 14, 2022
4	RCRAWFORD	moving SIP licenses from quote 70167.	April 14, 2022