



Company Name: Intrado Life & Safety, Inc.

Hardware Refresh

for

Aurora Police Department, IL

(Direct)

Quote Number: 80505

Version: 2

March 31, 2026

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VIPER as a Subscription Pricing

Item	Description	Qty	List Price	Total
VIPER as a Subscription Monthly Recurring Charge				
912990/S	Per Position, Per Month	18	\$1,115.00	\$20,070.00
			Subtotal	\$20,070.00

VIPER as a Subscription Monthly Recurring Charges

	Total monthly charges	60	\$20,070.00	\$1,204,200.00
			Subtotal	\$1,204,200.00

Total Cost over 60 Months (NRF & Recurring): \$1,204,200.00

Site: Node A - Years 6-10

Item#	Description	Qty
VIPER		
912817/BB	7 Foot Cabinet Prebuilt Building Block	1
912871/BB	Mediant 1000B Prebuilt Building Block	1
P10354	Networking Switch - 48 ports - 4x1G uplinks (with stacking modules)	2
912811/U	Application Server Position Access License Upgrade	14
912812/U	PBX Access License Upgrade	12
P10008/U	License to Connect Non-Intrado Recording Device - Upgrade	1
911SIP/U	9-1-1 Ingress via SIP - License per position Upgrade	12
912850/U	VIPER Integrated ACD (Per Position) Upgrade	12
P10273	Low Profile KVM	1
912925/U	SIP I/F to 3rd Party PBX License - Per Position - Upgrade	12
950853	Back Room Equipment Staging - Per Cabinet	1

Frontroom Equipment

P10097	24" LED Backlit Monitor	24
914600/3	IWS External Programmable Keypad - 24 Buttons	12
913870/BB	Sonic Edge Bundle	12
960103	Network Cabling	36
950852	Front Room Equipment Staging - Per Position	12

PowerOPS Setup

P10035/U	PowerOps Software Media Upgrade	1
914102/BB	IWS Workstation Prebuilt Building Block	1
P10274	Display 4K UHD 55" and Wall Mount Universal Tilt	1
960103	Network Cabling	3

Power 911 Setup

913100/U	Power 911 Client and Server Access License - Upgrade	12
913152/U	Power 911 Add-on Recorder	

914961	for Radio Upgrade IWS Server RACK Bundle - Type B	
P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	

ECATS Setup Fees

ECATS-DC-WIN	Data Collector for IP Integrated Deployments	1
ECATS-SETUP	Per Collection Point	1

Sentry Setup

915101	Sentry Server Console Kit	1
P10420	Sentry one-time setup fee for Servers and End Point	23
914961	IWS Server RACK Bundle - Type B	1

TXT29-1-1 Setup Fees

TCCOTF4	TCC Provisioning Change Fee per PSAP	1
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Peripheral Hardware

914514	Color Laser Printer	1
915109/P	Alarm Panel (Includes Power Supply)	1

Network Equipment and Services

P10392	Next Generation PSAP Router	2
P10290	i3 Next Generation PSAP Firewall	2
P10255	PSAP HA PAIR of Session Border Controller (SBC)	1
P10361	Session Capacity Expansion (10 sessions) for i3 SBC	2
950520	Engineering Professional Services	9

Project Survey

P10313	Project Survey (per Site)	1
P10319	Living Expense per Day per Person	3
P10351	Travel Fee per Person	1

Installation Services

P10314	Professional Services (per Day)	13
P10318	Post-Cutover Services	2
P10319	Living Expense per Day per Person	18
P10351	Travel Fee per Person	2

Additional Services – ORT Support

P10314	Professional Services (per Day)	4
P10319	Living Expense per Day per Person	6
P10351	Travel Fee per Person	1

SCC Mapping Services

SCC-DP	GIS Data Prep	1
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Training Services

960780	Administrator Training	1
960801	User Training	3
P10088	ACD CCS Training	2
P10373	Training Cutover Support	1
P10319	Living Expense per Day per Person	9
P10351	Travel Fee per Person	1

Project Management Services

950510	Project Management Services	1
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Subtotal \$33,821.00

Freight Charges

FREIGHT	Shipping and Handling	1
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TXT29-1-1 Recurring Services

P10062	ITS Service (Annual) - Year 1	1
ITXTARF3	TXT29-1-1 Annual Recurring Fee per PSAP (11+ Seats) - Year 1	1
P10062	ITS Service (Annual) - Year 2	1
ITXTARF3	TXT29-1-1 Annual Recurring Fee per PSAP (11+ Seats) - Year 2	1
P10062	ITS Service (Annual) - Year 3	1
ITXTARF3	TXT29-1-1 Annual Recurring Fee per PSAP (11+ Seats) - Year 3	1
P10062	ITS Service (Annual) - Year 4	1
ITXTARF3	TXT29-1-1 Annual Recurring	1

	Fee per PSAP (11+ Seats) - Year 4	
P10062	ITS Service (Annual) - Year 5	1
ITXTARF3	TXT29-1-1 Annual Recurring Fee per PSAP (11+ Seats) - Year 5	1

ECATS Recurring Services

ECATS-MIS-A-T4	ECaTS MIS Reporting Tier 4 : 250K - <500K (10-19 Pos) per PSAP Annual Pricing - Year 1	1
ECATS-MIS-A-T4	ECaTS MIS Reporting Tier 4 : 250K - <500K (10-19 Pos) per PSAP Annual Pricing - Year 2	1
ECATS-MIS-A-T4	ECaTS MIS Reporting Tier 4 : 250K - <500K (10-19 Pos) per PSAP Annual Pricing - Year 3	1
ECATS-MIS-A-T4	ECaTS MIS Reporting Tier 4 : 250K - <500K (10-19 Pos) per PSAP Annual Pricing - Year 4	1
ECATS-MIS-A-T4	ECaTS MIS Reporting Tier 4 : 250K - <500K (10-19 Pos) per PSAP Annual Pricing - Year 5	1

SCC Mapping Recurring Services

SCC-ADMIN/A	Concurrent Administrator License Annual - Year 1	1
SCC-USER-20/A	Concurrent User License (11-20 Users) Annual - Year 1	11
SCC-DU/1	Map Data Update Service Once per Year - Year 1	1
SCC-ADMIN/A	Concurrent Administrator License Annual - Year 2	1
SCC-USER-20/A	Concurrent User License (11-20 Users) Annual - Year 2	11
SCC-DU/1	Map Data Update Service Once per Year - Year 2	1
SCC-ADMIN/A	Concurrent Administrator License Annual - Year 3	1
SCC-USER-20/A	Concurrent User License (11-20 Users) Annual - Year 3	11
SCC-DU/1	Map Data Update Service Once per Year - Year 3	1
SCC-ADMIN/A	Concurrent Administrator License Annual - Year 4	1
SCC-USER-20/A	Concurrent User License (11-20 Users) Annual - Year 4	11
SCC-DU/1	Map Data Update Service Once per Year - Year 4	1
SCC-ADMIN/A	Concurrent Administrator License Annual - Year 5	1
SCC-USER-20/A	Concurrent User License (11-20 Users) Annual - Year 5	11

SCC-DU/1	Map Data Update Service Once per Year - Year 5	1
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Total Protection Services

P10349	Total Protection Service, Primary Position - Year 1	12
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 2	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 2	2
P10349	Total Protection Service, Primary Position - Year 2	12
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 2	2
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 3	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 3	2
P10349	Total Protection Service, Primary Position - Year 3	12
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 3	2
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 4	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 4	2
P10349	Total Protection Service, Primary Position - Year 4	12
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 4	2
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 5	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 5	2
P10349	Total Protection Service, Primary Position - Year 5	12
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 5	2

On-Site Maintenance

950999/ONS1-2/1	On-Site Maintenance, (per	12
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	position / per year for 11 to 20 positions) - Year 1	
950999/ONS1-2/1	On-Site Maintenance, (per position / per year for 11 to 20 positions) - Year 2	12
950999/ONS1-2/1	On-Site Maintenance, (per position / per year for 11 to 20 positions) - Year 3	12
950999/ONS1-2/1	On-Site Maintenance, (per position / per year for 11 to 20 positions) - Year 4	12
950999/ONS1-2/1	On-Site Maintenance, (per position / per year for 11 to 20 positions) - Year 5	12

Sentry Monitoring Service

P10419	Sentry End Point License and Monitoring annual recurring fee - Year 1	21
P10418	Sentry Server License and Monitoring annual recurring fee - Year 1	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 2	21
P10418	Sentry Server License and Monitoring annual recurring fee - Year 2	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 3	21
P10418	Sentry Server License and Monitoring annual recurring fee - Year 3	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 4	21
P10418	Sentry Server License and Monitoring annual recurring fee - Year 4	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 5	21
P10418	Sentry Server License and Monitoring annual recurring fee - Year 5	2

Site: Node B - Years 6-10

Item#	Description	Qty
VIPER		
912817/BB	7 Foot Cabinet Prebuilt Building Block	1
912871/BB	Mediant 1000B Prebuilt Building Block	1
P10353	Networking Switch - 24 ports - 4x1G uplinks (with stacking modules)	2
912850	VIPER Integrated ACD (Per Position)	6
912811/U	Application Server Position	7
912812/U	Access License Upgrade	6
P10008/U	PBX Access License Upgrade License to Connect	1
911SIP/U	Non-Intrado Recording Device - Upgrade	6
P10273	9-1-1 Ingress via SIP - License per position Upgrade	1
912925/U	Low Profile KVM	6
950853	SIP I/F to 3rd Party PBX License - Per Position - Upgrade	1
	Back Room Equipment Staging - Per Cabinet	

Frontroom Equipment

P10097	24" LED Backlit Monitor	12
914600/3	IWS External Programmable Keypad - 24 Buttons	6
913870/BB	Sonic Edge Bundle	6
960103	Network Cabling	18
950852	Front Room Equipment Staging - Per Position	6

PowerOPS Setup

P10035/U	PowerOps Software Media Upgrade	1
914102/BB	IWS Workstation Prebuilt Building Block	1
P10274	Display 4K UHD 55" and Wall Mount Universal Tilt	1
960103	Network Cabling	3

Power 911 Setup

913100/BAK/U	Power 911 Client and Server Backup License - Upgrade	6
913152/U	Power 911 Add-on Recorder	6

914963/BB	for Radio Upgrade Object Server with Device Master	1
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ECATS Setup Fees

ECATS-DC-WIN	Data Collector for IP Integrated Deployments	1
ECATS-SETUP	Per Collection Point	1

Sentry Setup

915101	Sentry Server Console Kit	1
P10420	Sentry one-time setup fee for Servers and End Point	17
914961	IWS Server RACK Bundle - Type B	1

TXT29-1-1 Setup Fees

TCCOTF4	TCC Provisioning Change Fee per PSAP	1
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Peripheral Hardware

914514	Color Laser Printer	1
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Network Equipment and Services

P10392	Next Generation PSAP Router	2
P10290	i3 Next Generation PSAP Firewall	2
P10255	PSAP HA PAIR of Session Border Controller (SBC)	1
P10361	Session Capacity Expansion (10 sessions) for i3 SBC	2
950520	Engineering Professional Services	9

Project Survey

P10313	Project Survey (per Site)	1
P10319	Living Expense per Day per Person	1

Installation Services

P10314	Professional Services (per Day)	11
P10319	Living Expense per Day per Person	15
P10351	Travel Fee per Person	2

Additional Services – ORT Support

P10314	Professional Services (per Day)	3
P10319	Living Expense per Day per Person	3

Project Management Services

950510	Project Management Services	1
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Freight Charges

FREIGHT	Shipping and Handling	1
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TXT29-1-1 Recurring Services

P10062	ITS Service (Annual) - Year 1	1
P10062	ITS Service (Annual) - Year 2	1
P10062	ITS Service (Annual) - Year 3	1
P10062	ITS Service (Annual) - Year 4	1
P10062	ITS Service (Annual) - Year 5	1

ECATS Recurring Services

ECATS-MISU-A-BA	ECATS MIS Back Up PSAP	1
CKUP PSAP	Annual - Year 1	
ECATS-MISU-A-BA	ECATS MIS Back Up PSAP	1
CKUP PSAP	Annual - Year 2	
ECATS-MISU-A-BA	ECATS MIS Back Up PSAP	1
CKUP PSAP	Annual - Year 3	
ECATS-MISU-A-BA	ECATS MIS Back Up PSAP	1
CKUP PSAP	Annual - Year 4	
ECATS-MISU-A-BA	ECATS MIS Back Up PSAP	1
CKUP PSAP	Annual - Year 5	

Total Protection Services

P10350	Total Protection Service, Dark Back-up Position - Year 1	6
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 2	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 2	2
P10350	Total Protection Service, Dark Back-up Position - Year 2	6
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 2	2
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year	1

	3	
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 3	2
P10350	Total Protection Service, Dark Back-up Position - Year 3	6
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 3	2
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 4	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 4	2
P10350	Total Protection Service, Dark Back-up Position - Year 4	6
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 4	2
P10255/MY	Maintenance, PSAP HA Session Border Controller (SBC) - Year 5	1
P10361/MY	Session Capacity Expansion (10 sessions) for i3 SBC - Maintenance - Year 5	2
P10350	Total Protection Service, Dark Back-up Position - Year 5	6
P10290/MS	i3 Next Generation PSAP Firewall Managed Service, 1 year support - Year 5	2

On-Site Maintenance

950999/ONS1-2-B U/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 1	6
950999/ONS1-2-B U/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 2	6
950999/ONS1-2-B U/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 3	6
950999/ONS1-2-B U/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 4	6
950999/ONS1-2-B U/1	On-Site Maint - /Pos - 11 to 20 pos sys - Back Up Position - Year 5	6

Sentry Monitoring Service

P10419	Sentry End Point License and Monitoring annual recurring fee - Year 1	15
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P10418	Sentry Server License and Monitoring annual recurring fee - Year 1	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 2	15
P10418	Sentry Server License and Monitoring annual recurring fee - Year 2	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 3	15
P10418	Sentry Server License and Monitoring annual recurring fee - Year 3	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 4	15
P10418	Sentry Server License and Monitoring annual recurring fee - Year 4	2
P10419	Sentry End Point License and Monitoring annual recurring fee - Year 5	15
P10418	Sentry Server License and Monitoring annual recurring fee - Year 5	2

Notes

- 1** Intrado will remove the existing equipment upon replacement with the hardware refresh.

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 Software Protection & Remote Technical Support, Software Subscription Services and Hardware Protection. 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.

- 2** Unless otherwise specified in this quotation, Customer is responsible for the large screen monitor on which Power Ops is to be displayed. Regardless of whether Intrado or the customer provides the large-screen monitor, the Customer is responsible for installation of the monitor and connectivity (including cabling) from the Power Ops workstation. Power Ops is mandatory if the VIPER ACD option is selected.
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- 3** The SCC Administrator License is dual purpose. This license allows a user to administer the configuration, and when not in use it allows any user to login for call taking.

Spatial Command & Control (SCC) relies heavily on customer provided GIS data to perform many functions of call handling map display and decision making. The quality of the GIS data has a direct impact on how well SCC will perform these functions. The customer is responsible for providing Intrado with GIS data that has undergone quality assurance validation, error correction and is aligned with legacy 911 data databases (MSAG and ALI). Intrado's GIS division can assist customers with incremental SCC GIS data preparedness services which can be evaluated and quoted upon request.

Spatial Command & Control (SCC) is a browser-based cloud-hosted 9-1-1 call mapping application that displays incoming calls on a map using customer provided GIS data and location data received from the call handling system.

Customers must provide GIS data for provisioning within Spatial Command & Control and are required to maintain their GIS data unless Intrado has been contracted to manage the data on their behalf.

- Customers may consider Intrado's Spatial Manager service to manage their GIS data updates.

Services included with the Spatial Command & Control:

- GIS data set evaluation and configuration
- Remote configuration services for all main and backup VIPER Power 911 positions
- GIS data hosting services within the SCC cloud environment
- Re-creation of a GIS data potentially needed in support of software "break-fix"
- Integration with Rapid SOS upon request
- Receiving and plotting Z-axis values. Customer must have ESRI Webscene or other oblique imagery to display Z-axis values.

Optional services available with Spatial Command & Control:

- GIS data package reconfiguration services after the initial system setup and installation
- GIS data update service one-time or recurring

Spatial Command and Control is accessed over the internet and requires that the following minimum bandwidth:

Active Position Count per Location	Bandwidth (Mbps) Download
1-3	2 Mbps or higher
4-6	4 Mbps or higher
7-10	6 Mbps or higher
11-15	8 Mbps or higher
16-20	10 Mbps or higher
21-40	20 Mbps or higher
41-50	30 Mbps or higher

- 4** 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.

5 **Total Protection Service provide:**

- 24/7 VIPER Alarm (NOC) Monitoring
- 24/7 Remote Technical Support
- Access to all product software updates, enhancements, and new feature releases.
- Access to all future Call Handling platform upgrades at no additional cost i
- Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak performance for the duration of system life cycle.ii
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard Intrado supplied Cisco LAN switches

Conditions not covered under this Service offering

- Installation support for Call Handling platform upgrades. Installation services can be purchased separately from Intrado.
 - Assistance with third-party software or hardware not provided by Intrado.
 - Assistance with user configuration, usage scenarios, and items covered in standard end user training or operating manuals provided to the customer. Support for these subjects is available through purchase of end-user training curriculum.
 - Assistance with Geographic Information Systems (GIS) data updates performed by the end user or resulting problems.
 - Replacement of non-operational hardware not provided by Intrado.
 - Replacement of non-operational workstation monitors.
 - Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.
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- 6** 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.

- 7** **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.
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- 8** 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.
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9 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
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- 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
 - Comprehensive Project management Services can include an Intrado PM presence on-site as required for project kickoff and site cut-over. Per day travel and expense components may be quoted separately for any additional on-site requirements.
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10 **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.

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.

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-conditions>.

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 **ECaTS VIPER Module**

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 years as stated in this Quote.

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

Terms

VENDOR NAME	Intrado Life & Safety, Inc. Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	erd-ordermanagementteam@intrado.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 2023
INVOICING	<p>If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment. If installation is purchased, Customer will be invoiced according to the following terms:</p> <ul style="list-style-type: none">• 30% on acceptance of Customer's Order• 30% on shipment• 30% on System Cutover• 10% on Final Acceptance
DELIVERY	TBD
VALIDITY	Quote expires on September 15, 2026. 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, Inc. and is offered solely for the purpose of evaluation.

Optional Signature Page

Customer can purchase the products and services in this Quote by:

- Issuing a purchase order for the Total Amount of the quote
- OR
- By signing below

Intrado Quote Number: 80505 Version: 2 Date Issued: March 31, 2026

Total Purchase Amount (Not including Optional Products or Services): \$1,204,200.00

Please check one: Bill the Total Amount Upfront: _____ Bill Annually: _____

ACCEPTED AND AGREED:

Customer is committing to the Total Purchase Amount listed above.

Customer Entity Name: Aurora Police Department, IL

Signature: _____

Printed Name: _____

Title: _____

Date Signed: _____

By signing above, Customer acknowledges and agrees with the terms of the box checked below:

A customer purchase order is required to pay any invoice relating to this quote. Customer acknowledges that Intrado will not ship any equipment or software, or commence any services, until it has received customer's corresponding purchase order.

A customer purchase order is NOT required to pay any invoice relating to this quote. The signature above authorizes Intrado to ship, provide services, and invoice customer.

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms-conditions> 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.