



VIPER as a Service

For **City of Napa, CA**

(Direct Sale)

Quote Number: 26098v5

ACCEPTED AND AGREED:

Total Purchase Amount: \$808,785.00

Customer Entity Name: City of Napa (for Napa PD)

By: _____

Name: _____

Title: _____

Date Signed: _____

Customer must initial one of the following:

_____ 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 west.com/legal-privacy/terms/call-handling 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 owned by West Safety Solutions Corp. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

VIPER as a Service Pricing

Model#	Description	Qty	Selling Price	Total
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VIPER as a Service Non-Recurring Expenses

912990/S	VaaS One-Time Fee per PSAP	2	\$10,000.00	\$20,000.00
912990/S	VaaS One-Time Fee per Position	19	\$1,495.00	\$28,405.00
			Subtotal	\$48,405.00

VIPER as a Service Annual Recurring Fee over 5 Years

Total Annual Charge	5	\$152,056.00	\$760,380.0	
			Subtotal	\$760,380.0

Total \$808,785.00

Configuration Parameters - Main Site

Site Configuration

Total Positions	11 A9C, 1 IP-ALI Set
Total Number of E9-1-1 CAMA Trunks	16
Total Number of FXO Lines	0
Total Number of ISDN-PRI channels (T1)	0
SIP	Included
ECCP	Not Included
PowerOPS	1
VIPER ACD	12
Add-on for Radio Recorder	Included

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912802/2	VIPER Primary Application Server	1			
912803/2	VIPER Primary VoIP Soft Switch	1			
912822/2	VIPER Secondary Application Server	1			
912823/2	VIPER Secondary VoIP Soft Switch	1			
912890/BB	Media Kit Prebuilt Building Block	1			
911SIP	9-1-1 Ingress via SIP - License per position	12			
912850	VIPER Integrated ACD (Per Position)	12			
912800	VIPER Gateway Shelf	2			
912801	CAMA Interface Module (CIM)	4			
912811	Application Server License	4			
912811/U	Application Server Position Access License Upgrade	10			
912812	PBX Access License	3			
912812/U	PBX Access License Upgrade	9			
912813	48V Power Supply and Shelf - VIPER System	2			
912817	7 Foot IT Cabinet	1			
P10008	License to Connect Non-Intrado Recording Device	1			
E10642	PowerOps Client Access License	1			
P10035	PowerOps Software Media	1			
912845	IP Phone w/ALI	1			
912925	SIP I/F to 3rd Party PBX License - Per Position	12			
C10036	Power Cord Cable with A/C twist lock connector	3			
912716/48	Cisco C2960X-48TS-L 48 port switch (with stacking module)	2			

Power Stations

914121/1	IWS Workstation - Software and Configuration	11
914600/4	IWS External Programmable Keypad - 48 Buttons	11
911801	A9C G3, Desk Mounting Kit	11
911809	A9C G3, Call Handling Accessories	11
911810-1	A9C G3 : Bundle	11
911808	A9C G3, Second Screen Kit	11
911785	Position Image - Power Station Gen3	1

Power 911

913100	Power 911 Client Access License (CAL)	2
913100/U	Power 911 Client Access License Upgrade	9
913152	Power 911 Add-On Recorder for Radio (ITRR)	2
913152/U	Power 911 Add-On Recorder for Radio Upgrade	9
913202	Power 911 Server Access License	2
913202/U	Power 911 Server Access License Upgrade	9
913152/CD	ITRR Media Kit	1

Power Metrics Setup Fees

P10195	Power Metrics Advanced - Service set-up: single RDDM-Server Class	1
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MapFlex Software

MF-SRV-20	MapFlex Server License (11-20 positions)	1
MF-DMS-20	MapFlex 9-1-1 Client License (11-20 positions)	11
MF-DP-NEW	MapFlex GIS Data Prep - New System or Major Version Upgrade	1

Sentry

915137/1	Set-Up Fee	1
E10830	LICENSE, ELM Enterprise Manager 6.7, Class I	2
E10831	LICENSE, ELM Enterprise Manager 6.7, Class II	4
915102/CD	VIPER Alarm Monitoring Media Set	1

OS Update Service Setup Fees

915137/1	Set-Up Fee	1
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Power 911 Hardware

914961	IWS Server RACK Bundle - Type B	1
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MapFlex Hardware

MF-HW	MapFlex Server Hardware	1
MF-HWBU	MapFlex Backup Server Hardware	1

Object Server Hardware

914962	IWS Server RACK - Type A	1
914121/3	IWS Object Server - Underlying Software	1

Common Hardware

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1
P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	1
E10871	LICENSE - Multiplicity KVM	11
914170/CD	Multiplicity KVM	1

PowerOps Hardware

914102/BB	IWS Workstation Prebuilt Building Block	1
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Peripheral Hardware

915109/P	Alarm Panel (Includes Power Supply)	1
600150	Punch Blocks	2
207-990000-046	Cable Cheat - 25PR, 25', MF	2
914840/1	Modem DSU/CSU (Digital)- 2 units	1

Network Equipment

912810/E	Quad Ethernet Switch WIC	2
914147	Call Handling Firewall	2
914148	West Firewall Appliance	1
914148/CD	Call Handling Firewall - Media Set	1

Staging

950852	Front Room Equipment Staging - Per Position	11
950853	Back Room Equipment Staging - Per Cabinet	1

Project Survey

950100	Project Survey (per Site)	1
960575	Living Expense per Day per Person	3
960580	Travel Fee per Person	1

Installation

950104	Professional Services (per Day)	9
960575	Living Expense per Day per Person	11
960580	Travel Fee per Person	1
P10121	Remote MapFlex Configuration	1

Engineering Services

950516	Network Provisioning Services per day	2
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Call Taker and Admin Training

960780	Power 911 Administrator Training	1
960801	Power 911 User Training	3
P10090	MapFlex 9-1-1 Administrator Training	1
960575	Living Expense per Day per Person	8
960580	Travel Fee per Person	1

CCS Training

P10088	ACD CCS Training	3
960575	Living Expense per Day per Person	5
960580	Travel Fee per Person	1

Project Management Services

950510	Project Management Services	1
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Power Metrics Recurring Srv

P10208	Power Metrics Advanced - 10-19	1
	pos. annual service per PSAP Year 1	
P10219	Power Metrics Suite - Annual access	1
	contract per PSAP Year 1	
P10208	Power Metrics Advanced - 10-19	1
	pos. annual service per PSAP Year 2	
P10219	Power Metrics Suite - Annual access	1
	contract per PSAP Year 2	
P10208	Power Metrics Advanced - 10-19	1
	pos. annual service per PSAP Year 3	
P10219	Power Metrics Suite - Annual access	1
	contract per PSAP Year 3	
P10208	Power Metrics Advanced - 10-19	1
	pos. annual service per PSAP Year 4	
P10219	Power Metrics Suite - Annual access	1
	contract per PSAP Year 4	
P10208	Power Metrics Advanced - 10-19	1
	pos. annual service per PSAP Year 5	
P10219	Power Metrics Suite - Annual access	1
	contract per PSAP Year 5	

Software Subscription

950999/SUB1	Software Subscription Service Year 1	11
950999/SUB1	Software Subscription Service - Year 2	11
950999/SUB1	Software Subscription Service - Year 3	11
950999/SUB1	Software Subscription Service - Year 4	11
950999/SUB1	Software Subscription Service - Year 5	11

Software Protection and Remote Tech Support

950999/PRO1-S	Soft Protect and Remote Tech Support - 1	1
	Year/Pos – Supplemental Pos Year 2	
950999/PRO1	Software Protection and Remote Technical	11
	Support - 1 Year/Position Year 2	
950999/PRO1-S	Soft Protect and Remote Tech Support - 1	1
	Year/Pos – Supplemental Pos Year 3	
950999/PRO1	Software Protection and Remote Technical	11
	Support - 1 Year/Position Year 3	
950999/PRO1-S	Soft Protect and Remote Tech Support - 1	1
	Year/Pos – Supplemental Pos Year 4	
950999/PRO1	Software Protection and Remote Technical	11
	Support - 1 Year/Position Year 4	
950999/PRO1-S	Soft Protect and Remote Tech Support - 1	1
	Year/Pos – Supplemental Pos Year 5	
950999/PRO1	Software Protection and Remote Technical	11
	Support - 1 Year/Position Year 5	

On-Site Maintenance

950999/ONS1-2-S	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys - Supplemental Position Year 1	1
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 1	11
950999/ONS1-2-S	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys - Supplemental Position Year 2	1
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 2	11
950999/ONS1-2-S	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys - Supplemental Position Year 3	1
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 3	11
950999/ONS1-2-S	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys - Supplemental Position Year 4	1
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 4	11
950999/ONS1-2-S	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys - Supplemental Position Year 5	1
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 5	11

MapFlex Maintenance Services

MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 2	11
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 2	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 3	11
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 3	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 4	11
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 4	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 5	11
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 5	1

Hardware Protection

950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 2	1
950999/HPMN1-S	Hardware Protect Multi-Node System - 1 Year/Pos - Supplemental Position Year 2	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 2	11
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 3	1
950999/HPMN1-S	Hardware Protect Multi-Node System - 1 Year/Pos - Supplemental Position Year 3	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 3	11
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 4	1
950999/HPMN1-S	Hardware Protect Multi-Node System - 1 Year/Pos - Supplemental Position Year 4	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 4	11
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 5	1
950999/HPMN1-S	Hardware Protect Multi-Node System - 1 Year/Pos - Supplemental Position Year 5	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 5	11

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	20
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	20
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	20
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	20
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	20

OS Update Recurring Fees

950999/OSU	Operating System Update Service - Per System Back Room Year 1	1
950999/OSU	Operating System Update Service - Per System Back Room Year 2	1
950999/OSU	Operating System Update Service - Per System Back Room Year 3	1
950999/OSU	Operating System Update Service - Per System Back Room Year 4	1
950999/OSU	Operating System Update Service - Per System Back Room Year 5	1

Sentry Monitoring Service

915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 1	11
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 2	11
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 3	11
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 4	11
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 5	11

CISCO Update Service

912819/CD	Cisco IOS update CD Year 1	1
912819/CD	Cisco IOS update CD Year 2	1
912819/CD	Cisco IOS update CD Year 3	1
912819/CD	Cisco IOS update CD Year 4	1
912819/CD	Cisco IOS update CD Year 5	1

DISCOUNT

DISCOUNT MNTC	Maintenance Discount	1
DISCOUNT SVC	Service Discount	1
DISCOUNT SYST	System Discount	1
DISCOUNT REC SVC	Recurring Services Discount	1

Configuration Parameters - Fire Station

Site Configuration

Total Positions	8 Dark Backup
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	16
Total Number of ISDN-PRI channels (T1)	0
SIP	Included
ECCP	Not Included
PowerOPS	1
VIPER ACD	8
Add-on for Radio Recorder	Included

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912807/BB	4 foot Cabinet Prebuilt Building Block	1			
912890/BB	Media Kit Prebuilt Building Block	1			
911SIP	9-1-1 Ingress via SIP - License per position	8			
912850	VIPER Integrated ACD (Per Position)	8			
912800	VIPER Gateway Shelf	2			
912801	CAMA Interface Module (CIM)	4			
912811	Application Server License	9			
912812	PBX Access License	8			
912814	Admin Interface Module (AIM)	4			
E10642	PowerOps Client Access License	1			
P10035	PowerOps Software Media	1			
912845	IP Phone w/ALI	2			
912925	SIP I/F to 3rd Party PBX License - Per Position	8			
C10036	Power Cord Cable with A/C twist lock connector	3			
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2			
912716/S	Cisco Stacking module for C2960-X	2			

Power Stations

914121/1	IWS Workstation - Software and Configuration	8			
914600/4	IWS External Programmable Keypad - 48 Buttons	8			
911801	A9C G3, Desk Mounting Kit	8			
911809	A9C G3, Call Handling Accessories	8			
911810-1	A9C G3 : Bundle	8			
911808	A9C G3, Second Screen Kit	8			
911785	Position Image - Power Station Gen3	1			

Power 911

913100/BAK	Power 911 Backup License	8
913152	Power 911 Add-On Recorder for Radio (ITRR)	8
913202	Power 911 Server Access License	8
913152/CD	ITRR Media Kit	1

Power Metrics Setup Fees

P10193	Power Metrics Advanced - Service set-up: single RDDM	1
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MapFlex Software

MF-DMS-CBU	MapFlex Client License - Failover Backup Position	8
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Sentry

E10830	LICENSE, ELM Enterprise Manager 6.7, Class I	1
E10831	LICENSE, ELM Enterprise Manager 6.7, Class II	4

Object Server Hardware

914962	IWS Server RACK - Type A	1
914121/3	IWS Object Server - Underlying Software	1
914958	Rocket Port Express Octacable DB9, PCIe Card	1

Common Hardware

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1
E10871	LICENSE - Multiplicity KVM	8

PowerOps Hardware

914102/BB	IWS Workstation Prebuilt Building Block	1
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Peripheral Hardware

600150	Punch Blocks	2
207-990000-046	Cable Cheat - 25PR, 25', MF	2
914840/1	Modem DSU/CSU (Digital)- 2 units	1

Network Equipment

912810/E	Quad Ethernet Switch WIC	2
914147	Call Handling Firewall	2
914148	West Firewall Appliance	1
914148/CD	Call Handling Firewall - Media Set	1

Staging

950852	Front Room Equipment Staging - Per Position	8
950853	Back Room Equipment Staging - Per Cabinet	1

Project Survey

950100	Project Survey (per Site)	1
960575	Living Expense per Day per Person	1

Installation

950104	Professional Services (per Day)	9
960575	Living Expense per Day per Person	11
960580	Travel Fee per Person	1

Engineering Services

950516	Network Provisioning Services per day	2
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Project Management Services

950510	Project Management Services	1
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Power Metrics Recurring Srv

P10219	Power Metrics Suite - Annual access contract per PSAP Year 1	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 2	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 3	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 4	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 5	1

Software Subscription

950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 1	8
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 2	8
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 3	8
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 4	8
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 5	8

Software Protection and Remote Tech Support

950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	10
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 3	10
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 4	10
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 5	10

On-Site Maintenance

950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 1	10
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 2	10
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 3	10
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 4	10
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 5	10

MapFlex Maintenance Services

MF-DMS-REN10	MapFlex Client License Renewal (6-10 pos) Year 2	8
MF-DMS-REN10	MapFlex Client License Renewal (6-10 pos) Year 3	8
MF-DMS-REN10	MapFlex Client License Renewal (6-10 pos) Year 4	8
MF-DMS-REN10	MapFlex Client License Renewal (6-10 pos) Year 5	8

Hardware Protection

950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 2	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 2	10
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 3	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 3	10
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 4	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 4	10
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 5	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 5	10

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	14
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	14
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	14
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	14
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	14

Sentry Monitoring Service

915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 1	8
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 2	8
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 3	8
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 4	8
915137/SL	Per Power 911 position remote monitoring - VIPER alarms annual recurring fee Year 5	8

DISCOUNT

DISCOUNT MNTC	Maintenance Discount	1
DISCOUNT SVC	Service Discount	1
DISCOUNT SYST	System Discount	1
DISCOUNT REC	Recurring Services Discount	1
SVC		

IN WITNESS WHEREOF, the parties hereto have caused this Quote to be executed the day and year first above written.

CITY OF NAPA:

West Safety Solutions Corp.:

(Signature)

(Type name and title)

ATTEST:

(Signature)

Tiffany Carranza, City Clerk

(Type name and title)

COUNTERSIGNED:

(Signature)

Desiree Brun, City Auditor

(Type name and title)

APPROVED AS TO FORM:

(Signature)

Michael W. Barrett, City Attorney

(Type name and title)

By:

(Signature)

Ronald Beaumont, President
(Type name and title)

Attested By:

(Signature)

Betsy Jennings, Sr. Program Manager
(Type name and title)

Address: 1601 Dry Creek Dr.
Longmont, CO 80503

Telephone: 303-494-5800

*Corporation, partnership, limited liability corporation, sole proprietorship, etc.

Unless corporate resolution delegates individual to sign contracts, this Agreement must be signed by the President or Vice President and the Secretary or Treasurer of a corporation. A general partner shall sign on behalf of a general partnership. The managing member, if authorized, may sign on behalf of a limited liability corporation

Notes

- 1** VaaS is a minimum 60 month term. VaaS consists of the provision of the equipment and software described herein, on a Subscription basis. West 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 West. VaaS will be billed on a yearly basis.

Additional positions may be added at \$8004.00/position/year.

Customer is responsible for the large screen monitor on which Power Ops is to be displayed. 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. Customer is providing all monitors and cabling to the workstations.

- 2** 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 West Safety Solutions Corp 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.
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- 3** The 3rd Party Recorder Interface Kit provides the following:

- 1) Physical IP packet-capture solution. This is the mechanism by which the VIPER SIP and RTP packets are securely shared with the 3rd party recorder.
 - 2) VIPER 3rd party recording license. This is the VIPER-side license that enables a 3rd party recorder to have a one-way IP connection to VIPER. One is needed per VIPER node.
 - 3) Packet description document. This document details all of the VIPER SIP/RTP messages that are relevant for
-

a 3rd party recorder.

Please note that in all cases, West Safety Solutions Corp will not be responsible for the support or provisioning of the 3rd party recorder.

- 4 **West Safety Solutions Corp.'s Remote Monitoring Service** monitors all IWS products as well as most third party equipment. The service forwards alarms and alerts to a centralized West Safety Solutions Corp. Network Operations Center for monitoring. This service requires the purchase of Sentry hardware from West Safety Solutions, Corp.

West Safety Solutions Corp.'s Technical Support Center receives remote customer alarms and alerts 24x7x365, notifying West Safety Solutions Corp. 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 Support services are purchased.

The dispatching of West Safety Solutions Corp. technician support after an alarm is received and troubleshooting has been performed is available only if On-Site Support Services are purchased.

West Safety Solutions Corp 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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- 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, West 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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- 6 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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7 **Comprehensive Project Management**

This is a service offered to partners that do not have a Project Manager assigned to the project, where West Safety Solutions, Corp'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
 - West Safety Solutions Corp. 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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- 8** **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.

West Safety Solutions, Corp. will provide periodic software release bulletins to customers which announce and explain new feature releases for West Safety Solutions Corp. software. Customers may then request the new release or version from West Safety Solutions Corp. 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 West Safety Solutions Corp. deploy a new release, West Safety Solutions Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'s then current prices for such services.

- 9** **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of West Safety Solutions Corp. 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 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
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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. West Safety Solutions Corp. will publish periodic software release bulletins to customers which announce important product updates for West Safety Solutions Corp. software. Customers may then request the new update from West Safety Solutions Corp. 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 West Safety Solutions Corp. deploy a new release, West Safety Solutions Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'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.

- 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 West Safety Solutions Corp. 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. West Safety Solutions Corp. may engage third-party vendors to provide the On-Site Support Services.

- 11** **Hardware Protection Service** provides for the replacement of any non-operating West Safety Solutions Corp. 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 West Safety Solutions Corp. 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.

- 12** MapFlex is a 9-1-1 call mapping application which locates incoming calls on a map display using customer GIS data and call location data received from the call handling system.

Customers are required to provide their GIS data for provisioning within MapFlex and are required to maintain their GIS data unless West has been contracted to manage the data on the customer's behalf.

GIS Services Included with MapFlex Deployment

- MapFlex GIS Data Preparation services (creation or re-creation of the customer's GIS data package prior to Final Acceptance)
- Remote MapFlex Configuration services

Post-Deployment GIS Services Included Under an Active Maintenance Services Agreement

- Creation or re-creation of a GIS data package potentially required in support of software "break fix"
- Other GIS data professional services potentially required in support of a bug fix related to software

Post-Deployment GIS Services Not Included Under an Active Maintenance Services Agreement

- MapFlex GIS Data Preparation services (following the initial system setup and installation)
- MapFlex Data Update Service (one-time or recurring)

Re-creation of the GIS data package or other GIS data professional services performed in support of a MapFlex version upgrade

- 14** **Power Metrics**

West 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 West at the conclusion of the service.

Terms

VENDOR NAME	West Safety Solutions Corp 1601 Dry Creek Drive Longmont, CO 80503
	Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	<u>ordermanagement.safetyservices@west.com</u>
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 April 20, 2019. 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 West Safety Solutions Corp and is offered solely for the purpose of evaluation.