

AGENDA ITEM FOR ADMINISTRATIVE MEETING () Discussion only
(X) Action

FROM (DEPT/ DIVISION): County Counsel

SUBJECT: Dispatch Call Processing Equipment Replacement

<p>Background: The call processing equipment for dispatch is at the end of its useful life and needs to be replaced. The state will provide funding for 5 of the stations, but the county will need to pay for one console. The purchase will include the hardware, software and training on the equipment. The total cost is \$323,988.68, with the county portion at \$33,058.74. The purchase is utilizing the HGAC contract with Lumen. Approval is sought to purchase the equipment.</p>	<p>Requested Action: Approve purchase of Dispatch CPE from Lumen in the amount of \$33,058.74.</p>
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ATTACHMENTS: Memorandum with Quotes

*****For Internal Use Only*****

Checkoffs:

- () Dept. Heard (copy)
- () Budget (copy)
- () Fiscal
- (X) Legal (copy)
- () (Other - List:)

To be notified of Meeting:
Karen Primmer

Needed at Meeting:

Scheduled for meeting on: October 6, 2021

Action taken:

Follow-up:

September 28, 2021

Sheriff, Undersheriff, Robert Pahl and Doug Olsen,

Attached you will find a number of documents related to the upcoming upgrade of the Umatilla County Sheriff's Office Dispatch Center phone and equipment related to the 911 services.

Earlier this year, there was a monetary fee, approved, for the yearly maintenance and technician service we are provided by Lumen. There was a cost for the 6th station that is maintained by the 911 center due to cuts previously related to Oregon Emergency Management (OEM). Many centers had to make a number of position cuts so it was fortunate that Umatilla County only had to pay for one position, which is needed due to our ever-increasing call load across the entire county.

I mentioned when the fees were approved for the maintenance and technician service, that there would be another portion forthcoming for the 6th position as our current 911 equipment is at end-of-life and over by a year or so. Again, this was due to the cuts previously by OEM.

I have been in touch with Mr. Gregg Holt from Lumen (Formerly CenturyLink) and Mr. Michael Warren with Oregon Emergency Management. Both have been assisting me with the quotes using the HGAC pricing for the new equipment. This will be for the hardware, software and training on the equipment, for staff.

OEM has asked that Mr. Holt do a few more minor tweaks on the quote and the final quote is attached. The cost for new equipment and a 5-year warranty will be approximately \$323,988.68.

Currently OEM has about 6 PSAPs at end of life on their equipment and coming in 2022, about 6- 8 more that will be in this process. There is some concern that the equipment and installations could be back logged if not taken care of quickly.

The breakdown is as follows: For the CPE proposal for **5 positions** will be \$288,243.28 which is believed to be **eligible for reimbursement** for the full amount. The warranty should be the same, from year to year. This will be an expense that will be paid year to year until the life of the warranty is completed; 5 years' time. The warranty can't be pre-paid according to OEM but can be submitted for reimbursement. It will be a cost of \$7,149.08 per year for a total of \$35,745.40.

This brings me full circle to the 6th position and the cost for the replacement of the equipment for that console. The cost to Umatilla County is going to be \$33,058.74 which will make the 6th station par excellence with the other 5 consoles.

I realized that this was a cost that wasn't expected other than it was known Umatilla County was approaching end of life on the 911 equipment. Many other PSAPs are also in the same situation due to aging computers, outdated software and hardware, just to name a few items.

With the new equipment comes many new improved features to include Rapid SOS. This is a function that will be included in the upgrade. This software application makes for real time and real locations on cell phone calls. Say you have a school shooting and callers are calling into the 911 system to us. We have the ability to "track and map" the caller's location even while the subject is moving within a building or field. Many agencies have already migrated to this lifesaving application, including Milton Freewater but our agency hasn't primarily due to the cost. This will no longer be a stumbling block with the new Vesta Equipment.

Another feature that will be intergraded into the software will be Text to 911. Currently we run a separate platform for this and with the Vesta upgrade, it is reported that this will be included into the phones rather than using another computer and application.

I am respectfully requesting that these documents, the quote and related email be reviewed and then have this matter be put up for the next Board of Commissioner's meeting so approval can be granted for the highly necessary 6th console.

Respectfully,

A handwritten signature in cursive script that reads "Cpt. Karen Primmer". The signature is written in dark ink and is positioned above the typed name.

Cpt. Karen Primmer

Quote Number: 57682160
Customer: E911 Umatilla Criminal Justice
Lumen Products: CPE
Lumen Installation: Yes
Lumen Maintenance: Lumen On-Site Maintenance
Created On: 7/22/2021
Expiration Date: 11/21/2021
Account Manager: Gregg Holt
Sales Engineer: Colby Furniss
Pramata #: 1403806
Customer Notes: Pricing is in compliance with HGAC contract terms and conditions.
 Lumen Technician and Hardware support quoted on a 60 month term will be invoiced annually at 1/5th total cost.

Catalog Number	Description	Unit Price	Qty	Total Price
LOCATION: Umatilla County Sheriff's Office, OR				
Materials				
VESTA 9-1-1				
<i>Note: The Small Server Bundle is for PSAP's up to 10 positions with an annual call volume of 100,000 or less.</i>				
870899-0104R7.6U	V911 R7.6 DOC/MED UPG	\$ -	2	\$ -
873099-03002U	V911 CAD INTF LIC UPGD	\$ -	2	\$ -
853031-MLSSVRSG2	V-ML SVR BNDL SML SGL	\$ 23,278.69	1	\$ 23,278.69
QBOM INSTALL MAT	MISC INSTALLATION MATERIAL	\$ 3,000.00	1	\$ 3,000.00
VESTA 9-1-1 CDR Module				
873099-00602U	V911 CDR SVR LIC UPGD	\$ -	2	\$ -
873099-01102U	V911 CDR PER SEAT LIC UPGD	\$ -	5	\$ -
VESTA 9-1-1 Prime Standard Operations				
PS-0PR-VSML-M	VPRIME MLTP SEAT LIC NFEE	\$ -	5	\$ -
VESTA 9-1-1 Basic/Prime to VESTA® 9-1-1 Advanced Licenses				
PA-0AD-VSSL	VADV LIC ADD-ON	\$ -	5	\$ -
VESTA 9-1-1 IRR Module				
873099-00502U	V911 IRR LIC UPGD	\$ -	5	\$ -
VESTA 9-1-1 Workstation Equipment				
61000-409612	DKTP ELITE MINI 705 G5 W/O OS	\$ 1,203.12	5	\$ 6,015.60
04000-00441	WINDOWS 10 LTSC LIC	\$ 133.99	5	\$ 669.95
63000-221693	MNTR FP WIDE SCRNM LED 22IN	\$ 339.69	5	\$ 1,698.45
64007-50025	KEYPAD 48-KEY USB CBL 25FT	\$ 341.04	5	\$ 1,705.20
04000-13362	CBL DP M/M 15FT BLK	\$ 16.24	10	\$ 162.40
853030-00302	V911 SAM HDWR KIT	\$ 2,736.44	5	\$ 13,682.20
833401-00101G-15	CBL SAM JKBX 15FT	\$ 50.08	10	\$ 500.80
853004-00401	SAM EXT SPKR KIT	\$ 276.08	5	\$ 1,380.40
65000-00124	CBL PATCH 15FT	\$ 18.95	5	\$ 94.75
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -
VESTA 9-1-1 Admin Printer				
64040-60020	PRNTR USB/ETHERNET B/W LJ	\$ 562.99	1	\$ 562.99
<i>Note: Laserjet Black and White printer. Recommended monthly volume, 250 to 1,500 pages.</i>				
65000-13403	CBL USB 2.0 A/B 10FT	\$ 5.41	1	\$ 5.41
VESTA Network Equipment				
04000-29638-X	SWITCH 2960-X+CBL 24-PORT	\$ 2,584.87	2	\$ 5,169.74
VESTA Peripherals & Gateways				
04000-00129	MED 1000B CHASSIS BNDL	\$ 2,622.76	2	\$ 5,245.52
870890-74901	V911 M1KB FIRMWARE	\$ -	1	\$ -
04000-00116	MED 1000 FXO-LS BNDL	\$ 477.73	2	\$ 955.46
04000-00119	MED 1000 FXS-O BNDL	\$ 458.79	2	\$ 917.58
04000-00152	MED 1000 1-SPAN BNDL	\$ 3,296.72	2	\$ 6,593.44
VESTA ALI/CAD Output				
04000-00159	BLKBX TL159A 8-PORT DATACAST	\$ 554.87	1	\$ 554.87
65000-00262	KIT CBL RJ11 ADPTR DB25	\$ 23.01	8	\$ 184.08
04000-RS232	BLKBX TL601A-R2 DATASHARE	\$ 611.71	1	\$ 611.71
04000-01014-10	CBL SRL DB25M/DB9F 10FT	\$ 16.24	1	\$ 16.24

VESTA Rack & Peripheral Equipment				
06500-55053	7FT EQUIPMENT RACK 19IN	\$ 488.56	1	\$ 488.56
63002-172805	MNTR NEC 17IN	\$ 303.15	1	\$ 303.15
04000-00809	KVM 8-PORT SWITCH USB	\$ 606.29	1	\$ 606.29
VESTA 9-1-1 IP Phones				
873010-00202U	IP PHN LIC ENH UPGD	\$ 0.01	2	\$ 0.02
04000-16867	6867I PHN/ADPTR KIT	\$ 282.85	2	\$ 565.70
04000-01685	685i KEY EXP MOD	\$ 221.95	4	\$ 887.80
VESTA Network Equipment for IP Phones				
04000-29639-X	SWITCH 2960-X POE+CBL 24-P	\$ 3,395.52	1	\$ 3,395.52
VESTA Map Local				
871399-53103.0	VMAP TO VMAP LOCAL PREM LIC-KEY/MED UPLIFT	\$ 2,394.05	1	\$ 2,394.05
871391-53101	VMAP TO VMAP LOCAL PREM LIC ONLY UPLIFT	\$ 2,394.05	4	\$ 9,576.20
6400C-40050	8GB RAM DDR4 705 G4/G5	\$ 297.73	5	\$ 1,488.65
63000-221693	MNTR FP WIDE SCRNL 22IN	\$ 339.69	5	\$ 1,698.45
Support				
CCC-PRM-ONS-PLANT-WARR-	LUMEN ON-SITE SUPPORT 5YR	\$ 35,745.40	1	\$ 35,745.40
VESTA 9-1-1 Services				
04000-68009	V-SVR BASIC SPT 5YR	\$ 679.37	2	\$ 1,358.74
SS-OPR-VSSL-5Y	SPT VPRIME 5YR	\$ 6,853.28	5	\$ 34,266.40
VESTA® 9-1-1 IRR Module				
809800-35114	V911 IRR SW SPT 5YR	\$ 989.29	5	\$ 4,946.45
VESTA Network Equipment				
04000-29716	WARR 2960-X 24P 24X7 5YR	\$ 3,930.08	2	\$ 7,860.16
VESTA Peripherals & Gateways				
04000-00190	SW SPT M1000 GATEWAY 5YR	\$ 2,670.13	2	\$ 5,340.26
04000-00195	SW SPT M1000 T1 MOD 5YR	\$ 2,670.13	2	\$ 5,340.27
VESTA Map Local				
809800-46005	VMAP LOCAL PREM SPT 5YR	\$ 4,502.55	5	\$ 22,512.73
VESTA Security Management (SM)				
<i>Note: Includes (2) DDS Servers, (5) Calltaker Workstations, (1) Management Console</i>				
809800-16235	SEC MGMT 3.1 SVC 5YR	\$ 3,078.84	8	\$ 24,630.72
SA-0AD-VSSL-5Y	SPT VADV ADD-ON 5YR	\$ 1,868.96	5	\$ 9,344.80
VESTA Network Equipment for IP Phones				
04000-29695	WARR 2960-X POE 24P 24X7 5YR	\$ 3,350.85	1	\$ 3,350.85
Implementation				
VESTA 9-1-1				
QINTR-VESTA SOLUTIONS INC.	LUMEN ON-SITE INSTALLATION	\$ 22,858.00	1	\$ 22,858.00
809800-17006	FIELD ENG-EXPRESS	\$ 105.56	23	\$ 2,427.88
809800-35109	V911 IWS CFG	\$ 355.93	5	\$ 1,779.65
809800-35108	V911 IWS STG FEE	\$ 534.57	5	\$ 2,672.85
VESTA 9-1-1 IP Phones				
809800-10201	IP PHN CFG FEE PER PHN	\$ 89.32	2	\$ 178.64
VESTA Security Management (SM)				
809800-14152	MGD SERV DEV & IMPL	\$ 108.27	8	\$ 866.16
809800-00200	CFG NTWK DEVICE	\$ 224.65	1	\$ 224.65
VESTA Map Local				
809800-17007	FIELD ENG-STANDARD	\$ 143.45	128	\$ 18,361.60
809800-44119	VMAP LOCAL GIS SVCS	\$ 7,783.03	1	\$ 7,783.03
VESTA Project Management				
809800-51009	PROJECT MGMT - SUPPORT	\$ 1,716.03	5	\$ 8,580.15
VESTA Training				
000001-06701	V9-1-1 AGENT TRNG	\$ 1,730.92	3	\$ 5,192.76
<i>Note: VESTA® 9-1-1 Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel.</i>				
000001-06704	V9-1-1 ADMIN FOR STD	\$ 5,767.91		\$ -
<i>Note: VESTA® 9-1-1 Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.</i>				
000001-06807	E-LEARN V9-1-1 IP PHONE TRNG	\$ 422.24	1	\$ 422.24
000001-69012	E-LEARN VESTA MAP LOCAL AGENT TRNG	\$ 422.24	3	\$ 1,266.72
<i>Note: VESTA Map Local Agent training course. Only offered as a computer-based training course. Maximum number of students per class is 10.</i>				
000001-69014	E-LEARN VMAP LOCAL SYS GIS DATA HUB TRNG	\$ 143.45	1	\$ 143.45

<i>Note: VESTA Map Local GIS Hub training course. Only offered as a computer-based training course. Maximum number of students per class is 5.</i>				
Shipping and Handling				
Shipping & Handling	Shipping & Handling	\$ 2,124.25	1	\$ 2,124.25
			Materials Total	\$94,409.87
			Support Services Total	\$154,696.78
			Implementation Total	\$72,757.78
			Shipping and Handling Total	\$2,124.25
Grand Total Price to Customer				\$323,988.68

Terms and Conditions Governing This Order

1. This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 2. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities providing Services under this Order. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.

2. The Service identified in this Order is subject to the Lumen or CenturyLink Master Service Agreement(s) or Master Service Agreement(s), Public Safety Version, and applicable Service Schedule(s) between CenturyLink Communications, LLC d/b/a Lumen Technologies Group and Customer (or its affiliate if expressly provided for under such affiliate Master Service Agreement). If Customer has not executed a Lumen or CenturyLink Master Service Agreement or Master Service Agreement, Public Safety Version, with CenturyLink Communications, LLC d/b/a Lumen Technologies Group but has executed a services agreement for applicable services with an affiliate of Lumen ("Affiliate Agreement"), then the terms of the most recent Affiliate Agreement will apply to the Service (to the extent not inconsistent with this Order); In such cases, the current standard Service Schedule applicable to the Services will apply. If Lumen and Customer have not executed a Lumen or CenturyLink Master Service Agreement or Master Service Agreement, Public Safety Version,, and/or applicable Service Schedule(s) governing the Service and have not executed an Affiliate Agreement, Lumen's current standard Master Service Agreement/Service Schedule(s) will govern, a copy of which are available upon request. The Lumen entity providing Services is identified on the invoice. Notwithstanding anything in any Affiliate Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month, and rates are subject to change upon 30 days' notice from Lumen. If the Affiliate Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: www.lumen.com/ancillary-fees. "Affiliate Agreement" for CenturyLink Communications, LLC d/b/a Lumen Technologies Group or any companies that were affiliates of CenturyLink Communications, LLC before the merger with Level 3 Communications ("Merger") means only an applicable Interexchange Carrier (IXC) network agreement, e.g. CenturyLink Total Advantage Agreement, CenturyLink Total Advantage Express Agreement, or CenturyLink Wholesale Services Agreement (each, an Affiliate Agreement). Affiliate Agreement also includes an Agreement between Customer and any entity that was an affiliate of Level 3 Communications before the Merger.

3. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.

4. All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end points for the service are located in the same state and neither end point is a Lumen provided IP port ("Intrastate Services"). Where Customer requests that services be designated as Intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.

5. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit www.lumen.com/taxes.

6. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at <https://www.centurylink.com/business/login/>) and (b) ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule, available at www.lumen.com/ancillary-fees. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

7. Charges/Orders. Items described in the Catalog Number and Description columns above reflect the Lumen Services ordered and identified above the table. Despite anything to the contrary, NRCs are NOT waived unless this Order or an Order Addendum expressly states NRCs are waived or the NRCs appear in the waived column in the above table(s). If a Cancellation Charge requires Customer to pay the amount of any waived or discounted NRC, the NRC will be the amount stated in this Order or Order Addendum or shown in the "Waived NRC" column in the above table(s) despite anything to the contrary. If in this Order Customer is upgrading, moving, disconnecting or otherwise changing an existing Service, cancellation charges may apply as set forth in the Agreement.

8. MLTS Equipment. BY SIGNING THIS ORDER FOR MLTS EQUIPMENT, AS APPLICABLE, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY SERVICES" CONTAINED IN THE APPLICABLE SERVICE SCHEDULE ATTACHED TO THE LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR MASTER SERVICE AGREEMENT, PUBLIC SAFETY VERSION, OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE SCHEDULE. IF I HAVE NOT EXECUTED A LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR MASTER SERVICE AGREEMENT, PUBLIC SAFETY VERSION, OR AN AFFILIATE AGREEMENT WITH AN APPLICABLE SERVICE SCHEDULE, I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>.

Customer Representative: _____

Customer Signature: _____

Job Title: _____

Date: _____

Lumen Representative: _____

Lumen Signature: _____

Job Title: _____

Date: _____

Quote Number: 57682160
Customer: E911 Umatilla Criminal Justice
Lumen Products: CPE
Lumen Installation: Yes
Lumen Maintenance: Lumen On-Site Maintenance
Created On: 7/22/2021
Expiration Date: 11/21/2021
Account Manager: Gregg Holt
Sales Engineer: Colby Furniss
Pramata #: 1403806
Customer Notes: Pricing is in compliance with HGAC contract terms and conditions.
 Lumen Technician and Hardware support quoted on a 60 month term will be invoiced annually at 1/5th total cost.

1/5th position - OUR COST

Catalog Number	Description	Unit Price	Qty	Total Price
LOCATION: Umatilla County Sheriff's Office, OR				
Materials				
VESTA 9-1-1 Workstation Equipment				
61000-409612	DKTP ELITE MINI 705 G5 W/O OS	\$1,203.12	1	\$ 1,203.12
04000-00441	WINDOWS 10 LTSC LIC	\$ 133.99	1	\$ 133.99
63000-221693	MNTR FP WIDE SCRIN LED 22IN	\$ 339.69	1	\$ 339.69
64007-50025	KEYPAD 48-KEY USB CBL 25FT	\$ 341.04	1	\$ 341.04
04000-13362	CBL DP M/M 15FT BLK	\$ 16.24	2	\$ 32.48
853030-00302	V911 SAM HDWR KIT	\$2,736.44	1	\$ 2,736.44
833401-00101G-15	CBL SAM JKBX 15FT	\$ 50.08	2	\$ 100.16
853004-00401	SAM EXT SPKR KIT	\$ 276.08	1	\$ 276.08
65000-00124	CBL PATCH 15FT	\$ 18.95	1	\$ 18.95
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -
VESTA 9-1-1 CDR Module				
873099-01102U	V911 CDR PER SEAT LIC UPGD	\$ -	1	\$ -
VESTA 9-1-1 Prime Standard Operations				
PS-OPR-VSML-M	VPRIME MLTP SEAT LIC NFEE	\$ -	1	\$ -
VESTA 9-1-1 Basic/Prime to VESTA® 9-1-1 Advanced Licenses				
PA-0AD-VSSL	VADV LIC ADD-ON	\$ -	1	\$ -
VESTA 9-1-1 IRR Module				
873099-00502U	V911 IRR LIC UPGD	\$ -	1	\$ -
VESTA Map Local				
871391-53101	VMAP TO VMAP LOCAL PREM LIC ONLY UPLIFT	\$2,394.05	1	\$ 2,394.05
VESTA Map Local - Additional Hardware				
6400C-40050	8GB RAM DDR4 705 G4/G5	\$ 297.73	1	\$ 297.73
Mapping Monitor				
63000-221693	MNTR FP WIDE SCRIN LED 22IN	\$ 339.69	1	\$ 339.69
Support				
CCC-PRM-ONS-PLANT-WARR-	LUMEN ON-SITE SUPPORT 5YR	\$2,618.74	1	\$ 2,618.74
VESTA 9-1-1 Services				
SS-OPR-VSSL-5Y	SPT VPRIME 5YR	\$6,853.28	1	\$ 6,853.28
SA-0AD-VSSL-5Y	SPT VADV ADD-ON 5YR	\$1,868.96	1	\$ 1,868.96
VESTA 9-1-1 IRR Module				
809800-35114	V911 IRR SW SPT 5YR	\$ 989.29	1	\$ 989.29
VESTA Map Local				
809800-46005	VMAP LOCAL PREM SPT 5YR	\$4,502.55	1	\$ 4,502.55
VESTA Security Management (SM)				
809800-16235	SEC MGMT 3.1 SVC 5YR	\$3,078.84	1	\$ 3,078.84
Implementation				
VESTA 9-1-1				
QINTR-VESTA SOLUTIONS INC.	LUMEN ON-SITE INSTALLATION	\$2,285.80	1	\$ 2,285.80

809800-35109	V911 IWS CFG	\$ 355.93	1	\$ 355.93
809800-35108	V911 IWS STG FEE	\$ 534.57	1	\$ 534.57
809800-17006	FIELD ENG-EXPRESS	\$ 105.56	3	\$ 316.68
VESTA Security Management (SM)				
809800-14152	MGD SERV DEV & IMPL	\$ 108.27	1	\$ 108.27
VESTA Map Local				
809800-17007	FIELD ENG-STANDARD	\$ 143.45	8	\$ 1,147.60
Shipping and Handling				
Shipping & Handling	Shipping & Handling	\$ 184.81	1	\$ 184.81
Materials Total				\$8,213.42
Support Services Total				\$19,911.66
Implementation Total				\$4,748.85
Shipping and Handling Total				\$184.81
Grand Total Price to Customer				\$33,058.74

Terms and Conditions Governing This Order

- 1.** This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 2. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities providing Services under this Order. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.
- 2.** The Service identified in this Order is subject to the Lumen or CenturyLink Master Service Agreement(s) or Master Service Agreement(s), Public Safety Version, and applicable Service Schedule(s) between CenturyLink Communications, LLC d/b/a Lumen Technologies Group and Customer (or its affiliate if expressly provided for under such affiliate Master Service Agreement). If Customer has not executed a Lumen or CenturyLink Master Service Agreement or Master Service Agreement, Public Safety Version, with CenturyLink Communications, LLC d/b/a Lumen Technologies Group but has executed a services agreement for applicable services with an affiliate of Lumen ("Affiliate Agreement"), then the terms of the most recent Affiliate Agreement will apply to the Service (to the extent not inconsistent with this Order); in such cases, the current standard Service Schedule applicable to the Services will apply. If Lumen and Customer have not executed a Lumen or CenturyLink Master Service Agreement or Master Service Agreement, Public Safety Version, and/or applicable Service Schedule(s) governing the Service and have not executed an Affiliate Agreement, Lumen's current standard Master Service Agreement/Service Schedule(s) will govern, a copy of which are available upon request. The Lumen entity providing Services is identified on the invoice. Notwithstanding anything in any Affiliate Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month, and rates are subject to change upon 30 days' notice from Lumen. If the Affiliate Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: www.lumen.com/ancillary-fees. "Affiliate Agreement" for CenturyLink Communications, LLC d/b/a Lumen Technologies Group or any companies that were affiliates of CenturyLink Communications, LLC before the merger with Level 3 Communications ("Merger") means only an applicable Interexchange Carrier (IXC) network agreement, e.g. CenturyLink Total Advantage Agreement, CenturyLink Total Advantage Express Agreement, or CenturyLink Wholesale Services Agreement (each, an Affiliate Agreement). Affiliate Agreement also includes an Agreement between Customer and any entity that was an affiliate of Level 3 Communications before the Merger.
- 3.** Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.
- 4.** All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end points for the service are located in the same state and neither end point is a Lumen provided IP port ("Intrastate Services"). Where Customer requests that services be designated as Intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.
- 5.** Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit www.lumen.com/taxes.

6. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at <https://www.centurylink.com/business/login/>) and (b) ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule, available at www.lumen.com/ancillary-fees. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

7. Charges/Orders. Items described in the Catalog Number and Description columns above reflect the Lumen Services ordered and identified above the table. Despite anything to the contrary, NRCs are NOT waived unless this Order or an Order Addendum expressly states NRCs are waived or the NRCs appear in the waived column in the above table(s). If a Cancellation Charge requires Customer to pay the amount of any waived or discounted NRC, the NRC will be the amount stated in this Order or Order Addendum or shown in the "Waived NRC" column in the above table(s) despite anything to the contrary. If in this Order Customer is upgrading, moving, disconnecting or otherwise changing an existing Service, cancellation charges may apply as set forth in the Agreement.

8. MLTS Equipment. BY SIGNING THIS ORDER FOR MLTS EQUIPMENT, AS APPLICABLE, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY SERVICES" CONTAINED IN THE APPLICABLE SERVICE SCHEDULE ATTACHED TO THE LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR MASTER SERVICE AGREEMENT, PUBLIC SAFETY VERSION, OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE SCHEDULE. IF I HAVE NOT EXECUTED A LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR MASTER SERVICE AGREEMENT, PUBLIC SAFETY VERSION, OR AN AFFILIATE AGREEMENT WITH AN APPLICABLE SERVICE SCHEDULE, I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>.

Customer Representative: _____

Customer Signature: _____

Job Title: _____

Date: _____

Lumen Representative: _____

Lumen Signature: _____

Job Title: _____

Date: _____

WARREN Michael * OMD
to Gregg, me ▾

Karen,

Tue, Sep 21, 9:44 AM (6 days ago)



I will attempt to answer all your questions. I think the biggest thing is things that are listed as optional are eligible for reimbursement at a later date or if you choose to implement Text to 9-1-1.

- Main proposal - \$339,700.03. This proposal included the Optional section for Text to 9-1-1 integration. We asked vendors to include as an option as it helps with the projected budget for that future integration. That section should be eligible at a later date.
- Lumen proposal - \$294,229.03. I entered the proposal in excel (I can share with you) and I am showing that \$1,319.72 difference. Maybe we can get an excel sheet and I can run it again?
- Eligible NTE - \$292,909.31. The first-year amount which includes first year On Site Support only is \$268,857.26. First year doesn't include Years 2-5 support of \$6,013.01 and \$24,052.04. This brings the total to \$294,909.31
- Optional Section - \$36,617.69 – My understanding is that this is all related to Text to 9-1-1 costs which will be reimbursable when the project is ready to begin. You would be submitting a separate PAF for that integration at a later date.
- Rapid SOS – The Rapid SOS integration should be reimbursable.

We may need to verify some numbers with final quote, but I am not seeing anything that isn't eligible now or at a future date for Text to 9-1-1 or Rapid SOS integration. Gregg and I might just need to get refreshed.

WARREN Michael * OMD

to me, Gregg

Karen,

Gregg forwarded me a copy of the updated quote. It looks good. Here is your revised NTE draft. I can send final NTE once you accept quote to move forward.

PAF	Year 1	Year 2	Year 3	Year 4	Year 5	
First Year NTE	\$288,243.28					\$288,243.28
On Site Support	\$7,149.08	\$7,149.08	\$7,149.08	\$7,149.08	\$7,149.08	\$35,745.40
	\$295,392.36					\$323,988.68

Please let me know if you have questions! Thanks!

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