



State of New Mexico General Services Department

Statewide Price Agreement Cover Page

Awarded Vendor
0000013468
Motorola Solutions, Inc.
13096 Collection Center Drive
Chicago, IL 60693

Contact: Larry Mabry
Email: larry.mabry@motorolasolutions.com
Telephone No.: (303) 527-4051

Price Agreement Number: 00-00000-19-00027AC

Payment Terms: Net 30

F.O.B.: Destination

Delivery: As Requested

Ship To:
All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public
bodies allowed by law.

Procurement Specialist: Vanessa LeBlanc *VL*

Telephone No.: (505) 827-0266

Email: Vanessa.LeBlanc@state.nm.us

Invoice:
As Requested

Title: NG-911 Systems and Related Hardware, Software and Services

Term: 6/22/2020 through 6/22/2025

This Price Agreement is made subject to the “terms and conditions” shown on the reverse side of this page, and as indicated in this Price Agreement.

JDL

STATE OF NEW MEXICO

Statewide Price Agreement

INFORMATION TECHNOLOGY AGREEMENT Statewide Price Agreement No. 00-00000-19-00027AC

THIS INFORMATION TECHNOLOGY AGREEMENT (“Agreement” or “Contract”) is made by and between the **State of New Mexico, General Services Department, State Purchasing Division on behalf of the Department of Finance and Administration, Local Government Division (DFA/LGD)**, hereinafter referred to as “Procuring Agency” and **Motorola Solutions, Inc.**, hereinafter referred to as “Contractor” and collectively the parties are hereinafter referred to as the “Parties.” This Agreement must be approved by the Department of Information Technology (“DoIT”).

WHEREAS, pursuant to the Procurement Code, NMSA 1978 13-1-28 *et. seq.*; and Procurement Code, NMAC 1.4.1 *et. seq.*; the Contractor has held itself out as an expert in implementing the Scope of Work attached hereto and the Procuring Agency has selected the Contractor as the offeror most advantageous to the State; and

WHEREAS, all terms and conditions of the **RFP #00-00000-19-00027 NG-911 Systems and Related Hardware, Software, and Services** and the Contractor’s response to such document(s) are incorporated herein by reference.

THEREFORE, IT IS MUTUALLY AGREED BETWEEN THE PARTIES:

ARTICLE 1 – DEFINITIONS

1. “Acceptance,” “Accept” or “Accepted” means the approval, following Quality Assurance, of all the Deliverables by Procuring Agency’s ELR (“ELR”).
2. “Agency CIO” means Procuring Agency’s Chief Information Officer.
3. “Application Deployment Package” or “ADP” means Contractor’s centralized and systematic delivery of business critical applications, including the source code (for custom software), documentation, executable code and the deployment tools necessary to successfully install application software fixes, including Contractor’s Software related additions, modifications, or deletions.
4. “Business Days” means Monday through Friday, 7:30 a.m. (MST or MDT) to 5:30 p.m. except for Federal and State holidays.
5. “Change Request” means a written document utilized by either Party to request changes or revisions in the Scope of Work – Exhibit A, attached hereto.
6. “Complete Working Order” means the uninterrupted, defect free operation of the system, to include major and minor failures as defined in the “Failure Prioritization Schedule”, and related (hardware, software to include software subscription, and related services/labor) that meets all applicable specifications and other requirements of the awarded agreement.

7. “Computer Aided Dispatch/Records Management System” a computer-based system, which aids PSAP dispatchers by automating selected dispatching and record keeping activities.
8. “Confidential Information” means any communication or record (whether oral, written, electronically stored or transmitted, or in any other form) that consists of: (1) confidential Procuring Agency or client information as the term is defined in State and/or Federal statutes or regulations; (2) all non-public State budget, expense, payment and other financial information; (3) all attorney-client privileged work product; (4) all information designated by Procuring Agency or any other State office or agency as confidential, including all information designated as confidential under Federal and State statutes or regulations; (5) unless publicly disclosed by Procuring Agency or the State, the pricing, payments, and terms and conditions of this Agreement, and (6) State information that has not been publicly disclosed and that is utilized, received, or maintained by Procuring Agency, Contractor, or other participating State agencies for the purpose of fulfilling a duty or obligation hereunder.
9. “Contract Manager” means a Qualified Person designated by Procuring Agency who is responsible for all aspects of the administration of this Agreement. Under the terms of this Agreement, the Contract Manager will be the State Purchasing Division or his/her Representative.
10. “Data” means a compilation, body, set or sets, of discrete information gathered by Procuring Agency and/or Contractor which Procuring Agency owns and/or controls and which concerns, and may be utilized or manipulated by Procuring Agency and/or Contractor, to further Procuring Agency’s governmental interests, role and mission (“Mission”). Data includes, but is not limited to, Procuring Agency’s information, whether or not stored in one or more databases, Confidential Information and other internal information which affects or may affect Procuring Agency’s ability to further its Mission.
11. “Default” means a violation or breach of this Agreement by a Party’s either: (1) failing to perform one’s own contractual obligations hereunder, or (2) by interfering with the other Party’s performance of its obligations hereunder.
12. “Deliverable” means the verifiable outcomes, results, the Services or products that Contractor will develop, perform, and/or produce and deliver to Procuring Agency according to the Scope of Work.
13. “DFA” mean the Department of Finance and Administration for the State of New Mexico.
14. “Dispatch Console” means commercial grade workstation furniture that supports 911 equipment, such as keyboard, mouse, and screens, capable of being adjusted to the height and ergonomic requirements of the individual dispatcher.
15. “DoIT” means the New Mexico State Department of Information Technology.
16. “DoIT CIO” means DoIT’s Cabinet Secretary or Chief Information Officer, who also serves as the State’s Chief Information Officer.
17. “Emergency medical, fire, and law enforcement dispatch software” mean software used in a PSAP that provides prompts for the dispatcher for emergency situations pertaining to fire, law enforcement and medical, based on nationally established protocols.
18. “Employees” means stockholders, directors, officers, employees and agents.

19. “Enhancement” means any modification including addition(s), modification(s), or deletion(s) that, when Contractor makes or adds to a Deliverable, materially improves the Deliverable’s utility, efficiency, functional capability, or application (“Utility”). An error correction is not an Enhancement unless the Deliverable’s Utility is improved in Contractor’s process of making the error correction.
20. “Escrow” Not Applicable. The Parties agree there is no Escrow.
21. “ESInet” (Emergency Services IP network) means a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core services can be deployed, including, but not restricted to, those necessary for providing NG-911 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national and international levels to form an IP-based inter-network (network of networks). The term ESInet designates the network, not the services that ride on the network, as defined by the NENA master glossary of 911 terminology, revision date 4/13/2018.
22. “Executive Level Representative” or “ELR” means the individual designated and empowered with the authority to represent and make decisions on behalf of Procuring Agency or the Representative of the Executive Level Representative.
23. “Failure Prioritization Schedule” means the following failure priority levels shall be used during the system and acceptance testing process, for any installation period, warranty period, and post warranty maintenance and support provided to the PSAPs or purchasing entity:
 - A. For Major failures which render the system 50% unusable and/or inoperable, call processing function is decreased, prevents a 911 caller from making voice contact with the PSAP, or prevents the PSAP from viewing Automatic Number Identification/Automatic Location Identification (ANI/ALI) information of the caller, the Contractor shall guarantee the following:
 1. A response by telephone to the PSAP or purchasing entity upon receipt of a problem.
 2. If the issue cannot be resolved through verbal contact or remote diagnostics and repair, the Contractor shall provide a manufacturer certified technician on-site for hardware and software support within a four (4) hour maximum response time from receipt of the problem reported. Any waiver from this requirement must be approved in writing by the PSAP Director/Manager for the PSAP or purchasing entity.
 - B. For Minor failures which have little or no effect on call processing but for which there is a work around. This would include punch list items which have little or no effect on call processing, the Contractor shall guarantee the following:
 1. A response by telephone to the PSAP or purchasing entity upon receipt of a problem.
 2. If the issue cannot be resolved through verbal contact, remote diagnostics and repair, the Contractor shall provide a manufacturer certified technician on-site within a 24-hour maximum response time from the receipt of the problem reported. Any waiver from this requirement must be approved in writing by the PSAP Director/Manager for the PSAP or purchasing entity.

24. “Fully Certified Reseller” means an entity known as a reseller that is certified and authorized by the manufacturer to sell NG-911 systems and related hardware, software, and services for only the manufacturer types proposed by the Contractor.
25. “Fund” (E-911) means the Enhanced 911 fund.
26. “Generators” a stand-alone device that generates electrical power in the event of a power outage.
27. “Geo-Diverse Systems” means solutions that “split” a controller between two or more geographically diverse locations such as a Police Department or Sheriff’s Office that has a second location that can serve as a backup or two or more agencies that partner together on a regional/shared system.
28. “GRT” means New Mexico gross receipts tax.
29. “GSD” means the General Services Department; “GSD/CRB” means the General Services Department, Contracts Review Bureau.
30. “Hosted” and/or “Remote” means a single controller supporting multiple PSAPs.
31. “Hourly Rate” means the proposed fully loaded maximum hourly rates that include travel , per diem, fringe benefits and any overhead costs for contractor personnel, as well as subcontractor personnel if appropriate.
32. “Independent Verification and Validation (“IV&V”)” means the process whereby Procuring Agency retains an independent expert to evaluate, verify and issue a written validation opinion concerning Contractor’s performance of the Project and to determine Contractor’s compliance with the requirements stated in the Scope of Work, whether with respect to evaluating certain stages of the Deliverables, or to evaluating the body of the Deliverables as a whole, or both.
33. “Installation” means the written acceptance and approval from the PSAP Director/Manager to include the following:
 - A. onsite project management services; onsite project manager,
 - B. site survey,
 - C. design,
 - D. equipment order and tracking,
 - E. shipment to site,
 - F. inventory control,
 - G. staging,
 - H. installing the equipment,
 - I. master clock device such as Netclock to provide a central clocking to all devices in the PSAP environment,
 - J. cabling/wiring to include but not limited to all cables such as cabling to printers, modems, terminals, workstations, and station/house wiring,
 - K. coordination with PSAP,
 - L. system testing and turn-up,
 - M. integration of system and hardware interfaces,
 - N. quality assurance review,
 - O. any other activities to complete the installation, and
 - P. decommission of existing system at the request of the PSAP.
34. “Intellectual Property (IP)” means any and all proprietary information or material, whether tangible or intangible, whether derived, embodied, composed or comprised of any hard copy, soft copy, electronic format, hardware, firmware, software or manifested in any other form, whether solid, liquid or vapor, that consists of, or is directly related to,

Know How, trade secrets, copyrightable material, patent protected or protectable inventions and/or information, U.S. patent patents, service marks, trademarks, and trade names, any of which is conceptualized, created or developed by either one or both of the Parties.

35. “Know How” means the idea(s), technical information and knowledge including, but not limited to, documents, computer storage devices, drawings, flow charts, plans, proposals, records, notes, memoranda, manuals and other tangible items containing, relating to, or causing the enablement of the Work Made for Hire and the Intellectual Property developed hereunder.
36. “Language Translation Services” a third party, off-site provider of voice translation service, over the phone, for foreign language speaking 911 callers.
37. “Local Governing Body” means the board of county commissioners of a county or the governing body of a municipality as defined in the Municipal Code [Chapter 3 NMSA 1978, except Article 66].
38. “Local Public Body” pursuant to 13-1-99 NMSA, means every political subdivision of the state and the agencies, instrumentalities and institutions thereof, including two-year post-secondary educational institutions, school districts and local school boards and municipalities, except as exempted pursuant to the Procurement Code [Section 13-1-28 through 13-1-199 NMSA 1978].
39. “Logging Recorders” means a stand-alone device that records, stores and is capable of playing back all telephony and radio communications to a PSAP, both in-bound and out-bound. Logging recorders have the capability of simultaneously recording from several sources.
40. “Maintenance and Support/Post Warranty Maintenance and Support” means the Contractor guarantees the NG-911 system and related hardware, software to include software subscription, and any labor related services for maintenance and support shall be in **Complete Working Order as defined in this Agreement** during the post warranty maintenance and support period and after the one-year warranty period. The Contractor shall repair all major and minor failures as defined in the “Failure Prioritization Schedule” to include but not limited to:
 - A. keeping the latest version of the system software operational;
 - B. providing software upgrades to keep the system(s) operational;
 - C. providing software patches to keep the system(s) operational; and
 - D. replacing any defective hardware to keep the system(s) operational.

Exclusions from Maintenance and Support:

1. UPS Systems and batteries may be included in the NG-911 systems catalog.
2. Any external and/or ancillary devices to the NG-911 system such as recorders, generators, and Computer Aided Dispatch.

41. “Manufacturer” means an original equipment producer of branded or unbranded integrated products.
42. “Manufacturer Certified Technician” means technicians that are trained and certified by the manufacturer on its proposed system(s).
43. “Manufacturer’s Suggested Retail Price” or “MSRP” means the advertised price which the manufacturer recommends the retailer/reseller sell the product.
44. “Map Server” means a server that houses maps which are propagated to each workstation in a specific PSAP.

45. “Monthly Recurring Cost” means the maximum cost for post warranty maintenance and support excluding gross receipts tax.
46. “Next Generation 911 System” or “NG-911 System” means a system consisting of network, hardware, software, data and operational policies and procedures that; (1) provides standardized interfaces from call and message services; (2) processes all types of emergency calls, including non-voice (multimedia) messages; (3) acquires and integrates additional data useful to call routing and handling; (4) delivers the calls, messages and data to appropriate public safety answering points and other appropriate emergency entities; (5) supports data and communications needs for coordinated incident response and management; and (6) provides a secure environment for emergency communications.
47. “NG-911 Professional Services” means the work made for hire services of system architects, engineers, management and system analysts, project managers, planners, researchers, technical specialists, or any other persons or businesses providing similar professional/technical services related to NG-911 emergency systems, referenced in Appendix H.
48. “Onsite Project Manager” means an NG-911 solution-focused project manager assigned by the vendor to achieve the project and/or operational objective to include but not limited to leading, coordinating, performing the pre-installation planning, project management, coordination of data acquisition for the mapping system, documentation delivery, attend meetings, provide requested reports, prior to the delivery of the NG-911 System(s) for a complete and successful installation. This onsite project manager shall not be the installation technician. Any waiver from this requirement must be approved by the PSAP Director/Manager.
49. “Payment Invoice” means each of Contractor’s detailed, certified and written requests for payment concerning the Deliverables that Contractor renders to Procuring Agency. Each Payment Invoice must identify each Deliverable for which the Payment Invoice is submitted and must include the price stated in the Scope of Work (Deliverables section), and in Article 3, below, as well as Contractor’s actual charge, for each Deliverable.
50. “Performance Bond” Not Applicable. The Parties agree there is not performance bond.
51. “Pre and Post System Acceptance Training” means onsite end user and technical user training that includes but not limited to system operation.
52. “Price Agreement” means an indefinite quantity contract which requires the contractor to furnish items of tangible personal property or services to a state agency or a local public body which issues a purchase order, if the purchase order is within the quantity limitations of the contract, if any.
53. “Prime Contractor” means the Contractor solely responsible for the fulfillment of the contract with the State. The State will make contract payments only to the prime contractor.
54. “Project” means the sum of Contractor’s efforts necessary to produce and deliver the Deliverables to Procuring Agency according to the Scope of Work.
55. “Project Manager” means a Qualified Person appointed by Procuring Agency who oversees and manages Contractor’s efforts to produce and deliver the Deliverables to Procuring Agency.
56. “PSAP” or “public safety answering point” means a twenty-four-hour local communications facility that receives 911 service calls and directly dispatches emergency response services or that relays calls to the appropriate public or private safety agency.

57. “Purchase Order” means an electronic or paper document issued by the Purchasing Entity that directs the Contractor to deliver products or services pursuant to a Price Agreement.
58. “Purchasing Entity” means a PSAP, state agency, educational institution, or a non-state entity, properly authorized by the State to purchase the goods described in this solicitation.
59. “Qualified Person” means a person who has demonstrated experience performing and completing activities and tasks similar to the Project.
60. “Quality Assurance” or “Quality Assurance Review” means the planned and systematic pattern of rules, measures, procedures and process established by Procuring Agency to ensure that each Deliverable conforms to the requirements stated in the Scope of Work.
61. “Radio” means wireless transmission and reception of electric impulses or signals by means of electromagnetic waves.
62. “Refurbished” means previously used equipment and/or parts that have been restored to like-new working condition.
63. “Related Services” or “Related Services/Labor” means onsite project management services, installation, 1 year warranty on the NG-911 system, training of existing/new systems to include pre and post system acceptance training for end-users and technical users as defined in Appendix E, and any mandatory requirements in support of the NG-911 system. *Excluding post warranty maintenance and support of existing/new NG-911 systems.*
64. “Remote Diagnostics” means the ability to evaluate an NG-911 system problem through network access to the site for the purpose of diagnosing the problem.
65. “Replacement Parts” means parts provided by the contracted vendor during warranty and post warranty maintenance and support to repair any major and minor failures of the system.
66. “Representative” means one or more substitute person(s) for a title or role, e.g. Project Manager or Contract Manager, when the Party’s primary contact person is unavailable.
67. “Scope of Work” or “SOW” means the statements of Purpose and the Deliverables attached to this Agreement as Exhibit “A.”
68. “Service” or “the Services” means the task(s), function(s), and responsibility(ies) assigned to, and performed by Contractor according to the SOW.
69. “Software” means the operating system and/or application software used by Contractor to provide the Deliverables hereunder. Software may include, but is not limited to, Third Party Software. “Third Party Software” means software owned by third parties which is utilized by Contractor and/or Procuring Agency hereunder.
70. “Software Maintenance” means the set of activities that result in changes to the Accepted (baseline) product set of Software. These activities consist of corrections, insertions, deletions, extensions, and Enhancements to the baseline Software and operating system.
71. “Software Patches” means to correct known bugs or problems within the software that makes it perform less than optimally. All patches are included in the software subscription at no added cost to the monthly cost of maintenance and support services.
72. “Software Subscription” means an annual license fee made available to users for NG-911 software services to include software patches and upgrades and any labor services related to the software subscription.
73. “Software Upgrades” means a major revision to the most recently installed version of software bundled with the NG-911 system by adding more features and functionality to

- the program. All software upgrades are included in the software subscription at no added cost to the monthly cost of maintenance and support services.
74. “Source Code” Not Applicable. The Parties agree there is no Source Code.
75. “Spare Parts” means cache of parts that are included with the purchase of an NG-911 system and are owned by the PSAP and/or purchasing entity.
76. “State” means the State of New Mexico.
77. “State Purchasing Agent (NMSPA)” means the New Mexico State Purchasing Agent or his/her Representative.
78. “State Purchasing Division (SPD)” means the State Purchasing Division of the New Mexico General Services Department.
79. “Training” means any formal courses/classes that are designed to deliver the guidance to operate the NG-911 system(s). The training excluded from the scope of this Agreement are any courses for PSAP related licensure and certification training programs.
80. “Turnover Plan” means the written plan developed by Contractor and approved by Procuring Agency to continue the Project in the event the Deliverables stated in the SOW are transferred, either directly to Procuring Agency or to a third party.
81. “Uninterruptable Power Supply” or “UPS” means a device that provides emergency power, while the generator is turning on, to a load when the input power source or main power fails or falls to unacceptable levels.
82. “Warranty” means the Contractor guarantees the NG-911 system and related hardware, software to include software subscription, and related services/labor shall be in **Complete Working Order as defined in this Agreement** for a minimum of 1 year or 12 months starting from the date of final acceptance by the PSAP Director/Manager (Warranty Period). The Contractor shall repair all major and minor failures as defined in the “Failure Prioritization Schedule” after final acceptance during the Warranty Period.
83. “Work made for hire” means NG-911 Professional Services, see Appendix H.

ARTICLE 2 – SCOPE OF WORK

- A. The Scope of Work. The Contractor shall perform the work as outlined in Exhibit A, attached hereto and incorporated herein by reference.
1. The Contractor will be limited to the NG-911 systems and related hardware, software, and services/labor awarded in this Agreement as outlined in Exhibit A, to include any future amendments. There are no volume or purchase commitments by the PSAPs or purchasing entities or the State of New Mexico as to any specific dollar amount. The awarded NG-911 systems and related hardware, software, and services/labor must be available to the PSAPs or purchasing entities should they elect to make any purchases and/or request quotes.
 2. The PSAPs’ fiscal agent shall retain ownership of any awarded system and related hardware, and software purchased pursuant to this Agreement. Other than PSAPs, other purchasing entities shall retain ownership of any system, hardware, and software purchased pursuant to this Agreement.
 3. The NG-911 systems and related hardware, software, and services/labor awarded in this Agreement as outlined in Exhibit A shall not increase for the first two (2) calendar years. Anytime during the term of the agreement pricing reductions for

- the products awarded are encouraged and shall be submitted to DFA, GSD, and DoIT for review and approval resulting in a written amendment to the agreement.
4. The PSAP or purchasing entity are encouraged to negotiate pricing, not to exceed the maximum price for products awarded, with any one of the awarded Contractors during the term of the agreement. Any price increases to existing products awarded in the agreement shall be submitted only at the time of the price agreement renewal.
 5. For new products or discontinued products, the Contractor may submit a request to update the awarded price agreements. The DFA, GSD, and DoIT will evaluate requests and coordinate with the SPD contract administrator to update the agreement through a written amendment. Any cost/pricing changes shall use the same pricing format that was awarded in the price agreement. The amendment must clearly identify the items that are discontinued and/or replaced with the proper item number, description, and related cost.
 6. During the term of the agreement, the awarded agreement may be amended to include any federal requirements that may result from any federal funds awarded for any 911 Services related to the products and/or services outlined in Exhibit A. It is the responsibility of the Procuring Agency to notify the Contractor of any changes to the terms and conditions prior to any purchases. The Procuring Agency is required to utilize the amendment process for any changes impacted from utilizing federal funds if it impacts the awarded price agreement.
- B. Contractor Default. Contractor will deliver the Deliverables as stated in the SOW. In the event Contractor fails to deliver the Deliverables according to the SOW, Procuring Agency may declare Contractor to be in Default hereunder. In the event Procuring Agency declares Contractor to be in Default, Procuring Agency will give written notice to Contractor describing the Default and will specify a reasonable period of time during which Contractor will remediate the Default. Contractor will then give Procuring Agency a written response that advises Procuring Agency concerning the measures Contractor will take to cure the Default as well as Contractor's proposed timetable for implementing those measures. Nothing in this Section will be construed to prevent Procuring Agency from exercising Procuring Agency's rights pursuant to Article 6 or Article 16, below.
- C. Schedule. Contractor will deliver the final Deliverables to Procuring Agency on or before the due dates stated in the SOW. The due dates will not be altered or waived by Contractor absent Procuring Agency's prior written consent, according to the Amendment process stated in Article 25, below.
- D. License. Any Contractor Software, including subsequent releases, is licensed to the Procuring Agency solely in accordance with Contractor's Software License Agreement. The Procuring Agency hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement. Any Non-Contractor Software is licensed to Procuring Agency in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Contractor the right to sublicense the Non-Contractor Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Contractor makes no representations or warranties of any kind regarding Non-Contractor Software. Non-Contractor Software may include Open Source Software. All Open Source

Software is licensed to Procuring Agency in accordance with, and Procuring Agency agrees to abide by, the provisions of the standard license of the copyright owner and not the Software License Agreement. Upon request by Procuring Agency, Contractor will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so, identify the Open Source Software and provide to Procuring Agency a copy of the applicable standard license (or specify where that license may be found); and provide to Procuring Agency a copy of the Open Source Software source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

Vesta Solutions:

VESTA 9-1-1 (R7.2), VESTA Analytics Standard (R3.4) and VESTA Map Local (R2) are perpetual licenses. Perpetual software licenses authorize the use of the software with a software support agreement.

Vesta Solutions includes many patents and copyrights.

Vesta Solutions software includes: Oracle Java Embedded.

CallWorks:

CallWorks' methodology is not to add costs to the system by providing licenses to every part of our system. Therefore, a "license" includes workstation, server, and enterprise. The CallStation perpetual software license is all-inclusive per position and includes AdminiStation and DecisionStation. The CallWorks system as proposed logically supports up to 50 concurrent users. During the implementation phase of the project, the latest globally available CallStation software version will be installed and continually updated as new versions are released as long as the agency has a current Software Agreement. The current CallStation version is 4.3 as of September

The CallWorks proposed CallStation software license is proprietary.

The CallWorks system does not include any third-party software which requires the purchase of any license. All operating system, database and middleware components are licensed under Open Source licenses suitable for commercial use.

E. Source Code. Not Applicable. The Parties agree there is no Source Code.

F. Procuring Agency's Rights.

1. Rights to Software. Not Applicable.
2. Protection of Proprietary Rights. Contractor will reproduce and attach the State's copyright, product identifications and other proprietary notices on the copies Contractor makes and delivers of the Deliverables for Procuring Agency, in whole or in part, or on any electronic, hard copy or other tangible form of the Deliverables.
3. Protection of Data. Contractor will protect and safekeep all of Procuring Agency's Data to the same degree of care that Contractor takes with respect to its own information and data. Contractor will implement all reasonable measures, based upon industry best practices, necessary to protect Procuring Agency's Data

from any and all harm, including but not limited to, breach, intrusion, contamination, corruption, loss, leak, theft, disintegration, viral attack, denial-of-service, malware, worms, trojans, ransomware, hacking, phishing, skimming and other damage of any kind (collectively “Data Damage”), whether caused by Contractor, Contractor’s Employees or one or more third parties. In the event a Data Damage incident occurs while Procuring Agency’s Data is within Contractor’s purview and/or control, within seventy-two (72) hours of Contractor’s discovery of a Data Damage incident, Contractor will notify the Project Manager concerning the Data Damage incident, including sufficient information, as is available, for the Project Manager to determine, in conjunction with Contractor, which measures, if any, Contractor must implement to mitigate the Data Damage.

4. Rights to Data. Any and all of Procuring Agency’s Data that is stored upon Contractor’s servers or lies within Contractor’s custody hereunder, is Procuring Agency’s sole and separate property and inures to Procuring Agency’s exclusive benefit. None of Contractor or Contractor’s Employees, subcontractor(s), affiliates and/or assigns will make use of, disclose, sell, copy, license or reproduce Procuring Agency’s Data in any manner, or provide of Procuring Agency’s Data to any third party absent Procuring Agency’s prior written authorization.

ARTICLE 3 - COMPENSATION

- A. Compensation. Procuring Agency or purchasing entity will pay Contractor according to the fixed price set for each Deliverable per Appendices H-N as outlined in Exhibit A – Scope of Work.
- B. Payment. Payment shall be made upon Acceptance of each Deliverable according to Article 4 and upon the receipt and Acceptance of a detailed, certified Payment Invoice. Payment will be made to the Contractor's designated mailing address. In accordance with Section 13-1-158 NMSA 1978, payment shall be tendered to the Contractor within thirty (30) days of the date of written certification of Acceptance. All Payment Invoices MUST BE received by DFA or the purchasing entity no later than fifteen (15) days after the termination of this Agreement. Payment Invoices received after such date WILL NOT BE PAID.
- C. Taxes. Contractor will be reimbursed by Procuring Agency for applicable New Mexico gross receipts taxes (“GRT”), excluding interest or penalties assessed on Contractor by the New Mexico Taxation and Revenue Department. Contractor is solely responsible for the payment of GRT for any money Contractor receives hereunder. Contractor must report its GRT, income tax and other tax obligations under Contractor's Federal and State tax identification number(s).

Contractor and its subcontractors, if any, will pay all Federal, State and local income and other taxes and government fees applicable to its operation(s) as well as the taxes and fees associated with Contractor’s employment of its Employees. Contractor will require its subcontractors, if any, to hold Procuring Agency harmless from any responsibility for taxes, damages, fees and interest, if applicable, as well as any and all contributions

required under Federal and/or state and local laws and regulations, including any other costs, transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.

- D. Retainage. Not Applicable. The Parties agree there is no retainage.
- E. Performance Bond. Not Applicable. The Parties agree there is no Performance Bond requirement.

ARTICLE 4 – ACCEPTANCE

- A. Submission. Upon Contractor's completion and delivery of each Deliverable stated in the SOW, Contractor will submit a Payment Invoice, together with an accurate description of the Deliverable, to Procuring Agency. Contractor will submit its Payment Invoices to Procuring Agency according to, or lower than, the Deliverable price stated in the SOW, less the retainage, if any, stated in Article 3(D), above. Contractor will not submit Payment Invoices to Procuring Agency for any amount(s) that exceed the amount(s) stated in the SOW absent Procuring Agency's prior written permission.
- B. Acceptance. According to Section 13-1-158 NMSA 1978, the ELR will determine whether the Deliverable(s) meet(s) the specifications stated in the SOW. Procuring Agency will not pay for any Deliverable until the ELR Accepts the Deliverable in writing. In order to Accept a Deliverable, the ELR, in conjunction with the Project Manager, will perform a Quality Assurance Review of the Deliverable to determine, at a minimum, whether the Deliverable:
 - 1. Meets or exceeds the Deliverable requirements stated in the SOW; and
 - 2. Complies with the terms and conditions of RFP #00-00000-19-00027; and
 - 3. Meets or exceeds the generally accepted industry standards and procedures applicable to the Deliverable(s); and
 - 4. Complies with all other of Contractor's requirements, duties and obligations hereunder.

In the event the ELR Accepts a Deliverable according to the ELR's Quality Assurance Review, the ELR will send Contractor the ELR's written Acceptance within **fifteen (15) Business Days** (the "Acceptance/Rejection Period") from the date the ELR receives each of Contractor's Payment Invoice(s).

- C. Rejection. If the ELR fails to give Contractor notice of Procuring Agency's rejection of a Payment Invoice within the Acceptance/Rejection Period, the Deliverable, together with its corresponding Payment Invoice will be deemed to be Accepted by Procuring Agency. In the event the ELR rejects the Deliverable following the ELR's Quality Assurance Review within the Acceptance/Rejection Period, the ELR will send Contractor a rejection notice together with a consolidated set of comments ("Comments") indicating the issues, unacceptable items, and/or requested revisions that Contractor should make or perform with respect to the rejected Deliverable. Upon Contractor's receipt of the ELR's rejection and Comments, Contractor will have ten (10) Business Days to resubmit the

rejected Deliverable to Procuring Agency together with Contractor's revisions, corrections and/or modifications made according to the ELR's Comments. Upon receipt of Contractor's revised, corrected or modified ("Revised") Deliverable, the ELR will determine whether the Revised Deliverable is Acceptable by conducting a second Quality Assurance Review. The ELR will then issue a written determination of Procuring Agency's acceptance or rejection of the Revised Deliverable within fifteen (15) Business Days of Procuring Agency's receipt of the Revised Deliverable. In the event the ELR rejects the Revised Deliverable according to the second Quality Assurance Review, Contractor will be then required to provide a remediation plan that will include a list of Contractor's planned corrective measures and an associated timeline for Contractor to complete its remediation of the Deliverable. Contractor's remediation plan must be accepted by the ELR prior to Contractor's implementation of its Deliverable remediation plan. At the same time, Contractor will also be subject to pay Procuring Agency all of Procuring Agency's monetary damages associated with Contractor's failure to timely deliver an Acceptable Deliverable and must complete all remedies attributable to Contractor's late delivery of the Deliverable. In the event ELR rejects a Deliverable three times, Procuring Agency may declare Contractor to be in Default and may immediately terminate this Agreement. Procuring Agency may then seek to recover from Contractor any and all damages and remedies available hereunder and otherwise available in law or equity.

ARTICLE 5 – TERM

THIS AGREEMENT WILL BECOME EFFECTIVE AND BINDING ONLY UPON THE APPROVAL SIGNATURES OF DoIT AND THE STATE PURCHASING AGENT.

This Agreement will be for five (5) calendar years in duration, unless terminated pursuant to Article 6, below. In no case will the Agreement exceed a total of (5) five calendar years.

ARTICLE 6 – TERMINATION

- A. **Grounds.** Procuring Agency may terminate this Agreement at any time for convenience or cause. Contractor may only terminate this Agreement in the event Procuring Agency materially Defaults hereunder and subsequently fails to cure its Default within ninety (90) days from the date Contractor first declares Procuring Agency to be in Default.
- B. **Appropriations.** Procuring Agency may terminate this Agreement if required by changes in State or federal law, or so ordered by a court of competent jurisdiction, or due to insufficient appropriations made available by the United States Congress and/or the State Legislature concerning the Parties' performance hereunder. Procuring Agency's determination concerning whether sufficient appropriations are available will be deemed fully accepted by Contractor and will be final. In the event Procuring Agency terminates this Agreement pursuant to this subparagraph B, Procuring Agency will provide Contractor written notice of such termination at least fifteen (15) Business Days prior to the effective date of the termination.
- C. **Notice; Opportunity to Cure.**

1. Except as otherwise provided in Paragraph (B), immediately above, Procuring Agency will give Contractor written notice of Procuring Agency's intended termination at least thirty (30) days prior to the effective termination date.
 2. Contractor will give Procuring Agency written notice of Contractor's termination at least thirty (30) days prior to Contractor's effective termination date, which notice will (i) identify Procuring Agency's material Default(s) upon which Contractor bases its termination, and (ii) state the measures Procuring Agency should implement to cure such material Default(s). Contractor's termination notice to Procuring Agency will only take effect: (i) if Procuring Agency fails to commence curing Procuring Agency's material Default(s) within Contractor's thirty (30) day notice period, or (ii) in the event Procuring Agency cannot commence to cure its material Default(s) within Contractor's thirty (30) day notice period, Procuring Agency will issue a written notice to Contractor concerning: (a) Procuring Agency's intent to cure, and (b) Procuring Agency's commencement of the due diligence necessary to cure its material Default.
 3. Notwithstanding the foregoing, Procuring Agency may terminate this Agreement immediately upon its written notice sent to Contractor: (i) in the event Contractor becomes patently unable to deliver the Deliverables, as Procuring Agency may, in its sole and exclusive discretion, determine; (ii) if, during the term of this Agreement, Contractor is suspended or debarred by the State Purchasing Agent; or (iii) this Agreement is terminated pursuant to Article 5, above.
- D. Liability. Except as otherwise expressly allowed or provided hereunder, Procuring Agency's sole liability upon termination by either Party will be to compensate Contractor for Contractor's Acceptable work performed prior to Contractor's receipt or issuance of a written termination notice; provided, however, that a notice of termination issued by either Party will not nullify or otherwise affect either Party's liability for pre-termination defaults hereunder. Contractor will submit a Payment Invoice to Procuring Agency for Contractor's Acceptable work within thirty (30) days of receiving or issuing a notice of termination.

THE PROVISIONS CONTAINED WITHIN THIS ARTICLE 6 ARE NOT EXCLUSIVE AND DO NOT ACT TO WAIVE PROCURING AGENCY'S OTHER LEGAL RIGHTS AND EQUITABLE REMEDIES ENGENDERED BY CONTRACTOR'S DEFAULT HEREUNDER.

ARTICLE 7 – TERMINATION MANAGEMENT

- A. Contractor's Duties. In the event this Agreement is terminated for any reason, or upon expiration, and in addition to all of Procuring Agency's other rights to receive Deliverables and other property hereunder, Contractor will:
1. Transfer, deliver, and/or make readily available to Procuring Agency every Deliverable, partially completed Deliverable, and any and all other property in which Procuring Agency has a financial interest, including but not limited to, any and all Procuring Agency Data and/or Procuring Agency Intellectual Property;
 2. Not incur any further financial obligations for materials, services, or facilities hereunder absent Procuring Agency's prior written approval;

3. Terminate all of Contractor's purchase orders, procurements and subcontractors and will cease all work, except as Procuring Agency may direct, for the orderly completion of the Deliverables and the transition, if any, to a third party;
4. Take and effect all actions as Procuring Agency may direct, for the protection and preservation of the Deliverables, the Data, Procuring Agency's Intellectual Property and all other all Procuring Agency property as well as any and all records pertaining to, related to and/or required hereunder;
5. Agree in writing that Procuring Agency is not liable for any costs arising out of the termination other than the costs related to the Deliverables Accepted by Procuring Agency prior to the termination;
6. Cooperate fully in the closeout or transition of Contractor's activities to facilitate Procuring Agency's administration continuity with respect to Procuring Agency's ongoing projects and programs;
7. In the event this Agreement is terminated due to Contractor's Default, lack of performance and/or negligence or willful misconduct, which result(s) in funding reduction(s) to Procuring Agency from any governmental or other source, Contractor will remit the full amount of the funding reduction(s) to Procuring Agency within thirty (30) days of the date of Procuring Agency's request to Contractor for remittance of the funding reduction(s);
8. If the Procuring Agency is the non-defaulting party, terminates this Agreement as permitted for cause, and completes the System through a third party, Procuring Agency may as its remedy recover from the Contractor reasonable costs incurred to complete the System to a capability not exceeding that specified in any contract(s) issued using this Agreement, less any compensation accrued and properly invoiced to Procuring Agency prior to such termination but not yet paid to Contractor. In completing the System through a third party as provided in this paragraph, Procuring Agency will mitigate damages to the extent reasonably practicable under the circumstances.
9. In the event this Agreement is terminated for any reason, or upon its expiration, Contractor will develop and submit for Procuring Agency's Acceptance a turnover plan ("Turnover Plan") at least ten (10) Business Days prior to the effective date of termination or expiration of this Agreement. Contractor's Turnover Plan will state Contractor's policies, procedures, and measures necessary to ensure: (1) the least disruption in the delivery of the Deliverables during Procuring Agency's transition of the Project to a third party; and (2) Contractor's cooperation with Procuring Agency and the third party with respect to Contractor's orderly transfer of all partial or completed Deliverables to Procuring Agency and the third party.

Contractor's Turnover Plan will consist of Contractor's orderly and timely transfer or return to Procuring Agency of any and all documents, files, Procuring Agency Data, the, documentation, the system turnover plan, Procuring Agency IP and other materials. Upon receipt of Procuring Agency's written request for such transfer or return, Contractor will, within five (5) Business Days, provide to Procuring Agency a copy of Contractor's most recent versions of all pertinent documents, files, Procuring Agency's Data, all other related software documentation such as user manuals, the system turnover

plan, Procuring Agency IP and other materials, whether provided by Procuring Agency or created by Contractor hereunder.

- B. Procuring Agency. In the event this Agreement is terminated for any reason, or upon expiration, and in addition to all other rights to property set forth in this Agreement, Procuring Agency will:
1. Retain ownership of all Deliverables, Procuring Agency's Intellectual Property, Contractor's other work products hereunder, and all related documentation created by Contractor hereunder; and
 2. Pay Contractor all amounts due for the Deliverables Accepted by Procuring Agency prior to the effective date of such termination or expiration.

ARTICLE 8 – INDEMNIFICATION

- A. General. Contractor will defend, indemnify and hold harmless Procuring Agency, the State and their Employees free from all actions, proceedings, claims, demands, costs, damages, attorneys' fees and all other liabilities and expenses of any kind from any source which may arise out of Contractor's performance of this Agreement, which is caused by Contractor's or Contractor's Employees' negligent act(s) or failure(s) to act, during the time when Contractor, and/or any of Contractor's Employees, has delivered or is delivering the Deliverables hereunder. In the event that any action, suit or proceeding related to the Deliverables is brought against Contractor and/or any of Contractor's Employees, Contractor will, as soon as practicable, but no later than two (2) Business Days after Contractor receives notice thereof, will notify, by certified mail, the legal counsel of Procuring Agency, the Risk Management Division of GSD, and DoIT.
- B. The indemnification obligation hereunder will not be limited for any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Procuring Agency to the extent it is caused by the negligence of Motorola, its subcontractors, or their employees or agents, while performing their duties under this Agreement, and will survive the termination of this Agreement. Money due or to become due to Contractor hereunder may be retained by Procuring Agency, as necessary, to satisfy any outstanding claim that Procuring Agency may have against Contractor. This section sets forth the full extent of Contractor's general indemnification of Procuring Agency from liabilities that are in any way related to Contractor's performance under this Agreement.

ARTICLE 9 – INTELLECTUAL PROPERTY

Ownership. The Contractor, the third party manufacturer of any Equipment, and the copyright owner of any Non-Contractor Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. For 911 related software and hardware, all intellectual property developed,

originated, or prepared by the Contractor in connection with providing to the Procuring Agency the Equipment and Software remain vested exclusively with the Contractor, and this Agreement does not grant to the Procuring Agency any shared development rights of intellectual property. Except as explicitly provided in the Contractor's Software License Agreement, the Contractor does not grant to the Procuring Agency, either directly or by implication, estoppel, or otherwise, any right, title or interest in Contractor's Proprietary Rights. The Procuring Agency will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

ARTICLE 10 – INTELLECTUAL PROPERTY LICENSE AND INDEMNIFICATION

- A. Intellectual Property License. Not Applicable.
- B. Intellectual Property Indemnification. At Contractor's sole expense, Contractor will defend Procuring Agency, the State and/or any other State entity against any claim brought or made by a third party alleging that any product, Service or Deliverable that Contractor provides hereunder directly infringes the third party's Intellectual Property (an "Infringement Claim"). Contractor will pay all costs, damages and attorney's fees and monetary damages that may be finally awarded by a court of competent jurisdiction as a result of such Infringement Claim(s) in addition to the amount of the judgment award(s). To qualify to receive Contractor's defense cost(s) and/or other payment(s) related to any Infringement Claim(s), Procuring Agency will:
1. Give Contractor written notice, within forty-eight (48) hours, of Procuring Agency's receipt of an Infringement Claim;
 2. Work with Contractor to control the defense and settlement of the Infringement Claim(s); and
 3. Cooperate with Contractor, in a reasonable manner, to facilitate Contractor's defense or settlement of the Infringement Claim(s).
- C. Procuring Agency's Rights. In the event any product, Service or Deliverable that Contractor provides to Procuring Agency hereunder becomes, or in Contractor's opinion is likely to become, the subject of an Infringement Claim, Contractor will, at its sole cost and expense:
1. Provide Procuring Agency the right to continue using the product, Service or Deliverable and fully indemnify Procuring Agency against any and all third Infringement Claim(s) that may arise from Procuring Agency's use of the product, Service or Deliverable;
 2. Replace or modify the product, Service or Deliverable so that such product, Service or Deliverable becomes non-infringing; or
 3. Accept the return of the product, Service or Deliverable and refund an amount equal to the value of the returned product, Service or Deliverable, less the unpaid portion of the purchase price and any other amounts, which Procuring Agency owes to Contractor. Contractor's obligation will be void i) with respect to any

product, Service or Deliverable modified or combined with any software, apparatus or device not provided by Contractor by the Procuring Agency or by a party other than Contractor to the extent the modification or combination is the direct cause of the Infringement Claim; ii) as to use of the Contractor product in a manner for which the Contractor product was not designed or that is inconsistent with the terms of this Agreement; or iii) as to the failure by Procuring Agency to install an enhancement release to the Contractor Software that is intended to correct the claimed infringement. In no event will Contractor's liability resulting from its indemnity obligation to Procuring Agency extend in any way to royalties payable on a per use basis or the Procuring Agency's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Contractor from Procuring Agency from sales or license of the infringing Contractor product.

ARTICLE 11 - WARRANTIES

- A. **General.** Contractor hereby expressly warrants the Deliverable(s) will be correct in all aspects according to the specifications stated in the SOW and all generally accepted industry standards (the combination of which comprise the "Applicable Specifications"). Contractor's warranty includes, but is not limited to, Contractor's making correction(s) of defective Deliverable(s) and revision(s) of those defective Deliverables, as necessary, including Contractor's repair of deficiencies in the Deliverables that are discovered during testing, implementation, or post-implementation phases.
- B. **NG-911 System(s) and Related Hardware, Software to include Software Subscription, and Related Services/Labor.** The Contractor warrants that any software or other products delivered under this Agreement shall comply with the terms of this Agreement, Contractor's official published specification(s), the technical specifications of this Agreement, and all generally accepted industry standards. The Contractor guarantees the NG-911 system(s) and related hardware, software to include software subscription, and related services/labor shall be in **Complete Working Order as defined in this Agreement** for a minimum of 1 year or 12 months starting from the date of final acceptance by the PSAP Director/Manager (Warranty Period). The Contractor shall repair all major and minor failures as defined in the "Failure Prioritization Schedule" after final acceptance during the Warranty Period. If the NG-911 system, hardware, software to include software subscription fails to meet the applicable specifications during the warranty period, the Contractor will correct the deficiencies, at no additional cost to the Procuring Agency, so that the software or products meets the applicable specifications.

ARTICLE 12 – CONTRACTOR PERSONNEL

- A. **Key Personnel.** Contractor's key personnel ("Key Personnel") will not be diverted from this Agreement absent Procuring Agency's prior written approval. Key Personnel are those individuals Procuring Agency considers to be mandatory to the work to be performed hereunder. Contractor's Key Personnel hereunder will be:

- Jimmy Forrest, Senior Account Manager – Primary
Phone: (505) 720-2067 Email: james.forrest@motorolasolutions.com
- Jeff Tucker, Next Gen 911 Account Manager – Secondary
Phone: (720) 697-3826 Email: jeff.tucker@motorolasolutions.com
- Chris Aerts, Customer Service Manager
Phone: (575) 202-8111 Email: christopher.aerts@motorolasolutions.com
- Dave Cornwall, 911 Solutions Architect
Phone: (602) 206-6134 Email: dave.cornwall@motorolasolutions.com
- Anthony Signorelli, 911 Solutions Architect – Vesta
Phone: (951) 551-0129 Email: anthony.signorelli@motorolasolutions.com
- Tim Tallman, 911 Solutions Architect
Phone: (605) 270-3226 Email: timothy.tallman@motorolasolutions.com
- Rick McLaury, Sr. Solutions Engineer 911
Phone: (972) 317-4521 Email: rick.mclaury@motorolasolutions.com
- Chris Perez, Sr. Field Service Technician and NM NG-911 System Administrator
Phone: (505) 274-1107 Email: christopher.perez@motorolasolutions.com
- McKinley Orr, Field Service Technician
- Matthew Wheatley, Field Service Technician
- Bill Holliday, Field Service Technician
- Dustin Cabeldue, Service Technician
- John Bartl, Service Technician
- Keith Fischer, Service Technician
- Todd White, System Technologist
- Dave Riegert, Service Delivery Manager

B. Personnel Changes. In the event Contractor replaces any of its personnel, Contractor will make such replacement(s), with Contractor's other personnel of equal or superior ability, experience, and qualifications. Contractor's personnel replacements must be pre-approved in writing by Procuring Agency's Project Manager. For all of Contractor's personnel, Procuring Agency reserves the right to require submission of their resumes prior to receiving Procuring Agency's approval. In the event Contractor reduces the number of its personnel assigned to the Project for any reason, Contractor will, within ten (10) Business Days of its personnel reduction, replace those persons with the same or a greater number of persons with equal or superior ability, experience, and qualifications, subject to Procuring Agency's prior written approval. Procuring Agency, in its sole and exclusive determination, may extend the time Contractor is allowed beyond the required ten (10) Business Day period concerning Contractor's replacement of its personnel. Contractor will include status reports to Procuring Agency concerning Contractor's personnel replacement efforts as well as the impact upon the progress of the Project due to the absence of Contractor's personnel. In addition, Contractor will make interim arrangements to assure that the progress of the Project remains unimpeded by the loss of any of Contractor's personnel. Procuring Agency reserves the right to require a change in Contractor's personnel in the event Contractor's personnel are not, in Procuring Agency's sole and exclusive determination, meeting Procuring Agency's standards and/or expectations.

ARTICLE 13 – INDEPENDENT CONTRACTOR STATUS

- A. **Independent Contractor.** For the purposes of this Agreement, Contractor and Contractor’s Employees are independent Contractors who produce and deliver the Deliverables to Procuring Agency. Contractor’s Employees are neither employees nor agents of the State (“State Employees”). None of Contractor and Contractor’s Employees will accrue State benefits, including but not limited to, leave, retirement, insurance, bonding, use of state vehicles, or any other benefits that may be afforded to State Employees as a result of Contractor’s entering this Agreement. Contractor acknowledges and agrees that all sums received hereunder are either reportable as a separate business entity or are, in the event Contractor operates as a sole proprietorship, personally reportable by Contractor for income and GRT tax purposes as self-employment or business income and are reportable for self-employment tax.
- B. **Subject of Proceedings.** Contractor warrants that neither Contractor nor any of Contractor’s Employees are presently subject to any litigation or administrative proceeding before any court or administrative body which could adversely affect Contractor’s ability to perform hereunder; nor, to the best of Contractor’s knowledge, information or belief, is any such litigation or proceeding presently threatened against Contractor or any of Contractor’s Employees. In the event any such proceeding is initiated or threatened during the term of this Agreement, Contractor will immediately disclose such initiation or threat to Procuring Agency.

ARTICLE 14 - CHANGE MANAGEMENT

Change Request Process. In the event circumstances warrant Contractor making a Change to accomplish the SOW, Contractor will submit a Change Request to Procuring Agency. Each Change Request must meet the following criteria:

1. The Project Manager will draft a written Change Request for the ELR’s review and approval, including:
 - (a) the name of the person requesting the Change;
 - (b) a summary of the requested Change;
 - (c) the start date for the requested Change;
 - (d) the reason and necessity for the requested Change;
 - (e) the elements in the Deliverable(s) and/or the SOW that must be altered in order for Contractor to produce and deliver the Change; and
 - (f) the impact of the Change upon the Project.
2. The ELR will provide a written decision concerning each Change Request to Contractor within ten (10) Business Days of the ELR’s receipt of each Change Request. All decisions made by the ELR concerning a Change Request will be deemed final. Each Change Request, once approved by the ELR, will be integrated into the SOW through an Amendment executed by the Parties if required by Article 25, Section 2.

ARTICLE 15 – INDEPENDENT VERIFICATION AND VALIDATION

- A. In the event IV&V Professional Services are used for the Project associated with this Agreement, Contractor will fully comply and cooperate with the IV&V vendor. Contractor's cooperation includes, but is not limited to:
1. Providing the Project documentation;
 2. Allowing the IV&V vendor to attend Project related meetings; and
 3. Supplying the IV&V vendor with any/all other information and/or material(s) as may be directed by the Project Manager.
- B. In the event the purpose of this Agreement is for Contractor to provide IV&V Professional Services, then Contractor will:
1. Submit its IV&V reports directly to DoIT's Project Oversight and Compliance Division (EPMO@state.nm.us) according to DoIT's IV&V Reporting Template and Guidelines located on DoIT's webpage: http://www.doit.state.nm.us/project_templates.html, with a copy to Procuring Agency.
 2. Use a report format consistent with DoIT's IV&V Reporting Template and Guidelines located on the same DoIT website.

ARTICLE 16 – DEFAULT

In case of Contractor's Default, for any reason whatsoever, Procuring Agency and/or the State may procure the Deliverables from another source as described in Article 7, Section A, #8.

ARTICLE 17 – EQUITABLE REMEDIES

The Parties acknowledge that one Party's failure to comply with any provision hereunder may cause the other Party irreparable harm and that a remedy at law for such a failure would constitute an inadequate remedy. The Parties consent to either Party obtaining from a court of competent jurisdiction, specific performance, or injunction, or any other equitable relief in order to enforce such compliance. Either Party's right to obtain equitable relief pursuant to this Agreement will be in addition to, and not in lieu of, any other remedy that either Party may have under applicable law, including, but not limited to, monetary damages.

ARTICLE 18 - LIABILITY

Contractor will be liable for damages arising out of injury to persons and/or damage to real, tangible or intangible property at any time, in any way, if and to the extent that the injury or damage was caused by or due to Contractor's fault or negligence or to a defect in Contractor's production or delivery of any Deliverable hereunder, whether Contractor produces or delivers the Deliverable in whole or part. Contractor will not be liable for damages arising out of, or caused by, alterations made by Procuring Agency to any equipment or its installation or for losses caused by Procuring Agency's fault or negligence. The Contractor's liability to the Procuring

Agency for any cause whatsoever shall be limited to the contract amount to the Contractor for the products and services that are the subject of the Procuring Agency's claim. In the event Contractor's negligent or omitted production or delivery of any Deliverable results in a defect which is the direct or indirect cause of injury to any third party and/or employee of Procuring Agency or the State, nothing hereunder will act to limit Contractor's, or Contractor's Employees' liability to such third party and/or employee, or will act to limit any remedy that may exist under law or equity with respect to Contractor's and/or Contractor's Employees' negligent act or omission. The limitation does not apply to damages arising from death, personal injury, or loss of property, caused by the Contractor's negligence. In no event shall the Contractor be liable for any indirect, special or consequential damages arising out of this Agreement or the use of the products purchased by the Procuring Agency.

ARTICLE 19 – ASSIGNMENT

Contractor will not assign or transfer any of Contractor's interests, rights, responsibilities, duties, obligations and/or liabilities hereunder or assign any of Contractor's claims for money due or that might become due hereunder absent Procuring Agency's prior written approval.

ARTICLE 20 – SUBCONTRACTING

A. General Provision. Contractor will not subcontract or assign any portion of this Agreement or the SOW to any subcontractor absent Procuring Agency's prior written approval. No such subcontracting or assignment will relieve Contractor of its direct and indirect responsibilities, duties, obligations and/or liabilities hereunder, nor will any such subcontracting trigger or obligate Procuring Agency to make a payment, either directly or indirectly, to any subcontractor. Subcontractors under this Agreement shall be:

- Sierra Communications
- Yucca Telecommunications

B. Responsibility for Subcontractors to Maintain Confidentiality. Contractor will not disclose any of Procuring Agency's or State's Confidential Information to a subcontractor absent Procuring Agency's prior written consent. Each subcontractor will agree in a written form pre-approved by Procuring Agency to protect and keep confidential any and all Confidential Information in the same manner required of Contractor stated in Article 22, below.

ARTICLE 21 – RELEASE

Contractor's Acceptance of Procuring Agency's final payment made hereunder will operate as Contractor's full release of Procuring Agency, the State, and their officers, employees and agents from any and all liabilities, claims and obligations whatsoever arising hereunder.

ARTICLE 22 – CONFIDENTIALITY

Contractor will protect and keep confidential any and all Confidential Information that Procuring Agency provides to Contractor as well as any and all Confidential Information that Contractor develops based upon information provided by Procuring Agency during Contractor's performance hereunder. Contractor will not make available or provide Confidential Information to any third party absent Procuring Agency's prior written approval. Upon termination of this Agreement, Contractor will: (a) deliver all Confidential Information in its possession to Procuring Agency within thirty (30) Business Days of the termination, and (b) Contractor will protect and will not make available or provide Confidential Information to any third party absent Procuring Agency's prior written approval for a period of five (5) years commencing on the termination or expiration date. Contractor acknowledges that Contractor's failure: (a) to deliver such Confidential Information to Procuring Agency, or (b) to protect and keep Confidential Information secret may result in Procuring Agency's seeking to obtain direct, special and/or incidental damages from Contractor.

ARTICLE 23 –CONFLICT OF INTEREST

Contractor warrants that it presently has no interest and will not acquire any interest, direct or indirect, which would conflict in any manner or degree with Contractor's delivery of the Deliverables required hereunder. Contractor certifies that it has followed the requirements of the Governmental Conduct Act, Sections 10-16-1 through 10-16-18, NMSA 1978, regarding contracting with a public officer, state employee or former state employee.

ARTICLE 24 - RECORDS AND AUDIT

Contractor will maintain detailed time and expenditure records, which indicate the date, time, nature and cost of the Deliverables rendered during this Agreement's term and will retain those records for a period of three (3) years from the date of Procuring Agency's final payment to Contractor hereunder. Contractor's records will be subject to inspection by Procuring Agency, DoIT's CIO, NMSPA, GSD, Department of Finance Authority and the New Mexico State Auditor's Office. Procuring Agency will have the right to audit Contractor's billings prior and subsequent to each of Procuring Agency's payments made to Contractor. Procuring Agency's payment for the Deliverables hereunder will not foreclose Procuring Agency's right to recover Procuring Agency's payments made to Contractor or its affiliates against Contractor's excessive or illegal Payment Invoices, if any.

ARTICLE 25 - AMENDMENT

This Agreement will not be altered, changed, or amended except by an instrument in writing executed by the Parties. No amendment will be effective or binding unless approved by all of the State's and Contractor's approval authorities. Amendments are required for the following:

1. Deliverable requirements stated in the SOW;

2. Due Date of any Deliverable stated in the SOW only if due date change requires extension of Article 5 termination date;
3. Compensation for any Deliverable stated in the SOW;
4. Agreement Compensation, pursuant to Article 3; or
5. Agreement termination, pursuant to Article 5.

ARTICLE 26 – NEW MEXICO EMPLOYEES HEALTH COVERAGE

- A. In the event Contractor has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period on the Project during the term of this Agreement, Contractor certifies, by signing this Agreement, to have in place, and agree to maintain for the term of this Agreement, health insurance for those employees and offer that health insurance to those employees in the event the expected annual value in the aggregate of any and all contracts between Contractor and the State exceed \$250,000 dollars.
- B. Contractor will maintain a record of the number of employees who have (a) accepted health insurance; or (b) declined health insurance Contractor's records are subject to review and audit by a representative of the State.
- C. Contractor will advise Contractor's Employees concerning the availability of State publicly financed health care coverage programs
- D. For Indefinite Quantity, Indefinite Delivery contracts (statewide or agency price agreements without specific limitations on quantity and providing for an indeterminate number of orders to be placed against them); Contractor agrees those requirements will become applicable on the first day of the second month after Contractor reports its combined sales (to the State and, if applicable, to local public bodies in the event those sales are made pursuant to a statewide or agency price agreement) in the aggregated amount of \$250,000 or more.

ARTICLE 27 – SEVERABILITY, MERGER, SCOPE, ORDER OF PRECEDENCE

- A. Severability. The provisions of this Agreement are severable, and in the event for any reason, a clause, sentence or paragraph of this Agreement is determined to be invalid by a court, agency or commission having jurisdiction over the subject matter hereof, such invalidity will not affect the other provisions of this Agreement, which will be given effect absent the invalid provision.
- B. Merger/Scope/Order. This Agreement incorporates any and all agreements, covenants and understandings between the Parties concerning the subject matter hereof, and all such agreements, covenants and understanding have been merged into this Agreement. No prior agreement or understanding, verbal or otherwise, of the Parties or their agents or assignees will be valid or enforceable unless stated in this Agreement.

ARTICLE 28 – NOTICES

All deliveries, notices, requests, demands or other communications provided for or required by this Agreement will be in writing and will be deemed to have been given when sent by registered or certified mail (return receipt requested), when sent by overnight carrier, or by email addressed to the other Party's Representative.

Notices will be addressed as follows:

For PROCURING AGENCY

To SPA:

State Purchasing Agent
Purchasing Division
Phone: (505) 827-0472
Joseph M. Montoya State Building, Room 2016
1100 St. Francis Drive
Santa Fe, NM 87505 with a copy to DFA:

Stephen Weinkauff, E-911 Bureau Chief
Department of Finance and Administration
Local Government Division
E-mail: stephen.weinkauff@state.nm.us
Phone: (505) 827-8060
407 Galisteo Street
Bataan Memorial Building, Room 202
Santa Fe, NM 87501

For CONTRACTOR

Larry Mabry, MSSSI Vice President and Director of Sales
Motorola Solutions, Inc.
E-mail: larry.mabry@motorolasolutions.com
Phone: (303) 527-4051
13096 Collection Center Drive
Chicago, IL 60693

Any change made concerning either a change of address or a replacement of a Party's Representative must be made in an email or a hard copy letter addressed to the other Party's Representative.

ARTICLE 29 – GENERAL PROVISIONS

- A. Contractor will abide by all federal and state laws and rules and regulations, and executive orders of the Governor of the State, including but not limited to:
1. Civil and Criminal Penalties. The Procurement Code, Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and criminal penalties for its violation. In

addition, the New Mexico criminal statutes impose felony penalties for illegal bribes, gratuities and kickbacks.

2. Equal Opportunity Compliance. Contractor will abide by all federal and state laws and rules and regulations, and executive orders of the Governor of the State, pertaining to equal employment opportunity. In accordance with all such laws of the State, Contractor will assure that no person in the United States will, on the grounds of race, religion, color, national origin, ancestry, sex, age, physical or mental handicap, serious medical condition, spousal affiliation, sexual orientation or gender identity, be excluded from employment with or participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed hereunder. In the event Contractor is found to be out of compliance with these requirements during the life of this Agreement, Contractor will take appropriate measures to correct its deficiencies.
 3. Workers Compensation. Contractor will comply with state laws and rules applicable to workers compensation benefits for its employees. In the event Contractor fails to comply with the Workers Compensation Act and applicable rules when required to do so, this Agreement may be terminated by Procuring Agency.
- B. Applicable Law. The laws of the State will govern this Agreement. Venue will be proper only in a New Mexico court of competent jurisdiction in accordance with Section 38-3-1 (G) NMSA 1978. By executing this Agreement, Contractor acknowledges and will submit to the jurisdiction of the courts of the State over any and all such lawsuits arising hereunder.
- C. Waiver. A Party's failure to require strict performance of any provision of this Agreement will not waive or diminish that Party's right thereafter to demand strict compliance with that or any other provision. No waiver by a Party of any of its rights hereunder will be effective unless made in writing, and no effective waiver by a Party of any of its rights will be effective to waive any of its other rights, duties or obligations hereunder.
- D. Headings. Any and all headings within this Agreement are inserted for convenience and ease of reference and will not be considered in the construction or interpretation of any article, section or provision of this Agreement or the SOW. Numbered or lettered provisions, sections and subsections contained herein refer only to provisions, sections and subsections of this Agreement unless otherwise expressly stated.
- E. Dispute Resolution. In the event dispute arises between the Parties, either Party may send a letter to the other Party requesting the other Party to enter into a dispute resolution process, such as mediation or arbitration, in accordance with NMSA 1978 12-8A-1 through 12-8A-3.

ARTICLE 30 - SURVIVAL

The Articles titled Intellectual Property, Intellectual Property Ownership, Confidentiality, and Warranties will survive the expiration or termination of this Agreement. Software License and Software Escrow agreements entered into by the Parties in conjunction with this Agreement will survive the expiration or termination of this Agreement.

ARTICLE 31 - TIME

Calculation of Time. Any time period herein calculated by reference to a “day” or “days” means a calendar day or calendar days, unless Business Days are used; provided, however, that in the event the last day for a given act falls on a Saturday, Sunday, or a holiday as observed by the State, the day for such given act will be the first day following that is not a Saturday, Sunday, or a State observed holiday.

ARTICLE 32 – FORCE MAJEURE

Neither Party will be liable for damages or have any right to terminate this Agreement for any delay or Default in performing hereunder in the event such delay or Default is caused by conditions beyond the Party’s control including, but not limited to Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), war, insurrection and/or any other cause beyond the reasonable control of the Party whose performance is affected thereby.

ARTICLE 33 – OTHER ADDITIONAL PROVISIONS

- 1. Work Location:** The Contractor and any of their personnel will physically perform any services contracted by the State of New Mexico in the United States, this includes any work that is performed offsite or remote.
- 2. Quote Requirements:** The Contractor will provide a quote with the following separate line items to the PSAP or purchasing entity when requested:
 - A. If any, description and related cost of the hardware and/or software to be purchased from the NG-911 Catalog per Appendix L;
 - B. If any, description and related cost for professional services being contracted per Appendix H;
 - C. Description and related cost for NG-911 system by position size to include related hardware and software per Appendix I;
 - D. Annual post warranty maintenance and support package cost per Appendix J, only after the 1 year warranty and if applicable;
 - E. Description and related cost for any formal training per Appendix K;
 - F. If any, description and related cost for additional options for NG-911 per Appendix M and N;
 - G. Shipping costs, if applicable; and
 - H. Gross receipts tax.
- 3. Invoice Requirements:** The Contractor will provide an invoice with the following separate line items to the E-911 Program Manager on behalf of the approved PSAP or to the purchasing entity that approved the purchase:
 - A. If any, description and related cost of the hardware and/or software purchased from the NG-911 Catalog per Appendix L;
 - B. If any, description and related cost for professional services being contracted for per Appendix H;

- C. Description and related cost for NG-911 system by position size to include related hardware and software per Appendix I;
 - D. Annual post warranty maintenance and support package cost per Appendix J, only after the 1 year warranty and if applicable;
 - E. Description and related cost for any formal training per Appendix K;
 - F. If any, description and related cost for additional options for NG-911 per Appendix M and N;
 - G. Shipping costs, if applicable; and
 - H. Gross receipts tax.
- 4. Fully Certified Resellers or Manufacturers:** The Contractor will be a fully certified reseller or manufacturer for the proposed NG-911 systems and related hardware, software, and services.
- 5. Industry Standards:** The Contractor's NG-911 systems and related hardware, software, and services will meet current industry standards and will remain current with industry standards during the term of this Agreement to include the National Emergency Number Association (NENA i3) standards, see link https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.2_i3_Architectu.pdf.
- 6. Onsite Project Manager:** The Contractor will provide an onsite project manager prior to delivery of the NG-911 systems and related hardware, software, and services through the duration of the project and operational activities resulting in a fully accepted operational system. Any waiver from this requirement will be approved in writing by the PSAP Director/Manager or purchasing entity contracting for the services.
- 7. System and Hardware Interfaces Minimum Requirement:** The Contractor's NG-911 system(s) will restrict connection to the public internet and support, through its interfaces, the following listed devices, networks, and databases at a minimum:
- A. Computer Aided Dispatch (CAD), Records Management Systems (RMS).
 - B. Master clock devices such as Netclock®.
 - C. Network Interfaces to include: (1) Traditional Centralized Automated Message Accounting (CAMA) trunks, (2) Lines and trunks for local telephone service provided by the Local Exchange Company (LEC), (3) ESInet i3 interface.
 - D. Automatic Location Information (ALI) database(s).
- 8. Provide Replacement Parts from a NG-911 System Installation:** The Contractor will provide availability for any replacement parts from a NG-911 system installation during the one (1) year warranty period and during post warranty maintenance and support. Any replacement parts meant to support the specific PSAP must not be used to support another PSAP's system.
- 9. NG-911 Pre and Post System Acceptance Training for End-Users and Technical Users:** The Contractor will provide initial on-site pre and post system acceptance training for its NG-911 system(s) for end-users and the technical users that will be

included as part of any system purchase. The Contractor will provide at a minimum the training described in Appendix E of this Agreement.

- 10. NG-911 System Standard Features:** The Contractor will provide the standard system features for its NG-911 system(s) as listed in Appendix F of this Agreement.
- 11. Support 24/7 365 Days a Year including Holidays and Weekends:** The Contractor will provide 24/7 365 days a year, to include holidays and weekends, warranty and post warranty maintenance and support services on its NG-911 systems and related hardware, software, and services as defined by the “Failure Prioritization Schedule” found in Article 1 - Definitions of this Agreement.
- 12. NG-911 System Availability:** The Contractor will provide NG-911 system(s) that are available to users 24 hours a day, 7 days per week, 365 days per year including holidays and weekends. The Contractor will provide the PSAP or purchasing entity with NG-911 system availability of no less than 99.999%. The downtime resulting from external causes, including, but not limited to 911 network outages, acts of God, fire, PSAP or purchasing entity’s negligence will be excluded from downtime calculations.
- 13. Replacement Parts for Installation Requires a Manufacturer Certified Technician:** The Contractor will provide a manufacturer certified technician for installation of any replacement parts for the PSAP or purchasing entity during the 1 year warranty period and during post warranty maintenance and support.
- 14. New Replacement Parts:** The Contractor will provide only parts that are new, not refurbished, for any given PSAP or purchasing entity. Refurbished parts will be allowed only upon a written statement from the manufacturer stating the new parts are no longer available and the refurbished parts have been tested. Any waiver from this requirement will be approved in writing by the PSAP Director/Manager or purchasing entity.
- 15. Replacement Onsite Spares Guarantee:** The Contractor will replace the onsite spares to restore the inventory levels that came with the system upgrade within thirty (30) days of using parts from the spare part inventory.
- 16. Service Level Agreement (SLA) for Warranty Period and Post Warranty Maintenance and Support:** If there is language in the SLA that is not advantageous to the State of New Mexico and/or language that conflicts with this Agreement, State of New Mexico’s Statute (NMSA), and Regulations (NMAC), and/or policy, the State of New Mexico’s language will take precedence. Contractor’s SLA is provided in Exhibit B of this Agreement.
- 17. NG-911 System(s) and Related Hardware and Software Repair Response Times:** The Contractor will provide the repair response times (in hours) for warranty and maintenance support for each PSAP as listed in Appendix G of this Agreement.
- 18. NG-911 VPN Access to New Mexico PSAPs:** The Contractor agrees to a single method of remote VPN access to New Mexico PSAPs, using only the state 911 Multiprotocol Label Switching (MPLS) network. The Contractor will register with the New Mexico E-911 Program Manager/Director with each individual technician having their own unique password. The Contractor will notify the E-911 Program Manager/Director within 24 hours of termination of employment of any of its employees, subcontractors, and technicians with VPN access, registered with the E-911 Program Manager/Director. Any contractor that does not adhere to this requirement will be subject to statewide price agreement cancellation.

19. End-User License Agreements (EULA) for Software: If there is language in the license agreements' that is not advantageous to the State of New Mexico and/or language that conflicts with this Agreement, the State of New Mexico's Statute (NMSA) and Regulations (NMAC), and/or policy, the State of New Mexico's language will take precedence. Contractor's EULA is provided in Exhibit B of this Agreement.

IN WITNESS WHEREOF, the Parties hereby execute this Agreement, which will take effect on the last signature date of the required approval authorities below. Each of the signatories, below, may execute this Agreement by hard copy original, facsimile, digital or electronic signature, any of which shall be deemed to be a true and original signature hereunder.

By: Deborah K Romero Date: 6/20/2020
Deborah Romero, Cabinet Secretary Designate
Department of Finance and Administration

By: Larry Mabry Date: 6/2/2020
Larry Mabry, MSSSI Vice President and Director of Sales
Motorola Solutions, Inc.

By: Joseph Baros Date: 6/9/2020
Joseph Baros, Chief Information Officer
Department of Finance and Administration

Approved for legal sufficiency:

By: Andrew Baranowski Date: 6/2/2020
Andrew Baranowski, General Counsel
Department of Finance and Administration

Approved for financial sufficiency:

By: Elena Tercero Date: 6/2/2020
Elena Tercero, Chief Financial Officer
Department of Finance and Administration

The records of the Taxation and Revenue Department reflect that Contractor is registered with the Taxation and Revenue Department of the State to pay gross receipts and compensating taxes:

CRS ID Number: 01760351000

By: AnnMarie Lucero Date: 6/2/2020
Taxation & Revenue Department

Approved with respect to the information technology contractual specifications and compliance with the Department of Information Technology Act, Chapter 9, Article 27 NMSA 1978 and Executive Orders relating to Information Technology issued by the Governor of the State.

By: John Salazar Date: 6/22/2020
John Salazar, Cabinet Secretary Designate and State Chief Information Officer
Department of Information Technology

This Agreement has been approved by the State Purchasing Agent:

By: Valerie Paulk Date: 6/22/2020
Purchasing Agent
for the State of New Mexico

This contract was signed on behalf of the State Purchasing Agent

EXHIBIT A – SCOPE OF WORK

Scope of Work: The scope of work shall consist of the maximum costs awarded in support of the NG-911 Systems, Related Hardware, Software, and Services to support the existing 911 PSAP environments within the State of New Mexico not to exceed the maximum costs awarded and outlined in the Cost Response Forms below. The maximum costs outlined below are all inclusive of mandatory business and technical specifications published, amended, incorporated in this awarded price agreement at no added cost, and must include any discounts, related travel, and any other related expenses.

Exclusions from the Scope of Work: The 911 equipment and related services NOT included in this scope of work include the following:

1. ESInet and Related Core Services
2. Logging recorders
3. Dispatch consoles
4. Emergency medical, fire, and law enforcement dispatch software
5. Language translation services
6. Generators
7. PSAP related licensure and certification training programs
8. Radio
9. Computer Aided Dispatch/Records Management System
10. Bundled or Managed Services
11. New Hosted and/or Remote Systems is not in scope. However, the maintenance and support of any existing Hosted and/or Remote Systems are within the scope.
12. Networking Services/Network Connectivity Services
13. Routing Services
14. Database Services

Appendices:

Appendix E – NG-911 Pre and Post System Acceptance Training for End-Users and Technical Users
Appendix F – NG-911 System Standard Features
Appendix G – NG-911 System(s) and Related Hardware and Software Repair Response Times
Appendix H – NG-911 Professional Services Cost Response Form
Appendix I – NG-911 System(s) by PSAP Position Size Cost Response Form
Appendix J – NG-911 Post Warranty Maintenance and Support Package Cost Response Form
Appendix K – NG-911 Formal Course Training Cost Response Form
Appendix L – NG-911 MSRP Catalog Listing by Manufacturer Type Response Form
Appendix M – Additional Options for NG-911 System(s) Cost Response Form
Appendix N – Additional Network Interface Options for NG-911 System(s) Cost Response Form

Appendix E – NG-911 Pre and Post System Acceptance Training for End-Users and Technical Users

Course Name	Description	# of hours before system acceptance (minimum of 4)	# of hours after system acceptance (minimum of 4)	Minimum Class Size	Maximum Class Size	Type of User (End User or Technical User)	PSAP Position Size
VESTA® 9-1-1 ADVANCED ADMINISTRATOR TRAINING	Administrative Training required for a site that is implementing roles-based routing, event notification features, or more complex / hybrid call flows. This class is required for more time to complete multi-roles / layouts, speed dial entries, and call transfer configuration.	16		2	8	Administrative personnel	>=10
VESTA® 9-1-1 STANDARD ADMINISTRATOR TRAINING	Administrative Training designed for smaller PSAPs (less than ten (10) positions), for sites with one (1) PSAP/Agency and for customers with no roles based routing or no complex/hybrid call flow. This course is typically one of the first courses to occur during or shortly after the installation of a VESTA 9-1-1 system in order to set up the application before the call taker courses.	12		2	8	Administrative personnel	< 10
VESTA® ANALYTICS ADMINISTRATOR	VESTA Analytics course typically occurs after the installation of the new VESTA Analytics MIS system and after some data has been captured at the Call Center (typically 30 – 45 days after cutover). The course content covers the management information system and generated reports.		8	2	8	Administrative personnel	All PSAPs
VESTA® 9-1-1 CONSOLE USER TRAINING	Console User training is a comprehensive user training class for the VESTA 9-1-1 console workstation (call processing solution) preparing the Telecommunicator to migrate from the legacy system to the Next Generation 9-1-1 system.	4		2	8	9-1-1 Users	All PSAPs
VESTA 9-1-1 Cutover	This course occurs at PSAPs during						

Course Name	Description	# of hours before system acceptance (minimum of 4)	# of hours after system acceptance (minimum of 4)	Minimum Class Size	Maximum Class Size	Type of User (End User or Technical User)	PSAP Position Size
Coaching	and/or after the system is cutover and the VESTA 9-1-1 system is taking live calls. This course offers the service of the trainer to be a “job shadow” in the PSAP.		4			9-1-1 Users	All PSAPs
VESTA® Map Local DataHub	DataHub for VESTA® Map Local is designed for all Administrators of the VESTA Map Local solution.	4		2	8	Map Administrator	All PSAPs
VESTA Map Local Agent E-Learning	VESTA® Map Local Agent is designed for all users of the VESTA Map Local solution. Once the student is enrolled he or she will receive an email inviting them to confirm their account and log into the Learning Management System.	4					
CallWorks CallStation, AdminiStation, DecisionStation User and Admin Training	CallStation covers basic and advanced call functions, system use, and map use; key features of the CallWorks system. AdminiStation covers the management of system users, directory, predefined TDD and SMS messages, as well as scheduled reports. DecisionStation covers call history, call recordings, and reports.	4	4	2	8	9-1-1 End User Technical User – Leadership role in Dispatch Center, Users with access to extended CDR.	All PSAPs
CallWorks Train the Trainer	This course consists of two sessions. One to train the trainer(s) and the second one for follow up and review. The topics covered are the same as the CallStation, AdminiStation, and DecisionStation courses. The Trainer the Trainer course has more flexibility and is designed for the customer that will meet the needs of the project and timeline.	12	16	2	8	9-1-1 Trainer	>40
CallWorks University	CallWorks University is an e-learning training center featuring a highly structured interactive video course library. Users may access	Typically takes 2-8 hours depending on the number of courses taken.	Use as needed for continuing education.	All authorized users of the system.			All PSAPs

Course Name	Description	# of hours before system acceptance (minimum of 4)	# of hours after system acceptance (minimum of 4)	Minimum Class Size	Maximum Class Size	Type of User (End User or Technical User)	PSAP Position Size
	training videos at any time, from any device platform. Video courses provide an ideal solution for efficiently training new PSAP employees on the CallWorks system as a pre-requisite to formal on-site training. Additionally, our e-learning content provides continuing education for existing Users by providing video courses on new system features and enhancements and an introduction to select features for new employees.		CallWorks University will be available to each student for 365 days after cutover.			9-1-1 End User	

Add additional rows as needed.

Appendix F - NG-911 System Standard Features

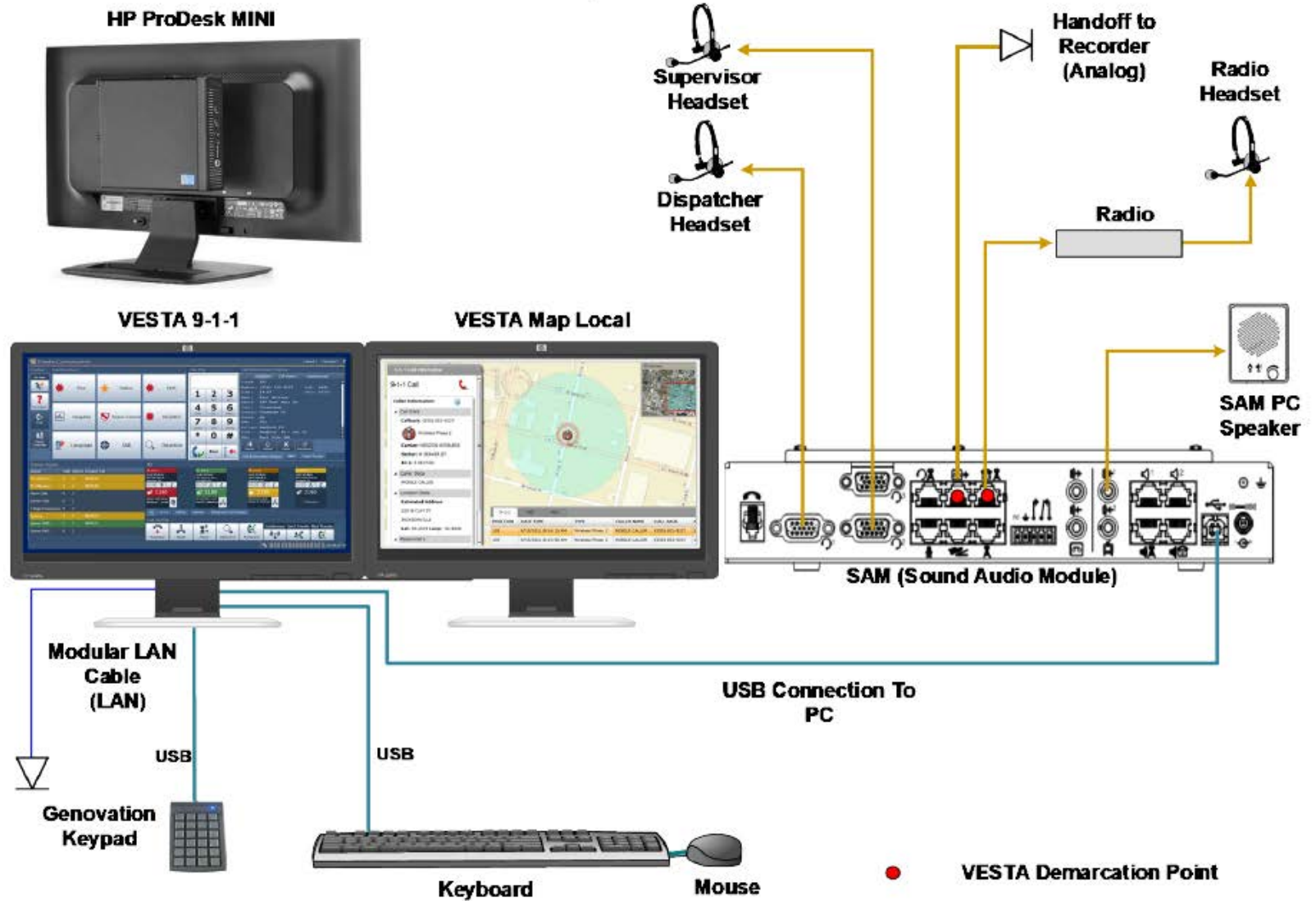
Vesta Solutions, Inc.

Description of NG-911 System Standard Features

- | | |
|----|--|
| 1. | <p><u>VESTA 9-1-1 Product - Public Safety Advantages</u></p> <p>The Motorola Solutions' VESTA 9-1-1 product offers many significant advantages to the State of New Mexico. Listed below are highlights of a few of the many unique standout capabilities of the VESTA 9-1-1 solution.</p> <ul style="list-style-type: none"> • Operating Systems – Microsoft Windows 10 professional (64-bit), CentOS 4.9 (MDS), CentOS 6.5 (ASN), CentOS 7.2 (CFS), Windows Server 2012 R2 and VMware Hypervisor ESxi 6.0 Update 2. • Database – The VESTA Analytics (MIS) uses Microsoft SQL Server Analysis Services (SSAS) — A database structure has been implemented that enables more efficient reporting and scalability for adding additional capabilities in the future as required. • Telecommunications – Motorola provides as a standard component, an industry-leading soft-switch packaged with Media Gateway's from AudioCodes, which provides traditional telecom interfaces to the PSTN and Legacy CAMA interfaces as well as general administrative capabilities. Motorola, via its ESInet Interface Module (EIM) interface, also provides emerging i3 Next Generation connectivity. The system is highly configurable to support 9-1-1, emergency, non-emergency and administrative telephony needs. • Call Handling Functions – The VESTA 9-1-1 call handling functions are very robust and include, multiple party conferencing, single button transfers, extensive dial directory, ALI displayed on the screen layout and/or IP telephone (if equipped), silent monitoring, barge-in, abandoned call management, pocket dialing call prevention, queue activity display and much more. • Sound Arbitration Module - Traditional headset and handset interfaces are provided via the Sound Arbitration Module (SAM) unit. The SAM unit is comprised of the module itself, a headset/handset unit, an external speaker for system audio, and up to three jackboxes (console user, supervisor, and trainer). This provides all necessary analog interconnections for managing Call Taker/Dispatcher handsets/headsets, radio system integration and digital logging recorder outputs. • Call Recording – The VESTA 9-1-1 solution provides a short term recording capability for emergency, administrative and radio calls. The system records and stores all 9-1-1 calls for IRR purposes at each workstation. All call recordings are made available for playback from the console layout screen. • Heads-Up-Display (HUD) and Viewer (Optional) – System information can be displayed on a wall-mounted screen or a PC Workstation viewer. The display (TV or PC monitor) presents voice and text statistical queue data in a table format and can be configured with threshold alerts to draw attention to critical issues in the queues. Custom ticker and priority messages can also be sent to a HUD Wallboard or HUD Viewer. • Architecture - The system's components (such as servers and consoles) can operate on a Wide Area Network (WAN) and can support various deployment architectures, such as multi-site centralized, dual-site distributed, single-site centralized, and multi-site distributed. The system is deployed in a redundant configuration thus providing a High Availability (HA) architecture for centralization and integration of server applications. Firewalls are used on the system to terminate VPNs and to allow remote access to the site(s). Also, SMS and EIM interfaces are supported via Firewalls. In all deployments, an optional ruggedized laptop (CommandPOST) can provide remote emergency call handling functions outside an emergency call center. • COTS Design - Motorola is committed to utilizing off-the-shelf, yet highly configurable hardware solutions that eliminate costly |
|----|--|

	<p>implementations and excessive maintenance costs. Motorola standardizes with Cisco networking switches, HP workstation computer hardware, HP HA Servers, AudioCodes Gateways and Mitel Enhanced IP telephones.</p> <ul style="list-style-type: none"> • Implementation – Single and/or hosted solution deployments are available. The system may be installed and serviced by Motorola or through extensive channel relationships. Customer agencies may also be trained to maintain the system if desired. • Ease of Use - The Motorola system offers the most intuitive, flexible and easy-to-use graphical interface available in the Public Safety industry today. Thus, providing significant time and cost savings in training new personnel. • Support – Motorola and/or its channel partners provide quality, around-the-clock customer service with remote monitoring, patch management, anti-virus and disaster recovery options. At any time day or night, a member of our highly skilled service team is available to assist customers with any questions or concerns.
2.	<p>Console Features Overview</p> <p>Console features enable call takers to perform their daily voice and text call taking activities, such as receiving and placing calls, looking up and contacting emergency responders and other call center staff, transferring and conferencing calls, and handling caller information. These features form the core functions of the console.</p> <ul style="list-style-type: none"> • Console workspace - The console is a software application that lets a call taker send and receive voice and text calls and perform essential emergency response actions with a keyboard and mouse or touch screen. The console is configurable to the needs of the emergency response center and call taker roles. The console is comprised of static parts, such as the title bar, and of the fullyconfigurable layout design area. • Containers - A container is a customizable, self-contained interface item on which you can place assets such as call appearances, buttons that are used for call-taking tasks, and buttons that launch console windows. • Voice call appearances - Call appearances for voice let a call taker answer, place, and act on administrative and emergency calls. The layout design determines which call appearances are available on the console. Call appearance types have different call handling functionalities. The following call appearance types are available for voice calls: <ul style="list-style-type: none"> o Personal Call Appearance (PCA) — Each console has its own PCA. Consoles can have up to 10 PCAs. The number of PCAs determines the number of calls a console can handle or conference at a time. o Shared Call Appearance (SCA) — Visible on any console with the SCA configured on the layout. SCAs are lines and trunks. o In Calls Appearance (ICA) — Each console has its own ICA, which receives ACD calls. o Multiple Call Appearance (MCA) — Visible on any console with the MCA configured on the layout. It receives calls from repositories of calls (queues) mapped to the console. • Multi Calls — Answers the oldest call from the highest priority MCA. An MCA is used to answer calls in Priority Queues.

VESTA 9-1-1 Sample Workstation



VESTA 9-1-1

Ready Agent FTY Access Focus Calls Keyboard VESTA 9-1-1

Time 1:20:43 PM

Call Information Display

Dir. Directory

My Test Calls

Line Appearances

SMS - Text to 9-1-1 Calls Window

Call Functions

VESTA 9-1-1 EACH VESTA 9-1-1 USER SELECTS A CUSTOM LAYOUT DESIGNED SPECIFICALLY FOR THEIR USER ROLE

3. Call Handling Features

Emergency Call centers that have the VESTA 9-1-1 solution can receive voice and text emergency calls from the following methods:

- Legacy telephone networks Public Switched Telephone Network (PSTN) on emergency trunks Centralized Automatic Message Accounting trunk (CAMA)
- Network calls that are mediated through the NENA-defined ESInet
- Text calls that originate from mobile subscribers on carrier networks

Emergency notifications, such as calls, can arrive on both phones and consoles. Consoles are computers that provide emergency and nonemergency call handling, including call transfers, conferences, monitoring, and emergency-responder contact information.

Console users can receive emergency voice calls that are allocated through Automatic Call Distribution (ACD), shared line appearances, or repositories of calls (called Call Queues). Consoles can also be configured to receive and respond to emergency text calls. In response to both emergency voice and text calls, console users can dispatch emergency responders by using caller location information that is queried from the location information server.

In addition to these basic activities, console users can transfer calls, add participants to a two-party call, look up contacts, such as emergency responders, return any inbound or outbound call and abandoned call, and receive text and voice calls over an ESInet.

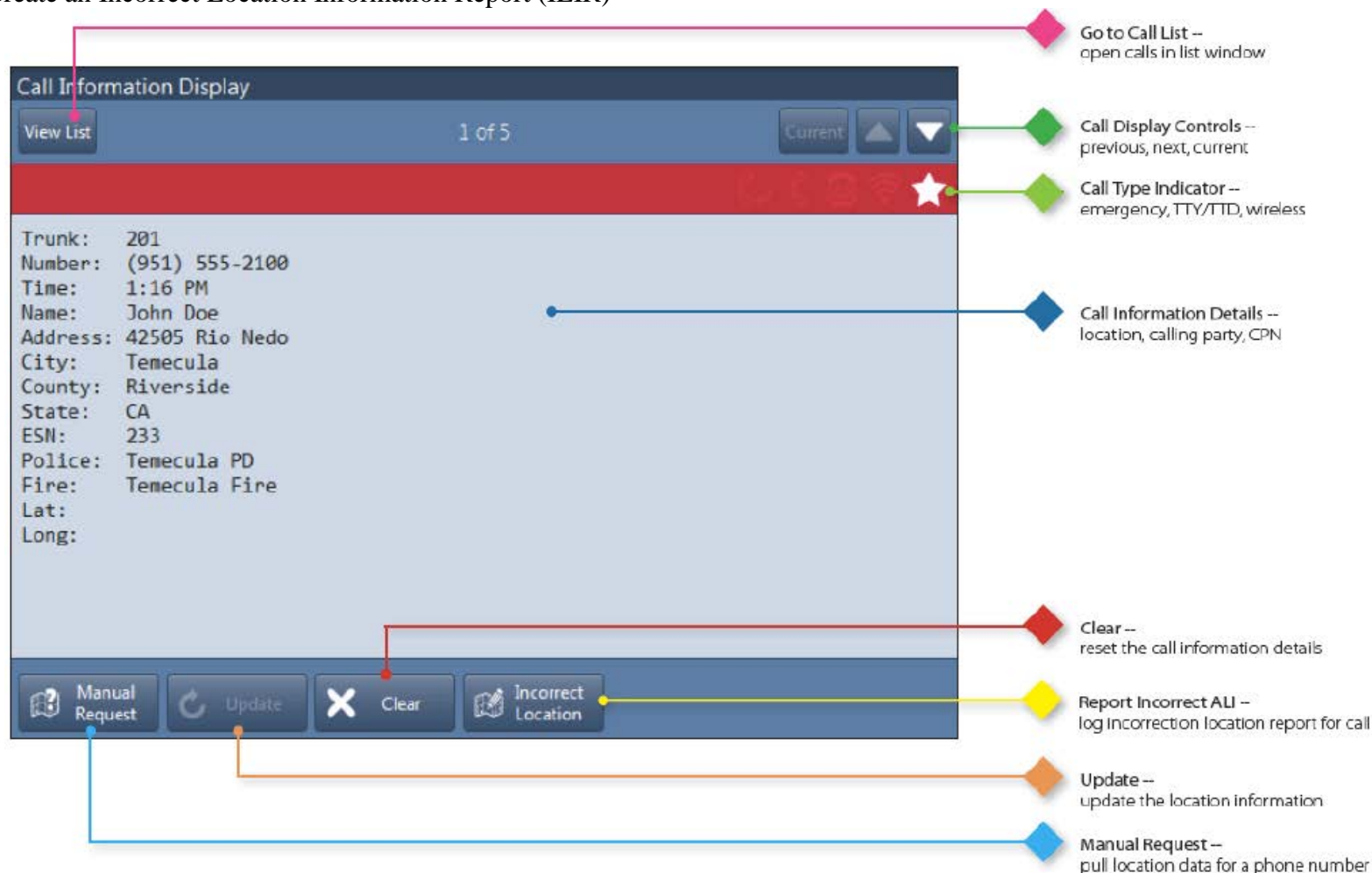
The VESTA 9-1-1 system supports the following call control features:

	<ul style="list-style-type: none">• Answer• Blind Transfer – Supervised and Unsupervised• Conference• Drop All• Drop Last• Emergency Call Back• End Post Call Processing (End PCP)• Flash• Join• Move to Personal Call Appearance (PCA)• Local Hold• Network Conference• Network Drop Last• No Hold Conference• Pickup• Release• Retrieve Local Call• Retrieve• System Hold• Transfer• Transfer to Queue
4.	<p>Call Information Call information is location and supplemental information of a voice or text call. The location information of a wireline call is extracted from a database based on the calling party number (called the ANI) and then sent to the workstation interface in the Call Information Display, a PCA, or an SCA. The ANI/ALI display is configurable and its configuration is determined by the PSAP's administrator.</p> <p>Call Information Display Window - Displays calling-party information for an active call or the last active call. Information for wireless, abandoned, TTY, monitored, and emergency calls can be displayed. Information for voice calls and for text calls can be displayed. Call information for the following items can be displayed:</p> <ul style="list-style-type: none">• ACD emergency calls• Abandoned calls• Emergency and admin voice calls, during a text call or when the console is idle• Monitored calls• Abandoned callbacks• Emergency callbacks• Recent calls• Manually requested call information• Current and previous calls

- Text calls

The Call Information Display window contains features that let you perform the following actions:

- Manually Request location information based on a phone number
- Request updated location information
- Clear location information that is displayed in the window
- Print displayed location information in the form of a report
- Create an Incorrect Location Information Report (ILIR)



VESTA 9-1-1 CALL INFORMATION DISPLAY WINDOW PROVIDES DETAILED ALI AND CALL INFORMATION INCLUDING LOCATION DATA. USERS MAY GENERATE AN INCORRECT LOCATION INFORMATION REPORT (ILIR) FROM THIS WINDOW

Enhanced Data Window (Optional) - By using the ANI of the call, a third-party data center can provide the following information

about an emergency caller:

- Location Information — for example, civic address, latitude/longitude, percentage probability of given information
- Personal caller information — for example, birth date, language, gender, contact information
- Caller medical information — for example, allergies, blood type, medical conditions, medications

The Enhanced Data window continues to display the information of the caller after it is released and is cleared when the current call is updated.

The screenshot displays the VESTA 9-1-1 interface. The top toolbar includes various tools like Abandoned Calls, Agents, Call Information Display, Contact Details, Contact Search, Dial Directory, Dial Pad, Dial Status, Master Volume, Notifications, Queue Display, Recent Calls, Text Calls, and Text Conversations. The main area is divided into several sections:

- Shared:** A list of emergency calls, with 'Emergency 1' (18197762401) selected.
- Enhanced Data:** A window showing detailed caller information for 'Emergency 1'. It includes fields for Phone Number (819) 776-2401, Last Location Update (No location currently available), Probable Address, Likelihood, Latitude/Longitude, Lat/Long, Radius, Confidence, and Altitude. Below this is a 'Personal Information' section with a profile picture and details for Jane Doe, including Birth Date (1971-1-2), Gender (Female), Height (5'0"), Weight (125.5 lbs), Ethnicity (Puerto Rican), Languages (English), Occupation (Accountant), and URL.
- Agents:** A table listing active agents and their status.
- Call Information Display:** A window showing call details for '18197762401 caller', including Phone Number, Name (Jane Doe), Address (St Joseph St, Springfield, MO 64338), and Remark lines.
- Dial Directory:** A search interface for 12 members, including EMS, Poison Control, Overdose, Childrens Hospital, Mental Health, Heart Institute, Air Ambul., Burn Unit, Emergency, Veterans' Help, Public Heal., and Language Services.

Annotations with arrows point to the 'Enhanced Data window' on the left and the 'Call Information Display window' on the right.

Agent	Console	Role	Info	State	ACD	Connected To
Agent 1	911 Main 1	911 Call Taker	Training	Connected	Not Ready	Agent 2
Agent 2	911 Main 2	911 Call Taker	Spanish	Idle	Ready	
Agent 3	Fire Pos 1	Fire Dispatch		Idle	Ready	
Agent 4	Fire Pos 2	Fire Command		Idle	Not Ready	
Agent 5	EMS Pos 1	EMS Dispatch		Connected	Not Ready	Emergency

SAMPLE VESTA 9-1-1 PSAP LAYOUT SHOWING THE INTEGRATED ENHANCED DATA WINDOW

The optional VESTA SMS solution enables SMS to 9-1-1 and 9-1-1 voice call directly from VESTA 9-1-1 Console interface for ease and speed of use. All operations include ACD 'Ready' and 'Not Ready' status interoperated with voice and text calls creating a single 9-1-1 environment for seamless emergency call processing. Additionally, administrators can designate which agent(s) manage SMS to 9-1-1 sessions based on their user role, a standard feature of the powerful, flexible design of VESTA 9-1-1 screen assets. If a user is active on a SMS session, they will be automatically marked 'Not Ready for ACD' delivery of 9-1-1 voice calls.

Text Calls Handling Advantages:

- In Calls Automatic Offline Behavior
 - Separate parameters for voice and text calls
 - Prevent ACD call presentation
- Maximum Connected Text Calls
 - Configurable parameter per role (1-10; default: 3)
- Agent Queue Profile
 - Queue accessibility based on the agent role
 - Login Queues
 - Transfer Queues
 - Abandoned Queues (one per agency)

Text Call Features

A call taker can handle emergency text calls by using the Text Calls, the Text Conversations window, and the text Multiple Call Appearance (MCA).

The Text Calls window shows the list of existing text calls. The list of text calls is determined by the text queues that are associated with the current agent role.

The Text Conversations window enables call takers to do the following:

- Receive text calls and messages
- Respond to text callers with manually-entered text messages
- Send pre-defined text messages (Quick Text)
- View released calls and the unread message count for each unselected call

A text MCA represents a text queue mapped to the console. With this call appearance, call takers can pick up text calls that arrive at their consoles.

The screenshot displays the VESTA 9-1-1 software interface. At the top, there is a toolbar with various call control buttons: Ready, Answer, Transfer, Conference, Local Hold, System Hold, Release, Mute All, Master Volume, IR Playback To Phone, TTY, Notifications, Connectivity, and Information. Below the toolbar, the interface is divided into several sections:

- Queues:** Shows 'In Calls' and 'Multi Calls' sections. A specific queue for 'LosAngelesPsap 911 queue' is highlighted, showing a wait time of 00:11 and a call count of 1.
- Text Calls:** A table listing incoming text messages with columns for Date, Time, Queue, CPN, Initial Text Message, Location, State, and Owner.

Date	Time	Queue	CPN	Initial Text Message	Location	State	Owner
4/23/2015	3:22:39 PM	LosAngelesPsap 911 queue	9096760115	Help	(909) 676-0115 1 4/2015 110	Connected	2201
4/23/2015	3:22:57 PM	LosAngelesPsap 911 queue	9096760105	HELP	(909) 676-0105 1 4/2015 110	Connected	2201
4/23/2015	3:35:42 PM	LosAngelesPsap 911 queue	9096760125	Please help me	(909) 676-0125 1 4/2015 110	Connected	2201
4/23/2015	3:37:25 PM	LosAngelesPsap 911 queue	9096760130	I have an emergency	(909) 676-0130 1 4/2015 110	Queued	
- Call Information Display:** Shows details for a call from 9096760105, including ANI, ESN, Date/Time, Name, Address, City, County, State, and COS.
- Text Conversations:** A chat window showing a conversation with a caller. The caller's message is 'HELP'. The system's automated response is '9-1-1 What is your location?'. The caller's next message is '42505 Rio Nedo, Temcula, CA'. The system's response is 'What is the nature of your emergency?'. The caller's final message is 'I've fallen and I can't get up.'. The system's final response is 'Stay calm. First responders have been dispatched to your location.'.

The interface also includes a bottom navigation bar with buttons for 'Call Information Display', 'Dial Pad', 'Dial Status', 'Dial Directory', 'Agents', and 'Airbus DS'. The status bar at the bottom right shows the date and time: Thursday, April 23, 2015, 3:37:37 PM.

VESTA SMS SHOWING TEXT CALLS STATUS (UPPER RIGHT) AND TEXT CONVERSATIONS (BOTTOM RIGHT)

6. **Call Distribution Features**
- Call distribution features send administrative and emergency calls to call takers based on a selected routing scheme. Features enable a call taker to remove him/herself from call distribution and restore him/her availability.
- **Refuse** - When a call taker uses the Refuse feature on an emergency call, the call continues to ring in the background until another call taker answers it. The Refuse feature forces the console to the Not Ready state for receiving calls from the ACD queue.
 - **Console ACD Readiness** - The following conditions determine whether a console can receive ACD calls:
 - o **Ready** — Call takers indicate that they can receive calls.
 - o **Not Ready** — Call takers indicate that they cannot receive calls or system activities block calls. System activities can also put a console into a not ready state.

	<p>o Not Available — System activities prevent a console from receiving calls in an otherwise ready state. For example, handling an emergency call makes the console unavailable to receive calls. An ACD Readiness button mapped to the console indicates the Not Available state for routed calls (as well as indicating the Ready and Not Ready states).</p> <ul style="list-style-type: none"> • Queue Display window - The Queue Display window contains real-time statistics about voice call queues (ACD and priority) and text call queues, such as the number and waiting times of calls on the queues. Average wait times are calculated from a configured period. Each row in the tabular window contains information for a queue. • Automatic Abandoned Call Distribution – Call takers can receive abandoned voice calls from the system on the ICA. <ul style="list-style-type: none"> o Callback - The Callback feature appears in the expander of the ICA after a call taker answers a notification through the Automatic Abandoned Call Distribution feature.
7.	<p>Dialing Features</p> <p>A call taker can place a call using one of several different screen layout modules on the console.</p> <ul style="list-style-type: none"> • Contact Manager – Lets PSAPs manage contact lists, contacts, groups, ESInet transfer agencies, and contexts. • Contact Search Window - Lists all contacts that belong to the contact list that is mapped to a layout. • Contact Details Window - Displays the information for a contact or for a group. • Dial Directory Window – Allows configuration and display of contacts for one-click dialing. • Dial Pad – Let call takers place voice calls. • Dial Status Window - Displays information for calls that are dialed from the Dial Directory, the Agents window, the Dial Pad, the Contact Search window, and the Recent Calls window. • Agents Window - Lists all call takers that are logged on to your agency and lets you place voice calls to them. • Recent Calls Window - Displays information for each unique voice calling number and text calling number that was received and answered at a console. • Abandoned Calls Window - Displays information such as date, time, and CPN, for queued, answered, and called-back abandoned voice calls at a console.

Abandoned Calls

Queued Answered Called

Indicators	Date	Time	Time in Queue	CPN	Location	Circuit	ESN
📶	05/03/2013	09:38:16 AM	01:12:10	(819) 778-2001		911Line1-ee 81	
📶	05/03/2013	09:38:16 AM	01:11:31	(819) 778-2001		911Line1-ee 81	

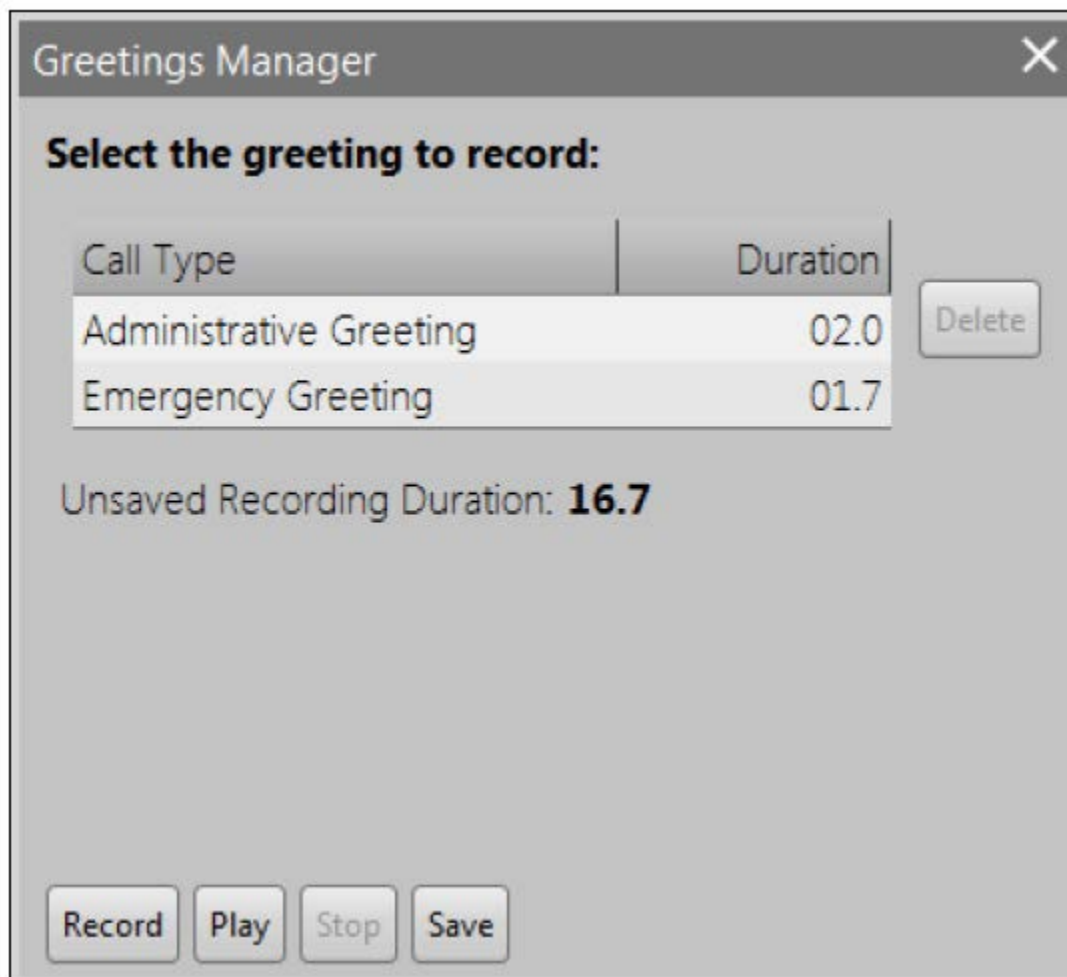
Dial View in CID

Abandoned Calls

- Filter List -- queued, answered, called filters
- Information Columns -- sort on call information
- Abandoned Call List -- call s by filter + information
- Dial Abandoned Call -- speed dial any abandoned call

VESTA 9-1-1 ABANDON CALL WINDOW PROVIDES COMPLETE DETAILS ON IGNORED OR ANSWERED ABANDONED CALLS

8. **Greetings Manager**
 The Greetings Manager allows call takers to record greetings that will automatically play to emergency and administrative callers. Once you have recorded your greeting, you can play it back, re-record it, delete it, and save it to the Centralized Configurator Database (CCDB). Only the person who recorded the greeting can listen to and delete it.

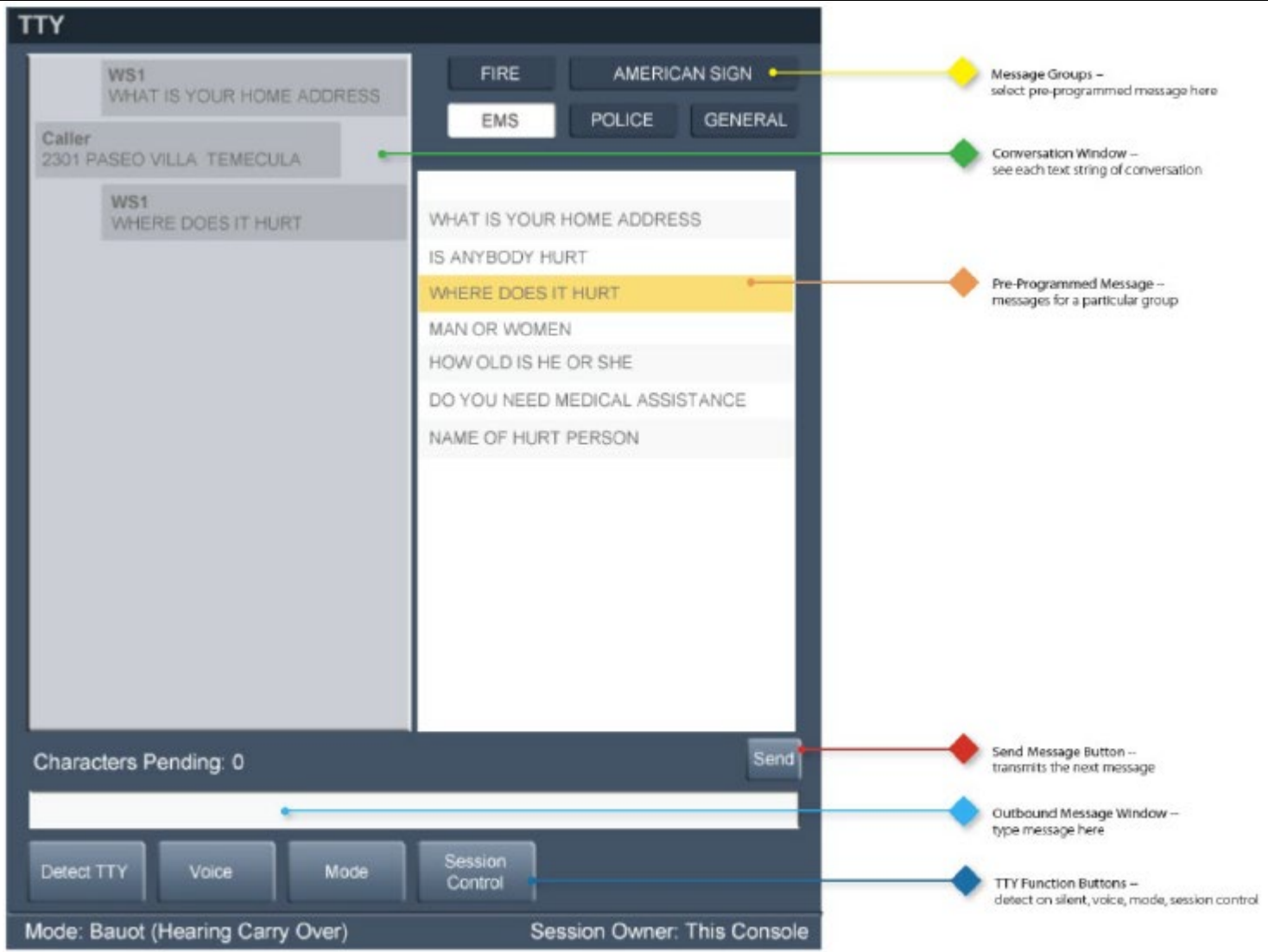


VESTA 9-1-1 GREETINGS MANAGER ALLOWS USER TO CONTROL AND MANAGE MESSAGES.

9. **TTY Window**

Call takers can communicate with the hard-of-hearing and speech impaired using the TTY (Teletypewriter) window. TTY is also known as TDD (Telecommunications Device for the Deaf), and it provides hard-of-hearing and speech-impaired people with the ability to communicate over the telephone system. You can answer and respond to calls on the TTY, as well as manage TTY calls through transfers and conferences.

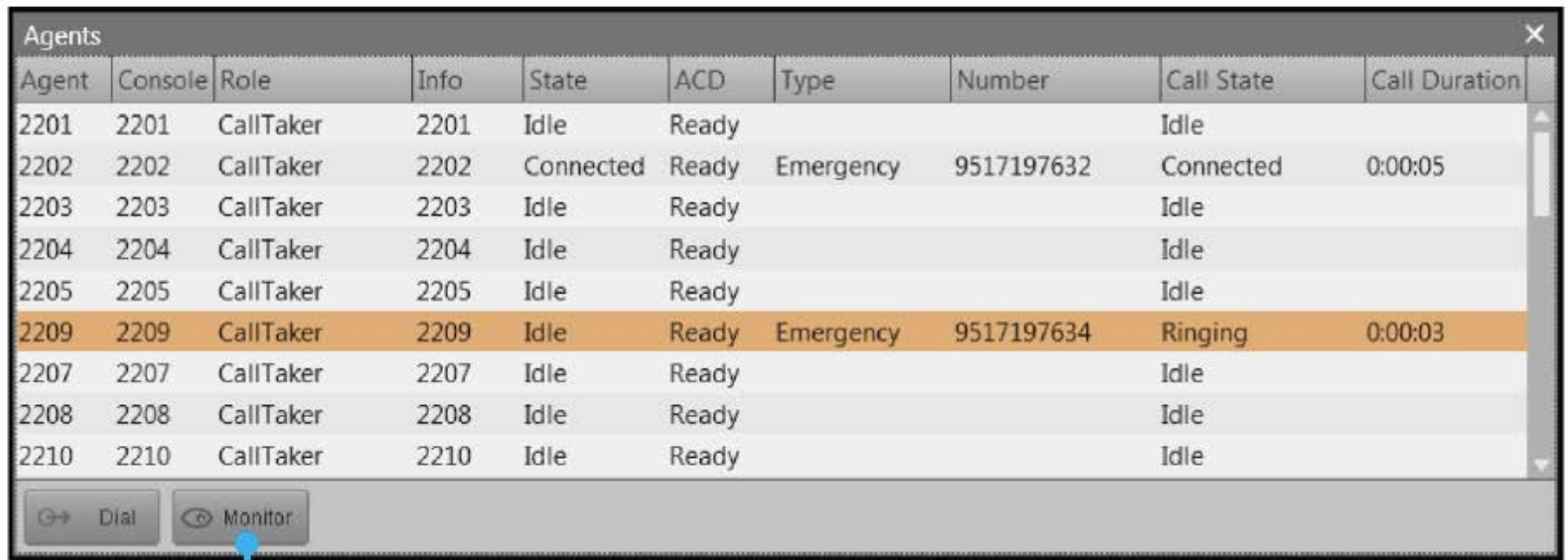
Call takers can also choose the mode the TTY call is using depending on the caller's hearing or speech impairment. Call takers can communicate with callers who are hard of hearing and callers who are unable to speak by using the TTY window.



TTY/TDD CALL WINDOW PROVIDES PRE-PROGRAMMED MESSAGES SORTED IN CATEGORIES FOR FAST OPERATION

10. **Audio features**
 Audio features in VESTA 9-1-1 let call takers
- Adjust and manage their volume settings
 - Manage multiple audio sources

	<p>The Sound Arbitration Module (SAM) is a device that provides connections to external recording and audio devices.</p> <p>Sound Arbitration Module - The SAM is a hardware device that manages the audio and controls of external audio devices and equipment. The SAM system is comprised of the module itself, a headset/handset unit, an external unselected speaker, and a maximum of three jack boxes (call taker, supervisor and trainer).</p> <p>Master Volume window - The Master Volume window provides volume and muting control over call taker headsets, microphones, call recordings, and auxiliary audio devices under the Jack boxes, IRR Playback, and Aux Audio tabs.</p>
11.	<p>Supervisory features The console contains features that are related to the supervisory function agent monitoring.</p> <p>Agent monitoring The Monitor button in the Agents window displays the Listening button, the Talking button, and the monitor status area. A user can listen in on or talk on a maximum of two voice calls at the same time. Permission to monitor a call taker is configured in the role settings of the target agent.</p> <p>Clicking the Monitor button when a call taker is selected in the agent list displays the Listening and Talking buttons and invokes the Listening mode automatically.</p> <p>Clicking the Monitor button during monitoring switches off monitoring.</p> <p>After monitoring starts, the monitoring users console enters the Not Ready mode for ACD calls. Answering a call cancels the monitoring session. If configured, a tone may be played to indicate to a call taker when a user joins a call for monitoring purposes.</p> <p>Monitoring is not allowed during the following user console states:</p> <ul style="list-style-type: none">• On an active call (answered, picked up, joined)• Dialing a call• Recording a greeting• During a conference or transfer, including Flash transfers and conferences (allowed after a blind transfer is complete)• When a PCA or SCA is selected and a dial tone is played <p>The Monitor button changes to the active state color to indicate that the selected call taker is being monitored.</p> <p>The Agent Monitoring feature can be configured to play a tone to the call taker at the start of the monitoring session. During call monitoring, the Call Information Display window displays the calling party number, the calling party name, and the location information of the call. The IRR recording starts on the console of the user.</p> <p>When a user is monitoring a call taker, call information received at the console is displayed in the Call Information Display window. An indicator that the call information is for a monitored call is also displayed in the Call Information Display window.</p>



Agent	Console	Role	Info	State	ACD	Type	Number	Call State	Call Duration
2201	2201	CallTaker	2201	Idle	Ready			Idle	
2202	2202	CallTaker	2202	Connected	Ready	Emergency	9517197632	Connected	0:00:05
2203	2203	CallTaker	2203	Idle	Ready			Idle	
2204	2204	CallTaker	2204	Idle	Ready			Idle	
2205	2205	CallTaker	2205	Idle	Ready			Idle	
2209	2209	CallTaker	2209	Idle	Ready	Emergency	9517197634	Ringing	0:00:03
2207	2207	CallTaker	2207	Idle	Ready			Idle	
2208	2208	CallTaker	2208	Idle	Ready			Idle	
2210	2210	CallTaker	2210	Idle	Ready			Idle	

At the bottom of the panel, there are two buttons: "Dial" and "Monitor". The "Monitor" button is highlighted with a blue arrow pointing to it from the text below.

Supervisor "Monitor" Button -- supervisors may dial or monitor selected agents.

VESTA 9-1-1 AGENT PANEL – ALLOWS SUPERVISORS TO HIGHLIGHT AGENT AND MONITOR CURRENT CALL, SILENTLY OR OBSERVATORY MODE

The screenshot displays the 'Instant Retrieval - Advanced' window. At the top, there is a menu bar with 'File', 'View', 'Sort', and 'Help'. Below the menu is a table with the following columns: Date/Time, Duration, Sta.#, Station Name, Flag, and Attachment. The table contains several rows of data, with the row for '17/03/2017 09:10:16a' highlighted in yellow. Below the table is a toolbar with buttons for Save, Send, Stop, Pause, Attach, Delete, Select Date, and Search. The main area is divided into 'Playback Control' and 'Selection' sections. The 'Playback Control' section includes a volume slider, a play/pause button, a seek bar with a green waveform, and buttons for AGC, Loop, and Auto Pitch Correction. The 'Selection' section includes a date dropdown set to '17/03/2017', left and right navigation arrows, and a Refresh button. At the bottom, there is a status bar that reads 'Playback active - Size: 0.02 MB, Duration: 0:00:04' and a note 'Hold CTRL key for multiple playback'.

Date/Time	Duration	Sta.#	Station Name	Flag	Attachment
17/03/2017 09:22:58a	0:00:05	1	Telephone		(R)
17/03/2017 09:17:07a	0:00:05	1	Telephone		(R)
17/03/2017 09:12:50a	0:00:06	1	Telephone		(R)
17/03/2017 09:10:32a	0:00:09	1	Telephone		(R)
17/03/2017 09:10:16a	0:00:05	1	Telephone		(R)
17/03/2017 09:10:08a	0:00:09	1	Telephone		(RL)
17/03/2017 09:09:56a	0:00:05	1	Telephone		(R)

IRR RETRIEVAL WINDOW. THE VESTA 9-1-1 IRR ADVANCE PLAYBACK FEATURES PLAY / PAUSE (TOGGLE) AND STOP. THE USER CAN MOVE THE PLAYBACK CURSOR ANYWHERE IN THE RECORDING, MAKING FAST FORWARD AND REWIND BUTTONS OBSOLETE

12. Console information

Administrators can add windows to the layout to provide a variety of information on the console:

- Date and time
- Connectivity information
- Information about the logged-on call taker and the console to which the call taker is logged on can be displayed in the Information window and the Information panel.
- Identification of the call center through customer branding of the layout
- System log notification messages

Administrators can also add time and date, connectivity, and information controls to the status area of the layout.

13. Solution Analysis and Reporting

Managing and optimizing the performance of call center operations depend on information collection, analysis, and display based on key indicators. Reporting tools record, store, and display data about calls, which can be analyzed and published in a variety of formats.

The most commonly used features for data collection and reporting are as follow:

- Instant Recall Recorder (IRR)
- Call Detail Records (CDR)
- Activity View
- VESTA Analytics

The VESTA Analytics (MIS) solution is a sophisticated emergency call center application for PSAP management, and is optimized for regional administrators and PSAP supervisors.

The VESTA Analytics solution plays an important role in four key areas of each 9-1-1 call centers' operation:

- Enhanced Operational Management — improves the ability to gather, organize, data-mine, and report near real-time information. The VESTA Analytics solution incorporates an advanced data warehouse for improved performance for creating custom reports and searching for data.
- Personnel Management— includes new 9-1-1 specific key performance indicators (KPIs) that help assess the performance within the call center for more informed decision-making regarding staffing.
- Automated Evidence Organization — automatically associates related calls into the context of individual incidents. This approach simplifies the tasks involved with reconstructing, organizing, searching, and archiving historical incident information.
- Crisis Management – assists the administrator in identifying trends and triggers to stay ahead of events as they unfold.

The VESTA Analytics solution provides the following functionality and benefits:

- Displays a near real-time event list with automatic event association, plus a view of related detail information
- Offers advanced search and filtering capabilities for incident reconstruction and evidence organization
- Offers site statistics and key metrics
- Provides standard templates and advanced customization features for cross-tabular and ad hoc reporting
- Provides scheduled reports that can be distributed automatically
- Integrates with multiple types of call center systems
- Offers end-to-end call flow so you can see the number of times a call is transferred to various PSAPs within the system

Core architecture of VESTA Analytics includes the following:

- Microsoft® SQL® Writer and the VESTA Analytics solution data adaptors and processors to capture event data from various sources and normalize it for storage in the database
- Data Warehouse (hosted by Microsoft® SQL® Server) retains the event data using the PEI-DB database and SQL® Service Analysis Services (SSAS) cubes
- Front-end services (hosted by Microsoft® Internet Information Services [IIS]) access and transform the event data in the VESTA Analytics Data Warehouse to provide a browser-based user interface for monitoring and reporting

The reporting capabilities of the VESTA Analytics solution are highly robust, supplying a number of standard documents that

provide facts on call counts, transfer averages, trunk and line utilization, etc., and can accommodate customization when needs are more specific. All reports can be scheduled and automatically distributed, or you may choose to create an ad hoc report. The VESTA Analytics MIS solution can automatically associate related events, which simplifies incident reconstruction, organization, searching and archiving.

The screenshot displays the VESTA Analytics Events page in a web browser. The browser window title is "Analytics - Events - Windows Internet Explorer" and the address bar shows "http://jivs104/aurora/Events.aspx". The page has a navigation menu with options like Home, Events, System Management, Reports, Dashboard, Preferences, Help, and Logout. The user is logged in as "TheBigDefaultAgency | AURORAJITC\Administrator".

The main content area is divided into several sections:

- Filter:** A search filter for "answer" with a date range of "Previous 365 days". There are options to edit the filter and apply it as a trigger.
- Event List:** A table showing a list of events. The table has columns for Event Type, Calling Number, Start Date Time, Call Origin, and Call Se. The first row is highlighted in blue.
- Event Details:** A panel showing details for a selected event. It includes tabs for Location, Caller Segments, Agent Segments, and Call Flow. The details show a text message with a duration of 12 seconds, starting at 5/22/2015 8:54:52 AM and ending at 5/22/2015 8:55:04 AM, sent by Operator2.
- Scenario List:** A panel showing a list of scenarios. It includes a table with columns for Name, Number of Events, and Start Date. The total records are 0.

At the bottom of the page, there is a copyright notice: "Copyright © 2009-2015 Airbus DS Communications, Inc. All rights reserved." and the AIRBUS DS Communications logo. The browser's status bar shows "Local intranet | Protected Mode: Off" and "100%".

VESTA ANALYTICS EVENTS PAGE

Agent Statistics Comparison Report																
For (Agent Subgroup 1)																
AIRBUS DS Communications Home of VESTA																
Creation Date: 08/12/2016 10:18:24 AM Grouping: Agent Subgroup 1																
Date Range: 06/01/2015 12:00:00 AM - 06/30/2015 11:59:59 PM Filter Criteria:																
Summary Information																
Agent Subgroup 1	Work Period				Performance		Call Count			Emergency Avg Duration			Non-Emergency Avg Duration			
Agent Name	Logged-on Hrs	% Logged-on	Ready + On-Call	% Ready + On-Call	Emergency Calls / Logged-on Hr	% Denial	Emergency Incoming	Non-Emergency Incoming	Outgoing	Avg Total	Avg Talk	Avg On-Hold	Avg Total	Avg Talk	Avg On-Hold	
brouck	08:00:00	1.1%	00:13:13	3%	2.9	77%	23	0	0	00:06:43	06:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
Strain1	08:00:00	1.1%	00:13:34	3%	0.4	-77%	3	0	0	00:04:40	06:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	16:00:00	1.1%	00:26:47	3%	1.6	0%	26	0	0	00:01:10	06:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	Avg / Agent				Avg / Agent		Avg / Agent			Avg / Agent			Avg / Agent			
Agent Subgroup 1	16:00:00	1.1%	00:26:47	3%	1.6		26	0	0	00:01:10	06:00:00	00:00:00	00:00:00	00:00:00	00:00:00	

Report Version: 3.1.0.0 Page 1/4

Login, Ready + On-call **Counts and Durations**

AGENT PERFORMANCE REPORT

VESTA MAP Local

The following mapping features are available with VESTA Map Local:

- **Points of Interest Layer** - Points of interest can now come from both the Address Point (SSAP) layer, as well as a separate Points of Interest layer, which is now a standard Geographic Information System (GIS) map layer. Both layers can be searched through the nearby functionality and both can display results under points of interest on the information panel.
- **Layer and Field Names Displayed** - The names for map layers and field labels have been updated throughout the application to make them easier to understand. The updates show in the legend and information panel feature details.
- **Toggle Aerial Imagery On/Off** - The application provides a one button toggle to switch the map on and off between aerial imagery. If no local aerial imagery exists, this toggle turns on the ArcGIS Online World Imagery base map if internet access is available.

Map layers can be setup with an alternate display when aerial imagery is viewed. This allows for better contrast and un-obscured views of the aerial imagery. For example, the city or county boundaries are made hollow and the site/structure address point labels change color to contrast with the aerial imagery.

- **Latitude and Longitude Toggle** - Selecting the latitude and longitude values that have blue underlining can toggle and convert the coordinates to display in the application between decimal degrees, degrees minutes seconds, and degrees decimal minutes. For example, this can be done on a map peek.
- **Measure** - With the measure tool, call takers can double click to finish a measurement and begin a new measurement that clears out the previous measurement.
- **Markups** - Call takers can create markup drawings and symbols on the map using the measurement tool to represent temporary events or conditions which provide situational awareness when processing calls for emergency help. The markups can be shared across workstations within the same Public Safety Answering Point (PSAP) so that other call takers can see the same information.

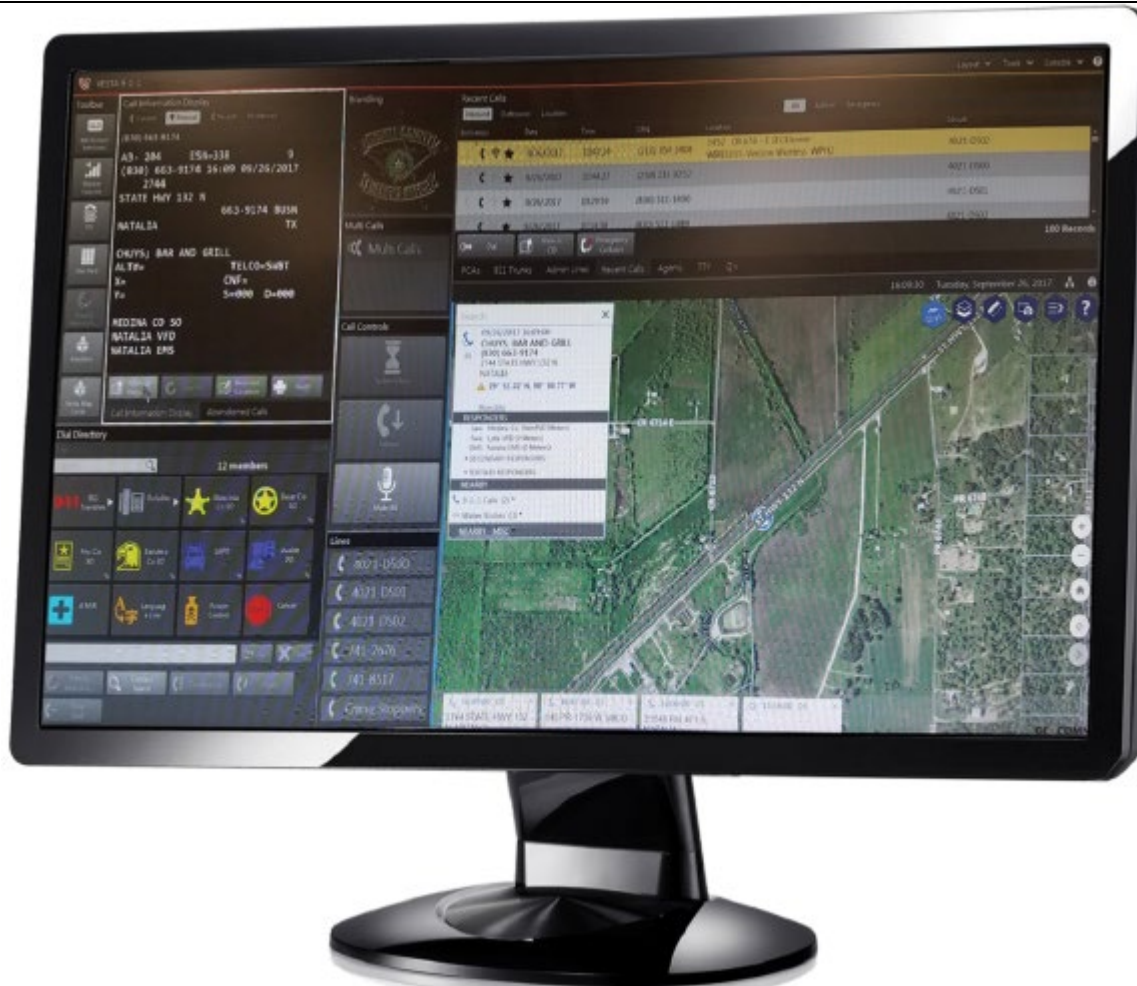
Markups are a feature available at the premium license level.

The markups split into the two main categories of informational (purple-colored) and warning (orange-colored). Informational markup types include: Civic Event, Police Info, Fire Info, EMS Info, and Burn Permit. Warning markup types include: Active Fire, Construction, Natural Disaster, Inner Perimeter, and Outer Perimeter. Additionally, emergency management icons are included for Incident Command and Staging.

Each category of markups is represented by a single-click point, a line, or a polygon shape (closing a measurement shape). The markup icon for the category is always displayed. Clicking the markup icon shows the call taker a peek with basic information and a “More Information” option to display all markup information in the info panel.

When creating markups, the call taker can choose a title, the start and end time of the markup, optional notes, the user’s name, and an optional URL link. The start and end times control when the markup is visible on the map.

Markups can be retrieved and searched through the markups shortcut, which also allow a call taker to delete the markups.

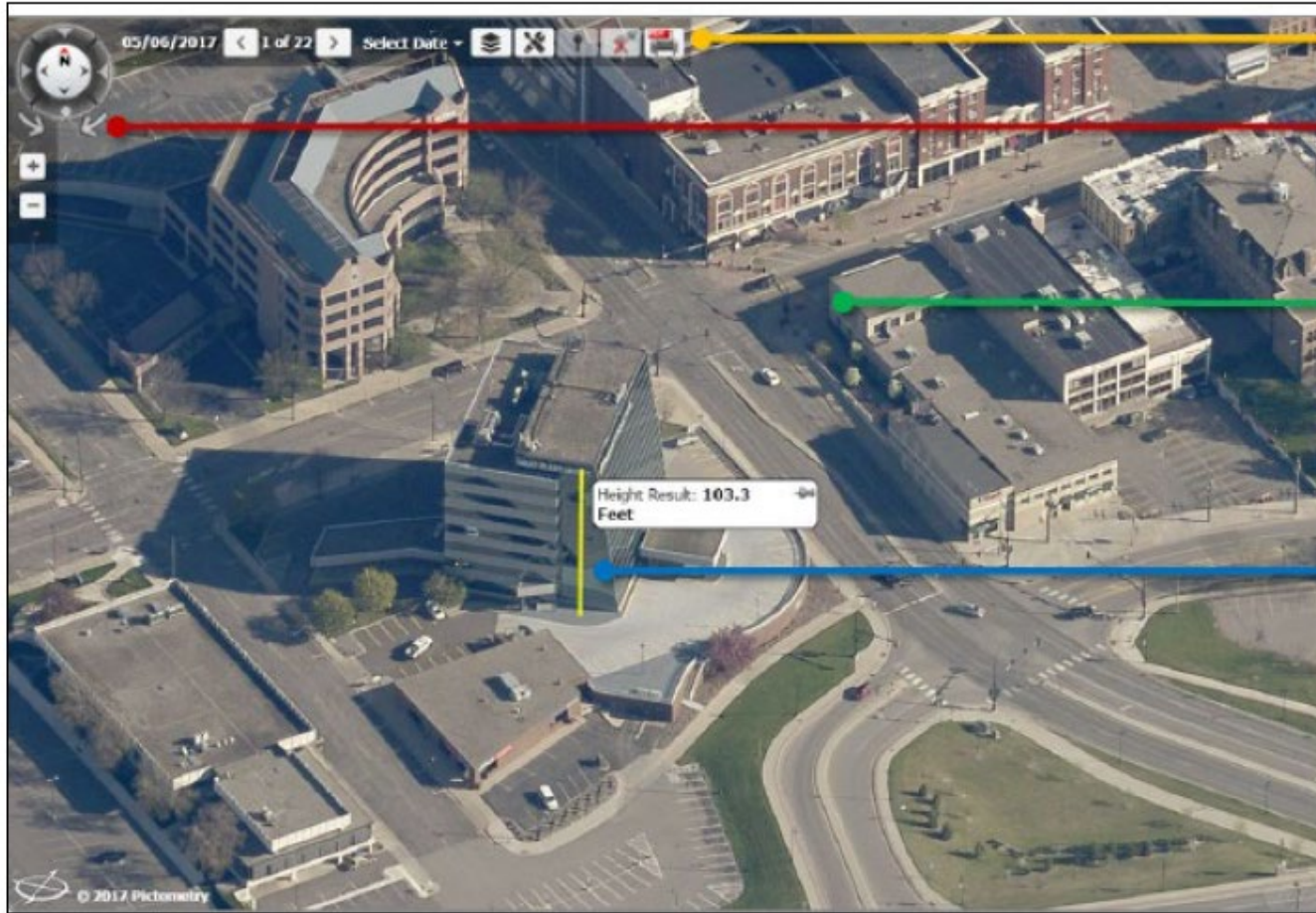


VESTA MAP LOCAL INTEGRATED ON THE CALL HANDLING INTERFACE OR THE MAPPING APPLICATION CAN UTILIZE ITS OWN MONITOR

The screenshot shows the VESTA Map Local User Interface. On the left, there is an information panel for a call on 07/28/2017 at 06:27:31, with details for 'Unknown Provider' at 11TH AVE N, ST CLOUD. Below this are sections for 'RESPONDERS', 'AT THIS LOCATION', 'NEARBY' (including 9-1-1 calls, fire hydrants, and places), and 'NEARBY - MISC'. At the bottom left, a carousel displays three recent calls: '11TH AVE N, ST CLOUD' (06:27:01), 'WILSON, St Cloud MN' (06:25:00), and 'VTROJTE 105 APT 5, WATERVILLE' (06:23:00). The main map area shows a street grid around Lake George, with labels for 'Division St', '2nd St S', and '4th St S'. A toolbar in the top right contains icons for aerial, legend, and measure. A navigation panel on the right side includes zoom in (+), zoom out (-), home, and back/forward view buttons. A purple dot at the bottom right indicates the carousel.

- Toolbar – aerial, legend, measure, etc.
- Info Panel – shows details about a call and a location
- Map Display – shows local, aerial and online maps
- Map Navigation – zoom, full view, back/forward view
- Carousel – shows recent calls

VESTA MAP LOCAL USER INTERFACE



Toolbar – switch year, measure, etc.

Orientation – switch the perspective to other available views

Display – shows aerial imagery

Results – shows the results from tools, such as measuring height

VESTA MAP LOCAL PICTOMETRY IMAGERY VIEWER DISPLAYING THE MEASURING OF BUILDING HEIGHTS



VESTA MAP LOCAL- UNCERTAINTY CIRCLE AROUND THE ORIGINAL LOCATION OF THE CELL PROVIDERS PHASE 2 LOCATION BUT ALSO AROUND THE RAPIDSOS LOCATION

Add additional rows as needed

Appendix F - NG-911 System Standard Features

CallWorks

1.	<p>CallWorks NG9-1-1 Call Handling Key System Capabilities and Differentiators</p> <p>The CallWorks solution is a natively integrated, browser-based, VoIP and Network centric design using the latest software design and telephony technologies. The native i3-compatible solution manages the receipt of emergency calls with a simpler, easier-to-use workflow approach and user interface design.</p> <p>The CallWorks solution provides many significant advantages. Listed below are highlights of a few of the many unique standout capabilities of the CallWorks system.</p> <ul style="list-style-type: none"> • Operating Systems - Technologically advanced call handling system is based on the Linux Operating System, Web services and an application framework developed using state-of-the-art Web services techniques and the Java development environment. User interfaces require only a browser for all applications and are optimized for Mozilla Firefox ESR, which is fast, efficient and less costly to operate. Workstations operate on the current shipping release of the Windows Operating system for desktops. • Database - Integrated systems designed and delivered as a standard with the MySQL Relational Database Management System. The database architecture allows for open, extensive information sharing, comprehensive reporting and scalability for adding additional capabilities in the future as required. • Telecom / 9-1-1 - CallWorks provides as a standard component, an industry-leading, custom CallWorks distribution of the VoIP Asterisk softswitch from Digium, Inc. This custom distribution of Asterisk, engineered and packaged with mature Media Gateways from AudioCodes, provides traditional telecom interfaces to the PSTN and Legacy CAMA interfaces as well as general administrative capabilities, including voice mail and more. CallWorks, via its SipWorks interface, also provides emerging i3 Next Generation connectivity. The system is highly configurable to support NG9-1-1, emergency, non-emergency and administrative telephony needs. • Call Handling Functions – The CallWorks call handling functions are very robust and include, but are not limited to, single button transfers (on and off net) via an extensive directory, ALI displayed on the VoIP telephone as a backup, integrated call control from the Map, silent monitoring, barge-in, override, unlimited multi-party conferencing, abandoned call management, ACD, integrated SMS call processing, released call review, and much more. • Notifications - Another strategic advantage of the integrated CallWorks Messaging Engine is the capability to provide automated outbound notifications as part of a service request status change or a global announcement. Authorized users may create and manage notifications from AdminiStation. • Call Recording – Although the CallWorks platform is not officially marketed as a Long-Term Recorder, the system records and stores all 9-1-1 calls for IRR purposes at each workstation in a traditional fashion. 9-1-1 call recordings are captured at the time the call begins ringback for pre-answer insight and are made available for playback from the Call Screen. Additionally, call recordings are available for playback and for long-term download from DecisionStation. Calls may be played back with permission from any location where DecisionStation is configured. The system can be configured to record administrative calls as well. • Architecture - The browser-based, redundant and High Availability (HA) architecture of our systems allow for centralization and integration of server applications, VoIP switching and the database, while also allowing extensive remote access without the burden of excessive implementation and cost. For larger or regional initiatives, the system is extensible over a network in Federated,
----	---

	<p>Geodiverse configurations as well as centralized hosting.</p> <ul style="list-style-type: none"> • COTS Design - CallWorks is dedicated to utilizing off-the-shelf, yet highly configurable hardware solutions that eliminate costly implementations and excessive maintenance costs. CallWorks standardizes with Cisco networking components, Dell workstation computing hardware, Dell HA Servers, APC Power Management Systems, AudioCodes Gateways, and Polycom VoIP telephones. • Ease of Use - The CallWorks system offers the most intuitive and easy-to-use interface available in the industry today by simply requiring a browser. This user-friendly and easy-to-deploy method provides significant time and cost savings in training new personnel. • Training - CallWorks offers at no additional cost, an e-learning training center (CallWorks University) featuring a highly structured interactive video course library. Users may access training videos at any time, from any device platform. Video courses provide an ideal solution for efficiently training new PSAP employees on the CallWorks system as a prerequisite to formal on-site training. Additionally, our e-learning content provides continuing education for existing Users by providing video courses on new system features and enhancements and an introduction to select features for newly added staff. • Support - CallWorks provides quality, around-the-clock customer care and service with remote monitoring as a standard offering. At any time or day of night, a member of our highly skilled service team is available to assist customers with any questions or concerns. In addition, CallWorks support staff remains available on-site for 24 hours after the successful cutover for transitional support.
2.	<p>Enhancements CallWorks Brings to the PSAP</p> <p>The CallWorks system refines and enhances workflow, while easing many of the issues commonly found in today's PSAPs and dispatch centers. The CallWorks platform addresses many of those:</p> <ul style="list-style-type: none"> • Workflow - One of the primary goals of the CallWorks platform is to streamline the effort of the typical Call Taker/Dispatcher. Most Call Takers and Dispatchers use very sparingly the expensive and complex IWS solutions sold for years for the purpose of answering and managing 9-1-1 calls for service. With the deployment of CAD / Incident Management and Mapping solutions to a large portion of PSAPs, most use those tools for the bulk of the dispatch process after call answer. Our vision was to truly integrate the processes such that a single application could be deployed and managed to work the way the centers actually do, by taking calls, mapping those calls and dispatching and managing resources in a much simpler, more flexible and inexpensive manner. • Lack of Complexity – CallWorks sought to completely eliminate the continuing complexity of the IWS PC itself. The legacy and most current IWS competitive offerings continue to provide overly complex IWS designs through heavy client applications, specific sound cards, TDD modems and headset interface devices leading to maintenance intensive deployments and on-going driver, patch and OS compatibility support issues. CallWorks targeted the ability to more closely align with a network offering by allowing faster deployment as well as providing a simpler environment to maintain. This was accomplished by delivering a new architecture in which only an internet browser is needed at the desktop where specific hardware and drivers are not required. This creates an IWS replacement that requires no application software installation or client-side driver support. There is also no cabling between the VoIP Telephone set, the Headset Interface device and the IWS PC. This clean and simple design also enhances cohabitation with other applications critical to the user, such as Radio and third-party CAD or mapping applications as required. <p><i>Note: The CallWorks Platform does NOT require Internet connectivity to operate. The platform simply shares those technological advancements and capabilities.</i></p> <ul style="list-style-type: none"> • User Interface - The CallWorks System provides an industry first browser-based application environment for all users interfacing to the system including call taking, mapping, reporting and management. This creates an easy-to-use, install and maintain environment.

	<p>The environment enhances our capability to support hosting and networked deployments, allowing for easier transition as NG9-1-1 progresses.</p> <ul style="list-style-type: none"> • Headset Sharing - Headset sharing is provided by an Audio Interface Unit (AIU) which connects between the phone and radio console equipment. The AIU provides all necessary analog interconnections for managing the Call Taker/Dispatcher headset for phone and radio audio without requiring manual switching between the two. This design eliminates challenges in using the PC as the voice management component with complex driver and OS maintenance concerns. If headset sharing will not be used with the radio system which typically supports dual operator connections, an optional AIU can be provided as a dual connection to a Supervisor/Trainer headset. • Enhanced Location: RapidSOS location integration. CallWorks offers seamless integration with RapidSOS improved wireless location / GPS coordinates. This integration offers the RapidSOS coordinates as a supplemental source to the traditional ALI data so the Call Taker can compare the two location reports and use the one, which is most useful in the context of the call. In most cases this will be the RapidSOS coordinates which are provided both in text and on a map plot with dynamic updates. If the RapidSOS integration is configured and the location data is available, this information is recorded in call details for reporting and data exports. • Reporting - With CallWorks DecisionStation, authorized users can monitor live operations for calls, view canned reports, perform ad-hoc database queries, and more. DecisionStation is browser-based and can be accessed from any workstation on the network, i.e. no software to install or license. • Remote Support - A vital component in supporting systems is access. With CallWorks' simplified design, all devices and components down to the telephone and headset units are IP endpoints and remotely addressable. CallWorks has unprecedented remote reverse VPN access, monitoring and control capability via the customer provided broadband connection. We can quickly and easily assist customer and authorized local service centers in troubleshooting or scheduled maintenance as needed. Additionally, CallWorks has further engineered a robust power distribution unit (PDU) within the rack that is also network addressable as needed. CallWorks includes out of band management access to all of the back room devices through a serial distribution unit. Through this device, which is connected to most of the network infrastructure devices in the back room such as Gateways, Switches, and the Server, we can serially access many devices for additional root level support if required. Secure remote control will access workstations quickly to troubleshoot and manage without impacting the productivity of users. CallWorks can detect performance problems with the use of Windows performance registry counters and Windows Management Instrumentation (WMI) queries.
3.	<p>CallWorks Technical Considerations</p> <p>CallWorks designed its solution on Voice over Internet Protocol (VoIP) switch technology and then added the ability to interface to legacy telephony 9-1-1 delivery as opposed to adding digital technology on top of legacy systems. Our ability to comply with NENA i3 is inherent in our system design. This allows for a smooth migration as Next Generation 9-1-1 matures, including integration with SMS Text to 9-1-1, additional data and multimedia and direct i3 based NGCR via ESInet connectivity. All capabilities for modern interfaces such as VoIP and i3 are implemented entirely in software. This allows new functionality to be added easily without needing to remove or replace any components. Other important considerations of our proposal are:</p> <ul style="list-style-type: none"> • NG Upgrade Path - CallWorks understands that the E9-1-1 market is in the midst of a transformation in call delivery standards and technology. Standards for additional data, text messaging, and multimedia payloads are still emerging. As new standards are developed, new versions of software will be required. CallWorks provides all software releases, both minor and major, free of charge to all customers under a Software Support Agreement. The architecture of the CallWorks CPE solution leverages years of research and development by the IETF and other organizations to provide a format agnostic and fully extensible solution that is

completely future proof.

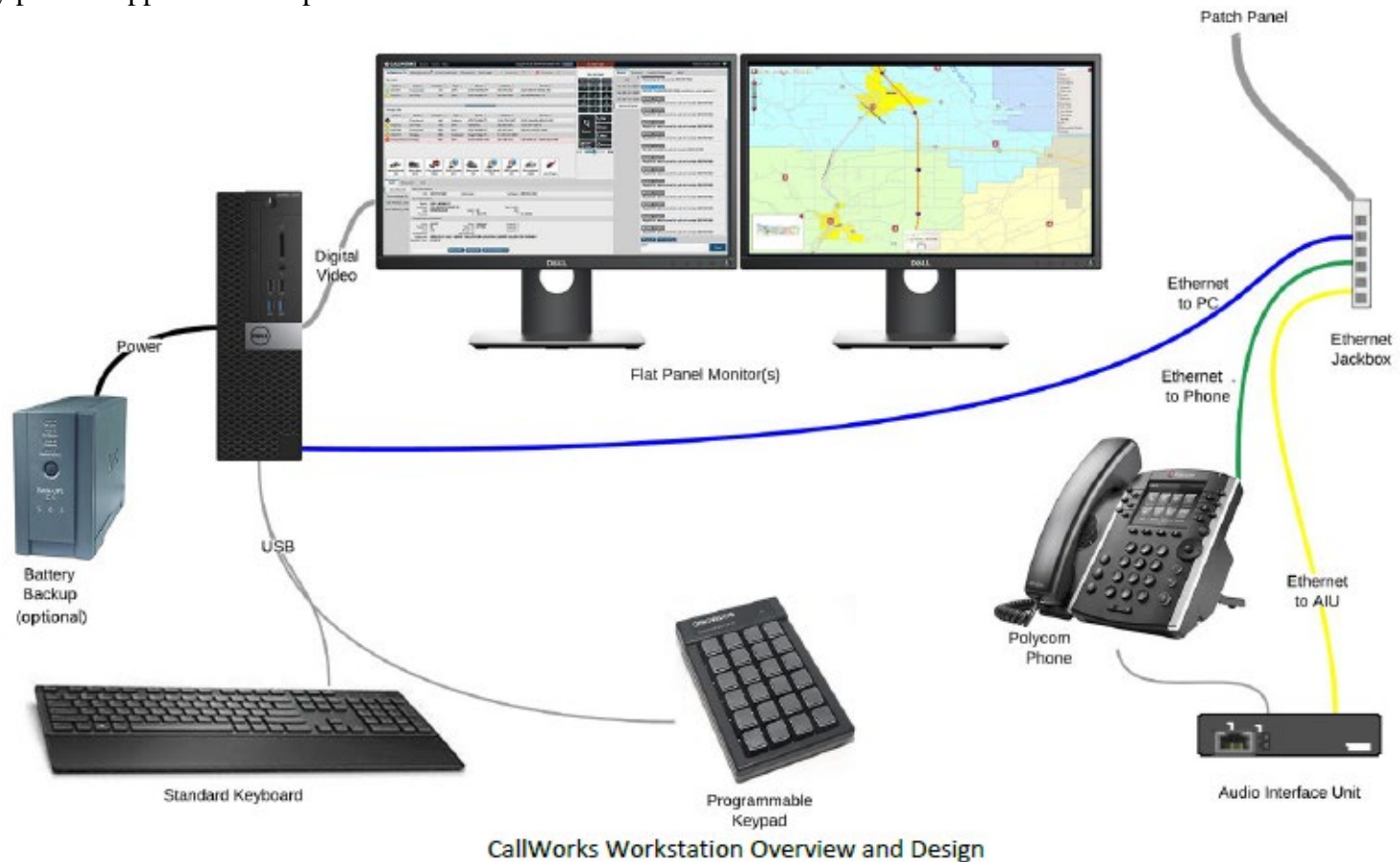
- **Long-Term Platform** - A founding principal of CallWorks was to provide a long-term platform that is free from third-party influence, premature obsolescence and perpetual end of life strategies. CallWorks utilizes no proprietary software or hardware in its implementation, fully supporting COTS in our engineering and deployments to avoid any 3rd party dependencies. This holds true for using Linux in our backroom server application as well as the open source Firefox browser deployment at the workstation level. The CallWorks platform is free from these costly strategies and while hardware refreshes may be required over time, the requirement for forklift upgrades is non-existent during the NG9-1-1 project life cycle.
- **High Availability** - CallWorks provides enterprise grade servers from Dell. These servers include features such as Error Correction Code (ECC) RAM, Serial Attached SCSI (SAS) disk drives, redundant power supplies, redundant fans, Redundant Array of Independent Disks (RAID) controllers. In addition, all Gateways, Switches and Modems are redundant. If one of these types of devices fails, it does not adversely affect the other paired device. Therefore, the system continues in an operational mode and the device can be replaced with a spare without causing an outage of the entire system. In a single PSAP design, servers are deployed in a redundant pair eliminating the Single Point of Failure (SPOF) with respect to a server failure.
- **Virtual Operator** - CallWorks supports and excels at the Virtual PSAP Operator position capability. Users are members of groups that have distinct capabilities and resources. CallWorks allows any configured operator position within the network to securely access the system in a Virtual PSAP environment where login would place virtual positions into a group of operators specific to that of a specific PSAP as required. Operators from one PSAP may login to another PSAP and based upon login ID and password would appear as an operator at their home PSAP. The Virtual PSAP capability is provided as a natural function of its client software free design. The CallWorks solution does not require any software to be installed or any configuration to be stored on the workstation. Since the client is implemented in lightweight web services technologies using HTML 5 and JavaScript, the client and all settings are able to be loaded entirely from the server. The quick loading of our super lightweight client allows the system to load everything fresh each time the User logs into the system, including mapping. This means that all settings and configuration follow the User anywhere in the network automatically and without effort.
- **Remote Monitoring** - CallWorks Remote Monitoring uses custom remote utilities for monitoring, diagnosing, troubleshooting, and repairing many of the errors known or unknown to a PSAP. Remote Monitoring is responsible for analyzing, repairing, and running reports in a real-time and remote configuration. The CallWorks system also includes an integrated 'Reverse VPN' solution which automatically establishes a secure and encrypted connection to its configured management and monitoring server. Remote Monitoring provides the following services:
 - o 24/7/365 monitoring of all servers, workstations, LAN components, operating systems, application systems, and many other SNMP/IP compliant devices on the network.
 - o Alarm notification to first level CallWorks support should an alarm threshold be exceeded.
 - o Remote troubleshooting tools to diagnose hardware and software problems.
 - o Performance monitoring of network and computer components.
 - o Ability to remotely control monitored workstations and servers to allow for real-time viewing and the ability to make system changes.

4.

CallWorks Call Taker Position

The Call Taker answers the initial 9-1-1 call. The telephone network provides the PSAP with Automatic Number Identification (ANI) via CAMA based PSTN connections and Automatic Location Information (ALI) in a data stream. With the CallWorks system, this

information is automatically displayed to the Call Taker with integrated map location information, hazard information, premise information, location and call histories. This data greatly enhances the Call Taker's capability to develop a more informed and precise line of questioning and to determine the exact location of the emergency, the nature of the incident, persons involved, and to assess the danger of the situation. Once this information has been collected and entered, it is passed to a third-party CAD system. The diagram below depicts the basic overview of the Call Taker workstation in a generic PSAP environment. Please note that the Local Area Network is connected to all devices including the Workstation itself, the VoIP telephone and the headset interface unit (AIU). All CallWorks devices are IP enabled and managed via IP. The VoIP telephone and the AIU are also Powered Over Ethernet (POE) to eliminate messy power supplies and adapters.



5. CallWorks Call Handling Overview

CallStation is CallWorks' comprehensive application for providing receipt and management of emergency calls. CallStation provides call taking and management capabilities from a single screen, allowing for integration with other applications (such as CAD or mapping systems) on secondary screens. CallStation includes integrated mapping which provides complete call management options from the map as well as the Call Screen.

The user interface for all CallWorks applications is available via a Firefox browser and includes CallStation, DecisionStation, and

AdminiStation. The 9-1-1 call taking and mapping capability is included as a standard package. Interfaces are provided to support third-party Mapping, LTR, and CAD systems as needed.

CallWorks Feature Highlights:

- Multi-User, Multi-Agency Capability
- Intelligent Command Line and Right-click Status Management
- Legacy 9-1-1 (CAMA) and Administrative Call Taking
- i3 Next Generation Compliant via “SipWorks”
- ESInet (NENA Standard i3 Interface)
- Select 3rd Party Variations
- Integrated TDD and IRR
- Full SMS Handling Capabilities
- NENA-Compliant Workstation
- Easy-to-Use Browser Technology and Graphical User Interface with a Choice of Three Color Schemes
- Integrated VoIP Switch
- Standard Interfaces for Time Sync, Printing, Reports, CAD, IP Recording and RMS Outputs
- Web Portal for Real-time Data Views and Call Detail Reporting
- Includes AdminiStation Data Management Utility
 - Browser-based Remote Administration Tool
 - Account-based Access and Privileges
 - Database Administration
- Includes DecisionStation Dashboard Utility
 - Real Time “At-a-Glance” Status of Calls, and More
 - Enhances Situational Management
 - Improves Operational Analysis
 - Easy-to-Use Browser-based Reporting
 - Predefined Reports Included for Immediate Use
 - Smartphone Support – customer must procure VPN for secure access to CallWorks System

6.

CallWorks Unique Standout Capabilities

CallWorks extends the power of traditional 9-1-1 systems by offering a flexible user interface and a rich set of core functions that allow Call Takers to use the system in the way they work within a single, easy to use application, all from a standard browser. The ease of use and intuitive operation for all disciplines is unparalleled in the industry.

- **Tightly Integrated Map** - CallStation includes a tightly integrated mapping component with integrated call control and management as a standard feature that is market leading. Calls are displayed on the map while ringing and can be controlled directly from the map such as answer and hold. When your CAD map is upgraded, CallWorks will also update the CallStation map at no extra cost.
- **SMS Call Workflow** - CallWorks includes a tightly integrated workflow for SMS call handling including fully integrated call control, reporting, and many-to-one parallel call handling. CallWorks integrates receipt and processing of SMS Text 9-1-1 messages into the same user experience as voice calls. A consistent approach is maintained for actions common to voice calls and text

messages while respecting subtle differences in the two types of workflow. Responses to text messages can be ad hoc or chosen from a predefined message list. CallWorks utilizes MSRP over i3 ESInets, or other compatible networks to accomplish a productive combination of SMS or voice processing in one user experience.

- **Directory Search** - The CallWorks solution provides a unique real-time filtering search mechanism which updates matching directory results on-the-fly as the User types into the search field. This allows Users to find needed Directory entries much more quickly and with less frustration. Searching may be done within a particular category or across the entire Directory. Finally, full text search is performed on all fields including the number field; allowing finding matches in the middle or end of entries and even by partial number matches.
- **Information Drill-down Capability** - DecisionStation is CallWorks' management information system (MIS), providing access to detailed, exportable call, incident, unit, and user records and reports. DecisionStation provides a unique hyper-linked data exploration interface that is substantially better than other Management Information Systems (MIS) available in the market. All indexable fields such as User Names, Phone Numbers, Addresses, Dates, etc. are hyper-linked between records. Additionally, all User action logs and User notes are stored in the database and correlated to the relevant call. This allows the reporting User to start with the information they have and drill towards the information they need. If the Supervisor starts with the address of the call but not the date and time, they can drill down to find the User and their exact sequence of actions during the Call with only a few intuitive clicks. As a bonus, the Instant
- **Recall Recordings (IRR)** are also linked to the individual call records and are available for review and download as necessary. Instant Recall Recorder - CallWorks provides an extremely robust and flexible Instant Recall Recording (IRR) solution for telephone calls serviced by the CallWorks system. As with all functionality in the CallWorks system, the IRR capabilities are provided at the Application Server. This means that CallWorks can provide a wealth of features not provided by other IRR systems. Specific features are listed below:
 - IRR capture begins at the time the Call begins Ringback for pre-answer insight
 - Recordings may be kept as long as desired
 - Recordings are accessible from Call Detail Records in MIS
 - Each recording is accessible from any location
 - Recordings are backed up nightly with all configuration and data.

The CallWorks Solution records call traffic; 9-1-1 Trunks and optionally Administrative Lines. The system can record any number of simultaneous Calls. In addition, we offer a combination of trunk side and position side recording to provide a complete recording of the call from the arrival at the trunk until till it ends. Recording both at the CAMA trunk and position provides a very good level of redundancy.

- **DTMF Tone Assist Functionality** - The CallWorks system will accept DTMF tones as the Call Taker prompts the caller to press specific number keys to answer a question. The DTMF sequences are captured within the robust Call Detail Record, which captures every event that occurs on each call. Each event is User and Time stamped for complete reconstruction the Call timeline. This is very beneficial if the caller cannot speak because the suspect is near them, for example.
- **Unified Command Line** – CallWorks displays one command line allowing a user to do multiple functions, such as add Notes to the Event Log, send TTY and SMS messages, Instant Message other users, access Help documentation, answer the longest ringing 9-1-1 call, release an active call, send a message to the Helpdesk along with the current activity and much more.
- **SMS Transfers On-Net** - SMS calls may be transferred internally (or On-Net) to Dispatch Groups. SMS calls are transferred in a method similar to voice On-Net transfers.

	<ul style="list-style-type: none"> • Transferred Calls – For off-net transferred calls, the call icon continues to display on the map as long as the 9-1-1 caller is on the line. • Event Log - The Event Log displays a full, detailed record of start-to-finish call activity across all users. Examples of the information displayed in the Event Log include not only the call handling functions such as call answered, release and transferred but also, TTY and SMS conversation, instant message, system error messages, ad hoc notes, and more. • Unlimited Conference Participants - The CallWorks system supports numerous types of Conferencing across all types, which may be initiated by any User. Conferences of any type may contain an unlimited number of parties accessed via any means (IP, Admin Line, Internal Extension, etc.). Users may initiate a Conference by adding additional parties into an existing Call. 3rd parties are able to join themselves into a Call in either a listen only state (Silent Monitor), or with full two-way audio (Barge-In). All Conference Transfers within the CallWorks system are implemented as ‘No Hold’ or ‘Monitored’ transfers. This allows the Call Taker to hear and speak to the Caller at any time during the transfer setup and execution process, including when dialing and ringing.
7.	<p>CallWorks CallStation Call Screen Components</p> <ul style="list-style-type: none"> • Softphone – The Softphone displays detailed information on all active calls and provides full call management capability. The information provided on active calls includes the User ID of the managing Call Taker, call status (e.g. Ringing, On Hold, Transferred, Abandoned, etc.), duration, type (e.g. inbound, outbound, SMS), caller name, ANI provided callback number, and Pre ALI data. Adjacent to each call in the Softphone is a status light, which conveniently indicates call status according to color (e.g. red for Ringing, green for Connected, blue for Abandoned, black for Transferred etc.). Additionally, the Softphone features transfer/speed dial buttons (Softphone Buttons). Softphone Buttons are created and managed from AdminiStation by authorized users. The Softphone also features call indicators which specify whether a call is connected, being recorded, deafened, or a TDD call. A configurable option sorts active calls in two distinct lists; My Calls and Group Calls. My Calls contains calls the Call Taker is participating in and Group Calls displays all calls active for the Dispatch Group(s) the Call Taker is a member of. This capability provides a higher degree of situational awareness of activity within the agent’s group and/or call center. • Abandoned – The Abandoned displays abandoned calls for the groups of which the user is a member and provides for redialing and clearing of abandoned calls. As a configurable option, abandoned calls can be displayed in the Softphone call table. • Line Organizer – The Line Organizer displays detailed information on all phone lines and the call activity on each. Provided line information includes the line ID, User ID of the Call Taker managing the call on the line, line status (e.g. Idle, Active, etc.), duration of the call on the line, line type (e.g. E9-1-1, administrative, e7digit, etc.), caller name, ANI provided callback number, and Pre ALI information. The Line Organizer features a separate sub-tab for each line type (e.g. E9-1-1, e7digit, administrative, etc.), as well as the All Lines Sub-Tab. Full call management options are available from the Line Organizer. As in the Softphone Tab, the Line Organizer features status lights which indicate call state (e.g. red for Ringing, green for Connected, black for Transferred, etc.) of the call on each line. • Directory – The Directory contains all contacts and serves an important role in transferring and conferencing calls. The configuration of the Directory is managed from AdminiStation. Directory entries are organized by type (e.g., Law Enforcement, Fire, EMS, etc.). Each entry type is contained in a separate sub-tab. The entire Directory is included in the All Sub-tab. The Directory automatically opens whenever a user selects the Conference/Transfer option, allowing the user to quickly select the entry to which to transfer or add to the call. The Directory also features Directory Buttons. Similar to the Softphone Buttons, Directory Buttons serve as single-click speed dial/transfer buttons. • Call Logs – The Call Logs display detailed information on the inbound and outbound call history of the last twelve or twenty-four

hours, depending on system configuration. Call may be filtered by workstation user or Dispatch Group of which the user is a member. Call history information includes call ID, line ID, call status, call type (e.g. E9-1-1, e7digit, administrative, etc.), ANI provided callback number, ALI information, and the date and time at which the call came in. Right-clicking on a call in the Call Logs provides options to Review, Redial, and Playback.

- **Dial Pad** – The Dial Pad serves as a virtual phone for managing calls. The number of the call being managed is automatically displayed in the Dial Pad screen. Several call management options are available from the Dial Pad, including Clear, Redial, Dial, Hold, Answer, Mute, Release, Conference/Transfer, etc.
- **Event Tab** – The Event Tab displays a log of activity for each call and incident, providing users with an up-to-the-second management history. The Event Tab also features the Command Line Console (CLC). From the CLC, users may enter system commands to manage calls and open other applications such as AdminiStation and DecisionStation, etc. Examples of CLC commands include AC (Answer Call), SD (Show Directory), and more.
- **Telecom Tab** – The Telecom Tab features the TDD, Playback and Greetings Sub-tabs. From the TDD Sub-tab, users can communicate with TDD callers. Included in the TDD Sub-tab is the TDD Auto drop-down list, featuring a wide variety of predefined TDD messages (e.g. “9-1-1, What is your emergency?”, “What address to send help?”, etc.). Predefined Messages generally save critical time when managing a TDD emergency call. Predefined Messages are created and managed from AdminiStation. From the Playback Sub-Tab, users may playback recordings of live calls and calls stored within the Call Logs. The Greetings Sub-Tab allows users to record post answer greetings for specified line types (for example, E9-1-1, 7-Digit Emergency, and Admin).
- **SMS Tab** – The SMS Tab provides for the receipt and management of SMS calls. An incoming text message appears in the call table as ringing. “SMS” is displayed under the type column, indicating the caller is texting 9-1-1. To view the SMS and respond, the Call Taker must simply “answer” the call. Once the call has been answered, the SMS Tab opens displaying the text received, and allows messages to be sent and the text conversation viewed. SMS calls can be answered, transferred (On-Net), and released. Additionally, an SMS drop-down list containing predefined messages may be used to quickly respond to the caller.
- **Instant Message Tab** – From the Instant Message Tab, connected users may communicate with other users and entire Dispatch Groups, allowing for quick and simple coordination and information sharing.
- **System Menu** – The System Menu provides access to AdminiStation, DecisionStation, and Status Monitor for authorized users, as well as Log Out. The Print Call Detail is a configurable option to print the information currently displayed in the ALI Results tab of the Call Window. Themes allow individual users to choose a light, medium, or dark color scheme for the Call Screen interface.
- **Action Menu** – From the Actions Menu, users may open the Event Tab, Instant Message Tab, ALI Dialog, Map, Save Default Map View, specify Location Format (format options include Decimal Degrees or Deg/Min/Sec), and Reset Softphone Table Sorting.
- **Help Menu** – From the Help Menu, users may view product version number and open the online user manual.
- **Network Connection Status Notification** – Located in the upper right corner of the Call Screen is the Connection Status Notification icon. This component reflects the current state of the network connection. The application automatically attempts to reestablish the network connection when delays are experienced.
 - o Connection Status Notifications include:
 - o Network Status Normal
 - o Network Connectivity Slow
 - o Retrying Network Connection
 - o Network Connection Failed. Contact Network Administrator

The messages that accompany connection statuses are configurable, allowing for the display of site-specific instructions or procedures.

- **Call Window** – The Call Window displays detailed information on calls including ANI, ALI, and Telephony data. Telephony data includes Class, Trunk ID, ESN, Confidence and Uncertainty for wireless calls (if available from ALI), Type, Telco ID, and more. Additionally, when a CallWorks system is configured with the RapidSOS integration and RapidSOS location data is available for an inbound wireless 9-1-1 call, it is displayed in the ALI Results tab. From the Call Window, ALI information may be manually entered if ALI is unavailable or incorrect. The Call Window also displays Call History (past calls from the same phone number), Location History (past incidents associated with the same address) and associated prior Knowledge text or files (for example, building floor plans, premise information, and other vital information).
- **Request Window** – The Request Window serves as a tool to aid in issuing service requests (for example, towing, private medical transporting, and so on) to Service Providers that can assist with incident response. The Service Request feature includes provider recommendations. The CallWorks system tracks provider assignments separately for each service category so that future recommendations may be made fairly, in a rotational manner.
- **Dial Window** – The Dial Window provides access to additional Softphone Buttons. The Dial Window displays all the Softphone Buttons configured for the Dispatch Groups of which you are a member.

The screenshot displays the CallWorks CallStation interface. At the top, it shows the user is logged in as ACD111 (Position 4:3) and is currently on an ACD Call. The main interface is divided into several sections:

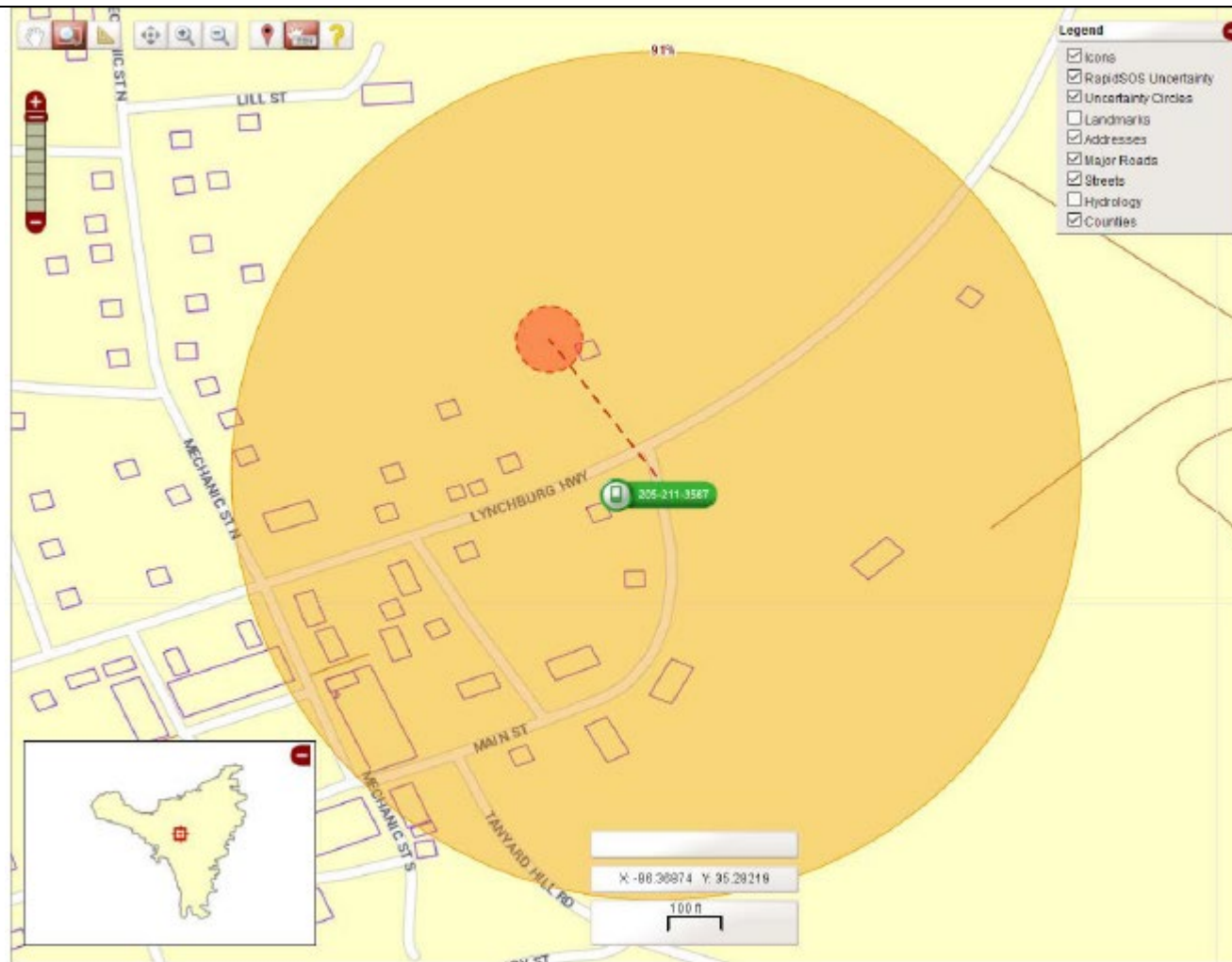
- My Calls:** A table listing active and recent calls. The first call is from AT&T MOBILITY (205-515-7642) to 2521 ROCKY RIDGE RD. The second call is from AT&T MOBILITY (256-437-5800) to 293 MEADOWS LN.
- Group Calls:** A table listing calls from various groups. The first call is from AT&T MOBILITY (9,205-706-2267) to 3595 CAHABA BEACH RD. Other groups include VERIZON, SOUTHERN LINC, and several fire departments (Heron Pond PD, Orca Bay VFD, Fire Station TWO, Bear County 911, Deer Park PD, Eagle Bluff 911, Elk County 911, Fox Hollow EMS, Life Flight).
- Call Details:** A section showing call information for the selected call (205-515-7642). It includes ANI Information (ANI: 205-515-7642, Alternate: , Callback: 205-515-7642), Knowledge (0), Call History (30), and Location History (100). The location is identified as AT&T MOBILITY at 2521 ROCKY RIDGE RD, BIRMINGHAM, AL 35299. Telephony information includes Class: WPH2, Type: Inbound, and various IDs (Trunk ID: 94, ESN: 379, Telco ID: ATTMO, PSAP ID:).
- Event Log:** A list of events related to the call, including RapidSOS data received and answering the call.

CallStation Softphone Tab with Dark Color Scheme

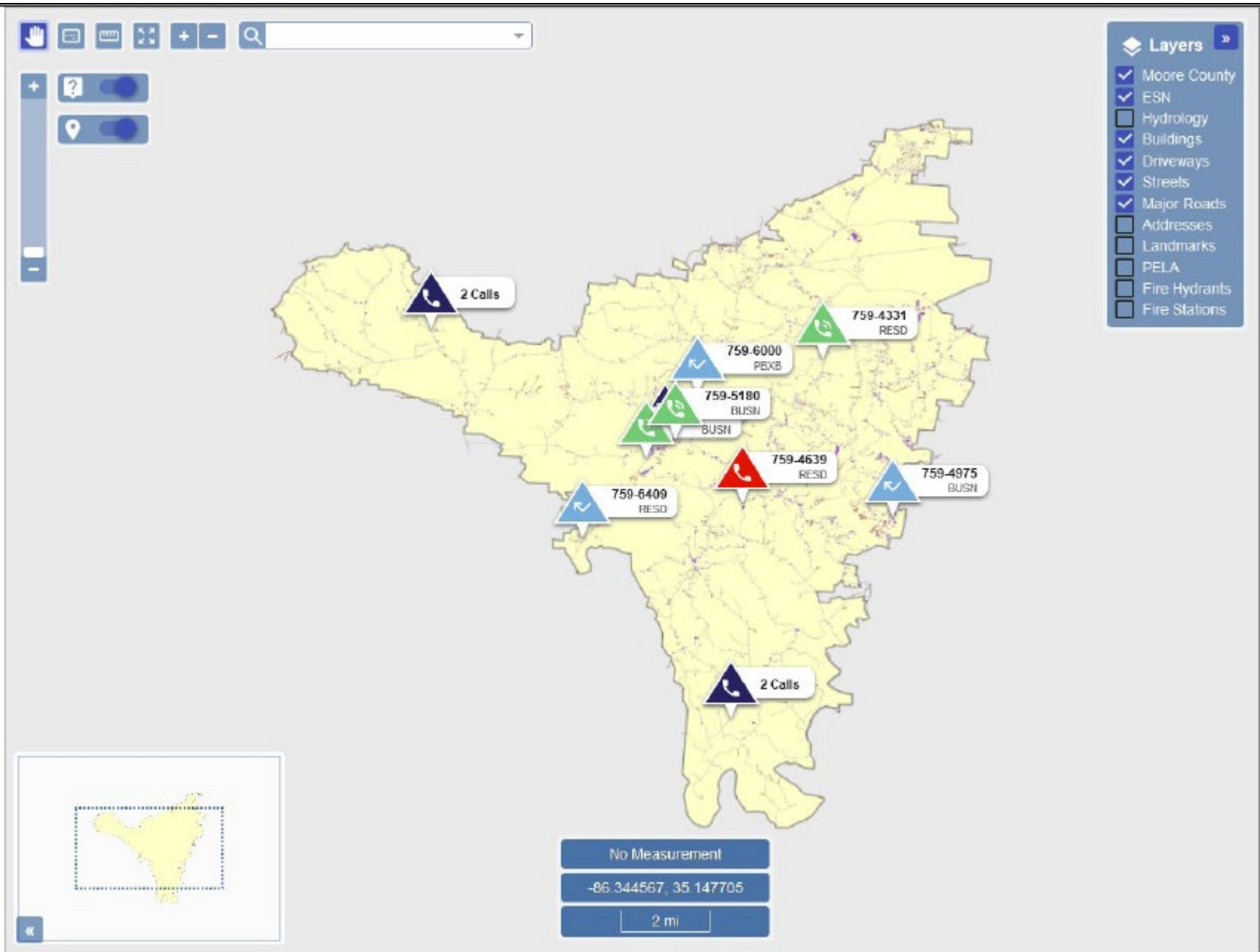
8. **CallWorks CallStation Map Screen Components**
- **Task Bar** – The Task Bar features a variety of helpful, easy-to-use mapping features. Features include Grab, Rubber Zoom, Measure, Default Map View, Zoom In, Zoom Out, Pin, ESN Toggle, and Map Search.
 - **Zoom Slider** – The Zoom Slider is an additional tool for adjusting zoom level.
 - **Map Legend (Layer Controller)** – The Map Legend (Layer Controller) allows users to select the layers that will be displayed on the map. Map Layer options are configurable. Examples of available options include Fire Stations, Fire Hydrants, Landmarks, Addresses, Major Roads, Streets, Buildings, Hydrology, ESN, Orthos, etc.
 - **Distance, Location, Scale** – The Distance Box is used in conjunction with the Task Bar Measure feature and displays the distance between selected points on the map. The Location Box displays, depending on the specified location format, either the latitude and

longitude or Deg/Min/Sec of a selected location. The Scale Box displays the current map scale in miles or feet.

- **MapView Zoom** – The MapView Zoom feature allows users to quickly change the area of the map being viewed. A mini-map is displayed in the MapView Zoom Box, with a small red box indicating the portion of the Map currently displayed. Dragging the red box to the desired area on the mini-map will cause the full map image to correspondingly shift to the selected area.
- **Map Icons** – All deployments using mapping will display call icons at the location of from which the call is coming. The color of a call icon indicates call status (red for ringing, green for connected, blue for abandoned, etc.). The call icon indicates if it is a landline, wireless, VoIP, TDD/TTY, or SMS (provided MSRP (Message Relay Protocol) is in place) call. Right-clicking on a call icon displays full call management options.
- **Uncertainty Circles** – An uncertainty circle will surround an incoming wireless call whose ALI results report confidence and uncertainty, marking the area from which the call is being made. Above the uncertainty circle will be a percentage, reflecting the degree of confidence that the call is coming from within the area covered by the uncertainty circle.
 - **RapidSOS Uncertainty Circle** – When a CallWorks system is configured with the RapidSOS integration and RapidSOS location data is available for an inbound wireless 9-1-1 call, a RapidSOS uncertainty circle may be displayed in addition to the ALI uncertainty circle. Displayed in red with dashed red lines, the RapidSOS uncertainty circle surrounds the area of the RapidSOS reported position.



RapidSOS Location with Uncertainty Circle in Red



CallStation Map Screen with Active Calls Displayed

9.	<p>CallWorks CallStation Call Management from the UI or Polycom Telephone</p> <p>The CallWorks system features a robust set of options for managing calls and SMS. Calls may be managed from various components in the user interface including the Softphone, Dial Pad, Line Organizer, Map, and the Event Tab. SMS conversations are managed from the SMS Tab.</p> <p>Call Management Highlights:</p> <ul style="list-style-type: none"> • Answer • Redial • Silent Monitor • Barge-In • Override • Mute/Unmute • Deafen/Undeafen • Hold/Unhold • Conference/Transfer • Conference Release • TDD Challenge • Retry ALI • Center on Map • View Details • Playback • Review <p>Many of the call management options available from the UI are also available from the Polycom. From the Polycom, calls may be answered, released, returned, placed on hold, transferred, and more. The Polycom features an extensive directory that includes administrative contacts as well as all contacts with an associated tandem transfer code. Directory entries with associated tandem transfer codes are, by default, loaded as speed dial buttons.</p>
10.	<p>CallWorks CallStation SMS Call Management</p> <p>The CallWorks system provides the receipt and management of 9-1-1 text (SMS) calls. SMS calls are handled using the same methods for Voice 9-1-1 calls when answered, released and transferred (On-Net).</p> <p>An audible alert is issued when an incoming text message appears in the Softphone Call Table as ringing. SMS is displayed under the type column, indicating the caller is texting 9-1-1. Additionally, the Call Window displays the ALI Results (if available), any prior Knowledge, Call History, and/or Location History associated with the SMS caller's number and/or location. A SMS call icon will display on the map at the location from which the call is coming from provided MSRP (Message Relay Protocol) is in place.</p> <p>When the SMS call is successfully answered, the SMS Tab opens displaying the inbound SMS text. The SMS tab on the Call Screen is dedicated to inbound and outbound messages sent and received. From the SMS Tab, the user can send messages and view sent and received SMS messages.</p> <p>SMS calls may be transferred internally (On-Net) to Dispatch Groups and are transferred in a method similar to voice transfers. The</p>

	<p>Event Log displays the log of the SMS conversation and any actions taken on the SMS call.</p> <p>When an SMS call is completed, it is released and removed from the Softphone Call Table and the SMS Tab. A released SMS call remains stored in the Call Logs for a configurable amount of time. SMS calls may be released using the same methods for releasing a regular call from the application.</p> <p>Active Call Switching allows the user to continue to take and manage voice calls while participating in SMS calls. With Active Call Switching, Call Takers can manage one voice call and one or more SMS calls at the same time. Other actions on a SMS call are available such as, Redial, Retry ALI, Center on Map, Override (take control of SMS call), and View Details.</p> <p>A configurable option in CallWorks cleans up SMS calls that have been idle for a specified amount of time. If there has been no activity from the SMS caller in the specified amount of time, the SMS call is released.</p> <p>A log of the conversation with details such as the phone number, answer time, release time and more are stored in DecisionStation.</p>
11.	<p>CallWorks Automatic Call Distribution (ACD)</p> <p>The CallWorks system provides a no cost configurable Automatic Call Distribution (ACD) capability including queue statistics reporting as an integral part of the solution. The customer can choose to use this capability or not. CallWorks has built a modular ACD system with pluggable support for various queue disciplines. Examples of currently supported queue disciplines include Round Robin and Longest Idle.</p> <p>Queues allow the customer to define whatever combination of skills and capabilities for any particular group of users are necessary. The CallWorks solution supports an unlimited number of queues per user group.</p> <p>The CallWorks system displays a sorted (by priority, state, and duration) list of Calls per 'Dispatch Group'. Even if all Call Takers are busy on calls, they will receive visual indication of additional, potentially higher-priority, and waiting calls. Users can optionally be provided with audible and visual notification of additional calls waiting through the SIP end-point. Each ACD Call Taker's status is visually displayed in CallStation and recorded in the DecisionStation reporting solution. ACD Call Taker statuses include Ready, Not Ready, On ACD Call, On Call, Wrap Up, Holding Call, Off Hook, and Unavailable. A call is delivered to an available Call Taker using one of two configurable methods; Auto Answer with Zip Tone or Ring One.</p> <p>CallWorks offers automated queue assignment for abandoned calls for its ACD system. This configurable feature ensures that all abandoned calls are accounted for and automatically assigned and redialed in a timely manner.</p>
12.	<p>CallWorks AdminiStation</p> <p>AdminiStation is CallWorks' browser-based administrative system configuration management application. From AdminiStation, system administrators, maintenance staff, supervisors, and other authorized personnel may quickly and easily manage much of the data used in the system such as directory entries, users, predefined TDD and SMS messages, and much more.</p>

AdminiStation Feature Highlights:

- Directory configuration management. Create new and modify existing Call Destinations, Tandem Transfer Codes, Phone Numbers, Directory Entries, and more.
- Create and manage transfer/speed dial buttons.
- Set up a distinct ordering of transfer/speed dial buttons and directory entries for each Dispatch Group or collection of Dispatch Groups.
- Add and manage PSAP and agency users. Assign users to specific dispatch groups, specify account access privileges, and more.
- Create a database of Common Places (e.g. schools, hospitals, shopping centers etc.).
- Create automatic email and/or email to text notifications to alert selected recipients of service request status updates.
- Send Global Announcements to one or more Dispatch Groups. The text of the announcement shows up immediately on all connected users' screens.
- Create predefined messages for use in TDD and SMS calls that can save valuable time.
- Compile a Prior Knowledge database, uploading useful files such as building floor plans or premise information for key locations and phone numbers.
- Create and manage Service Request Categories (e.g. towing and wrecker services, locksmith, medical transporting, etc.) and Providers.
- Mine and export detailed call data.
- Schedule auto-generation and delivery of DecisionStation reports on a daily, weekly, or monthly basis.

The screenshot shows the 'AdminiSTATION Directory Tab' interface. At the top, there's a blue header with 'CALLWORKS' and '911 AdminiSTATION' logos. Below the header is a navigation bar with various menu items. The main area is titled 'Showing results for all dispatch groups' and contains a table with the following data:

Description	Contacts	Default Contact	Tandem Transfer Codes	Dispatch Group
Bear County 911	9,1-205-555-6001			Shared
Bear County FD	9,1-205-555-8003			Shared
DG1 ON NET	801			Shared
DG2 ON NET	802			Shared
DG3 ON NET	803			Shared
DG4 ON NET	804			Shared
Deer Park PD	9,1-205-555-9002			Shared
Eagle Bluff 911	9,1-205-555-6002			Shared

AdminiStation Directory Tab

DecisionStation is CallWorks' management information system (MIS), providing access to detailed, exportable call, and user records and reports. In addition to reports, DecisionStation features active call monitoring and call playback. It is a browser-based access capability used by system managers, maintenance staff, supervisors, remote locations or precincts, mobile users or other authorized personnel to view real time and historical call detail records, active call monitor, data mining, reports, and much more.

DecisionStation Feature Highlights:

- **Active Call Monitor** displaying detailed information on current calls including Call Status, Call ID, Trunk ID, managing Dispatch Group and User, Workstation Position, Ring Start Time, Answer Time, ANI data, Location data, Call Class, Type, and more.
- **Thorough, exportable reports:**
 - o **9-1-1/Phone System Reports** including 9-1-1 Basics, Calls by Line Type, Calls by Selected Answer Time, Calls by Call Type, Calls per Trunk & Line Type, Calls by Position, 9-1-1 Call Answer Time, Calls by Class of Service, Calls by Employee, Call Summary, Calls by Hour & Day, Call Statistics per Hour, Dispatch Group Transfer Statistics, Agent Status by Hour (ACD), Call Statistics per Hour - (Averages/Totals), Calls by Day – (Averages/Totals/Distribution), Call Queue Time, Off-Net Transfers, and Agent Overview
 - o **Other Reports** including ALI Errors and User Log In and Out Times
- **Dashboard** providing access to detail records on Active and Closed Calls, Active Users, Lines, Requests, Links, and more.

CALLWORKS
911 DecisionSTATION
M

Dashboard Logged in as **achezzlewit** | [Log out](#)

DecisionStation > Dashboard

Dashboard | Reports | Active Call Monitor

Active Calls | **Closed Calls** | Active Incidents | Closed Incidents | Active Users | Lines | Units | Requests | Links

1 Hour

12 Hours

24 Hours

7 Days

30 Days

Start Date:

End Date:

Start Time:

End Time:

Dispatch Groups

- dispatchGroup1
- dispatchGroup11
- dispatchGroup12
- dispatchGroup2

Search By:

Page 1 of 1 [records 1 - 49 of 49]

ID #	TRUNK ID	TRUNK TYPE	NUMBER	TYPE	STATUS	RING START	ANSWER TIME	DURATION	USER	DISPATCH GROUPS
1558	94	E911	9,555-255-5555	Outbound	Released	08/09/2016 11:49:31	00:00:06	00:08:19	cduplicchien	dispatchGroup1 , dispatchGroup10 , dispatchGroup11 , dispatchGroup12 , dispatchGroup13 , dispatchGroup14 , dispatchGroup15 , dispatchGroup2 , dispatchGroup3 , dispatchGroup4 , dispatchGroup5 , dispatchGroup6 , dispatchGroup7 , dispatchGroup8 , dispatchGroup9
1557	94	E911	759-4975	Inbound	Released	08/09/2016 09:28:27	00:00:04	00:00:11	asaputa	dispatchGroup1
1556	94	E911	931-211-1050	Inbound	Released	08/09/2016 08:46:19	00:00:02	00:00:06	asaputa	dispatchGroup1
1555	94	E911	931-759-6606	Inbound	Released	08/09/2016 08:45:54	00:00:05	00:00:09	asaputa	dispatchGroup1

DecisionStation Dashboard – Closed Calls

14. **CallWorks Status Monitor**

The Status Monitor displays real-time statistics for the Dispatch Groups of which a logged-on user is a member, including call counts by status, average call answer time and duration, user status, and more. The Status Monitor component is a configurable option and works well with an optional 60-inch wallboard.

Status Monitor Highlights:

The Status Monitor is divided into three distinct panes:

- **Active Calls (By Status)** – Displays call counts by status for all the Dispatch Groups of which a logged-on user is a member.
- **Dispatch Group Summary** – Displays a user status summary, by Dispatch Group, for the Dispatch Groups of which a logged-on user is a member.
- **Active User Details** – Displays detailed information regarding the active (logged on) users who are members of the Dispatch Groups of which a logged-on user is a member.

ACTIVE CALLS (BY STATUS)				DISPATCH GROUP SUMMARY					
	Ringing	Connected	On Hold	Abandoned		Calls Ringing	Users Ready	Users Not Ready	Users On Calls
E911	2	1	-	1	dispatchGroup7	2	1	2	1
E7D	-	-	-	-	dispatchGroup8	2	1	2	1
ADMIN	-	-	1	-	dispatchGroup9	2	1	2	1

ACTIVE USER DETAILS				
User	Pos	Status	Dispatch Groups	Avg Answer
blimer	5	Not Ready (0:36)	dispatchGroup1, dispatchGroup10, dispatchGroup2, dispatchGroup3, dispatchGroup4, dispatchGroup5	00:00
abell	13	On ACD Call (0:10)	dispatchGroup1, dispatchGroup10, dispatchGroup2, dispatchGroup3, dispatchGroup4, dispatchGroup5	00:16
asap	14	Ready (0:01)	dispatchGroup1, dispatchGroup10, dispatchGroup2, dispatchGroup3, dispatchGroup4, dispatchGroup5	05:47
admin	24	Not Ready (0:36)	dispatchGroup1, dispatchGroup10, dispatchGroup2, dispatchGroup3, dispatchGroup4, dispatchGroup5	00:00

CallWorks Status Monitor

15. **CallWorks Administrative Call Management Features**
 The robust set of options provided by the CallWorks system for managing 9-1-1 calls is also available for administrative call management. Administrative lines are designated and configured during the pre-installation system build. Administrative lines may be tied to Direct Inward Dialing (DID) and/or be added to an Automated Attendant, allowing calls to be automatically and directly routed to the correct destination. Administrative calls may be fully managed from the Polycom or the UI. Administrative calls are easily distinguished in the CallWorks system with the label of “admin” under the type column of the Call Screen Softphone and Line Organizer. Additionally, the Line Organizer features an Admin Tab, which displays detailed information on all designated administrative lines and the call activity on each. All administrative phones provide access to voicemail and caller ID. A Polycom phone may be configured to serve both dispatching and administrative call management from a workstation or to serve administrative use exclusively at a front desk position.
- Detailed data on administrative calls are provided in the following DecisionStation Call Reports: Calls by Line Type, Calls by Selected Answer Time, Calls by Call Type, Calls per Trunk and Line Type, Calls by Positions, Calls by Class of Service, Calls by Employee, Call Summary, and Calls by Hour and Day.

Add additional rows as needed

Appendix G – NG-911 System(s) and Related Hardware and Software Repair Response Times

PSAP Name		Guaranteed Response Time		Physical Location of Technicians		
		Major Failure not to Exceed 4 Hours	Minor Failure not to Exceed 24 Hours	City	State	Number of Technicians
1.	Albuquerque Emergency Communications Center	2 Hours	24 Hours	Albuquerque	NM	3
2.	Regional Emergency Dispatch Authority (REDA) in Artesia	2 Hours	24 Hours	Carlsbad	NM	2
3.	Bernalillo County Emergency Communications	2 Hours	24 Hours	Albuquerque	NM	3
4.	Carlsbad Police Department	3 Hours	24 Hours	Carlsbad Las Cruces	NM	2
5.	Catron County Sheriff's Office	4 Hours	24 Hours	Silver City Albuquerque Las Cruces	NM	5
6.	Cibola County Regional Communications Center	3 Hours	24 Hours	Albuquerque	NM	3
7.	Clayton Police Department	4 Hours	24 Hours	Portales Albuquerque	NM	5
8.	Clovis Police Department	2 Hours	24 Hours	Portales Albuquerque	NM	5
9.	De Baca County Regional Emergency Communications Center	2 Hours	24 Hours	Portales Albuquerque	NM	5
10.	DPS District 2 Las Vegas	3 Hours	24 Hours	Albuquerque	NM	3
11.	DPS District 4 Las Cruces	2 Hours	24 Hours	Albuquerque Las Cruces	NM	4
12.	DPS District 5 Albuquerque	2 Hours	24 Hours	Albuquerque	NM	3
13.	Espanola/Rio Arriba E-911 Center	3 Hours	24 Hours	Albuquerque	NM	3
14.	Grant County Regional Dispatch Authority	2 Hours	24 Hours	Silver City Las Cruces	NM	2
15.	Hidalgo County Regional Emergency Communications Center	2 Hours	24 Hours	Silver City Las Cruces	NM	2
16.	Isleta Police Department	2 Hours	24 Hours	Albuquerque	NM	3
17.	Jicarilla Police Department	4 Hours	24 Hours	Albuquerque	NM	3
18.	Las Vegas Police Department	3 Hours	24 Hours	Albuquerque	NM	3
19.	Lea County Communication Authority	3 Hours	24 Hours	Carlsbad	NM	1
20.	Lincoln County Sheriff's Office	3 Hours	24 Hours	Las Cruces Albuquerque	NM	4
21.	Los Alamos Police Department	3 Hours	24 Hours	Albuquerque	NM	3

PSAP Name		Guaranteed Response Time		Physical Location of Technicians		
		Major Failure not to Exceed 4 Hours	Minor Failure not to Exceed 24 Hours	City	State	Number of Technicians
22.	Luna County Central Dispatch	2 Hours	24 Hours	Silver City Las Cruces	NM	2
23.	McKinley County Metropolitan Dispatch Authority	3 Hours	24 Hours	Albuquerque	NM	3
24.	Mescalero Police Department	3 Hours	24 Hours	Las Cruces Carlsbad Albuquerque	NM	5
25.	Mesilla Valley Regional Dispatch Authority	2 Hours	24 Hours	Las Cruces	NM	1
26.	Pecos Valley Regional Communications Center	2 Hours	24 Hours	Carlsbad Portales	NM	3
27.	Portales Communications Center	2 Hours	24 Hours	Portales	NM	2
28.	Tucumcari/Quay County Regional Emergency Communications Center	2 Hours	24 Hours	Portales Albuquerque	NM	5
29.	Raton Police Department	4 Hours	24 Hours	Albuquerque	NM	3
30.	Red River Marshall's Office	4 Hours	24 Hours	Albuquerque	NM	3
32.	Sandoval County Regional Emergency Communications Center	2 Hours	24 Hours	Albuquerque	NM	3
33.	Santa Fe Regional Emergency Communications Center	2 Hours	24 Hours	Albuquerque	NM	3
34.	Guadalupe County Communications Center	3 Hours	24 Hours	Albuquerque Portales	NM	5
35.	Sierra County Regional Dispatch Authority	2 Hours	24 Hours	Las Cruces Albuquerque	NM	4
36.	San Juan County Communications Authority	4 Hours	24 Hours	Albuquerque	NM	3
37.	Socorro Police Department	3 Hours	24 Hours	Albuquerque	NM	3
38.	Taos Central Dispatch	4 Hours	24 Hours	Albuquerque	NM	3
39.	Torrance County Central Dispatch	2 Hours	24 Hours	Albuquerque	NM	3
40.	Valencia County Regional Emergency Communications Center	2 Hours	24 Hours	Albuquerque	NM	3
41.	Zuni Police Department	4 Hours	24 Hours	Albuquerque	NM	3

Appendix H – NG-911 Professional Services Cost Response Form

Call Works

	Professional Service Title	Professional Service Description	Onsite Maximum Hourly Rate	Offsite Maximum Hourly Rate
1.	Title:			
	Level One	Project Management	\$123.75	\$173.25
	Level Two	Project Management	\$123.75	\$173.25
	Level Three	Project Management	\$123.75	\$173.25
2.	Title:			
	Level One	System Installation, Primary	\$98.50	\$137.90
	Level Two	System Installation, Primary	\$98.50	\$137.90
	Level Three	System Installation, Primary	\$98.50	\$137.90
3.	Title:			
	Level One	System Installation, Secondary	\$115.80	\$162.12
	Level Two	System Installation, Secondary	\$115.80	\$162.12
	Level Three	System Installation, Secondary	\$115.80	\$162.12
4.	Title:			
	Level One	System Engineering	\$134.25	\$187.95
	Level Two	System Engineering	\$134.25	\$187.95
	Level Three	System Engineering	\$134.25	\$187.95

Add additional rows as needed.

NG-911 Professional Services applies ONLY for work made for hire.

Level One means a qualified professional that has less than five (5) years of relevant experience.

Level Two mean a qualified professional that has five (5) to ten (10) years of relevant experience.

Level Three means a qualified professional that has greater than ten (10) years of relevant experience.

Appendix H – NG-911 Professional Services Cost Response Form

Vesta Solutions, Inc.

	Professional Service Title	Professional Service Description	Onsite Maximum Hourly Rate	Offsite Maximum Hourly Rate
1.	Title:			
	Level One	Project Management	\$103.00	\$144.20
	Level Two	Project Management	\$103.00	\$144.20
	Level Three	Project Management	\$103.00	\$144.20
2.	Title:			
	Level One	System Installation, Primary	\$74.50	\$104.30
	Level Two	System Installation, Primary	\$74.50	\$104.30
	Level Three	System Installation, Primary	\$74.50	\$104.30
3.	Title:			
	Level One	System Installation, Secondary	\$110.25	\$154.35
	Level Two	System Installation, Secondary	\$110.25	\$154.35
	Level Three	System Installation, Secondary	\$110.25	\$154.35
4.	Title:			
	Level One	System Engineering	\$130.00	\$182.00
	Level Two	System Engineering	\$130.00	\$182.00
	Level Three	System Engineering	\$130.00	\$182.00

Add additional rows as needed.

NG-911 Professional Services applies ONLY for work made for hire.

Level One means a qualified professional that has less than five (5) years of relevant experience.

Level Two mean a qualified professional that has five (5) to ten (10) years of relevant experience.

Level Three means a qualified professional that has greater than ten (10) years of relevant experience.

Appendix I – NG-911 System(s) by PSAP Position Size Cost Response Form

CallWorks

Manufacture:	Motorola Solutions, Inc.
System Name:	CallWorks CallStation
Map Server:	CallWorks CallStation Integrated Map

PSAP Position Size	Local Exchange Company (LEC)	Traditional CAMA Trunks	ESI-net i3	Maximum Cost Including Hardware, Software, Software Subscription, and all Related Services/Labor for the One (1) Year Warranty Period
2	5	5	1	\$144,051.12
3	5	5	1	\$162,297.20
4	5	5	1	\$187,495.53
5	5	5	1	\$213,345.20
6	6	6	1	\$232,533.78
7	6	6	1	\$255,190.36
8	7	7	1	\$274,377.95
9	7	7	1	\$293,565.53
10	7	7	1	\$318,761.86
11	8	8	1	\$340,096.16
12	8	8	1	\$361,430.46
13	8	8	1	\$382,764.77
14	8	8	1	\$404,099.07
15	9	9	1	\$425,433.37
16	10	10	1	\$446,767.67
17	10	10	1	\$468,101.98
18	10	10	1	\$489,436.28
19	10	10	1	\$510,770.58
20	10	10	1	\$532,104.88
21	10	10	1	\$554,167.82
22	12	12	1	\$576,230.75
23	12	12	1	\$598,293.68
24	12	12	1	\$620,356.61
25	12	12	1	\$642,419.55
26	12	12	1	\$664,482.48
27	12	12	1	\$686,545.41
28	12	12	1	\$708,608.35
29	14	14	1	\$730,671.28
30	14	14	1	\$752,734.21
31	14	14	1	\$773,048.22
32	14	14	1	\$793,362.22
33	14	14	1	\$813,676.23
34	14	14	1	\$833,990.24
35	18	18	1	\$854,304.24
36	18	18	1	\$874,618.25
37	18	18	1	\$894,932.26
38	18	18	1	\$915,246.27
39	18	18	1	\$935,560.27
40	18	18	1	\$955,874.28
41	18	18	1	\$982,533.71
42	18	18	1	\$1,009,193.14

43	20	20	1	\$1,035,852.57
44	20	20	1	\$1,062,512.00
45	20	20	1	\$1,089,171.43
46	20	20	1	\$1,115,830.86
47	20	20	1	\$1,142,490.29
48	20	20	1	\$1,169,149.72
49	22	22	1	\$1,195,809.15
50	22	22	1	\$1,222,468.58
51	22	22	1	\$1,243,960.95
52	23	23	1	\$1,265,453.31
53	23	23	1	\$1,286,945.68
54	23	23	1	\$1,308,438.04
55	23	23	1	\$1,329,930.41
56	24	24	1	\$1,351,422.77
57	24	24	1	\$1,372,915.14
58	24	24	1	\$1,394,407.50
59	24	24	1	\$1,415,899.87
60	24	24	1	\$1,437,392.23
61	26	26	1	\$1,459,442.81
62	26	26	1	\$1,481,493.38
63	26	26	1	\$1,503,543.96
64	26	26	1	\$1,525,594.54
65	26	26	1	\$1,547,645.11
66	28	28	1	\$1,569,695.69
67	28	28	1	\$1,591,746.27
68	28	28	1	\$1,613,796.84
69	28	28	1	\$1,635,847.42
70	28	28	1	\$1,657,897.99
71	30	30	1	\$1,678,668.23
72	30	30	1	\$1,699,438.46
73	30	30	1	\$1,720,208.69
74	30	30	1	\$1,740,978.92
75	30	30	1	\$1,761,749.15
		TOTAL SUM		\$70,241,271.19

Appendix I – NG-911 System(s) by PSAP Position Size Cost Response Form

Vesta Solutions, Inc.

Manufacture:	Motorola Solutions, Inc.
System Name:	Vesta Solutions VESTA 9-1-1
Map Server:	Vesta Map Local Server

PSAP Position Size	Local Exchange Company (LEC)	Traditional CAMA Trunks	ESI-net i3	Maximum Cost Including Hardware, Software, Software Subscription, and all Related Services/Labor for the One (1) Year Warranty Period
2	5	5	1	\$188,200.43
3	5	5	1	\$215,599.19
4	5	5	1	\$259,311.74
5	5	5	1	\$294,705.74
6	6	6	1	\$323,246.50
7	6	6	1	\$355,255.26
8	7	7	1	\$383,795.01
9	7	7	1	\$412,334.77
10	7	7	1	\$440,874.53
11	8	8	1	\$470,754.09
12	8	8	1	\$500,633.66
13	8	8	1	\$530,513.22
14	8	8	1	\$560,392.78
15	9	9	1	\$590,272.35
16	10	10	1	\$620,151.91
17	10	10	1	\$650,031.47
18	10	10	1	\$679,911.04
19	10	10	1	\$709,790.60
20	10	10	1	\$739,670.16
21	10	10	1	\$768,793.42
22	12	12	1	\$797,916.68
23	12	12	1	\$827,039.94
24	12	12	1	\$851,629.19
25	12	12	1	\$885,286.45
26	12	12	1	\$914,409.71
27	12	12	1	\$943,532.97
28	12	12	1	\$972,656.23
29	14	14	1	\$1,001,779.48
30	14	14	1	\$1,030,902.74
31	14	14	1	\$1,075,033.08
32	14	14	1	\$1,092,777.41
33	14	14	1	\$1,123,714.74
34	14	14	1	\$1,154,652.08
35	18	18	1	\$1,185,589.41
36	18	18	1	\$1,216,526.75
37	18	18	1	\$1,247,464.08
38	18	18	1	\$1,278,401.41
39	18	18	1	\$1,309,338.75
40	18	18	1	\$1,340,276.08
41	18	18	1	\$1,369,585.34

42	18	18	1	\$1,398,894.60
43	20	20	1	\$1,428,203.85
44	20	20	1	\$1,457,513.11
45	20	20	1	\$1,486,822.37
46	20	20	1	\$1,516,131.63
47	20	20	1	\$1,545,440.89
48	20	20	1	\$1,574,750.14
49	22	22	1	\$1,604,059.40
50	22	22	1	\$1,633,368.66
51	22	22	1	\$1,662,165.66
52	23	23	1	\$1,690,962.66
53	23	23	1	\$1,719,759.66
54	23	23	1	\$1,748,556.66
55	23	23	1	\$1,777,353.67
56	24	24	1	\$1,806,150.67
57	24	24	1	\$1,834,947.67
58	24	24	1	\$1,863,744.67
59	24	24	1	\$1,892,541.67
60	24	24	1	\$1,921,338.67
61	26	26	1	\$1,950,441.99
62	26	26	1	\$1,979,545.30
63	26	26	1	\$2,008,648.62
64	26	26	1	\$2,037,751.93
65	26	26	1	\$2,066,855.24
66	28	28	1	\$2,095,958.56
67	28	28	1	\$2,125,061.87
68	28	28	1	\$2,154,165.19
69	28	28	1	\$2,183,268.50
70	28	28	1	\$2,212,371.82
71	30	30	1	\$2,241,292.38
72	30	30	1	\$2,270,212.93
73	30	30	1	\$2,299,133.49
74	30	30	1	\$2,328,054.05
75	30	30	1	\$2,356,974.61
		TOTAL SUM		\$95,185,193.18

Appendix J – NG-911 Post Warranty Maintenance and Support Package Cost Response Form - CallWorks

Manufacture:	Motorola Solutions, Inc.
System Name:	CallWorks CallStation
Map Server:	CallWorks CallStation Integrated Map

PSAP Position Size	Local Exchange Company (LEC)	Traditional CAMA Trunks	ESI-net i3	Maximum Monthly Recurring Cost Including Hardware, Software, Software Subscription, and any Related Services/Labor	Maximum Annual Software Subscription and any Related Services/Labor
2	5	5	1	\$2,080.74	\$24,968.89
3	5	5	1	\$2,427.67	\$29,131.99
4	5	5	1	\$2,774.84	\$33,298.08
5	5	5	1	\$3,126.55	\$37,518.63
6	6	6	1	\$3,473.64	\$41,683.73
7	6	6	1	\$4,109.73	\$49,316.82
8	7	7	1	\$4,456.74	\$53,480.91
9	7	7	1	\$4,803.75	\$57,645.01
10	7	7	1	\$5,150.76	\$61,809.10
11	8	8	1	\$5,561.98	\$66,743.73
12	8	8	1	\$5,973.20	\$71,678.35
13	8	8	1	\$6,384.41	\$76,612.98
14	8	8	1	\$6,795.63	\$81,547.61
15	9	9	1	\$7,206.85	\$86,482.23
16	10	10	1	\$7,618.07	\$91,416.86
17	10	10	1	\$8,029.29	\$96,351.48
18	10	10	1	\$8,440.51	\$101,286.11
19	10	10	1	\$8,851.73	\$106,220.74
20	10	10	1	\$9,262.95	\$111,155.36
21	10	10	1	\$9,666.10	\$115,993.20
22	12	12	1	\$10,069.25	\$120,831.04
23	12	12	1	\$10,472.41	\$125,668.88
24	12	12	1	\$10,875.56	\$130,506.72
25	12	12	1	\$11,278.71	\$135,344.56
26	12	12	1	\$11,681.87	\$140,182.40
27	12	12	1	\$12,085.02	\$145,020.24
28	12	12	1	\$12,488.17	\$149,858.08
29	14	14	1	\$12,891.33	\$154,695.92
30	14	14	1	\$13,294.48	\$159,533.77
31	14	14	1	\$13,689.81	\$164,277.76
32	14	14	1	\$14,085.15	\$169,021.76
33	14	14	1	\$14,480.48	\$173,765.75
34	14	14	1	\$14,875.81	\$178,509.75
35	18	18	1	\$15,271.15	\$183,253.74
36	18	18	1	\$15,666.48	\$187,997.74
37	18	18	1	\$16,061.81	\$192,741.73
38	18	18	1	\$16,457.14	\$197,485.73
39	18	18	1	\$16,852.48	\$202,229.73
40	18	18	1	\$17,247.81	\$206,973.72

41	18	18	1	\$17,694.79	\$212,337.46
42	18	18	1	\$18,141.77	\$217,701.20
43	20	20	1	\$18,588.74	\$223,064.93
44	20	20	1	\$19,035.72	\$228,428.67
45	20	20	1	\$19,482.70	\$233,792.41
46	20	20	1	\$19,929.68	\$239,156.15
47	20	20	1	\$20,376.66	\$244,519.88
48	20	20	1	\$20,823.64	\$249,883.62
49	22	22	1	\$21,270.61	\$255,247.36
50	22	22	1	\$21,717.59	\$260,611.10
51	22	22	1	\$22,131.14	\$265,573.70
52	23	23	1	\$22,544.69	\$270,536.31
53	23	23	1	\$22,958.24	\$275,498.92
54	23	23	1	\$23,371.79	\$280,461.53
55	23	23	1	\$23,785.34	\$285,424.13
56	24	24	1	\$24,198.90	\$290,386.74
57	24	24	1	\$24,612.45	\$295,349.35
58	24	24	1	\$25,026.00	\$300,311.95
59	24	24	1	\$25,439.55	\$305,274.56
60	24	24	1	\$25,853.10	\$310,237.17
61	26	26	1	\$26,211.79	\$314,541.44
62	26	26	1	\$26,570.48	\$318,845.71
63	26	26	1	\$26,929.17	\$323,149.99
64	26	26	1	\$27,287.85	\$327,454.26
65	26	26	1	\$27,646.54	\$331,758.53
66	28	28	1	\$28,005.23	\$336,062.80
67	28	28	1	\$28,363.92	\$340,367.07
68	28	28	1	\$28,722.61	\$344,671.35
69	28	28	1	\$29,081.30	\$348,975.62
70	28	28	1	\$29,439.99	\$353,279.89
71	30	30	1	\$29,818.74	\$357,824.88
72	30	30	1	\$30,197.49	\$362,369.88
73	30	30	1	\$30,576.24	\$366,914.87
74	30	30	1	\$30,954.99	\$371,459.87
75	30	30	1	\$31,333.74	\$376,004.86

Appendix J – NG-911 Post Warranty Maintenance and Support Package Cost Response Form – Vesta Solutions, Inc.

Manufacture:	Motorola Solutions, Inc.
System Name:	Vesta Solutions VESTA 9-1-1
Map Server:	Vesta Map Local Server

PSAP Position Size	Local Exchange Company (LEC)	Traditional CAMA Trunks	ESI-net i3	Maximum Monthly Recurring Cost Including Hardware, Software, Software Subscription, and any Related Services/Labor	Maximum Annual Software Subscription and any Related Services/Labor
2	5	5	1	\$3,325.57	\$39,906.86
3	5	5	1	\$3,945.48	\$47,345.72
4	5	5	1	\$4,529.07	\$54,348.82
5	5	5	1	\$5,198.47	\$62,381.61
6	6	6	1	\$5,818.54	\$69,822.46
7	6	6	1	\$6,727.61	\$80,731.32
8	7	7	1	\$7,347.60	\$88,171.18
9	7	7	1	\$7,967.59	\$95,611.04
10	7	7	1	\$8,587.58	\$103,050.90
11	8	8	1	\$9,269.75	\$111,236.97
12	8	8	1	\$9,951.92	\$119,423.03
13	8	8	1	\$10,634.09	\$127,609.10
14	8	8	1	\$11,316.26	\$135,795.16
15	9	9	1	\$11,998.44	\$143,981.23
16	10	10	1	\$12,680.61	\$152,167.30
17	10	10	1	\$13,362.78	\$160,353.36
18	10	10	1	\$14,044.95	\$168,539.43
19	10	10	1	\$14,727.12	\$176,725.49
20	10	10	1	\$15,409.30	\$184,911.56
21	10	10	1	\$16,077.91	\$192,934.92
22	12	12	1	\$16,746.52	\$200,958.28
23	12	12	1	\$17,415.14	\$208,981.64
24	12	12	1	\$18,083.75	\$217,005.00
25	12	12	1	\$18,752.36	\$225,028.36
26	12	12	1	\$19,420.98	\$233,051.71
27	12	12	1	\$20,089.59	\$241,075.07
28	12	12	1	\$20,758.20	\$249,098.43
29	14	14	1	\$21,426.82	\$257,121.79
30	14	14	1	\$22,095.43	\$265,145.15
31	14	14	1	\$22,786.14	\$273,433.65
32	14	14	1	\$23,476.85	\$281,722.15
33	14	14	1	\$24,167.55	\$290,010.65
34	14	14	1	\$24,858.26	\$298,299.15
35	18	18	1	\$25,548.97	\$306,587.65
36	18	18	1	\$26,239.68	\$314,876.15
37	18	18	1	\$26,930.39	\$323,164.65
38	18	18	1	\$27,621.10	\$331,453.15
39	18	18	1	\$28,311.80	\$339,741.65
40	18	18	1	\$29,002.51	\$348,030.15

41	18	18	1	\$29,686.63	\$356,239.51
42	18	18	1	\$30,370.74	\$364,448.87
43	20	20	1	\$31,054.85	\$372,658.23
44	20	20	1	\$31,738.97	\$380,867.59
45	20	20	1	\$32,423.08	\$389,076.95
46	20	20	1	\$33,107.19	\$397,286.31
47	20	20	1	\$33,791.31	\$405,495.67
48	20	20	1	\$34,475.42	\$413,705.03
49	22	22	1	\$35,159.53	\$421,914.39
50	22	22	1	\$35,843.65	\$430,123.75
51	22	22	1	\$36,524.04	\$438,288.45
52	23	23	1	\$37,204.43	\$446,453.16
53	23	23	1	\$37,884.82	\$454,617.86
54	23	23	1	\$38,565.21	\$462,782.56
55	23	23	1	\$39,245.61	\$470,947.27
56	24	24	1	\$39,926.00	\$479,111.97
57	24	24	1	\$40,606.39	\$487,276.68
58	24	24	1	\$41,286.78	\$495,441.38
59	24	24	1	\$41,967.17	\$503,606.09
60	24	24	1	\$42,647.57	\$511,770.79
61	26	26	1	\$43,275.55	\$519,306.61
62	26	26	1	\$43,903.54	\$526,842.42
63	26	26	1	\$44,531.52	\$534,378.23
64	26	26	1	\$45,159.50	\$541,914.05
65	26	26	1	\$45,787.49	\$549,449.86
66	28	28	1	\$46,415.47	\$556,985.68
67	28	28	1	\$47,043.46	\$564,521.49
68	28	28	1	\$47,671.44	\$572,057.31
69	28	28	1	\$48,299.43	\$579,593.12
70	28	28	1	\$48,927.41	\$587,128.93
71	30	30	1	\$49,579.13	\$594,949.59
72	30	30	1	\$50,230.85	\$602,770.25
73	30	30	1	\$50,882.58	\$610,590.91
74	30	30	1	\$51,534.30	\$618,411.57
75	30	30	1	\$52,186.02	\$626,232.23

Appendix K – NG-911 Formal Course Training Cost Response Form

CallWorks

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
1.	CallWorks CallStation, AdminiStation, DecisionStation User and Admin Training (Included in APPENDIX I pricing)	Onsite	CallStation covers basic and advanced call functions, system use, and map use; key features of the CallWorks system. AdminiStation covers the management of system users, directory, predefined TDD and SMS messages, as well as scheduled reports. DecisionStation covers call history, call recordings, and reports.	CallWorks University	8	2	8	<ul style="list-style-type: none"> • The hardware-operating environment, operating system and ancillary software must be fully functional and meet CallWorks' minimum operating requirements for the CallWorks training. • Provide a training room or location with one PC per student properly configured 	\$6,008.75

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
								for the requisite class <ul style="list-style-type: none"> • Provide a white board and projector for the instructor Provide copies of the CallWorks provided training guides	
2.	CallWorks Train the Trainer	Onsite	This course consists of two sessions. One to train the trainer(s) and the second one for followup and review. The topics covered are the same as the CallStation, AdminiStation, and DecisionStation courses.	CallWorks University	28	2	8	<ul style="list-style-type: none"> • The hardware-operating environment, operating system and ancillary software must be fully functional and meet CallWorks' minimum operating requirements 	\$7,125.00

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
			The Trainer the Trainer course has more flexibility and is designed for the customer that will meet the needs of the project and timeline. This course is typically considered when there are more than 20 positions.					for the CallWorks training. <ul style="list-style-type: none"> • Provide a training room or location with one PC per student properly configured for the requisite class • Provide a white board and projector for the instructor Provide copies of the CallWorks provided training guides	
3.	CallWorks University	Online	CallWorks University is an e- learning training center featuring a	None	2-8 hours depending on the number of courses		All authorized users of the system.	Internet connectivity and authorized login.	No cost for 365 days after cutover.

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
			<p>highly structured interactive video course library. Users may access training videos at any time, from any device platform. Video courses provide an ideal solution for efficiently training new PSAP employees on the CallWorks system as a pre-requisite to formal on-site training. Additionally, our e-learning content provides continuing education for existing Users by providing video courses on</p>		<p>taken. CallWorks University will be available to each student for 365 days after cutover.</p>				

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
			new system features and enhancements and an introduction to select features for new employees.						

Add additional rows as needed.

Appendix K – NG-911 Formal Course Training Cost Response Form

Vesta Solutions, Inc.

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
1.	VESTA® 9-1-1 ADVANCED ADMINISTRATOR TRAINING	Onsite	Administrative Training required for a site that is implementing roles based routing, event notification features, or more complex / hybrid call flows. This class is required for more time to complete multi-roles / layouts, speed dial entries, and call transfer configuration.		16	2	8	Administrative Personnel	\$7,800.00
2.	VESTA® 9-1-1 STANDARD ADMINISTRATOR TRAINING	Onsite	Administrative Training designed for smaller PSAPs (less than 10 positions), for sites with one PSAP/Agency, and for customers with no roles		12	2	8	Administrative Personnel	\$6,000.00

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
			based routing or no complex/hybrid call flow. This course is typically one of the first courses to occur during or shortly after the installation of a VESTA 9-1-1 system in order to set up the application before the call taker courses						
3.	VESTA® ANALYTICS ADMINISTRATOR	Onsite	VESTA Analytics course typically occurs after the installation of the new VESTA Analytics MIS system and after some data has been captured at the Call Center (typically 30 – 45 days after cutover) The course content covers the		8	2	8	Administrative Personnel	\$3,000.00

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
			management information system and generated reports						
4.	VESTA® 9-1-1 CONSOLE USER TRAINING	Onsite	Console User training is a comprehensive user training class for the VESTA 9-1-1 console workstation (call processing solution) preparing the Telecommunicator to migrate from the legacy system to the Next Generation 9-1-1 system.		4	2	8	9-1-1 Users	\$1,800.00
5.	VESTA MAP LOCAL AGENT E-Learning	ELearning	VESTA® Map Local Agent E-Learning is designed for all users of the VESTA Map Local solution. Once the student is enrolled he or she will receive an		VESTA® Map Local Agent E-Learning typically takes 2 hours however the		10 per license	Internet Connectivity	\$369.00

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
			email inviting them to confirm their account and log into the Learning Management System.		course will be available to each student for 365 days.				
6.	Cutover Coaching	Onsite	This course occurs at PSAPs during and/or after the system is cutover and the VESTA 9-1-1 system is taking live calls. This course offers the service of the trainer to be a “job shadow” in the PSAP.		4	2	8	9-1-1 Users	\$4,375.00
7.	VESTA Map Local DataHub	ELearning	DataHub for VESTA® Map Local is designed for all Administrators of the VESTA Map Local solution		VESTA Map Local DataHub E-Learning typically takes 2 hours however the		10 per license	Internet Connectivity	\$369.00

	Course Name	Type of Course (webinar, onsite, etc.)	Brief Description	Prerequisites if any	# of Hours	Minimum Class Size	Maximum Class Size	Special Requests for Equipment, Connectivity, etc.	Single Maximum Cost Per Person Including Discounts, Related Travel, and any other Related Expenses
					course will be available to each student for 365 days.				

Add additional rows as needed.

Appendix L – NG-911 MSRP Catalog Listing by Manufacturer Type Response Form

	Manufacturer Type	MSRP Catalog URL Link ONLY for Hardware and Software in Support of NG-911 System(s) (*Excluding Services)
1.	Vesta Solutions, Inc.	In lieu of the URL, the MSRP Catalog is included on the following pages.
2.	CallWorks	In lieu of the URL, the MSRP Catalog is included on the following pages.
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Add additional rows as needed.

*EXCLUDING the following Services:

- a. NG-911 Professional Services, Appendix H;
- b. Any labor services included in NG-911 System by PSAP Position Size, Appendix I;
- c. NG-911 Post Warranty Maintenance and Support Services, Appendix J;
- d. NG-911 Formal Course Training Services, Appendix K;
- e. Additional Options for NG-911 System(s), Appendix M;
- f. Additional Network Interface Options for NG-911 System(s), Appendix N;
- g. NG-911 Value Added Optional Services; and
- h. Any other service not listed or required.

B.1.1 Vesta Solutions, Inc.

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1	04000-01093	SWITCH KM 4-PORT	\$1,434.00
2	6400C-20029	HARD DRIVE 500GB SATA	\$348.00
3	6400C-40049	8GB RAM DDR4 600 G4	\$276.00
4	6400C-40050	8GB RAM DDR4 705 G4	\$260.00
5	65000-13402	CBL USB 2.0 A/B 6FT	\$3.00
6	65000-13403	CBL USB 2.0 A/B 10FT	\$5.00
7	65000-13404	CBL USB 2.0 A/B 15FT	\$6.00
8	870890-76101	V911 R7.1 SP2 HF3	\$0.00
9	871399-40102.0	VMAP LOCAL R2 BASE LIC-KEY/MED	\$3,125.00
10	871399-40102.0U	VMAP LOCAL R2 BASE MED UPGD	\$0.00
11	871399-40202.0	VMAP LOCAL R2 BASE DOC/MED	\$0.00
12	871399-50102.0	VMAP LOCAL R2 PREM LIC-KEY/MED	\$4,688.00
13	871399-50102.0U	VMAP LOCAL R2 PREM MED UPGD	\$0.00
14	873391-03008U	V-ANLYT LIC-20P MIG DASHBD UPGD	\$0.00
15	873391-03009U	V-ANLYT LIC-1000P MIG DASHBD UPGD	\$0.00
16	00600-10061	CABINET 30U PKG	\$4,767.00
17	00600-13201	CABINET 23U PKG BLK	\$3,209.00
18	00600-20042	CABINET 42U 19IN	\$4,125.00
19	00600-20044	CABINET 37U	\$4,060.00
20	00600-20143	CABINET ROOF FAN HOLE	\$206.00
21	00600-20644	CABINET 42U	\$5,865.00
22	00611-00100	RACK MNT SURGE PRT 100PR	\$803.00
23	00611-00500	RACK MNT SURGE PRT 50PR	\$636.00
24	00754-10030	CBL ELAN 3PR X 24	\$5.00
25	02800-00903	HDST 4W MOD BK 24-BUT PHN	\$25.00
26	02800-20100	HDST 4W BK RND CARBON	\$43.00
27	02800-20200	HDST 4W BK PTT	\$66.00
28	02800-20501	HDST 4W MOD ELEC MIC BLK	\$47.00
29	02800-20701	HDST K 4W/MOD BLK CARBON	\$43.00
30	02800-21600	HDST 4W MOD BK CARBON	\$40.00
31	03044-20000	HDST CORD 12FT 4W MOD BLK	\$5.00
32	03050-80011G	CBL RJ12 LINE CORD 7FT	\$4.00
33	03059-80010	LINE CORD 6W M/M 14FT	\$3.00
34	03059-80011	LINE CORD 6 COND 7FT	\$4.00
35	03301-00625	JUNCTION BOX 6-WIRE	\$3.00
36	03701-07569	LAMP MUTE SWITCH 12v (MP)	\$2.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
37	03800-03040	FIREWALL MODEM 60D	\$543.00
38	03800-03060	FIREWALL 60E	\$713.00
39	03800-30591	SWITCH A/B RJ45 MANUAL	\$596.00
40	03800-30747	SWITCH A/B RJ45 REMOTE	\$2,639.00
41	03800-37500	SWITCH 3750X 24-PORT	\$9,127.00
42	03800-37501	SWITCH 3750X +CBL 24-PORT	\$9,258.00
43	04000-00041	TOOL KIT PC	\$92.00
44	04000-00069	CBL MODEM DB9F/25M	\$14.00
45	04000-00075	DSU/CSU WAN INTF CARD	\$3,119.00
46	04000-00078	CBL EXT VIDEO MNTR 15FT	\$32.00
47	04000-00085	KIT BKUP 1TB SATA	\$426.00
48	04000-00093	E911 CARD INTER ISOBASIC	\$106.00
49	04000-00095	E911 RM RACK MNT 5-POS	\$53.00
50	04000-00096	E911 RM RACK MNT 10-POS	\$66.00
51	04000-00097	E911 RM RACK MNT 16-POS	\$79.00
52	04000-00098	PROTECTOR ANALOG/DIGITAL	\$17.00
53	04000-00099	GROUND BAR FOR 6-AP/6-DP	\$13.00
54	04000-00105	MEDIANT 1000 DIGITAL MOD	\$2,736.00
55	04000-00109-SP	MED 1000 2-SPAN SPARE	\$5,084.00
56	04000-00116	MED 1000 FXO-LS BNDL	\$433.00
57	04000-00118	MED 1000 FXO-LS/GS BNDL	\$461.00
58	04000-00119	MED 1000 FXS-O BNDL	\$415.00
59	04000-00121	MED 1000 PWR SPLY BNDL	\$461.00
60	04000-00126	SERIAL DEVICE SVR DB9	\$223.00
61	04000-00127	MED 1000B CHASSIS	\$1,802.00
62	04000-00127-SP	MED 1000B CHASSIS SPARE	\$2,294.00
63	04000-00128	MED 1000B AC PWR SPLY	\$385.00
64	04000-00129	MED 1000B CHASSIS BNDL	\$2,294.00
65	04000-00130	DIN RAIL 35MM X 3FT	\$25.00
66	04000-00132	MED 1000B PWR SPLY BNDL	\$444.00
67	04000-00134	SVR EX 2007 STD PER POS	\$48.00
68	04000-00135	ADPTR USB MOUSE TO PS/2	\$3.00
69	04000-00136	ADPTR USB KYBD TO PS/2	\$3.00
70	04000-00141	MED 1000B CPU SPARE	\$731.00
71	04000-00144	MED 1000B CPU BNDL	\$882.00
72	04000-00147	MED1000 IP2IP LIC	\$762.00
73	04000-00148	MED1000 IP2IP LIC UPGD	\$762.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
74	04000-00152	MED 1000 1-SPAN BNDL	\$2,884.00
75	04000-00152-SP	MED 1000 1-SPAN SPARE	\$2,884.00
76	04000-00156	MED 3000 DC GTWY BNDL	\$33,542.00
77	04000-00159	BLKBX TL159A 8-PORT DATACAST	\$485.00
78	04000-00248	OR RUNTIME LIC. ESRI	\$168.00
79	04000-00262	TRANSFORMER W/DIN CONN	\$41.00
80	04000-00284	SQL 2005 CAL RUNTIME STD	\$83.00
81	04000-002B2	KVM 2-PORT SWITCH	\$442.00
82	04000-00315	ELM 6.5 WKST/IP LIC	\$93.00
83	04000-00316	ELM 6.5 SVR AGENT LIC	\$515.00
84	04000-00319	SQL 2014 CAL RUN EMB LIC	\$139.00
85	04000-00324	SQL SVR 2008 STD CLT RUN	\$73.00
86	04000-00325	SQL SVR 2008 ENT RUNTIME	\$78.00
87	04000-00326	LIC REALVNC REMOTE	\$50.00
88	04000-00327	SQL 2008 CAL RUNTIME ENT	\$187.00
89	04000-00328	SQL 2008 CAL RUNTIME STD	\$93.00
90	04000-00339	SQL 2008R2 CAL RUN ENT EMB LIC	\$220.00
91	04000-00340	SQL 2008R2 SVR RUN ENT EMB LIC	\$86.00
92	04000-00341	SQL 2008 SVR RUN ENT PROCESSOR LIC	\$13,457.00
93	04000-00342	SQL 2014 SVR RNTM STD LIC	\$148.00
94	04000-00346	SQL 2014 SVR RUN EMB LIC	\$4,468.00
95	04000-00393	SVR WIN2008 R2 + 10CAL	\$1,282.00
96	04000-00395	HAREMOTE 2.0 CLIENT CD	\$131.00
97	04000-00406	WIN 7 PRO SP1 LIC	\$263.00
98	04000-00407	INVERTER DC TO AC 1400VA	\$1,955.00
99	04000-00408	INVERTER DC TO AC BRKT	\$54.00
100	04000-00410	RAIL KIT DL380 G8 SVR	\$218.00
101	04000-00413	WIN REM DKTP SVCS 2016 LIC	\$265.00
102	04000-00414	SVR WIN2008/12/16 CAL 5PK	\$318.00
103	04000-00419	PARALLEL PRNTR RIBBON	\$21.00
104	04000-00420	CALL RECORD PRNTR HI END	\$586.00
105	04000-00424	PUSH TRACTOR 420 PRINTER	\$117.00
106	04000-00426	PRESENTENSE CLIENT	\$69.00
107	04000-00427	BLACK BOX USB HUB Z200	\$31.00
108	04000-00428	SVR 2008 R2 ENT DGRD 10CA	\$3,814.00
109	04000-00429	WINDOWS 7 PRO LIC	\$452.00
110	04000-00430	SVR WIN2012 R2 + 5CAL RETAIL	\$1,792.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
111	04000-00433	WIN 10 PRO LIC/FLASH DRIVE	\$308.00
112	04000-00436	PRESENTENSE TIME CLIENT 5.1	\$69.00
113	04000-00438	SVR WIN2012 R2 DWNGRD	\$1,266.00
114	04000-00441	WINDOWS 10 LTSC LIC	\$116.00
115	04000-00486	8570P ADVANCED DOCK STN	\$504.00
116	04000-00487	ADVANCED E6420 STATION	\$277.00
117	04000-00490	ADV DOCK STATION 230W	\$502.00
118	04000-00492	DOCK STATION 65W	\$460.00
119	04000-00493	DOCK STATION THUNDERBOLT 230W	\$602.00
120	04000-004B4	KVM 4-PORT SWITCH	\$553.00
121	04000-00607	CBL KVM USB CONSOLE	\$172.00
122	04000-00609	FAN ROOF MNT KIT	\$463.00
123	04000-00610	ADPTR USB MEDIA EXTENDER	\$195.00
124	04000-00611	ADPTR USB C TO USB A	\$16.00
125	04000-00612	CBL KVM PS/2 CONSOLE	\$42.00
126	04000-00623	ADPTR RJ11/DB25	\$16.00
127	04000-00660	TL159A-E 230V DATACAST 8-PORT	\$580.00
128	04000-00707	FAN KIT BLK	\$262.00
129	04000-00712	CBL KVM MNTR 12FT	\$55.00
130	04000-00713	CBL KVM MNTR 12FT	\$68.00
131	04000-00809	KVM 8-PORT SWITCH USB	\$530.00
132	04000-008B8	KEYBD ARBITRATOR 8-PORT	\$924.00
133	04000-00907	CBL SDLT SCSI 68-PIN	\$70.00
134	04000-00935	LIC TIME SVR	\$291.00
135	04000-01001-50	CBL SRL DB9M/DB9F 50FT	\$32.00
136	04000-01004-10	CBL SRL DB25M/DB25F 10FT	\$11.00
137	04000-01004-50	CBL SRL 50FT DB25M/DB25F	\$48.00
138	04000-01005	KVM DVI 4-PORT SWITCH	\$302.00
139	04000-01009	CBL 25PR M/M GRAY 15FT	\$30.00
140	04000-01011	KVM DVI 2-PORT SWITCH	\$219.00
141	04000-01014-10	CBL SRL DB25M/DB9F 10FT	\$15.00
142	04000-01014-15	CBL SER DB25M/DB9F 15FT	\$20.00
143	04000-01014-25	CBL SER DB25M/DB9F 25FT	\$23.00
144	04000-01014-50	CBL SRL DB25M/DB9F 50FT	\$32.00
145	04000-01014-75	CBL SER DB25M/DB9F 75FT	\$53.00
146	04000-01016	CBL AUDIO 6FT	\$5.00
147	04000-01017	CBL SATA 24IN	\$28.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
148	04000-01018	CBL DVI KVM EXT KIT	\$41.00
149	04000-01019	CBL DUAL LINK DVI-D 25FT	\$48.00
150	04000-01020	CBL DUAL LINK DVI-D 35FT	\$56.00
151	04000-01025	HDMI/DVI ADPTR CBL 6FT	\$7.00
152	04000-01036	SWITCH KVM-2-PORT USB	\$129.95
153	04000-01038	SWITCH KVM 4-PORT USB	\$188.00
154	04000-01043	PWR STRIP 8 OUTLET RM	\$122.00
155	04000-01044	SWITCH IP KVM 16-PORT	\$2,123.00
156	04000-01049	SWITCH HP-1820 24-PORT	\$486.00
157	04000-01051-P	SWITCH 2960 + 24-PORT	\$1,165.00
158	04000-01053	CBL ANALOG QUAC UPGRD	\$141.00
159	04000-01054	KVM MINI USB EXT	\$1,040.00
160	04000-01055	PWR SPLY KVM MINI USB EXT KIT	\$52.00
161	04000-01056	KVM MINI USB EXT RACK KIT	\$116.00
162	04000-01059	CBL IOLAN RJ45M/RJ45M 10FT	\$23.00
163	04000-01061	CBL RJ45/DB25F SVR 4FT	\$21.00
164	04000-01062	CBL RJ45/DB25M SVR 4FT	\$21.00
165	04000-01063	CBL RJ45/DB9F SVR 4FT	\$21.00
166	04000-01064	CBL RJ45/DB9M SVR 3FT	\$21.00
167	04000-01067	CBL SER DB25F/DB9F 6FT	\$54.00
168	04000-01067-10	CBL SER DB25F/DB9F 10FT	\$23.00
169	04000-01067-15	CBL SER DB25F/DB9F 15FT	\$27.00
170	04000-01068	CBL SRL RJ45/DB9M 4FT	\$23.00
171	04000-01069	GNDR CHGR DB9M/DB9F	\$1.45
172	04000-01073	MINI-GBIC GIGABIT-SX-LC	\$430.00
173	04000-01074	MINI-GBIC GIGABIT-LX-LC	\$924.00
174	04000-01079	GBIC 1000BASE-X-SFP	\$459.00
175	04000-01080	EHWIC GE SFP 1-PORT	\$1,832.00
176	04000-01082-X	SWITCH 2960-X POE 24-PORT	\$2,940.00
177	04000-01084	SFF 1000BASE-T	\$360.00
178	04000-01085	GBIC SFP MOD GLC-BX-D	\$1,176.00
179	04000-01086	GBIC SFP MOD GLC-BX-U	\$1,176.00
180	04000-01089	GBIC SFP MOD GLC-ZX-SM	\$3,492.00
181	04000-01092	GBIC SFP MOD GLC-LH-SM	\$908.00
182	04000-01102	CBL DUAL LINK DVI-D 6FT	\$10.00
183	04000-01129	CBL EXT USB A/A 6FT	\$3.00
184	04000-01220	PDU PWR DISTRIBUTION RCKMT HORZ	\$81.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
185	04000-01340	VMAP LOAD BAL 340 BNDL	\$4,036.00
186	04000-01341	VMAP LOAD BAL 340	\$2,914.00
187	04000-01344	VMAP LOAD BAL 440 BNDL	\$7,974.00
188	04000-01345	VMAP LOAD BAL 440	\$5,727.00
189	04000-01350	CBL SVGA 75FT	\$41.00
190	04000-01544	DELTA 44 MAT AUDIO CARD	\$685.00
191	04000-01675	AASTRA 675I 20K EXP MOD	\$337.00
192	04000-01685	685i KEY EXP MOD	\$194.00
193	04000-01721	4-PORT ETHERNET DIGITAL I/O MODULE	\$338.00
194	04000-01753	TS-8 PORT TERM SVR DC	\$1,766.00
195	04000-01754	TS-16 PORT TERM SVR	\$1,830.00
196	04000-01755	IOLAN TERM SVR 8-PORT	\$718.00
197	04000-01756	IOLAN TERM SVR 16-PORT	\$1,704.00
198	04000-01757	4-PORT IOLAN DEVICE SVR	\$652.00
199	04000-01758	IOLAN TERM SVR 32-PORT	\$3,349.00
200	04000-01759	IOLAN TERM SVR 8-PORT	\$979.00
201	04000-01801	CBL FAN DB25M HD68 8-PORT	\$86.00
202	04000-01802	SIP AUDIO ALRTR	\$454.00
203	04000-01804	POE PWR INJECTOR	\$107.00
204	04000-01808	SWITCH KVM PS2/USB 8-PORT	\$354.00
205	04000-01810	SIP STROBE LIGHT	\$432.00
206	04000-01900	ROUTER 1921/K9 BNDL	\$1,172.00
207	04000-01903	CBL ACU JKBX 3FT	\$33.00
208	04000-01911	ROUTER 1921 DATA LIC	\$865.00
209	04000-01914	ROUTER 1900 SEC LIC	\$909.00
210	04000-02051	DKTP APPL PCI	\$1,713.00
211	04000-02080	ADPTR HDMI TO DVI-D	\$4.00
212	04000-02090	CBL HDMI 1.5FT BLK	\$4.00
213	04000-02180	CALL RECORD PRNTR SERIAL	\$345.00
214	04000-02216	VM1 PHN BNDL W/O HDST	\$744.00
215	04000-02378	CBL CRSSOVR ETHERNET 7FT	\$3.00
216	04000-02401	HDWR FOR 23U CAB	\$21.00
217	04000-02420	CBL SER DB9F/DB9F 6FT	\$20.00
218	04000-02616	VM1 PHN BNDL W/HDST	\$744.00
219	04000-02901	ROUTER 2900 UC LIC	\$631.00
220	04000-02902	ROUTER 2911 DATA LIC	\$905.00
221	04000-02904	ROUTER 2911 DATA LIC	\$1,157.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
222	04000-02918	CBL RJ45-DB9F CONSOLE	\$42.00
223	04000-03003	SVR PROTECTION SOFTWARE	\$29.00
224	04000-03004	MEDIA PK ENTRPRS VAULT	\$53.00
225	04000-03006	EXPRESS ENDPOINT PROTECT	\$60.00
226	04000-03012	SECURE FIREWALL SG310	\$319.00
227	04000-03114	MP114 FXS 4-PORT REV2	\$435.00
228	04000-03118	MP118 FXS 8-PORT REV2	\$774.00
229	04000-03531	TS-8 PORT TERM SVR PERLE	\$2,361.00
230	04000-03532	IOLAN RJ45F/DB25F ADPTR	\$24.00
231	04000-03533	IOLAN RJ45F/DB25F ADPTR 8PK	\$127.00
232	04000-04013	SRL ADPTR DKTP SFF	\$40.00
233	04000-04100	CBL STATION RS-485 100FT	\$50.00
234	04000-04300	PERF DEMAND ROUTER LIC	\$1,774.00
235	04000-04403	CBL SRL DB9M/DB9F 15FT	\$17.00
236	04000-04501	350G9 DRIVE CAGE BNDL	\$1,229.00
237	04000-05135	ADPTR DP (M) TO VGA (F)	\$31.00
238	04000-05205	CBL KVM USB 16FT	\$27.00
239	04000-05440	CBL USB EXT M/F 15FT	\$4.00
240	04000-05500	SRG PROTECTOR NTKW GND	\$95.00
241	04000-05533	BLKBX TL553A-R3 DATASHARE	\$608.00
242	04000-06867	6867 IP PHN	\$223.00
243	04000-07101	LIC IP VP 4.0	\$446.00
244	04000-08177	DISPLAY CLOCK 4IN LED	\$1,181.00
245	04000-08179	DIGI DSPLY CLOCK 4IN POE	\$1,111.00
246	04000-08180	DIGI DSPLY AC PWR	\$111.00
247	04000-08181	DIGI DSPLY CLOCK AND PWR	\$1,221.00
248	04000-08185	DISPLAY CLOCK 4IN LED	\$1,089.00
249	04000-08228	GPS ANTENNA SURG PROTECTR	\$352.00
250	04000-08229	GPS ANTENNA PREAMPLIFIER	\$1,124.00
251	04000-08230	GPS/GNSS OUTDOOR ANTENNA	\$405.00
252	04000-08231	GPS ANTENNA POST MT KIT	\$116.00
253	04000-08236	GPS PVC POST MNT	\$99.00
254	04000-09002	NOKIA 5100-6100-7100 GPS	\$270.00
255	04000-09384	PWR SPLY NETCLOCK 93XX	\$133.00
256	04000-09483	NETCLOCK 9483	\$5,807.00
257	04000-09484	NETCLOCK 9483 + OCXO	\$6,731.00
258	04000-09485	NETCLOCK 9483 +OCXO+3PORT	\$8,723.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
259	04000-09486	NETCLOCK 9483 + 3-PORT	\$7,800.00
260	04000-09487	NETCLOCK 3-PORT CARD	\$2,514.00
261	04000-09493	GPS TIME FREQUENCY SYNC	\$5,025.00
262	04000-0LX44	4-CHANNEL, PCI SOUND CARD	\$685.00
263	04000-10202	NON-SRG PWR STR 20AMP	\$236.00
264	04000-10502	ILO ADV SUBSCPT LIC 3YR	\$554.00
265	04000-10766	PAT JKBX + CBL FOR CIM	\$132.00
266	04000-10856	PAT/CM CIM PCI MOD	\$1,499.00
267	04000-10869	PAT/CM CIM I/O MOD	\$599.00
268	04000-10934	CBL PS/2 TO USB ADPTR	\$4.00
269	04000-11050	V-WKST V10 LIC	\$317.00
270	04000-12604	HDMI EXT/SPLTR LOCAL UNIT	\$311.00
271	04000-12610	HDMI EXT ACTIVE REM UNIT	\$170.00
272	04000-12851	NON-SRG PDU 20 AMP	\$307.00
273	04000-12960	SWITCH 2960-XR 48-PORT	\$6,658.00
274	04000-12967	PWR SPLY 250W AC	\$428.00
275	04000-12968	SWITCH 2960-XR 24-PORT	\$4,143.00
276	04000-12970	PWR SPLY 250W AC	\$504.00
277	04000-12987	SWITCH 2960-XR POE 24-P	\$4,682.00
278	04000-12988	SWITCH 2960XR 24P POE BNDL	\$4,712.00
279	04000-12989	PWR SPLY 640W 2960-XR POE	\$903.00
280	04000-12B12	KVM SWITCH 12-PORT	\$1,633.00
281	04000-13010	CBL GPS ANTENNA 10FT	\$127.00
282	04000-13025	CBL GPS ANTENNA 25FT	\$197.00
283	04000-13050	CBL GPS ANTENNA 50FT	\$317.00
284	04000-13075	CBL GPS ANTENNA 75FT	\$443.00
285	04000-13100	CBL GPS ANTENNA 100FT	\$527.00
286	04000-13125	CBL GPS ANTENNA 125FT	\$597.00
287	04000-13150	CBL GPS ANTENNA 150FT	\$668.00
288	04000-13175	CBL GPS ANTENNA 175FT	\$738.00
289	04000-13196	CBL DP M/M 1.5FT BLK	\$9.00
290	04000-13200	CBL GPS ANTENNA 200FT	\$808.00
291	04000-13359	CBL DP M/M 3FT BLK	\$7.00
292	04000-13362	CBL DP M/M 15FT BLK	\$14.00
293	04000-14318-25	CBL CAT-5 25FT	\$30.00
294	04000-14582	CBL VIDEO HDMI EXT 15FT	\$19.00
295	04000-15220	PWR STRIP NON-SURGE 17IN	\$137.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
296	04000-16737	AASTRA 6737I PHN/ADPTR KIT	\$527.00
297	04000-16867	6867I PHN/ADPTR KIT	\$247.00
298	04000-19483	NETCLOCK 9483A	\$5,124.00
299	04000-19484	NETCLOCK 9483A + OCXO	\$6,046.00
300	04000-19485	NETCLOCK 9483A+OCXO+3PORT	\$8,039.00
301	04000-19486	NETCLOCK 9483A + 3-PORT	\$7,116.00
302	04000-20601	GND KIT FOR 8226	\$492.00
303	04000-22001	CASTER SET	\$207.00
304	04000-22960	SWITCH 2960XR 48P POE BNDL	\$8,920.00
305	04000-22961	SWITCH 2960-XR POE 48-P	\$8,890.00
306	04000-22962	PWR 1025W 2960-XR 48-POE	\$1,390.00
307	04000-22973	SWITCH 2960-XR 48P BNDL	\$7,169.00
308	04000-22974	SWITCH 2960-XR 24P BNDL	\$4,654.00
309	04000-23200	ADPTR USB TO SERIAL	\$50.00
310	04000-24000	STDALN SAS APP M1KB	\$606.00
311	04000-25250	ADPTR NULL MODEM 25F/25F	\$9.00
312	04000-25630	PDU 14-OUTLET TWIST LOCK 20 AMP	\$370.00
313	04000-25631	PDU 24-OUTLET TWST LOCK 20AMP	\$488.00
314	04000-26202	SWITCH 2620 POE 24-PORT	\$1,482.00
315	04000-26205	SWITCH 2620 24-PORT	\$870.00
316	04000-26957	ADPTR DISPLAY PORT-VGA	\$66.00
317	04000-26958	ADPTR DISPLAY PORT-DVI D	\$37.00
318	04000-26959	ADPTR CBL MINI DISPLAY/DISPLAY PORT	\$27.00
319	04000-29016	VVIC3-1MFT-T1/E1 1-PORT	\$1,300.00
320	04000-29616	SWITCH 2960-PLUS/CBL 24-PORT	\$1,440.00
321	04000-29617-P	SWITCH 2960 + POE 24-PORT	\$2,220.00
322	04000-29623	SWITCH 2960 PLUS/CBL 48-PORT	\$2,704.00
323	04000-29629-P	SWITCH 2960 + POE 48-PORT	\$3,916.00
324	04000-29635-P	SWITCH 2960 + 48-PORT	\$2,220.00
325	04000-29636	SWITCH 2960-PLUS POE/CBL 24-PORT	\$2,704.00
326	04000-29637	SWITCH 2960-PLUS POE/CBL 48-PORT	\$4,738.00
327	04000-29638-X	SWITCH 2960X+CBL 24-PORT	\$2,261.00
328	04000-29639-X	SWITCH 2960X POE+CBL 24-P	\$2,970.00
329	04000-29656	SWITCH 2960S 48-PORT	\$5,209.00
330	04000-29656-X	SWITCH 2960-X 48-PORT	\$3,833.00
331	04000-29666-X	SWITCH 2960X+CBL 48-PORT	\$3,864.00
332	04000-29667-X	SWITCH 2960X POE+CBL 48-P	\$5,100.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
333	04000-29669	STACK MODULE/CBL 2960X KIT	\$1,342.00
334	04000-30182	USB TO SERIAL HUB KIT	\$407.00
335	04000-31280	ADPTR RJ45F/DB25M DCE 8PK	\$113.00
336	04000-31281	ADPTR RJ45F/DB25M	\$23.00
337	04000-31525	ADPTR RP2440 PWR SPLY	\$9.00
338	04000-36500	SWITCH 3650-E 24-PORT	\$7,172.00
339	04000-36506	SWITCH 3650 STACK MOD	\$1,612.00
340	04000-36507	SWITCH 3650-E 24-P BNDL	\$8,967.00
341	04000-36519	SWITCH 3650-E 48-PORT BNDL	\$14,046.00
342	04000-36520	SWITCH 3650-E 48-PORT	\$13,607.00
343	04000-36536	SWITCH 3650-S 24-PORT BNDL	\$3,969.00
344	04000-36551	SWITCH 3650-S 24-PORT POE BNDL	\$5,110.00
345	04000-36563	PWR SPLY 640W DC	\$485.00
346	04000-37600	CALL RECORDING INTFC	\$355.00
347	04000-38056	DRAWER KYBD CPQ	\$353.00
348	04000-38500	SWITCH 3850 FIBER 12-PORT	\$11,166.00
349	04000-38511	SWITCH 3850 FIBER 12-PORT BNDL	\$11,911.00
350	04000-38523	SWITCH 3850 CPR 24-PORT BNDL	\$10,693.00
351	04000-38524	PWR SPLY AC 350W - 3850 SWITCH	\$709.00
352	04000-38525	4-PORT EXP MOD 3850 SWITCH	\$546.00
353	04000-38526	CBL STACK PWR 3850 SWITCH	\$104.00
354	04000-41000	FXS QUAD PORT MOD	\$340.00
355	04000-42000	FXS-O QUAD PORT MOD	\$339.00
356	04000-43112	PWR SPLY 2004 IP PHN	\$47.00
357	04000-47014	DIS RCVR DEDUP SVR LIC	\$140.00
358	04000-47015	DIS RCVR DEDUP WKST LIC	\$17.00
359	04000-47037	DIS RCVR SVR LIC	\$879.00
360	04000-47038	DIS RCVR WKST LIC	\$78.00
361	04000-47039	DIS RCVR VIRT SVR LIC	\$1,573.00
362	04000-50033	SEISMIC BRACING KIT	\$33.00
363	04000-51027	PWR SPLY AASTRA PHNS	\$41.00
364	04000-51028	PWR SPLY 6867 PHN	\$25.00
365	04000-52110	CBL VIDEO DVI 5M EXT	\$42.95
366	04000-52111	CBL VIDEO DVI 5M EXT	\$38.00
367	04000-54002	VHUD SGL SVR OUTPUT	\$2,188.00
368	04000-54003	VHUD 1-4 SVR OUTPUTS	\$4,375.00
369	04000-54004	VHUD 1-14 SVR OUTPUTS	\$9,844.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
370	04000-54005	VHUD 1-24 SVR OUTPUTS	\$20,782.00
371	04000-54006	VHUD 1-49 SVR OUTPUTS	\$48,125.00
372	04000-54007	VHUD SUPV VIEWER LIC	\$1,250.00
373	04000-54008	VHUD SUPV VIEWER LIC MIG	\$250.00
374	04000-54009	VHUD DATA ACCESS LICENSE	\$1,642.00
375	04000-60013	IRONMAIL JUMP START TRNG	\$5,647.00
376	04000-60611	CBL KVM USB 10FT	\$104.00
377	04000-60612	CBL KVM USB 20FT	\$139.00
378	04000-60614	CBL KVM PS/2 PC	\$83.00
379	04000-60616	CBL KVM PS/2 PC 20FT	\$104.00
380	04000-60621	CBL KVM USB 15FT EXT	\$52.00
381	04000-64503	ADPTR CTI	\$113.00
382	04000-64508	ACCESSORY CONNECTION MOD	\$45.00
383	04000-67022	GPS CBL CONN	\$57.00
384	04000-68001	V-SVR OS BASIC PER CPU	\$377.00
385	04000-68002	V-SVR OS FND PER CPU	\$631.00
386	04000-68003	V-SVR OS STD PER CPU	\$1,267.00
387	04000-68004	V-SVR MGMT CTR PER SYS	\$6,114.00
388	04000-68030	V-SVR ENT PLUS PER PROC	\$4,596.00
389	04000-76640	MCAFFEE ANTI-VIRUS	\$88.00
390	04000-96006	CBL STRGHT WRD RJ14 6FT	\$10.00
391	04000-RMM19	BRKT 19IN RACK MTG/ARBIT	\$48.00
392	04000-RMU19	BRKT 19IN RACK ARBITR 8P	\$38.00
393	04000-RMUC19	BRKT 19 RACK MTG 2U	\$58.00
394	04000-RS232	BLKBX TL601A-R2 DATASHARE	\$554.00
395	04400-00405	E911 INTERNAL UPS BAT REP	\$443.00
396	04400-00412	E911 EXTERNAL UPS BAT REP	\$546.00
397	04400-00417	E911 BATTERY CABINET	\$681.00
398	04401-00093	BATTERY EX LIFE HP 8-CELL	\$272.00
399	04401-00094	BATTERY 6-CELL LITH ION	\$215.00
400	04401-00095	BATTERY 9-CELL LITH ION	\$417.00
401	04401-00096	BATTERY 9-CELL 73-WH	\$301.00
402	04401-30072	BATTERY UPS RM 72V	\$1,013.00
403	04401-30092	BATTERY UPS RM 48V	\$1,431.00
404	04401-30192	BATTERY UPS 192V	\$1,234.00
405	06000-00220	PWR SPLY Z220 SFF 240W	\$240.00
406	06000-00240	PWR SPLY Z240 SFF 240W	\$128.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
407	06000-00241	PWR SPLY Z240 TOWER 400W	\$131.00
408	06000-02440	PWR SPLY RP2440 400MA	\$12.00
409	06000-03009	PWR SPLY 500W G9	\$383.00
410	06000-03506	PWR SPLY ML/DL350/370 G6	\$387.00
411	06000-03705	PWR SPLY ML370/G5 RDNT	\$272.00
412	06000-03805	PWR SPLY DL380G5	\$360.00
413	06000-03806	PWR SPLY DL380 G6	\$333.00
414	06000-03808	PWR SPLY DL380P/G8	\$367.00
415	06000-03809	PWR SPLY 750W DC G8	\$520.00
416	06000-03810	PWR SPLY 48VDC DL380G9	\$569.00
417	06000-04600	PWR SPLY XW4600	\$218.00
418	06200-01100	700VA SECURITY II UPS	\$1,425.00
419	06200-01200	2000VA SECURITY II UPS 5-20P	\$2,818.00
420	06200-01300	2000VA SECURITY II UPS L5-20P	\$2,818.00
421	06200-01400	SECURITY II EXT RUNTIME BATTERY	\$914.00
422	06200-01500	SECURITY II UPS SNMP CARD	\$325.00
423	06200-03101	BATT REPLC UPS 3000/2000	\$390.00
424	06200-03102	BATT REPLC UPS 3000XL	\$749.00
425	06200-03304	BATT REPLC UPS 3000-3U	\$334.00
426	06500-00100	HORIZONTAL WIRE MGMT 1U	\$50.00
427	06500-00101	CBL MGMT BRKT	\$14.00
428	06500-00102	HORIZONTAL WIRE MGMT 1U	\$69.00
429	06500-00201	2-POST RELAY RACK MNT KIT	\$213.00
430	06500-00501	2-POST 5U RACK MNT KIT	\$392.00
431	06500-02302	SHELF 19IN CAB MT BLK	\$135.00
432	06500-10610	GND BAR CAB MNT	\$81.00
433	06500-10611	GND BAR RACK MNT	\$92.00
434	06500-10758	RACK PERIPHERAL SHELF BK	\$93.00
435	06500-19150	SHELF RACK DBL BLK 19IN	\$245.00
436	06500-19151	SHELF RACK DBL BLK 19IN	\$299.00
437	06500-48353	6FT EQUIPMENT RACK 19IN	\$614.00
438	06500-55053	7FT EQUIPMENT RACK 19IN	\$442.00
439	2213524-2-SR1	CBL 6FT STEREO PATCH 3.5MM	\$3.00
440	2213936-1-SR1	FXO GATEWAY 4-PORT	\$1,197.00
441	2213936-SPARE	FXO GATEWAY 4-PORT SPARE	\$1,197.00
442	2213937-1-SR1	FXO GATEWAY 8-PORT	\$1,978.00
443	2213937-SPARE	FXO GATEWAY 8-PORT SPARE	\$1,978.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
444	2213938-1-SR1	FXS GATEWAY 4-PORT	\$1,082.00
445	2213938-SPARE	FXS GATEWAY 4-PORT SPARE	\$1,082.00
446	2213939-1-SR1	FXS GATEWAY 8-PORT	\$1,978.00
447	2213939-SPARE	FXS GATEWAY 8-PORT SPARE	\$1,978.00
448	2215005G-09	TXT IRR INST MAN - LOGO	\$25.00
449	2215006G-11	TXT IRR OPER GD	\$37.00
450	2215136-10	TXT SEN PAT 3.0 SP6 O&MGD	\$29.00
451	2215136-13	TXT SEN PAT 3.1 O&MGD	\$37.00
452	2215192-2	TXT SEN PAT 3.0 SP6 STATS	\$29.00
453	2215230-1	TXT SEN PAT 3.0 SP6 AGTGD	\$37.00
454	2215231-1	TXT SEN PAT 3.0 SP6 AGD	\$37.00
455	2215232-03	TXT SENT-CM 2.0 SP1 AGTGD	\$37.00
456	2215233-03	TXT SENT-CM 2.0 SP1 AGD	\$37.00
457	2215251-01	TXT SEN PAT 3.1 SENT MON	\$37.00
458	2215253-01	TXT SEN 911 QRC	\$37.00
459	2215253-02	TXT SEN PAT QRC	\$2.00
460	2215253-03	TXT SEN PAT 3.3-SENT 911 CNSL QRC	\$2.00
461	2215301-02	TXT VSENT 4 R3 EHN IP UG	\$37.00
462	2215301-03	TXT VSENT 4 R3.1 ENH IP	\$37.00
463	2215302-02	TXT VSENT 4.0 I&MGD	\$37.00
464	2215306-02	TXT VSENT 4.0 CNSL UG	\$37.00
465	2215306-04	TXT VSENT 4 R3 CNSL UG	\$37.00
466	2215306-08	TXT VSENT R6 CNSL UG	\$37.00
467	2215307-02	TXT VSENT 4.0 AGD	\$37.00
468	2215307-04	TXT VSENT 4 R3 AGD	\$37.00
469	2215307-07	TXT VSENT R6 AGD	\$37.00
470	2215309-04	TXT VSENT 4 R3 ACT VIEW GD	\$37.00
471	2215309-07	TXT VSENT R6 ACT VIEW GD	\$37.00
472	2215311-03	TXT VSENT CMDPST QRC	\$37.00
473	2215317-03	TXT VSENT FWVPN CFG GD	\$37.00
474	3210772G-11-SR01	VSENT IRR USB KEY	\$331.00
475	3210802-02-SR01	CIM PHONE CBL 6FT	\$6.00
476	3210870G-22-SR02	ALARM PANEL	\$600.00
477	3213311-01-SR01	AUDIOCODES MP-1XX SHELF	\$55.00
478	3220666G-01	SAM BRKT	\$12.00
479	36286-02400	SURGE PROT MODULE 240V	\$5.00
480	36286-02402	SURGE PROT MODULE 75V	\$16.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
481	4210025G-02-SR01	PWR SPLY AC/DC 5V/4A (Level VI)	\$26.00
482	4210033G-01-SR01	SAM JACKBOX CBL 10FT - GAT #	\$11.00
483	4210035G-01-SR01	CBL SAM 6400 SER PHN	\$15.00
484	4210036G-01-SR01	CBL SAM 9600 SER PHN	\$15.00
485	4211136-02-SR1	USB HASP KEY	\$61.00
486	44006-02102	SWITCH PNL LAMP	\$33.00
487	45401-10012	DESIG STRIP 1-12	\$6.00
488	45401-15026	DESIG STRIP 15-26	\$3.00
489	45401-27036	DESIG STRIP 27-36	\$3.00
490	61000-409604	DKTP ELITE MINI G3 W/O OS	\$678.00
491	61000-819206	DKTP PRODESK G3 MINI W/O OS	\$1,094.00
492	61000-819604SFF	WKST Z240 SFF 8GB W/O OS	\$1,420.00
493	61002-409601MGT	WKST MGMT 3020SFF AKRON	\$992.00
494	61002-409602SFF	WKST DELL 7020SFF	\$1,867.00
495	61050-G819601	LAPTOP ZBOOK15 G3 64-BIT WIN 7	\$2,469.00
496	61050-G819602	LAPTOP ZBOOK15U G3 32-BIT W7	\$2,469.00
497	61050-G819604	LAPTOP ZBOOK15 G3 W/O OS	\$2,353.00
498	61052-D409601	LAPTOP DELL I5-4200U	\$1,947.00
499	62030-M819204	SVR TWR ML110/G10	\$3,675.00
500	62033-2GB4T02	SVR NAS 4TB BNDL	\$2,069.00
501	62033-8G16TB01	SVR NAS 16TB	\$7,700.00
502	62033-8G16TB02	SVR NAS 16TB BNDL	\$7,704.00
503	62040-819601	SVR RACK ML350/G9	\$3,686.00
504	62040-A16GB02	SVR RACK DL120V4 G9	\$5,075.00
505	62040-G409601	SVR RACK DL380/G7	\$4,686.00
506	62040-G409601SP	SVR RACK DL380/G7 BNDL	\$5,167.00
507	62040-G819203	SVR 2U RACK ENH DL380/G10	\$6,221.00
508	62040-H819604	SVR 2U RACK HI-END DL380/G10	\$10,138.00
509	62040-K08GB04	SVR 1U RACK DL20/G9	\$2,100.00
510	62042-D24GB01	SVR R720 ENHANCED GHC	\$10,632.00
511	62042-D32GB01	SVR R720 HIGH END GHC	\$9,647.00
512	62042-D36G01	SVR R720 POWEREDGE 6HD	\$9,060.00
513	62042-D819201	SVR R720 POWEREDGE 2HD	\$5,972.00
514	6204C-60023	PRINT SVR 420 PRINTER	\$365.00
515	63000-00100	MNTR MTG ARM	\$273.00
516	63000-171920	MNTR SPKR BAR HP	\$26.00
517	63000-192610	MNTR LCD 19IN	\$284.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
518	63000-202901	MNTR FP LED 20IN MTG	\$229.00
519	63000-221693	MNTR FP WIDE SCRNL LED 22IN	\$296.00
520	63000-241692	MNTR 24IN FP WIDE SCR LED	\$476.00
521	63002-172805	MNTR NEC 17IN	\$274.00
522	63002-46001	OPS DEVICE ADPTR	\$56.00
523	63002-485301	MNTR LED 48IN	\$2,236.00
524	63002-55052	MNTR SPKR R/L 55IN	\$345.00
525	63002-55053	MNTR LED 55IN BLK	\$1,697.00
526	63009-192803	MNTR RACK KYBD KVM 19IN	\$1,500.00
527	63010-192809	MNTR TS BLK 19IN	\$1,460.00
528	63010-232801	MNTR LED 23IN TS BLK MTG	\$468.00
529	64000-00100	OBS 12-31-2016 DKTP REL BRKT	\$27.00
530	64000-00200	DKTP TWR STAND	\$30.00
531	64000-00300	SECURITY SLEEVE MINI PC	\$43.00
532	64000-00301	CBL LOCK SECURITY SLEEVE	\$58.00
533	64000-00457	DRIVE CAGE ML350G LFF	\$183.00
534	64000-00457-B	DRIVE CAGE LFF BNDL 350P/G8	\$1,880.00
535	64000-00500	MNTR MTG BRKT	\$42.00
536	64000-00501	BRKT WALL MNT MNTR LCD LG	\$168.00
537	64000-00600	PC MOUNTING BRKT	\$69.00
538	64000-01251	FAX 1250 TONER BLK	\$21.00
539	64000-03000	PWR CORD C13 NEMA 5-15P	\$17.00
540	64000-03025	PWR CORD MNTR/WKST 25FT	\$39.00
541	64000-03050	PWR CORD MNTR/WKST 50FT	\$30.00
542	64000-03103	PWR CORD Z230 WKST 9.8FT	\$66.00
543	64000-03104	PWR CORD MNTR 10AMP 12FT	\$21.00
544	64000-20037	HARD DRIVE 36GB NHS 310	\$372.00
545	64000-20038	HARD DRIVE 300GB 10K	\$1,263.00
546	64000-20056	HARD DRIVE 146GB SAS 15K	\$546.00
547	64000-20060	HARD DRIVE 450GB SAS 10K	\$928.00
548	64000-20064	HARD DRIVE 300GB 12G SAS 10K	\$659.00
549	64000-20066	HARD DRIVE 600GB SAS 10K	\$797.00
550	64000-20067	HARD DRIVE 300GB SAS 15K	\$732.00
551	64000-20068	HARD DRIVE 500GB LFF	\$334.00
552	64000-20072	HARD DRIVE 1.2TB 12G 10K	\$1,140.00
553	64000-20073	HARD DRIVE 450GB 15K LFF	\$595.00
554	64000-20074	HARD DRIVE 600GB 15K LFF	\$658.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
555	64000-20076	HARD DRIVE 250GB SATA XW	\$79.00
556	64000-20078	HARD DRIVE 300GB 15K SFF	\$699.00
557	64000-20079	HARD DRIVE 600GB 15K SFF	\$914.00
558	64000-20080	HARD DRIVE 600GB 15K SFF	\$1,298.00
559	64000-20081	HARD DRIVE 1TB SSD	\$1,263.00
560	64000-20083	HARD DRIVE 900GB SAS 15K	\$1,312.00
561	64000-20151	HARD DRIVE 500GB	\$220.00
562	64000-30025	PROCESSOR E5520 DL380/6	\$885.00
563	64000-30027	PROCESSOR E5645 ML350/G6	\$1,151.00
564	64000-30028	PROCESSOR E52630 ML350PG8	\$1,556.00
565	64000-30029	PROCESSOR E52620 DL380PG8	\$1,164.00
566	64000-30030	DVD RW SATA ML350/G8	\$65.00
567	64000-30032	PROCESSOR E52609 DL380PG8	\$641.00
568	64000-30033	PROCESSOR E52640 DL380PG8	\$1,742.00
569	64000-30034	PROCESSOR E5630 2.53GHZ	\$1,076.00
570	64000-30035	PROCESSOR 2620V3 DL380G9	\$833.00
571	64000-30036	PROCESSOR 2620V3 ML350G9	\$973.00
572	64000-30037	PROCESSOR E5-2620 350LFF	\$816.00
573	64000-30038	PROCESSOR E52609V2	\$562.00
574	64000-30039	PROCESSOR 2620V4 DL380G9	\$782.00
575	64000-30040	PROCESSOR 2620V4 ML350G9	\$860.00
576	64000-30042	PROCESSOR 4110 DL380 G10	\$1,044.00
577	64000-30043	EXTERNAL DVD MODULE	\$182.00
578	64000-40086	1GB RAM 800MHZ	\$71.00
579	64000-40089	2GB RAM 800MHZ	\$74.00
580	64000-40094	8GB RAM ML350P/DL380P/G8	\$375.00
581	64000-40095	4GB RAM ML350E/G8	\$123.00
582	64000-40098	4GB RAM ML310E/G8	\$116.00
583	64000-40099	8GB RAM ML310E/G8	\$215.00
584	64000-40101	4GB RAM Z230	\$138.00
585	64000-40102	8GB RAM ML350G9/DL380G9	\$207.00
586	64000-40103	16GB RAM ML350G9/DL380G9	\$405.00
587	64000-40104	8GB RAM ML350G8 LFF	\$276.00
588	64000-40105	16GB RAM ML350G8 LFF	\$355.00
589	64000-40106	4GB RAM 12800R DDR3-1600	\$147.00
590	64000-40107	8GB RAM PC36-12800R	\$192.00
591	64000-40108	4GB RAM DDR4 Z240	\$85.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
592	64000-40109	8GB RAM DDR4-2400	\$265.00
593	64000-40110	16GB RAM DDR4-2400	\$508.00
594	64000-40111	8GB RAM DDR4 Z240	\$174.00
595	64000-40112	4GB RAM DDR4 PRODESK 600 G3	\$85.00
596	64000-40113	8GB RAM DDR4 PRODESK 600 G3	\$146.00
597	64000-40114	4GB RAM DDR4 PRODESK 600 G2	\$81.00
598	64000-40115	8GB RAM DDR4 PRODESK 600 G2	\$139.00
599	64000-40116	4GB RAM DDR3L ZBOOK G2	\$71.00
600	64000-40117	8GB RAM ML350G9/DL380G9	\$278.00
601	64000-44015	PWR CORD AB XFMR 15FT	\$12.00
602	64000-50000	TAPE INT LTO-4 1760 SAS	\$3,927.00
603	64000-50001	RACK MNT 1U LT04 1760SAS	\$4,366.00
604	64000-50002	SMART ARRAY P212 CTRL	\$345.00
605	64000-50003	HOST BUS ADPTR H222	\$385.00
606	64000-50004	DATA CART HP LTO4 1.6TB	\$51.00
607	64000-50006	CBL SAS MIN-MIN KIT	\$150.00
608	64001-20039	HARD DRIVE 36GB ML330	\$580.00
609	64007-50021	KEYPAD 24 KEY USB CBL 12FT	\$137.00
610	64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$154.00
611	64007-50023	KEYPAD 48-KEY USB CBL 6FT	\$290.00
612	64007-50024	KEYPAD 48-KEY USB CBL 12FT	\$290.00
613	64007-50025	KEYPAD 48-KEY USB CBL 25FT	\$298.00
614	64007-50026	KEYPAD 24-KEY USB CBL 6FT	\$168.00
615	6400C-20012	HARD DRIVE 73G 15K BKUP	\$454.00
616	6400C-20023	HARD DRIVE 73G U320 BU	\$291.00
617	6400C-20026	HARD DRIVE 250GB SATA	\$76.74
618	6400C-40033	2GB RAM DDR3-1600 Z220	\$46.00
619	6400C-40034	1GB RAM RP5700	\$27.00
620	6400C-40036	8GB RAM ML/DL G6/G7 SVR	\$119.00
621	6400C-40037	8GB RAM DDR3 Z230	\$134.00
622	6400C-40038	8GB RAM ZBOOK 15 G3	\$123.00
623	6400C-40039	4GB RAM ZBOOK 15 G3	\$70.00
624	6400C-40040	8GB RAM ZBOOK 15 G3	\$189.00
625	6400C-40041	8GB RAM ML350P/DL380P/G8	\$124.00
626	6400C-40044	8GB RAM G10	\$391.00
627	6400C-40045	16GB RAM G10	\$533.00
628	6400C-40046	8GB RAM ML350P/DL380P/G8	\$140.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
629	6400C-40047	8GB RAM ZBOOK 15 G3	\$213.00
630	6400C-40048	4GB RAM ZBOOK 15 G3	\$98.00
631	6400C-60011	DVD-RW XW4300/4400	\$54.00
632	64011-10020	MOUSE USB MATTE	\$20.00
633	64011-10023	MOUSE 3-BTN PS2 BLK SCROL	\$28.00
634	64011-10024	MOUSE 5-BTN USB SCROLL	\$44.00
635	64020-10012	KYBD USB WIRED	\$35.00
636	64020-10013	KYBD USB MATTE BLK	\$22.00
637	64021-10025	KYBD/MOUSE BNDL	\$55.00
638	64021-10027	KYBD PS2/USB BLK	\$22.00
639	6402C-00595	KYBD MINI EMBEDDED NUM KP	\$56.00
640	64034-50014	MODEM 56K EXTERNAL	\$183.00
641	64034-50020	MODEM 56K EXT SVR	\$482.00
642	64034-50021	USB MODEM 56K	\$32.00
643	64034-50203	MODEM RS232 202T	\$627.00
644	64040-60019	PRNTR USB/ETHERNET COLOR	\$224.00
645	64040-60020	PRNTR USB/ETHERNET B/W LJ	\$492.00
646	64040-60037	PRNTR SVR 620N	\$595.00
647	64040-60075	PRNTR CART CM8050 BONDING	\$73.00
648	64040-60084	PRNTR COLOR NTWK LASER	\$779.00
649	64040-60085	PRNTR COLOR M575F	\$3,789.00
650	64040-60087	PRNTR 506DN BLK/WHT	\$1,398.00
651	64040-60090	PRNTR CART 5550HDN BLK	\$307.00
652	64040-60091	PRNTR CART 5550HDN CYAN	\$430.00
653	64040-60092	PRNTR CART 5550HDN YELLOW	\$430.00
654	64040-60093	PRNTR CART 5550HDN MAGENT	\$430.00
655	64040-60094	PRNTR CART 9500MFP BLK	\$209.00
656	64040-60095	PRNTR CART 9500MFP CYAN	\$423.00
657	64040-60096	PRNTR CART 9500MFP YELLOW	\$423.00
658	64040-60097	PRNTR CART 9500MFP MAGENT	\$423.00
659	64040-60098	PRNTR CART 9050DN BLK	\$377.00
660	64040-60099	PRNTR CART 4350DTN BLK	\$308.00
661	64040-60100	PRNTR TONE 4350DTN 2PAK B	\$589.00
662	64040-60101	PRNTR CART M345X BLK	\$204.00
663	64040-60102	PRNTR CART CP3505 BLK	\$181.00
664	64040-60103	PRNTR CART CP3505 CYAN	\$234.00
665	64040-60104	PRNTR CART CP3505 YELLOW	\$234.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
666	64040-60105	PRNTR CART CP3505 MAGENTA	\$234.00
667	64040-60106	PRNTR CART 9050MFP BLK	\$377.00
668	6404C-60013	PRNTR RIBBON 6312 40M BLK	\$73.00
669	6404C-60014	PRNTR RIBBON 6312 60M BLK	\$86.00
670	6404C-60015	PRNTR CART 6312 BLK	\$178.00
671	6404C-60016	PRNTR CART 6218 BLK	\$149.00
672	65000-00005G	24 PORT PATCH PANEL	\$198.00
673	65000-00016	CBL EXT K/M/M PS/2 10FT	\$46.00
674	65000-00018	CBL EXT CMPTR/MNTR 12FT	\$5.00
675	65000-00030	CBL EXT K/M/M 15FT	\$80.00
676	65000-00031	CBL K/M/M 35FT	\$168.00
677	65000-00039	CBL KYBD SRL MOUSE 10FT	\$85.00
678	65000-00040	ADPTR KYBD	\$21.00
679	65000-00046	PATCH PNL 48-PORT	\$330.00
680	65000-00052	CBL SRL M1 150FT	\$375.00
681	65000-00082	TAPE CART SDLT	\$174.00
682	65000-00083	TAPE CLEANING SDLT	\$128.00
683	65000-00085	HARD DRIVE FRAME/CARRIER	\$244.00
684	65000-00107G	PATCH PNL 24-PORT CAT6	\$48.00
685	65000-00112	GRAPHICS QUAD 128MB PCI	\$829.00
686	65000-00113	GRAPHICS QUAD 2GB PCI-E	\$747.00
687	65000-00114	PATCH PNL VOICE 24-PORT	\$105.00
688	65000-00119	CBL USB 2.0 A/B 3M	\$20.00
689	65000-00124	CBL PATCH 15FT	\$17.00
690	65000-00128	CARRIER/FRAME SATA	\$199.00
691	65000-00129	CBL EXT USB 15FT	\$33.00
692	65000-00137	CTLR SATA 2-PORT	\$66.00
693	65000-00138	CBL PATCH RJ45 30FT	\$28.00
694	65000-00141	CBL USB/AUDIO 10FT	\$80.00
695	65000-00144	KEYCAP CLEAR 1X1	\$1.00
696	65000-00145	KEYCAP CLEAR 1X2	\$3.00
697	65000-00146	KEYPAD COVER 2X2	\$7.00
698	65000-00147	CLB 15FT EXT KMM USB	\$68.95
699	65000-00164	CBL USB EXT 10FT	\$22.00
700	65000-00169	CBL PS2 KVM 42U CAB HP	\$189.00
701	65000-00172	CBL EXT KMM USB 15FT	\$57.00
702	65000-00176	CBL USB EXT REPEAT 16FT	\$45.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
703	65000-00177	CBL EXT KMM USB 10FT	\$53.00
704	65000-00179	NIC PCIE GIGABIT	\$54.00
705	65000-00185	RACK KIT Z200/210 WKST	\$272.00
706	65000-00186	PCI-E DIO 24-CHNL CARD	\$345.00
707	65000-00193	CBL STRAIGHT WIRED 15FT	\$29.00
708	65000-00195	CBL STRAIGHT WIRED 18FT	\$33.00
709	65000-00196	KIT CBL DVI 5M/USB 15FT	\$91.00
710	65000-00197	KIT CBL DP/USB 15FT EXT	\$27.00
711	65000-00203	CBL CMTR/SWITCH PS2 10FT	\$104.00
712	65000-00204	CBL SWITCH/KVM PS2 1FT	\$69.00
713	65000-00206	CBL E1 RJ48C GRAY 25FT	\$42.00
714	65000-00212	DRIVE CAGE KIT ML370/G6	\$140.00
715	65000-00214-B	DRIVE CAGE BNDL 350P/G8	\$1,806.00
716	65000-00217	RACK CONV KIT ML350E G8	\$308.00
717	65000-00219	CBL DIGI DTE FAN 8-PORT	\$79.00
718	65000-00220	CARD SRL PCI/E 8-PORT	\$493.00
719	65000-00222	KIT DIGI 8-PORT	\$616.00
720	65000-00227	NIC ETHERNET ADPTR 2-PORT	\$302.00
721	65000-00228	BLK UNIV FILLER PNL	\$117.00
722	65000-00229	NIC 1GB 4-PORT G8	\$547.00
723	65000-00230	DRIVE CAGE LFF ML350P/G8	\$225.00
724	65000-00232	SMART ARRAY 2GB P CACHE	\$783.00
725	65000-00233	CBL MINI-SAS 350P/G8 CAGE	\$150.00
726	65000-00234	CBL PWR 350P/G8 DRV CAGE	\$117.00
727	65000-00235	CBL PWR 2.5M 48V DC	\$50.00
728	65000-00236	CBL PATCH BLUE 1FT	\$1.65
729	65000-00237	CBL PATCH BLUE 2FT	\$1.65
730	65000-00238	CBL PATCH BLUE 3FT	\$1.81
731	65000-00239	CBL PATCH BLUE 10FT	\$3.64
732	65000-00240	CBL PATCH ORANGE 1FT	\$1.65
733	65000-00241	CBL PATCH ORANGE 2FT	\$1.65
734	65000-00242	CBL PATCH BLACK 10FT	\$2.91
735	65000-00243	CBL PATCH RED 3FT	\$1.00
736	65000-00244	CBL PATCH RED 10FT	\$3.00
737	65000-00250	CBL STRAIGHT WIRED 26FT	\$21.00
738	65000-00252	GRAPHICS 32MB PCI DUAL DDR	\$219.00
739	65000-00255	GRAPHICS PCI-EX16 QUAD	\$808.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
740	65000-00258	GRAPHICS NVS310 BNDL	\$382.00
741	65000-00259	KIT DIGI 8-PORT	\$617.00
742	65000-00260	GRAPHICS QUAD/ADPTR BNDL	\$853.00
743	65000-00261	NIC PCIE SNGL ADPTR CARD	\$104.00
744	65000-00262	KIT CBL RJ11 ADPTR DB25	\$19.00
745	65000-00263	DOCK STATION THUNDERBOLT KIT	\$633.00
746	65000-00306	CBL STRGHT WRD RJ11 6FT	\$20.00
747	65000-00311	12-PORT FIBER OPT ADPTR PANEL	\$153.00
748	65000-00312	FIBER ADPTR PATCH PANEL RAIL	\$66.00
749	65000-00313	FIBER PATCH PANEL RACK MNT 1U	\$313.00
750	65000-00314	8-PORT BNC PATCH PANEL	\$64.00
751	65000-00446	SMART ARRAY P410/512 BBWC	\$727.00
752	65000-00448	CBL MINI-SAS HD CAGE	\$64.00
753	65000-00449	CBL PWR HD CAGE	\$97.00
754	65000-00450	BACKPLANE BD HD CAGE	\$486.00
755	65000-00452	CBL MINI-SAS 380P/G8 CAGE	\$162.00
756	65000-00454	DRIVE CAGE SFF ML350G9	\$243.00
757	65000-00455	SAS CTRL 350/380G9	\$742.00
758	65000-00456	DRIVE CAGE SFF DL380G9	\$408.00
759	65000-00457	CBL KIT 350G9 SMARTARRAY	\$91.00
760	65000-00463	HARD DRIVE BACKPLANE SFF DL380/G10	\$324.00
761	65000-00464	SMART ARRAY P408I-P G10	\$663.00
762	65000-00465	SMART STORAGE BATTERY	\$115.00
763	65000-00466	SMART ARRAY & BATTERY BNDL	\$827.00
764	65000-00510	VHUD MED PLAYER SDA1010-HDMI ADPTR	\$1,645.00
765	65000-00540	VHUD MED PLAYER SDA1040-HDMI ADPTR	\$3,108.00
766	65000-02025	CBL USB 2.0 EXT 22.5FT	\$39.00
767	65000-02605	CBL USB 2.0 EXT 26.5FT	\$43.00
768	65000-03133	CBL USB SHLD M/M 10FT	\$12.00
769	65000-03377	CBL PATCH GRAY ETHERNET 5FT	\$2.00
770	65000-13172G	CBL USB 2.0 A/B 2M	\$4.00
771	65000-13401	CBL USB 2.0 A/B 5M	\$21.00
772	65000-30026	DVD X16 SATA LIGHTSCRIBE	\$273.00
773	65000-30515	CBL USB EXT 6FT	\$16.00
774	65000-46201	MNTR STAND 46IN LCD	\$96.00
775	65000-48125	AVIO F125 TRNSMTR	\$2,647.00
776	65000-48126	USB 2.0 CBL 6FT	\$12.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
777	65000-48127	AVIO RACK MNT KIT	\$128.00
778	65000-49125	AVIO F125 RCVR	\$2,647.00
779	65000-52110-20	CBL VIDEO DVI 20FT	\$128.00
780	65000-52112-18	CBL VIDEO DVI 18FT	\$138.00
781	65000-52112-30	CBL VIDEO DVI 30FT	\$168.00
782	65000-60600	WALL MNT BRKT FOR 55IN MNTR	\$275.00
783	65013-50012	MOUSE TRACKBALL	\$41.00
784	660001-00032	EXTERNAL SPEAKERS	\$39.00
785	70-SR100LIC-ACSR	SR100 LIC NXX 4200 ESN LIC UPGD	\$25,000.00
786	70-SS7SP-BA	Spare SS7 T1 Network Inte	\$1,021.00
787	71-30597-CB	HLIM W/CML I/O & MOD 5.X	\$2,528.00
788	71-31646-AB	SENTINEL IRR 12.0	\$1,371.00
789	71-EMF20-AA	EMF SIG - 20 TRUNKS	\$4,285.00
790	71-HASPR-AU	SENT HASP REP - USB KEY	\$50.00
791	800320-01503R	FRAME RACK MTG	\$23.00
792	800323-05109R	BRKT SURGE SUPPRESSOR	\$15.00
793	800323-05504RX	PNL ADPTR SET	\$69.00
794	800926-00103G	ADPTR 2 PRONG TO MOD JACK	\$16.00
795	809800-14146	VIRUS REMOVAL SRVC	\$400.00
796	809800-44119	VMAP LOCAL GIS SVCS	\$6,560.00
797	809800-SMSSVCS-E	VESTA SMS IMP SVCS - EXPRESS	\$12,372.00
798	830801-01501	CBL ADPTR DMS100 RCR DATA	\$21.00
799	830801-02301	PWR SPLY A-B SWITCH	\$51.00
800	830801-04001-10	CBL 4W MOD-MOD 10FT	\$10.00
801	830801-05001-08	CBL LOOPBACK 8IN IOLAN	\$4.00
802	830804-00101	SAM JKBX KIT W/ACCESS	\$618.00
803	830804-00601	PWR SPLY KIT (SAM)	\$29.00
804	830808-01001G	SAM JKBX KIT W/CBL	\$513.00
805	830808-01201	SAM BASIC JKBX KIT W/CBL	\$64.00
806	831258-00605	TXT MAGIC 4.0 AGD	\$37.00
807	831258-00704	TXT MAGIC 4.0 TECH REF GD	\$37.00
808	831258-00904	TXT MAGIC EX 4.0 TR GD	\$37.00
809	831258-01004	TXT MAGIC EX 4.0 AGD	\$37.00
810	831258-01201	TXT MAGIC 5.0 TECH REF GD	\$37.00
811	831359-01503	TXT ORDS 1.0 UGD	\$37.00
812	831359-02701	TXT ORDS 4.0 AGD	\$37.00
813	831359-02801	TXT ORDS 4.0 I&MGD	\$37.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
814	831359-03201	TXT ORMS 5.3 AGD	\$37.00
815	831359-03301	TXT ORMS 5.3 UGD	\$37.00
816	831359-03501	TXT ORVL 2.0 UGD	\$37.00
817	831359-03601	TXT ORVL 2.0 I&MGD	\$37.00
818	831359-04102	TXT ORVL 3.0 UGD	\$37.00
819	831359-04202	TXT ORVL 3.0 AGD	\$37.00
820	831501-00101	CBL LOOPBACK 8IN DIGI	\$23.00
821	831558-00402	TXT PBDY 4.0 AGD	\$37.00
822	831558-00403	TXT PBDY 4.1 AGD	\$37.00
823	831858-00602	TXT PEI-DB 4.X AGD	\$37.00
824	832201-01201-24P	CBL PYXIE 24P-28IN	\$148.00
825	832359-01501	TXT ORAR 4.0 SP1 INTF GD	\$41.00
826	833001-00102	CBL CIM/DELTA/IRR 1 FT	\$15.00
827	833004-00101	SAM CPOST HDWR KIT	\$469.11
828	833358-00202	TXT AURORA 2.0 I&MGD	\$37.00
829	833358-03402	TXT V-ANLYT 2.4 RPT QRC	\$37.00
830	833401-00101G-10	CBL SAM JKBX 10FT	\$14.00
831	833401-00101G-15	CBL SAM JKBX 15FT	\$45.00
832	833401-00101G-24	CBL SAM JKBX 24FT	\$89.00
833	833401-00301G-03	CBL INTFC SAM SPKR 3FT	\$11.00
834	833401-00301G-10	CBL INTFC SAM SPKR 10FT	\$8.00
835	833401-00301G-15	CBL INTFC SAM SPKR 15FT	\$14.00
836	833401-00301G-25	CBL INTFC SAM SPKR 25FT	\$17.00
837	833401-00402G-15	CBL INTFC B JKBX NPTT 15FT	\$48.00
838	833401-00402G-25	CBL INTFC B JKBX NPTT 25FT	\$50.00
839	833958-00202	TXT V911 R7.1 CONSOLE QR	\$37.00
840	850808-00902	SOUND ARBITRATION MOD SAM	\$1,263.00
841	850830-02402	KIT RACK MTG TAPE BKUP	\$4,983.00
842	850830-03201	BASIC SAM HDWR KIT	\$1,447.00
843	850830-04101	KIT EXT TAPE BKUP G8	\$5,020.00
844	850830-04201	KIT INT TAPE BKUP G8	\$4,617.00
845	850830-04202	KIT INT TAPE BKUP G6/G7	\$4,577.00
846	852604-00101	SALI EXT MODEM KIT	\$1,285.00
847	853004-00201	SENT PAT CPOST HW KIT	\$789.00
848	853004-00301	CPOST SAM HDWR KIT	\$3,422.00
849	853004-00302	CPOST BASIC SAM HDWR KIT	\$2,440.00
850	853004-00401	SAM EXT SPKR KIT	\$250.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
851	853004-00501	SAM & SPKR RACK MNT KIT	\$58.00
852	853004-00701	SAM PC SPKR KIT	\$59.00
853	853030-00302	V911 SAM HDWR KIT	\$2,478.00
854	853031-ALSVR	V-AUR LITE SVR UPGD BNDL	\$4,166.00
855	853031-ALSVR-1	V-AUR LITE SVR UPGD BNDL	\$5,255.00
856	853031-DLBRMGD-A	V-DL ESS BKRM MED GEO A BNDL	\$24,603.00
857	853031-DLBRMGD-B	V-DL ESS BKRM MED GEO B BNDL	\$29,464.00
858	853031-DLBRMSG	V-DL ESS BKRM MED SNGL BNDL	\$44,098.00
859	853031-DLFEDGD-2	V-DL SVR BNDL GEO FED	\$16,530.00
860	853031-DLFEDSG-2	V-DL SVR BNDL SNGL FED	\$24,749.00
861	853031-DLLL-GD-2	V-DL SVR LG LOW BNDL GEO	\$20,220.00
862	853031-DLLL-SG-2	V-DL SVR LG LOW BNDL SNGL	\$34,026.00
863	853031-DLMGS-GD2	V-DL SVR MGS BNDL GEO	\$27,898.00
864	853031-DLMGS-SG2	V-DL SVR MGS BNDL SNGL	\$49,383.00
865	853031-DLSVRCFS	V-DL CFS SVR BNDL	\$10,625.00
866	853031-DLSVRGD-2	V-DL MED SVR BNDL GEO	\$18,584.00
867	853031-DLSVRSG-2	V-DL MED SVR BNDL SNGL	\$30,754.00
868	853031-DLVLS-GD2	V-DL SVR VLS BNDL GEO	\$23,811.00
869	853031-DLVLS-SG2	V-DL SVR VLS BNDL SNGL	\$41,209.00
870	853031-ESSLTMPWKST	V911 ESS LT/MAP WKST BNDL	\$9,750.00
871	853031-ESSLTWKST	V911 ESS LT WKST BNDL	\$7,567.00
872	853031-ESSSTDMPWKST	V911 ESS STD/MAP WKST BNDL	\$12,125.00
873	853031-ESSSTDWKST	V911 ESS STD WKST BNDL	\$10,351.00
874	853031-MDLOCSURV-2	V-DL MED SVR LOC SURV BNDL	\$45,171.00
875	853031-MLBRSGD-A	V-ML ESS BKRM SML GEO A BNDL	\$21,564.00
876	853031-MLBRSGD-B	V-ML ESS BKRM SML GEO B BNDL	\$23,118.00
877	853031-MLBRSSG	V-ML ESS BKRM SML SNGL BNDL	\$33,413.00
878	853031-MLSSVRGD2	V-ML SVR BNDL SML GEO	\$13,388.00
879	853031-MLSSVRSG2	V-ML SVR BNDL SML SGL	\$20,361.00
880	853031-MUPGD6	VESTA SVR MED UPGD BNDL	\$2,090.00
881	853031-NSOCPAPP	NSOC REMOTE POLLER APPLIANCE	\$2,314.00
882	853031-SFTPHN	ENH SOFT PHN BNDL W7	\$2,797.00
883	853031-SFTPHN-1	ENH SOFT PHN BNDL W10	\$2,797.00
884	853031-SMLOCSURV-1	V-DL SML SVR LOC SURV BNDL	\$22,687.00
885	853031-SMS-1	V-ASN DED SVR BNDL	\$6,473.00
886	853031-VADVASSW	V911 ADV/ANASTD SW BNDL	\$9,125.00
887	853031-VADVSW	V911 ADV SW BNDL	\$8,500.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
888	853031-VAUPGD6	V-ANLYT SVR MED AUR UPGD BNDL	\$3,878.00
889	853031-VBSCALSW	V911 BSC/ANALT SW BNDL	\$4,250.00
890	853031-VBSCASSW	V911 BSC/ANASTD SW BNDL	\$4,375.00
891	853031-VCPOST	V911 CPOST BNDL	\$5,250.00
892	853031-VCPOSTEXT	V911 CPOST BNDL W/EXT SPKR	\$5,400.00
893	853031-VDSKTP	V911 DSKTP BNDL	\$2,500.00
894	853031-VDSKTPEXT	V911 DSKTP BNDL W/EXT SPKR	\$2,650.00
895	853031-VLSMS-1	V-ASN VLG SVR BNDL	\$7,325.00
896	853031-VLUPGDL6	VESTA SVR VLG UPGD BNDL	\$1,881.00
897	853031-VPRMALMLBSW	V911 PRIME/ANALT/MLB SW BNDL	\$9,875.00
898	853031-VPRMALSW	V911 PRIME/ANALT SW BNDL	\$7,125.00
899	853031-VPRMASMLPSW	V911 PRIME/ANASTD/MLP SW BNDL	\$11,563.00
900	853031-VPRMASSW	V911 PRIME/ANASTD SW BNDL	\$7,250.00
901	853031-VWKSTNEXT	V911 WKSTN BNDL W/EXT SPKR	\$3,025.00
902	853364-01002	TXT AURORA 2.0 AGD	\$37.00
903	853364-02401	TXT AURORA 2.2 AGD OLH	\$37.00
904	853364-02501	TXT AURORA 2.2 AM AGD OLH	\$37.00
905	853364-04302	TXT V-ANLYT 2.4 OLH AGD	\$37.00
906	853364-04402	TXT V-ANLYT 2.4 AM H AGD	\$37.00
907	861363-00101	V-LOC MAP-RPT CTR LINE	\$826.00
908	861363-00201	V-LOC MAP-RPT ADDRESS	\$826.00
909	861390-00101	V-LOC MAP BUILD-STD	\$2,603.00
910	861390-00201	V-LOC MAP BUILD-ADD LAYER	\$1,322.00
911	862691-00101	SALI BASE LIC 10K	\$8,968.00
912	862691-00201	SALI BASE LIC 100K	\$5,911.00
913	862691-00301	SALI BASE LIC 500K	\$20,738.00
914	862691-00401	SALI BASE LIC 2M	\$123,224.00
915	862691-00501	SALI BASE LIC 10M	\$268,841.00
916	862691-00601	SALI UNIT LIC 10K	\$494.00
917	862691-00701	SALI UNIT LIC 100K	\$429.00
918	862691-00801	SALI UNIT LIC 500K	\$325.00
919	862691-00901	SALI UNIT LIC 2M	\$76.00
920	862691-01001	SALI UNIT LIC 10M	\$38.00
921	862691-01101	SALI DBMS BASE LIC 10K	\$10,774.00
922	862691-01201	SALI DBMS BASE LIC 100K	\$7,092.00
923	862691-01301	SALI DBMS BASE LIC 500K	\$27,588.00
924	862691-01401	SALI DBMS BASE LIC 2M	\$164,176.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
925	862691-01501	SALI DBMS BASE LIC 10M	\$358,348.00
926	862691-01601	SALI DBMS UNIT LIC 10k	\$594.00
927	862691-01701	SALI DBMS UNIT LIC 100K	\$535.00
928	862691-01801	SALI DBMS UNIT LIC 500K	\$392.00
929	862691-01901	SALI DBMS UNIT LIC 2M	\$90.00
930	862691-02001	SALI DBMS UNIT LIC 10M	\$45.00
931	862691-02101	SALI WEBDBMS BASE LIC 10K	\$2,804.00
932	862691-02201	SALI WEBDBMS BASE LIC100K	\$1,840.00
933	862691-02301	SALI WEBDBMS BASE LIC500K	\$7,009.00
934	862691-02401	SALI WEBDBMS BASE LIC 2M	\$41,156.00
935	862691-02501	SALI WEBDBMS BASE LIC 10M	\$89,699.00
936	862691-02601	SALI WEBDBMS UNIT LIC 10K	\$150.00
937	862691-02701	SALI WEBDBMS UNIT LIC100K	\$136.00
938	862691-02801	SALI WEBDBMS UNIT LIC500K	\$100.00
939	862691-02901	SALI WEBDBMS UNIT LIC 2M	\$24.00
940	862691-03001	SALI WEBDBMS UNIT LIC 10M	\$12.00
941	862691-04101	SALI CELL BASE LIC 10K	\$4,558.00
942	862691-04201	SALI CELL BASE LIC 100K	\$3,031.00
943	862691-04301	SALI CELL BASE LIC 500K	\$11,536.00
944	862691-04401	SALI CELL BASE LIC 2M	\$68,219.00
945	862691-04501	SALI CELL BASE LIC 10M	\$148,801.00
946	862691-04601	SALI CELL UNIT LIC 10K	\$247.00
947	862691-04701	SALI CELL UNIT LIC 100K	\$224.00
948	862691-04801	SALI CELL UNIT LIC 500K	\$164.00
949	862691-04901	SALI CELL UNIT LIC 2M	\$38.00
950	862691-05001	SALI CELL UNIT LIC 10M	\$19.00
951	862691-05101	SALI WEBPSAP	\$2,399.00
952	862691-06101	SALI WEBALI BASE LIC 10K	\$2,355.00
953	862691-06201	SALI WEBALI BASE LIC 100K	\$1,529.00
954	862691-06301	SALI WEBALI BASE LIC 500K	\$5,842.00
955	862691-06401	SALI WEBALI BASE LIC 2M	\$34,185.00
956	862691-06501	SALI WEBALI BASE LIC 10M	\$74,476.00
957	862691-06601	SALI WEBALI UNIT LIC 10K	\$123.00
958	862691-06701	SALI WEBALI UNIT LIC 100K	\$112.00
959	862691-06801	SALI WEBALI UNIT LIC 500K	\$81.00
960	862691-06901	SALI WEBALI UNIT LIC 2M	\$19.00
961	862691-07001	SALI WEBALI UNIT LIC 10M	\$10.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
962	863004-00102	RACK MTG KIT T3 NTUS	\$55.00
963	863004-00202	RACK MTG KIT 4T1/8T1 NTUS	\$37.00
964	863004-00302	RACK MTG KIT 4T1/8T1 NTUS	\$73.00
965	863004-00401	WALL MTG KIT 4T1/8T1 NTU	\$62.00
966	863005-00101	ETHERNET 8T1 NTU	\$2,542.00
967	863005-00201	ETHERNET 4T1 NTU	\$1,670.00
968	863005-00301	ETHERNET T3 NTU	\$1,968.00
969	863014-00103	PERIPHERAL VIRTUAL KIT	\$4,119.00
970	863014-00201	REMOTE PERIPHERAL KIT	\$1,241.00
971	870801-15901	SW VESTA 2.2 SP2 SUP REV B	\$500.00
972	870809-00604	V-ENH SOFT PHN LIC	\$375.00
973	870809-00701	VHUD VIEWER PER SEAT LIC	\$438.00
974	870809-00701U	VHUD VIEWER PER SEAT MIG UPGD	\$0.00
975	870809-00801	V911 MQD MODULE	\$0.00
976	870809-00901	IP PHN LIC ENH	\$375.00
977	870810-01302	VESTA 9-1-1 AAC PSAP MOD	\$6,875.00
978	870810-01401	VESTA 9-1-1 DIRECT PSAP CONNECT	\$4,375.00
979	870810-01501	VESTA 9-1-1 QUEUE SELECT PSAP MOD	\$6,875.00
980	870890-04601	CPR+	\$500.00
981	870890-07501	CPR/SYSPREP MEDIA IMAGE	\$0.00
982	870890-07601	CPR/SYSPREP SVR	\$500.00
983	870890-07701	PC IMAGE FOR CUSTOMER	\$69.00
984	870890-69001	V911 LOC SURVIVABILITY MED	\$1,875.00
985	870890-74001	VESTA 9-1-1 REAL TIME CTRL MOD	\$6,875.00
986	870891-66101	V911 CAD INTFC LIC ONLY	\$313.00
987	870891-66201	CAD INTFC LIC	\$313.00
988	870891-66301	VESTA 9-1-1 SMS LIC	\$0.00
989	870899-00104.0	VESTA 4.0 S-SWITCH L/D/M	\$3,000.00
990	870899-00104.0U	VESTA 4.0 LIC/DOC/MED UPGD	\$3,000.00
991	870899-00104.2	VESTA 4 R2 LIC/MED	\$3,000.00
992	870899-00104.3	VESTA 4 R3 LIC/MED	\$3,000.00
993	870899-00902.3	VDMS 2.3 LIC/DOC/MED	\$11,250.00
994	870899-00903.0	VDMS 3.0 LIC/DOC/MED	\$11,250.00
995	870899-00903.1U	VDMS 3.1 LIC/DOC/MED UPGD	\$500.00
996	870899-0104FR7.0	VESTA 911 R7.0 FED LIC/DOC/MED	\$15,000.00
997	870899-0104R3.2	VESTA 4 R3.2 LIC/MED	\$3,000.00
998	870899-0104R6.0	VESTA 9-1-1 L/D/M	\$2,250.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
999	870899-0104R6.1	V911 R6.1 LIC/DOC/MED	\$2,250.00
1000	870899-0104R7.0	V911 R7.0 LIC/DOC/MED	\$2,250.00
1001	870899-0104R7.1	V911 R7.1 LIC/DOC/MED	\$2,250.00
1002	870899-0104R7.2	V911 R7.2 LIC/DOC/MED	\$2,250.00
1003	870899-0104R7.2U	V911 R7.2 LIC/DOC/MED UPG	\$0.00
1004	870899-01104.4	VESTA 4 R4 LIC/MED DOD	\$18,000.00
1005	870899-01601	V911 IRR UPGD W/HASP	\$613.00
1006	870899-04101	VHUD ENT SVR MEDIA	\$6,563.00
1007	871291-00301	JITC CERT LIC	\$9,375.00
1008	871299-03204.0U	MAGIC EX 4.0 DOC/MED UPGD	\$500.00
1009	871301-01001	SW ORMS 5.1 AMPERSAND	\$500.00
1010	871310-00301	ORDS 1.0 ENT REM SVR LIC	\$1,000.00
1011	871310-00402	ORMS 5.2 CIM	\$1,500.00
1012	871390-03101	OR AVL SWITCH INTF	\$3,000.00
1013	871390-05401	ORMS 5.2 FP3	\$500.00
1014	871390-06201	ORVL 2.0 PICT LIC/DOC/MED	\$338.00
1015	871390-06401	V-LOC 3.0 PICT LIC/DOC/MED	\$338.00
1016	871390-06401U	V-LOC 3.0 PICT L/D/M UPGD	\$338.00
1017	871390-30101	VMAP PICT INTG	\$338.00
1018	871391-06401	V-LOC 3.0 PICTOM LIC ONLY	\$338.00
1019	871391-20103.0	V-LOC 3.0 LIC ONLY	\$5,250.00
1020	871391-30101.0	VMAP LIC ONLY	\$6,281.00
1021	871391-30301.0	VMAP LIC STRATEGIC	\$5,894.00
1022	871391-30501	VMAP CAD API ACCESS	\$9,375.00
1023	871391-40101.0	VMAP LOCAL BASE LIC ONLY	\$3,125.00
1024	871391-50101.0	VMAP LOCAL PREM LIC ONLY	\$4,688.00
1025	871391-50301.0	VMAP LOCAL PREM STRATEGIC LIC	\$4,063.00
1026	871399-10304.1	ORDS 4.1 LAN SVR	\$4,500.00
1027	871399-10404.1	ORDS 4.1 EDGE SVR	\$1,000.00
1028	871399-10504.1	ORDS 4.1 CTR SVR RPW	\$5,000.00
1029	871399-20103.0	V-LOC 3.0 LIC/DOC/MED	\$5,250.00
1030	871399-21103.0	V-LOC 3.0 DOD LIC/DOC/MED	\$7,000.00
1031	871399-21203.0	ORVL 3.0 PICTOMETRY DOD	\$338.00
1032	871399-30101.0	VMAP LIC/MED	\$6,281.00
1033	871399-30301.0	VMAP L/M STRATEGIC	\$5,894.00
1034	871399-40101.0	VMAP LOCAL BASE LIC-KEY/MED	\$3,125.00
1035	871399-40201.0	VMAP LOCAL BASE - KEY/MED	\$0.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1036	871399-50101.0	VMAP LOCAL PREM LIC-KEY/MED	\$4,688.00
1037	871399-50201.0	VMAP LOCAL PREM - KEY/MED	\$0.00
1038	871399-50301.0	VMAP LOCAL PREM STRATEGIC LIC-KEY/MED	\$4,063.00
1039	871499-01301	DIS RCV SVR LIC	\$986.00
1040	871499-01302	DIS RCV WKST LIC	\$86.00
1041	871590-00701	PBDY DATA CONV UTILITY	\$10,870.00
1042	871599-00104.0	PBDY 4.0 LIC/DOC/MED	\$13,768.00
1043	871599-00104.1	PBDY 4.1 L/D/M JITC	\$13,768.00
1044	871599-00104.5	PBDY 4.5 LIC/DOC/MED	\$13,768.00
1045	871599-00105.0	PBDY 5.0 LIC/DOC/MED	\$11,875.00
1046	871690-01401	AXXON DRVR FMWR FIX	\$500.00
1047	871890-00204.2	PEI-DB 4.2	\$500.00
1048	871890-00601	PEI-DB 4.2 CALL HSTRY HF	\$500.00
1049	872390-01204.1	ORAR 4.1 QIS INTF L/D/M	\$500.00
1050	872391-01404.0	ORAR 4.0 LIC ONLY	\$10,427.00
1051	872391-01404.1	ORAR 4.1 LIC ONLY	\$10,427.00
1052	872399-00204.1	ORAR 4.1 QIS SDU	\$500.00
1053	872399-00804.0	ORAR 4.0 DES INTF	\$14,625.00
1054	872399-00804.1	ORAR 4.1 DES INTF	\$14,625.00
1055	872399-01204.0	ORAR 4.0 QUERY INTF	\$30,000.00
1056	872399-01204.1	ORAR 4.1 QIS INTF	\$30,000.00
1057	872399-01304.0	ORAR 4.0 RADIO INTF	\$6,825.00
1058	872399-01304.1	ORAR 4.1 RADIO INTF	\$6,825.00
1059	872399-01404.0	ORAR 4.0 LIC/DOC/MED	\$10,427.00
1060	872399-01404.1	ORAR 4.1 LIC/DOC/MED	\$10,427.00
1061	872399-01504.1	ORAR 4.1 QIS RMS	\$500.00
1062	872399-03104.0	ORAR 4.0 PAGING INTF	\$6,825.00
1063	872399-03104.1	ORAR 4.1 PAGING INTF	\$6,825.00
1064	872399-03404.0	ORAR 4.0 EMD INTF	\$12,285.00
1065	872399-03404.1	ORAR 4.1 EMD INTF	\$12,285.00
1066	872399-03504.0	ORAR 4.0 FH INTF	\$12,285.00
1067	872399-03504.1	ORAR 4.1 FH INTF	\$12,285.00
1068	873010-00101	PAT ADMIN PHN LIC	\$300.00
1069	873010-00102	IP PHN LIC STD	\$300.00
1070	873010-00201	PAT VM LIC PER MAILBOX	\$75.00
1071	873010-00202	IP PHN LIC ENH	\$375.00
1072	873010-00202U	IP PHN LIC ENH UPGD	\$500.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1073	873010-00402	V911 VM LIC PER MAILBOX	\$75.00
1074	873090-11102	V911 LIC EIM RFAI MOD	\$0.00
1075	873090-11202	V911 LIC EIM I3 MOD	\$0.00
1076	873099-00103.3	SENT PAT 3.3 LIC/DOC/MED	\$3,000.00
1077	873099-00103.3U	SENT PAT 3.3 L/D/M UPGD	\$500.00
1078	873099-00104.0	SENT 4.0 S-SWITCH L/D/M	\$3,000.00
1079	873099-00104.2	SENT 4 R2 LIC AND MEDIA	\$3,000.00
1080	873099-00104.3	SENT 4 R3 LIC/MED	\$3,000.00
1081	873099-00501	PAT/CM IRR LIC/DOC/MED	\$1,493.00
1082	873099-00502	V911 IRR LIC/DOC/MED	\$1,493.00
1083	873099-00502U	V911 IRR LIC UPGD	\$0.00
1084	873099-00601	PAT/CM CDR SVR LIC	\$1,635.00
1085	873099-00602	V911 CDR SVR LIC	\$1,635.00
1086	873099-00602U	V911 CDR SVR LIC UPGD	\$0.00
1087	873099-00701	SEN MNTR VIEW SW LIC	\$5,250.00
1088	873099-00702	V911 ACTIV VIEW SYS LIC	\$5,250.00
1089	873099-00702U	V911 ACTIV VIEW SYS LIC UPG	\$0.00
1090	873099-00801	PAT AGENT MNTR LIC	\$1,125.00
1091	873099-00802	V911 ACT VIEW LIC PER ST	\$1,125.00
1092	873099-00802U	V911 ACT VIEW LIC PER ST UP	\$0.00
1093	873099-00901	PAT STATS VIEW SW LIC	\$893.00
1094	873099-01001	PAT STATS DATA CLCTN LIC	\$893.00
1095	873099-0104R3.1	SENT 4 R3.1 L/D/M	\$3,000.00
1096	873099-01101	PAT/CM CDR PER SEAT LIC	\$135.00
1097	873099-01102	V911 CDR PER SEAT LIC	\$135.00
1098	873099-01102U	V911 CDR PER SEAT LIC UPGD	\$0.00
1099	873099-01201	SENT PAT 3.X MIG UPGD LIC	\$5,250.00
1100	873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD	\$6,875.00
1101	873099-03001	PAT/CM CAD INTF LIC	\$750.00
1102	873099-03002	V911 CAD INTF KIT	\$750.00
1103	873099-03002U	V911 CAD INTF LIC UPGD	\$0.00
1104	873301-04401	V-ANLYT DATA DICTIONARY / ADV RPT GD	\$18,750.00
1105	873391-00201	V-ANLYT COLLECTION LIC	\$1,200.00
1106	873391-00201U	V-ANLYT COLL LIC UPGD	\$0.00
1107	873391-00301	V-ANLYT USER LIC	\$1,125.00
1108	873391-00301U	V-ANLYT USER LIC UPGD	\$0.00
1109	873391-00501	V-ANLYT STD LIC	\$3,000.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1110	873391-00501U	V-ANLYT STD LIC UPGD	\$0.00
1111	873391-00901	V-ANLYT ADV RPT PKG LIC	\$5,250.00
1112	873391-00901U	V-ANLYT RPT PKG LIC UPGD	\$0.00
1113	873391-01001	V-ANLYT ENT LIC	\$22,500.00
1114	873391-01001U	V-ANLYT ENT LIC UPGD	\$0.00
1115	873391-01002	V-ANLYT HOST LIC	\$22,500.00
1116	873391-01002U	V-ANLYT HOST LIC UPGD	\$0.00
1117	873391-01004	V-ANLYT HOST W/ENT ENV	\$3,000.00
1118	873391-01004U	V-ANLYT HOST ENT LIC UPGD	\$0.00
1119	873391-01702	V-ANLYT ARIES INTG/LIC	\$3,750.00
1120	873391-02001	V-ANLYT SITE LIC	\$2,250.00
1121	873391-02001U	V-ANLYT SITE LIC UPGD	\$500.00
1122	873391-03001	V-ANLYT DASHBD LIC-1000P	\$14,250.00
1123	873391-03001U	V-ANLYT LIC-1000P UPGD	\$0.00
1124	873391-03002	V-ANLYT DASHBD LIC-20 POS	\$8,250.00
1125	873391-03002U	V-ANLYT LIC-20P UPGD	\$0.00
1126	873391-03003	V-ANLYT DASHBD LIC-5 POS	\$5,250.00
1127	873391-03003U	V-ANLYT LIC-5P UPGD	\$0.00
1128	873391-03004	V-ANLYT DASHBD NCTO LIC-1000P	\$14,250.00
1129	873391-03004U	V-ANLYT LIC-1000P NCTO UPGD	\$0.00
1130	873391-03005	V-ANLYT DASHBD NCTO LIC-20 POS	\$8,250.00
1131	873391-03005U	V-ANLYT LIC-20P NCTO UPGD	\$0.00
1132	873391-03006	V-ANLYT DASHBD NCTO LIC-5 POS	\$5,250.00
1133	873391-03006U	V-ANLYT LIC-5P NCTO UPGD	\$0.00
1134	873391-03007U	V-ANLYT LIC-5P MIG DASHBD UPGD	\$0.00
1135	873391-04001	V-ANLYT LT COLL LIC	\$1,200.00
1136	873391-04001U	V-ANLYTC LT COLL LIC UPGD	\$0.00
1137	873391-04002	V-ANLYT LT USER LIC	\$750.00
1138	873391-04002U	V-ANLYT LT USR LIC UPGD	\$0.00
1139	873391-04003	V-ANLYT LT LIC	\$500.00
1140	873391-04003U	V-ANALYT LT LIC UPGD	\$0.00
1141	873391-04004	V-ANLYT LT TO STD LIC	\$3,000.00
1142	873391-04004U	V-ANLYT LT TO STD UPGD	\$0.00
1143	873391-04005	AURORA LITE USER LIC TO STD	\$563.00
1144	873391-04005U	V-ANLYT LT-STD USER UPGD	\$0.00
1145	873391-04006	V-ANLYT LT/STD COLL LIC	\$300.00
1146	873391-04006U	V-ANLYT LT-STD COLL UPGD	\$0.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1147	873391-04007	V-ANLYT STD TO HOST LIC	\$19,500.00
1148	873391-04008	V-ANLYT STD TO ENT LIC	\$19,500.00
1149	873391-05001	V-ANLYT DATA MIGRATION LIC	\$0.00
1150	873399-00101.1	AURORA 1.1 L/D/M	\$3,000.00
1151	873399-00101.3	AURORA 1.3 L/D/M	\$3,000.00
1152	873399-00102.1	AURORA 2.1 DOC/MED	\$500.00
1153	873399-00103.3	V-ANLYT 3.3 DOC/MED	\$0.00
1154	873399-00103.3U	V-ANLYT 3.3 DOC/MED UPGD	\$0.00
1155	873399-00203.0	V-ANLYT 3.0 LITE DOC/MED	\$0.00
1156	873399-00203.0U	V-ANLYT 3.0 LITE DOC/MED UPGD	\$0.00
1157	873399-00203.2	V-ANLYT 3.2 LITE DOC-MED	\$0.00
1158	873399-00203.2U	V-ANLYT 3.2 LITE DOC-MED UPGD	\$0.00
1159	873399-00203.3	V-ANLYT 3.3 LITE DOC/MED	\$0.00
1160	873399-00203.3U	V-ANLYT 3.3 LITE DOC/MED UPGD	\$0.00
1161	873399-00501	AURORA ENT/HOST L/D/M	\$22,500.00
1162	873399-00901	AURORA ADV REPORT PKG	\$5,250.00
1163	99608-06GND04	GND CBL 4FT 6GA GRN	\$26.00
1164	99908-08151-025	CBL 25 PR 25FT M/F	\$51.00
1165	99908-08151-050	CBL 25 PR 50FT M/F	\$186.00
1166	99908-08151-075	CBL 25 PR 75FT M/F	\$128.00
1167	99908-08151-100	CBL 25 PR 100FT M/F	\$159.00
1168	BA-D00-ALA0	V-ANLYT LITE DOD ADD-ON	\$1,378.00
1169	BA-D00-ALA1	V-ANLYT LT FED ADD-ON	\$5,713.00
1170	BA-D00-PBA0-1	V-PEABODY ADD-ON	\$1,689.00
1171	BA-D00-PBA0-2	V-PEABODY ADD-ON	\$4,842.00
1172	BA-LNM-00A0-3	V-ML NMS 80 NODES LG ADD	\$4,090.00
1173	BA-M00-ALA0-2	V-ANLYT LITE ADD-ON BNDL	\$1,197.00
1174	BA-M00-ALA0-3	V-ANLYT LITE ADD-ON BNDL	\$1,463.00
1175	BA-M00-ASA0-3	V-ANLYT STD ADD-ON	\$8,205.00
1176	BA-M00-DSA0-1	V-DATA SYNC ADD-ON	\$3,224.00
1177	BA-MGD-VSSL	GEO-DIV LIC SYS	\$2,344.00
1178	BA-MGD-VSSL-M	GEO-DIV LIC MIG SYS	\$0.00
1179	BA-MNM-00A0-1	V-ML NMS 40 NODES ADD-ON	\$5,405.00
1180	BA-MNM-00L0-1	V-DL NMS 40 NODES ADD-ON	\$5,642.00
1181	BA-MNM-DNA0-1	V-ML DATA SYNC NMS ADD-ON	\$6,463.00
1182	BA-MNM-DNL0-1	V-DL DATA SYNC NMS ADD-ON	\$6,449.00
1183	BA-MSG-VM00-1	V-MAP VM ADD-ON BNDL	\$3,674.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1184	BA-S00-ALB0	V-ANLYT LITE SM ADD-ON	\$1,071.00
1185	BA-V00-VS00	V-CTR APPLIANCE ADD-ON	\$6,427.00
1186	BA-V00-VS00-1	V-CTR APPLIANCE ADD-ON	\$6,427.00
1187	BR-MSG-VMA0-1	VMAP MED STNDALN SVR BNDL	\$8,309.00
1188	BR-MSG-VML0-1	VMAP LOW STNDALN SVR BNDL	\$9,378.00
1189	HW-AT-BATT12V	HPSA BATTERY 12V FOR 300W-1200W	\$272.40
1190	HW-AT-SPK-1200	HIGH PWR SPKR ARRAY - 1200 WATTS	\$18,240.00
1191	HW-AT-SPK-300	HIGH PWR SPKR ARRAY - 300 WATTS	\$11,280.00
1192	HW-AT-TTS-HPSA	TEXT TO SPEECH CONFIG TO INTERFACE DIRECT WITH HPSA OR HPS	\$4,740.00
1193	PA-0AD-VSSL	VADV LIC ADD-ON	\$0.00
1194	PA-0PR-VSSL	VPRIME LIC ADD-ON	\$4,125.00
1195	PA-0SG-OV00	V-LOC MED/DOC ADD-ON	\$0.01
1196	PA-0SG-OVSL	V-LOC LIC ADD-ON	\$3,750.00
1197	PA-MGD-VSSL	GEO-DIV LIC POS	\$1,125.00
1198	PA-MGD-VSSL-M	GEO-DIV LIC MIG POS	\$0.00
1199	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$975.00
1200	PA-MSG-ASSL-E	V-ANLYT STD PER SEAT LIC	\$975.00
1201	PA-MSG-ASSL-M	V-ANLYT STD SEAT LIC MIG	\$0.00
1202	PA-SSG-ALA0	AURORA LITE MIS ADD-ON KIT	\$2,112.00
1203	PA-SSG-ALSL	V-ANLYT LT PER SEAT LIC	\$825.00
1204	PA-SSG-ALSL-M	V-ANLYT LITE LIC SEAT NO FEE	\$0.00
1205	PS-0AC-VSSL-M	VESTA COMP REG	\$104.00
1206	PS-0AD-VSML	VADV MLTP PER SEAT LIC	\$9,375.00
1207	PS-0AD-VSML-M	VADV MLTP SEAT LIC NFEE	\$0.00
1208	PS-0AD-VSSL	VADV PER SEAT LIC	\$10,500.00
1209	PS-0AD-VSSL-M	VADV PER SEAT LIC NFEE	\$0.00
1210	PS-0PR-VSML	VPRIME MLTP PER SEAT LIC	\$7,125.00
1211	PS-0PR-VSML-M	VPRIME MLTP SEAT LIC NFEE	\$0.00
1212	PS-0PR-VSSL	VPRIME PER SEAT LIC	\$8,250.00
1213	PS-0PR-VSSL-M	VPRIME PER SEAT LIC NFEE	\$0.00
1214	PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	\$3,000.00
1215	PS-0SQ-VSML-M	VS BSC MLTP SEAT LIC NFEE	\$0.00
1216	PS-0SQ-VSSL	VS BSC PER SEAT LIC	\$4,125.00
1217	PS-0SQ-VSSL-M	VS BSC PER SEAT LIC NFEE	\$0.00
1218	PS-DPR-VSML	VPRIME MLTP SEAT LIC DOD	\$7,125.00
1219	PS-DPR-VSSL	VPRIME PER SEAT LIC DOD	\$8,250.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1220	SALI-UPGD-FEE	SALI UPGD/INSTALL/CFG FEE	\$4,509.00
1221	SW-ALTS-MOD	ALERTUS MODULE	\$3,000.00
1222	03800-00010	SO-SFP-10GE-SR CIS	\$40.00
1223	03800-00100	SFP MOD 1000BASE-T CIS	\$50.00
1224	03800-01001	ROUTER ASR 1001	\$48,479.00
1225	03800-01020	SFP MOD 1000BASE-LXD FOR	\$35.00
1226	03800-02000	IP SWITCH TRF MGR 2000S	\$26,693.00
1227	03800-02010	IP SWITCH TRF MGR DNS LIC	\$37,036.00
1228	03800-02232	EXTENDER NEXUS 2232	\$7,602.00
1229	03800-04009	GE WAN NIM DUAL 1-PORT	\$875.00
1230	03800-04010	GE WAN NIM DUAL 2-PORT	\$1,567.00
1231	03800-09300	SWITCH NEXUS 9300 48P	\$28,504.00
1232	03800-10002	SFP 1000BASE-T EXT TEMP	\$314.00
1233	03800-30500	FIREWALL 500D	\$7,322.00
1234	03800-30510	FIREWALL 501E	\$8,438.00
1235	03800-30513	FIREWALL 501E POWER SUPPLY	\$1,340.00
1236	03800-93002	SWITCH 9300 W/48P SYSTEM 1 PI	\$34,031.00
1237	04000-00002	CBL COPPER TWINAX 2M CIS	\$49.00
1238	04000-00003	CBL COPPER TWINAX 3M CIS	\$55.00
1239	04000-00033	CBL COPPER TWINAX 3.3FT	\$80.00
1240	04000-00153	MED 3000 DC RDNT PWR GTWY	\$32,153.00
1241	04000-00164	CBL COPPER TWINAX 16.4FT	\$119.00
1242	04000-00332	SQL SVR 2016 STD 4-CORE LIC	\$4,142.00
1243	04000-00625	PDU DUAL TRNSFR SWITCH KIT	\$3,982.00
1244	04000-00936	LIC SECURE FTP	\$215.00
1245	04000-00997	CBL OM4 FIBER AQUA 3.3FT	\$30.00
1246	04000-04042	CBL 40G CU QSFP 2M CIS	\$80.00
1247	04000-10164	CBL OM4 FIBER AQUA 16.4FT	\$39.00
1248	04000-14330	ROUTER 4331/K9 1U	\$2,991.00
1249	04000-90001	24-PORT 1U RACKMOUNT	\$83.00
1250	04000-90002	24-PORT FIBER 1U PATCH PANEL	\$129.00
1251	04000-90003	3650 STACK MOD CBL 3FT	\$153.00
1252	04000-90010	3650 STACK MOD CBL 10FT	\$229.00
1253	06500-00200	HORIZONTAL WIRE MGMT 2U	\$161.00
1254	30119-07262	2U BLANK PANEL	\$10.00
1255	64000-20082	HARD DRIVE 800GB 12G MU SFF	\$1,353.00
1256	65000-00458	SMART ARRAY P440AR/2GB W/FBWC	\$901.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1257	65000-00459	CBL SMART ARRAY P440AR/2GB	\$83.00
1258	65000-00461	HARD DRIVE BACKPLANE SFF DL360/G9	\$222.00



B.1.2 CallWorks

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
1	ECX100101	WKS PC, Dual Video, 8gb RAM	\$1,512.00
2	ECX100101	WKS PC, Dual Video, 8gb RAM, (ACD WallBoards)	\$1,512.00
3	ECX100101-2	WKS PC, Dual Video, 8gb RAM, with Dual NIC	\$1,602.00
4	ECX100101-P**	Portable ANS. Pos., Laptop/VoIP Tel./ Kit Assm./Pelican Case	\$4,310.00
5	ECX0400094332	Cradlepoint AER 2200 Router for Laptop (1 per laptop for mobility)	\$2,559.70
6	ECX100101-L	WKS Laptop, 15.6 in., 8G RAM, w Docking Sta.	\$2,689.00
7	ECX100101-3**	WKS, Quad Video Graphics Card	\$450.00
8	ECX100104-1	MONITOR (TCH-SCRN), 24W" FP, BLK	\$540.00
9	ECX100101-4	WKS PC HP Z2 Mini G3 i7 (Spillman Flex & CallWorks cohabitation)	\$2,403.00
10	ECX100104-1	MONITOR, 24" HP Z24n G2, FP, BLK (Spillman Flex & CallWorks cohabitation)	\$650.00
11	ECX100102	MONITOR, 20WM" FP, BLK	\$250.00
12	ECX100103	MONITOR, 22WM" FP, BLK	\$450.00
13	ECX100104	MONITOR, 24W" FP, BLK (Dell P2417H)	\$650.00
14	ECX100105-60	MONITOR, 60", LCD TV/Monitor	\$1,800.00
15	ECX100110-HA**	ECX Dual Server, HA SA Appliance Assembly, 2U	\$26,100.00
16	ECX100110-HR**	ECX Dual Server, HA Assembly, 2U, Replacement	\$16,404.00
17	ECX100110-HAPF**	ECX Dual Server, Federated App. Assem., HA	\$29,900.00
18	ECX100110-HAEF**	ECX Dual Server, Federated App. Assem., HA, EXP.	\$21,900.00
19	ECX100001-NS	AUDIO INTERFACE UNIT (AIU)	\$1,350.00
20	ECX100201	Polycom VVX411 VoIP Phone	\$345.00
21	ECX100201-WM	WALL MOUNT, Brkt. POLYCOM VVX, 5 pack	\$85.00
22	ECX100202	POLYCOM SIDECAR for 650	\$292.00
23	ECX100203	POLYCOM SIDECAR for WX410 VoIP Phone	\$216.00
24	ECX100204	Keypad, Genovation 24 Keypad	\$189.00
25	ECX100205	Trackball, Logitech 910-000806	\$60.00
26	ECX100208	POLYCOM SoundStation IP 6000 Conf. Phone	\$1,162.00
27	ECX100209	ALGO 8028 SIP Door Phone	\$940.00
28	ECX100305	Media Gateway, 8 Port FXS or (CAMA) to SIP	\$1,085.00
29	ECX100305-1	Media Gateway, 8 Port FXS (Station Rec.)	\$1,085.00
30	ECX100305-2	Mediant 1000 Chassis (CAMA), M1KB-2AC (Capacity Max- 6 Cards)	\$2,718.00



State Purchasing Division of the General Services Department and the Department of Finance and Administration
 Technical Proposal
 October 30, 2019

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
31	ECX100305-3	Mediant 1000 Gateway FXS Card (CAMA), M1KB-VM-4FXS (1 card per 4 Ports)	\$378.00
32	ECX100307	Media Gateway, 8 port FXS/FXO	\$1,135.00
33	ECX100308-T1	Media Gateway, CAMA via T1 to SIP	\$4,950.00
34	ECX100311	Media Gateway, 8 port FXO to SIP	\$1,085.00
35	ECX100312	Media Gateway, 4 Port FXS or (CAMA) to SIP	\$610.00
36	ECX100312-1	Media Gateway, 4 Port FXS (Station Rec.)	\$610.00
37	ECX100313	Media Gateway, 4 Port FXO to SIP	\$670.00
38	ECX100314**	Media Gateway, PRI to SIP	\$5,435.00
39	ECX100315**	Rack Shelf, Media Gateway, 2 GW per Shelf	\$32.00
40	ECX500001-24-4Post	RACK ASSM, EQUIPMENT, 19 INCH, 24 Port, 4 Post	\$4,035.00
41	ECX500001-16PWall	WALL MNT ASSM, 19", RMTE, SMALL (1-4)	\$1,500.00
42	ECX500001-48PWall	WALL MNT ASSM, 19", RMTE, Medium (5-12)	\$2,100.00
43	ECX500001-96PWall	WALL MNT ASSM, 19", RMTE, Large (13-24)	\$2,600.00
44	ECX500001-96PFloor	FLOOR MNT ASSM, 19", RMTE, Large (13-24)	\$2,800.00
45	ECX500001-24CH	CABINET ASSM, 24 RU, COMPLETE	\$5,800.00
46	ECX500001-42CH	CABINET ASSM, 42 RU, COMPLETE	\$6,100.00
47	ECX500002**	HOST RACK CONFIG. KIT, 19", CUST PROV. RACK	\$4,900.00
48	ECX500002-PR**	POS. BASED REC KIT - 4 Port	\$350.00
49	ECX500003-8	SWITCH, CISCO, 8-PORT POE, 10/100/1000	\$1,026.00
50	ECX500003	SWITCH, CISCO (X SERIES), 24-POE, 1/10/100	\$2,875.00
51	ECX500004	SWITCH, CISCO, 48-PORT POE (370W)	\$4,850.00
52	ECX500004-FP	SWITCH, CISCO, 48-PORT POE (740W)	\$7,785.00
53	ECX500004-GB	1GB Port, CISCO, 1000 BASE-T SFP Trans.	\$472.00
54	ECX500010	FIREWALL APPL - ASA 5506 (Connecting 2 Networks)	\$895.00
55	ECX500005-1	ROUTER, ISR 4331 (Remote, 3rd party)	\$2,970.00
56	ECX500005-2	ROUTER, ISR 4331 (Enterprise)	\$2,970.00
57	ECX500005-3	EXPAN. MOD., CISCO, EHWIC 'NIM'-1GE-SFP-CU	\$861.00
58	ECX500005-4**	1GB Port, CISCO, GLC-LH-SMD	\$896.00
59	ECX500005-5	ROUTER, CISCO, LTE, 819-4G	\$2,554.00
60	ECX500005-6**	1GB Port, CISCO, GLC-TE, GLC-SX-MMD	\$550.00
61	ECX500006	CHANNELIZED T1 and ISDN PRI MOD, 1 port	\$2,395.00
62	ECX500006-1	CHANNELIZED T1 and ISDN PRI MOD, 2 port	\$4,595.00
63	ECX500006-2	CHANNELIZED T1 and ISDN PRI MOD, 8 port	\$7,995.00
64	ECX500007	MISC. MAT., CABLES, LOT	\$2,340.00

Use or disclosure of this proposal is subject to the restrictions on the cover page.

NG-911 Systems and Related Hardware, Software, and Services
 RFP# 90-00000-19-00037

No.	Product Item	Product Description	Maximum Cost (as of 04/01/19)
65	ECX500007-R	MISC. MAT., CABLES, RMTE., LOT	\$780.00
66	ECX500008	ALI MODEM, E911 CSU/DSU	\$2,200.00
67	ECX500009-1	PRINTER, HP LaserJet Pro M252	\$558.00
68	ECX500009-2	PRINTER, HP LaserJet M553n	\$960.00
69	ECX500017	IP to Serial Dist., 16 port	\$3,267.00
70	ECX500017-8	IP to Serial Dist., 8 Port, Remote	\$2,289.60
71	ECX500017-32	IP to Serial Dist., 32 Port	\$3,960.00
72	ECX500018	SIP External Ringer / Horn, Single	\$513.00
73	ECX500018-VA	Visual Alerting Module for Ringer	\$200.00
74	ECX500010-4**	KVM, 4-Port	\$1,200.00
75	ECX500019-1	NetClock/GPS Time Server Master, Clock Display Clock	\$7,903.50
76	ECX500019-1	Master Clock Ancillary Kit (Antenna, Gb Card, Power, Server, X taps)	\$6,917.40
77	ECX500101	UPS, APC 800VA, IWS pos.	\$295.00
78	ECX500103	UPS - Smart-UPS X 3000VA	\$2,880.00
79	ECX500103-2	UPS - Smart Expansion Unit, APC	\$1,450.00
80	ECX500104	PDU, APC Rack Mount, Horz., 16 ports	\$1,366.00
81	ECX500105	PDU, APC Rack Mount, Horz., 8 ports	\$866.00
82	ECX200001	CALLSTATION License	\$13,000.00
83	ECX200001-LU	CALLSTATION License, Limited Use / Dark	\$13,000.00
84	ECX200001-NM	CALLSTATION NM - No Map, License	\$13,000.00
85	ECX200003	DISPATCHSTATION - Full License	\$19,900.00
86	ECX200001-UP	DISPATCHSTATION License – Upgrade from CS	\$6,900.00
87	ECX200003-LU	DISPATCHSTATION License, Limited Use / Dark	\$19,900.00
88	ECX200008	SIPWORKS, i3/IP INTERFACE, PSAP License	\$9,995.00
89	ECX200009	SIPWORKS Enterprise, i3/IP INTERFACE License	\$79,995.00
90	ECX200010	CALLWORKS ICC License to (P1 or FLEX)	\$13,000.00
91	ECX200012	ECW INT. ADMIN PBX SYS License, Limited	\$4,995.00
92	ECX200013	SIPStation License, Per Position	\$695.00
93	ECX200015	SIP Trunk Interface, ECW to Third Party	\$3,595.00
94	ECX200019-SS	Ecats IP Interface, State Specific	\$780.00
95	ECX200020	SMS - MSRP TCC Connectivity Lic. (Access License Only)	\$1,500.00
96	ECX200022	VIRUS PROTECTION, WKS. – Per Pos. / Per Year	\$98.00



Appendix M - Additional Options for NG-911 System(s) Cost Response Form CallWorks

Disaster Recovery Options for NG-911 System(s)

	Description of Features/Capabilities	Maximum Monthly Recurring Cost to Include any Onetime Costs
1.	The CallWorks platform provides built-in Disaster Recovery capability as a standard system feature. System installation and configuration is handled entirely by the tightly integrated Configuration Management system. The configuration data used to drive the Configuration Management system for each customer deployment is automatically maintained in a version- controlled repository. CallWorks design ensures that each host is fully redundant. All data is replicated across the redundant servers in the system and disaster recovery is automatic so long as there is at least one surviving server. The CallWorks system includes several layers of data duplication and backup including real-time data replication and nightly point-in-time backups. All received and generated data including CDR, ALI, Recording, and MIS data is subject to both methods of data redundancy. The customer may copy the backups on the network share to tape or other removable media for an additional layer of protection.	Included in base price per position pricing in Appendix I and Appendix J
2.		\$
3.		\$
4.		\$
5.		\$

Additional Rows may be added

Other Additional Options for NG-911 System(s)

	Description of Features/Capabilities	Maximum Monthly Recurring Cost to Include any Onetime Costs
1.	Virtual Agent (Portable Laptop Position including Hardware, Software, Professional Services, and 1 Year of Software & Onsite Support & HW Warranty)	\$1,045.05
2.	SIPStation (Hardware, Software, Professional Services, and 1 Year of Software & Onsite Support & HW Warranty)	\$179.82
3.	Optional Netclock Antenna including Hardware, Professional Services, and 1 Year of Software & Onsite Support & HW Warranty	\$714.69
4.		\$
5.		\$

Additional Rows may be added.

Appendix M - Additional Options for NG-911 System(s) Cost Response Form

Vesta Solutions, Inc.

Disaster Recovery Options for NG-911 System(s)

	Description of Features/Capabilities	Maximum Monthly Recurring Cost to Include any Onetime Costs
1.	<p>Partnering with a leading disaster recovery software provider, we enable operations to continue with minimal interruption. The remotely monitored VESTA 9-1-1 servers are programmed to complete automatic data "saves" and real-time "snapshots" to a separate backup system that is located at the CUSTOMER site. In the event of a major failure, we are able to quickly restore the VESTA 9-1-1 servers minimizing downtime.</p> <p>Using the data saves and snapshots, full host recovery allows for complete recovery after a severe host system failure (i.e. hard drive failure, OS corruption). In addition, the data saves and snapshots can be used for system recovery, for fast and reliable system fixes, and file recovery.</p>	\$1330/Server License Fee; \$71/Workstation License Fee; \$122/Support MRC
2.		\$
3.		\$
4.		\$
5.		\$

Additional Rows may be added

Other Additional Options for NG-911 System(s)

	Description of Features/Capabilities	Maximum Monthly Recurring Cost to Include any Onetime Costs
1.	Command Post	\$813.00
2.	Optional Netclock Antenna including Hardware, Professional Services, and 1 Year of Software & Onsite Support & HW Warranty	\$898.90
3.		
4.		\$
5.		\$

Additional Rows may be added.

Appendix N – Additional Network Interface Options for NG-911 System(s) Cost Response Form
CallWorks

Add-On Network Interface Type	Number of Circuits per Network Interface Card	Manufacturer	System Name	Map Server	*Maximum Onetime Cost for a Single Network Interface	Maximum Monthly Recurring Cost Increase to the Baseline Cost in Appendix J for Post Warranty Maintenance and Support for any PSAP Position Size
Direct IP Connection	2 connections	Cisco	Router	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)
Digital DS-1 (T-1) and Primary Interface (PRI) (Includes 1 Year of Onsite Support)	23 channels for PRI 24 channels for T1	AudioCodes	Gateway	N/A	\$13,440.09	\$61.87
SIP Trunking (Includes 1 Year of Software & Onsite Support)	1 connection, unlimited voice paths	Cisco	Router	N/A	\$7,341.67	\$95.72
ESInet i3	1 connection, unlimited voice paths	Cisco	Router	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)
Traditional CAMA Trunks	4 ports per gateway	AudioCodes	FXS Gateway	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)
Lines and trunks for local telephone service for the Local Exchange Company (LEC)	8 ports per gateway	Sangoma	FXO Gateway	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)

*Includes design, installation, testing, production deployment, and written acceptance from PSAP Manager/Director.

Appendix N – Additional Network Interface Options for NG-911 System(s) Cost Response Form
Vesta Solutions, Inc.

Add-On Network Interface Type	Number of Circuits per Network Interface Card	Manufacturer	System Name	Map Server	*Maximum Onetime Cost for a Single Network Interface	Maximum Monthly Recurring Cost Increase to the Baseline Cost in Appendix J for Post Warranty Maintenance and Support for any PSAP Position Size
Direct IP Connection	2 connections	Cisco	Router	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)
Digital DS-1 (T-1) and Primary Interface (PRI)	23 channels for PRI	AudioCodes	Gateway	N/A	\$4,587.13	\$82.45
SIP Trunking	1 connection	Cisco	Router	N/A	\$7,604.27	\$95.72
ESInet i3	1 connection	Cisco	Router	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)
Traditional CAMA Trunks	4 ports per gateway	AudioCodes	FXS Gateway	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)
Lines and trunks for local telephone service for the Local Exchange Company (LEC)	8 ports per gateway	Sangoma	FXO Gateway	N/A	Included in (Appendix I Pricing)	Included in (Appendix I Pricing)

*Includes design, installation, testing, production deployment, and written acceptance from PSAP Manager/Director.

EXHIBIT B – CONTRACTOR’S SERVICE LEVEL AGREEMENT (SLA) AND END-USER LICENSE AGREEMENT



TECHNICAL SLA CHART

The following technical Service Level Agreements (SLAs) provide charts describing the definition, measurement method, objective, and rights for each category. NM Services Response Times for individual PSAPs are included in Appendix H.

THE MOTOROLA SOLUTIONS SERVICE DELIVERY TEAM

Customer Support Manager

Your Motorola Solutions Customer Support Manager (CSM) provides coordination of support resources to enhance the quality of service delivery. The CSM is responsible to oversee the execution of the Warranty and Service Agreement and monitor Motorola Solutions' response and restoration cycle time. The CSM will also provide the coordination and management of any Motorola Solutions Authorized Servicer's function.

Help Desk / Support Center

The Help Desk is staffed with highly trained personnel on a 7 x 24 x 365 basis and will respond to component or system related issues necessary to complete 9-1-1 calls through to the PSAP or for call handling purposes. When a customer reports an issue with the 9-1-1 system a work ticket is created which immediately begins the repair process of establishing the root cause and determining the remedial action needed.

Maintenance and Support Program - Introduction

Welcome to Motorola Solutions Customer Support. We appreciate your business and look forward to serving your needs with quality Next Generation 9-1-1 software, equipment and services.

The Customer Support Plan is designed to provide Motorola Solutions customers the details necessary for understanding Motorola overall support processes and policies. This Customer Support Plan is an integral part of the Maintenance and Support Agreement between the Parties ("Agreement") and is incorporated into the Agreement by this reference.

Questions or concerns regarding your support plan can be directed to your Support Manager.

Motorola Solutions Local Service Provider

Motorola Solutions' authorized service centers are staffed with trained and qualified technicians. They provide rapid response, repair, restoration, installations, removals, programming, and scheduled preventive maintenance tasks for site standards compliance and network operability. Motorola Solutions' authorized service centers are assessed annually for technical and administrative competency.

SYSTEM ACCESS – REMOTE SUPPORT

A vital component in the System Support Plan is accomplished through remote access. The simplified design allows all devices and components including the telephone and headset units are IP endpoints and remotely addressable. Motorola Solutions has unprecedented remote VPN access, monitoring and control capability via the customer provided high speed connection. The Motorola Solutions Technical Team can quickly and easily assist customer in troubleshooting or scheduled maintenance as needed.



CUSTOMER SUPPORT

Accessing Customer Support

Motorola Solutions Technical Support personnel in cooperation with Motorola Solutions System Support Center (“SSC”) provide the gateway to technical support for all of the Motorola Solutions Software Enterprise. Accessing support through Motorola Solutions toll free number or email ticketing promotes accurate case handling and tracking. The goal of the Support team is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola Solutions service requests.
- Logging, dispatching and tracking of service requests.
- System capabilities to identify pending cases and automatically escalate to management.
- Database and customer profile management.
- Standard reports with on-demand distribution.
- Case notification.

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are multiple options for accessing Support at Motorola Solutions:

1. **Motorola Solutions System Support Center Toll Free Number**
2. **Email Case Ticketing**
3. **Through Service Desk web application.**

Option 1 - Call Motorola Solutions Support Center

Toll free 800-MSI HELP

Upon contact with the Support Team, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Solutions Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

Option 2 - Submit a ticket via Email Case Management

An alternate Customer Support tool is available for Software Enterprise customers. Along with the toll-free phone number, customers can request technical support by email. For many customers who use their smartphones as a means to open cases, email ticketing provides additional flexibility for initiating cases.

For non-urgent requests it is recommended that customer send an email: “to be supplied at contract”. These support requests are handled in the same manner as telephone support calls generating a ticket and opening a case. Within 24 hours a technical support team member will respond to the email with details related to the case.

For proper case management, please include the following information.

Address Email to: (to be supplied at contract).

Subject: 911 Service Request – [Agency Name] Brief Description of the problem (This becomes the case title).

Please include the below information in the body of the email.



System Location/Site ID = Include city or county and state.

Product = site specific.

System Configuration = Version (i.e. 4.2.7.2 for the latest version).

Workstation/Position = If one workstation is affected, list the name of the workstation, if all workstation are affected list "All."

User = If one user is affected, list user name, if all users are affected list "All."

Workgroup = What is the users assigned workgroup.

Contact First Name = followed by your first name or the name of the person you would like support personnel to contact.

Contact Last Name = followed by your last name or the name of the person you would like support personnel to contact.

Phone Number = followed by the area code and phone number where the contact person may be reached.

Severity/Priority Level = Critical, Major, Low.

Problem Description = followed by a comprehensive description of the problem.

**Please include any screenshots to help identify.

Send the message to us. You will receive an email with your case number for future reference.

SERVICE LEVELS

The Motorola Solutions Support Center can be reached 24x7x365 to assist with your service needs via:

- Telephone: To be provided at the time of contract.
- Web portal: To be provided at the time of contract.
- Email: To be provided at the time of contract.

NOTE: Critical and high priority incidents are not to be reported via email or the web portal.

Product and system technical resources are ready to receive and take action on requests for service.

The Service Desk will:

- Open a case and categorize the reported issue or request.
- Resolve incidents based on priority.
- Perform analysis to assist in identifying a corrective action plan.
- Escalate the incident/request to technical or service experts when required.
- Engage the next level management to ensure timely problem resolution, when necessary.
- Provide regular status updates for escalated incidents.
- For incidents that cannot be resolved remotely, Motorola Solutions will have local support personnel report onsite who will apply corrective measures to address any incidents.
 - The support personnel will perform corrective actions and ensure break-fix requests are repaired in a timely and efficient manner.

For each reported or alert generated critical or high incident, the Service Desk will apply a Severity Level classification, which has an assigned target response time objective. This classification provides the means to manage the appropriate response and engagement processes. For the State of New Mexico, a Critical and High Severity will equate to a Major System Failure.



Severity	Target Response Time	Description	Examples	Frequency
Critical 24/7	<ul style="list-style-type: none"> • Within 15 minutes notification will be provided via a phone call. • Within four-hours support personnel will be on-site. 	The inability to receive or process 9-1-1 calls or loss of ALI.	<p>Reduction of 50% or more of system functionality regardless of the nature of the outage.</p> <p>Host Down – The back-room equipment of a multi-tenanted system is impacting the ability to process 9-1-1 calls at all sites.</p> <p>Site Down – A single site / tenant who is unable to receive or process 9-1-1 calls. Calls cannot be presented, answered, or effectively transferred outside the affected site.</p>	After the initial notification, hourly updates will be provided through restoral to a non-critical state.
High 24/7	<ul style="list-style-type: none"> • Within 30 minutes, email notification will be provided. • Within four-hours support personnel will be on-site. • Within two-hours, notification will be made to designated personnel. 	<p>The loss of critical functionality or multiple components. Examples of multiple components are:</p> <ul style="list-style-type: none"> • Loss of critical redundancy. • Loss of multiple positions. 	<p>Reduction of 10% or more of outgoing or incoming traffic in the system or the non-functioning of 9-1-1 call handling software features, recorders, interfaces, or other functions rendering the system less than 90% functional.</p> <p>Host Degraded – The back-room equipment of a multi-tenanted system is impaired so that it is not providing full redundancy.</p> <p>Site Degraded – A single site / tenant have an incident that impairs a feature of the system, but the site is able to receive and process 9-1-1 calls.</p>	Every two hours



Severity	Target Response Time	Description	Examples	Frequency
Medium and Low 8/5/Next Day	<ul style="list-style-type: none"> Within eight-hours of Medium/Low classification, the support personnel will address 7 a.m. to 5 p.m. local site time or next day. NOTE: All Critical and High severities will be prioritized over any Medium/Low severity. 	<p>The failure of a device/product that only impacts</p> <p>A single component or position.</p>	<p>Minimal reduction of system operability or little to no effect on system operability and usability</p> <p>The loss of a single workstation or failure of a workstation component such as keyboard or monitor.</p>	As needed

Motorola Solutions Local Service Provider

Motorola Solutions' authorized service centers are staffed with trained and qualified technicians. They provide rapid response, repair, restoration, installations, removals, programming, and scheduled preventive maintenance tasks for site standards compliance and network operability. Motorola Solutions' authorized service centers are assessed annually for technical and administrative competency.

Motorola Solutions Responsibilities

- **Motorola Solutions Response.** Motorola Solutions will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options, and Pricing Exhibit.
- **Remote Installation.** At Customer's request, Motorola Solutions will provide remote installation advice or assistance for Updates.
- **On-Site Software Correction.** Unless otherwise stated herein, all support will be investigated and corrected from Motorola Solutions facilities. Motorola Solutions will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- **Reports.** Service history reports and notifications are available from the Motorola Solutions call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.

Customer Responsibilities

- **Initiate Service Request Cases.** Contact Motorola Solutions through authorized tools and processes outlined in the Motorola Solutions Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.



Customer Contacts (to be provided by Customer)

<u>Customer Agency Name:</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Email:
<u>Backup System Administrator Name:</u> Phone No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

State of New Mexico NG911 RFP No. 00-00000-19-00027
Motorola Solutions End User Software License Agreement

This Motorola Solutions End User Software License Agreement (“End User License Agreement”) is between Motorola Solutions, Inc. (“Motorola”) and End Use Customer to whom Motorola’s proprietary software of Motorola products containing embedded, pre-loaded, or installed software (“Products”) is made available. This End User License Agreement contains the terms and conditions of the license Motorola is providing to End Use Customer, and End Use Customer’s use of the software and affiliated documentation.

1. DEFINITIONS

1.1 “Documentation” means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

1.2 “Feedback” means comments or information, in oral or written form, given to Motorola by Customer in connection with or relating to Equipment or Services, during the term of this Agreement.

1.3 “Open Source Software” means software with either freely obtainable source code license for modification, or permission for free distribution.

1.4 “Open Source Software License” means the terms or conditions under which the Open Source Software is licensed.

1.5 “Security Vulnerability” means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

1.6 “Software” (i) means proprietary software in object code format, and adaptations, translations, decompilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain items of software owned by a third party supplier. The term “Software” does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement. To the extent, if any, that there is a separate license agreement packaged with, or provided electronically with, a particular Product that becomes effective on an act of acceptance by the end user, then that agreement supersedes this End User License Agreement as to the end use of that particular Product.

1.7 “System Data” means data created by, in connection with or in relation to Equipment or the performance of Services under this End User License Agreement.

2. GRANT OF LICENSE

2.1 Subject to the provisions of this End User License Agreement, Motorola grants to End Use Customer a personal, limited, non-transferable (except as provided in Section 4), and non-exclusive license under Motorola’s copyrights and confidential information embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with End Use Customer’s use of the Products. This End User License Agreement does not grant any rights to source code.

2.2 If the Software licensed under this End User License Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this End User License Agreement. If there is a conflict between the terms and conditions of this End User License Agreement and the terms and conditions of the Open Source Software Licenses governing End Use Customer’s use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this End User License Agreement. If requested by End Use Customer, Motorola will use commercially reasonable efforts to: (i) determine whether any Open source Software is provided under this End User License Agreement; and (ii) identify the Open Source Software

and provide End Use Customer a copy of the applicable Open Source Software License (or specify where that license may be found)

2.3 TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERSEDES THE SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

3. LIMITATIONS OF USE

3.1 End Use Customer may use the Software only for End Use Customer's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited and will be deemed a breach of this End User License Agreement. Without limiting the general nature of these restrictions, End Use Customer will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

3.2 End Use Customer will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software with other software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. End Use Customer may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; provided that End Use Customer may not operate that copy of the Software at the same time as the original Software is being operated. End Use Customer may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

3.3 Unless otherwise authorized by Motorola in writing, End Use Customer will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Product; or (ii) copy onto or transfer Software installed in one unit of a Product onto another device.

4. TRANSFERS

End Use Customer will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this End User License Agreement.

5. OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation. No rights are granted to End Use Customer under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to End Use Customer in this End User License Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Products, Documentation or related services remains vested exclusively in Motorola, and End Use Customer will not have any shared development or other intellectual property rights.

6. CONFIDENTIALITY AND PROPRIETARY RIGHTS

6.1 End Use Customer acknowledges that the Software contains valuable proprietary information and trade secrets and that unauthorized dissemination, distribution, modification, reverse engineering, disassembly or other improper use of the Software will result in irreparable harm to Motorola for which monetary damages would be inadequate. Accordingly, End Use Customer will limit access to the Software to those of its employees and agents who need to use the Software for End Use Customer's internal business.

6.2. **PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS.** Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to End Use Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to End Use Customer any shared development rights of intellectual property. Except as explicitly provided in the End User Software License Agreement, Motorola does not grant to End Use Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. End Use Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

6.3 **VOLUNTARY DISCLOSURE.** Except as required to fulfill its obligations under this Agreement, Motorola will have no obligation to provide End Use Customer with access to its Confidential Information and/or proprietary information. Under no circumstances will Motorola be required to provide any data related to cost and pricing.

6.4 **DATA AND FEEDBACK.**

6.4.1 To the extent permitted by law, End Use Customer owns all right, title and interest in System Data created solely by it or its agents (hereafter, "Customer Data"), and grants to Motorola the right to use, host, cache, store, reproduce, copy, modify, combine, analyze, create derivatives from, communicate, transmit, publish, display, and distribute such Customer Data.

6.4.2 Motorola owns all right, title and interest in data resulting from System Data that is or has been transformed, altered, processed, aggregated, correlated or operated on (hereafter, "Derivative Data").

6.4.3 Any Feedback given by End Use Customer is and will be entirely voluntary and, even if designated as confidential, will not create any confidentiality obligation for Motorola. Motorola will be free to use, reproduce, license or otherwise distribute and exploit the Feedback without any obligation to End Use Customer. End Use Customer acknowledges that Motorola's receipt of the Feedback does not imply or create recognition by Motorola of either the novelty or originality of any idea. The parties further agree that all fixes, modifications and improvements made to Motorola products or services conceived of or made by Motorola that are based, either in whole or in part, on the Feedback are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements to the Motorola product or service will vest solely in Motorola.

7. MAINTENANCE AND SUPPORT

No maintenance or support is provided under this End User License Agreement. Maintenance or support, if available, will be provided under a separate Motorola Software maintenance and support agreement.

8.0 PATENT AND COPYRIGHT INFRINGEMENT.

8.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software (“Motorola Product”) directly infringes a United States patent or copyright (“Infringement Claim”). Motorola’s duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola’s obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

8.2 If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant Customer a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

8.3 Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with Customer’s designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola’s liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer’s revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Motorola Product.

8.4. This Section 8 provides Customer’s sole and exclusive remedies and Motorola’s entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 8 are subject to and limited by the restrictions set forth in Section 9.

9. LIMITED WARRANTY AND LIMITATION OF LIABILITY

9.1 Unless otherwise specified in the applicable warranty statement, the Documentation or in any other media at the time of shipment of the Software by Motorola, and for the warranty period specified therein, for the first 120 days after initial shipment of the Software to the End Use Customer, Motorola warrants that the Software, when installed and/or used properly, will be free from reproducible defects that materially vary from its published specifications. Motorola does not warrant that End Use Customer’s use of the Software or the Products will be uninterrupted or error-free or that the Software or the Products will meet End Use Customer’s particular requirements.

9.2 MOTOROLA’S TOTAL LIABILITY, AND END USE CUSTOMER’S SOLE REMEDY, FOR ANY BREACH OF THIS WARRANTY WILL BE LIMITED TO, AT MOTOROLA’S OPTION, REPAIR OR REPLACEMENT OF THE SOFTWARE OR PAYMENT OF END USE CUSTOMER’S ACTUAL DAMAGES UP TO THE AMOUNT PAID TO MOTOROLA FOR THE INDIVIDUAL PRODUCT IN WHICH THE SOFTWARE IS EMBEDDED OR FOR WHICH IT WAS PROVIDED. THIS WARRANTY EXTENDS ONLY TO THE FIRST END USE CUSTOMER; SUBSEQUENT TRANSFEREES MUST ACCEPT THE SOFTWARE “AS IS” AND WITH NO WARRANTIES OF ANY

KIND. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.

9.3 IN NO EVENT WILL MOTOROLA BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF USE, TIME OR DATA, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS, OR SAVINGS, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE LIMITATIONS IN THIS PARAGRAPH WILL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

10. TERM AND TERMINATION

10.1 Any use of the Software, including but not limited to use on the Products, will constitute End Use Customer's agreement to this End User License Agreement. End Use Customer's right to use the Software will continue for the life of the Products with which or for which the Software and Documentation have been provided by Motorola, unless End Use Customer breaches this End User License Agreement, in which case this End User License Agreement and End Use Customer's right to use the Software and Documentation may be terminated immediately by Motorola. In addition, if Motorola reasonably believes that End Use Customer intends to breach this End User License Agreement Motorola may, by notice to End Use Customer, terminate End Use Customer's right to use the Software.

10.2 Upon termination, Motorola will be entitled to immediate injunctive relief without proving damages and, unless End Use Customer is a sovereign government entity, Motorola will have the right to repossess all copies of the Software in End Use Customer's possession. Within thirty (30) days after termination of End Use Customer's right to use the Software, End Use Customer must certify in writing to Motorola that all copies of such Software have been returned to Motorola or destroyed.

11. COMMERCIAL COMPUTER SOFTWARE

11.1 *This Section 10 only applies to U.S. Government end users.* The Software, Documentation and updates are commercial items as that term is defined at 48 C.F.R. Part 2.101, consisting of "commercial computer software" and "computer software documentation" as such terms are defined in 48 C.F.R. Part 252.227-7014(a)(1) and 48 C.F.R. Part 252.227-7014(a)(5), and used in 48 C.F.R. Part 12.212 and 48 C.F.R. Part 227.7202, as applicable. Consistent with 48 C.F.R. Part 12.212, 48 C.F.R. Part 252.227-7015, 48 C.F.R. Part 227.7202-1 through 227.7202-4, 48 C.F.R. Part 52.227-19, and other relevant sections of the Code of Federal Regulations, as applicable, the Software, Documentation and Updates are distributed and licensed to U.S. Government end users: (i) only as commercial items, and (ii) with only those rights as are granted to all other end users pursuant to the terms and conditions contained herein.

11.2 If Licensee is licensing Software for end use by the United States Government or a United States Government agency, Licensee may transfer such Software license, but only if: (i) Licensee transfers all copies of such Software and Documentation to such United States Government entity or interim transferee, and (ii) Licensee has first obtained from the transferee (if applicable) and ultimate end user an enforceable end user license agreement containing restrictions substantially identical to the ones contained in this Agreement. Except as stated in the foregoing, Licensee and any transferee(s) authorized by this subsection 9.2 may not otherwise use or transfer or make available any Motorola software to any third party nor permit any party to do so.

12. GENERAL

12.1 Copyright Notices. The existence of a copyright notice on the Software will not be construed as an admission or presumption that public disclosure of the Software or any trade secrets associated with the Software has occurred.

12.2 Compliance with Laws. End Use Customer acknowledges that the Software is subject to the laws and regulations of the United States and End Use Customer will comply with all applicable laws and regulations, including export laws and regulations of the United States. End Use Customer will not,

without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

12.3 Third Party Beneficiaries. This End User License Agreement is entered into solely for the benefit of Motorola and End Use Customer. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this End User License Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this End User License Agreement.

12.4 Waiver. No waiver of a right or remedy of a Party will constitute a waiver of another right or remedy of that Party.

12.5 Assignments. Motorola may assign any of its rights or sub-contract any of its obligations under this End User License Agreement or encumber or sell any of its rights in any Software, without prior notice to or consent of End Use Customer.

12.6 Causes of Action. End Use Customer must bring any action under this End User License Agreement within one year after the cause of action arises except that warranty claims must be brought within the applicable warranty period.

12.7 Entire Agreement and Amendment. This End User License Agreement contains the parties' entire agreement regarding End Use Customer's use of the Software and may be amended only in a writing signed by both parties, except that Motorola may modify this End User License Agreement as necessary to comply with applicable laws and regulations.

12.8 Governing Law. This End User License Agreement is governed by the laws of the State of Delaware in the United States to the extent that they apply and otherwise by the internal substantive laws of the country to which the Software is shipped if End Use Customer is a sovereign governmental entity. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a Party's performance under this Agreement, UCITA does not govern any aspect of this End User License Agreement or any license granted under this End User License Agreement, or any of the parties' rights or obligations under this End User License Agreement. The governing law will be that in effect prior to the applicability of UCITA.

12.9 SECURITY. Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 8 of this Agreement.

12.10. SURVIVAL. Sections 3, 4, 5, 6, 8, 9, 10, 11, and 12 survive the termination of this Agreement.

IN WITNESS WHEREOF, each party hereto has caused this agreement to be executed in duplicate by its duly authorized representative:

MOTOROLA SOLUTIONS, INC.

END USE CUSTOMER

By: _____

by: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____


Certificate Of Completion

Envelope Id: 5C0D3FF500724AA79CDCFA02EC957F80	Status: Completed
Subject: Please DocuSign: 00-00000-19-00027AC Cover Page.docx, 00-00000-19-00027AC Motorola - SWPA.pdf	
Source Envelope:	
Document Pages: 159	Signatures: 8
Certificate Pages: 6	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Travis Dutton-Leyda
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	13 Bataan Blvd
	Santa Fe, NM 87508
	travis.dutton-leyda@state.nm.us
	IP Address: 73.26.219.12


Record Tracking

Status: Original 5/29/2020 4:05:53 PM	Holder: Travis Dutton-Leyda travis.dutton-leyda@state.nm.us	Location: DocuSign
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: Carahsoft OBO State of New Mexico GSD-SPD	Location: DocuSign


Signer Events

Signer Events	Signature	Timestamp
Vanessa LeBlanc Vanessa.LeBlanc@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 174.56.0.198	Sent: 5/29/2020 4:23:11 PM Viewed: 6/2/2020 7:03:20 AM Signed: 6/2/2020 7:03:39 AM


Electronic Record and Signature Disclosure:
Accepted: 6/2/2020 7:02:26 AM
ID: 174ce339-a45c-4eb9-8489-b3f5ced3d8e4

Travis Dutton-Leyda travis.dutton-leyda@state.nm.us IT & Construction Bureau Chief New Mexico General Services, State Purchasing Division Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 73.26.219.12 Signed using mobile	Sent: 6/2/2020 7:03:44 AM Viewed: 6/2/2020 7:53:06 AM Signed: 6/2/2020 7:53:20 AM
--	--	---



Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Larry Mabry larry.mabry@motorolasolutions.com MSSSI Vice President and Director Sales Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 140.101.167.241	Sent: 6/2/2020 7:53:25 AM Viewed: 6/2/2020 9:56:28 AM Signed: 6/2/2020 3:46:53 PM
--	--	---

Electronic Record and Signature Disclosure:
Accepted: 6/2/2020 9:56:28 AM
ID: 6c448f7a-b2b0-4663-ae17-c2d7240b9285

AnnMarie Lucero AnnMarie.Lucero@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 164.64.133.193	Sent: 6/2/2020 3:46:59 PM Viewed: 6/2/2020 3:54:56 PM Signed: 6/2/2020 3:55:22 PM
---	---	---

Signer Events	Signature	Timestamp
<p>Electronic Record and Signature Disclosure: Accepted: 6/2/2020 2:28:54 PM ID: 4e14c1ed-cee7-47c4-9f77-dc41a9cef910</p> <p>Andrew Baranowski Andrew.Baranowski@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)</p>	 <p>Signature Adoption: Drawn on Device Using IP Address: 174.56.18.94</p>	<p>Sent: 6/2/2020 3:55:27 PM Viewed: 6/2/2020 10:34:24 PM Signed: 6/2/2020 10:49:01 PM</p>
<p>Electronic Record and Signature Disclosure: Accepted: 6/2/2020 10:34:24 PM ID: b826f124-3b88-427f-83f4-b64a9a19ef32</p> <p>Elena Tercero Elena.Tercero@state.nm.us Administrative Services Director Security Level: Email, Account Authentication (None)</p>	 <p>Signature Adoption: Drawn on Device Using IP Address: 208.85.33.86</p>	<p>Sent: 6/2/2020 10:49:07 PM Viewed: 6/2/2020 11:07:57 PM Signed: 6/2/2020 11:08:25 PM</p>
<p>Electronic Record and Signature Disclosure: Accepted: 5/26/2020 2:52:30 PM ID: 5da3dea2-3b15-4c1c-a1c9-087ad20c9e66</p> <p>Joseph Baros Joseph.Baros@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)</p>	 <p>Signature Adoption: Pre-selected Style Using IP Address: 174.237.136.215</p>	<p>Sent: 6/2/2020 11:08:29 PM Viewed: 6/9/2020 9:40:24 AM Signed: 6/9/2020 9:41:29 AM</p>
<p>Electronic Record and Signature Disclosure: Accepted: 6/9/2020 9:40:24 AM ID: 49b61156-7d5b-4f7d-b0ed-15b47a6ca8a1</p> <p>Deborah K Romero debbie.romero@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)</p>	 <p>Signature Adoption: Pre-selected Style Using IP Address: 164.64.112.220</p>	<p>Sent: 6/9/2020 9:41:36 AM Viewed: 6/16/2020 7:55:01 AM Signed: 6/20/2020 5:57:47 PM</p>
<p>Electronic Record and Signature Disclosure: Accepted: 6/16/2020 7:55:01 AM ID: cb7adabe-0ec7-452c-a870-6681cd25d77a</p> <p>John Salazar JohnL.Salazar@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)</p>	 <p>Signature Adoption: Pre-selected Style Using IP Address: 164.64.125.192</p>	<p>Sent: 6/20/2020 5:57:54 PM Viewed: 6/22/2020 5:35:13 PM Signed: 6/22/2020 5:38:09 PM</p>
<p>Electronic Record and Signature Disclosure: Accepted: 6/22/2020 5:35:13 PM ID: 4ef0a9ac-f840-4ae4-889b-e33e6422a8bb</p>		

Signer Events	Signature	Timestamp
Valerie Paulk valerie.paulk@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 75.161.159.237 Signed using mobile	Sent: 6/22/2020 5:38:16 PM Viewed: 6/22/2020 5:39:25 PM Signed: 6/22/2020 5:42:35 PM
Electronic Record and Signature Disclosure: Accepted: 5/29/2020 9:40:59 AM ID: f12ca6d0-7cba-4de4-b58f-8180244887ff		
In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Vanessa LeBlanc Vanessa.LeBlanc@state.nm.us State of New Mexico, Dept of Information Technology Security Level: Email, Account Authentication (None)	 Using IP Address: 174.56.0.198	Sent: 5/29/2020 4:23:10 PM Resent: 6/9/2020 4:49:30 PM Viewed: 6/2/2020 7:02:26 AM Completed: 6/22/2020 5:42:35 PM
Electronic Record and Signature Disclosure: Accepted: 6/2/2020 7:02:26 AM ID: 174ce339-a45c-4eb9-8489-b3f5ced3d8e4		
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	6/22/2020 5:38:16 PM
Certified Delivered	Security Checked	6/22/2020 5:39:25 PM
Completed	Security Checked	6/22/2020 5:42:35 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

B. Obtaining paper copies

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

C. Withdrawing your consent

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

D. Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

E. All notices and disclosures will be sent to you electronically

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

F. How to contact GSD:

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: GSD.SPInfo@state.nm.us

G. To advise SPD of your new email address

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of such request you must include your previous and new email addresses.

H. To request paper copies from SPD

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

I. To withdraw your consent with SPD

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to GSD.SPInfo@state.nm.us and in the body of your request state your email address, full name, mailing address, and telephone number.

J. Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

K. Acknowledging your access and consent to receive and sign documents electronically

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.